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27194 - FY16 Region/CVB Marketing Plan

27195 - FY16 Missouri River Country Marketing Plan
DOC Office of Tourism

Applicant Information

Primary Contact:

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	<small>Salutation</small>	<small>First Name</small>	<small>Middle Name</small>	<small>Last Name</small>
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Address:*	P.O. Box 118			
* City	Fort Peck	Montana	59223	
	<small>City</small>	<small>State/Province</small>	<small>Postal Code/Zip</small>	
Phone:*	406-653-1319			
	<small>Phone</small>			<small>Ext.</small>
	<small>#####</small>			
Alternate Phone				
Fax:				
Comments:				

Organization Information

Name:*	Montana's Missouri River Country			
Organization Type:	Non-Profit Organization			
Organization Website:	www.missouririver.visitmt.com			
Address:*	P.O. Box 118			
* City	Fort Peck	Montana	59223	
	<small>City</small>	<small>State/Province</small>	<small>Postal Code/Zip</small>	
Phone:*	406-653-1319			
Ext.				
Alternate Phone				
Fax:				
Email address	2mtmrc@nemont.net			
Alternate Email				
Comments:				

Community & Brand Support

1. Describe your destination.

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?

Montana's Missouri River Country is a destination for the outdoor adventurer, geotourist, history buffs, Native American Culturists, Dinosaur Trail followers, hunters, fishermen and women and the overall recreationists. We are filled with spectacular nature, charming small towns and breathtaking experiences.

Fort Peck Lake, the Charles M. Russell National Refuge, badlands, Medicine Lake National Refuge, Bowdoin National Refuge and the UL Bend are examples of our spectacular nature.

Our charming small towns include: Zortman, a unique little old mining town, Jordan, an agriculture community filled with friendly people, Circle, farming/ranching community, Savage, along the Yellowstone River, Plentywood, near the Canadian border, Scobey, with interesting Pioneer Town depicting early homestead days, Culbertson and Bainville are entry points into Montana with museums in both towns, Medicine Lake home to the Medicine Lake Wildlife Refuge, Poplar with the historic old jail as the city museum, Wolf Point, located on the Fort Peck Reservation, Nashua's Bergie's has homemade ice cream, Fort Peck, with the largest hydraulic built dam in the world, and live entertainment at the Fort Peck Summer Theater, Glasgow, home to the Children's Museum in NE Montana, Hinsdale, with charming little shops of pottery and Sweet Memories treats, Saco, the best homemade jerky and beef sticks at the local Grocery Store, Malta home to two museums along the MT Dinosaur Trail, and Fairview has a historic walking lift bridge. Fort Union and Fort Buford were the most important fur trade posts on the Upper Missouri River. Sidney's CVB can be an opportunity to partner to get the best leverage for dollars for MRC and Sidney. All MRC communities are important and they all are a part of NE Montana that has something to promote to a potential visitor. MRC realizes the importance of each community and whenever the opportunity arises to help promote that community we would do a Co-op Marketing project with them if it fits within the scope of the guidelines.

Missouri River Country is truly in the wide open spaces. You can see for miles and stretch your arms and breathe the fresh air, sleep under the big starry sky. That's breathtaking!

IT'S TIME to visit Missouri River Country with our spectacular nature, charming small towns and breathtaking experiences. These are reasons we attract visitors.

Our strongest strength is our outdoor activities, of hunting and fishing. NE Montana is known for our spectacular hunting and fishing opportunities. We advertise in Hunting and Fishing magazines, online and FAM opportunities. Most of our trade shows are Sports Shows. History is another strength that we promote on our FAM's, online and print. Most of our towns have a historic museum that attracts the history buffs. Dinosaurs are another draw for Missouri River Country. They once roamed in the Hell Creek Formation and the Judith River Formation, both included in our area.

Our recreation opportunities include wildlife viewing, wagon trains, canoeing and kayaking, dinosaur digs, hiking, biking, motorcycling, camping, birding, and boating.

Missouri River Country is fortunate to have Amtrak stops in three locations, Wolf Point, Glasgow and Malta. Work and studies continue to get a fourth stop in Culbertson. We also have Essential Air Service in Sidney, Wolf Point and Glasgow. While these flights are beneficial, our challenge is getting them to connect up with other flights. They are small planes and can only accommodate 9 passengers and only fly into Billings.

Our biggest challenge is poor public perception and recognition. Montana's Missouri River Country continues to be primarily a "drive-through" region, with studies by ITRR indicating that more visitors to the state are "just passing through" to destinations with more widely recognized icons. We must continue to educate travelers that there are activities and points of interest in the region. We are addressing this by providing additional information at trade shows and distributing our printed materials more widely, and expanding our Social Media and website efforts. A lack of funding precludes the Region from developing programs for the Winter Season, like ice fishing, sledding, cross-country skiing trails and skating. Most of our museums, with the exception of a few, aren't open during the shoulder seasons.

