HAILEY CHAMBER OF COMMERCE

2012-2013 Quarterly Report

1st Quarter

October 1, 2012 – January 1, 2013

Hailey Chamber of Commerce contract for services report to the City of Hailey.
Hailey Chamber of Commerce and Visitors Center

The mission of the Hailey Chamber of Commerce is to promote and support our membership, businesses, and community while maintaining and enhancing our quality of life.

Visitor Services

Visitors:
During the 1st quarter of the 2012/2013 contract year for services, the Hailey Chamber of Commerce and Visitors Center provided visitors support services to the following:

<table>
<thead>
<tr>
<th>Visitor Inquiries:</th>
<th>October</th>
<th>November</th>
<th>December</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>E-mails answered</td>
<td>455</td>
<td>148</td>
<td>548</td>
<td>1151</td>
</tr>
<tr>
<td>Visitor Count</td>
<td>122</td>
<td>70</td>
<td>91</td>
<td>283</td>
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<tr>
<td>Phone Inquiries</td>
<td>200</td>
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<td>2698/5701</td>
<td>2364/5208</td>
<td>2576/5465</td>
<td>5062/10909</td>
</tr>
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<td>Facebook Reach (Avg)</td>
<td>37000</td>
<td>26,394</td>
<td>31,000</td>
<td>94394</td>
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</tbody>
</table>

447 via telephone and 6213 web/email inquiries and 283 visitors to the Hailey Visitors Center. We offer visitor and relocation information, and refer visitors to area businesses, activities and events.

Conference and Convention Support:
The Hailey Chamber of Commerce provided support services to conferences by keeping in touch with the Sun Valley Lodge. Information on local businesses and events in the Wood River Valley is communicated with the Sun Valley Concierge as well as the Sun Valley Marketing Alliance. The Hailey Chamber also participated in Zion Bank’s Business Showcase.

Events and Programs

The 1st Quarter of 2012/2013 provided a challenging calendar by creating events as an integral part of keeping business in Hailey thriving. The following events took place from October 1st to January 1st with the support of the Hailey Chamber. (See attached Calendars for valley-wide events provided by the Hailey Chamber of Commerce.)

Bow Bridge Fun Run & Walk:
The Hailey Chamber of Commerce promoted the event with social networking as well as providing our presence at the event along with ribbon and scissors for the grand opening.

Trailing of the Sheep:
The Hailey Chamber has traditionally assisted mainly with the Saturday (Oct. 13, 2012) Folklife Festival in Roberta McKercher Park. Chamber members work with TOTS volunteers to set up chairs and tables, and vendor spaces in the early morning. The Fair opens at 10 a.m. Then HCC and TOTS “man” a booth which informs visitors about HCC, gives directions to the dog trials, sell T-Shirts and books and generally act as “hosts”.

Crosstoberfest:

Crosstoberfest was held for the first time in Hailey at Old Cutter’s park. The Chamber provided services for promotion locally and regionally. The Chamber was also instrumental in permitting and banner display as well as providing event insurance needs.

Hailey Halloween Hoopla and Halloween Scarecrow Contest:

South Valley Merchants Alliance and the Hailey Chamber of Commerce shared the event planning, promotion and celebration of this community favorite. The weather made for a great downtown gathering of young and old.

Hailey Holiday Square Celebration:

The Hailey Holiday Square made a grand appearance in 2012, with special thanks to the City of Hailey, Amerigas, Idaho Power, Webb Garden Center, Hailey Rotary, the Hailey Chamber of Commerce, Sun Valley Merchant’s Alliance and local musical groups. The chamber helped in the planning stages and promotion of the weekend events held at the square from November 17th to December 22nd, 2012. Over 900 people came out for its “Grand” first event and had a following of over 250 people on average the following weekends. It was a huge success and a welcome venue for downtown Hailey.

Hailey Holiday Raffle:

Chamber Staff and Chamber Ambassadors as well as 91 Hailey businesses participated in the 5 weeks of the 2012 Hailey Holiday Raffles. Local businesses contributed over $5000.00 to the promotion of Hailey Holiday Fun. “Shop Local” was the theme of the Holiday.

