



Grant Details

68892 - FY19 Region/CVB Marketing Plan

72763 - FY19 West Yellowstone Chamber/CVB Marketing Plan

DOC Office of Tourism

Grant Title: FY19 West Yellowstone Chamber/CVB Marketing Plan
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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?

As the closest entrance to Yellowstone National Park, West Yellowstone has identified itself as the perfect location for exploring the Park. Sharing a border with Yellowstone and surrounded on all other sides by the Custer-Gallatin National Forest, the town has become the center for an amazing array of activities. Clean air and water, abundant wildlife, scenic beauty, geothermal wonders and historical reference all have made West Yellowstone a national and international destination.

West Yellowstone offers visitors an amenities-rich, safe platform for breathtaking experiences. Visitors can fish blue ribbon trout streams, hike in pristine wilderness, experience real western horseback riding, go whitewater rafting or mountain bike on hundreds of miles of single track and forest service roads. In the winter months there are over 50km of groomed ski trails for Nordic skiing and over 400 miles of groomed snowmobile trails for recreation, including snowshoeing and sled dog rides and races.

Those looking for fun, family activities can visit the Yellowstone Giant Screen Theater, presenting a six-story high screen with stereo surround sound or the Grizzly & Wolf Discovery Center, open 365 days a year, offering an educational experience and viewing area for visitors to watch live grizzly bears, wolves, and raptors in their own natural habitat. Many nights during the summer season, visitors can enjoy live theater, free concerts in the park, and authentic rodeos. The 4th of July Community Celebration, Annual Rod Run (the largest event of its kind West of the Mississippi), and regional Cowboy Mounted Shooting Competition are events that enhance any visitor's experience.

The Yellowstone Historic Center, located in the original Union Pacific Depot, features the history of visitation and transportation to our nation's first national park. Open daily from the middle of May through the middle of October. Visitors can also experience early West Yellowstone through the free, self-guided historic walking tour. Nearby attractions include the 1959 Madison River Canyon Earthquake Area & Visitor Center, Nevada and Virginia Cities, and the Nez Perce Trail.

Having the west entrance to Yellowstone National Park mere blocks from downtown funnels many visitors through West Yellowstone. Unfortunately, our challenge is enticing these travelers to stop and enjoy the amenities our town has to offer, before moving on to other locations.

As a gateway to Yellowstone Park, West Yellowstone is subject to public policy and the economic ups and downs triggered by off-seasons that create a cascade of challenges including cash flow problems and difficulty in maintaining a stable employment base and housing.

Strengths:

- West Entrance to Yellowstone National Park.
- We are seen by some visitors as synonymous with Yellowstone Park and can effectively market ourselves as —Yellowstone Plus!
- Close proximity to Teton National Park and situated on the primary corridor between Glacier and Grand Teton/Yellowstone National Park.
- Outstanding natural assets such as mountains, lakes, and National Forest access.
- A nationally recognized, well-developed system of winter trails.
- International recognition among groups and individuals (i.e. Nordic Ski)
- Ideal family vacation spot -affordable, fun, educational, clean, safe with a variety of activities.
- Seasonal airport served by a regional carrier (now offering jet service).
- Home of the Yellowstone Historic District.
- A host of year-round events.
- Additional community marketing resources. Town of West Yellowstone Marketing & Promotions grant fund, West Yellowstone Tourism Business Improvement District, West Yellowstone Economic Development Council, West Yellowstone Foundation, etc.

- Potential tourism partners – Gallatin County, chambers, regions, Yellowstone Teton Territory (ID), and Visit Utah.
- New lodging properties and rooms coming online in the next two years.

Challenges:

- The perception that West Yellowstone is only a gateway into the Park and not a destination.
- The considerable distance and lack of easy access from major population centers.
- National and world events including terrorism, infectious diseases, and natural disasters that impact tourism.
- The negative press generated on issues such as the wildlife, climate, natural events and Park access.
- Perception of lack of restaurants, nightly entertainment & family friendly activities/events.
- Unknown future of events in the community.
- Managing the increasing number of international visitors.
- Access to campgrounds, trails, and public lands in the national forests.
- Public policy decisions (budget cuts, work visas) demand immediate response and resources but ultimately we may not be able to affect them.
- Effective means of communicating with visitors passing through.
- Staffing for current and future lodging properties and businesses.

Competitor Analysis

The attached chart outlines both direct competitors and an emerging area of competition: routes that either totally by-pass the west entrance/West Yellowstone or routes that move one or more nights that would have been spent in West Yellowstone to another community or state.

Integration with Montana's Brand Platform

You could say that West Yellowstone IS the brand pillars:

With Yellowstone Park in our "backyard" and our "front yard" composed of three national forests, *we can offer* more spectacular unspoiled nature than anywhere else in the lower 48. As the west entrance to Yellowstone National Park and geographically located adjacent to the National Forests, just two miles from Wyoming and 12 miles from Idaho, we are uniquely positioned to be a vibrant and charming small town that serves as a gateway to natural wonders.

Our messaging is similar to the guidelines laid out by Destination Analysts: honest and genuine, focusing on adventure and activity-based niches, unique experiences and access to unspoiled nature with modern comforts.

We differentiate our value proposition by featuring direct access to the First National Park and a wide range of activities in every season to offer breathtaking experiences by day, relaxing hospitality at night.

Describe your destination.

While all phases of the decision making process are key for West Yellowstone, we incorporate imaging of Yellowstone National Park and unique activities, both warm and winter seasons, during the Inspiration Phase. We often include images and messaging in our marketing, because the sights and sounds of Yellowstone are easily recognized by potential visitors to our area.

During the Orientation Phase we try to incorporate a destination message to distinguish West Yellowstone as a location outside of Yellowstone Park, yet an important gateway, with unique amenities and experiences of its own. We use maps and directions regarding our location to transportation hubs and distance from major landmarks to accomplish this.

Our Visitor Information Center and Website are our greatest tools for Facilitation. They allow potential and in market visitors to plan routes, lodging and activities, either online or with one-on-one assistance.

Optional: Include attachments here

FY19_Compervisor Chart.pdf

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

In West Yellowstone, we have a challenge of targeting the best markets that will drive in sufficient volume year-round to fill over 2,300 hotel and motel rooms, cabins, condos, and vacation rentals.

As a result of the Destination Analysts Study, we learned that the Geo-Traveler spans multiple generations and characteristics, and has now morphed into a general profile of the high potential visitor, with high-value niches emerging including Family Travelers, History Buffs, Winter Enthusiasts and Retirees/Active Mature. West Yellowstone markets fit perfectly into that profile and niches, with the exception that we see more retirees/active mature travelers and international visitors than other areas of Montana.

With limited resources, we use our marketing funds to focus mainly on the family travelers and winter enthusiasts, incorporating messaging for active mature travelers into our shoulder season campaigns. With our public/private partnerships, we are also able to penetrate some international markets.

Family Traveler:

- Age: 30-55 with an average HHI of \$40-75K; with children ages 6-17.
- Could be a traditional (parents with children) or 3-generation family unit. Intergenerational travel focuses on the idea of families traveling together utilizing itineraries designed to appeal to family members of all ages, including children. This could be an extended family unit or grandparents and grandchildren. Visits mountain destinations in the winter and summer.
- More likely to travel during holiday, spring break or summer time periods.
- Seeks —soft adventure, but must be a memorable one.
- Enjoy outdoor activities, hands on experience and tend to visit national and state parks, historic trails, museums and nature areas.
- Looking for a value in their experience not only economically, but also emotionally and spiritually. They like the natural aspect of Montana, the educational component, the fresh air, but most of all they're looking for moments; small interactions within the family that define their commitment and love for each other.

Retirees and Mature/Active Adventurers:

- Adults 55-64 with higher net worth enabling travel 5+ times per year. Spend more on travel and have more time to spend traveling; Take longer and more frequent vacations. Are able to take advantage of shoulder seasons. Drawn to safe communities.
- Not hindered by children unless choose to bring along children or grandchildren.
- Participate primarily in sightseeing, photography, and wildlife viewing. Enjoy visiting historic sites and soft adventures.
- Often seek alternative lodging choices such as Bed & Breakfasts, lodges, and rentals.
- Most interested in revisiting personal travel experiences and memories, such as a visit to a National Park or participating in a small town event such as a 4th of July celebration.
- Programs such as *Elderhostel* are now incorporating intergenerational travel focus into their products. West Yellowstone is perfectly positioned to meet the needs of intergenerational travelers.

International Travelers:

- Fastest growing segment for West Yellowstone with Yellowstone being the main draw.
- We recorded over 45 different countries of origin during the summer of 2017.
- Reports from the US Travel Association show continued growth through 2021, with China, Mexico, UK, India, Argentina and Taiwan showing the most growth.

Target Geographic Markets

West Yellowstone's primary geographic target markets have historically included:

- *summer* visitors who come from Idaho, Utah, Colorado, Washington, California, and Oregon
- *winter* visitors who come primarily from Pennsylvania, Montana, Minnesota, Michigan, Wisconsin, Illinois, Utah, Idaho, Washington, Georgia, and Florida

b. What are your emerging markets?

West Yellowstone's emerging geographic target markets include:

- Our regional jet service with direct flights from Salt Lake City, UT and new direct flights into Yellowstone Bozeman International Airport like Jet Blue, make for easier access from southern states like Texas, Midwest, California and East Coast. We will look for future MOTBD and Yellowstone Country Region joint venture options in more heavily populated markets like Los Angeles, New York, Chicago and Denver where our budget won't reach on our own.
- Regional drive markets including ID, UT, WA, WY, ND, SD for specific destination events.
- Through public relation efforts, internet presence, and regional partnerships we also want to continue to reach more domestic and international markets including Germany, Australia, Canada and China. (These campaigns tend to emphasize shoulder season travel.)

Optional: Include attachments here.

c. What research supports your target marketing?

Using reports from ITRR and now Destination Analysts, we have been able to track visitors who travel to and through our area. We were excited to see that the findings by Destination Analysts reinforced our niche markets and activity based groups. We also fully recognize the importance of the high potential visitor. We also see a higher volume of international and retirees than other areas of Montana, so we also try to take those markets into consideration when evaluating potential campaigns.

ITRR statistics provide us this info regarding visitors who stayed at least 1 night in West Yellowstone:

- Top 5 Attractions: Yellowstone National Park, Mountains/Forests, Open Space/Uncrowded areas, Glacier National Park and Family/Friends
- Top Niche Activities: Snowmobiling, Fishing, Wildlife Watching, History & Culture
- The majority entered MT through West Yellowstone by motor vehicle.
- WY Visitor Center welcomed over 181,000 guests in 2017 (3% increase over 2016).
- VIC = 53% use internet for trip planning, 5% use social media, 5% mobile apps, and once here 30% used Visitor Information Center
- Visitor Breakout = 68% are repeat visitors, 15% first-time and 72% plan to return within 2 years
- Average age is 57. Average household income \$75,000-\$100,000.
- Average group size was 2.54 (couples and families).
- Top five activities include scenic drives, wildlife, photography, day hiking, RV/camping
- Average night stay 5.31 nights in MT (spent at least one night in W. Yell).
- Top 5 States: Washington, Idaho, Colorado, California, Utah

Google Analytics from destinationyellowstone.com show us interesting statistics for our website traffic:

- 51% of our online visitors are male.
- Primary age group 55-64, with 35-44 just behind.
- Interests include: Travel, Outdoor Enthusiasts, News/Weather, Food & Dining, Real Estate, Home & Garde

1. Attract visitors by communicating an image consistent with our long-term vision as a vacation destination and one that places high value on existing assets, amenities and natural resources of the region.

- Focus on the fact that we are THE closest gateway to Old Faithful, the most convenient for experiencing Yellowstone, especially targeting drive market population centers in a 5-10 hour radius (Utah, Idaho, Wyoming, Washington, Oregon, North and South Dakota, as well as southern Canada) and for some limited and targeted campaigns, Montana.
- Focus on our traditional niche activities especially in winter and shoulder seasons. Increase focus on activities that match events such as biking (Old Faithful Cycle Tour), cross country skiing (Yellowstone Ski Festival and Rendezvous Race), fishing (North American Ice Fishing Circuit), and snowmobiling (media Snow Shoot and Annual Snowmobile EXPO, Power Sports & Races).
- Retain our traditional markets while focusing on expanding markets that apply to us including those identified through Destination Analysts research. Offer destination events such as Kids'N'Snow that appeal to these markets.
- Increase our image as having historic and cultural sites by promoting the 1959 Madison Canyon Earthquake informational drive and site, the Nez Perce and Bannock trails; as well as honoring our historic past with support of events/activities of the Yellowstone Historic Center, Historic Walking Tour and partnering with the Hebgen Lake District of the USFS to promote these sites.
- Increase visitation in shoulder and winter seasons.
- Brand ourselves as a destination year-round, emphasizing our numerous out adventure niches.
- Foster a positive picture of our community, in touch with environmental concerns.

2. Continue to expand our marketing effectiveness by joining our efforts with those of marketing partners. Incorporate the Montana brand pillars and initiatives whenever possible.

As much as our defined budget allows we will continue to partner with MOTBD and entities as we carry on toward fulfilling the goals of the existing and new MOTBD strategic plans. We will also draw upon our private sector marketing partners. We understand the value of participating in cooperative activities that help stretch marketing dollars in new ways and reduce duplication where possible.

3. Continue to target our market as accurately as possible, to assure funding is used to reach an audience that asks for information, travels to West Yellowstone, and spends significant dollars.

We will use a variety of proven marketing efforts and track those efforts, while integrating new progressive marketing techniques. Across every season we will appeal to our identified audiences and markets.

This plan supports Montana's Tourism and Recreation Strategic Plan.

Measurable Objectives are attached.

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

We would like to continue participating in Joint Ventures with MOTBD as our budget allows, and explore any other opportunities that pertain to our activities and amenities.

We find online to be more advantageous for West Yellowstone, because it can hit a much larger, though target, market and provides clear ROI tracking.

We do not have the budget to participate in large print campaigns with the repetition needed to be successful.

We are always open to new joint venture opportunities, incorporating public/private partnerships with MOTBD, our tourism regions and other state organizations with like-minded goals.

Optional: Include attachment here.

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

We would love to participate in more Joint Ventures including Region/CVB, as budgets allow.

Some Joint Ventures programs do not include activities and amenities that West Yellowstone offers. Because our region is so diverse, many joint venture opportunities focus on specific markets that do not match our niche activities.

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

In the recent past we have taken advantage of Joint Venture marketing programs MOTBD including Visa Vue, Roots Rated, LiveIntent and Family Fun. We felt success was mixed with these buys. While research and online targeted campaigns were very beneficial and performed well, successful in incorporating the Montana Brand to drive potential visitors to our specific area.

The content pieces for Roots Rated and Family Fun fell short of expectations and were labor intensive on our end.

We also participated in Joint Ventures programs with Yellowstone Country including TripAdvisor Pages, combined winter print co-op, and spring programmatic digital campaign. These have all done well, and are over-performing and producing qualified leads.

Our other Joint Venture program of which we are pleased to be a partner in, was the Yellowstone Loop Partnership with Visit Utah promoting a route from Salt Lake through Grand Teton and Yellowstone Parks highlighting gateways communities and locations off the beaten path.

We consider these Joint Ventures to be successful avenues of marketing and will continue to participate as our budget allows.

Optional: Include attachments here.

FY19_Measurable ObjectivesFinal.pdf

Optional: Include attachments here.