Optional: Include attachments here

[MT's MRC's Spectacular Nature.jpg](#)

2. How will your marketing plan address the three phases of the travel decision process of inspiration, orientation and facilitation?

The first phase is Inspiration. A visitor needs to be inspired to come to Missouri River Country. The visitor needs to know what we have to offer to make their trip a destination to Missouri River Country. Our spectacular outdoor activities, such as hunting, fishing, wildlife viewing, dinosaurs, and history, our rivers for canoeing, boating, and kayaking all play an important role in inspiring our potential visitors.

After we have inspired them to come, the next phase is Orientation. This is where the visitor begins the planning process. Visitors use the internet, magazines with our ads or articles as a result of FAM trips to Missouri River Country and also the information provided to them at trade shows. Our travel guide along with other specific brochures, our website and internet, mobile site, and the creation of an app, and print advertising are all tools used by the inspired visitor in their planning process.

The third phase in the visitation process is Facilitation. This is where the visitor searches for things to do and see in our area and along the way. Once again our trade shows help in this process to help them by showing them the many things to do and see while here along with the information found in our travel guide, brochures, and internet, mobile site, app, website and print publications. Visitors can also call into the office for suggestions. Throughout the year I speak with people and help them plan their trip to Montana and Missouri River Country. I help them plan a route that will take them through Missouri River Country and encourage them to spend time enjoying our spectacular nature, museums and activities throughout the year.

IT'S TIME for travelers to experience what Missouri River Country has to offer and see us as a destination for first time and repeat visitors.

Optional: Include attachments here.

[NE Med. Lake 5 \(2\).jpg](#)

3. Who is your market?

a. Define your target markets (demographic, geographic and psycho-graphic)

Target Geographics

Missouri River Country will target the following geographic markets, which provide our current base of visitors and potential for increased visits by high-value, low-impact tourists: Minnesota, Washington, California, Pennsylvania, Wisconsin, Wyoming, Idaho, Colorado, Oregon, Arizona, Michigan, Texas, Ohio, Illinois, Florida, Missouri and Ontario, Manitoba, Alberta and Saskatchewan, Canada. Some Southwestern and Midwestern markets are "opportunity" markets that we will reach through national circulation in various publications utilized in our Consumer Magazine Advertising campaign and via trade show attendance. We will also continue to work the North Dakota market to attract the Bakken oil rig workers and families for a close get-a-way event filled vacation. We have been marketing to North Dakota for the last several years and our marketing efforts have been successful. According to the ITRR report for 2014 ND state ranked second for nonresident visitors with an 8% increase over 2013.

Target Demographics

A) *Hunters & Fishers*: Heavily skewed male audience, typical income level of \$35,000+; census statistics suggest about 15% of the general US population age 16 and older fishes, while 10% hunt.

B) *History & Culture Buffs*: Adults 35+ who are traveling with or without children, with a household income of \$60,000+. These travelers are interested in a variety of history, arts and culture and are likely to visit a historical site during their vacation.

C) *Couples*: Adults 30+ years of age without children. They have a household income of 40,000+, interested in history/culture/arts, museums, soft adventure, wildlife viewing/bird watching, dinosaurs, events, scenic attractions.

D) *Traditional Family Travelers*: Adults 35+ years of age, with or without children. They have a household income of \$60,000+. These travelers participate in scenic driving, nature photography, camping/hiking, museums and wildlife viewing/bird watching and dinosaurs. They are interested in creating a relaxing and memorable experience together.

E) *RV/Camping Travelers*: Adults 35-65, with children; Adults 55-64, without children. They have a household income of \$75,000+. These travelers participate in camping, hiking and visiting historic sites, sightseeing, photography and wildlife viewing/bird watching and dinosaurs.

F) *Outdoor Enthusiasts*: Adults 35-60 years of age who are traveling with or without children. They have a household income of \$40,000+. They enjoy participating in outdoor activities such as camping, hiking, biking, fishing, hunting, birding, dinosaurs, ATV's, motorcycles, and water recreation.

G) *Group Tour Operators* who have a strong interest in history and culture related tours, Lewis & Clark and the Rocky Mountain West; includes RV travelers and travel clubs.

H) *Mature Adult*: 50+ years of age traveling as a couple with or without grandchildren. They have a household income of \$50,000+, retired with time to spend in Montana.

