

MT Office of Tourism (Travel Montana) FY 2011 Q4

Plan Status 1.0: Turning the Montana Tourism and recreation Vision into reality

Review Status Symbols Legend

First Column:

Strategy Status: ★ Ahead of Plan ○ On Track ⊗ Behind Plan ● Off Track ➡ Change

Tactic Start Status: ○ Started on Time ⊗ Started Late ● Incomplete

Second Column:

Strategy Trend: ↑ Getting Better → Staying the Same ↓ Getting Worse

Tactic Current Status: ○ On Track ⊗ Behind Plan ● Off Track

Third Column:

Strategy Future Concern: L Low Concern M Medium Concern H High Concern

Tactic Final Status: ○ Completed on Time ⊗ Completed Late ● Incomplete

✓ Completed ⏸ On Hold ✗ Cancelled

Objective, Strategy, or Tactic	Creation Status	Owner	Review Status		
1.0: Turning the Montana Tourism and recreation Vision into reality	★	Victor Bjornberg	○	➡	M
1.1.1.1.1: Travel Montana expand public-private marketing partnerships with tourism businesses and attractions in publicity, web marketing, advertising, publications, and other promotions.	○	Pam Gosink	?	?	?
1.1.1.1.1.1: Leverage public and private marketing investments to expand Montana's reach, penetrate new markets, and improve marketing effectiveness with a consistent message and brand.	Tactic	Pam Gosink	○	○	✓
1.1.1.1.1.2: Work toward implementing monthly reporting of lodging sales and tax collections by Montana lodging industry and Department of Revenue by July 2010 (to measure results of marketing efforts more effectively).	Tactic	Barb Sanem			✓
1.1.1.2.1: Travel Montana continue winter marketing, promoting Montana as a superb destination for skiing, snowboarding, snowshoeing, snowmobile touring, ice fishing, and families and groups simply seeking a "snow experience".	○	Pam Gosink			✓
1.1.1.2.1.1: Based on market research, accentuate images and messages that appeal to each winter target market segment.	Tactic	Pam Gosink	○	○	
1.1.1.2.1.2: Encourage businesses and communities to create packages/events highlighting unique winter experiences, and list them on Montana's winter web site: www.wintermt.com.	Tactic	Pam Gosink	○	○	
1.1.1.2.1.3: Encourage businesses and communities to create packages/events highlighting unique winter experiences, and list them on Montana's winter web site: www.wintermt.com.	Tactic	Corrie Hahn	○	?	
1.1.1.4.1: Travel Montana continue marketing to international travelers. Work with RMI to provide annual reports on Montana product 'on the shelf' in the overseas markets. Educate Montana suppliers, Share leads, semi-annual reports about media value	○	Pam Gosink	○	➡	L
1.1.1.4.1.1: Conduct a survey of the Montana tourism industry to measure results of international marketing efforts.	Tactic	Christine Oschell	○	○	
1.1.1.4.1.2: Increase product offerings by international tour operators, focused on off-peak season niche activities.	Tactic	Pam Gosink	○	○	
1.1.1.5.1: Travel Montana enhance tracking and reporting of results and return on investment (ROI) from state, regional, and CVB advertising efforts.	○	Pam Gosink	?	?	✓
1.1.1.5.1.1: Respond to consumer inquiries with Montana information, and maintain databases of inquiries by date, source code, and interest.	Tactic	Pam Gosink	○	○	✓
1.1.1.5.1.2: Pool state, region, local funds, databases to conduct ad conversion research, or use other online survey tools to determine characteristics, spending, decision-making habits of potential/converted MT travelers, and ROI of marketing efforts.	Tactic	Pam Gosink			✗
1.1.1.5.1.3: Obtain monthly lodging tax collection reports, to observe results from specific campaigns and efforts, and use the information to improve future ROI.	Tactic	Pam Gosink	○	○	
1.1.1.5.1.4: Conduct research annually to measure results of advertising and web marketing, and improvements in return on investment (ROI).	Tactic	Pam Gosink	○	○	✓
1.1.1.5.1.5: Report results of research to Strategic Plan stakeholders.	Tactic	Pam Gosink	○	○	
1.1.2.2.1: Travel Montana work with local sports groups/clubs to attract regional and national sports competitions in off-peak seasons.	○	Pam Gosink			✗
1.1.2.2.1.1: Identify opportunities to use existing facilities to host sports competitions (stadiums, general aviation airports, rodeo arenas, rural roads/trails, lakes, bowling alleys, ball fields, golf courses, downhill/XC ski facilities, etc.).	Tactic	Pam Gosink			✗
1.1.2.2.1.2: Work with local sports clubs to contact sports associations or federations and explore possibilities for events to be hosted in Montana.	Tactic	Pam Gosink	●	?	