City of Hailey Open House and BAH:

This evening event was an Open House to welcome our community to the Hailey Holiday Square. The chamber provided prizes for the raffle, and food along with Shelley’s Deli and Lago Azul, and Shorty’s. The Mayor gave a welcome speech, and provided, along with Hailey Hotel, the beverages.

Volunteer Support for Community Events:
Hailey Chamber has a very active Board and volunteer base. Chamber volunteers contributed over 325 hours to support the above-mentioned events and programs.
In-kind support for Hailey Events:
The Hailey Chamber of Commerce provides support to a number of events through in-kind goods and promotional services. The support that the Chamber offers allows events to expand their marketing reach. Events that received in-kind support (donation of radio ads, posters, flyers, or program printing, and press release distribution) include, Friends of the Hailey Library Book Sale, Kiwanis Barn Dance, BCRD, Wood River Farmer’s Market, CSI Classes and events, The Advocates Walk-the-Walk event, Company of Fools Productions, Sun Valley Center events at the Ezra Pound House, Sun Valley Jazz Festival, Hailey Ladies’ Nights, Girl’s on the Run, and Rotarun to name a few.

Marketing and Public Relations

Airport Welcome Kiosk
We continue to maintain an information kiosk to welcome visitors to the Wood River Valley and provide them with travel information. This booth is also stocked with a variety of Hailey business seasonal offerings.

Wood River Radio Contract
We have contracted with Wood River Radio (KECH and KSKI) for regular advertising time and utilize that contracted time to promote area events, and Hailey businesses. Approximately 300 ads have been designated to aid promotion of the Sun Valley Film Festival, 4th of July, Fireworks Fundraising, Sheeptown Drag Races, PBR, ImPra, Northern Rockies Folk Festival weekend, Hailey Halloween Hoopla, Crosstoberfest, Business After Hours and Wake-up Hailey events as well as business Grand Opening and Open House events.

Regional Marketing*
The Hailey Chamber promoted the City of Hailey, visitor services, and events in Hailey with a valley wide events calendar and map for the Sun Valley Magazine, the Source Magazine, as well as “101 Amazing things to do”, published by the Weekly Sun.

*Marketing Report submitted separately by Heather Lamonica Deckard is attached to this report.

Hailey Business Promotion

Grand Openings and Ribbon Cuttings:
During the 1st Quarter the Hailey Chamber helped to coordinate, organize and promote several ribbon cuttings and grand openings which included the opening of the new Luke’s Pharmacy, Hailey Holiday Square, the new children’s consignment shop, Sweetie Pie, Wildflower, the Dollhouse, and 5B Paws and Claws

Chamburbucks Program:
Hailey Chamberbucks is a program designed to promote shopping locally. In the 1st quarter $5000 in Chamberbucks were sold and generated local business sales by $4,900. We expect to see a much higher generation of local business next quarter due to the Holiday purchases of Chamberbucks.
Economic Development, Community Support and Projects:
The Chamber is currently involved in multiple projects, committees and Boards that are related to improving our business, economic development and community life in Hailey. In the 1st quarter we participated in: Sustain Blaine, Fly Sun Valley Alliance, Community Challenge, South Valley Merchant’s Alliance, Trailing of the Sheep, the SV Nordic Festival, Blaine County School District, as well as CSI community outreach.

Hailey Business Discount Coupons:
Our Chamber membership team has created a set of generic discount coupon sheets to be used during event promotions as well as business, education, conference and advertising promotions. (See attached example) The heading is simply changed out to fit the venue. Local businesses have generously given their permission to use these discounts for all publications.

Economic Development Activities:
In the 1st quarter the Hailey Chamber tailored relocation packages to show more up-to-date statistics and links to information via the internet.

City Beautification

Downtown Lights:
The Hailey Chamber earmarked $1500 of their funds to contribute to the 2013 Hailey Holiday Lights in the 4th quarter of 2012.

Flowers on Main:
Chamber Vice-President Jane Drussel has schedule a flower order for the summer 2013 with Webb Landscaping. We look forward to further discussions with the HCC, City of Hailey and SVMA as to what the Summer Beautification program plan of action will be.