Target Psycho-graphics

Missouri River Country will target the geotourist, the history buffs, hunters and fishermen and women, the families and couples that are interested in the many things that Missouri River Country has to offer. They like the hunting and fishing opportunities and they bring their families and visit the museums and recreation opportunities around our lakes, rivers and streams while they are here. Many families follow the Montana Dinosaur Trail. Missouri River Country has four facilities that are along the trail and digs are available in some of the areas. The 50+ permanent RVer's are becoming popular in our area. These people like to visit our wide open spaces and stay in our campgrounds. When the state "Montana" is mentioned, people light up. We see this at our trade shows. The beauty of Missouri River Country is the quiet, peace and solitude that visitors are looking for.

b. What are your emerging markets?

While our strongest market has always been hunting and fishing, we are starting to see more people that want to view the wildlife and take scenic drives. It's our spectacular nature that is attracting this emerging market. The geotourist likes to hike in our area and take in the breathtaking views. ATVer's are also expressing interest in Missouri River Country. We are working with BLM and the FWP trails program to establish trails and mapping in the Little Rockies and on the CMR. We will promote hiking trails, scenic drives, ATV trails and wildlife watching by working with entities that support our efforts. Rockhounding is another emerging market that Missouri River Country will expand on.

c. What research supports your target marketing?

Our top geographic markets stated above are according to ITRR's 1, 2, 3, and 4th 2014 quarters. Our top demographic and psycho-graphic target markets are a combination of ITRR's report and by past experiences. We know that people come to Missouri River Country to hunt and fish. During the summer season the river access points show the many vehicles with boat trailers that have launched their boats. Approximately 45% are from other parts of Montana or are non-residents. In the fall our charming small towns are filled with non-resident hunters, buying groceries and gas and staying at our local motels. We are a "quiet" region. Visitors like the peace and solitude and the opportunity to get away from the busy city life. We hear these comments at trade shows.

For our emerging markets ITRR reports that 63% of people that travel to Missouri River Country go on scenic drives and 39% do wildlife watching and 40% do nature photography. We are seeing more and more people asking about ATV trails at Trade Shows. They ask if there are any trails and where they can ride. We believe people want to get out of the city and explore and experience the spectacular nature of Montana. From our Trade Show promoting we can see what the people are looking for and ATV's are at the top of the list. Rockhounding shows a 2% interest according to ITRR reports.

Missouri River Country is a unique corner of Montana. We would like to see more accurate and comprehensive research data specifically representing our region and the effects of the Oil Bakken in the Eastern part of Missouri River Country. More accurate research would assist in making reliable decisions for our future marketing plans.

Optional: Include attachment here.

[Mat yucca 1 \(2\).jpg](#)

4. Overall Goals

FY 16 GOALS

- 1) Increase arrivals and encourage extended stays and increased expenditures by our frequent repeat visitors by focusing promotions and advertising on the Warm Season, and raising visitors' overall level of awareness of Missouri River Country attractions and activities.
- 2) Promote and support Missouri River Country's newer attractions, including the Ft. Peck Interpretive Center & Museum, the Great Plains Dinosaur Museum, the Children's Museum of NE MT, the MT Dinosaur Trail and the Northeast Montana Birding Trail.
- 3) Seek Joint Venture and Co-op Marketing opportunities with the state of Montana and other appropriate entities.

- 4) Increase awareness of Missouri River Country and the organization's role in regional tourism development.
- 5) Promote our unique outdoor recreation activities, including hunting and fishing opportunities and the new Brush Lake State Park and Campground and promote more access and additional public amenities, camping and State Parks.
- 6) Promote regional conventions, events, sporting events, and shopping.
- 7) Gain feature stories in regional and national consumer publications about events and attractions that expose our region's unique attractions (particularly our expanding Dinosaur attractions).
- 8) Develop both online marketing and online resources to increase visitor interest in the region, and to make it easy for visitors to find and use information that will inspire planning decisions.
- 9) Gain increased exposure of Missouri River Country online through web-based public relations, keyword placements on search engines, online packages, social media, and related tactics.
- 10) Focus on the geo-tourist market.
- 11) Implement the state's brand and realize "IT'S TIME" in our print and online advertising.
- 12) Seek opportunities to promote the Fort Peck Reservation and work with tribal leaders to promote cultures of the tribes and tourism activities.

Our primary marketing goals are to increase visitation and communicate a cohesive and effective marketing identity. We will follow the MTOT's 2013-2017 Strategic Plan, incorporating the plan into Montana's Missouri River Country's FY16 Marketing Plan. We will support the Montana Brand with our charming and unique towns, spectacular nature and breathtaking experiences. In addition, we will continue taking advantage of partnerships with other tourism and tribal entities, working together to more effectively promote our area as a tourist destination.

Optional: Include attachments here.