Objective, Strategy, or Tactic	Creation Status	Owner	Review Status		
1.1.2.3: Continue to promote Montana as a film location and consider enhanced incentives for film production in Montana. Monitor incentive programs in surrounding states, provinces, and worldwide.		Sten Iversen			M
1.1.2.3.1: Montana Film Office continue to promote Montana as a film location and consider enhanced incentives for film production in Montana. Monitor incentive programs in surrounding states, provinces, and worldwide.		Sten Iversen			M
1.1.2.3.1.1: Develop appropriate new initiatives and legislative solutions as needed to maintain competitiveness in recruiting the production industry.	Tactic	Sten Iversen		?	
1.1.2.3.1.2: Work with public land managers and the film industry to avoid conflicts with filming regulations and land access issues.	Tactic	Sten Iversen		?	
1.1.2.3.1.4: Work with the executive branch and legislature to extend the Big Sky on the Big Screen film production incentives beyond 2009.	Tactic	Sten Iversen			
1.1.2.4.1: Travel Montana target travel media to increase the visibility of Montana as a leisure travel destination. Proactively pitch Montana press releases and story ideas to travel media.		Susan Buhr			L
1.1.2.4.1.1: Disseminate leads and industry trend information to tourism businesses and attractions.	Tactic	Susan Buhr			
1.1.2.4.1.2: Conduct publicity workshops for tourism businesses and attractions.	Tactic	Susan Buhr			
1.1.2.4.1.3: Coordinate a publicity strategy with private/nonprofit partners, based on target markets and seasons.	Tactic	Susan Buhr			
1.1.2.4.1.4: Maintain a statewide database of at least 1,400 travel journalists, and communicate with them regularly.	Tactic	Susan Buhr			
1.1.2.4.1.5: Conduct workshop at 2010 Gov Conf on Publicity & travel writers.	Tactic	Susan Buhr			
1.1.2.5.1: Travel Montana to target tour operators to bring group tours and packaged vacations to Montana.		Pam Gosink			L
1.1.2.5.1.1: Promote Montana as an off-peak season destination for group/package educational and experiential tours.	Tactic	Pam Gosink		?	
1.1.2.5.1.2: Focus on tour operators from the National Tour Association, American Bus Association, and Motorcoach Canada, as well as small independent/boutique tour operators.	Tactic	Pam Gosink			
1.1.3.1: Travel Montana host an annual Marketing Plan meeting between Travel Montana, Regions, CVBs, Tourism Advisory Council, MTTA, and other state/federal agencies involved in tourism and recreation, to coordinate the marketing planning process.		Pam Gosink			L
1.1.3.1.1: Schedule the meeting in January or February prior to the region/CVB Marketing Plan deadlines.	Tactic	Pam Gosink			
1.1.3.1.2: Discuss the relationship between tourism marketing and public land/facility management capacity, and how results of marketing strategies will be measured by all partners.	Tactic	Pam Gosink			
1.1.3.1.3: Discuss and identify priority target markets, state marketing strategies to reach each market, and ways to coordinate and leverage state and local marketing efforts.	Tactic	Pam Gosink			
1.1.3.1.4: Develop successful outcomes as measured by participant evaluations.	Tactic	Pam Gosink			
1.1.3.2: Implement the new Montana tourism brand to enhance the state's image and message in priority markets		Pam Gosink			L
1.1.3.2.1: Travel Montana implement the new Montana tourism brand to enhance the state's image and message in priority markets.		Pam Gosink			L
