



Grant Details

68892 - FY19 Region/CVB Marketing Plan

72787 - FY19 Helena CVB Marketing Plan

DOC Office of Tourism

Grant Title: FY19 Helena CVB Marketing Plan
Grant Number: 19-51-020
Grant Status: Underway
Comments:
Applicant Organization: Helena Area Chamber of Commerce CVB
Grantee Contact: Mike Mergenthaler
Award Year: 2018
Program Area: DOC Office of Tourism

Amounts:				
Contract Dates:	Contract Sent		Contract Received	
Project Dates:	06/20/2018	07/01/2018	06/30/2019	Contract Executed
	Proposal Date	Project Start	Project End	

Grant Administrator: Barb Sanem
Contract Number 19-51-020
Award Year 2018

Contract Dates

Contract Sent	Contract Received	Contract Executed	Contract Legal
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Project Dates 07/01/2018
 06/30/2019

Project Start Project End

Comments
Amendment Comments

Community & Brand Support

Describe your destination (who you are, who you wish to attract and why would they come) addressing your strengths, opportunities, and potential challenges. How does your destination align with Montana's brand pillars?

Helena, Montana, is much more than just the state capital; it is a vibrant community bordering some of the best recreation opportunities in Montana. Nestled against the Rocky Mountains and built by gold mining, Montana's capital city strikes a unique balance between having a rich history and being a lively arts and culture town. Surrounded by pristine mountain scenery, numerous rivers and lakes, clean fresh air, and an abundance of wildlife, Helena is a unique travel destination.

Identity of Helena - as identified by the Helena CVB

As a tourist destination, Helena offers the following strengths and resources:

- Arts and culture, such as Grandstreet Theatre, Montana Shakespeare Company, Great Northern Carousel, Holter Museum of Art, Myrna Loy Center for the Performing and Media Arts, Archie Bray Foundation for the Ceramic Arts, ExplorationWorks, Clay Arts Guild of Helena, Cathedral of Saint Helena, Carroll College, Queen City Ballet, TangoHelena, Helena Symphony Orchestra and Chorale, and Civic Center events.
- Helena has received several designations that make it desirable to visitors, including International Mountain Bicycling Association Ride Center, Rand McNally Best of the Road for Geocaching, *USA Today's* 10th Best State Capital Worth Visiting, and many more.
- Helena is central to Montana history with historical attractions such as Montana's Museum at the Montana Historical Society, "Montana's Most Historic Mile" Last Chance Gulch, Original Governor's Mansion, Historic Mansion District, Reeder's Alley, nearby ghost towns, Gates of the Mountains, Lewis and Clark Trail, Montana Military Museum, Montana's State Capitol Building, and the Last Chance Tour Train.
- Outdoor recreation abounds with fishing, hunting, hiking, camping, boating, rafting, downhill and cross-country skiing, snowmobiling, mountain biking, golfing, and horseback riding. Visitors can enjoy Gates of the Mountains, the mighty Missouri River, Holter Lake, Canyon Ferry Lake, Hauser Lake, Spring Meadow Lake, Great Divide Ski Area, Montana WILD, and over 80 miles of trails on readily accessible public lands.
- Conveniently and centrally located, Helena is a perfect stop for activities and overnight stays for those traveling between Glacier and Yellowstone National Parks and for Canadians and snowbirds heading south.
- Special events and festivals throughout the year, including the Last Chance Stampede and Rodeo, Governor's Cup Race, Komen Race for the Cure, Trail Rider, Farmers' Market, Downtown Helena's Art Walks and Wednesday's Alive at Five, Symphony Under the Stars, Mondays at the Myrna Loy Center, Made in Montana Trade Show, Montana Mucker, state sports tournaments, and many other regional events.
- Helena has the most nonprofits per capita than any other population center in Montana. This focus on civic involvement and social service creates an inviting community.

Helena's marketing efforts are often challenged by the following weaknesses and critical issues identified by the CVB:

- The cost of airfare and flexibility of connections is a concern for travelers Limited public transportation, both from outside and inside the city of Helena Limited large-scale convention and event facilities
 - Recent improvements to Helena air service included a larger aircraft to Salt Lake City and Denver on Delta and United Airlines. Beginning June 7, 2018 United Airlines will begin a second daily flight to Denver in the midafternoon. The airport is currently waiting for confirmation about a Federal Small Community Air Service Development Grant which would provide a new morning and evening flight to Seattle. Also included in the grant is an effort to secure a new route to Portland, Oregon. These improvements will hopefully move this challenge into an asset for Helena to target travels in these markets.
- Limited signage directing visitors to Helena attractions on interstate highways and within the city
 - Signage is a project included in the Helena Downtown Master Plan
- Helena events are seeing increased competition from other Montana towns' events
 - After losing several state sports tournaments, Helena created a sports council and has worked to bring back large tournaments to Helena
- Lack of extended store, shopping, and attraction hours to accommodate tourists
 - While still an issue, store owner education and downtown events have made headway into resolving this challenge

Montana's Brand Pillars perfectly match with Helena and what it offers visitors.