FY19 Pie Charts.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 Atchmnts
Consumer	Travel/Trade Shows	Yes	In the past, the West Yellowstone Chamber worked with WY TBID, members, Yellowstone National Park, USFS, and West Yellowstone organizations to most effectively promote our community and area assets and unique destination qualities at Travel and Niche shows like the UT Travel Expo, Morris Murdock Travel Show in UT, recreation, snowmobile and ski shows. Partners: <ul style="list-style-type: none"> Distributed literature for lodging properties Distributed the West Yellowstone Guidebook Distributed information provided by Yellowstone National Park and the Gallatin National Forest emphasizing the wide array 	Feedback from marketing partners and committees who attended shows in 2017 was that there was a consistent increase in attendance. We have also learned of some new recreation and travel shows that partners have attended that we feel may be a good fit for West Yellowstone, including Denver and Portland. Shows also give us an opportunity to gather qualified leads for our email communications. From recent shows we have garnered over 2000 new leads. Through materials	Measurable objectives: <ul style="list-style-type: none"> 3% increase (from July 2018- June 2019) in West Yellowstone Resort Tax Collections over the previous fiscal year. 1% increase in occupied room nights (from July 2018- June 2019) over the previous fiscal year, as reported by West Yellowstone TBID collections. 	West Yellowstone has recognized that our biggest area of growth are the winter and shoulder seasons (Spring/Fall), therefore we are committed to enhancing and expanding the marketing of these seasons, while also adding to and enhancing our existing marketing campaigns. A presence at consumer travel shows allows us exclusive access to potential markets and one-on-one interaction, increasing their likelihood to travel to our area.	\$17,500.00	Yes, we met our objectives for this method, and will continue to attend shows that show above average potential for return. <ul style="list-style-type: none"> 3% increase (from July 2018- June 2019) in West Yellowstone Resort Tax Collections over the previous fiscal year. At time of report: 2.83% increase 1% increase in occupied room nights (from July 2018- June 2019) over the previous fiscal year, as reported by West Yellowstone TBID collections. At 	Yes, West Yellowstone TBID produced materials for all show booths, in addition to covering half of the booth cost and providing staff for the Utah event.		Resized_20181207_114212.jpeg

of activities available to destination travelers based in West Yellowstone

- Distributed the "Comeback to West Yellowstone" calendar print piece with winter activities and events
- Played existing video's profiling West Yellowstone as a family friendly, soft adventure destination in all seasons.

If the opportunity presents itself again and if funding allows, we would like to attend shows again in FY19.

handed out, we are also able to track the spikes in website traffic.

- 0.5% increase in recreational visitors using the west entrance to Yellowstone Park over a 5-year rolling average of west entrance visitation as reported by the National Park Service.
- 10% increase (from July 2018- June 2019) over the previous fiscal year for online campaign landing page as entry point.
- 2% increase in mobile traffic (from July 2018- June 2019) over the previous fiscal year.
- 8% increase in social media followers (from July 2018- June 2019) over the previous fiscal year.
- E-news goals:
 - Increase subscribers by 5%
 - Local emails (B2B): Increasing open rates to 35%, CTR to 20% and subscribers by 5%
 - General/niche emails (B2C): Increasing open rates to 30%, CTR to 20%

The exposure that we gain by attending regional and national shows and advanced direct marketing is invaluable. One we could not afford with our limited budget.

Attending the show aligns with our goals of:

- Attracting visitors to West Yellowstone by communicating an image that is consistent with our long-term vision of West Yellowstone as a vacation destination.
- Continuing to expand our marketing potential by participating in partnerships with other tourism organizations.

time of report: Approx. 2% increase

- 0.5% increase in recreational visitors using the west entrance to Yellowstone Park over a 5-year rolling average of west entrance visitation as reported by the National Park Service. **At time of report: Flat**
- 10% increase (from July 2018- June 2019) over the previous fiscal year for online campaign landing page as entry point. **At time of report: 22%**
- 2% increase in mobile traffic (from July 2018- June 2019) over the previous fiscal year. **At time of report: 11% increase**
- 8% increase in social media followers (from July 2018- June 2019) over the previous fiscal year. **At time of report: 9% increase**
- Increase email subscribers by 5%. **At time of report: 14% increase**
- Local emails (B2B): Increasing open rates to 35%, CTR to 20% and subscribers by 5%. **At time of report: 31% Open, 13% CTR**
- General/niche emails (B2C): Increasing open rates to 30%, CTR to 20%. **At time of report: 16% Open, 7% CTR**

We attended the Duluth, MN Winter Recreation Show in December; Morris Murdoch Travel Show in Sandy, UT in late January; NW Travel Travel & Words in WA; and participated with MOTBD at IPW.

Duluth Winter Recreation Show:

This show was a new venture for West Yellowstone. It was held in one of our top winter markets for several of our niche activities including ice fishing, snowmobiling and Nordic skiing. The show has over 10,000 attendees over 3 days from Canada, Michigan, Wisconsin and Minnesota. We coordinated with our ski committee and private partners for staffing and materials for a well-rounded representation of West Yellowstone. We also received an ad in the program, and airtime with a live interview on local radio for additional exposure. Unfortunately, we did not feel that we had the traffic and interest we had anticipated, therefore, we will not be attending in the future.

Utah Travel Show:

The organizers the Utah Show reported a great turn out with many guests commenting that they appreciated the expert advice they received from the vendors. They consistently have over 7,500 attendees over 2 days, including travel agents, consumers booking directly and planning trips and media.

We were able to make an impact on our remaining winter season and spring shoulder seasons by providing information about tours, Yellowstone Park, US National Forest access and unique opportunities available around West Yellowstone. Many attendees were planning trips to West Yellowstone and were excited to be able to have their questions answered and pick up materials prior to their visit.

One of the most popular items on our table was our All Season Trail Map that highlights the ski, snowshoe, hike and bike trails outside of Yellowstone Park. Many attendees were amazed by the opportunities and access we have in the area, especially Yellowstone Cycle Only Days.

We had other regional and local partners at this show that we could share materials and information, so we feel that it was a successful show and something we would attend again.

We did not collect subscriber leads from this show, but estimate that we distributed over 100 copies of all of the printed materials listed above.

							<p>NW Travel – Travel & Words: This travel writers conference is offered to a limited number of destination partners. Missoula was the only other Montana DMO represented. The conference has approximately 100 qualified travel writers and photographers attend. There were breakout sessions for DMOS with timely subject matter and interaction, as well as one-on-one meetings with writers. We feel this was a beneficial event for West Yellowstone. We were able to establish great connections with vetted travel writers in our niche markets, plus network with DMO partners from the NW. One of the writers we met with ended up on our TBEX FAM later in 2019, and we are negotiating with others for future trips.</p> <p>West Yellowstone had 24 one-on-one meetings, and distributed approximately 40 flash drives containing seasonal information and story ideas, our annual visitor guide and listings of lodging partners.</p> <p>Contacts from this conference are compiled in a spreadsheet and available by email or print upon request from partners.</p> <p>IPW: West Yellowstone participated in IPW for a second year. We were able to collaborate with our Montana partners during meetings with tour operators, travel companies and media to show them new and existing options and potential partners.</p> <p>IPW estimates over 600 attendees at the show.</p> <p>Montana representatives had 144 meetings total over the show period. Those contacts are collected by MOTBD and provided to partners in a spreadsheet. The leads from this show were made available to our local partners via email or printed spreadsheet upon request, and even resulted in new bookings within a few months of the show. We will participate again if funds allow.</p> <p>West Yellowstone participated in 40 of the one-on-one meetings, plus additional stop-by inquiries. We distributed approximately 50 flash drives containing seasonal information, our annual visitor guide and listings of lodging partners.</p>				
Consumer	Print Advertising	Yes	<p>We plan to use traditional advertising media in combination with new digital and mobile options to gain the best ROI for our efforts. Additionally, many print publications are also available online, so it is becoming more of a two-for-one buy. We often gain editorial content as part of our buys, making them even more valuable. We will continue to use print to reinforce top of mind awareness, but include an accompanying web component whenever possible.</p> <p>Print advertising components could include, but are not limited to:</p> <ul style="list-style-type: none"> • Newsprint and magazine ads are utilized in conjunction with online advertising editorial to promote West Yellowstone ad year-round, family-friendly destination while emphasizing our winter and shoulder season events including the Rendezvous Ski Race, Yellowstone Ski Festival, Annual Snowmobile EXPO, Kids'N'Snow, Spam Cup races, Yellowstone Trail Run, Old Faithful Cycle Tour, NAIFC Ice Fishing Tournament, Music in the Park, etc. <p>Print advertising in our regional drive area includes ID, MT, ND, SD, and UT, but we increase our target markets for our shoulder season campaigns, utilizing opportunities in publications including National Parks Traveler, Horizon Travel Magazine Canada and Outdoors NW. Many times, we do joint buys with our local TBID or Yellowstone Country region for larger or extended national ad buys including Better Homes & Gardens, Midwest Living, Texas Monthly and several others.</p> <ul style="list-style-type: none"> • Out-of-home window or airport display. This could include continuation of our Window Wrap Program cross-promoting seasons and activities; joint ventures with our entities for airport or national displays. 	<p>While ROI from print advertising is hard to track, we feel that it is an important component of a strong multi-media campaign. For shoulder seasons, we used Yellowstone as a base, but emphasized the opportunities West of the Park as well. For our winter campaigns, we changed the format from event driven advertising to include a destination message. This element also allowed us to cross promote with other winter activities, adding to our destination theme. During several events including Nordic Ski Races, Annual Snowmobile Expo and Kids'N'Snow, we had participants and/or spectators tell us that they saw our ad in newspapers, etc.</p>	<p>Measurable objectives:</p> <ul style="list-style-type: none"> • 3% increase (from July 2018- June 2019) in West Yellowstone Resort Tax Collections over the previous fiscal year. • 1% increase in occupied room nights (from July 2018- June 2019) over the previous fiscal year, as reported by West Yellowstone TBID collections. • 0.5% increase in recreational visitors using the west entrance to Yellowstone Park over a 5-year rolling average of west entrance visitation as reported by the National Park Service. • 10% increase (from July 2018- June 2019) over the previous fiscal year for online campaign landing page as entry point. • 2% increase in mobile traffic (from July 2018- June 2019) over the previous fiscal year. • 8% increase in social media followers (from July 2018- June 2019) over the previous fiscal year. 	<p>One of our primary marketing strategies is to promote West Yellowstone as a family-friendly destination, in every season, to both traditional families and an ever increasing intergenerational niche. And, while it is critical to market to our historical niche markets, it is just as important to develop new products that appeal to different market segments or enhance existing ones. West Yellowstone has recognized that our biggest area of growth are the shoulder seasons (Spring/Fall), therefore we are committed to expanding the marketing of these seasons, while also adding to and enhancing our existing winter marketing campaigns.</p> <p>Aligns with our goals of:</p> <ul style="list-style-type: none"> • Attracting visitors to West Yellowstone by communicating an image that is consistent with our long-term vision of West Yellowstone as a vacation destination. • Continuing to target our market as precisely as possible, assuring that our limited funding is spent to reach an audience that not only requests travel information, but also arrives in West Yellowstone and spends 	\$50,947.00	<p>Yes, we met and/or exceeded our goals.</p> <ul style="list-style-type: none"> • 3% increase (from July 2018- June 2019) in West Yellowstone Resort Tax Collections over the previous fiscal year. At time of report: 2.83% increase • 1% increase in occupied room nights (from July 2018- June 2019) over the previous fiscal year, as reported by West Yellowstone TBID collections. At time of report: Approx. 2% increase • 0.5% increase in recreational visitors using the west entrance to Yellowstone Park over a 5-year rolling average of west entrance visitation as reported by the National Park Service. At time of report: Flat • 10% increase (from July 2018- June 2019) over the previous fiscal year for online campaign landing page as entry point. At time of report: 22% • 2% increase in mobile traffic (from July 2018- June 2019) over the previous fiscal year. At time of report: 14% increase • 8% increase in social media followers (from July 2018- June 2019) over the previous fiscal year. At time of report: 9% increase • Increase event participating by 2% over previous year for Winter Events. Our recreational Nordic ski trail pass collections decreased slightly for the overall season, 	<p>Yes, some of the niche events were awarded grant funding and used some of their own funds to enhance and add to our campaigns. These funds were often used to cover creative costs, while Lodging Tax funds were used for placements. Their additional funding was not administered by the Chamber/CVB.</p>	Yes	Print Adv Samples.pdf

- E-news goals:
 - Increase subscribers by 5%

significant dollars during the visit.

- Continuing to expand our marketing potential by participating in partnerships with other tourism partners.

but specific events registered increased participants, and snowmobile trail counts increased nearly 10%. Many of our KidsNSnow events were full with waiting lists.

- Increase visitation during the spring and fall shoulder seasons. **Yellowstone recreational visits, lodging collections and resort tax collections all increased in the 2nd and 4th quarters (our shoulder seasons), indicating visitation continues to spread into the early spring and later fall.**

The print campaigns that were run in the spring and fall were targeted to get potential visitors to think about coming in shoulder seasons. Our goal was to grow fall and spring visitation.

Our resort tax collections showed an increase during both the times campaigns published.

Some new print opportunities that we participated in were Destination Guides for snowmobilers in both SnoWest and American Snowmobiler magazines. Utah Media Group also had several unique publications. In one instance they were wrapping the outside of the Deseret News and we placed our winter calendar of events and KidsNSnow ads – the result was a call from a Utah resident the morning of delivery asking about the KidsNSnow event and if the photos were real!

We did several national print buys in conjunction with the West Yellowstone TBID, and also a Joint Venture buy with Yellowstone Country, which increased our email leads by more than 6,000. Sharing costs allows us to take advantage of opportunities that we would not be able to do individually. Many of these buys also included online and editorial components for added value.

The majority of our print campaigns are for specific winter niches. Early winter ads were placed in regional publications that included images of winter activities and events, along with our winter event calendar. Throughout the season, ads are placed in niche and regional publications to support destination events and activities including Nordic ski, ice fishing, snowmobile EXPO and the KidsNSnow series.

We have had great success by cross-promoting seasons and activities in our print ads. We often incorporate a calendar of events in the larger ads. We have found that this increases people's interest and allows for great visual creative combinations.

While tracking print is always difficult, we do see results with participants from our target markets. We were also proud of fact that we are able maintain participation and even see growth in some segments during slower seasons or times when Mother Nature throws us a curveball.

We continue to incorporate print advertising for our niche segments and as part of our overall multi-media marketing campaigns.

The following collateral/samples are presented to the Department for permanent filing and review by the public (Ads created for each campaign were used in multiple media outlets):

- NASCAR
- Outdoor Adventure Magazine
- Midwest Living – YCMI JV
- Outdoors Weekly - IF Guide
- Dillon Tribune
- Madisonian
- Teton Valley News
- Post Register/Farm & Ranch
- Idaho Standard Journal
- Cross Country Skier
- TUNA/Utah Ski
- Master Skier
- Birkie Program

								<ul style="list-style-type: none"> Boulder Mtn Tour Program Silent Sports Island Park News MSPN Snowmobile Magazines Belgrade News SnoWest Outdoors NW National Park Trips – Journal NW Travel & Life/Meetings NW YTT Guide Cache Valley Guide Women's Day Magazine USA Today Winter Destinations CO Springs Gazette Winter Destination Big Sky Gallatin Valley Life & Health Montana Historian 							
								Attachment Advertising Samples							
Consumer	Online/Digital Advertising	Yes	<p>All of our marketing campaigns are multi-media and include some online/digital component. Some campaigns rely more heavily on digital assets and advertising, due to the fact that their fans are more active online (as in the case of snowmobile and ice fishing).</p> <p>Online/digital advertising is especially effective in the shoulder seasons, when our campaigns can be weather dependent and need to be changed mid-campaign. Mobile campaigns are becoming increasingly important as 70% of visitors are utilizing their smartphones and devices.</p> <p>All of our printed maps, calendars and vacation planners are provided in pdf format for potential visitors to download/print from DestinationYellowstone.com.</p> <p>Potential Online Marketing includes, but is not limited to:</p> <ul style="list-style-type: none"> Pay per click, SEM & SEO campaigns on Google, Yahoo, Bing, etc National and Regional publication websites in conjunction with print campaigns Banner and mobile ads in conjunction with other methods on sites like KSL.com, Salt Lake, SeattleTimes.com, NW Outdoors network and retargeting campaigns Nordic Ski: skinnySKI.com, fasterSkier.com, nordicSkier.com, skitraxx.com, skipost.com, crosscountryskiassociationofamerica.com NAIFC Ice Fishing Tournament: banner ads and links on specific ice fishing/winter fishing informational websites, ice fishing equipment sponsors, ice fishing/winter fishing forums/blogs.fishyspot.com, iceshanty.com, ice-fishing-central.com, www.bigfishtackle.com, icefishing247.com,icefishingchat.com Snowmobile: SnoWest.com, Montana Snowmobile Association, Utah Snowmobile Association, WA Snowmobile Association, ID Snowmobile Association 	<p>The last several years we have increased the amount of online advertising we incorporate into our overall advertising campaigns, including MOTBD and Yellowstone Country joint venture programs, with above average ROI. Our digital campaigns that ran throughout FY18 returned above industry average results. Mobile and online banners saw CTR up to 4.4%. Our independent event websites including SkiRunBikeMT.com, Snowmobile Expo, and West Yellowstone Ice Fishing recorded increased traffic during campaigns as well. Registrations through the KidsNSnow.org website were full weeks before the actual event weekend, sometimes within 24 hours of registration opening.</p> <p>Advantages of using digital marketing:</p> <ul style="list-style-type: none"> With the use of programmatic digital campaigns we have been able to target our geographic and demographic markets, reaching those potential visitors who are most likely to convert. We can repurpose digital content across multiple platforms Digital marketing can have greater reach, higher engagement and lower cost per impression. 	<p>Measurable objectives:</p> <ul style="list-style-type: none"> 3% increase (from July 2018- June 2019) in West Yellowstone Resort Tax Collections over the previous fiscal year. 1% increase in occupied room nights (from July 2018- June 2019) over the previous fiscal year, as reported by West Yellowstone TBID collections. 0.5% increase in recreational visitors using the west entrance to Yellowstone Park over a 5-year rolling average of west entrance visitation as reported by the National Park Service. 10% increase (from July 2018- June 2019) over the previous fiscal year for online campaign landing page as entry point. 2% increase in mobile traffic (from July 2018- June 2019) over the previous fiscal year. 8% increase in social media followers (from July 2018- June 2019) over the previous fiscal year. E-news goals: <ul style="list-style-type: none"> Increase subscribers by 5% Local emails (B2B): Increasing open rates to 35%, CTR to 20% and subscribers by 5% General/niche emails (B2C): Increasing open rates to 30%, CTR to 20% 	<p>One of our primary marketing strategies is to promote West Yellowstone as a family-friendly destination, in every season, to both traditional families and an ever increasing intergenerational market to our historical niche markets, it is just as important to develop new products that appeal to different market segments or enhance existing ones. We plan to continue to expand our shoulder season marketing campaigns, while also trying new avenues to enhance our existing winter marketing campaigns.</p> <p>Online/Digital advertising is a cost effective way to reach out to new markets and reach those potential visitors quicker. We can monitor response to messages and images and change them accordingly during the campaigns.</p> <p>Aligns with our goals of:</p> <ul style="list-style-type: none"> Attracting visitors to West Yellowstone by communicating an image that is consistent with our long-term vision of West Yellowstone as a vacation destination. Continuing to target our market as precisely as possible, assuring that our limited funding is spent to reach an audience that not only requests travel information, but also arrives in West Yellowstone and spends significant dollars during the visit. Continuing to expand our marketing potential by participating in partnerships with other tourism partners. 	\$65,000.00	Yes, we met and/or exceeded our goals.	Yes, we utilized TBID, Town Marketing & Promotion, WYED and Foundation Grant funds for events and extended campaigns. These funds tend to cover creative and production costs, in addition to placements.	Yes	Online Adv Samples.pdf				

