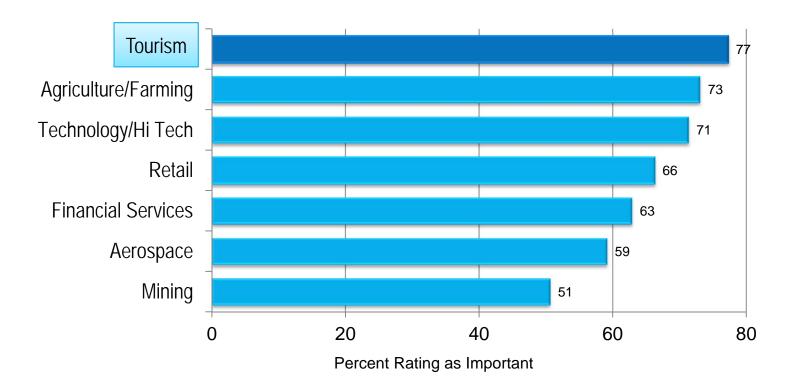


Perceived Importance of Colorado Industries





CO HAS DOUBLED THE 20% GROWTH RATE OF US TRAVEL SINCE 2009

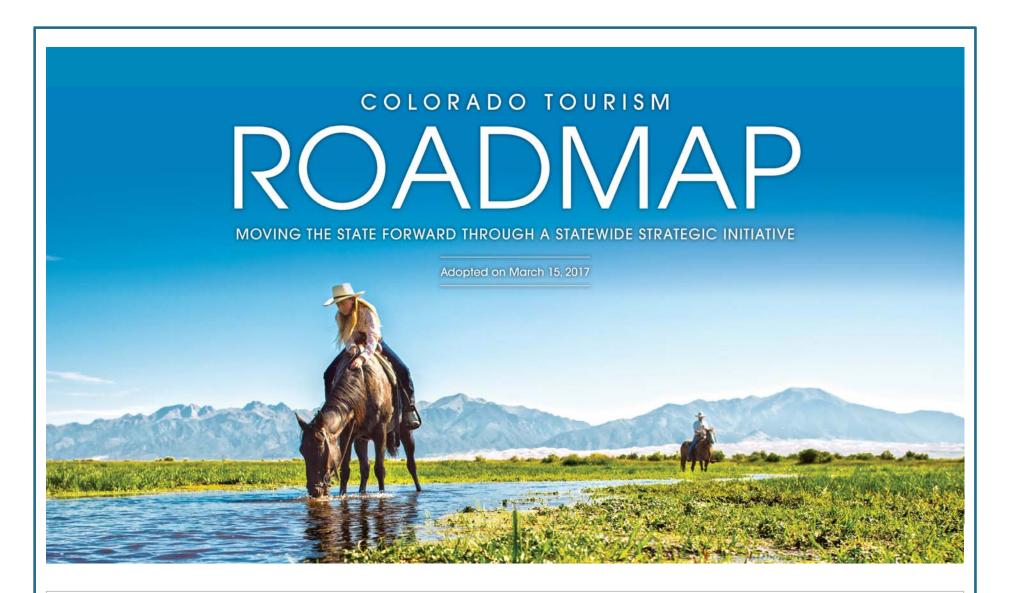
Strong economic impact

- Triggered \$22.3 billion in direct spending in 2018; up 6.7%, well above the national average of 4.1%.
- Generated \$1.37 billion in state and local taxes, up 6.6%
- Attracted a 3% increase in marketable leisure travelers, but share of these coveted travelers dropped from record-high 3.1% to 3.0%.
- After ranking 8th nationally for this travel segment last year, Colorado ranked 9th in 2019, well ahead of its 18th place ranking in 2009.

