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Greetings,

What a year for Catch Des Moines! In 2017-2018, 715 conventions/events utilized Catch Des Moines resources. Of those, 296 conventions/events occurred because of our sales efforts, creating $78.47 million in economic impact. Events including the LPGA Solheim Cup, Kennedy Center American College Theatre Festival Region 5 and NAIA Wrestling Championships put Greater Des Moines in the international spotlight. Of course, we’re not done – in 2018-2019, we’ll welcome the NCAA Division I Men’s Basketball Tournament First and Second Rounds and the BIO World Congress – and that’s just the start!

Each year, we publish our Annual Marketing Plan as a resource to highlight the mission and work of our organization. The 2018-19 Annual Marketing Plan illustrates the strategies of our vision and focus for the upcoming year, along with the goals we’ve set to get there. Also included is a quick recap of this past year’s successes.

Our success is dependent on our strong community partnerships, local organizations and business partners who believe in what we do and work alongside us to make it happen. So to all of you – thank you!

We are proud of the work we completed in 2017-18 and look forward to the new and continued partnerships and opportunities ahead. On behalf of myself, the Board of Directors and the entire staff, we are excited for another year of increasing visitors to Greater Des Moines.

Regards,

Greg Edwards
President & CEO
Catch Des Moines
WHO WE ARE

The Greater Des Moines Convention & Visitors Bureau and the Des Moines Area Sports Commission, collectively known as Catch Des Moines, markets the region as a visitor destination, increasing economic growth and enhancing the visitor experience.

Catch Des Moines is an accredited Destinations International organization. As the visitor’s and meeting professional’s trusted partner, we are the heart, the soul and the energy of our destination. Our focus is to drive economic success and enhance the quality of life in the 15 Greater Des Moines communities we represent.

BRAND PROMISE

Greater Des Moines is full of unexpected delights waiting to be discovered.

TARGET AUDIENCES

- Leisure visitors — Social Moms / Gen X Families (35–54) and Young Professionals / Millennial Families (25–34)
  Leisure markets: Iowa, Omaha, Kansas City, Minneapolis, Western Illinois
- Conventions / events / sports planners and executive directors
- Brand advocates and champions within the community
- Tourism operators and co-op partners

COMMUNITIES WE REPRESENT

ANKENY  CLIVE  POLK CITY  GRIMES  INDIANOLA  WINDSOR HEIGHTS  WEST DES MOINES
DES MOINES  URBANDALE  POLK COUNTY  PLEASANT HILL  JOHNSTON

ORGANIZATIONAL STRUCTURE

HOW WE ARE FUNDED

Catch Des Moines is funded by the communities we support. We receive 2/7th of the hotel/motel tax. We are governed by a 28-member board.

We generate additional revenue through private sector sponsorships and marketing partnerships:
  • Over 998 Partners
  • Over 21 Corporate Partners

OUR STAFF

Catch Des Moines employs 27 full-time and four part-time staff members who are responsible for managing daily operations, strategic planning, market research, local partnerships, sales and leisure advertising programs (locally, regionally and nationally), public relations, co-op advertising and meeting, convention, event and sports sales and support.

ACCREDITATION

Catch Des Moines is designated an Official Accredited Destination Marketing Organization by Destinations International’s Destination Marketing Accreditation Program.

The accreditation program defines quality and performance issues in destination marketing and recognizes destination marketing organizations that meet or exceed industry standards.
CATCH DES MOINES BOARD OF DIRECTORS

2018 - 2019 EXECUTIVE COMMITTEE

TOM MAHONEY, CHAIR
ITA Group, Inc.