1.1.3.2.1.1: Encourage tourism and recreation partners statewide to incorporate the Montana brand into marketing efforts.	Tactic	Pam Gosink			
1.1.3.2.1.2: Where appropriate, encourage other state departments/agencies to use the brand in their marketing efforts.	Tactic	Pam Gosink			
1.1.3.3: Conduct educational workshops, presentations, and webinars to build marketing capacity and awareness, and showcase successes, among community and business partners.		Victor Bjornberg			L
1.1.3.3.1: Travel Montana conduct educational workshops, presentations, and webinars to build marketing capacity and awareness, and showcase successes, among community and business partners.		Pam Gosink			L
1.1.3.3.1.1: Develop focus and materials for educational workshops, presentations and webinars to build marketing capacity	Tactic	Pam Gosink			
1.1.3.4: Create cooperative marketing campaigns between agriculture and tourism. Identify key businesses/trade groups in agriculture and tourism, and form marketing/advertising partnerships.		Pam Gosink			M
1.1.3.4.1: Identify key businesses/trade groups in agriculture and tourism, and form marketing/advertising partnerships.	Tactic	Pam Gosink			
1.1.4: Improve Montana's Visitor Information System to extend visitor stays and spending.		Pam Gosink			L
1.1.4.1: Create a database inventory of visitor information system (VIS) components available statewide		Pam Gosink	?	?	
1.1.4.1.1: Create a statewide inventory by December 2009, and update annually.	Tactic	Pam Gosink			
1.1.4.1.2: Develop strategies to improve the system and fill gaps by December 2010.	Tactic	Pam Gosink			
1.1.4.2: Establish criteria for "officially-designated" visitor information sites/services, foster more collaboration between agency/private visitor services. Link VICs, museums, attractions, and businesses to leverage resources, provide quality service statewide.		Pam Gosink			
1.1.4.2.1: Establish criteria for sites within the MT VIS by December 2010 with involvement from regions, CVBs, MDT, and state/federal partners.	Tactic	Pam Gosink			
1.1.4.2.2: Disseminate criteria and information about the process for official designation by December 2011.	Tactic	Pam Gosink			
1.1.4.3.1: Travel Montana provide advanced training for its statewide Visitor Information Centers (VICs), including regional familiarization tours for state/federal/regional/tribal/local information staff and volunteers.		Pam Gosink			?
1.1.4.3.1.1: Encourage site/service managers to collaborate with each other to provide training/orientation, and to ensure that information provided to travelers is accurate and consistent.	Tactic	Pam Gosink			
1.1.4.3.1.2: VICs should coordinate hours/seasons of operation, and consolidate services where possible.	Tactic	Pam Gosink		?	
1.1.4.3.1.3: MT VICs utilize training resources such as Montana Superhost and the National Association of Interpretation.	Tactic	Pam Gosink		?	
1.1.4.4: Use technology to enhance Montana visitor information and marketing efforts.		Pam Gosink			L
1.1.4.4.1: Travel Montana Electronic Marketing Program use technology to enhance Montana visitor information and marketing efforts.		Corrie Hahn			L
1.1.4.4.1.1: Evaluate ways to incorporate technology into MT's comprehensive visitor information system: TIS and 511 systems, audio tour MP3 downloads, wireless hot spots, podcasts, RSS, news/info feeds, blogs, computer workstations, etc.	Tactic	Corrie Hahn			