							<p>allowing us to focus on our key markets and those we know produce favorable results, as well as giving us the opportunity to A/B test in new and potential markets. It also allows us to test messaging and images to find out gets the highest engagements.</p> <p>All online ads drive back to specific landing pages on our website DestinationYellowstone.com so we are able to measure traffic.</p> <p>Some our campaigns are digital only and those media are able to make results readily available, but some of the more traditional media outlets like newspapers that incorporate digital with print campaigns are still lagging behind in reporting measures. Other niches who are predominately the main sources for those enthusiasts, are not always tech savvy, and therefore cannot always provide reliable tracking of online banners, so we can only go by what traffic we see to our website. Referral traffic to the website, does show that when our digital campaigns are running, the traffic from those sites rank in our top ten to the corresponding landing pages.</p> <p>Some of the digital campaign results:</p> <p>Out There Colorado (New):</p> <ul style="list-style-type: none"> • Winter Results: 842,969 impressions, .24% CTR • Spring Results: 393,410 impressions, 1,532 clicks, .39% CTR • Ranked high in Google – showed up in alerts <p>Recreate in Utah (New):</p> <ul style="list-style-type: none"> • Winter Results: 42,000 post clicks • Spring Cycling Results: 28,000 post clicks <p>Livelihood – digital winter JV w/MOTBD & TBID:</p> <ul style="list-style-type: none"> • Results: 1,367,399 imp: .74% CTR (increase over FY18) <p>TripAdvisor JV with YC & TBID: – est. 293,000 impressions/yr:</p> <ul style="list-style-type: none"> • Results: 316,739 imp: .32% CTR (increase over FY18) <p>All of our reported digital campaign results can be found in the digital tracker attachment.</p> <p>Those campaigns that had low, to no reports will be weeded out in future marketing campaigns for more proven media.</p> <p>See Attachment Advertising Samples</p>				
Consumer	Social Media	Yes	<p>We utilize Social Media marketing to expand our virtual community of West Yellowstone participants and businesses using a variety of social networking sites and linkages. We plan to continue to further develop the West Yellowstone Chamber Facebook, Twitter, Pinterest and Instagram accounts to distribute information and publicize events. We constantly work to enhance content, photo, and video on social media and other travel-related sites such as Trip Advisor and Google, as well as web-based event calendars and publications. Working as a community, we can dramatically raise the visibility and content of West Yellowstone on the internet.</p> <p>The past three years we have held photo contests for visitors to enter to win swag so we could accumulate user generated content. We are continuing to work on a strategy to create selfie stations so that visitors can take advantage of our activities and scenery to create their own memories, while also promoting West Yellowstone through photos and video.</p> <p>We also offer to train our members through workshops to better understand and utilize their social platforms, and encourage them to follow and share our content.</p> <p>As content creation, distribution and management has become more time consuming, we have recognized the possible need to add personnel to assist with website, social media and e-news</p>	<p>The FY18 objective was a 6% increase in social media followers over the previous year including Facebook and Twitter pages. Our records indicate that we will meet and exceed that objective, as well as demonstrate a consistent, year-over-year growth in our social media influence. By cross promoting on our multiple channels, we have a combined following on Facebook of over 80,000, with an extremely large reach and nearly 50% engagement on many posts.</p> <p>Our overall increase for social media followers is currently at 13.5%. Breaking down as:</p> <ul style="list-style-type: none"> • Twitter = 6% increase • Facebook = 10% increase • Instagram = 36% increase • Pinterest – 2% increase <p>Below are our current social media statistics:</p> <ul style="list-style-type: none"> • "West Yellowstone Chamber" Facebook – 9,171 followers 	<p>Measurable objectives:</p> <ul style="list-style-type: none"> • 3% increase (from July 2018- June 2019) in West Yellowstone Resort Tax Collections over the previous fiscal year. • 1% increase in occupied room nights (from July 2018- June 2019) over the previous fiscal year, as reported by West Yellowstone TBID collections. • 0.5% increase in recreational visitors using the west entrance to Yellowstone Park over a 5-year rolling average of west entrance visitation as reported by the National Park Service. • 10% increase (from July 2018- June 2019) over the previous fiscal year for online campaign landing page as entry point. 	<p>West Yellowstone has realized that the power of social media is so much more than traffic to our website. It is brand awareness, and information source during crisis management. It plays a huge factor in marketing our destination events, and in addition to our general followers, it is also a way to target specific niches with pay per click advertising. West Yellowstone will continue to enhance our content for our social media channels, utilizing a content calendar focusing on important dates like the opening and closing dates of Yellowstone Park, and promoting our destination events and information related to these events. Whenever possible, we include links back to DestinationYellowstone.com or event websites, which increased our ability to track our ROI. Facebook, Twitter and Pinterest accounts area already created and maintained for the WY Chamber, Kids'N'Snow, Snowmobile Events and Ice Fishing, Rendezvous Ski Trails</p>	\$12,500.00	<p>Yes, we met our objectives for this method.</p> <ul style="list-style-type: none"> • 3% increase (from July 2018- June 2019) in West Yellowstone Resort Tax Collections over the previous fiscal year. At time of report: 2.83% increase • 1% increase in occupied room nights (from July 2018- June 2019) over the previous fiscal year, as reported by West Yellowstone TBID collections. At time of report: Approx. 2% increase • 0.5% increase in recreational visitors using the west entrance to Yellowstone Park over a 5-year rolling average of west entrance visitation as reported by the National Park Service. At time of report: Flat • 10% increase (from July 2018- June 2019) over the previous fiscal year for online campaign landing page as entry point. At time of report: 22% • 2% increase in mobile traffic (from July 2018- June 2019) over the previous fiscal year. At time of report: 11% increase 	TBID and individual events also promote with paid social media campaigns, but we do not administer those funds.	Yes	Social Media Examples.pdf

			<p>In 2017 our board of directors recognized a need to communicate more effectively with our community and visitors. It had become one of our goals is to create an electronic text push service. This service works off of an opt-in subscriber base much like emails and will utilize an established cloud software subscription that allows us to set up predefined numbers and keywords that visitors and incoming travelers text a request for information. That information will pull content from our website and push it back out to the travelers so they know current weather and road information, lodging and restaurants that are open, etc. We can also push out information like road delays or wildfire information to subscribers. As we researched and tested some services, AI (artificial intelligence) began to emerge and the use of Chatbots in conjunction with the texting service has come to fruition. If funds allow, we feel that implementing the two components together would be most beneficial and best use of our funds to stay at the forefront of communications. Part of this method will also be funded from social media and website line items as it will incorporate all facets.</p> <p>As content creation, distribution and management has become more time consuming, we have recognized the possible need to add personnel to assist with website, social media and e-news content management. If funds allow, we may add a part-time staffer to assist in these components, giving our Marketing Director the necessary time to focus on placements and new media that will serve our needs in the best possible way. This position would also be funded from social media and website line items as it will incorporate all facets.</p> <p>Our strategy includes, but is not limited to:</p> <ul style="list-style-type: none"> Continuing to collect emails and collate them into an online database: This will be done in conjunction with our electronic newsletters. Sending out electronic newsletters profiling upcoming events, specific specials and "hot deals". We share this list with TBID and coordinate regularly scheduled e-blasts to our general leads as well as event/campaign specific lists. Pushing out information to our local businesses and organizations so they are better prepared to exceed our visitor's expectations. <p>Providing current and pertinent information to travelers while en-route and once they arrive.</p>	<ul style="list-style-type: none"> Email receives 30 times return on investment on average In many sectors that is usually in the top 3 most effective channels driving website visits leads and Email marketing delivers far higher volumes than PPC (9%) or display (8%) 	<p>entrance to Yellowstone Park over a 5-year rolling average of west</p> <p>entrance visitation as reported by the National Park Service.</p> <ul style="list-style-type: none"> 10% increase (from July 2018- June 2019) over the previous fiscal year for online campaign landing page as entry point. 2% increase in mobile traffic (from July 2018- June 2019) over the previous fiscal year. 8% increase in social media followers (from July 2018- June 2019) over the previous fiscal year E-news goals: <ul style="list-style-type: none"> Increase subscribers by 5% Local emails (B2B): Increasing open rates to 35%, CTR to 20% and subscribers by 5% General/niche emails (B2C): Increasing open rates to 30%, CTR to 20% 	<p>and enhancing our existing winter marketing campaigns.</p> <p>Aligns with our goals of:</p> <ul style="list-style-type: none"> Attracting visitors to West Yellowstone by communicating an image that is consistent with our long-term vision of West Yellowstone as a vacation destination. Continuing to target our market as precisely as possible, assuring that our limited funding is spent to reach an audience that not only requests travel information, but also arrives in West Yellowstone and spends significant dollars during the visit. Continuing to expand our marketing potential by participating in partnerships with other tourism partners. 	<p>by the National Park Service. At time of report: Flat</p> <ul style="list-style-type: none"> 10% increase (from July 2018- June 2019) over the previous fiscal year for online campaign landing page as entry point. At time of report: 22% 2% increase in mobile traffic (from July 2018- June 2019) over the previous fiscal year. At time of report: 11% increase <ul style="list-style-type: none"> Increase subscribers by 5%. At time of report: 14% increase Local emails (B2B): Increasing open rates to 35%, CTR to 20% and subscribers by 5%. At time of report: 31% Open, 13% CTR General/niche emails (B2C): Increasing open rates to 30%, CTR to 20% At time of report: 16% Open, 7% CTR <p>In addition to monthly emails that TBID covers the production costs for, we used e-newsletters sponsorship packages to promote our winter and shoulder season segments.</p> <ul style="list-style-type: none"> Fall email campaigns targeted surrounding states and the NW region which resulted in more than 30,000 impressions, 22% open rate and 12.44% CTR. Placements were made through NW Travel, Outdoors NW and Idaho publications. Winter email campaigns were more targeted to niche segments, resulting in over 200,000 impressions, up to 14.2% open rate and 12.51% CTR. Placements were made through Outdoors NW, NW Travel, Out There CO and National Park Traveler. Spring email campaigns targeted MT, WA, ID & general NW region which resulted in over 60,000 impressions, 15+% open rate and 2.3% CTR. Placements were made through Outdoors NW, NW Travel, Out There CO and National Park Traveler. <p>We also send e-blasts to our subscriber base of over 27,000 for events. In addition, we send weekly e-news to our members regarding marketing, local events, meetings and sponsorship opportunities.</p> <ul style="list-style-type: none"> These emails have an average open rate of 31% and CTR of 13%. <p>Yes, we will continue to use this method. Email marketing is still a very affordable and effective way to reach niche markets and general interest in a timely manner. It drives additional traffic to our website and awareness of other media advertisements.</p> <p><i>Copies of the emails are included in the Advertising Samples attachment.</i></p>						
Consumer	Radio & Television Advertising	Yes	<p>With a limited budget, we seldom use Accommodations Tax Funds for radio or TV, but if the opportunity arises that we can partner with other funding sources or organizations to promote West Yellowstone and destination events, we would like to be able to participate if funds allow.</p> <p>In the past we have funded radio and TV spots for Kids'N'Snow, Snowmobile EXPO and Ice Fishing events.</p>	<p>While TV and radio advertising is hard to track ROI, West Yellowstone still believes that it is an important component in our multi-media campaigns. With the knowledge that video and viral content is increasing in popularity in marketing, we will continue to incorporate it into our marketing as funds allow, and requests meet our preset criteria.</p>	<p>Measurable objectives:</p> <ul style="list-style-type: none"> 3% increase (from July 2018- June 2019) in West Yellowstone Resort Tax Collections over the previous fiscal year. 1% increase in occupied room nights (from July 2018- June 2019) over the previous fiscal year, as reported by West Yellowstone TBID collections. 0.5% increase in recreational visitors using the west entrance to Yellowstone Park over a 5-year rolling average of west 	<p>West Yellowstone recognizes that used for the right circumstances and regional context that radio and TV can be an important component to our multi-media campaigns.</p> <p>Aligns with our goals of:</p> <ul style="list-style-type: none"> Attracting visitors to West Yellowstone by communicating an image that is consistent with our long-term vision of West Yellowstone as a vacation destination. Continuing to target our market as precisely as possible, assuring that our limited funding is spent to reach an audience that not only requests travel 	\$2,500.00	<p>NO Lodging Facilities Use Tax funds were spent for this method, and marketing for events outside of the Chamber/CVB were done independently.</p>	<p>Events like Snowmobile EXPO ran TV and radio advertisements, but those were paid for independent of Lodging Facilities Use Tax and the cost of those advertisements are not known to us as we do not manage those accounts.</p>	Yes			