OUTPACING THE NATION

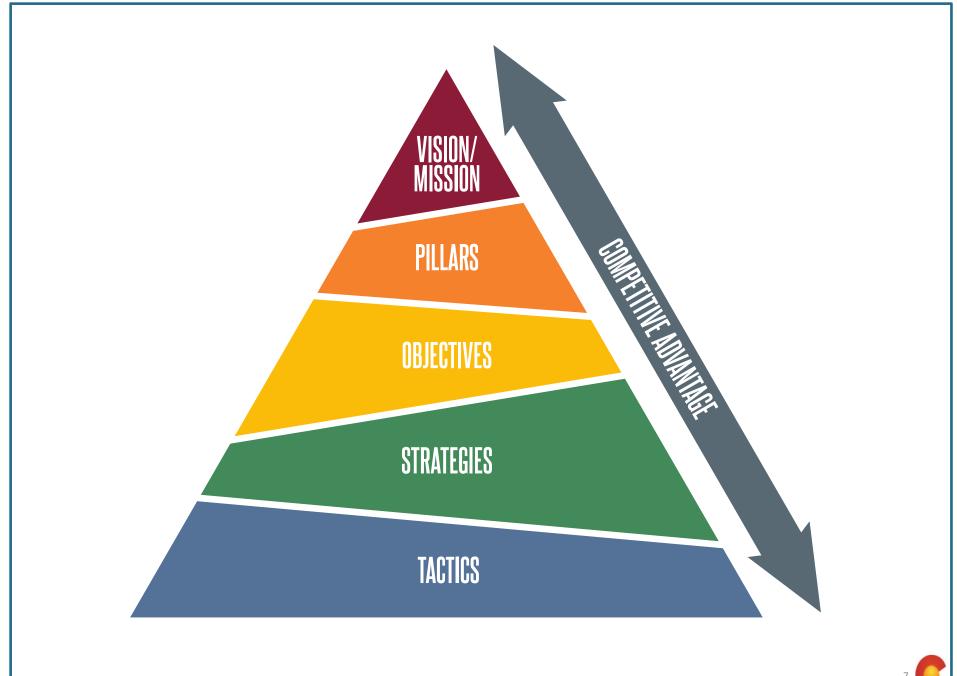
A trajectory of success

- Colorado's travel spending has grown by 65 percent since the depths of the recession, compared with 46 percent nationally.
- Colorado travelers have spent an average of 5.7 percent more each year from 2009 to 2018, compared with just 4.3 percent nationally.

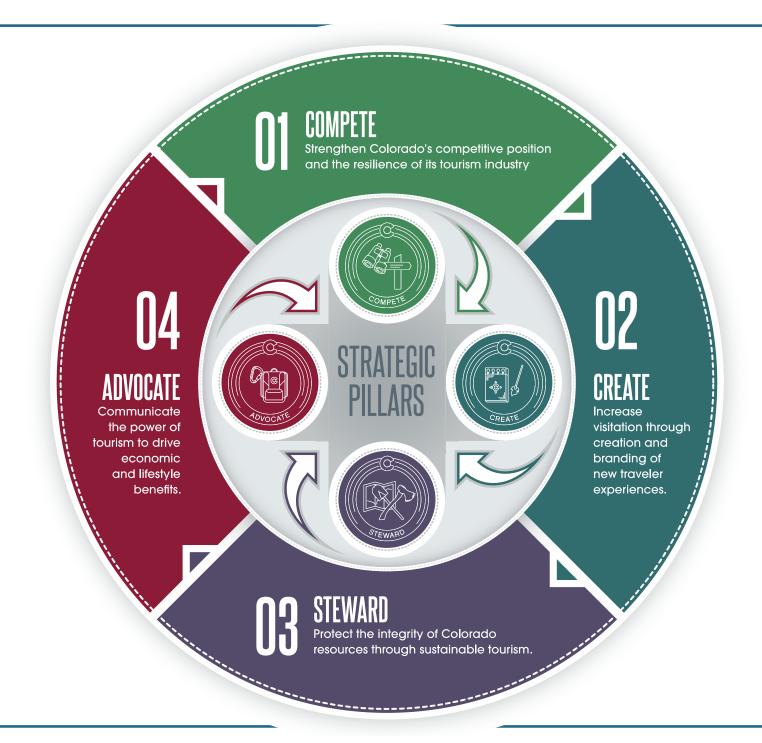


THE COLORADO TOURISM ROADMAP: A strategic plan not just for the Colorado Tourism Office, but for the Colorado tourism industry.