Objective, Strategy, or Tactic	Creation Status	Owner	Review Status		
1.1.4.4.1.2: Ensure that components of the system are promoted on web sites and in visitor guides.	Tactic	Corrie Hahn			✓
1.1.4.4.1.3: Expand system of TIS stations, information available on 511 system, and locations for downloadable visitor information.	Tactic	Corrie Hahn			✓
1.1.4.4.1.4: Increase the number of free wireless hot spots available to visitors, with information on-site about tourism podcasts, RSS feeds, audio tours, etc.	Tactic	Corrie Hahn	○	?	
1.1.4.4.2: Travel Montana VIS Program use technology to enhance Montana visitor information and marketing efforts.	○	Pam Gosink	○	?	?
1.1.4.4.2.1: Evaluate ways to incorporate technology into MT's comprehensive visitor information system: TIS/511 systems, audio tour MP3 downloads, wireless hot spots, podcasts, RSS, news/info feeds, blogs, computer workstations, etc.	Tactic	Pam Gosink	⊗	⊗	
1.1.4.4.2.2: Ensure that components of the system are promoted on web sites and in visitor guides.	Tactic	Pam Gosink	○	⊗	
1.1.4.4.2.3: Expand system of TIS stations, information available on 511 system, and locations for downloadable visitor information.	Tactic	Pam Gosink	○	●	✗
1.1.4.4.2.4: Increase the number of free wireless hot spots available to visitors, with information on-site about tourism podcasts, RSS feeds, audio tours, etc.	Tactic	Pam Gosink	⊗	●	✗
1.1.4.5.1: Travel Montana expand displays of MT destinations/products at State rest areas, airports, train stations, and VICs. Integrate MT's Visitor Information System sites into state economic development efforts by showcasing MT's heritage and economy.	○	Pam Gosink	?	?	✓
1.1.4.5.1.1: Highlight Montana destinations and products in materials, furnishings and displays sponsored by business and nonprofit groups, such as products from Made-in-Montana and Grown-in-Montana.	Tactic	Pam Gosink			✓
1.1.4.5.1.2: Work with local/regional organizations to voluntarily maintain displays with current information.	Tactic	Pam Gosink			✗
1.1.4.5.1.3: Develop system with MDT and airport managers by 2009 to enhance traveler information available at rest areas and airports.	Tactic	Pam Gosink			✗
1.1.4.5.1.4: Implement system of enhanced information about Montana and its products, and maintain/expand annually.	Tactic	Pam Gosink			✗
1.2.1.1: Travel Montana build awareness through statewide publicity efforts about the new Montana Tourism Charter, geotourism, tourism benefits/impacts, tourism and recreation partner initiatives, and allocation of lodging facility use taxes.	○	Pam Gosink	○	→	L
1.2.1.1.1: Emphasize issues identified in citizen opinion research, how concerns/opportunities are being addressed, and show benefits to residents (e.g., jobs, taxes, support for State Parks).	Tactic	Pam Gosink	○	○	
1.2.1.1.2: Involve non-tourism groups in National Tourism Week activities, along with other events to build tourism awareness.	Tactic	Pam Gosink	○	○	✓
1.2.2.1: Travel Montana provide concise, visual briefings and presentations to policy makers and business groups about Montana tourism issues and benefits.	○	Pam Gosink	○	→	L
1.2.2.1.1: Distribute tourism data to local chambers of commerce and organization leaders to share with members, constituents and elected officials.	Tactic	Pam Gosink	○	○	
1.2.2.1.2: Conduct outreach at state, regional, and local meetings and events.	Tactic	Pam Gosink	○	○	
1.2.2.1.3: Send e-mail communications to elected officials and MTRI agency directors.	Tactic	Pam Gosink	○	○	