[Missouri River Snow Creek Area.jpg](#)

5. Joint Venture Opportunities

a. In what types of Joint Ventures with MTOT would you like to participate?

The Montana Office of Tourism plays an important part in Missouri River Country's tourism success.

MTOT partnerships are always a way of getting more exposure and leveraging Missouri River Country's dollars. When the MTOT is doing an ad and we position ourselves on the same page or the next page with the other Regions, it seems to give us great exposure. We don't have enough funding to do a full page, so when MTOT does a large section of Montana, the readers will continue to read on and see our smaller ads. We would like to continue doing print and online marketing projects when affordable with MTOT. We will also continue to promote the Montana Dinosaur Trail, Birding Trail, Lewis and Clark Trail and partner with MTOT in producing brochures, online promotions, press trips, and trade show opportunities.

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

A Partnership is an arrangement in which parties agree to cooperate to advance their mutual interests.

Missouri River Country realizes the importance of co-ops, whether they are with our local communities, regions/cvbs or the MTOT to leverage dollars. We do co-ops with our local communities to help them promote their area and bring more people to their events and attractions. Therefore, increasing the economic impact to the area and increase our bed tax dollars by spending more nights in Missouri River Country. We do this through our Co-op Marketing Grants as a 50/50 split.

We would like to continue to do print, and online opportunities with other Regions and CVB's, TBID's, local, state and federal agencies. This gives us a MONTANA presence. Trade Shows are another way to get that more effective MONTANA presence with our booths being next to each other. We can promote a tour through several of our regions and each region can tell the potential visitor what there is to do and see in their region.

Another partnership that we could think about doing is a State wide Birding Brochure and website. We all have our individual birding brochures and websites but state wide, might be an option to consider.

The Visitor Information Centers across the state should have knowledge of each of our regions and all our information to send the visitor on to the next region. MTOT has helped with this offering training to VIC's in the past.

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

In the past Missouri River Country has participated in many MTOT and Region co-ops. Audubon, Better Homes and Gardens, Good Housekeeping, National Geographic Traveler, Adara Media, Trip Advisor.com, lexplore.com, maddenmedia.com, AARP, Nature Conservancy, and the Get Lost Newspaper campaign several years ago.

The Get Lost Newspaper campaign was difficult to track. We aren't really sure how successful that campaign was for Missouri River Country. Newspapers have a good circulation and most are found on the internet so we still consider them to be an advantage to advertise our summer events.

Better Homes and Gardens, Travel 50, and National Geographic Traveler generated the most leads in FY15 with over 1600 leads each. AARP was a co-op with Glacier Country and Central Montana and was a huge success with over 3500 leads. Calls were received at the office and the website received an increase in web visits when the ad was released.

We are currently doing a Lewis and Clark and Montana Dinosaur Trail partnership in cooperation with other Regions and MTOT. Lewis and Clark adventurists are still following the trail that Meriwether Lewis and William Clark followed back in 1805-1806 through Missouri River Country. The Montana Dinosaur Trail has been and continues to be very successful. We will continue to support the Montana Dinosaur Trail along with MTOT and the other entities.

Optional: Include attachments here.

Include pie chart here.

[FY16BudgetPiechart.docx](#)