ANGELA CONNOLLY, VICE CHAIR
Polk County

BOB ANDEWEG, PAST CHAIR & TREASURER
City of Urbandale

MARTY MARTIN
Drake University

GARY SLATER
Iowa State Fair

2018 - 2019 BOARD MEMBERS

JOHN ANDORF, City of Perry
ANN ATKIN, Prairie Meadows Casino Racetrack & Hotel
BOBBI BENTZ, City of Ankeny
JAY BYERS, Greater Des Moines Partnership
DAVE BURGESS, City of Windsor Heights
JEFF CHELESVIG, Des Moines Performing Arts
JAKE CHRISTENSEN, Christensen Development
CHRIS COLEMAN, City of Des Moines
CHRIS CONNOLLY, Iowa Events Center
DEAN COOPER, City of Pleasant Hill
CHRIS DIEBEL, LPCA Public Strategies
PAULA DIERENFELD, City of Johnston
MATT FELLING, Hilton Des Moines Downtown
PAULA JUFFER, Principal Financial Group
JENNIFER KEELER, City of Bondurant
ERIC KLEIN, City of Clive
JOHN MICKELSON, City of West Des Moines
SCOTT MIKKESEN, City of Grimes
JASON MORSE, City of Polk City
DEAN O’CONNOR, City of Altoona
JOHN PARKER, City of Indianola
STEVE PETERS, West Des Moines Marriott
PAUL ROTTENBERG, Orchestrate Hospitality
FINANCE & ADMINISTRATION

The Finance & Administration Team manages all office financial, technological, human resources and operational work at Catch Des Moines.

SALES / SPORTS / SERVICES

The Sales, Sports & Services Team leads all Catch Des Moines efforts to market central Iowa across the country as a premier meeting and event location. The team works collectively to secure new conventions and events and ensure a smooth pre-event, event and post-event experience for planners and attendees.

MARKETING

The Marketing Team is responsible for all marketing efforts, including building/retaining partnerships, driving private sector revenue, advertising, public relations, media relations and Catch Des Moines events. In conjunction with an advertising agency, the marketing team is responsible for developing media strategies, executing media buys and management of overall brand positioning.
CATCH DES MOINES STAFF

ADMINISTRATION
NANCY HIEMSTRA — Vice President of Finance & Administration
MARCISSA BROWN — Director of Information Technology
SHANNON WINTERS, CDME — Director of Finance
LAURA MCNICHOLS — Executive Assistant and Operations Manager
JENNA SCHAEFFER — Manager of Information Services
PAULA GLEASON — Receptionist
JANET KOERNER — Receptionist
COLETTE ATWOOD — Office Logistics Clerk

SALES / SPORTS / SERVICES
KATIE FENCL, CSEE — Vice President of Conventions, Sports & Services
VICKI COMEGYS, CSEE — Vice President of Community Engagement
TRINA FLACK, CMP — Director of Sales
CHRIS BAKER — Director of Destination Services
MARGIE MARBLE — National Sales Manager
RYAN VOGT, CSEE — National Sales Manager
KATIE STIEN, CMP — National Sales Manager
AMBER SMITH — National Sales Manager
Tiffany Conrad — Sales Manager
MAGGIE DAVIS — Destination Services Coordinator
JAYNE DURNIN — Housing & Event Coordinator
MARY ANN MOORE — Sales Coordinator
PARKER MURPHY — Sports Coordinator
JAN MEYERS — Volunteer Coordinator

MARKETING
BEN HANDFELT — Vice President of Marketing
BROCK KONRAD — Director of Marketing
GOIZANE MULLIN — Director of Creative Services
JEN CROSS — Director of Development & Partnerships
JORDAN POWERS — Communications Manager
JUSTIN ZERFAS — Marketing Manager
KENDAL BURZACOTT — Partner Specialist
U.S. TRAVEL INDUSTRY OVERVIEW

LEISURE TRAVEL
$716.7 BILLION
Total direct spending on leisure travel in 2017¹

LEISURE AND BUSINESS TRAVEL REPRESENT TWO OF THE LARGEST SOURCES OF DIRECT SPENDING

BUSINESS TRAVEL
$319 BILLION
Total direct spending on business travel in 2017¹

$111.9 BILLION
Total tax revenue generated from spending on leisure travel¹

$319 BILLION
Total direct spending on business travel in 2017¹

$52.8 BILLION
Total tax revenue generated from spending on business travel¹

1.8 BILLION
Number of one-day or overnight trips booked in 2017¹

462 MILLION
Number of one-day or overnight trips for business booked in 2017¹

NEARLY 3 OUT 4
Domestic trips taken are for leisure purposes¹

1 OUT OF 9
U.S. jobs that depend on travel and tourism¹

NO. 7
Where travel ranks in terms of employment compared to other major private industry sectors¹

Each U.S. household would pay $1,300 more in taxes without the tax revenue generated by travel and tourism¹.

Travelers spent $258 billion on food services which accounted for 25 percent of total travel spending².