1.2.2.1.4: Present key tourism issues/trends to the Montana Assn. of Counties and Montana League of Cities & Towns; discuss tourism concerns/opportunities, and seek creative/collaborative ways to address them.	Tactic	Pam Gosink	●	●	
1.2.2.1.5: Support the Travel Industry Association of Montana in sponsoring Tourism Day at the Legislature, and in measuring the impact of the event on legislators' awareness of tourism issues.	Tactic	Pam Gosink	●	●	
1.3.1: Educate Montana visitors, suppliers, and residents about ethics and responsibilities on public and private lands, and use technology to encourage recreation in appropriate areas.	○	Victor Bjornberg	○	→	L
1.3.1.1: Travel Montana educate Montana visitors, suppliers, and residents about ethics and responsibilities on public and private lands, and use technology to encourage recreation in appropriate areas.	○	Pam Gosink	○	→	L
1.3.1.1.1: Develop a single concise message about sustainable tourism, geotourism principles, and responsible recreation on public and private lands by December 2008.	Tactic	Pam Gosink	●	○	✓
1.3.1.1.2: Incorporate responsible use messages and geotourism ethics into tourism marketing publications and web sites by 2009.	Tactic	Pam Gosink			✓
1.3.1.1.3: Incorporate responsible use messages and geotourism ethics into tourism marketing publications and web sites by 2009.	Tactic	Corrie Hahn			✓
1.3.1.1.4: Distribute responsible use materials at all visitor centers statewide annually.	Tactic	Pam Gosink	○	○	
1.3.1.1.5: Include GPS coordinates on trail maps to assist visitors.	Tactic	Pam Gosink	○	○	
1.3.2.1: Travel Montana coordinate state tourism marketing efforts with state/federal land management strategies, to ensure that promotion messages are consistent with public land uses and available facilities.	○	Pam Gosink	⊗	→	L
1.3.2.1.1: Identify capacity and maintenance challenges, and ensure that state/regional/local tourism marketing efforts are appropriately aligned.	Tactic	Pam Gosink			✗
1.3.2.1.2: Coordinate tourism marketing messages that incorporate an accurate and current status for availability of use, and appropriate types of recreation for public lands and related facilities.	Tactic	Pam Gosink			✓
1.4.1.2: Develop artisan/craftsmen trails statewide to highlight Montana's history and culture.	○	Victor Bjornberg	○	→	M
1.4.1.2.1: Travel Montana develop artisan/craftsmen trails statewide to highlight Montana's history and culture.	○	Victor Bjornberg	○	→	L
1.4.1.2.1.1: Identify artisans, craftsmen, annual art/craft events and define regional Artisan Trails to be promoted, develop marketing opportunities and funding sources.	Tactic	Victor Bjornberg	○	○	
1.4.1.2.1.2: Assist Top Ten Scenic Drives Project with Montana content in website and printed materials as well as promotions. Work with Montana partners to take full advantage of this project.	Tactic	Victor Bjornberg	○	○	
1.4.1.2.1.3: Work on Heritage Tourism plan for SE MT, northern WY, western North & South Dakota thru a US EDA Planning Grant.	Tactic	Victor Bjornberg	○	○	
1.4.1.2.1.4: Work with Bitterroot Valley Heritage Trust and partner organizations on Cultural Tourism Development in this area of MT	Tactic	Victor Bjornberg	○	●	✗
1.4.1.3.1: Travel Montana enhance the online statewide calendar of arts/culture/historical/tribal events.	○	Corrie Hahn	?	?	?
1.4.1.3.1.1: Maximize arts/cultural/historical events promotion by creating a comprehensive online calendar that is searchable by topic, date, or location.	Tactic	Corrie Hahn	○	?	
1.4.1.3.1.2: Integrate existing calendars of events provided by private arts publications into state and regional web sites.	Tactic	Corrie Hahn	○	?	