More spectacular unspoiled nature than anywhere else in the lower 48.

Its location, nestled against the Rocky Mountains and opening into a lush valley, highlights the spectacular unspoiled nature that can be found just outside the city limits. Helena is surrounded by pristine mountains, rivers, and lakes. With over 80 miles of trails on Helena's South Hills, nearby public land, and Gates of the Mountains, visitors can escape into an outdoors that is still very much like it was when Lewis and Clark first set eyes on it.

Vibrant and charming small towns that serve as gateways to natural wonders.

Named one of the Best Small Arts Towns, Helena has all the amenities of a big city but with a small town feel. In addition to its rich history and culture, visitors will find biking and hiking trails, blue-ribbon fishing, and water recreation opportunities just outside city limits.

Breathtaking experiences by day, relaxing hospitality at night.

Whether it is the panoramic views from atop MacDonald Pass or watching a resident artist create their next piece at Archie Bray, Helena offers visitors unique and breathtaking experiences that can't be found elsewhere. Stroll along the walking mall to explore the many local shops. Or relax and enjoy some Helena flavor at a local restaurant, brewery, or distillery. At night, visitors can choose from historic bed and breakfasts or established hotels offering hometown Montana hospitality.

Describe your destination.

The Helena CVB marketing plan addresses the three-phase decision process across its marketing plan with various tactics implemented to provide a smooth process throughout the target's travel planning.

Inspiration

In the Inspiration phase, the target audience will be made aware of Helena's attributes, inspiring a desire to visit Helena. Select tactics in the marketing plan address this phase by featuring information about Helena, promoting key attributes that interest target markets, and through vivid high-quality imagery. The tactics involved in the marketing plan that are part of the Inspiration phase include

- **Consumer Advertising:** The Helena CVB will develop a strategic media plan that utilizes MOTBD co-ops, Wendt-facilitated co-ops, and placement within publications that reach the target markets. Ads will highlight activities with a strong call to action and vivid images.
- **Internet Advertising:** The Helena CVB will develop a strategic media plan that targets markets with interest in the attributes of Helena. Ads will include eye-catching images with links to specific pages and relevant information within Helenamt.com.
- **Public Relations:** The Helena CVB will seek out opportunities with national and regional publications as well as freelance writers/photographers to help generate stories about Helena. This will be accomplished by reaching out to magazine editors, responding to media inquiries, creating news releases, and pitching of special events or new opportunities for visitors to Helena.
- **Pinterest:** The Helena CVB utilizes its social channels to promote Helena's attributes and keep followers up to date with news and events. Within Pinterest, strong images and descriptive captions inspire users and are used to build intent to visit Helena.
- **Photo Library:** The Helena CVB has a photo library that includes hero shots and photos highlighting activities in and around Helena. It is used for advertising, media inquiries, news releases, and social media.
- **Video:** Helena has two videos: one highlights the opportunities for travelers in Helena and the second is specific to family travelers. The videos include a strong call to action to visit Helena. They are being used for advertising, public relations, and social media.

Orientation

In the Orientation phase, the target begins researching the details of their trip, including the route and mode of transportation. Select tactics in the marketing plan address this phase by highlighting Helena's convenient location both within the state and between Glacier National Park and Yellowstone National Park. The tactics in the marketing plan that are part of the Orientation phase include

- **Helenamt.com** – The Helena CVB will continue to work with the Helena TBID to maintain a website that provides travelers with access to information they need to plan their trip from beginning to end. The website includes maps and a call out to Helena's convenient location between the parks, service and attraction directories, an event calendar, sample itineraries, and much more.
- **Consumer Advertising** – Beyond a strategic media plan, the ads all feature a call out to Helena's convenient location between the parks.
- **Visitor Guide** – The Helena Travel Guide is an important piece in developing the traveler's intent to visit Helena. The travel guide is used in response to media inquiries and consumer advertising inquiries. It is distributed regionally and locally. The travel guide consists of maps, suggested routes, main attractions, and a calendar of events.