Spending on lodging, including hotels/motels/B&B, vacation homes and campgrounds, reached $220.4 billion in 2017¹.

Food services and lodging are the top two spending categories by domestic and international travelers².

SOURCES
Des Moines named one of the Happiest Cities in America by WalletHub (MARCH 2018)

"We can’t believe how cool Des Moines is being right now" (JUNE 2018; FOOD & WINE)

Expedia names Des Moines one of the Most Artistic Towns in America (FEBRUARY 2018)

Greater Des Moines named #1 Minor League Sports Market in the Nation (SEPTEMBER 2017; SPORTS-BUSINESSDAILY.COM)

Greater Des Moines draws record number of visitors in 2016: 13.7 million visitors generated $838 million in spending

Des Moines named one of the Hottest Iowa Destinations by MeetingPages (JANUARY 2018)

Des Moines named one of the Happiest Cities in America by WalletHub (MARCH 2018)

Expedia names Des Moines 1 of 15 Under-the-Radar Cities you need to visit (SEPTEMBER 2017)

Des Moines named IFEA World Festival and Event City (SEPTEMBER 2017)

Greater Des Moines named one of 18 family-friendly places to visit in 2018 by Chicago Parent (JANUARY 2018)
**TRAVEL EXPENDITURES**

Polk and Dallas Counties received more than one quarter of the $8.5 billion in state-wide spending in 2017 according to the Iowa Economic Development Authority’s “The Economic Impact of Travel on Iowa Counties” released October 2018.

- **Statewide**: $8.5 Billion
- **Polk County**: $2.022 Billion
- **Dallas County**: $194.74 Million

Each household in Polk and Dallas County would have to pay $861 more in taxes without the revenue generated by travel and tourism.

**MEDIA HIGHLIGHTS**

- **456** Stories featured in print/broadcast
- **59** Stories in industry publications
- **237** Weekly local media segments

**SOCIAL MEDIA**

- **9,304** New social media followers
- **9.95%** Increase in follower growth over last fiscal
- **6,540,363** Impressions from social media
- **65,189** Engagements from social media

**WEBSITE GROWTH**

- **4.5%** Growth in web sessions to catchdesmoines.com

**CO-OP ADVERTISING PROGRAM**

Impressions delivered in 2017-2018 for partners: 47,897,486

[over-delivered projected impressions by 102%]

>>> 98.96% <<<

**PARTNER RETENTION RATE**

**2017/2018 YEAR IN REVIEW**

**715 HOSTED CONVENTIONS/EVENTS UTILIZED**

Catch Des Moines resources in 2017-2018

**296** of those conventions/events occurred because of sales efforts creating $78.47 million in economic impact

Supporting 1,166 full time jobs

**$110.98 MILLION ECONOMIC IMPACT OF**

302 booked events

Supporting 1,571 full time jobs

**SIGNIFICANT BOOKINGS**

- USA Outdoor Track & Field Championships
  - June 2018 and July 2019
- USA Wrestling Preseason Nationals
  - October 2018 and 2019
- Bio World Congress
  - July 2019
- General Assembly of the Christian Church (Disciples of Christ)
  - July 2019
- National Congress on School Transportation
  - May 2020
- Soil and Water Conservation Society Annual Conference
  - July 2020
- Nursing Organizations Alliance Fall Summit
  - November 2020
- Midwest Nursing Research Society Annual Conference
  - March 2021
- National Speech and Debate Tournament
  - June 2021
- USA/CANADA Lions Annual Forum
  - September 2021
- Junior High National Finals Rodeo
  - June 2024 and June 2025

**MAJOR EVENTS HOSTED**

- National Junior Angus Show / July 2017
- Solheim Cup / August 2017
- AOS Quilt Week / October 2017
- Kennedy Center American College Theater Festival Region 5 / January 2018
- NAIA Wrestling Championships / March 2018
- USA Racquetball National Junior Olympic Championships / June 2018
- USA Outdoor Track & Field Championships / June 2018