Marketing Segment, Strategy & Budget

Marketing Segment	Marketing Method	Does research support this method?	Describe your method.	Supporting research/statistics	Provide a brief rationale.	Plan to measure success?	Marketing Method Evaluation	Estimated budget for each method.	Non bed tax funds?	Add'l Atchmnts
Consumer	Travel/Trade Shows	Yes	MRC will attend trade shows that target our geographic, demographic and psychographic markets to the high-value, low-impact visitors and provide them with information about our region. We will purchase giveaway items for an additional attraction to our booth, such as agates, and novelty items. We will design and print promotional bags for visitors to take additional information to inspire them to plan their trip to MRC. We will purchase a brochure rack to put on the exhibiting table to hold additional brochures so it doesn't clutter up the table.	In a Consumer Show survey done by ITRR it was noted that two regions that exhibited at a show were able to highlight the entire state and help in visitation.	MRC will exhibit at target market trade shows and promote our spectacular nature, charming small towns, and breathtaking experiences and provide them with information. We will market our winter, ice fishing and warm season attractions and events. We will attract them to our booth with giveaways, trinkets, and give them our MRC bags to collect information. In FY15 we purchased dino replicas and put them on our table for an added attraction and the response was overwhelming.	MRC will track the attendance at the shows and the information handed out. A report will be given after the show to see if it was successful or not. We will plan to hand out at least 400 MRC travel planners at each show.		\$15,000.00	No	Trade Show Attendance.jpg
Consumer	Billboards/Out-of-Home	Yes	MRC will continue to place billboards designed to reach out-of-state tourists traveling through our region, increasing awareness of the MT Dinosaur Trail.	According to TAB (Traffic Audit Bureau) our three signs had a weekly total of 11,012 impressions. Dodson-1,813, Oswego-2,852, Wolf Point-5,347 According to ITRR billboards are 1% of sources used during visitors' trips.	These billboards will drive traffic to the four facilities in MRC and increase visitation to the MT Dinosaur Trail. Although ITRR's report showed a decline in sources of use for visitor's, we still feel that in MRC the billboards are attractive and designate the MT Dinosaur Trail through MRC.	Drive traffic to Missouri River Country attractions on the Dinosaur Trail, ultimately contributing to 4% or more increased visitation to those attractions.		\$5,000.00	No	MRC Dino Billboards.jpg
Consumer	Mobile Applications	Yes	MRC will continue to do updates as needed and make all information current and user friendly for the mobile phone user. We are also considering doing an app of MRC.	According to ITRR's 2014 nonresident report for MRC, Social Media and Mobile apps have increased to 3% and 2% for info sources used for trip planning and up to 10% for Mobile apps and 4% Social Media used during their trip.	MRC will do updates to our current mobile site due to the increasing amount of mobile phone users. MRC realizes the importance of mobile technology and will respond accordingly.	MRC will continue to track our website visits with a goal of increasing by 5% and use ITRR.		\$4,000.00	No	
Consumer	Photo/Video Library	Yes	MRC has an ongoing need for photos and videos for our marketing projects. We will utilize the MTOT photos and arial footage in some of our video production.	MRC purchased photos and developed a video for our marketing efforts print and online. These projects have been successful despite our 4% decrease in bed tax revenue, but website visits were up 20%, CPI at \$5.06 and CPC \$1.63 Photos play an important role in the attractiveness of advertising.	MRC realizes the importance of having our spectacular nature captured through photos and videos. We will continue to maintain and update photos and videos as needed.	We will increase our photo library with wildlife, nature, and people photos to use in our travel guide, creative and website. We will also work on promoting MRC with video footage to show at trade shows and promote MRC's		\$2,000.00	No	

Consumer	Printed Material	Yes	MRC will print promotional pocket maps, and brochures such as Canoe/Kayaking, L & C, hunting & fishing, calendar of events, rock hounding, birding and dinosaurs. We will also print and design a useful resource map of MRC showing attractions, roads, trails and points of interest. We will continue to do Co-op Marketing projects with communities that want to print a brochure/rack card or do signage for their communities. We will distribute an allocated amount of these brochures throughout MRC, at trade shows, and send out upon request. We will also purchase a few brochure racks where brochures are needed to be distributed.	These specialty brochures are handed out at trade shows and requested through our website. They are delivered to area brochure racks. We usually hand out around 100 each at our trade shows. We were running low on several of these brochures so the demand has been high.	MRC continues to see a benefit in putting print pieces in the hands of visitors to plan their trips and when they are here in MRC to pick up and plan to spend another night due to an event that is seen in these specialty brochures. While the internet is becoming more popular there are still people who like to have a print piece in their hands.	MRC will measure success by the interest shown in these brochures contributing to a 5% increase in bed tax collections. We will have communities track their visitation and the economic impact to their area.		\$10,000.00	No
Consumer	Travel Guide	Yes	MRC will print our primary and informational travel planner to mail to inquiries and distribute throughout our region, trade shows, and events and provide to distribution services for extended distribution and distribute throughout MRC. Travel planners are an important piece that provides information, pictures, maps and tools needed by the visitor to plan their trips and spend more time in MRC.	In FY14 MRC sent out 11,434 travel planners through the mail which was recorded by our fulfillment services. Approx. 5000 were distributed in the Region and another 2000 distributed at trade shows. First time visitors according to ITRR were 29% and repeat visitors 62%.	MRC prints and designs our travel planner in a 2-year cycle. This informational piece is a necessity to attracting visitors to MRC and providing them a print piece to help plan their trip and to extend their stay. We will continue to distribute them at trade shows and mail to inquiry requests and distribute them for visitors to pick up along their way. In FY15 we designed a new planner and we will print in FY16. We also distributed through the Billings Gazette Daily Newspaper and received an overwhelming amount of comments and wanting more sent to family and friends in other locations. Since this was such a success we will plan to do this again.	We will continue to keep track of how many planners are sent out each year and track our bed tax collections with a goal of 5% increase, and track how many are handed out at trade shows, and track our website visits with a goal of a 5% increase.		\$29,800.00	No
Consumer	Joint Ventures	Yes	MRC sees the value of Joint Ventures and partnering with MTOT and other Regions and communities to reach the best market and leverage our marketing dollars.	A Joint Ventures line item will help with more accurate tracking. When partnering with MTOT and other Regions our marketing efforts go further according to past research and MRC leads.	Joint ventures and partnerships are an important part in marketing Montana and MRC. We gain more exposure and our marketing dollars go further, especially with our limited budget. We will join in partnerships whenever it meets our marketing needs and budget.	MRC will measure success by our bed tax revenue, website visits and overall inquiries including the MT dinosaur trail and Lewis and Clark projects.		\$12,700.00	No
Events	Radio & Television Advertising	Yes	MRC will do radio and tv advertising for special events throughout the year. Some of these will be co-ops with our area communities promoting an event or attraction.	In previous years MRC advertised in cooperation with the Glasgow Chamber the MT Gov. Cup Valley Tournament. Last year the attendance and entries increased from previous years. More advertising was being done through radio and tv.	MRC continues to see a benefit in advertising on the radio and tv. These special events need to be advertised in order for people to know they are happening. All advertising is done outside the area to attract people coming a distance in order to increase the nights' stay in MRC.	MRC and the co-op partners will track the attendance at these events with a goal of a 5% increase from the previous year.		\$2,500.00	No
Events	Print Advertising	Yes						\$2,500.00	No