VISION MISSION Colorado is the premier U.S. destination for Drive traveler spending through active, outdoor and unique experiences promotion and development of compelling, that make you feel truly alive. sustainable travel experiences throughout our four-corner state.





OBJECTIVES:

- ► Embrace thinking that disperses visitors in productive ways.
- Invite travelers to embrace Coloradans' sustainability ethic while here.
- Create alliances with other stakeholders to magnify the impact of sustainable tourism initiatives.

A National Leadership Position

OTHER STATES, DESTINATIONS TAKING NOTICE

Colorado is leading the way on:

- Shifting focus from increasing visitation to increasing traveler spending -and tourism capacity planning.
- Dispersing travelers in productive ways.
- Supporting development of visitor management systems, such as reservation systems and technology driving dispersion.
- Educating travelers to reduce their impacts on the environment through the Care for Colorado Principles.
- Creating ways for travelers to reduce their carbon footprint.
- Managing our own 'glass house'





THE COLORADO FIELD GUIDE: Introduced by the CTO in May 2017, this online collection of more than 150 multi-day itineraries guides travelers to less-visited and off-peak destinations. Industry partners have a standing invitation to contribute new itineraries.



Results

CLICKS: More than 500,000 in past year

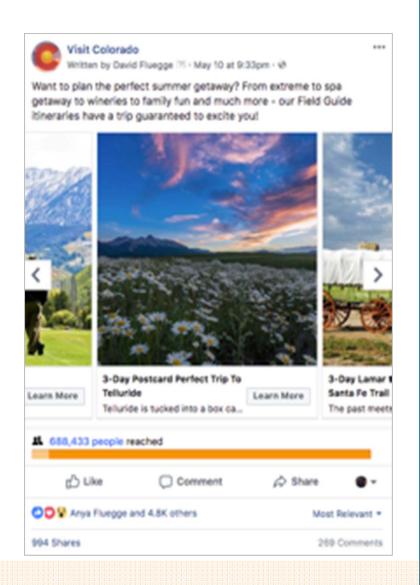
POWERFUL CTA:

'Get itineraries' call to action on digital banners generated a .45% engagement rate; benchmark is .07%

'Get itineraries' had best engagement of all five options offered on the summer campaign landing page.

ENGAGEMENT DRIVER:

Colorado Field Guide posts on Visit Colorado Facebook page generated 267,560 link clicks for a 10.47% click-thru rate, compared with 6.37% for content marketing on average.





A first of its kind partnership

AIMED AT INSPIRING TRAVELERS TO REDUCE IMPACTS ON COLORADO

CTO signed MOU with Leave No Trace October 16, 2017; first year task agreement included:

- Development of shared messaging based on the iconic Leave No Trace Seven Principles
- Creation of strategic partnerships with at least three industry sectors to educate travelers, develop best practices
- Shared research priorities



OTHER CTO 'STEWARD' INITIATIVES: 'Bike friendly' welcome centers, development of EV charging stations network, solar-powered wifi stations, 'voluntourism' initiative



CTO, Leave No Trace welcome new partners

SHARING A UNIFIED MESSAGE WITH MILLIONS MORE COLORADO TRAVELERS

- COLORADO HOTEL AND LODGING
 ASSOCIATION: Colorado hotels managed 24
 million overnight stays in 2017.
- COLORADO RIVER OUTFITTERS
 ASSOCIATION: served 600,000 rafters in 2018.
- COLORADO DUDE AND GUEST RANCH
 ASSOCIATION: Welcome an average of
 16,000 guests for weeklong stays every year.
- COLORADO ASSOCIATION OF DESTINATION MARKETING ORGANIZATIONS (CADMO): Colorado's largest DMOs











IN A FUN, NON-JUDGY WAY

Sharing Care for Colorado

INSPIRING TRAVELERS TO BE 'COLO-READY'

CTO and Leave No Trace introduced 'Care for Colorado' Principles in late May 2018, embracing a low-key, engaging way of serving up information to travelers consistent with the Colorado brand.