Objective, Strategy, or Tactic	Creation Status	Owner	Review Status		
1.4.1.4.2: Travel Montana enhance the Montana Tribal Tourism Alliance (MTTA) and its marketing efforts.		Victor Bjornberg			
1.4.1.4.2.1: Establish reciprocal promotion efforts between MT Indian Reservations and Travel Montana.	<i>Tactic</i>	Victor Bjornberg			
1.4.1.4.2.2: Assist Tribal Tourism Reps on each MT Indian Reservation to continue to be an advocate for tribal tourism, and a strong partner with the tourism regions.	<i>Tactic</i>	Victor Bjornberg			
1.4.1.5.1: Travel Montana Plan and Promote commemorations of historic events in Montana.		Victor Bjornberg			
1.4.1.5.1.1: Identify upcoming commemorations of cultural and historic events, and strategies to market them.	<i>Tactic</i>	Victor Bjornberg			
1.4.1.5.1.2: 75th Anniversary of Beartooth Highway will take place June 10-12 in Red Lodge and Cooke City. MTOT working with local & regional planning group to promote, organize and implement	<i>Tactic</i>	Victor Bjornberg			
1.4.1.5.1.3: Fort Peck Lake & Dam Project will celebrate its 75th Anniversary in 2012. As the plans gain detail, will share with MTOT staff and promotion partners.	<i>Tactic</i>	Victor Bjornberg			
1.4.2.2.2: Travel Montana augment tourism facilities, services, and marketing capacity within Montana Indian reservations.		Victor Bjornberg	?	?	?
1.4.2.2.2.1: Enhance educational and tourism-related facilities, services, artisan displays/galleries, and interpretation on MT's Indian reservations, including receptive tour services, interpretation, dining, lodging, retail, encampments, pow wows, etc.	<i>Tactic</i>	Victor Bjornberg		?	
1.4.2.2.2: Identify and prioritize a list of needs for each Montana Indian reservation.	<i>Tactic</i>	Victor Bjornberg		?	
1.4.2.3.1: Travel Montana improve infrastructure at historic, tribal, and cultural sites to expand visitation and seasons.		Victor Bjornberg			
1.4.2.3.1.1: Use TIIP Grant Funds to invest in historic/cultural sites infrastructure or facilities where improvements will significantly increase visitation and revenue opportunities (i.e., Virginia City, Glacier National Park lodges, state parks).	<i>Tactic</i>	Victor Bjornberg			
1.4.2.3.1.2: Develop a state heritage tourism marketing strategy.	<i>Tactic</i>	Victor Bjornberg			
1.4.2.3.1.3: Assist implementation of Historic Preservation Competitive Grant Program approved by the 2009 MT Legislature, providing \$3.6 million for historic site preservation projects across the state.	<i>Tactic</i>	Victor Bjornberg			
1.4.2.3.1.4: 2010 TIIP Program announced and applications accepted in August. \$300,000 in funds available for tourism-related facility improvement or building projects.	<i>Tactic</i>	Victor Bjornberg			
1.4.2.3.1.5: 2010 TIIP Grants Scored, Ranked and top projects awarded \$300,000 in funds	<i>Tactic</i>	Victor Bjornberg			
1.4.2.3.1.6: 2011 TIIP Grant Fund Pool Announced at June TAC meeting.	<i>Tactic</i>	Victor Bjornberg			
1.4.2.3.1.7: 2011 TIIP Grants Scored, Ranked and top projects awarded \$530,000 in funds	<i>Tactic</i>	Victor Bjornberg			
1.5.1.3.1: Travel Montana encourage use of Montana products by restaurants, markets, retail shops, and suppliers, to add value to local businesses and traveler experiences.		Victor Bjornberg	?	?	?
1.5.1.3.1.1: Promote farmers' markets and Made/Grown-in-Montana programs through travel guides, web sites, and VICs.	<i>Tactic</i>	Pam Gosink			
1.5.1.3.1.2: Ask restaurants to use local products for tourism meetings, workshops, etc.	<i>Tactic</i>	Victor Bjornberg			