Big Plans for the our 2013 Future… The Welcome Center and our new home:

We are very excited and plan to be moved in by March 1, 2013. Thank You.
1st Quarter Marketing Report
October –December

Events
Trailing of the Sheep

Event Summary: Trailing of the Sheep is considered a marquee event for the entire Wood River Valley. The event is a celebration of the history and culture of sheep ranching. This event is a proven success and has brought significant media attention as well as increased lodging occupancies, valley wide.

Return on Investment:
- Event attendance: 5,000
- Event Duration: 4 days
- Event Investment:
  - Trailing of the Sheep: For this event we invested approximately $7,500. $6,000 in public relations work, $500 in cash support, $500 in fee support and $500 in radio support.
  - Additional support was provided through general promotion through our Chamber office (Facebook, emails, etc.).
  - Support event through mobile Visitors Center at the Folklife Fair.
  - $6000 of this expense was supported directly through our ITC Grant.
  - $500 was billed as part of our contract for events with the City of Hailey.
  - $500 in radio support was billed as part of our contract for events with the City of Hailey.
- Estimated Direct Economic Impact:
  - $300,000 estimated spent in Hailey. Calculated estimating 1000 people at $150 per day for two days.

Crosstoberfest

Event Summary: The Hailey Chamber has partnered with The Power House, Road and Dirt, and Sun Valley Magazine to promote this event. With funds from ITC the Hailey Chamber produced ads to promote the event to a primarily Northwest audience. Web ads appeared in the Salt Lake Weekly, Cycling Utah, and Northwest Cycling. Regional print ads were placed in the Boise Weekly and Idaho Statesman. Local print ads were run in the Idaho Mountain Express and the Weekly Sun. In addition to the development and execution of the Crosstoberfest marketing plan, the Hailey Chamber also distributed press releases and photography to the national bike media, promoted the event via social media, as well as printed and distributed posters.

This event was held in Hailey for the first time this year. Cyclocross (the sport this event is centered around) is one of the fastest growing sports in America and is the fastest growing segment of the biking sport. This event type brings the consumers that Hailey is looking to gain ground with, “the active affluent”. This event was recognized as a huge success for its first year. The event broke even and will be returning as an annual event in Hailey. We were able to provide support and marketing to help this event establish itself in Hailey.
It is important to provide a solid base for events that we believe will have a significant impact on visits to Hailey. While the attendance for this event is smaller in comparison to some of our other events, its potential for growth is huge and we should continue to support this event and other biking events to the best of our ability.

**Return on investment:**
- Event attendance: 500
- Event Duration: 2 days
- Event Investment: Our financial contribution to this event is approximately $6,500. The Idaho Travel Council is reimbursing the Hailey Chamber for $5,000 worth of regional advertising. Approximately $1,000 was spent on local advertising in the local papers (billed as part of our contract with the City of Hailey), and approximately $500 of value in radio ads to promote the event (Billed as part of our contract with the City of Hailey).
- Estimated Direct Economic Impact: $45,000. Calculated estimating 150 people for two days.
- The Hailey Chamber produced press releases that were distributed to national bike media outlets, which resulted in media coverage in the Pacific Northwest.
- The Hailey Chamber also provided support by printing and distributing posters, and social media marketing.

**Upcoming Events for Second Quarter**

**Sun Valley Film Festival**
We have been working with this event to establish events in Hailey as part of the festival. The Idaho Travel Council has granted us $6,000 to do this. The focus would be on the "family films" segment of the festival. The Hailey Chamber will receive all credits assigned to the $5,000 sponsor level.

**The Hailey Visitor Experience Guide**
The guide has been submitted for print. This year the ITC granted us funds for the printing of the brochure. We primarily updated the content to make it current for 2012/2013. When working on this project for 2013 we will need a new design as well as content updating for the budget. The redesigned brochure for 2013 has been approved for funding from the 2013 grant.

**Public Relations**
This year we received additional grant funding to promote the Trailing of the Sheep Festival via a public relations firm. I am thrilled to report to you that due to our efforts and partnership with CW Communications articles on Trailing of the Sheep (promoting both Hailey and the Festival) appeared in many national publications including Smart Travel, the Huffington Post, National Geographic, and USA Today! The value of this public relations effort is still being calculated (as some of the stories are still coming in),
but I suspect the value will come in in the 10’s of thousands of dollars. I should have a full media report on the event for you this month.