Already, the Colorado Dude and Guest Ranch Association, as well as four destinations — Colorado Springs, Breckenridge, Frisco and Longmont — are reprinting at their own expense, with more exploring the opportunity.

OUTCOME OF STRATEGIC PARTNERSHIP WITH CO DUDE AND GUEST RANCH ASSN

More giddy-up in the 'Dude Ranch Edition'





HERE'S WHAT YOU NEED TO PASS FOR ONE.

LEARN THE LINGO!

BUCKAROO

Just another word for a young cowboy or cowgirl.

WRANGLER

The cowboy or gal who handles the animals — and will help teach you how to ride and rope during your stay.

CORRAL

A pen where livestock is kept when not in the stables.

MARE VS. GELDING VS. MUSTANG

A mare is a female horse, a gelding is a male horse and a mustang (typically) refers to a wild horse.

LASS0

A long rope with a loop at the end used for roping horses and cattle.

HITCHING POST

Where you tether your horse til you're done with lunch.

FOURTEENER

This is what we call those peaks that rise more than 14,000 feet above sea level. We've got 56 of them, more than any other state in the continental U.S. Hardy hikers aim to "bag" – or summit – all of them.

CONTINENTAL DIVIDE

Also known as "the Divide," this ridge runs along the crests of the Rocky Mountains north to south. Rivers and streams west of the Divide flow to the Pacific Ocean, and east of the Divide to the Gulf of Mexico.

5280

Denver is the Mile High City because it sits 5,280 feet (or one mile) above sea level. To be precise, the 13th step of the Colorado State Capitol Building or the line of purple seats in Coors Field will put you exactly at 5280.

(Pronounced: fifty-two eighty)



BE BEAR-AWARE We are in the Rocky Mountains, home to many bears, so make sure you don't leave food out on your cabin porches at night, which may attract unwanted attention from our bear-y neighbors.

SPARSE SERVICES If you spot a sign saying "No gas or services for the next 56 miles," believe it.

CELL COVERAGE

Dude ranches don't have much in the way of cell service — but we find the specter of horseback riding, trap shooting, hiking, fly-fishing, campfires and overnight pack trips and other ranch activities are plenty of distraction, allowing guests to unplug and truly experience ranch life.

FOR HIKES & OTHER EXCURSIONS Most ranches pre-pack meals and have necessary hiking items available for guided and independent excursions. Be sure to let a ranch staff member know which direction you are hiking and when you anticipate to return.



Messaging is embedded throughout the Field Guide ...





How to Give Back to These Special Places:

Donate to the **Rio Grande Headwaters Land Trust** who believes that land and water conservation contribute to sustaining the vitality of this agricultural heritage and economy, the exceptional wildlife habitat, the scenic beauty and the area's rural quality of life.









Get that Green Feeling: Most of the activities mentioned below are Actively Green certified.



Cheers for a Cause:

Grab a specialty pint at Goat Patch and choose between two local charities to support.



Travel Like a Local: There are special places and unique vistas around nearly every Colorado corner. You can help ensure these places exist for generations to come by staying on roads and trails, keeping speeds in check, leaving campsites and picnic spots just as you found them, and following instructional signs while you're out and about in our state.



LOW-ENVIRNONMENTAL-IMPACT TRIP IN THE VAIL VALLEY

SHARE: 💆 🛉

Get the PDF
More Itineraries

Get out and explore the grand alpine landscapes in Vail, Avon and Edwards with Walking Mountain Science Center, with guided activities ranging from nature walks and backcountry hikes to family outings, bedtime-story walks and science camps.