Facilitation

In the Facilitation phase, the traveler is looking for things to see and do in Helena and along the way. Select tactics in the marketing plan address this phase by providing sample itineraries, day trips, and activities broken into easy-to-use categories. The tactics in the marketing plan that are part of the Facilitation phase include

- Helenamt.com – The Helena CVB will continue to partner with the Helena TBID to maintain the site to include up-to-date sample itineraries, easy-to-navigate activities, and must-see landmarks.
- Pinterest – Boards on the Pinterest page include Helena Food and Drink, Stay in Helena, and Things to Do, which highlight what to do while visiting Helena. The pins include captions with calls to action and links to learn more.
- Official Visitors' Guide – full of information and maps needed to explore Helena. These guides are available throughout Helena including at lodging and popular attractions
- Brochures – The Helena CVB developed a rack card brochure that highlights Helena's convenient location and main attractions. The brochure features hero shots and narrative copy about Helena and the surrounding area. The brochures are distributed along the travel corridor for visitors to Glacier and Yellowstone National Parks and to inform visitors about what Helena has to offer and why it's a perfect stop.
- Tear-Off Map – Helena CVB annually produces a tear-off map of Helena that is available at visitor centers and local businesses. The map is not only a road map but also highlights major landmarks and attractions.
- Visitor Center – The visitor center features knowledgeable staff and printed materials about what to see and do in Helena.
- Helena Walking Tour App – The app walks visitors through Helena's unique history and architecture. It includes new augmented reality that literally makes history come alive for the visitor.

Optional: Include attachments here

a. Define your target markets (demographic, geographic and psychographic).

Target Geographic Markets

Based on inquiries from our marketing and advertising efforts, visitors to the Helena Chamber of Commerce Visitor Centers, direct flights to Helena Regional Airport, and the Destination Analysis report, the Helena CVB will target the following states and provinces: Washington, Idaho, Utah, California, Texas, Arizona, Florida, Oregon, Illinois, Colorado, Minnesota, Alberta, and Saskatchewan.

Target Demographics

A) Travelers Visiting Family and Friends: The most popular leisure travel purpose in Montana and nationally is visiting friends and relatives. These are adults 35+ years of age, traveling with or without children. They have a household income of \$60,000+, participate in scenic trips, photography, camping and hiking, wildlife viewing, skiing, and snowmobiling. These travelers enjoy outdoor activities, hands-on experiences, and tend to visit state parks, museums, historic trails, and nature areas.

B) Leisure Travelers: Adults 35+. They have a household income of \$60,000+ and travel with or without children in the summer months. They participate in shopping, attend social/family events, outdoor activities, rural sightseeing, and visit historic places and museums.

- Family Travelers: Affluent households with children under the age of 18
- History Buffs: Travelers who rate "historic attractions" as an extremely important attribute in selecting travel destinations

C) Adventure Travelers: Adults 30+ years of age, traveling with or without children. They have a household income of \$60,000+. They enjoy and participate in outdoor activities, such as mountain biking, fishing, hiking/backpacking, camping, water recreation, skiing, and snowmobiling.

E) Business Travelers/Meeting & Convention Planners: Business travelers often include leisure activities during at least one of their trips, and many take family or friends on those trips. Meeting and convention planners who seek to book small- to medium-sized conventions and meetings in an area offering unique western hospitality with a variety of local historic, cultural, and recreational activities.

b. What are your emerging markets?

Helena has a main emerging market and a market that is transitioning from emerging to a major target market. We will reach these markets through our planned tactics included in our marketing plan and through our creative execution.

Beerocations – As craft breweries continue to grow in popularity across the country, so too has beer-related travel. Craft brewers are now a main attraction for travelers and have even become the star in annual events that draw large crowds. According to the Brewers Association, in 2017, beer tourism continued to grow with the average traveler visiting 2.5 breweries. Helena has long-established award winning breweries as well as up-and-coming new breweries that are already a hit at local brew fests. Beerocations have been increasing due to large travel sites such as Travelocity creating suggested beer trails and a beer tourism index. While this is a niche audience it continues to grow and Helena has the perfect mix to entice travelers looking for a beerocation.

Mountain Bikers – With the slogan “a singletrack at the end of every street,” and the designation of a Ride Center by the International Mountain Bicycling Association, Helena has become a destination for mountain bikers. Since 2015, Trail Rider shuttle service use has risen from 1,568 riders to 3,767 in 2017. From ITRR’s Trail Usage study we know just over a quarter of all mountain bikers surveyed were from outside the local area. Helena will continue to grow this market because we have the infrastructure and tools (more than 80 miles of trails, Bikehelena.com, Trail Rider shuttle service, ride events, Vigilante Bike Park) in place to reach mountain bikers and provide an unmatched experience.