					<p>entrance visitation as reported by the National Park Service.</p> <ul style="list-style-type: none"> 10% increase (from July 2018- June 2019) over the previous fiscal year for online campaign landing page as entry point. 2% increase in mobile traffic (from July 2018- June 2019) over the previous fiscal year. 8% increase in social media followers (from July 2018- June 2019) over the previous fiscal year. 	<p>information, but also arrives in West Yellowstone and spends significant dollars during the visit.</p> <ul style="list-style-type: none"> Continuing to expand our marketing potential by participating in partnerships with other tourism partners. 					
Consumer	Website/Internet Development/Updates	Yes	<p>Our website is one of our most important marketing tools, so we feel this is one of our most important, if not the most important method to maintain our market share.</p> <p>Our website/internet dev/updates method strategy is to use maintenance, content development and integration of mobile & web cam applications for our current website to stay competitive in the market.</p> <p>As technology and mobile access continues to increase, we feel that our website has to do so as well to meet the expectations of the users. In FY17, we refreshed the look and navigation of the site integrating our social channels, along with video and a blog. In FY18, we participated in MOTBD joint ventures to drive traffic to our website and add evergreen content. In FY19, we will continue to enhance and create new content to keep the site fresh and up-to-date to keep our users engaged. We will also be sending out an RFP for maintenance, as our current contract is ending.</p> <p>In this method, we have also included the maintenance, updates & content development for some of our segment sites including Kids N' Snow and Snowmobile Expo. Content creation and updates for these sites, creates consistency across our marketing campaigns and increases referral traffic to DestinationYellowstone.com.</p> <p>As content creation, distribution and management has become more time consuming, we have recognized the possible need to add personnel to assist with website, social media and e-news content management. If funds allow, we may add a part-time staffer to assist in these components, giving our Marketing Director the necessary time to focus on placements and new media that will serve our needs in the best possible way. This position would also be funded from social media and electronic advertising line items as it will incorporate all facets.</p> <p>Maintenance Tasks (not all inclusive)</p> <ul style="list-style-type: none"> Ensure that the website is up (on-line) and functioning. Check that the website is on-line and refresh cache as needed. Working navigation to key pages. Verify search functions working for lodging/campgrounds. On a monthly basis, check that links to all pdf's and embedded text links are functioning. Test contact form, pdf download and e-newsletter links (and auto responses) are working. Check on links to webcams. Check that snowmobile and cross country ski trail reports are loading. Check Trip Planner is functioning and send a test email to check auto-response. Check all external linking from the website. Check all links to social media and ensure that posts are loading and updating appropriately. Responsible for updating WYCC business listings and descriptions. Responsible for approving new/revised WYCC business listings and descriptions. Responsible for approving new/revised calendar of event submissions. Assist in approving new/revised specials/coupons. Responsible for web site content creation and upload. Update revised content. Add new member listings. Add new content as available to existing sections. Review content for keyword density. Add new secondary pages for play section. 	<p>Comparing our metrics to date to the same time period in the prior fiscal year, we have increased our website sessions, time on site and traffic to landing pages, while decreasing bounce rate. Our mobile traffic is also tracking ahead of this time last year.</p> <p>According to the Annual ITRR report., of visitors who spent at least one night in West Yellowstone, online resources, including websites, apps, maps and trail reports remain high on the items used by visitors both planning their trip and while here.</p> <p>Recent Google reports revealed:</p> <ul style="list-style-type: none"> 80% of travelers use the internet to plan their trip. The internet is used as a primary method of trip planning and inspiration. More than 60% of travelers spend more time researching because they are interested in finding the best value. Overall, 1 in 4 travelers used their smartphones to make bookings. On both smartphones and tablets, websites were accessed more compared to apps. International visitors are extremely reliant on internet and smart device access while traveling. In 2015, smart device access finally overtook desktop access. Therefore, making sure our website is fast loading and continually responsive is important. 	<p>Measurable objectives:</p> <ul style="list-style-type: none"> 10% increase (from July 2017 -June 2018) over the prior year (July 2016 -June 2017) for online campaign landing page as entry point. 2% increase in mobile traffic (from July 2017 -June 2018) over the prior year (July 2016 - June 2017). 	<p>Potential visitors are planning their vacations online more than ever. Our website, www.DestinationYellowstone.com is our primary marketing tool for distributing information to prospective and on-site travelers. In order to stay competitive, we need to maintain, update and develop new content and technology integrated with our website, including responsive designs, web cams and other applications. We will do this through routine maintenance, development and integrating mobile and web cam applications.</p> <p>All of our segment sites including westyellowstoneicefishing.com, snowmobileexpo.com, kidsnsnow.org skirunbiketm.com and wysledoggraces.com are hosted independently, but are the highest ranking referral sites for DestinationYellowstone.com. We feel that, by incorporating updates and content creation for these sites into our overall campaigns, helps to enhance and all sites, contribute to our overall goals and create consistency across campaigns.</p> <p>This aligns with our goals of:</p> <ul style="list-style-type: none"> Attracting visitors to West Yellowstone by communicating an image that is consistent with our long-term vision of West Yellowstone as a vacation destination. Continuing to target our market as precisely as possible, assuring that our limited funding is spent to reach an audience that not only requests travel information, but also arrives in West Yellowstone and spends significant dollars during the visit. 	\$50,000.00	<p>Yes, we met and/or exceeded our goals.</p> <ul style="list-style-type: none"> 10% increase (from July 2018- June 2019) over the previous fiscal year for online campaign landing page as entry point. At time of report: 22% 2% increase in mobile traffic (from July 2018- June 2019) over the previous fiscal year. At time of report: 11% increase <p>The website URL is www.DestinationYellowstone.com. Additionally, there is a forwarding url directly into the website from www.westyellowstonechamber.com. We also purchased domains in India and China that redirect as well. We continue to develop ways to link with our local businesses, partners, guest bloggers, etc., which help with Google rankings.</p> <p>More and more travelers are utilizing online resources for their trip planning and even more so once they are on location. Our responsive site design lends itself to those using their smartphones and tablets to access information. We continually add pertinent information including weather and road updates and links, as well as activities and event listings that can be downloaded.</p> <p>We continue to see the website traffic increase significantly year over year. We know this is due in large part to the blog section. We continually work to add new posts and promote those posts through other platforms. We are lucky enough to have guest bloggers and talented local writers who contribute.</p> <p>We continued our buy with Roots Rated to create new blog content, unfortunately, it fell short of our expectations and became too labor intensive for the return and we discontinued.</p> <p>Demographics:</p> <ul style="list-style-type: none"> 87% of visitors are new Website visitors are evenly split between women and men, and the top age ranges are 45-64, changing slightly per season. Desktop vs mobile traffic has started to skew to 63% mobile over 37% desktop, staying more consistent throughout the year. <p>Data points:</p> <p>Top viewed pages:</p> <ul style="list-style-type: none"> Home, Rendezvous Ski Trail Webcam, Sleep, Trail Reports/Snowmobile, Eat, Calendar, Top 7 Waterfalls (blog), Plan, Play, Yellowstone Airport (West Yellowstone) <p>Top visiting countries:</p> <ul style="list-style-type: none"> US, Canada, UK, India (up from #9 in FY18), France, Germany, Australia, Netherlands, Italy, and Spain <p>Top visiting states:</p>	Chamber membership funds are used to maintain the membership directory that includes services, dining, and attraction listings.	No	Website Screenshots.pdf

- Update content with new or revised keywords/keyword phrases.
- Add new attachments (maps, etc.).
- Work with TBID administrator as needed for website maintenance and enhancements.
- Work with WYCC snowmobile events committee for website content creation, schedule updates, maintenance and enhancements of www.snowmobileexpo.com.
- Responsible for photo, video, and imaging website updates.
- Change photo sequencing as needed.
- Add new photos to enhance existing listings (calendar, secondary pages, news stories).
- Alt tags should be loaded with all new images.
- Upload video clips.
- Training: work with WYCC members (existing and new inquiries) on how to complete forms (business listing and specials).
- Work with WYCC members and community on how to complete the event submission form.
- Train VIC staff on website (where & what information, links, attachments, etc.). Train staff on responding to the contact form (scripts for standard responses) and audit as needed. Train staff on updating snowmobile and cross country ski reports.
- Work with Marketing on Google Analytics (reports to run) and tracking.
- Work with Marketing on development of meta- and alt-tags (initial and then revisions).
- Work with Marketing on linking strategy (developing/correcting in-bound links, embedded website links, external links from the website).
- Run organic search checks on Google, Bing, and Yahoo for keywords/long-tail phrases and document standing.
- Website Analytics and Marketing Interface.

Development: Identify possible new applications and technology integrations and incorporate these into our website. This could include:

- Design, develop and implement additional buttons and/or pages to our web site as promotions and opportunities arise.

Technology Enhancements:

- Update the pdf of our Guidebook and other resources on our website, enable RSS feeds, upload podcasts, and additional YouTube videos
- Creating and enhancing more mobile-friendly resources on the website
- Incorporating the SMS Text Messaging Service and Chatbot

Web Cam: Our webcam has a dedicated transmission connection. Our strategy includes monthly maintenance and hosting costs.

- UT, CA, MT, TX, WA, ID, MN, CO, FL, PA

Traffic to the website came from a variety of sources with search engines (organic search) as the prime driver. The top five referring sources to our website were (in order): facebook, westyellowstonewebcams.com, yellowstoneairport.org, westyellowstonenet.com, and google ads network.

While State Accommodations funds are used for the lodging and activity portion of the website, Chamber membership funds are used to maintain the membership directory that includes services, dining, and attraction listings.

Search Engine Optimization:

In FY19 we continued with a Meta-Tag submission program critical to organic search engine optimization, and supported this with paid SEM and retargeting campaigns. We work with our web agency of record, Wendt, to do seasonal SEO reports with keywords and traffic. We update the content on our homepage, in our blog, weather and activities pages weekly accordingly. Images are updated seasonally for a fresh look.

Secondary Sites:

We will continue to use this marketing method because these secondary sites provide direct referrals to our main website DestinationYellowstone.com, and allow us to market directly to niche audiences with a way to track campaign-specific ROI.

The website URL is www.kidsnsnow.org.

This website underwent a refresh after several years, paid for by a third party grant to the program. The new refreshed website was a great addition for KidsNSnow. It even included a countdown calendar to when registrations opened each month, and the ability for participants to register online and e-sign waivers.

We find that we have a wide geographic range that accesses the website to register and learn about the KidsNSnow events. Many families are actually emailing and calling to find out when the registration opens for each month. We also continue to get visitors to the website to read the pages about last year's programs and planning a family winter vacation to West Yellowstone.

For the 2018-19 Event Series we recorded the following analytics:

- 5,411 sessions (8% increase over previous year)
- 9,720 pageviews
- 1.80 pages per session
- 1:48 minutes avg. on site (11% increase over previous year)
- 86% of sessions are new users (2% increase over previous year)
- Top countries: United States, China, Russia, Germany, UK, France, India, Canada, Brazil & Norway
- Top states: Montana, Utah, Idaho, California, Wyoming, Texas, Washington, Colorado, Kansas, New York

The Google analytics reports also provided insight into the direct referrals coming from other websites including our advertisers. There were direct clicks to the Kids'N'Snow website from web banners placed in the regional markets. Our online campaigns resulted in CTRs up to .43% (well above industry average).

The corresponding Kids'N'Snow FaceBook page also sent direct referrals to the website (#3). Also important to note is that the visitors from advertising

							<p>and other local websites spent longer on the Kids'N'Snow website and looked at more pages than those coming from a general organic search.</p> <p>The website URL is snowmobileexpo.com</p> <p>From November 2018 (beginning of advertising) through March 2019, the website generated 14,043 sessions (12% increase over 2017-18) and 22,303 page views. Over 88% of those sessions were from new visitors.</p> <p>32% of visitors came to the website through organic search, followed by 30% direct (typing in the website name), ads and social media, and 24% from social media. The most popular page was the home page, followed by the schedule page, exhibitors, photos/video, news and registration.</p> <p>The top states of origination for website visitors were (in order of frequency): Montana, Utah, Idaho, Minnesota, North Dakota, California, Illinois*, Nebraska*, Washington and Michigan. (*Indicates new top 10 traffic from prior year)</p> <ul style="list-style-type: none"> • Online banner ads saw great CTR of .3+% (goal) • The SnoWest eblast had a 12% open rate and .21% CTR • The American Snowmobiler eblast had a 24% open rate, with 20% CTR (above industry average) • Social media facebook campaign <ul style="list-style-type: none"> ◦ Reach: 138,265 ◦ Impressions: 329,535 ◦ Estimated Ad Recall Lift Rate: 7.45% ◦ Estimated Ad Recall Lift (People): 10,300 ◦ Engagement: 433 ◦ Link Clicks: 363 ◦ 100% Video Views: 1,215 <p>Screenshots of the homepages are included in the Website Screenshots attachment.</p>					
Consumer	Photo/Video Library	Yes	<p>It is important to represent our destination through vivid, eye-catching images. It is also very important to have current images for niche activities like ski, snowmobile and fishing where clothing and products continue to change and become outdated after 2-3 years. This requires continuously adding new images so we are always rotating new images in for old ones. To do this, the West Yellowstone CVB plans to utilize the network of local photographers and partners who graciously allow us to use their photographs and videos at no or low cost for marketing purposes including print, online, website and social media.</p> <p>The West Yellowstone CVB would also like to have funds to hire a photographer for more specific photo opportunities including 360 video, seasonal and niche activity/event footage.</p> <p>Every so often, we have requests from niche shows that film in the area; many times it is only for assistance in locations and communications with members. Other times they request production funding, and in return, we request B roll footage and links to all airings to use for social media and visitor center screens.</p>	<p>Because people respond visually to content, simply adding a relevant photo to your print, online and social media campaigns can grab someone's attention. Brilliant images can increase engagement and traffic to the website. Videos have an even higher rate of engagement.</p> <p>These images need to be current and relevant to the destination, therefore replacing and updating images on a regular basis is important to the marketing of a location like West Yellowstone.</p> <p>Research has shown that including images and video in marketing is important for some of the following reasons:</p> <ul style="list-style-type: none"> • When people hear information, they're likely to remember only 10% of that information three days later. However, if a relevant image is paired with that same information, people retained 65% of the information three days later. • Using the word "video" in an email subject line boosts open rates by 19% and click-through rates by 65% • Eye-tracking studies show internet readers pay close attention to information-carrying images. In fact, when the images are relevant, readers spend more time looking at the images than they do reading text on the page. • Tweets with images receive 150% more retweets than 	<p>Measurable objectives:</p> <ul style="list-style-type: none"> • 3% increase (from July 2018- June 2019) in West Yellowstone Resort Tax Collections over the previous fiscal year. • 1% increase in occupied room nights (from July 2018- June 2019) over the previous fiscal year, as reported by West Yellowstone TBID collections. • 0.5% increase in recreational visitors using the west entrance to Yellowstone Park over a 5-year rolling average of west entrance visitation as reported by the National Park Service. • 10% increase (from July 2018- June 2019) over the previous fiscal year for online campaign landing page as entry point. • 2% increase in mobile traffic (from July 2018- June 2019) over the previous fiscal year. • 8% increase in social media followers (from July 2018- June 2019) over the previous fiscal year. 	<p>For West Yellowstone, it is important to set our destination apart from other parts of the state and even the country. We plan to have some photos and videos set up so that our mountains and other unique natural features are prominent in the images. Other images may pertain to activities and events that only happen in West Yellowstone.</p> <p>Aligns with our goals of:</p> <ul style="list-style-type: none"> • Attracting visitors to West Yellowstone by communicating an image that is consistent with our long-term vision of West Yellowstone as a vacation destination. • Continuing to target our market as precisely as possible, assuring that our limited funding is spent to reach an audience that not only requests travel information, but also arrives in West Yellowstone and spends significant dollars during the visit. 	\$25,000.00	<p>Yes, we met our objectives for this method.</p> <p>General:</p> <ul style="list-style-type: none"> • 3% increase (from July 2018- June 2019) in West Yellowstone Resort Tax Collections over the previous fiscal year. At time of report: 2.83% increase • 1% increase in occupied room nights (from July 2018- June 2019) over the previous fiscal year, as reported by West Yellowstone TBID collections. At time of report: Approx. 2% increase • 0.5% increase in recreational visitors using the west entrance to Yellowstone Park over a 5-year rolling average of west entrance visitation as reported by the National Park Service. At time of report: Flat <p>Website:</p> <ul style="list-style-type: none"> • 10% increase (from July 2018- June 2019) over the previous fiscal year for online campaign landing page as entry point. At time of report: 22% • 2% increase in mobile traffic (from July 2018- June 2019) over the previous fiscal year. At time of report: 11% increase <p>Social Media:</p> <ul style="list-style-type: none"> • 8% increase in social media followers (from July 2018- June 2019) over the previous fiscal year. At time of report: 9% increase <p>Facebook – 9%</p>	NO	No		