			MRC will print brochures, rack cards and posters to support an event. Most of these print projects will be Co-op Marketing with our communities that are willing to contribute a 50/50 match to leverage both MRC marketing dollars and the community. We will help with advertising an event in newspapers and magazines.	In the past we have helped museums, events and communities with print projects and advertising. A few years ago the Fort Peck Art in the Park event advertised in several publications and their attendance increased from the previous year.	MRC will promote events through print advertising in publications or flyers, brochures, posters, etc. We will encourage our communities to do a Co-op Marketing 50/50 split to leverage dollars and increase attendance.	Attendance at these events will be tracked by the communities and project organizers with a goal of 5% increase from the previous year.			
Events	Online/Digital Advertising	Yes	MRC will advertise events through online services. We will encourage communities to do a Co-op Marketing project with a 50/50 split to leverage both of our budget dollars.	According to <i>The usage of Social Media and Mobile Technology</i> a study done by the MTOT, the executive summary states, "Geotravelers and leisure travelers are heavy users of online resources in their travel planning".	With online technology on the rise MRC will use the internet to advertise events to attract more visitation and attendance at events.	We will measure success by the attendance at the events advertised with a goal of a 5% increase from previous years.	\$1,000.00	No	
Marketing Support	Administration	Yes	MRC supports the Montana Brand through our Administration efforts. We will continue to communicate a cohesive and effective marketing identity using the Montana Brand and operate the Missouri River Country office with the help of the Executive Director and purchase supplies, insurance and fees associated with maintaining a professional office.	MRC's bed tax collections were down 4% from FY13 to FY14 due to the oil activity counties. All the other counties increased. Our website was up 20%. We will continue to track our bed tax collections, website and overall visitation to our attractions and events. ITRR is also another research tool that is useful for tracking success.	MRC will continue to maintain an office with an Executive Director to oversee daily operations of the business and maintain a professional office.	MRC will stay within a 20% budget for administration and will follow the Regulations and Procedures when using Lodging Facility Use Tax Revenue.	\$43,930.00	No	
Marketing Support	Fulfillment/Telemarketing	Yes	MRC will continue to provide visitors with a variety of information they request, including our Travel Planner, a current Calendar of Events and targeted brochures all supporting the Montana Brand. These efforts include our toll-free phone number, internet services, postage, fulfillment by the contractor, mailing supplies and storage to store our fulfillment pieces.	MRC responded to 10,250 inquiries in FY14. With the assistance of a Group Home located in MRC we mail out all information within a 72 hour time frame and accurate records are kept to track mailings.	MRC continues to use a fulfillment service to fulfill requests and provide potential visitors with our travel planner and information used to plan a trip to MRC. The Group Home is very efficient and allows the Executive Director more time to work on marketing projects.	MRC will continue to track the number of inquiries and travel planners that are sent out each year with the help of our fulfillment services. We will plan to maintain the number of inquiries.	\$19,000.00	No	
Marketing Support	Opportunity Marketing	Yes	Throughout the year MRC takes advantage of opportune projects to promote MRC that we weren't aware of at the time of creating our annual marketing plan. Some of these projects that we have done in the past are publications, print, online, social media, signage, insertions, motorcycle ad books, and videos. We would like to continue to take advantage of opportunities if they fall within the scope of MRC's marketing efforts.	The opportunity projects that MRC has done in the past have resulted in increased revenue, website visits, more interest in an event, by receiving calls into the office and increased inquiries above the usual consumer advertising.	While opportunity projects are unknown at this time MRC would make sure they fall within the scope of our overall promoting efforts and follow the Rules and Regulations.	MRC would continue to track our bed tax revenue and set a goal of a 5% increase, website visits a 5% increase. We will also track inquiries, and general interest to attend or needing more information on a project.	\$3,243.00	No	
Marketing Support	Superhost	Yes	MRC would like to continue to support the Montana Superhost Program. This program continues to benefit our Region by educating employees to service the visitor better and provide a	According to ITRR, 62% of visitors to MRC are repeat visitors. According to ITRR, first time visitors have increased and repeat visitors declined by 2%.	MRC will continue to support the Superhost Program to provide training which in return will increase repeat visitors to MRC.	Track repeat visitors using the ITRR reports with a goal to increase by 3%.	\$500.00	No	