Optional: Include attachments here.

c. What research supports your target marketing?

The Helena CVB utilizes ITRR to refine its target audiences, including why visitors are attracted to Montana. The Helena CVB is also using the research provided by Destination Analysis about Montana’s potential high-value visitors and strategic messaging to create targets and messaging. Visits to the Helenamt.com site also help define the geographic targets outlined in the marketing plan.

Additional resources include:

- Ustravel.org
- Ntaonline.com
- Brewersassociation.org
- 2018 Trail Usage and Value – A Helena MT Case Study from ITRR

Fiscal Year 18/19 Goals

- 1) Increase arrivals, length of stay, and expenditures of Helena visitors by raising their overall level of awareness of Helena as a must-stop destination within Montana due to its recreational, cultural, and historical attractions and activities.
- 2) Seek appropriate marketing opportunities and partnerships with other tourism organizations, events, and activities. This includes the TBID, Downtown Helena, Helena Airport, Southwest Montana Tourism Region, and Montana Office of Tourism and Business Development.
- 3) Increase awareness of Helena as a destination and encourage visitors to Glacier and Yellowstone National Parks to take advantage of Helena as a travel destination due to its convenient geographical location.
- 4) Increase awareness of Helena’s historic, cultural, and recreational attractions among meeting and convention planners, helping them view Helena as a “see-and-do” destination.
- 5) Enhance and encourage visitor experiences while in Helena through Visitor Center orientation and informational materials.

Fiscal Year 18/19 Measurable Objectives

- Target travel media to increase visibility of Montana and Helena as a leisure travel destination.
- Promote existing historic/cultural assets for the enjoyment of residents and visitors.
- Enhance funding for region and CVB marketing efforts.
- Expand partnerships with tourism businesses/attractions and TBID as co-op partners.
- Create public/private/tribal partnerships for cooperative project implementation.
- Increase the number of user sessions by 10% per year on the CVB/TBID/Chamber website.
- Increase productivity of the Helena CVB's administration, project development, and overall marketing efforts.
- Develop a cohesive, effective marketing plan to be approved by the Tourism Advisory Council. Our plan will increase arrivals, length of stay, and expenditures of Helena visitors by raising the overall level of awareness of Helena's historic, cultural, and recreational attractions and activities.
- Enhance tracking/reporting and ROI from CVB advertising.
- Promote Montana to target groups/events.
- Conduct research annually to measure results of advertising, web marketing, and improvements in ROI.
- Clearly define marketing strategies, that funding is needed annually, and methods for measuring ROI.

a. *In what types of co-ops with MTOT would you like to participate?*

The Helena CVB is most interested in affordable co-ops that will give them high-value placement while allowing flexibility with their limited budget. As long as the opportunity is a fit with Helena's target audience and goals, print or digital placement options are of interest to the Helena CVB. Through a partnership with the Helena TBID, marketing opportunities are evaluated to ensure there is no duplication of efforts. Helena is also interested in opportunities with travel planning sites allowing us to reach our target audience in the Inspiration and Orientation phases of the planning process.

Optional: Include attachment here. Helena CVB research that supports target markets.pdf

b. *In what other types of co-ops would you like to participate? (Regions/CVBs, etc.)*

The Helena CVB has done co-ops with the Helena TBID in the past. The results from these co-ops have been successful, and the Helena CVB plans to continue participation in co-ops with other bed tax funded organizations as long as they are available, fit within our marketing goals, and reach the target audience.

c. *What types of co-ops have you done in the past? Were they successful - why or why not?*

Helena has participated in several of the MOTBD print and digital co-ops over the past years: *Sunset, History Channel, National Geographic Traveler, Outside, Backpacker, Sojern, Live Intent, Roots Rated, and TripAdvisor*. Helena has seen great success with these co-ops, including exposure with target audiences and increased inquiries, and plans on continuing to include them when developing media plans.

Optional: Include attachments here.