				<p>tweets without images.</p> <ul style="list-style-type: none"> In an analysis of over 1 million articles, BuzzSumo found that articles with an image once every 75-100 words received double the social media shares as articles with fewer images. You get 37% higher engagement on Facebook if you use a visual. Organic Facebook engagement is highest on posts with videos (13.9%) and photos (13.7%). Articles with images get 94% more views than their visual-lacking counterparts. 4x more people would rather watch a video review of a product than read a review 			<p>Twitter – 0% (platform did a sweep of bots)</p> <p>Pinterest – 4%</p> <p>Instagram – 37%</p> <p>Electronic Advertising (E-blasts):</p> <ul style="list-style-type: none"> Increase subscribers by 5%. At time of report: 14% increase Local emails (B2B): Increasing open rates to 35%, CTR to 20% and subscribers by 5%. At time of report: 31% Open, 13% CTR General/niche emails (B2C): Increasing open rates to 30%, CTR to 20% At time of report: 16% Open, 7% CTR <p>Images continue to increase in importance in all media and marketing segments. While we are lucky to have many talented and generous local photographers who let us use their images for little to no cost, we also find the need to purchase images for specific campaigns or media and add unique, high quality stock photos to our library.</p> <p>In FY19 we did both, and will continue to purchase images and pay for production of shoots in future years.</p> <p>We also ran photo contests for the Vacation Planner cover image, which produces other images that we purchase for use in marketing campaigns.</p>				
Consumer	Joint Ventures	Yes	<p>We try to take advantage of joint venture marketing programs with MOTBD, Yellowstone Country and community partners when our budget allows. In the past these projects have included print and online advertising buys and research.</p> <p>Starting in FY16, we have partnered with Visit Utah to become a part of the Yellowstone Loop marketing group, that also includes other Park Gateway communities and those along the travel route between Salt Lake and Yellowstone. For a small investment, the partners are able to market to international and domestic markets online and in print. Representatives were sent to the two largest consumer shows in the world in Europe, and we participated and hosted FAM tours that included receipts and partners from the areas included in the marketing campaign, including Canada, Germany, UK, China and US. Digital campaigns are currently running in all markets. We would like to continue with this program and build on the return we are already seeing.</p> <p>Other joint venture opportunities may come about as community projects and events, or with other marketing regions and organizations in neighboring states. West Yellowstone is allocating funds because we feel that being able to work with other private and public entities strengthens our community message and allows us to stretch our marketing funds to reach larger markets.</p>	<p>West Yellowstone is in a good position, both physically and logistically to partner with many different entities to promote our community and state. Being located at the West Entrance to Yellowstone National Park is a great benefit that brings many opportunities our way. Yellowstone National Park is at the top of international travelers' lists, and many of those travelers come into the West Coast or Salt Lake City and travel through Idaho to reach the West Gate. These are the visitors we want to capture. With the ever-increasing number of international travelers (our fastest growing market), we need to figure out creative and cost efficient ways to market. That is where partnerships come in.</p> <p>We have found that by partnering with organizations like Yellowstone Teton Territories in Idaho, the benefits are exponential, including additional print and online presence. We are also represented at meetings and consumer shows in the region and beyond. Things we could not achieve with our smaller budget. Organizations like this that have an email base of 400,000 subscribers extends our reach.</p> <p>These larger groups have asked us to give presentations and provide information about our area and Yellowstone Park for meetings and publications, as well as websites. These partnerships will become increasingly important as our funding structure changes and demographics of our visitors change. Marketing to international markets is expensive and labor intensive. With multiple partners combining efforts, funds and materials the opportunities increase to reach these markets.</p>	<p>Measurable objectives:</p> <ul style="list-style-type: none"> 3 increase (from July 2018- June 2019) in West Yellowstone Resort Tax Collections over the previous fiscal year. 1% increase in occupied room nights (from July 2018- June 2019) over the previous fiscal year, as reported by West Yellowstone TBID collections. 0.5% increase in recreational visitors using the west entrance to Yellowstone Park over a 5-year rolling average of west entrance visitation as reported by the National Park Service. 10% increase (from July 2018- June 2019) over the previous fiscal year for online campaign landing page as entry point. 2% increase in mobile traffic (from July 2018- June 2019) over the previous fiscal year. 8% increase in social media followers (from July 2018- June 2019) over the previous fiscal year. E-news goals: <ul style="list-style-type: none"> Increase subscribers by 5% Local emails (B2B): Increasing open rates to 35%, CTR to 20% and subscribers by 5% General/niche emails (B2C): Increasing open rates to 30%, CTR to 20% 	<p>One of our primary marketing strategies is to promote West Yellowstone as a family-friendly destination, in every season, to both traditional families and an ever increasing intergenerational niche. And, while it is critical to market to our historical niche markets, it is just as important to develop new products that appeal to different market segments or enhance existing ones.</p> <p>Aligns with our goals of:</p> <ul style="list-style-type: none"> Attracting visitors to West Yellowstone by communicating an image that is consistent with our long-term vision of West Yellowstone as a vacation destination. Continuing to target our market as precisely as possible, assuring that our limited funding is spent to reach an audience that not only requests travel information, but also arrives in West Yellowstone and spends significant dollars during the visit. Continuing to expand our marketing potentially participating in partnerships with other tourism partners. 	\$30,000.00	<p>Yes, we met and/or exceeded our goals.</p> <ul style="list-style-type: none"> 3% increase (from July 2018- June 2019) in West Yellowstone Resort Tax Collections over the previous fiscal year. At time of report: 2.83% increase 1% increase in occupied room nights (from July 2018- June 2019) over the previous fiscal year, as reported by West Yellowstone TBID collections. At time of report: Approx. 2% increase 0.5% increase in recreational visitors using the west entrance to Yellowstone Park over a 5-year rolling average of west entrance visitation as reported by the National Park Service. At time of report: Flat <p>Website:</p> <ul style="list-style-type: none"> 10% increase (from July 2018- June 2019) over the previous fiscal year for online campaign landing page as entry point. At time of report: 22% 2% increase in mobile traffic (from July 2018- June 2019) over the previous fiscal year. At time of report: 11% increase <p>Social Media:</p> <ul style="list-style-type: none"> 8% increase in social media followers (from July 2018- June 2019) over the previous fiscal year. At time of report: 9% increase <p>Facebook – 9%</p> <p>Twitter – 0% (platform did a sweep of bots)</p> <p>Pinterest – 4%</p> <p>Instagram – 37%</p> <p>Yellowstone Country Region JVs:</p> <p>TripAdvisor : West Yellowstone was offered the opportunity to own our page on TripAdvisor. The Sponsorship of the landing page includes content, photo library, events, guide download, direct links, and fixed banner ads.</p> <p>In addition, we were able to take advantage of geo-targeted and</p>	TBID participated in all of these joint venture buys with equal amount of their budget spent.	Yes	JV Samples.pdf

interest/content targeted banners for

warm or winter seasons. The targeted areas included Denver, NYC, LA, San Diego, Boise,

Salt Lake City, Cheyenne, Casper, Philadelphia, Pittsburg, Seattle, Portland, Alberta, Saskatchewan,

British Columbia, Minneapolis, Madison WI, and Fargo ND.

We were very pleased with the results of this joint venture. The campaign actually over-performed with more impressions and page views than estimated:

Results: 316,739 imp; .32% CTR

The cost of the landing page would be unattainable with our individual budgets, making this joint venture essential.

We will continue to participate in this Joint Venture as it has allowed us to stretch our marketing budget.

YC Combined Winter Co-op (space in combined spread placed in national snowmobile and ski magazines, landing page on YC website, content feature in TX Monthly with over 1 million circ.

Results: Midwest Living - 182 Email Leads;

TX Monthly – 93 email leads; YC

Guest book – 982 email leads

YC Better Homes & Gardens April: landing page on YC website, quarter page in combined spread – 914,000 circulation with reader service.

Advanced Audience Targeting Spring Digital – Programmatic banner campaign including mobile and desktop standard banner units. Geo-targeting, predictive, contextual, private travel marketplace, behavioral targeting.

Optimized weekly for clicks and lead conversions. Markets included Bozeman DMA, Billings DMA, North Dakota, Saskatchewan, and Minnesota. We chose to run March-April. This was our lowest performing campaign, and if we chose to participate again, we will tweak markets and messaging. **Results: 1,669,741 impressions, .14% CTR, \$1.07 CPC**

West Yellowstone TBID shared the cost of these buys.

We will participate in most of these joint ventures again if offered.

MOTBD JVs:

LiveIntent – geo-targeted digital ads during the month of our choosing. We used this opportunity to run an early winter campaign from Oct-Nov, with impressive results. The campaign over-performed with impressions and one of our higher CTRs.

Results: 1,367,399 imp; .74% CTR (Increase over FY18). We will participate again if offered.

Visa Vue – nonresident & international spending reports. We are using these reports in conjunction with other reporting to help us better understand our visitor trends, while helping to flush out markets with higher ROI. We hope it will also help us identify new markets. This is a multi-year commitment.

West Yellowstone TBID shared the cost of these buys.

Utah/Yellowstone Loop

West Yellowstone continued to participate in this advertising campaign that incorporated a multi-media advertising approach, as well as FAM Tours of operators, media and influencers to promote the Yellowstone Loop (similar to Grand Loop to southern UT). The program is also represented at major International Travel/Trade Shows and IPW. In July 2019, we were asked to host and be part of the Brand USA 50 Journalists in the US. West Yellowstone was the only location in Montana to participate.

								<p>The Yellowstone Loop was created to promote the northern part of Utah, featuring Yellowstone Park as the main attraction, especially in the shoulder seasons. It grew into so much more when private and public partners from Montana and Idaho joined. The Loop now featured not only Yellowstone Park, but several gateway communities like West Yellowstone and other locations along the driving route the encouraged visitors to stop and see local attractions.</p> <p>This partnership was especially beneficial for West Yellowstone because Utah carried most of the advertising cost and administration of the program. For a minimal investment we were able to penetrate international markets including Germany, UK, Australia, China and Canada. An effort shared with our TBID partners enabled us to host FAM tours and journalists as a result of this Joint Venture.</p> <ul style="list-style-type: none"> • Highlights: - Article in UK's Best Magazine, WeChat Posts & video - Only MT destination to be part of the Brand USA 50 Journalist program - 2 German Tour Operators added new product for Loop <p>We will continue to participate in this Joint Venture as it has allowed us to stretch our marketing budget and create invaluable partnerships with our surrounding state marketing entities.</p> <p>West Yellowstone TBID shared the cost of this buy, as well as partial costs of hosting the FAM Tours and influencers.</p> <p><i>Marketing samples are provided in the Joint Venture attachment.</i></p>				
Consumer	Printed Material	Yes	<p>We plan to use traditional printed materials in combination with new digital and mobile options to gain the best ROI for our efforts. We find that printed materials are good for brand recognition and support for our over marketing campaigns, especially those for events. These materials are used daily by our Visitor Center staff as resources for visitors. The Visitor Center is the main source of distribution for these materials as well. Additionally, all printed maps and materials are made available electronically on our website DestinationYellowstone.com and via email to our network.</p> <p>Printed materials could include, but are not limited to:</p> <ul style="list-style-type: none"> • Winter & Warm Season Calendars: Up to 2,500 Calendar of events fold-over flyer or rack card formats, glossy stock as well as 11"x17" single sided posters for winter. Up to 150 11"x17" single sided posters for spring/summer events. Online versions will be available on our website and partner sites as well. • Posters and flyers: 8 1/2" X 11" and 11"x17" single sided color flyers displayed in bathroom stall holders featuring activities and events throughout upcoming (or alternate) seasons (e.g., Rendezvous Race, Yellowstone Ski Festival, Annual Snowmobile EXPO, Kids'N'Snow, Yellowstone Rendezvous Race, Old Faithful Cycle Tour, etc.). 24" X 36" posters with foam backing with fall and winter activity images printed on gloss as needed. • Trail Maps: Including OHV/ATV, All season ski/snowshoe/hike/bike, disc golf and Snowmobile. Sizes vary slightly, but fold down into approx. 5.5"x8.5". Distributed primarily through our private sector and our Visitors Center, per email, and some will also be distributed to area snowmobile/ski/bike shops and taken to consumer shows. We will also convert the maps to an electronic .pdf and upload to websites and make available for download. • "West of Yellowstone Park" Map: This map features scenic driving routes outside of Yellowstone National Park near West Yellowstone where visitors can view various species of wildlife in the spring and fall. We will update and print an 11 X 17" full color two side's tear-off map, along with an 	<p>While ROI from print is hard to track, we feel that it is an important component of a strong multi-media campaign. Many of our visitors ask for materials once they land, and we receive requests from those planning their trips daily. For shoulder seasons, we use Yellowstone as a base, but emphasize the opportunities "West of the Park" as well. For our winter campaigns, we incorporate event driven advertising with a destination message. Many of our local businesses take our printed materials to consumer shows that they attend throughout the year, emphasizing West Yellowstone as a year-round destination with a multitude of amenities, activities and events.</p>	<p>Measurable objectives:</p> <ul style="list-style-type: none"> • 3% increase (from July 2018- June 2019) in West Yellowstone Resort Tax Collections over the previous fiscal year. • 1% increase in occupied room nights (from July 2018- June 2019) over the previous fiscal year, as reported by West Yellowstone TBID collections. • 0.5% increase in recreational visitors using the west entrance to Yellowstone Park over a 5-year rolling average of west entrance visitation as reported by the National Park Service. • 10% increase (from July 2018- June 2019) over the previous fiscal year for online campaign landing page as entry point. • 2% increase in mobile traffic (from July 2018- June 2019) over the previous fiscal year. • 8% increase in social media followers (from July 2018- June 2019) over the previous fiscal year. 	<p>One of our primary marketing strategies is to promote West Yellowstone as a family-friendly destination, in every season, to both traditional families and an ever increasing intergenerational niche. And, while it is critical to market to our historical niche markets, it is just as important to develop new products that appeal to different market segments and enhance existing ones.</p> <p>West Yellowstone's biggest area of growth still remains the shoulder seasons (Spring/Fall) and Winter, therefore we try to continue to expand the marketing of these seasons, while also adding to and enhancing our existing marketing campaigns.</p> <p>Aligns with our goals of:</p> <ul style="list-style-type: none"> • Attracting visitors to West Yellowstone by communicating an image that is consistent with our long-term vision of West Yellowstone as a vacation destination. • Continuing to target our market as precisely as possible, assuring that our limited funding is spent to reach an audience that not only requests travel information, but also arrives in West Yellowstone and spends significant dollars during the visit. • Continuing to expand our marketing potentially participating in partnerships with other tourism partners. 	\$10,000.00	<p>Yes, we met our objectives for this method.</p> <ul style="list-style-type: none"> • 3% increase (from July 2018- June 2019) in West Yellowstone Resort Tax Collections over the previous fiscal year. At time of report: 2.83% increase • 1% increase in occupied room nights (from July 2018- June 2019) over the previous fiscal year, as reported by West Yellowstone TBID collections. At time of report: Approx. 2% increase • 0.5% increase in recreational visitors using the west entrance to Yellowstone Park over a 5-year rolling average of west entrance visitation as reported by the National Park Service. At time of report: Flat <p>Our printed materials were items used for event and cross seasonal promotion. Calendars and handouts were taken to fall & winter consumer shows for snowmobile, ski and ice fishing by our partners, as well as travel shows in Utah attended by staff. The winter calendar was also distributed throughout the summer to visitors and displayed at participating businesses in town to encourage return visitors.</p> <p>These materials are also available online at DestinationYellowstone.com in a downloadable .pdf format. When used in conjunction with other media, it increases awareness of the events and other seasons we are open.</p> <p>We will continue to produce these materials for distribution and as a resource for our members to cross promote our year-round destination.</p> <p>The following collateral/samples are presented to the Department for permanent filing and review by the public (Included in Printed Materials Samples Attachment):</p> <ul style="list-style-type: none"> • Winter Comeback Calendar Posters 11x17, 50 copies/Rack Cards – 4x9, 1500 copies 	NO	No		Printed Material Samples.pdf