The Hailey Chamber and our contracted public relations coordinator worked with the Idaho Travel Council to tour a FAM trip of journalist to Hailey for the Trailing of the Sheep weekend. Several Hailey businesses contributed to the press tour by providing meals, lodging, and a general Hailey welcoming spirit. In addition to providing the funding for the public relations coordinator, through our grant, ITC also paid over $1,000. The purpose of this Fam Trip was to encourage journalist to generate travel stories about the festival and Hailey.

The Hailey Chamber produced press releases that were distributed to national bike media outlets, which resulted in media coverage in the Pacific Northwest.

In the second quarter, our public relations will focus on getting calendar listings in national publications for our summer events. We will concentrate on getting Hailey more publicity (via press releases and interviews) on the bike scene and biking events this summer. The 4th of July Crit will be part of the Nationals weekend with Ride Sun Valley again this year and will be a great anchor to get us more publicity for our 4th of July schedule.

Social Media, Marketing and Web
We will continue to run ads promoting the Hailey Chamber website on Facebook (expense covered in ITC grant).

In our web optimization study from earlier this year we learned that the addition of some informational pages on our site could help to increase our search engine results. In the next quarter we will add these new pages. This will require the creation of content.

NEW for next quarter, Chambermaster has created a new program that we can access through our annual subscription. This is a text messaging system that will allow us to communicate with visitors and members via text. For example we will be able to text out a “hot deal” that one of our members is offering “1/2 off pizza at ... offer only good for tonight. Show this text to receive deal”. This is very similar to how groupon and livingsocial are working in larger cities and driving immediate business. We will also be able to use this for event marketing “Lodging rate of $99 for Crosstoberfest” or for immediate interaction with an audience in town for and event “text 777 to vote for Favorite Film of the Sun Valley Film Festival” or “Film Festival attendees get 1/2 off the door at ... right now”. With our Hailey Hometown Events we can use it to have people for the best 4th of July float, remind people about a BAH, etc.
Hailey is the family event center in the Wood River Valley. We live, work, and play here.
Check out some great annual Wood River Valley events below,
or visit haileyidaho.com for the latest event information.

## Valley Wide Events

### JANUARY
- SV Valley Nordic Festival Jan 26-Feb 3
- Ski the Rails Jan 26
- Pond Hockey Tournament
- Sun Valley Center for the Arts - Performing Arts Series Oct 12-March
- SVGA Gallery Walks - 9 Gallery Walks throughout the year

### FEBRUARY
- Boulder Mountain Tour Feb 1 & 2
- Wood River Extreme Ski-Joring Event Feb 9 & 10
- Sun Valley Center for the Arts - Performing Arts Series Feb-March

### MARCH
- Children's Arts Festival - Wood River Arts Alliance March
- Sun Valley Film Festival March 14-17

### MAY
- Arborfest 2013 Sat, May 4
- Girls on the Run 10th Annual Community 5k & Healthy Living Expo Sat, May 18
- Sun Valley Wellness Festival: May 24-27

### JUNE
- Summerfest - End of the school year Children's Carnival June 7
- Blaine County Scottish Cultural & Heritage Festival - June
- Sun Valley Brewery Summer Concert Series June - Sept

### JULY
- Independence Day: July 4th Hailey Parade, Rodeo, Antique Fair & Fireworks
- 4th of July Bike Criterium - Hailey Main Street July 4
- Ride Sun Valley Bike Festival
- US National Championships MTB Cross-Country June 29-July 7
- Ketchum Arts Festival: July 12, 13 & 14
- SVCA Wine Auction July 17-20 (Sun Valley Center for the Arts)
- Northern Rockies Folk Festival Aug 2 & 3
- Northern Rockies Arts and Crafts Fair Aug 3 & 4
- Kiwanis Car Show Aug 3
- Sun Valley Summer Symphony: July 28 - Aug 20

### AUGUST
- Sun Valley Summer Symphony: Aug 5-20
- 45th Annual Sun Valley Center Arts and Crafts Festival: Aug 9-11
- Sawtooth Century Ride - Sat, Aug 10
- Sun Valley Writer's Conference: Aug 23-26
- Wagon Days: Aug 30-Sept 2
- Labor Day Weekend