Optional: Include attachments here. FY19 Helena CVB Budget Breakout.pdf

Optional: Include attachment here:

Marketing Segment, Strategy & Budget

Marketing Segment	Marketing Method	Does research support this method?	Describe your method.	Supporting research/statistics	How do you plan to measure success?	Provide a brief rationale.	Estimated budget for method.	Marketing Method Evaluation	Are you using private funds to support this method? (optional)	Non bed tax funds used? Yes/No (optional)	Add'l Attchmnts
Consumer	Social Media	Yes	The Helena CVB has a successful Pinterest page that highlights all Helena has to offer through a variety of high-quality visual pins. Boards have been set up to promote new activities such as Bike Helena and to announce and promote events such as Symphony Under the Stars, Last Chance Stampede and Fair, Last Chance Community Pow Wow, Governor's Cup Race, and many more.	Pinterest gives Helena access to more than 175 million active users. Currently, the Helena Pinterest page has 17 boards, 1,897 pins, and has grown to 14,000 average monthly views. The most popular board is "At Home in Helena," which features recommendations from locals.	The success of this project is measured through followers of the Helena Pinterest page, repins, and through website visits gained through Pinterest.	Pinterest is a very popular social media vehicle for those in the inspiration and planning stages of trip planning. Pinterest allows users to create boards where they are able to pin ideas, destinations, and useful information for planning purposes. By utilizing Pinterest, Helena is able to provide a visual travel guide to all things Helena. From a board about dining options to one specifically about mountain biking, followers can visually see what Helena has to offer. Many of these pins also link back to the Helena website where they can find more in-depth information on planning their trip to Helena.	\$2,500.00	The Helena CVB has had the "Visit Helena, Montana" Pinterest account since 2012. Since then we have established 17 boards and generated 1,381 pins. The account currently has 1,126 followers and around 11.3k monthly viewers. We have maintained a balance of repinning content and introducing new content to increase the number of Visit Helena pins in search results. However, we have run out of existing Helena-related pins on the platform to repin. Repinned content tends to perform better than original content. The two challenges we are facing now are the lack of visually aesthetic content and the limits of organic content. We are restricted to creating original content with low-quality preexisting images from Helena-based companies' websites. Visit Helena's content is also very niche and is rarely searched for, so it is difficult to increase organic impression and drive engagement. Earlier this year we shifted focus from creating content to curating the account. Steps taken included updating the		No	2019 Final Pinterest Recap Report.docx

								account profile, revising the board names, descriptions and themes and editing existing pins' descriptions, reassigning to boards and deleting duplicates. We also connected the Pinterest page to other Visit Helena social media accounts. The Pinterest account will continue to provide value to the CVB but we will cut back on new pins and monitor the value of our pinterest account. We may discontinue usage of the account in the future.			
Consumer	Photo/Video Library	Yes	Opportunities arise throughout the year when specific photography/videography needs to be purchased to create niche marketing campaigns and fulfill request from publications, writers and for online media.	High-quality images and video that captures the activities, attractions and spirit of Helena make Helena's marketing efforts more powerful by showing what there is to experience in Montana's Capital City.	The objective is to increase the number of photo assets in our library that will allow us to have fresh, relevant and targeted assets at our disposable. We will measure the success of the method tracking the goal of obtaining a dozen photos at a cost that is within the budget.	The Helena CVB has a large photo library that is utilized for everything from social media to print ads and public relations opportunities. Photos have to be acquired for special circumstances. The Helena CVB relies on the photo library to keep its production costs low and respond to all promotional opportunities with high-quality images. The CVB recognizes the availability of MTOT photography as well as the availability of area photography. Helena has produced two videos in FY17 and added footage in FY18. In FY19 the Helena CVB will	\$2,850.00	This method was successful as we met our objective. A total of 30 photos were added to our digital library and we spent under the allowed amount. We will continue to use this method in the future. Digital copies of the photo assets are on file with our organization.	No		