			<p>electronic (.pdf) version in FY19 if needed. We try to print enough to last two years.</p> <ul style="list-style-type: none"> • Postcards, Flyers, Mailers for contests and lead follow up. • Out-of-home window or airport display. This could include continuation of our Window Wrap Program cross-promoting seasons and activities; joint ventures with our entities for airport or national displays. 					<ul style="list-style-type: none"> • Snowmobile EXPO Postcard – 4x6, 1000 copies • Ice Fishing Flyers – 5.5x8.5, 1000 copies • Summer Events Poster – 11x17, 50 copies • Copies of lodging, dining and tours charts for shows 				
Consumer	Opportunity Marketing	Yes	<p>Marketing opportunities that might not be recognized at the time of submitting our FY19 Marketing Plan, may become available or may be necessary to due unforeseen circumstances like natural disasters or government policies out of our control.</p> <p>This line item allows us to allocate funds that can be available as these opportunities present themselves.</p>	<p>In the past, we have utilized opportunity funds for consumer shows with partners including TBID, to assist with travel and production expenses for celebrities and press to cover local niche events, promote new events like the National Ice Fishing Tournament, and create out-of-home multi-media campaigns.</p> <p>Many of these campaigns and events proved successful and even continue to this day as part of our annual plan.</p>	<p>Measurable objectives:</p> <ul style="list-style-type: none"> • 3% increase (from July 2018- June 2019) in West Yellowstone Resort Tax Collections over the previous fiscal year. • 1% increase in occupied room nights (from July 2018- June 2019) over the previous fiscal year, as reported by West Yellowstone TBID collections. • 0.5% increase in recreational visitors using the west entrance to Yellowstone Park over a 5-year rolling average of west entrance visitation as reported by the National Park Service. • 10% increase (from July 2018- June 2019) over the previous fiscal year for online campaign landing page as entry point. • 2% increase in mobile traffic (from July 2018- June 2019) over the previous fiscal year. • 8% increase in social media followers (from July 2018- June 2019) over the previous fiscal year. 	<p>Aligns with our goals of:</p> <ul style="list-style-type: none"> • Attracting visitors to West Yellowstone by communicating an image that is consistent with our long-term vision of West Yellowstone as a vacation destination. • Continuing to target our market as precisely as possible, assuring that our limited funding is spent to reach an audience that not only requests travel information, but also arrives in West Yellowstone and spends significant dollars during the visit. • Continuing to expand our marketing potential by participating in partnerships with other tourism partners. 	\$15,000.00	<p>Yes, we met our objectives for this method.</p> <ul style="list-style-type: none"> • 3% increase (from July 2018- June 2019) in West Yellowstone Resort Tax Collections over the previous fiscal year. At time of report: 2.83% increase • 1% increase in occupied room nights (from July 2018- June 2019) over the previous fiscal year, as reported by West Yellowstone TBID collections. At time of report: Approx. 2% increase • 0.5% increase in recreational visitors using the west entrance to Yellowstone Park over a 5-year rolling average of west entrance visitation as reported by the National Park Service. At time of report: Flat • 10% increase (from July 2018- June 2019) over the previous fiscal year for online campaign landing page as entry point. At time of report: 22% • 2% increase in mobile traffic (from July 2018- June 2019) over the previous fiscal year. At time of report: 11% increase • 8% increase in social media followers (from July 2018- June 2019) over the previous fiscal year. At time of report: 9% increase <p>Facebook – 9%</p> <p>Twitter – 0% (platform did a sweep of bots)</p> <p>Pinterest – 4%</p> <p>Instagram – 37%</p> <ul style="list-style-type: none"> • Increase email subscribers by 5%. At time of report: 14% increase • Local emails (B2B): Increasing open rates to 35%, CTR to 20% and subscribers by 5%. At time of report: 31% Open, 13% CTR • General/niche emails (B2C): Increasing open rates to 30%, CTR to 20% At time of report: 16% Open, 7% CTR <p>The report scanned, monitored and analyzed:</p> <p>9 354 830+ online conversations from around the world from January 1, 2017 – December 31, 2017</p> <p>This analysis applies a custom, text- and image-based algorithm focused on conversations about West Yellowstone and its connected tourism region. To provide further context for the results, five comparative destinations (we defined) were included in the analysis:</p> <ul style="list-style-type: none"> • Cody • Revelstoke • Bar Harbor • Estes Park • Banff <p>More than 500,000 different sources were included in the analysis, including online media sites, forums, reviews and social media networks (Twitter, Facebook, Instagram, Tumblr, YouTube and TripAdvisor).</p> <p>The report gave us a baseline, plus identified key assets that were performing well, and those that we could develop even more through niche marketing efforts. It also helped us to identify what visitors were looking to experience and how they experience things in our area.</p>	NO	No	West_Yellowstone_TSI.pdf	

								We consider this to be a successful method of research. It gives us more in-depth analysis in our niche markets and visitor expectations. We will continue to use this method as part of our on-going research and data gathering efforts, in which we use to further define our yearly marketing plans and campaigns.					
Consumer	Billboards/Out-of-Home	Yes	Marketing opportunities that encompass larger and unique buys like transit system signs and wraps, electronic billboards in key markets, airport displays and others would fall into this method. At this time, we do not have specific buys or markets developed, but this line item allows us to allocate funds that can be available as these opportunities present themselves.	In the past, we have utilized out-of-home multi-media campaigns in key markets like Utah in their transit systems. These campaigns have been successful and we would like to incorporate them again, possibly in conjunction with other community partners, region or CVBs.	Measurable objectives: <ul style="list-style-type: none"> 3% increase (from July 2018- June 2019) in West Yellowstone Resort Tax Collections over the previous fiscal year. 1% increase in occupied room nights (from July 2018- June 2019) over the previous fiscal year, as reported by West Yellowstone TBID collections. 0.5% increase in recreational visitors using the west entrance to Yellowstone Park over a 5-year rolling average of west entrance visitation as reported by the National Park Service. 10% increase (from July 2018- June 2019) over the previous fiscal year for online campaign landing page as entry point. 2% increase in mobile traffic (from July 2018- June 2019) over the previous fiscal year. 8% increase in social media followers (from July 2018- June 2019) over the previous fiscal year. 	Aligns with our goals of: <ul style="list-style-type: none"> Attracting visitors to West Yellowstone by communicating an image that is consistent with our long-term vision of West Yellowstone as a vacation destination. Continuing to target our market as precisely as possible, assuring that our limited funding is spent to reach an audience that not only requests travel information, but also arrives in West Yellowstone and spends significant dollars during the visit. Continuing to expand our marketing potential by participating in partnerships with other tourism partners. 	\$25,000.00	We did not spend any lodging facilities use tax funds in this line item this fiscal year, but will continue look for opportunities in the future.	NO	No			
Marketing Support	Administration	Yes	Administrative funds are utilized to cover costs attributable to the implementation of the individual marketing methods/segments within our plan, strategic planning and dissemination of information to our partners. All uses align with the TAC Rules & Regulations. These may include and are not limited to: Equipment, registration fees for development/trainings, office supplies and rent, travel expenses, utilities, bank and accounting fees, reference materials, appropriate wages and other costs that aid in the implementation and completion of methods.	Supporting research and statistics are provided in the individual methods/segments. Administrative costs support/enhance all of the methods and align with the Rules and Regulations.	Measurable objectives: <ul style="list-style-type: none"> 3% increase (from July 2018- June 2019) in West Yellowstone Resort Tax Collections over the previous fiscal year. 1% increase in occupied room nights (from July 2018- June 2019) over the previous fiscal year, as reported by West Yellowstone TBID collections. 0.5% increase in recreational visitors using the west entrance to Yellowstone Park over a 5-year rolling average of west entrance visitation as reported by the National Park Service. 10% increase (from July 2018- June 2019) over the previous fiscal year for online campaign landing page as entry point. 2% increase in mobile traffic (from July 2018- June 2019) over the previous fiscal year. 8% increase in social media followers (from July 2018- June 2019) over the previous fiscal year. One of our primary marketing strategies is to promote West Yellowstone as a family-friendly destination, in every season, to both traditional families and an ever increasing intergenerational niche. And, while it is critical to market to our historical niche markets, it is just as important to develop	Administration dollars provide many backbone pieces that ensure the full development and implementation of the entire marketing plan and its overall success.	\$56,400.00	We will continue to use this method and include it in our budget for the foreseeable future. Each of the segments have evaluation specific to them in addition to the following which apply to this segment and many others. General: <ul style="list-style-type: none"> 3% increase (from July 2018- June 2019) in West Yellowstone Resort Tax Collections over the previous fiscal year. At time of report: 2.83% increase 1% increase in occupied room nights (from July 2018- June 2019) over the previous fiscal year, as reported by West Yellowstone TBID collections. At time of report: Approx. 2% increase <ul style="list-style-type: none"> 0.5% increase in recreational visitors using the west entrance to Yellowstone Park over a 5-year rolling average of west entrance visitation as reported by the National Park Service. At time of report: Flat Website: <ul style="list-style-type: none"> 10% increase (from July 2018- June 2019) over the previous fiscal year for online campaign landing page as entry point. At time of report: 22% 2% increase in mobile traffic (from July 2018- June 2019) over the previous fiscal year. At time of report: 11% increase Social Media: <ul style="list-style-type: none"> 8% increase in social media followers (from July 2018- June 2019) over the previous fiscal 	NO	No			

					<p>new products that appeal to different market segments or enhance existing ones. West Yellowstone has recognized that our biggest area of growth are the shoulder seasons (Spring/Fall), therefore we are committed to expanding the marketing of these seasons, while also adding to and enhancing our existing winter marketing campaigns.</p> <p>Aligns with our goals of:</p> <ul style="list-style-type: none"> Attracting visitors to West Yellowstone by communicating an image that is consistent with our long-term vision of West Yellowstone as a vacation destination. Continuing to target our market as precisely as possible, assuring that our limited funding is spent to reach an audience that not only requests travel information, but also arrives in West Yellowstone and spends significant dollars during the visit. Continuing to expand our marketing potential by participating in partnerships with other tourism partners. <p>Additional objectives:</p> <ul style="list-style-type: none"> Attend all of the Council meetings, unless excused pre-meeting, for acceptable work or weather reasons. Result: all meetings were attended by Marysue Costello and/or Wendy Swenson. Where both attended, any additional expenses for Marysue were covered with private funds. Attend partner meetings or trainings when offered. Result: all meetings were attended by Marysue Costello and/or Wendy Swenson. Where both attended, any additional expenses for Marysue were covered with private funds. Governor's Conference on Tourism: Butte, Montana, April 14-16, 2019 Result: Wendy Swenson attended as did Marysue Costello (private funding). Networked with colleagues, industry experts and tourism partners. Gained knowledge on trends implementing Montana brand pillars and creative solutions to challenges and opportunities. Marysue was also a presenter at one of the workshops. 				<p>year. At time of report: 12.5% increase</p> <p>Facebook – 9%</p> <p>Twitter – 0% (platform did a sweep of bots)</p> <p>Pinterest – 4%</p> <p>Instagram – 37%</p> <p>Electronic Advertising (E-blasts):</p> <ul style="list-style-type: none"> Increase subscribers by 5%. At time of report: 14% increase Local emails (B2B): Increasing open rates to 35%, CTR to 20% and subscribers by 5%. At time of report: 31% Open, 13% CTR Generalist emails (B2C): Increasing open rates to 30%, CTR to 20%. At time of report: 16% Open, 7% CTR <p><i>Email marketing stats: Industry Avg – Travel</i></p> <ul style="list-style-type: none"> Open rate – 23-25% CTR – 3.22% Click to Open – 13-15% Unsubscribe rate - .21% <p>Texting/Chat Program:</p> <ul style="list-style-type: none"> 50% of our local lodging partners displaying and utilizing program materials provided. 				
Marketing Support	TAC/Governor's Conference meetings	Yes	Approved organizations are required to have one paid staff or board member at each Tourism Advisory Council meeting, preferably the representative who works most closely with the Department.	Attendance ensures that participating organizations are aware of current events, changes to rules and regulations, new funding opportunities and yearly approval of	Measurable objectives: <ul style="list-style-type: none"> 3% increase (from July 2018- June 2019) in West Yellowstone Resort Tax Collections 	While this element of the plan is required, because of the learnings and networking these occasions provide, it is highly	\$4,500.00	Yes, this method is successful, and because it is a required part of our annual Marketing Plan and budget, we will continue to use it.	NO	No			

In Yellowstone Country, our region and CVB representatives also try to have seasonal meetings where we address regional issues and opportunities to work more cohesively.

required Marketing Plans and budget.
During meetings, we also have opportunity to network with other organizations. We can compare success stories and challenges, and brainstorm new ideas.

These are also opportunities to educate each other and our Tourism Advisory Council members about our regions and destinations. Additionally we are afforded opportunities to learn more about trends, ongoing research, and potential partnerships outside of the more traditional tourism realms.

over the previous fiscal year.
likely that we would want to attend them anyway.

- 1% increase in occupied room nights (from July 2018- June 2019) over the previous fiscal year, as reported by West Yellowstone TBID collections. 0.5% increase in recreational visitors using the west entrance to Yellowstone Park over a 5-year rolling average of west entrance visitation as reported by the National Park Service.
- 10% increase (from July 2018- June 2019) over the previous fiscal year for online campaign landing page as entry point.
- 2% increase in mobile traffic (from July 2018- June 2019) over the previous fiscal year.
- 8% increase in social media followers (from July 2018- June 2019) over the previous fiscal year.
- Increase email subscribers by 5%.
- Local emails (B2B): Increasing open rates to 35%, CTR to 20% and subscribers by 5%.
- General/niche emails (B2C): Increasing open rates to 30%, CTR to 20%

Additional objectives:

- - Attend all of the Council meetings, unless excused pre-meeting, for acceptable work or weather reasons.
 - Attend partner meetings or trainings when offered.
 - Governor's Conference on Tourism: Butte, Montana, April 14-16, 2019

General:

- 3% increase (from July 2018- June 2019) in West Yellowstone Resort Tax Collections over the previous fiscal year. **At time of report: 2.83% increase**
- 1% increase in occupied room nights (from July 2018- June 2019) over the previous fiscal year, as reported by West Yellowstone TBID collections. **At time of report: Approx. 2% increase**
 - 0.5% increase in recreational visitors using the west entrance to Yellowstone Park over a 5-year rolling average of west entrance visitation as reported by the National Park Service. **At time of report: Flat**

Website:

- 10% increase (from July 2018- June 2019) over the previous fiscal year for online campaign landing page as entry point. **At time of report: 22%**
- 2% increase in mobile traffic (from July 2018- June 2019) over the previous fiscal year. **At time of report: 11% increase**

Social Media:

- 8% increase in social media followers (from July 2018- June 2019) over the previous fiscal year. **At time of report: 12.5% increase**

Facebook – 9%

Twitter – 0% (platform did a sweep of bots)

Pinterest – 4%

Instagram – 37%

Electronic Advertising (E-blasts):

- Increase subscribers by 5%. **At time of report: 14% increase**
- Local emails (B2B): Increasing open rates to 35%, CTR to 20% and subscribers by 5%. **At time of report: 31% Open, 13% CTR**
- General/niche emails (B2C): Increasing open rates to 30%, CTR to 20%. **At time of report: 16% Open, 7% CTR**

Texting/Chat Program:

- 50% of our local lodging partners displaying and utilizing program materials provided.

Additional objectives:

- - Attend all of the Council meetings, unless excused pre-meeting, for acceptable work or weather reasons. **Result: all meetings were attended by Marysue Costello and/or Wendy Swenson. Where both attended, any additional expenses for Marysue were covered with private funds.**
 - Attend partner meetings or trainings when offered. **Result: all meetings were attended by Marysue Costello and/or Wendy Swenson. Where both attended, any additional expenses for Marysue were covered with private funds.**