			friendly and informative atmosphere.						
Marketing Support	TAC/Governor's Conference meetings	Yes	TAC and Governor's Conference meetings are important for the Region Director to attend to stay informed on tourism trends, updates, rules and regulations, and useful marketing tools.	These meetings are informative and a necessity in operating a cohesive organization and staying informed of the rules and regulations in tourism. MRC has not had any issues of misuse of bed tax funds brought before the TAC within the last 10 years.	These meetings play an important role for the director to attend to accomplish MRC's goals in the tourism industry.	Success will be measured by the tracking of accomplishing MRC's goals and objectives and continuing to operate according to the Rules and Regulations for Lodging Facility Use Tax Revenue.		\$3,500.00	No
Marketing Support	VIC Funding/Staffing/Signage	Yes	MRC will support our VIC's to maintain an informative relationship between the Center and the employees to provide the visitor with attractions, events and accommodations to extend the stay in MRC. VIC's are helpful to the first time visitor to provide brochures and information about Montana and MRC.	According to ITRR Culbertson/Bainville is the main entry point into MRC. Culbertson is no longer a State VIC. MRC sees the need to help fund them to make them an effective gateway to MT and MRC. FY15 was the first year for this project so no previous research is available at this time.	MRC will help fund the VIC's in MRC and provide them with training, staffing and signage.	The VIC's will be required to keep track of visitation and do a yearly report for MRC.		\$500.00	No
Marketing Support	Marketing/Publicity Personnel	Yes	MRC's ED will commit to marketing obligations outside the normal scope of responsibilities outlined in the current job description. No overtime will be received between the two positions and hours will be tracked and recorded for this position. Duties will be directed at marketing MRC as a destination.	In FY14 MRC's bed tax collections were down by 4%, but our website visits were up by 20% over FY13. Our consumer advertising CPI in FY14 was \$5.06 and internet CPC was \$1.63. These all contribute to the efforts of the marketing personnel position. The bed tax decrease was mainly in the oil activity counties. The other counties all had an increase.	The duties of MP will include but not limited to plan and host FAM tours for qualified journalists, attend trade shows, implement educational workshops, prepare press releases, prepare the annual Marketing Plan, prepare tourism marketing presentations, attend marketing meetings, Facebook, Instagram, Twitter and social media opportunities, photography, website, creating calendar of events, promotional brochures, design ads, newsletters, trade shows and FAM tours and to visit the communities in Missouri River Country and talk about the options that are available to market their businesses as a destination.	We will continually track our website visits with a goal of a 5% increase, bed tax collections with a goal of 5% increase, consumer advertising, print and online with a CPI of less than \$5.00 and CPC less than \$5.00, PR values of at least \$15,000, social media efforts to show an increase in likes by 1000, and use ITRR services.		\$10,000.00	No
Marketing Support	Cooperative Marketing	Yes	MRC will continue to work with communities to help them promote their area or an event in their town. In the past we have done a 50/50 match with a community to print brochures, posters, signage and advertise an event on the radio, newspaper or TV.	In previous years MRC advertised in cooperation with the Glasgow Chamber the MT Gov. Cup Walleye Tournament. Last year the attendance and entries increased. A result of more advertising. Brochures from various communities have shown an increase in visitation to MRC and the community.	By partnering with communities we leverage more dollars and increase the advertising of a community or an event. Therefore, increasing more nights spent in MRC.	MRC will measure the success of the co-op projects by tracking the visitation to an event or attraction in the community where a co-op project was done.		\$5,000.00	No
Marketing Support	Equipment	Yes	Office equipment is needed to maintain a professional office. With the increase in technology the most up to date equipment is needed.	MRC's bed tax collections were down 4% from FY13 to FY14 due to the oil activity counties. All the other counties increased. Our website was up 20%. We will continue to track our bed tax collections, website and overall visitation to our attractions and	MRC needs to maintain a professional office. New equipment is necessary to keep up with the new technology and advancing society. We will only get new equipment when and as needed.	MRC will stay within a 20% budget for administration and will follow the Regulations and Procedures when using Lodging Facility Use Tax Revenue.		\$1,000.00	