						be looking to increase footage of Helena events and landmarks and activities that are truly unique to Helena.				
Consumer	Online/Digital Advertising	Yes	As a primary component of the FY19 marketing plan, the Helena CVB will develop an online/digital marketing campaign to introduce and reinforce Helena to the target markets and as a method of educating and producing click-throughs to the Helena website from potential visitors. A variety of online and digital media will be placed with joint ventures from the MTOTBD considered as well as markets specifically goertargeted by the CVB.	The trend of people being inspired and planning their travel online is only increasing as people receive their information through smartphones and tablets. The FY15/16 campaign saw 2,395,519 impressions and 5,299 click-throughs for a cost of \$6,869. The FY 16/17 campaign saw 11,846,868 impressions and 47,853 click-throughs for a cost of \$35,516.	Effectiveness of this project will be measured by tracking inquiries, impressions, clicks/actions, and click-through rates generated.	As more travel planning is done online, the Helena CVB would like to take advantage of the affordable options available to reach potential travelers. The digital campaign will be designed to fit within our geographic and demographic targets with tactics that have shown past success and any co-op opportunities through MOTBD or third parties.	\$99,855.00	This method was successful as we met our objective. The attached document provides details for each campaign as well as the varied forms of measuring success. Our partnership with the Airport and the ability to use rollover funds helped us expand our advertising market. This helped to provide a highly successful Influencer Campaign and when combined with additional funds contributed by the airport we were able to further promote air travel into Helena. This campaign generated 11,185,45 impressions and 17,428 click throughs. We will continue to use this method.	No	Digital Media Report FY19.pdf
Consumer	Print Advertising	Yes	The Helena CVB will develop a consumer marketing campaign as a method of building awareness of Helena's outdoor recreation opportunities, arts and culture, historical attractions, special events, and convenient location between the parks with our target audiences.	Helena has seen great success in driving inquiries and traffic to the website with past consumer marketing campaigns. In 2016, Helena's ads reached 5,040,600 people. In 2016, Helena fulfilled 9,372 inquiries with travel planners. While the Consumer Marketing Plan was active, the Helena website and 800 number also saw a marked increase in activity. While we are doing less print placement than previous years, we do find value in placing in the Southwest Montana Travel Planner and the Family Fun partnership opportunity with MOTBD.	Effectiveness of this project will be measured by tracking inquiries generated and by calculating the cost per inquiry. The Helena CVB will respond to inquiries with the Helena Travel Planner produced with private sector dollars. Our objective is to increase awareness and provide information about Helena to travelers and visitors.	This campaign will inspire travelers to plan a trip to Helena through high-quality images and attention-grabbing copy. It will meet the needs of travelers by educating them about all Helena offers, as well as connecting them to the website or travel planner, which both contain trip suggestions and tools to help with their vacation planning. The campaign will also produce inquiries from	\$19,122.00	The CVB advertised in five magazines including Parents Magazine which was a Joint Venture with the Office of Tourism. Circulation/Distribution of our ad was 1,362,000 magazines. The CVB received 4,319 inquiries at a CPI of \$3.99. This was successful and we will continue to use this marketing method.	No	Print Media Report FY19.pdf

						potential vacation travelers through the inclusion of the Helena 800 number and website on materials, as well as reader service when available. The campaign will be designed to fit within our geographic and demographic targets. In order to increase effectiveness of the consumer marketing campaign, editorial calendars will be evaluated to find stories related to Helena's identity and travel product.					
Marketing Support	Printed Material	Yes	Helena prints a dining guide that gives travelers and tourists information about our local dining establishments and breweries. This piece has proven to be very popular to our guests as they now have a reference in their hand so that they can choose the establishment that best fits their taste.	This guide has become very useful to our visitors as everyone needs to eat a lot of them enjoy the local breweries. This also helps our volunteers in answering the most frequently asked question as to where there is a good place to eat. The guides are also helpful to front desk staff in direction and recommending dining and brewery options in Helena.	Success of this project is based on how many guides are given out and feedback from the visitors centers and businesses that have them.	The most frequently asked question at our visitors centers and hotel front desks is "where is a good place to eat?" This guide is a valuable tool in directing visitors to our local restaurants and breweries. This guide can be picked up not only at staffed locations but is also available at unstaffed locations for visitors to take and to help them in their dining choices.	\$2,000.00	This guide was placed in every hotel and was available at the 3 visitors centers. The CVB printed 2500 dining guides and all of the guides have been distributed. Over 90% of them have been taken by guests and visitors. The feedback that we received from the visitors centers and businesses was very positive. This has been a very successful strategy and a very worthwhile project. We will continue to use this marketing method.	No		2019 Dining Guide.pdf
Marketing Support	TAC/Governor's Conference meetings	Yes	These funds will be used to attend TAC Meetings and the Governor's	Professional development is proven to increase efficiency and accuracy in operations.	The objective for this method is for appropriate	It is important to attend these meetings to see what other	\$750.00	This method was successful as we met our objective. The executive	No		