... and in other channels at every opportunity

OTHER IDEAS









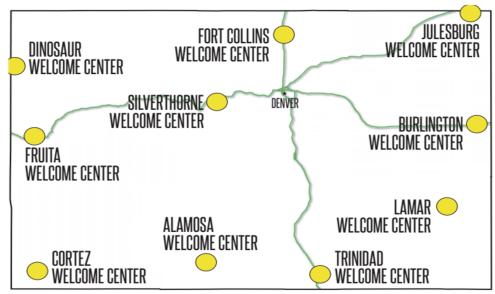
'CARE FOR COLORADO' PRINCIPLES: Now shared on Colorado.com (left), in visitor guides (above top), on emoji sticker keyboard (above), on wildfire awareness poster at Colorado Welcome Centers (above right)



Touching 1 million+ visitors a year at CO gateways

All 400 Colorado Welcome Center volunteers wear polos with CTO and Leave No Trace logos – and are trained in what to say







Restroom doors in all 10 Welcome Centers are fitted with light reading: mini-posters with the Leave No Trace Care for Colorado Principles





WHETHER YOU'RE LOOKING FOR A QUICK WILDERNESS FIX OR A FUN WAY TO GIVE BACK, YOU'VE GOT **OPTIONS IN COLORADO**

singletrack and accessible fourteeners to local whitewater and bike parks, has the market cornered on outdoor recreation. More than 40 percent of the state is federal land, offering up everything from micro-adventures to unique apportunities to help trip. 14 ers.org preserve what makes the state so great. Where to start? Here are a few of our SWIMMING HOLE

HIKE A FOURTEENER. SAVE A FOURTEENER

Grays and Torreys Peaks. from Interstate 70, are the timers. At eight miles roundtrip and only 3 000 feet of elevation gain from the trailhead, they're relatively easy to knock off. And after donate or volunteer with the Calerado Fourteener high country since 1994. Join them for an "alpine start" (dawn departure) trail crewday, or plan ahead and sign on for a multi-day restoration (for you and the mountains)

RAPPEL TO A SECRET

canvons outside of Ouray in the Uncompangre National Forest, are home to some of the state's most wild and to explore it? With a 5mm wetsut helmet and a quide from Canyoning Colorado which offers everything from beginner-thendly courses to half-day trips that begin with spowmak "H's Furnham...



with 35-foot natural water slides into drop pools," says owner-operator Andrew Canyoning Colorado with his wife. Main, "We don't get that many of those experiences in the West carryoningcolorado.com

DITCH THE CROWDS. RAFT THE POUDRE

mountains of Colorado, but for a quick and easy wilderness experience away Colorado high-alpine vistas style canyonearing complete from the paddle-happy

Cache la Poudre River, the state's only designated Wild of Fort Collins. The season starts in early May, with half-day trips on Class III and IV water-rowdy but not tarritying-starting at \$70. After a day on the water, a brewery tour in Fort Collinshome of New Belgium Brewing Company's famous

ENJOY-AND IMPROVE-DURANGO'S TRAILS

network of 300-plus miles of hiking and biking trails, t's time to book a trip. And when you do, save as maintaining the trafs. 'A side benefit of recreation is that it the land," says Mary Monroe Brown, executive director of Trais 2000, "Our volunteers leave with a sense of pride. knowing they improved the neighbors, and themselves." Most projects affer rolling schedules so you can donate as much or as little time as you can spare. Come ready to work autdoors at boots, gloves, and rain pear traits2000.org

WALK IN THE MOUNTAINS

Gore Creek at the Vall Nature Center, but for a for one of the center's many programs, like "Learn to Think Like a Trout" for 8-13), or "Stories in the Sky. an evening of stargazing and to all ages. The center also hikes. "It's a cool and intimate hands-on place for kids and adults allice," says Vail Valley local Heather Schultz.