### SEPTEMBER
- Labor Day Weekend Aug 31-Sept 1
- Wagon Days Aug 30-Sept 2
- ImpRRA Rodeo Event
- Hailey Antique Markets
- Sun Valley Harvest Festival
- Sept 18-23
- Bike the Rails

### OCTOBER
- 17th Annual Trailing of the Sheep: Oct 10-13
- 24th Annual Sun Valley Jazz Festival: Oct 16-20
- 9th Annual Crosstoberfest
- Bellevue Haunted Forest Oct 29 & 30
- Hailey Halloween Hoopla Oct 31

### NOVEMBER
- Hailey Hometown Holiday Tree Lighting Ceremony - Hailey Holiday Square
- 11th Annual Turkey Trot Thanksgiving Day
- Hailey Hometown Holiday Raffle Saturdays

### DECEMBER
- Hailey Hometown Holiday Celebration and Raffle Saturdays
- Kiwanis Winter Wonderland
- Christmas in Sun Valley Dec 24
- Hailey Antique Markets Dec 28 & 29

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For more information call Hailey Chamber of Commerce (208) 788-3484 Or visit www.haileyidaho.com
Wood River Valley Wide Events 2013

• January
  Sun Valley Nordic Festival January 28 – February 3, 2013
  Ski the Rails - January 26, 2013
  Pond Hockey Tournament
  Sun Valley Center for the Arts – Performing Arts Series – October '12 – March 2013
  SVGA Gallery Walks – 9 Gallery Walks throughout the year

• February
  Boulder Mountain Tour – February 2, 2013
  Sun Valley Center for the Arts – Performing Arts Series
  Wood River Extreme Ski-Joring Event – Feb 9 & 10, 2013

• March
  Sun Valley Film Festival – March 14 – 17, 2013
  Sun Valley Center for the Arts – Performing Arts Series

• May
  Arborfest 2013 – Saturday May 4, 2013
  Girls on the Run 10th Annual Community 5k & Healthy Living Expo – Saturday May 18, 2013
  Sun Valley Wellness Festival: May 24 – 27, 2013

• June
  Summerfest – June 7, 2013 End of the school year Children’s Carnival
  Blaine County Scottish Cultural & Heritage Festival - June 2013
  Sun Valley Brewery Summer Concert Series June – September 2013
  Wicked Spud Back Alley Parties June – September 2013
  Hailey Farmer’s Market – Thursdays June – September 2013
  Sheeptown Drag Race – Power House - Hailey

• July
  Independence Day: July 4th Hailey Parade, Rodeo, Antique Fair & Fireworks
  4th of July Bike Criterium – July 4, 2013
  Ride Sun Valley Bike Festival. US National Championships MTB Cross Country Jun 29 to Jul 7, 2013
  Ketchum Arts Festival: July 12, 13 & 14, 2013
  SVCA Wine Auction: July 17-20, 2013 (Sun Valley Center for the Arts)
  Northern Rockies Folk Festival – August 2 & 3, 2013
  Northern Rockies Arts and Crafts Fair – August 3 & 4, 2013
  Kiwanis Car Show August 3, 2013
  Sun Valley Summer Symphony: July 28 – August 2, 2013

• August
  Sun Valley Summer Symphony: August 5 – 20, 2013
  45th Annual Sun Valley Center Arts and Crafts Festival: August 9 - 1, 2013.
  Sawtooth Century Ride – Saturday, August 10, 2013
  Sun Valley Writer’s Conference: Aug. 23 – 26, 2013
  Wagon Days: August 30 – September 2 Labor Day Weekend

• September
  Wagon Days: August 30 – September 2 Labor Day Weekend
  ImPRA Rodeo Event – Labor Day Weekend
  Sun Valley Harvest Festival – September 18 – 23
  Bike the Rails

• October
  24th Annual Sun Valley Jazz Festival: October 16 - 20 2013
  9th Annual Crosstoberfest 2013
  Bellevue Haunted Forest – October 29th & 30th
  Hailey Halloween Hoopla Oct 31st 2013

• November
  Hailey Hometown Holiday Tree Lighting Ceremony- Hailey Holiday Square
  10th Annual Turkey Trot – Thursday, November 28, 2013

• December – Hailey Antique Fair – Hailey Armory December 28 - 29
  Hailey Hometown Holiday Raffle - Saturdays
  “Christmas in Sun Valley”: Dec. 24, 2013

Chamber Info: (208) 788 - 3484
Welcome to Hailey!