			Conference on Tourism		staff to attend required meetings in order to obtain at least two items from each meeting that will be shared with our leadership in order to support all marketing efforts. We will measure the success of this method tracking attendance and through the reports back to the organization.	tourism entities as well as the MTOBD are doing in their marketing efforts. Items such as Joint Ventures and other opportunities to participate in nationwide marketing are discussed and these meetings and conference are a great opportunity to network with peers from around the state.		director attended all TAC meetings and the Governor's Conference. In addition, the director reported back to the board of directors during monthly meetings. There were 5 items including detailed information and resources to improve our marketing and advertising to raise our ROI and valuable information and training were obtained through the meetings and conference. We will continue to use this method in the future.			
Marketing Support	Administration	Yes	Administration Funds are used for personnel, office supplies and other basic needs to support an office.	This is a professional organization that adheres to state statute.	The objective for Administration budget is to spend funds appropriately and efficiently for managing the organization's operations. Per statute, the maximum allowed for the Administration method is 20% of the total marketing budget or less. Success will be determined by the total spend on the Administration method; if is 20% or less, we will consider the	The Director is responsible for carrying out the Marketing Plan and Budget of the CVB and ensuring that the rules and regulations set forth by the TAC are followed and administered	\$30,453.00	A total of \$31,029.80 was spent, which is 20% of the total marketing budget. We were successful in meeting our overall objective of staying within the allowable 20% for the Administration budget. We will continue to use this marketing method.		No	

					method successful.						
Marketing Support	Joint Ventures	Yes	The Helena CVB would like to assign a project and budget for joint ventures that may occur during the FY18/19 marketing year. When project opportunities arise, the CVB will submit details of the project to the TAC.	Projects, events and joint ventures that come up during the year have provided Helena considerable press and earned media in the past.	Metrics for success will be determined when a joint venture project is submitted to the TAC.	Joint Venture projects will allow the Helena CVB to be prepared if opportunities arise in FY17/18.	\$3,000.00	Although the need to use Joint Venture Funding did not become available this year, we will continue to use this method in the future.		No	
Marketing Support	Fulfillment/Telemarketing/Call Center	Yes	The Helena Chamber of Commerce will produce and print a vacation guide that will be used as a fulfillment piece for the Helena CVB. The CVB receives numerous requests for information and this vacation guide will be used as our fulfillment piece. These funds will be used to pay for postage to send this fulfillment piece to those requesting more information on Helena.	A study done by ITRR in 2016 showed that 25% of travelers use brochure information racks. Our goal will be to have the Helena Visitors guides available for those looking for a hard copy of tourist information.	Success will be measured by the number of guides distributed and given out both locally and requested due to advertising by the CVB. Our plan is to fulfill requests for information with a response time of two weeks or less. This will also allow us to evaluate which states are requesting the most visitor information.	The Helena CVB distributes the travel guide to the local visitors centers and businesses including hotels, restaurants and tourist attractions. The guide is also mailed out to anyone who requests tourist information through the Helena Chamber/CVB. The CVB advertises in various magazines as well as digital online advertising. Leads for tourist information are received and fulfilled by the Helena Chamber/CVB	\$4,000.00	The CVB distributed and mailed out to requests all of the 25,000 guides printed. We also met our goal of mailing out the fulfillment piece in a timely fashion by responding in less than two weeks to all requests. This was successful and we will continue to use this method in the future.		No	
Marketing Support	Opportunity Marketing	Yes	The Helena CVB would like to assign a project and budget for opportunities that may occur during the FY19	Projects, events and marketing opportunities that come up during the year have provided Helena considerable	Metrics for success will be determined when an opportunity	Opportunity projects will allow the Helena CVB to be prepared if	\$3,000.00	SWMT & Tempest Partnership ~ This method was successful as we met our objective of increasing		No	Media Fam Itin & Participants.docx