COLORADO TOURISM OFFICE

One of the easiest ways to keep our natural healthy is to follow the seven basic principles of the Leave No Trace ethos. The Colorado partnered with the Leave No Trace Center for Outdoor Ethics to encourage responsible tourism around the state Learn more at colorado. com/LeaveNoTrace

Advertorial placement June 2018





A Shout-Out for CTO in Travel Weekly

RECOGNITION FOR LEAVE NO TRACE AND COLORADO PARTNERS AS WELL



'The biggest takeaway is that the (Colorado) tourism office didn't wait for rebellious residents to shout what they didn't want; they reached out and discovered what they did want.'

Reacting to tourism backlash? Or preventing it?

By Arnie Weissmann 🎳 🔤 | Jul 09, 2018

- A+ A-



After Dubrovnik, Croatia, imposed restrictions on the cruise industry in response to overcrowding in its walled Old City, Royal Caribbean Cruises Ltd. vice chairman Adam Goldstein reached out to the city's mayor and requested a chance to discuss the issue. As a result of their dialogue, a solution was reached to

spread cruise passengers over a seven-day period instead of three.

Goldstein shared his experience with industry executives just prior to the World Travel & Tourism Council Global Summit in April during a roundtable I moderated on the topic of overtourism. Virtuoso CEO Matthew Upchurch responded, "It's an interesting approach to say, 'What do you want? Don't tell me what you don't want.' When everybody focuses on what they don't want, it's always somebody else's responsibility. When it's what I want, it makes me focus."

Last Tuesday, I encountered the yin and yang of these possible responses to overtourism, in stark contrast. First, I interviewed a state tourism official whose proactive outreach short-circuited potential backlash in a destination that relies heavily on tourism.

And just afterward, I viewed a 23-minute video produced by tour operator Responsible Travel that focused on local resentment and anger toward tourism. Its prevailing attitude was summed up by Harold Goodwin, professor emeritus at Manchester Metropolitan University and managing director of the Responsible Tourism Partnership, who said in the video, "We need rebellious tourists and rebellious locals" to effect change.



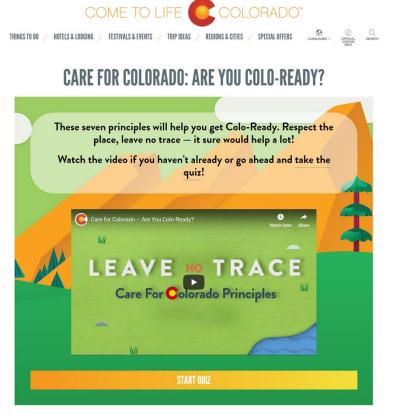
Video aims at social sharing

43,000 VIEWS IN FIRST TWO WEEKS ON VISIT COLORADO FACEBOOK PAGE





'Are You Colo-Ready?' quiz now offers prizes















ALL AVAILABLE ON INDUSTRY.COLORADO.COM

New Care for Colorado Industry Toolkit

Care for Colorado Principles

With a shared goal of inspiring both Colorado residents and visitors to protect Colorado's special places, the Colorado Tourism Office (CTO) and the Leave No Trace Center for Outdoor Ethics collaborated in 2018 to create the Care for Colorado Principles.

Our take on the classic Leave No Trace Seven Principles are a direct response to the heartfelt concerns many Coloradans express about visitor impacts on the places they love. We hope you will join us in sharing these Care for Colorado Principles with travelers, empowering them to protect the very qualities that attracted them to visit Colorado in the first place.

Keep reading for a few ways your organization can join us in sharing these important messages with travelers. Please note that the Care for Colorado Principles may not be altered and must display the logos of both CTO and Leave No Trace. Approved versions of the Care for Colorado Principles may be found here.

'Are You Colo-Ready?' Brochure



You can re-share our "Are you Colo-Ready?" brochure on your website or social channels. This breezy brochure is full of tips for traveling like a local, including the Care for Colorado Principles, seasonal packing tips and local lingo.