**2017-2018 OVERALL GOALS**

<table>
<thead>
<tr>
<th>Goal</th>
<th>Actual #</th>
<th>%</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sales Goals</td>
<td>1,166</td>
<td>152.40</td>
<td>152.40</td>
</tr>
<tr>
<td>Single Property</td>
<td>152.40</td>
<td>152.40</td>
<td>152.40</td>
</tr>
<tr>
<td>Multi-Property</td>
<td>152.40</td>
<td>152.40</td>
<td>152.40</td>
</tr>
<tr>
<td>Citywide</td>
<td>600</td>
<td></td>
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<tr>
<td>Marketing Goals</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Revenue</td>
<td>$581,407</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Impressions</td>
<td>$250,000,000</td>
<td>93.72%</td>
<td>93.72%</td>
</tr>
<tr>
<td>Engagements</td>
<td>1,000,000</td>
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<td></td>
</tr>
<tr>
<td>Total Revenue</td>
<td>$5,810,190</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Expense</td>
<td>$5,810,190</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
2017 - 2018 ADVERTISING

ADVERTISING MEDIA OUTLETS

- Print
- Television
- Radio
- Digital Outdoor
- Online
  - Geo-targeted ads
  - Pre-roll video
- Social Media
  - Facebook ads
  - Instagram ads
- Tradeshows

MEDIA OUTLETS

- USA TODAY
- allrecipes.com
- The Des Moines Register
- M&C
- Business Record
- Connect Marketplace
- National Association of Sports Commissions
- CATCH DES MOINES
The Co-op Advertising Program was created to bring people from around the state and region to experience events and attractions in Greater Des Moines. From four original members, our ranks have grown to include 10 major organizations across the metro. These institutions come in all shapes and sizes but share a common goal: to promote Greater Des Moines.

CO-OP PARTNERS

- **IOWA SPEEDWAY**
- **PRAIRIE MEADOWS**
- **SCIENCE CENTER OF IOWA**
- **80/35**
- **IOWA STATE FAIR**
- **NATIONAL BALLOON CLASSIC**
- **PRINCIPAL CHARITY CLASSIC**
- **VALLEY JUNCTION**
- **BLANK PARK ZOO**
- **ADVENTURELAND**
In early 2018, Catch Des Moines went through a strategic planning process to identify a set of SMART (Specific, Measurable, Achievable, Relevant, Time) bound goals for the next three years. These goals involved every department, from administration to marketing to sales, sports and services. The resulting plan was called Pillars for Progress. The three pillars were defined as:

**INCREASE ECONOMIC IMPACT**
- Strategically secure conventions, events and leisure travelers

**ENHANCE THE VISITOR EXPERIENCE**
- Extend their stay or consider a return visit
- Provide a great experience

**ADVANCE CATCH DES MOINES RELEVANCY**
- Continue to be a leader in the region, involved in all conversations regarding destination development
- Market Greater Des Moines as a travel destination outside of Iowa
- Promote tourism as a major industry within Greater Des Moines

Within each pillar there are overarching objectives and within each objective lives strategies, tactics/actions, timelines and measurements. The organizational pillars formed team and individual goals.

The next few pages in the marketing plan contain a representative sample of some of the strategies and tactics within the pillars. These pillars will serve as our roadmap moving forward as we advance Greater Des Moines as a destination and Catch Des Moines as an organization.
Working together, the sales, sports and services department, marketing department and the administration department have identified collaborative strategies and tactics within each pillar that will drive forward the mission of Catch Des Moines and ensure that individual, team and organizational goals are met or exceeded.

Below you will find a representative sample of those strategies and tactics found within each pillar.