								<ul style="list-style-type: none"> o Governor's Conference on Tourism: Butte, Montana, April 14-16, 2019 Result: Wendy Swenson attended as did Marysue Costello (private funding). Networked with colleagues, industry experts and tourism partners. Gained knowledge on trends implementing Montana brand pillars and creative solutions to challenges and opportunities. Marysue was also a presenter at one of the workshops. 				
Marketing Support	Fulfillment/Telemarketing/Call Center	Yes	<p>This method encompasses the cost of distribution of the West Yellowstone Vacation Planner through shipping directly from our printer, Fed Ex, drive distribution and mail from direct referrals.</p> <p>It is our plan to have the following Centers included in this distribution of our Vacation Planner. Others may be included as calls are received and supplies warrant.</p> <ul style="list-style-type: none"> • Montana: Anaconda, Dillon, Big Fork, Hardin, Miles City, Big Sky, Billings, Hamilton, Boulder, Bozeman, Butte, Chinook, Cooke City, Culbertson, Ennis, Fort Benton, Gardiner, Great Falls, Havre, Hardin, Helena, Kalispell, Lewistown, Libby, Livingston, Lolo, Miles City, Missoula, Philipsburg, Red Lodge, Shelby, Columbus, Three Forks, Whitefish, Virginia & Nevada Cities, Belgrade & Wibaux • Idaho: Coeur d'Alene, Twin Falls, Malad City, Idaho Falls, Teton Valley, Ashton, Rexburg, St. Anthony, Pocatello, Bonners Fair, Lava Hot Springs, Stanley, Driggs, Twin Falls & MHAFB • Wyoming: Buffalo, Cody, Jackson, Dubois, Kaycee, Sheridan, Pinedale, Thermopolis • Utah: Salt Lake (multiple locations), Bear Lake Visitor Center, Bear Lake State Park, Cache Valley Visitors Bureau, Forest Service - Logan • Colorado: Grand Junction • South Dakota: Keystone 	<p>The Annual ITRR reports show Visitor Guide use still ranks high in the pre-trip planning process and even higher once visitors arrive. DMA West released a report from a study done in conjunction with Destination Analysts regarding DMO Visitor Guides that support this information as well. Some of the highlights follow:</p> <p>Reasons for Ordering Guides:</p> <ul style="list-style-type: none"> • to help plan their vacation (53.4%), • to review information about the destination (47.8%) • to have a guide to take on their trip (44.6%). • Just under 30% ordered the guide specifically for trip inspiration. <p>Usage & Trip Behavior:</p> <ul style="list-style-type: none"> • Nearly 70% of potential visitors actually travel to the destination after receiving the DMO visitor guide • The majority of visitor guide requestors initially learn about the DMO's visitor guide on the DMO's website or through search engine results and ads, versus it being a habit to order visitor guides. • These trips are largely vacations in which the visitor stays in a hotel • 70.4% of these visitors characterize their trip as a vacation and 68.8% stay in a hotel • One in five visitor guide users had not yet made their destination decision when they requested the guide. • Of those that are subject to influence by the guide, nearly 90% ultimately decide to visit the destination because of the DMO's visitor guide. • 27.8% of those that had already made the destination decision when they requested the DMO visitor guide said the guide ultimately influenced the number of days they spent in the destination <ul style="list-style-type: none"> o Of this group, 70.8% reported having increased their intended length of stay in the city by 1.9 days on average. o 80.1% said they used the visitor guide as a trip planning resource before arriving in the destination and said 74.9 percent they used it in-market o The guides are largely used to select attractions 	<p>Measurable objectives:</p> <ul style="list-style-type: none"> • 3% increase (from July 2018- June 2019) in West Yellowstone Resort Tax Collections over the previous fiscal year. • 1% increase in occupied room nights (from July 2018- June 2019) over the previous fiscal year, as reported by West Yellowstone TBID collections. • 0.5% increase in recreational visitors using the west entrance to Yellowstone Park over a 5-year rolling average of west entrance visitation as reported by the National Park Service <p>Additional objectives:</p> <ul style="list-style-type: none"> • Distribute all 45,000 copies of the West Yellowstone Guidebook. 	<p>Demand for West Yellowstone's Vacation Planner by Visitors Centers around the area remains high. In 2017 (post-centennial), we printed 45,000 copies and had very few left. Several out of state distribution points ran out and requested more as well. We consider providing information for these guests bound for West Yellowstone as an important part of our marketing efforts. We also increase our level of respect and cooperation because we build relationships with other Chambers and CVB's and we enhance their ability to help guests by providing the requested information.</p> <p>This helps us meet our goals of:</p> <ul style="list-style-type: none"> • Attracting visitors to West Yellowstone by communicating an image that is consistent with our long-term vision of West Yellowstone as a vacation destination. • Continuing to expand our marketing potential by participating in partnerships with other tourism organizations. 	\$7,500.00	<p>West Yellowstone had determined to use the following as the measurable objectives for Distribution of our Vacation Planners as a Marketing Method:</p> <p>2% increase (from July 2017 -June 2018) in West Yellowstone Resort Tax Collections over the previous year (July 2016 -June 2017). <i>At the time of this report: 4.78% increase.</i></p> <p>1% increase in occupied room nights (from July 2017 -June 2018) over the previous year (July 2016 -June 2017) as reported by West Yellowstone TBID collections. <i>At time of this report: estimated at a 3% increase.</i></p> <p>0.5% increase in recreational visitors using the west entrance to Yellowstone Park over a 5-year rolling average of west entrance visitation as reported by the National Park Service. <i>At time of this report: 5% increase.</i></p> <p>It was also our goal to distribute all 45,000 copies printed and we were had actually distributed all but 1,768 by the end of October of 2019, which is just under 4% of the total print. This leaves us likely in a shortage to carry us through until the delivery of our next version, around the end of the March of 2020.</p> <p>As the narrative within our marketing plan indicated, West Yellowstone believes that this segment continues to be an important and effective part of our overall strategy. Our goal is to have the Vacation Planners get into the hands of as many visitors and potential visitors as possible to be able to affect their travel decisions. We believe we have been successful!</p> <p>Our distribution was assisted with help from our publisher who used both UPS and personal, direct deliveries to dispense 42% of the total copies.</p> <p>Fulfillment as a marketing method remains high among our options and we will continue it in FY20.</p>	No	Copy of 2019 DY Distribution.xlsx		

				<p>and restaurants in the destination, as well as review maps.</p> <ul style="list-style-type: none"> 21.1% use these guides to select a hotel. <p>Content Consumed:</p> <ul style="list-style-type: none"> attractions (72.7%) maps (66.4%) travel tips (55.3%) events (53.5%) dining (52.2%) articles and features (50.2%) 							
Marketing Support	VIC Funding/Staffing/Signage	Yes	<p>The Lodging Facilities Use Tax Fund has always allocated a percentage of the budget to VIC support and will continue to do so. The WY Chamber/CVB also receives funding from Yellowstone Country Regional Tourism, The Town of West Yellowstone and the West Yellowstone Tourism Improvement District (TBID). The West Yellowstone Chamber provides the required high speed internet access, workers comp, the building and building maintenance. The Town of West Yellowstone supplies restroom maintenance and supplies, lawn and parking lot maintenance, as well as support of staffing.</p> <p>We will work with our partners (state, region, and local) to continue to educate our VIC staff on the social and economic importance of the tourism industry in the local area, region, and state. We will also educate the staff about the multitude and vast variety of experiences available.</p> <p>The staff will receive training on how to use our marketing tools (website, electronic resources and Vacation Planner) to best leverage all avenues of communications and promotions.</p>	<p>The number of travelers stopping at the West Yellowstone Visitor Center is significant: the door count for FY17 was 181,986 visitors (3% increase over previous year); and current FY to date the Visitor Center has serviced nearly 130,000 visitors. Visitors were recorded from over 45 countries and all 50 states. The VIC staff also answers phone calls and email requests for information.</p> <p>By having the interaction with visitors we, many times a day, increase the quality of guests' experience (i.e., an activity they hadn't known of or planned), length of stay and the potential for a return visit to the West Yellowstone area and, as well, visits by their friends and family.</p>	<p>Measurable objectives:</p> <ul style="list-style-type: none"> 3% increase (from July 2018- June 2019) in West Yellowstone Resort Tax Collections over the previous fiscal year. 1% increase in occupied room nights (from July 2018- June 2019) over the previous fiscal year, as reported by West Yellowstone TBID collections. 0.5% increase in recreational visitors using the west entrance to Yellowstone Park over a 5-year rolling average of west entrance visitation as reported by the National Park Service. 10% increase (from July 2018- June 2019) over the previous fiscal year for online campaign landing page as entry point. 2% increase in mobile traffic (from July 2018- June 2019) over the previous fiscal year. 8% increase in social media followers (from July 2018- June 2019) over the previous fiscal year. E-news goals: <ul style="list-style-type: none"> Increase subscribers by 5% Local emails (B2B): Increasing open rates to 35%, CTR to 20% and subscribers by 5%. General/niche emails (B2C): Increasing open rates to 30%, CTR to 20% Electronic Advertising (E-blasts): <ul style="list-style-type: none"> Increase subscribers by 5% Local emails (B2B): Increasing open rates to 35%, CTR to 20% and subscribers by 5%. General/niche emails (B2C): Increasing open rates to 30%, CTR to 20% Texting/Chat Program: <ul style="list-style-type: none"> 50% of our local lodging partners displaying and utilizing 	<p>The VIC staff is our most critical marketing product "on the ground" here in West Yellowstone. The annual ITRR report shows that the Visitor Center is utilized by the majority of visitors once they reach West Yellowstone. Our destination marketing efforts bring visitors to or through West Yellowstone via Yellowstone Park. However, our VIC staff has the ability to impact length of stay and quality of experience many times, each and every day.</p> <p>This aligns with our goals of:</p> <ul style="list-style-type: none"> Attracting visitors to West Yellowstone by communicating an image that is consistent with our long-term vision of West Yellowstone as a family-friendly vacation destination in all seasons. Expanding our marketing potential by participating in partnerships with private businesses and with other tourism organizations. Targeting our market as accurately as possible 	\$25,000.00	<p>Support for the West Yellowstone Visitor Information Center from several sources is essential to providing quality experiences to our visitors both in real time and those potential visitors who inquire. The Visitor Information Center is supervised and coordinated by the West Yellowstone Chamber of Commerce.</p> <p>Funding is provided by the West Yellowstone Lodging Facilities Use Tax combined with that of Yellowstone Country Montana, the West Yellowstone Tourism Improvement District, the Town of West Yellowstone through Resort Tax dollars, and the West Yellowstone Chamber of Commerce. These funds made it possible for us to continue to provide our excellent service and expand to include every winter weekend</p> <p>Hours of service each day vary from a low of eight to a high of twelve depending on the month of the year. In total we serviced 3,392 hours. Winter and shoulder seasons see us operating with a minimum of one staff person per hour to a high season of up to four staff per hour.</p> <p>We can estimate an average hourly rate of \$13.00 per hour including taxes which would mean that lodging tax funded just over 1,802 hours.</p> <p>During FY19 we had over 187,000 visitors into the Center which continues our upward trend of visitors.</p> <p>The West Yellowstone Visitors Center is a joint agency center. We have the West Yellowstone Staff, Interpretive Rangers from Yellowstone National Park and, on some days, staff from the United States Forest Service join us. As joint agency center we make a complete one-stop package for our visitors.</p> <p>While we have no way of exactly identifying states of visitor origination, we do a voluntary sign in and based on that we feel we have a strong indication of our top ten states. These remain fairly constant year over year and include: California, Utah, Texas, Washington, Florida, Idaho, Arizona, Oregon, Pennsylvania and Minnesota. This year, Pennsylvania was an outlier.</p> <p>Our measurements of success and results were as follows:</p> <p>General:</p> <ul style="list-style-type: none"> 3% increase (from July 2018- June 2019) in West Yellowstone Resort Tax Collections over the previous fiscal year. At time of report: 2.83% increase 1% increase in occupied room nights (from July 2018- June 2019) over the previous fiscal year, as reported by West Yellowstone TBID collections. At time of report: Approx. 2% increase <ul style="list-style-type: none"> 0.5% increase in recreational visitors using the west entrance to Yellowstone Park over a 5-year rolling average of west entrance visitation as reported by the National Park Service. At time of report: Flat 	Yes	Copy of 2019 DY Distribution.xlsx	

						program materials provided.		<p>Website:</p> <ul style="list-style-type: none"> 10% increase (from July 2018- June 2019) over the previous fiscal year for online campaign landing page as entry point. At time of report: 22% 2% increase in mobile traffic (from July 2018- June 2019) over the previous fiscal year. At time of report: 11% increase <p>Social Media:</p> <ul style="list-style-type: none"> 8% increase in social media followers (from July 2018- June 2019) over the previous fiscal year. At time of report: 12.5% increase <p>Facebook – 9%</p> <p>Twitter – 0% (platform did a sweep of bots)</p> <p>Pinterest – 4%</p> <p>Instagram – 37%</p> <p>Electronic Advertising (E-blasts):</p> <ul style="list-style-type: none"> Increase subscribers by 5%. At time of report: 14% increase Local emails (B2B): Increasing open rates to 35%, CTR to 20% and subscribers by 5%. At time of report: 31% Open, 13% CTR General/niche emails (B2C): Increasing open rates to 30%, CTR to 20% At time of report: 16% Open, 7% CTR <p>Texting/Chat Program:</p> <ul style="list-style-type: none"> 50% of our local lodging partners displaying and utilizing program materials provided. <p>And, yes, we will continue to use this method. As we feel the evaluation has indicated, it is effective.</p>			
Marketing Support	Marketing/Publicity Personnel	Yes	<p>The West Yellowstone Chamber has had a marketing and public relations position for over ten years. We have found this position to be very efficient and cost effective. The value of the local knowledge of the community and of situations cannot be overstated. This position has critical marketing and public relations responsibilities including:</p> <ul style="list-style-type: none"> Creation, administration, and execution of the annual marketing plan, projects and budgets for Accommodations funding. Work closely with other marketing organizations (local, regional, MOTBD) for grants and additional funding options, as well as co-operative advertising opportunities. Determine and sustain new markets that diversify shoulder seasons West of Yellowstone Park Determine social media marketing strategies, management (including content creation and placement) for social media platforms. Create social media marketing advertising campaigns. Drive internet marketing programs including SEO and SEM, website optimization, and online advertising campaigns. Content creation, content and imaging library management, for the website, social media, and other on-line programs. Raise the level of marketing awareness and participation within our community through workshops and seminars, weekly marketing "blasts," monthly marketing reports at Chamber (CVB) meetings, and quarterly meetings of the Chamber Marketing Committee. Work to promote MOTBD, Yellowstone Country and West Yellowstone brand messaging. Coordination of publicity efforts including content creation and response as needed for news releases, PSA's, radio and television interviews, as well as on-line event calendars, blogs, and promotions. Organize resources and participation in media and familiarization tours. Create and implement crisis management plans with unified public relations and community wide updates to ensure accurate, timely, and 	<p>Because the Marketing/PR position is held by someone who lives and works in West Yellowstone, they have a deeper knowledge of the community and its needs. They can react quickly on short deadlines and when communications are needed immediately for crisis situations. They know the members of other community partners and funding organizations and feel comfortable working on projects with multiple groups.</p> <p>Other advantages to having in-house marketing/PR personnel:</p> <ul style="list-style-type: none"> Increase and monitor value vs. cost Implementation of a consistent marketing strategy Maximization of the community's image Enhanced quality control of the brand 	<p>Measurable objectives:</p> <ul style="list-style-type: none"> 3% increase (from July 2018- June 2019) in West Yellowstone Resort Tax Collections over the previous fiscal year. 1% increase in occupied room nights (from July 2018- June 2019) over the previous fiscal year, as reported by West Yellowstone TBID collections. 0.5% increase in recreational visitors using the west entrance to Yellowstone Park over a 5-year rolling average of west entrance visitation as reported by the National Park Service. 10% increase (from July 2018- June 2019) over the previous fiscal year for online campaign landing page as entry point. 2% increase in mobile traffic (from July 2018- June 2019) over the previous fiscal year. 8% increase in social media followers (from July 2018- June 2019) over the previous fiscal year. E-news goals: <ul style="list-style-type: none"> Increase subscribers by 5% Local emails (B2B): Increasing open rates to 	<p>With our budget, West Yellowstone can best maximize dollars with local staff to manage our marketing and public relations projects. Often this position is required to communicate directly with our committees and boards to take advantage of marketing opportunities which arise with quick turnaround and deadlines. This person is also able to react quickly when crisis management is needed.</p> <p>The Marketing Director position was designed to spearhead projects so as to ensure consistent progress and message, create strong private and public sector partnerships to expand our marketing resources, explore potential niche markets. This position is ideally filled by someone who lives in our community, understands its dynamics and that of surrounding areas, and can act as a 'quick response unit' when needed for unanticipated marketing and publicity challenges requiring immediate and proactive action. Synergistic coordination with other local and regional marketing funds, events, and projects is also key. The position is encouraged to know the community and seek out new opportunities, strategies and projects that have strong potential to increase visitation.</p> <p>This position is also responsible for publicity and media communications, development and distribution of on-line press and information releases; development of a media (print) database and distribution of</p>	\$56,000.00	<p>We will include a summary of hours worked in the year, samples of the marketing report given to the Board of Directors as well as of the "Monday Marketing Blast" intended to inform and encourage the private sector with the overall strategy to create greater marketing synergy.</p> <p>Wendy Swenson began with us in July of 2013. Wendy's extensive background and experience in marketing, along with her flexibility, her complete ability to be self-directed and her self-confidence make her ideal for this position. West Yellowstone is exceptionally fortunate to have been able to acquire and retain her services.</p> <p>Currently we see the activities of our marketing position fall into five basic categories and within each of those a variety of activities are expected and delivered. We would also note that it is very difficult to isolate actions to just one category since each affects the other. Many, indeed, blend across several. It is, after all, the whole that counts.</p> <p>Strategy and Planning:</p> <p>Nearly 32 percent of Wendy's time was spent in this area. This is quite fluid since the same activity may affect several areas. This bucket also contained Marketing Committee meetings where overall strategies were established and methods to obtain the goals of those strategies were discussed which Wendy then implemented.</p> <p>Wendy continued to build on her excellent relations with other organizations and private businesses for marketing synergies and partnerships—an expectation of this position. The time for these efforts, meetings and conversations was included in this bucket as well.</p>	No	We will continue with this Marketing Method.	Marketing Personnel, Time2Task, 19.xlsx

continually updated information is sent to area businesses, residents, and visitors.