You also are welcome to incorporate the Care for Colorado Principles into your own collateral. Other Colorado destinations have added the Principles to their annual visitors guides or seasonal publications or brochures.

You can even work with the CTO to customize the "Are You Colo-Ready?" brochure for your own destination, for the cost of printing alone. Reach out to CTO's content provider, Miles Partnership, which can assist you in making edits to the brochure template and preparing your version to be professionally printed on ReLeaf paper. If you're interested in exploring this option, read more about it here.





CTO staged first zero-waste Governor's Tourism Conference in the U.S. in October 2018 at Hotel Talisa in Vail with help of Walking Mountains Science Center.



OCTOBER 29-31, 2018

COLORADO GOVERNOR'S TOURISM CONFERENCE

Let's come together and take small steps to show our commitment to protecting our state, our world and our future.

THREE CTO TEAM MEMBERS COMPLETED, TWO IN TRAINING

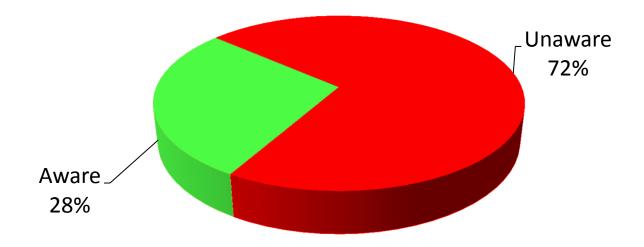
Global Sustainable Tourism Council-certified



ON RESIDENTS & VISITORS

- Measuring the impact

Awareness of "Care for Colorado Principles" Program

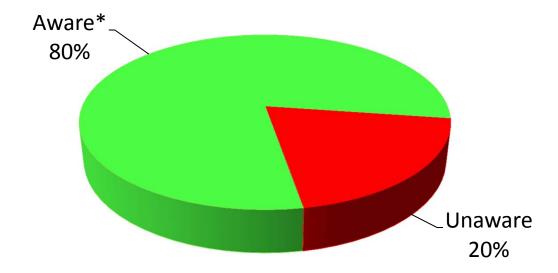






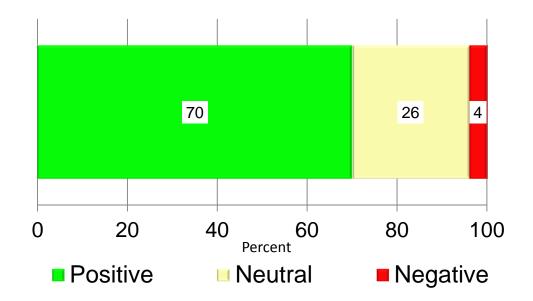
Awareness that "Care for Colorado Principles" Program targets out-ofstate visitors, in addition to residents

Base: Aware of Program





Reaction to "Care for Colorado Principles" Program





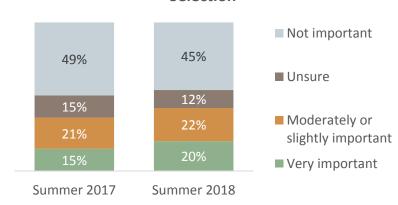




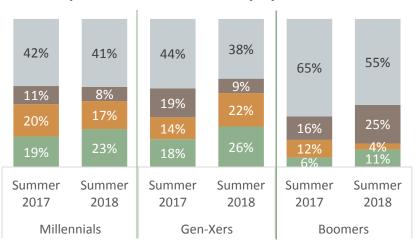
Colorado visitors' interest in sustainability on the rise

ABOUT HALF OF MILLENNIALS, GEN-XERS SAY IT'S IMPORTANT





Importance of Sustainability by Generation



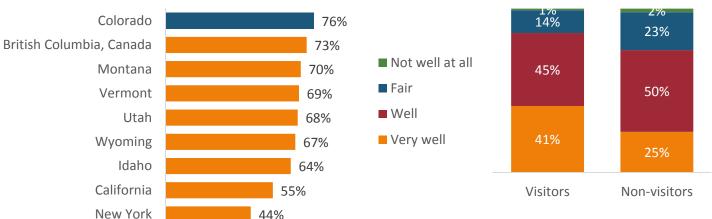


Sustainability

- Colorado is viewed as a leader in sustainability, with three-fourths of travelers indicating the state does a good job protecting and preserving its natural resources.
- This is led primarily by visitors, although even among non-visitors views of the state's sustainability efforts are positive.