20% off
Bead Shop
and
Bella Cosa Studio

7 East Bullion
Hailey
720-7160
Expires 2/3/2013

2 for 1 burrito
Buy 1 - get 1 FREE!
121 N. Main St. Call: 788-7217
Expires 2/3/2013

FREE 22 oz Pepsi
with the
Purchase of a Full sandwich

14 E. Croy # A
Hailey
788-8844

$1.00 Off
any sandwich or salad
171 N. Main Street
Hailey
788-2411

McClain's Pizzeria
One free order of breadsticks
($7.50 value) with purchase of any large pizza.
One free order per table.
Dine in only.
103 S. Main, Hailey
Call: 788-0960
Expires 2/3/2013

10 %
Everything in store

Free non-alcoholic drink with your meal
(offer excludes milk shakes)
126 S. Main Hailey
Call: 578-1293
Expires 2/03/2013
20% Off
Storewide
(208) 788-2066
Welcome Sun Valley Nordic!

Barkin’ Basement
Thrift Store
20% off total
(excludes furniture)
111 S. Main, Hailey
Call: 788-3854
(to benefit Wood River Animal Shelter)

WISEGUY PIZZA PIE
HAILEY, IDAHO 788-0688

$5.00 Off
any order of $25.00 or more
Dine in only
121 N. Main Hailey

Wood River
DENTAL CARE

Jared J. Hill, D.D.S
Jed Snow, D.D.S

Take a break from the cold, pamper yourself by getting your teeth as white as the snow.

50% off
In-office Whitening thru the month of March.
317 S. River Hailey 788-4900

Lago Azul
14 West Croy St. Hailey
Any plate $9.99
Second plate 1/2 off equal or lesser value.
Happy hour for margaritas
3:00 to 7:00 p.m.
Call: 578-1700
Expires 2/03/2013
* Special with coupon only *

The Learning Garden School

Open House
Sat. January 26th
10:00 - 1:00 pm
408 3rd Avenue North
Hailey 788-5474

Rotarun 2012-2013 season
Wednesday and Friday nights 6PM to 9PM
Saturdays 10AM to 4PM,
Sundays 12AM to 4PM.
Rotarun is for private events including
access to the lodge, lights and lift. Call
Larry Smith at 208-481-2269 for scheduling
and pricing.

SKATING EVENTS
FREE OPEN SKATING JANUARY AND FEBRUARY
Weather permitting at Hailey Ice at Hailey Rodeo Arena
Mon-Fri 2:30 - 6:00 pm and
Sat & Sun 10:00 am - 6:00 pm
Free skating & skate loan,
Questions call Sarah @ 720-3086
HAILEY ICE PROGRAMS
OFFERED AT HAILEY RODEO ARENA
HAILEY-BELLEVUE-WOODSIDE ELEM. PTA SKATE NIGHT
Friday Jan 25th 5:00 - 7:00 pm

786 S Main St
Hailey
(208) 788-3464
Idaho’s Destination in the Mountains

WOW!
LIMITED # OF TICKETS AVAILABLE,
LAST YEAR SOLD OUT, DON’T MISS OUT!

JANUARY 27
$40 Full Day Lift Ticket
Advance Purchase January 18-24 ONLY at Participating Ski Shops
& 50% OFF Rentals & Demos
Hailey's First Lodging Address
AIRPORT INN

- Microwave, Coffeemaker, & Refrigerator in all rooms
- Free High Speed Internet
- Free Delivered Continental Breakfast
- Hot Tub on Deck

820 4th Avenue South
Hailey, Idaho 83333
208-788-2477
208-788-3195 Fax

COME TO THE NORDIC FESTIVAL 1/26/13-2/3/13
STAY 2 NIGHTS AT REGULAR RATE AND GET THE 3rd NIGHT HALF PRICE!

www.airportinhailey.com for free online reservations