1.5.1.3.1.3: MT's 2 Geotourism Projects - Crown of the Continent and Greater Yellowstone Region - promote local food products, crafts, arts and mainstreet Montana	<i>Tactic</i>	Victor Bjornberg			
1.5.2: Provide information about technical and financial assistance available to tourism and recreation businesses.		Victor Bjornberg			
1.5.2.1: Travel Montana provide information about technical and financial assistance available to tourism and recreation businesses.		Victor Bjornberg			
1.5.2.1.1: Highlight assistance programs in Travel Montana e-newsletter, and at region/CVB/association meetings.	<i>Tactic</i>	Victor Bjornberg			
1.5.2.1.2: Conduct tech & financial assistance learning events around the state thru meetings, conference calls and webinars	<i>Tactic</i>	Victor Bjornberg			
1.5.2.2: Conduct entrepreneurship training for tourism/recreation businesses and "Indian-preneurs."		Victor Bjornberg			
1.5.2.2.1: Travel Montana conduct entrepreneurship training for tourism/recreation businesses and "Indian-preneurs."		Victor Bjornberg			
1.5.2.2.1.1: Encourage development of tourism training for business owners/managers through Indian-preneur/NXLevel courses, tourism marketing workshops, financial management and workforce issues classes, and others tailored to tourism industry issues and needs.	<i>Tactic</i>	Victor Bjornberg			
1.6.1: Enhance professional development opportunities and requirements for staff and board members of Montana tourism and recreation-related organizations.		Victor Bjornberg			
1.6.1.1: Encourage all Montana CVBs to join either the Destination Marketing Association International (DMAI) or the Western Assoc. of CVBs (WACVB) to implement standards, procedures and performance reporting, staff certification, CVB accreditation.		Barb Sanem			
1.6.1.1.1: MTOT encourage all Montana CVBs to join either Destination Marketing Assoc. International (DMAI) or the Western Assoc. of CVBs (WACVB) to implement standards, procedures and performance reporting, staff certification, CVB accreditation.		Barb Sanem			
1.6.1.1.1.1: Include DMAI (www.iacvb.org) or WACVB (www.wacvb.com) membership fees in CVB marketing budgets.	<i>Tactic</i>	Barb Sanem			
1.6.1.4: Enhance the Montana Superhost program with advanced training, locally customized information and new delivery methods.		Victor Bjornberg			
1.6.1.4.1: Increase participation in Superhost trainings through increased marketing, promotion, outreach, and offering new curriculum beginning in 2008	<i>Tactic</i>	Victor Bjornberg			
1.6.1.4.2: Research and assess new delivery methods and advanced skills training, and determine feasibility in 2009.	<i>Tactic</i>	Victor Bjornberg			
1.6.1.4.3: Identify priorities for implementation, and begin implementation by 2010.	<i>Tactic</i>	Victor Bjornberg			
1.6.1.4.4: Provide MT Tourism Industry with list of other customer service training resources for their use	<i>Tactic</i>	Victor Bjornberg			
1.6.2: Improve systems to augment Montana's seasonal workforce for tourism and recreation.		Victor Bjornberg			
1.6.2.2.1: Travel Montana seek volunteers and volun-tourists to augment Montana's seasonal workforce and help with local recreation projects through volunteer opportunities web listings and other resources.		Corrie Hahn	?	?	?
1.6.2.2.1.1: Partner with volunteer opportunity listing websites to list Montana volunteer opportunities, provide links to the sites from state, regional and local tourism web sites, and list the sites in visitor guides.	<i>Tactic</i>	Corrie Hahn			
1.6.2.2.1.2: If necessary, work with DLI to create a central Montana volunteer opportunities online listing.	<i>Tactic</i>	Corrie Hahn			