			<p>marketing year. When project opportunities arise, the CVB will submit details of the project to the TAC.</p> <p>The CVB will also partner with SWMT and Tempest Technologies on a project and grant submitted by Tempest Technologies to promote our community and region. Tempest will provide video to be shown on 65" TV's that the CVB will purchase for this project and will be placed in strategic locations where visitors can view a video that highlights events and destinations within the SWMT region.</p> <p>The CVB will partner with MTOTBD and provide food and lodging for a foreign FAM tour sponsored by the office of Tourism.</p>	<p>press and earned media in the past.</p>	<p>project is submitted to the TAC.</p> <p>The objective of the SWMT & Tempest partnership will be to get local and regional attractions in the view of tourists to our area and increasing the awareness of the area to visitors through distribution via TV and Video.</p> <p>The objective of the partnership with MTOTB FAM will be to create awareness of the Helena Area in the foreign market.</p>	<p>opportunities arise in FY19.</p>	<p>awareness of the area to our visitors. We were able to increase this awareness by placing these TV's and Videos in our visitors centers at the Chamber of Commerce and at the Airport. We will continue to look for opportunities such as this and will continue to use this marketing method.</p> <p>MTOTBD FAM Partnership ~ This method was successful and we met our objective in creating awareness of the Helena Area in the foreign market. We will continue to use this method in the future and will look for ways that we can partner with the MTOTBD to bring in foreign journalists. (List of Participants and Itinerary attached)</p>			
Marketing Support	Marketing Plan Development	Yes	<p>The Helena CVB annually revisits its marketing position and works to develop a strong, focused marketing plan. This project encompasses the marketing support provided by Wendt in the form of preparation for, and the subsequent development and writing of, the FY20 Marketing Plan for submission to the Tourism Advisory Council. Also included in this cost is any materials needed for the presentation of the marketing plan to TAC.</p>	<p>The Helena CVB has seen success in planning and executing marketing tactics that reach the goals and objectives set forth by TAC and the CVB Council. A marketing plan also allows us to set up metrics to measure the tactics and compare year to year allowing us to fine tune what is successful and what has not worked.</p>	<p>Our success will be measured in reaching and exceeding the objectives set forth in the FY19 marketing plan, including increasing hotel occupancy and revenue.</p>	<p>Our overall objective is to develop a cohesive, effective marketing plan to be approved by the Tourism Advisory Council. Our plan will aim to increase hotel occupancy and revenue of Helena hotels by raising the overall level of awareness of Helena's historic, cultural, and recreational attractions and activities. All tactics will address the travel decision process.</p>	\$2,000.00	<p>The Helena CVB's Agency of record is The Wendt Agency. The CVB works with local partners and our ad agency to ensure the continued growth of tourism to the Capital city. The CVB will continue to produce a marketing plan that coincides with the brand pillars of the state as well as market Helena to tourists interested in the History, Culture and Recreation that abounds in our area. Hotel occupancy increased 1.7% and total revenue was up 7.9%. We will continue to strive to increase occupancy and revenue by working with our partners in the industry such as the</p>	No	FY19 STR Report.xls

								<p>MTOBD, SouthWest Montana and our local TBID. We have also reached out to the Helena Regional Airport and Carroll College to involve them in our marketing efforts. This will continue to ensure that our advertising and marketing dollars are utilized in the most efficient and effective means possible. This was successful and we will continue to use this marketing method.</p>			
Marketing Support	Research	Yes	<p>Smith Travel Research produces a monthly "Star Report." This report is the hotel industry standard of benchmarking and provides useful data such as occupancy, demand, revpar and supply to the Helena CVB.</p>	<p>The Smith Travel Report provides the research necessary to see trends and opportunities in the lodging industry and across Montana.</p>	<p>Effectiveness of this project will be measured as we track trends in occupancy and revenue collected by local hotels. From that we will be able to see the impact we are making with our advertising dollars. This information will be distributed to the hotel/motel association and other entities interested in the information.</p>	<p>With this report the Helena CVB will be able to see fluctuations in occupancy and demand while deciding what months and seasons the CVB may need to market differently. This research will not only provide us with a benchmark for success in our sales efforts, but will be a destination management tool as we look at the quantity of rooms and evaluate our occupancies in our high, low and shoulder seasons.</p>	\$2,400.00	<p>This is the 13th year that the Helena CVB has purchased the Smith Travel Research Report. This report had proven to be a valuable asset to the CVB as we are able to gauge our annual occupancy, RevPar and ADR. Occupancy this year was 60.7% and is up 1.7% while ADR was up .7% (or \$.73) from \$99.31 to \$98.04. RevPar was up slightly from \$58.11 to \$59.54 (\$1.43). Rooms Occupied increased by 7.1% from 340,597 to 364,946 (24,349 rooms) the total Revenue increased from \$33,143,254 to \$35,778,131 (+7.9%). These numbers are very strong and 2019 was a legislative year and occupancies typically rise during the sessions. The Helena CVB will continue receiving the STR report as</p>	No	FY19 STR Report.xls	

Marketing Support	Joint Ventures	\$3,000.00	\$0.00
Marketing Support	Fulfillment/Telemarketing/Call Center	\$4,000.00	\$0.00
		\$47,603.00	\$0.00
		\$171,930.00	\$0.00

Miscellaneous Attachments

Description

File Name

File Size

Reg/CVB Required Documents

Description	File Name	File Size
Application for Lodging Tax Revenue - Helena CVB	Application for Lodging Tax Revenue.pdf	216 KB
Helena CVB - Certificate of Compliance FY19	Certificate of Understanding.pdf	295 KB
Helena CVB- Helena Area Chamber of Commerce Board Meeting Budget Approval	Chamber Board CVB MP & Budget Approval.docx	14 KB
Helena CVB - Pledge of Understanding	Pledge of Understanding.pdf	232 KB