				events. ITRR is also another research tool that is useful for tracking success						
Publicity	PressTrips	Yes	MRC will host Press/FAM Trips, allowing us to reach more writers and ultimately generate more publicity. In the past we have coordinated FAM's with MTOT and other regions. We would plan to continue this joint venture to increase awareness of our region of nature, hunting, fishing, dinosaurs, history, birding, Native American Culture, recreation/outdoors, and outlaws. boating, canoeing, ice fishing and anything thing that would make MRC a memorable place to a visitor.	Our past FAM's have received over \$75,000 in Publicity Value. Our recent ones with Jason Mitchell Outdoor Television on ice fishing, walleye fishing, and lake trout fishing have produced several articles in publications such as Midwest Outdoors, In-Fisherman and MN Sporting Journal. They are still producing inquiries because he runs the TV shows several times throughout the year. In FY15 we partnered with MTOT and had a productive trip with 4 journalists that created blogs and articles on RV campgrounds.	Press/FAM Trips are an important way of getting exposure to MRC. When working with the MTOT they help us get the best journalists to produce the best coverage of our area. We will continue to work with Jason Mitchell because of past successes. He has produced videos and You Tube videos that we will continue to utilize and keep updating as needed. We will take advantage of opportunities to use photographers and hunting outfitters to achieve our publicity goals.			\$5,000.00	No	
Publicity	Social Media	Yes	MRC's social media efforts will include Facebook, Instagram, Twitter, You Tube, and Pinterest and any social media venues that fit our market. We will continue to do contests and giveaways to increase our "Likes", and recognition of MRC.	Since July of 2011 we have gained over 3000 likes on Face Book. Last year at this time we were right at 2000 likes. We have gained over 1000 in the past year and we continue to grow our likes. A dinosaur theme was last year's give-a-way and was a huge success. We have 77 followers on Instagram, which also continues to grow.	Social Media is growing and becoming a popular way of advertising. MRC will continue with the social media venues to capture the social media audiences to inspire visitors to plan a trip to MRC. While much effort is put into the Social Media, MRC struggles with likes and followers. We continually increase and will increase with our continued efforts and contests.			\$3,000.00	No	Social Media promotion.htm
								\$219,673.00		

Marketing Method Budget

Marketing Segment	Marketing Method	Bed tax funded budget	Non bed tax funded budget
Consumer	Printed Material	\$10,000.00	\$0.00
Consumer	Mobile Applications	\$4,000.00	\$0.00
Consumer	Photo/Video Library	\$2,000.00	\$0.00
Consumer	Website/Internet Development/Updates	\$2,500.00	\$0.00
Consumer	Travel/Trade Shows	\$15,000.00	\$0.00
Consumer	Search Engine Marketing	\$2,000.00	\$0.00
Consumer	Print Advertising	\$13,000.00	\$0.00
Consumer	Electronic Adv - Newsletter, E-blast	\$8,000.00	\$0.00
Consumer	Online/Digital Advertising	\$15,000.00	\$0.00
Consumer	Billboards/Out-of-Home	\$5,000.00	\$0.00
Consumer	Travel Guide	\$29,800.00	\$0.00
Consumer	Joint Ventures	\$12,700.00	\$0.00
		\$119,000.00	\$0.00
Events	Radio & Television Advertising	\$2,500.00	\$0.00
Events	Print Advertising	\$2,500.00	\$0.00
Events	Online/Digital Advertising	\$1,000.00	\$0.00
		\$6,000.00	\$0.00
Marketing Support	Cooperative Marketing	\$5,000.00	\$0.00
Marketing Support	Administration	\$43,930.00	\$0.00
Marketing Support	Fulfillment/Telemarketing	\$19,000.00	\$0.00
Marketing Support	Equipment	\$1,000.00	\$0.00
Marketing Support	Opportunity Marketing	\$3,243.00	\$0.00
Marketing Support	Superhost	\$500.00	\$0.00
Marketing Support	TAC/Governor's Conference meetings	\$3,500.00	\$0.00
Marketing Support	VIC Funding/Staffing/Signage	\$500.00	\$0.00
Marketing Support	Marketing/Publicity Personnel	\$10,000.00	\$0.00
		\$86,673.00	\$0.00
Publicity	PressTrips	\$5,000.00	\$0.00

Publicity	Social Media	\$3,000.00	\$0.00
		\$8,000.00	\$0.00
		\$219,673.00	\$0.00

Miscellaneous Attachments

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