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1.7.6.1: Travel Montana develop a user-friendly handbook to provide information about the highway signing process to businesses, attractions, and other tourism-related groups, including use of international symbols (symbol signs).		Victor Bjornberg			X
1.7.6.1.1: Invite tourism businesses, historic/cultural groups, and state/federal agencies to participate in the completion of a user-friendly highway sign process handbook.	Tactic	Victor Bjornberg			X
1.7.6.1.2: Complete a draft handbook and distribute electronically for stakeholder/Travel Montana review.	Tactic	Victor Bjornberg			X
1.7.6.1.3: Complete the final sign handbook and distribute statewide	Tactic	Victor Bjornberg			X
1.8.1: Increase the capacity of Montana communities to be more competitive in tourism.		Victor Bjornberg		→	M
1.8.1.1: Continue the Community Tourism Assessment Program (CTAP), to help improve community readiness for tourism.		Victor Bjornberg			↻
1.8.1.1.1: Encourage new Main Street communities to undergo a CTAP assessment.	Tactic	Victor Bjornberg			
1.8.1.1.2: Rename the Community Tourism Assessment Program (CTAP) so it is not confused with the Community Technical Assistance Program (CTAP).	Tactic	Victor Bjornberg			X
1.8.1.1.3: Refine the tourism assessment process and conduct assessments annually with Main Street communities given first priority.	Tactic	Victor Bjornberg			
1.8.1.4: Continue the TIIP grants and the Special Event Grant Program to improve community tourism and recreation-related infrastructure and economic development through new and "hallmark" ongoing festivals and events.		Victor Bjornberg		↑	L
1.8.1.4.1: Conduct research and monitoring to determine return on investment from grant investments and cost/benefit information about events for communities and sponsors.	Tactic	Victor Bjornberg			✓
1.8.1.4.2: Encourage Main Street communities to apply for TIIP and SEGP funds.	Tactic	Victor Bjornberg			✓
1.8.1.4.3: Highlight grant successes at TAC meetings and the annual Governor's Conference on Tourism.	Tactic	Victor Bjornberg			✓
1.8.1.4.4: 2010 TIIP Grant Program announced and application materials made available, application deadline set for August 2010	Tactic	Victor Bjornberg			✓
1.8.1.4.5: 2010 TIIP Grant Applications reviewed, scored and priority projects selected for grant awards	Tactic	Victor Bjornberg			✓
1.8.1.4.6: 2011 TIIP Grant Materials Posted and available for applicants. Deadline for apps is August 3, 2011	Tactic	Victor Bjornberg			✓
1.8.1.4.7: Announce 2011 TIIP Grant Funding Pool at June TAC meeting	Tactic	Victor Bjornberg			✓
1.8.1.4.8: Read, Score and Select 2011 TIIP Grant Project Awards	Tactic	Victor Bjornberg			
1.8.2.5.2: Travel Montana evaluate state participation in the "RV Friendly" designation program for businesses, attractions, and VICs.		Pam Gosink		→	✓
1.8.2.5.2.1: Work with MDT to research the RV Friendly initiative	Tactic	Pam Gosink			✓
1.8.2.5.2.2: Work with MDT to Seek legislative approval, if appropriate, of the RV Friendly sign designation in the 2009 or 2011 legislative session.	Tactic	Pam Gosink			✓
1.9.2: Foster opportunities to pool public and private marketing dollars.		Pam Gosink		→	L
1.9.2.1: Travel Montana foster opportunities to pool public and private marketing dollars.		Pam Gosink	?	?	?
1.9.2.1.1: Coordinate the marketing efforts of Travel Montana, regions, CVBs, businesses and attractions to pool marketing dollars and leverage lodging tax funds for higher impact.	Tactic	Pam Gosink			
1.9.2.1.2: Clearly define marketing strategies, funding needed annually, and methods for measuring ROI.	Tactic	Pam Gosink			✓
1.10.1: Recognize Travel Montana as the "Team Captain" to communicate regularly with partners, and coordinate successful implementation of the actions in the Strategic Plan.		Victor Bjornberg		→	L
1.10.1.1: Strategic Plan coordination, monitoring, and communication with regions, CVBs, the TAC, other state/federal agencies, tribes, elected officials, nonprofit organizations, businesses, and communities about Strategic Plan implementation status.	Tactic	Victor Bjornberg			
1.10.1.2: Travel Montana and other partners to reach out to all areas of the state and engage them in the process, so they can benefit from it.	Tactic	Victor Bjornberg			
1.10.1.3: Partners need to communicate with Travel Montana and report on implementation efforts within their area of responsibility.	Tactic	Victor Bjornberg			
1.10.1.4: Provide an annual report to all tourism/recreation industry partners, and to elected officials, with updates about progress on Strategic Plan objectives and projects.	Tactic	Victor Bjornberg			✓
1.10.2: Create public/private/tribal partnerships for cooperative project implementation.		Victor Bjornberg		→	L
1.10.3: Implement regular Strategic Plan discussion and reporting mechanisms in a variety of venues to ensure that actual tourism and recreation activities are aligned with Strategic Plan goals and actions.		Victor Bjornberg		→	L
1.10.3.1: Conduct annual Strategic Plan implementation workshops in each tourism region.	Tactic	Victor Bjornberg			X
1.10.3.2: Host an annual Strategic Plan discussion at the February Tourism Advisory Council meeting.	Tactic	Barb Sanem			
1.10.3.3: Create a user-friendly online form for reporting progress on Strategic Plan objectives and successes.	Tactic	Victor Bjornberg			✓
1.10.3.4: Submit implementation updates on Strategic Plan actions for an annual report to the Tourism Advisory Council, Governor, and partners.	Tactic	Victor Bjornberg			✓
1.10.5.2.1: Travel Montana purchase research about national/international tourism, recreation, and related trends from sources such as the US Travel Association (USTA), Smith Travel Research, Forrester, Global Insight, etc.		Pam Gosink	?	?	?
1.10.5.2.1.1: Based on current information needs, identify sources of data and obtain market/trend research for Montana.	Tactic	Pam Gosink			✓
1.10.5.2.1.2: Regularly review results of third party research, and distribute information with implications and recommendations to industry.	Tactic	Pam Gosink			✓