**ADVANCE CATCH DES MOINES RELEVANCY**

- **Curate the authentic things/places that make Greater Des Moines unique and develop sharable video assets**
  - Create branded local authenticity video campaign
- **Elevate the importance of tourism and the role of Catch Des Moines in bringing visitors and conventions to Greater Des Moines**
  - Create "local relevancy" website hub
  - Assemble and develop content regarding impact of tourism, including: content on Catch Champions, becoming an investor or a partner, volunteering, etc.
  - Develop a strategic communications plan to promote local relevancy and Catch Champions
  - Update existing investment campaign collateral to align with web materials
- **Increase Greater Des Moines exposure through paid media efforts**
  - Develop an integrated ad plan for 2018 - 2019 focused on digital campaigns with clear call to actions
  - Conceptualize and create next round of brand creative and refresh current assets in the interim
  - Restructure Co-op Program to offer partners more flexibility while adding more ways to measurable and increasing revenue
- **Increase Greater Des Moines exposure through earned media efforts (PR)**
  - Expand PR efforts with trade publications, travel writers and national/regional/local features
  - Create comprehensive communication plan and editorial calendar to proactively identify PR, award and speaking opportunities
- **Increase Greater Des Moines exposure through owned media efforts (social media)**
  - Create a social media plan to map out content and best practices, along with plans for CrowdRiff
  - Create editorial calendar that encompasses potential blog posts, social engagements, promotions/contests, events, volunteer opportunities, etc.
- **Enhance strategic sponsorship opportunities**
  - Evaluate current sponsorships to include more engagement pieces
- **Stay engaged with cities and counties on future developments**
  - Meet with city leaders and have relevant reporting and messaging information available to help further discussions
- **Advocate for research and support new development opportunities**
  - Write RFP and coordinate with chosen firm to lead Tourism Master Plan. Help in any way needed to make this plan happen
  - Research and write grants to help pay for this project
  - Use research findings in monthly brief for sharing information to cities
- **Meet with State of Iowa Tourism, IEDA, etc.**
  - Regular contact with state tourism officials through email/meetings
- **All-inclusive Partner Model to better represent businesses**
- **Remain an Accredited Bureau**
  - Complete application for accreditation renewal
ENHANCE THE VISITOR EXPERIENCE

» Motivate travelers to consider Greater Des Moines during off-peak seasons
  - Work with hotels and partners to create specific marketing micro campaigns to target downtimes

» Increase the value of the website as a visitor asset
  - Optimize current pages for content, messaging and SEO
  - Optimize select pages with strong call to action and assets to align with digital marketing plan - Restaurants, Things to Do, Outdoor, Arts & Culture, etc.

» Ensure a safe and secure environment for visitors unfamiliar with their surroundings
  - Inform existing groups, planners, hotels, venues, locals, partners and visitors of upcoming events, of concerns and things to be aware of, etc. via creation of new messaging and methods of dissemination

» Formulate frontline training program
  - Serve as a resource of information to the frontline hospitality staff regarding tourism and hospitality training through programming and resources

» Provide enhanced bureau services
  - Audit and improve current toolkit and assets, including current visitor center strategy

» Continue to learn more about our audience and their wants, needs and path to purchase
  - Continue to acquire research for visitor data, if not developed in Tourism Master Plan
  - Develop convention survey for visitors. Use other DMOs as a resource

“#DesMoines #iowa Downtown Des Moines is an amazing city #travel #buildings #instatraveling”
- @THEVANWILDER27, Instagram

“Des Moines was awesome. So many cool places to eat”
ELIJCH MALCOMB
- Hamilton cast member
2018-2019 ANNUAL STRATEGIC PLAN

INCREASE ECONOMIC IMPACT

» Increase national exposure and relationship building
  • Development of new tradeshow booth design and corresponding assets
  • Leverage PR efforts to showcase our events we bring into the cities

» Lead efforts in community collaborations
  • Facilitate cooperation between community, state and national organizations (state associations, State of Iowa, Partnership, Bravo)
  • Create a plan to discuss/meet with these departments on ideas and collaborations to bring more events to Greater Des Moines

» Tradeshows/Industry Events
  • Attend up to 18 industry events, connect with over 500 national meeting planners and have Catch Des Moines branding exposure to over 20,000 meeting planners

» Sales Calls
  • 150 meetings/presentations with organizations outside of Iowa - St. Louis, Colorado, Dallas, Lexington, Minneapolis, DC and Chicago in the Sports, STEM, Association and Medical markets

» Site Visits
  • Host 70 planners on customized visits of Greater Des Moines. Work with marketing to gain media exposure for these guests to gain relevancy of the industry and our office

» Advertising
  • Maximize tradeshow-social advertising, media and industry publications, third party exposure and local champions plan

» Manage Budget
  • Continue to manage budget and projections for optimum use of funds
  • Send RFP for new auditing firm

» Keep Catch Des Moines on track with technology
  • Follow technology plan for 18-19 items

“Never been to Des Moines... Very impressed with the beauty and nice people. Best kept secret I’ve seen in a while!”
- @FREDCOWGILLWLKY, Instagram

“ Took a quick trip to #desmoines to get a lay of the land. What a great city! #explore #TravelTuesday #Midwest”
- @JESSEZACHARY, Twitter
THANK YOU TO OUR CORPORATE PARTNERS