States that protect and preserve their natural resources well or very well

How well does Colorado protect and preserve its natural resources?



Colorado 2018-19 Winter Advertising Effectiveness Research

35





www.smarinsights.com

What's ahead

RENEWABLE ENERGY: Working with the Colorado Energy Office to 'electrify' Colorado Welcome Centers as well as our 26 National Historic and Scenic Byways.





Etiquette Videos

EXPAND VIDEO CONTENT AVAILABLE ACROSS COLORADO'S OWNED CHANNELS

- Series of short, funny videos demonstrating how to blend in like a local
- Extension of 'Care for Colorado'
- Will be working with OREC and public lands agencies to prioritize topics, such as:
 - Hiking
 - Disposal of Pet Waste
 - 4x4 & Backcountry Roads
 - Natural Hot Springs
 - Wildlife
 - Skiing & The Lodge
 - Cycling, Road & Trail



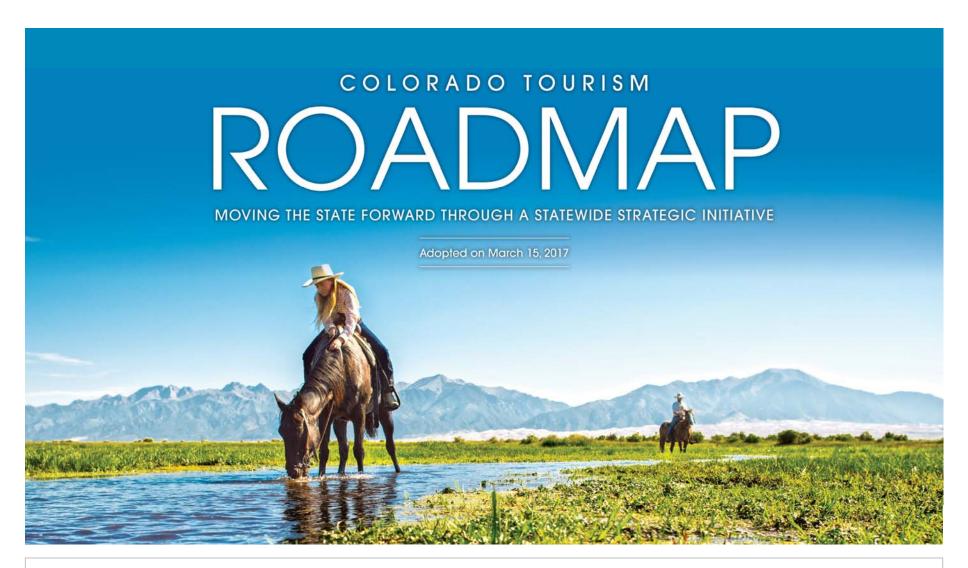
'Real Coloradan Games'

USING DNR'S COTREX APP AS A SPRINGBOARD

- At CTO's request, gamification built into new trails app mapping 38,000 miles of Colorado trails
- Current capabilities only allow for posting photos and field notes on pinpointed locations
- DNR interested in working with us to build out gamification to create social 'challenges'
- Supports dispersion, plus offers a way to deepen visitors' and residents' understanding of all that Colorado offers







THE COLORADO TOURISM ROADMAP: With many major initiatives completed, top priority for FY20 is to refresh the plan to incorporate new opportunities and address Polis Administration priorities.







THANK YOU

O&A