- Works with and directs any required professional agencies for high quality production and development of projects that require unique skills, such as developing our internet and social media framework, and creative services.
- Work towards integration and all aspects of funding sources available for West Yellowstone marketing.
- Continued education on the newest and upcoming trends, tools, resources and information to keep Montana and West Yellowstone at the forefront of potential travelers' minds.

- 35%, CTR to 20% and subscribers by 5%.
- General/niche emails (B2C): Increasing open rates to 30%, CTR to 20%
- Electronic Advertising (E-blasts):**
 - Increase subscribers by 5%
 - Local emails (B2B): Increasing open rates to 35%, CTR to 20% and subscribers by 5%.
 - General/niche emails (B2C): Increasing open rates to 30%, CTR to 20%
- Texting/Chat Program:**
 - 50% of our local lodging partners displaying and utilizing program materials provided.

information to these sources on a regular basis; development, placement and maintenance of a social networking marketing strategy that focus on web-based travel sites, social networking sites, personal information/blogs sites, web-based event and calendar sites, and community workshops.

We also expect this person to continue education and training to develop on-going knowledge, skills and networks to do the job efficiently and relay new resources, tools and opportunities to our constituents.

This helps us reach our goals of:

- Attracting visitors to West Yellowstone by communicating an image that is consistent with our long-term vision of West Yellowstone as a vacation destination.
- Continuing to target our market as accurately as possible, to assure funding is used to reach an audience that asks for information, travels to West and spends significant dollars.
- Continuing to expand our marketing potential by participating in partnerships with other tourism organizations.

As well, all the public meeting input, hearings and preparation of the FY 20 Marketing Plan fall into this category. The monthly reports to the Chamber Board of Directors (and thus to all members) is reflected in this category.

Wendy continued the Monday Marketing Blast intended to encourage and lead our private sector into active participation on their own websites and social media strategies to enhance the overall volume generated from and about West Yellowstone. The Blast also often included information for businesses to share with their customers. This time, too, was included in this category.

Social Media:

Time devoted to this area was just over 7%, considerably lower than last year. This was due primarily to the fact that we were able to hire a part-time assistant, Trent Redfield, whose entire focus was social media. Trent has quickly looped the Chamber into local social media networks. He planned and lead social media "meet ups" that encouraged our visitors and members to participate and expand their interests and capabilities.

West Yellowstone continues to be very active on Facebook (with several of its own pages), Twitter, Instagram, YouTube and regularly researching and exploring other social media means.

Internet and Web:

This area consumed just over 9% of Wendy's time. Again, the entrance of a part-time assistant devoted to social media and the web made the difference.

In this year, too, Wendy continued to devote time and energy to developing stronger blog content and relationships with bloggers.

We always are looking toward page enhancements, working with specials, directing the updating of the Kids 'N' Snow website and responding to emails to the DestinationYellowstone.com site.

As well, time is devoted to research to ascertain best use of marketing dollars on the web for various campaigns.

Method Implementation:

This section covers hours that can be directly attributed to the actual delivering of the marketing methods and segments established within our marketing plan and the subsequent reporting. Within each method there is an overlap into web/internet and social media that cannot necessarily be assigned to a particular method.

Wendy devoted just over 30% of her time specifically to the accomplishment of methods that would have ranged from design to placement and implementation.

Reporting and Evaluations:

Nearly 8.5% of Wendy's hours were spent in this area on which so many of our decisions are based.

Thes following are the evaluation mechanism used and the results.

General:

- 3% increase (from July 2018- June 2019) in West Yellowstone Resort Tax Collections over the previous fiscal year. **At time of report: 2.83% increase**
- 1% increase in occupied room nights (from July 2018- June 2019) over the previous fiscal year, as reported by West Yellowstone TBID collections. **At time of report: Approx. 2% increase**
 - 0.5% increase in recreational visitors

							<p>using the west entrance to Yellowstone Park over a 5-year rolling average of west entrance visitation as reported by the National Park Service. At time of report: Flat</p> <p>Website:</p> <ul style="list-style-type: none"> 10% increase (from July 2018- June 2019) over the previous fiscal year for online campaign landing page as entry point. At time of report: 22% 2% increase in mobile traffic (from July 2018- June 2019) over the previous fiscal year. At time of report: 11% increase <p>Social Media:</p> <ul style="list-style-type: none"> 8% increase in social media followers (from July 2018- June 2019) over the previous fiscal year. At time of report: 12.5% increase <p>Facebook – 9%</p> <p>Twitter – 0% (platform did a sweep of bots)</p> <p>Pinterest – 4%</p> <p>Instagram – 37%</p> <p>Electronic Advertising (E-blasts):</p> <ul style="list-style-type: none"> Increase subscribers by 5%. At time of report: 14% increase Local emails (B2B): Increasing open rates to 35%, CTR to 20% and subscribers by 5%. At time of report: 31% Open, 13% CTR General/niche emails (B2C): Increasing open rates to 30%, CTR to 20%. At time of report: 16% Open, 7% CTR <p>Texting/Chat Program:</p> <ul style="list-style-type: none"> 50% of our local lodging partners displaying and utilizing program materials provided. <p>We are extremely happy with this method and enthusiastically support its continued role in our Marketing Plans.</p>					
Marketing Support	Crisis Management	Yes	<p>We are often confronted by unanticipated challenges including natural disasters that require crisis management. Events beyond our control including government closures, road construction and wildfires have caused us to create access releases and documents with alternative routes and activities for our front desk staff.</p> <p>In the advent of any of these unexpected situations, we need to proactively implement a crisis management process that we have created and successfully used in the past. This could include additional unanticipated expenditures including increasing hours of marketing publication relations and other support staff during the crisis. We may also need to hire additional staff for the Visitor Information Center to distribute bulletins to local businesses.</p> <p>Our crisis management plan would include these components:</p> <ul style="list-style-type: none"> Coordination with all agencies to have effective input in all press releases. Update relevant website content, including highlighted stories in the "new sections" of the home page on our own website, Chamber Facebook and Twitter accounts, as well as updates in relevant trip blogs such as Trip Advisor. <i>Note: it is critical to have updates in place early in the morning and throughout the day as situations are updated or changed.</i> Issue news releases if needed. Website content and news releases could contain the following: <ul style="list-style-type: none"> Overview related to visitors Specific information on the incident (location, size, containment, closures, evacuations, air quality) 	<p>As evidenced with the Yellowstone River Closure in 2016 and wildfires in Glacier Country in 2017, we need to be able to react quickly when faced with the unexpected natural disasters or earlier closing of Yellowstone Park to visitors.</p> <p>The chance to take advantage of a limited window of opportunity, increasing our possibility of retaining visitors and potential visitors when things happens that are out of our control including natural disasters like wildfires, or government inflicted budget cuts or shut downs.</p>	<p>Measurable objectives:</p> <ul style="list-style-type: none"> 3% increase (from July 2018- June 2019) in West Yellowstone Resort Tax Collections over the previous fiscal year. 1% increase in occupied room nights (from July 2018- June 2019) over the previous fiscal year, as reported by West Yellowstone TBID collections. 0.5% increase in recreational visitors using the west entrance to Yellowstone Park over a 5-year rolling average of west entrance visitation as reported by the National Park Service. 10% increase (from July 2018- June 2019) over the previous fiscal year for online campaign landing page as entry point. 2% increase in mobile traffic (from July 2018- June 2019) over the previous fiscal year. 8% increase in social media followers (from July 2018- June 2019) 	<p>Time is something that is in very short supply when a crisis breaks. As a result of events including Park closures, access restrictions, delayed openings, sequestrations and budget cuts, West Yellowstone recognizes that we face challenges convincing the traveling public that our destination is value-based and that we remain a top destination for travelers to Yellowstone Park and southwestern Montana.</p> <p>This aligns with our goals of:</p> <ul style="list-style-type: none"> Attracting visitors to West Yellowstone by communicating an image that is consistent with our long-term vision of West Yellowstone as a family-friendly vacation destination in all seasons. Expanding our marketing potential by participating in partnerships with private businesses and with other tourism organizations. Targeting our market as accurately as possible 	\$100.00	<p>Fortunately, we did not face any major natural disasters or government actions that required additional financial support to communicate with our partners and visitors. Therefore, we did not incur any costs for this method.</p> <p>We will continue to include this line item in our budget, so we are prepared in case of need in the future.</p>	NO	No		

			<ul style="list-style-type: none"> Information on major road closures, alternative routes, major roads that are still open Areas, attractions, and activities that are still available Phone numbers and websites for additional information <ul style="list-style-type: none"> Update Yellowstone fire-specific pages on Facebook and Twitter that have already been established. These are specific social media accounts setup just for fire or other incidents that can be accessed by travelers. If needed, we can begin using these immediately, send it to existing followers, promote on our existing web pages and other social media accounts, and use to alert media and local business partners. Coordination with Yellowstone Park, the USFS, Yellowstone concessionaires, and other partners to have an effective communication channel for all Yellowstone guests. Aid with organizing and conducting public meetings. Create and distribute notices to local and area businesses to better assist with their guests. Distribute appropriate information to key tourism contacts including MOTBD, Wyoming Travel, Idaho Tourism, Yellowstone Country, other appropriate countries, appropriate Chambers and CVB's including organizations in neighboring states of Idaho and Wyoming, and the Salt Lake Utah area. Coordination with media including radio and television, news services. Coordination of radio Public Service Announcements if needed (PSA's). 	<p>over the previous fiscal year.</p> <ul style="list-style-type: none"> Electronic Advertising (E-blasts): <ul style="list-style-type: none"> Increase subscribers by 5% Local emails (B2B): Increasing open rates to 35%, CTR to 20% and subscribers by 5% General/niche emails (B2C): Increasing open rates to 30%, CTR to 20% <p>Texting/Chat Program:</p> <ul style="list-style-type: none"> 50% of our local lodging partners displaying and utilizing program materials provided. 								
Marketing Support	Outreach	Yes	<p>As a small, rural community who relies on tourism as our number one industry, it is important to provide our businesses with current and relevant information regarding the travel industry to help them maximize their efforts and success, as well as the community as a whole.</p> <p>Previously, MOTBD provided communities with front-line customer service training workshops, which the Chamber previously enhanced. Since a change in the program, the VIC, Chamber and TBID staff have offered a half day Frontline Training seminar in conjunction with the Host Week program West Yellowstone shares with Big Sky. This has been one of the most highly attended workshops in West Yellowstone. Businesses find it necessary for their changing seasonal staff and those new to our community.</p> <p>The Chamber also offers Learning Workshops throughout the winter season including customer service, marketing and other tourism related topics.</p> <p>These are two examples of what this method may help fund, but other opportunities may arise in which we would like to participate.</p>	<p>In past years, over 100 participants have come to the Local Superhost front-line training offered each spring. The Chamber's learning workshops have also had 20-30 participants. Customer service and front-line training are important to our local businesses. Our small business owners cannot afford to travel, and often the time of formal training workshops, therefore rely on the information we can provide them.</p> <p>Currently our Marketing Director sends out a weekly email with community information and current marketing trends and tips which has an open rate of over 30%. Along with TBID, we have provided a local information time in conjunction with the Superhost training, which employers find valuable for their summer staff.</p>	<p>Measurable objectives:</p> <ul style="list-style-type: none"> 3% increase (from July 2018- June 2019) in West Yellowstone Resort Tax Collections over the previous fiscal year. 1% increase in occupied room nights (from July 2018- June 2019) over the previous fiscal year, as reported by West Yellowstone TBID collections. 0.5% increase in recreational visitors using the west entrance to Yellowstone Park over a 5-year rolling average of west entrance visitation as reported by the National Park Service. 	<p>As with our Visitor Information Center staff, our front-line employees are essentially guides for our visitors when they arrive. The more information these employees can provide to their guests about local services and activities, the more comfortable our guests will feel and the potential for a longer stay emerges. In turn, good customer service leads to good reviews and word-of-mouth marketing, which leads to more potential visitors and return visitors.</p> <p>This helps us meet our goals of:</p> <ul style="list-style-type: none"> Attracting visitors to West Yellowstone by communicating an image that is consistent with our long-term vision of West Yellowstone as a vacation destination. Continuing to expand our marketing potential by participating in partnerships with other tourism organizations. 	\$5,000.00	<p>Yes, we met our objectives for this method.</p> <ul style="list-style-type: none"> 3% increase (from July 2018- June 2019) in West Yellowstone Resort Tax Collections over the previous fiscal year. At time of report: 2.83% increase 1% increase in occupied room nights (from July 2018- June 2019) over the previous fiscal year, as reported by West Yellowstone TBID collections. At time of report: Approx. 2% increase 0.5% increase in recreational visitors using the west entrance to Yellowstone Park over a 5-year rolling average of west entrance visitation as reported by the National Park Service. At time of report: Flat <p>Some of the expenses were from the Marc Willson seminar from FY18, which was reported with FY18 completion reports.</p> <p>The remaining expenses were for our annual Frontline Training workshop held each year at the beginning of our summer season. During this half-day workshop, we invite our local businesses to send front desk and other staff who interact daily with visitors to attend free of charge. The workshop focuses on local information including maps, general information and Yellowstone Park FAQ.</p> <p>This year, we brought Pam Gosink, in conjunction with Flathead Community College, in to provide customer service training as well.</p> <p>We had over 50 attendees. We used a registration sheet and head count. Pam also provided forms for feedback, which we were given copies of for future planning purposes.</p> <p>We consider this to be a successful method of enhancing our community education and partnerships. We will continue to use this method as the occasion or opportunities arise, including Frontline training and other possible mentors or speakers.</p> <p>The following collateral/samples are presented to the Department for permanent filing and review by the public:</p> <ul style="list-style-type: none"> Postcards – 4x6 	All local advertising placements were paid for from Chamber private funds, no Facilities Use Tax was used.	No		

Marketing Method Evaluation Attachments

Attachment 1	STATE ACCOM FY19 BUDGET VS ACTUAL YEAR END REPORT.pdf
Attachment 2	FY19 Budget to Actual Comparison Report.pdf
Attachment 3	FY19 BUDGET VS ACTUAL COMPARISON PIE CHARTS.xlsx
Attachment 4	FY19 Partnership Spend of Total Marketing Budget.xlsx
Attachment 5	Marketing Position Details.2018 revision.docx
Attachment 6	Marketing Personnel.Samples.FY19.pdf
Attachment 7	
Attachment 8	
Attachment 9	
Attachment 10	

Marketing Method Budget

Marketing Segment	Marketing Method	Bed tax funded budget	Non bed tax funded budget (optional)
Consumer	Billboards/Out-of-Home	\$25,000.00	\$0.00
Consumer	Print Advertising	\$50,947.00	\$10,000.00
Consumer	Online/Digital Advertising	\$65,000.00	\$10,000.00
Consumer	Social Media	\$12,500.00	\$2,500.00
Consumer	Electronic Adv - Newsletter, E-blast	\$15,000.00	\$2,500.00
Consumer	Radio & Television Advertising	\$2,500.00	\$1,000.00
Consumer	Photo/Video Library	\$25,000.00	\$10,000.00
Consumer	Joint Ventures	\$30,000.00	\$10,000.00
Consumer	Printed Material	\$10,000.00	\$3,000.00
Consumer	Website/Internet Development/Updates	\$50,000.00	\$2,500.00
Consumer	Travel/Trade Shows	\$17,500.00	\$5,000.00
Consumer	Opportunity Marketing	\$15,000.00	\$0.00
		\$318,447.00	\$56,500.00
Marketing Support	Outreach	\$5,000.00	\$0.00
Marketing Support	Administration	\$56,400.00	\$0.00
Marketing Support	TAC/Governor's Conference meetings	\$4,500.00	\$0.00
Marketing Support	Marketing/Publicity Personnel	\$56,000.00	\$0.00
Marketing Support	Fulfillment/Telemarketing/Call Center	\$7,500.00	\$0.00
Marketing Support	VIC Funding/Staffing/Signage	\$25,000.00	\$40,000.00
Marketing Support	Crisis Managment	\$100.00	\$0.00
		\$154,500.00	\$40,000.00
Publicity	Fam Trips	\$15,000.00	\$5,000.00
		\$15,000.00	\$5,000.00
		\$487,947.00	\$101,500.00

Miscellaneous Attachments

Description	File Name	File Size
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Reg/CVB Required Documents

Description

FY19 Required Documents

File Name

RequiredDocsFY19Signed.pdf

File Size

1.1 MB

