

# Village of Schoharie Long Term Community

# **Recovery Strategy**

# Final September 2014

# Part 2

# (Appendix 3 Comprehensive Marketing Plan)



This document was prepared for the New York State Department of State with funds provided under Title 3 of the Environmental Protection Fund Act.

# VILLAGE OF SCHOHARIE COMPREHENSIVE MARKETING PLAN DRAFT FINAL - AUGUST 31, 2014

# **OVERVIEW**

The Village of Schoharie LTCR is a document that identifies long-term community needs related to the flood and it prioritizes projects that contribute to the recovery and future resiliency of the Village. In the process of preparing this comprehensive document, the Village concluded that – together with infrastructure improvements, implementation of resiliency techniques, zoning and regulatory updates, and economic development incentives – a comprehensive marketing effort is needed to rebuild its economic viability so negatively impacted by the flood.

This section of the LTCR is intended to provide the Village of Schoharie with information about specific marketing activities, including recommended action steps that can be taken to attain their recovery goals. Detailed cost information for implementation will be included at the end of the section. The estimates are predicated on building on the recommendations included in this section.

There are numerous organizations in the area that are already undertaking some level of marketing of the region.

• Schoharie Promotional Association - Established in 1983, this group sponsors a number of annual community events and efforts to beautify the area. Their marketing reach appears to be fairly local, but this is an important audience for the Village.

• Help Us Grow Schoharie (HUGS) - Established in 2013, this group oversees collective promotion among village businesses and organizations. Their marketing reach also is fairly local, but the organization has been successful in assisting Village businesses to work toward marketing together.

• Schoharie Valley Association - Established in 1994, this association promotes collective promotion among its members. The SVA activities include an annual travel guide and radio/TV/cable advertising in the Capital Region. The Capital Region is the closest population center from which to draw visitors.

• Schoharie County Tourism - This program is currently administered by the Schoharie County Chamber of Commerce. This organization will be responsible for marketing Schoharie County throughout the Northeast and for maintenance of the

county tourism website. It is expected that the county tourism program will be fully operational – and soliciting partnerships – by the end of 2014.

It should be apparent in reading these brief descriptions that the organizations market in concentric 'rings. The Village would be well-served in finding ways to partner with these groups to attain its overall goals. In this section, I am suggesting appropriate partners for the various activities.

An initial meeting held in late August 2014 brought these groups together to determine the roles they will play in building out the marketing program for the Village.

# **COMPONENT A - The Schoharie Brand**

Step One is to broadly define who we are. For marketing purposes, 'Schoharie' can mean more than just the assets within the Village: the creek, the surrounding hills, nearby farms and more all contribute to the character of our community. I propose that the broad term 'Schoharie' be used when talking about lifestyle issues, and that the more specific term 'Village of Schoharie' be employed when talking about economic/development issues.

Some of the concepts that come up repeatedly in my work within Schoharie County are:

- Scenic/natural beauty
- Agricultural bounty
- History/architecture

Additional concepts that relate specifically to the Village include:

- County seat
- Village of fountains
- The Schoharie Creek

A first pass might read: *The historic Village of Schoharie is a vibrant community situated in the beautiful and bountiful Schoharie Valley.* For marketing purposes, that's kind of long, but it's an important first step in creating our marketing position. It will be the reference point with which taglines, headlines and other elements can be compared.

Step Two is to develop our marketing identity. This would include our name, a graphic element and perhaps a tag line. As examples:

- NAME: The Village of Schoharie
- GRAPHIC ELEMENT: Fountain/sunrise/rooster/streetscape
- TAG LINE: Community comes naturally/Rooted in our past/Building on history

To illustrate this step, I will incorporate a fountain. A fountain is a good way to bring in the history of the village and presents 'water' in a good light. I will use the tag line: *A good life in a beautiful place* to capture some other of the elements listed above.

It is preferable that the brand art be developed in a vector art format. Vector art is usable at any scale and maintains crisp edges in any application. The art should be designed to work in both full-color and grayscale.

# DELIVERABLES

Deliverables provided as part of this section include development of the Village logo.

# ACTION STEPS

- 1. Determine elements for the Schoharie brand: Name/Graphic Element/Tag Line
- 2. Select a graphic designer to provide different executions of the branding
- 3. Select final version and develop final art

# These elements have been completed and development of the final art has been funded from a separate source.

4. Select a graphic designer to oversee the development of all additional materials

See Attachment A, the Cost Summary and proposed vendor list.

# **COMPONENT B - Website**

This is probably the most important communications tool for the Village. It creates an opportunity to showcase what the village and its region have to offer and can support communications with various market segments and constituencies.

Currently, the village 'website' is a section on the overall Schoharie County government website: <u>www.schohariecounty-ny.gov/CountyWebSite/villsch/</u>. While this site includes information on village policies and officials and includes links to other resources, it does not seem like a good fit for a site focused on attracting visitors and promoting the quality of life. Additionally this site is maintained by Schoharie County, limiting the flexibility to add and update information.

A better alternative would be to build a small website that presents information specifically of interest to visitors and those investigating relocation to this area as well

as news and events important to village residents. With the rise in usage of mobile devices, the web developer will need to create a mobile compatible framework.

The initial site development should be undertaken by a professional web developer, but the site should allow regular content updates by the sponsoring organization.

A basic outline of the website would include:

# Overview

- The Schoharie Valley and Schoharie Creek
- History of the village

# Information for visitors

- Regional points of interest
- Village attractions and services
- Village walking tour
- Annual events
- Directions and distances
- Other travel resources

# Relocation information for families

- Housing information
- Regional employment information
- Schools
- Shopping and retail

## Relocation information for businesses

- Land and buildings
- Transportation and other infrastructure
- Workforce

## Village news

- New businesses
- Upcoming local events
- Awards and achievements

# DELIVERABLES

Deliverables provided as part of this section include

- Development of the website outline,
- Prototype page design and navigation
- Initial sourcing for website construction and administration
- Budget development

See Attachments B, the Cost Summary and the proposed vendor list.

# ACTION STEPS

1. Secure domain name(s).

# This element has been completed and was funded through a separate source. The domains are schoharievillage.org and schoharie village.com

2. Determine village contact person/organization for website administration

3. Determine persons or organization to collect and organize information and images for inclusion in the site and begin collection process

4. Issue RFP to qualified vendors soliciting information on website design and updates; make vendor selection

5. Oversee design and construction of the site

# **COMPONENT C- Marketing communications**

There are a number of constituencies important to the success of the Village's marketing program. Each group will require a different set of communications tools.

**Village residents and businesses.** The market report identified a need to improve attitudes among those already in the village. It is important to encourage current residents and businesses to work together to build a stronger community and they should be a primary target audience for our efforts. Additionally, Village residents should be made aware of the services and shops available within the village and should be encouraged to support them.

By providing progress reports and other information (via a Village website or newsletter), along with opportunities to participate in the efforts (through events and activities) we can make them partners in our efforts. Small window decals can be distributed to businesses to help build a sense of community.

**Local visitor market.** Nearby residents feel that they already know what the Village has to offer. For this market segment, we need to communicate 'something new': events, new business openings, etc. The SPA-HUGS ads were a start at collective promotion,

but I believe a stronger approach would be to focus on the 'something new', with businesses helping to underwrite the effort rather than placing small individual ads.

The Village and its businesses should focus on one event per month, a number of which already exist: Antiques in Schoharie (March and September), Christmastime in Schoharie (December), etc. Others can be added, such as The Schoharie Sweet Corn Challenge (August), History Comes Alive (October). Businesses should be encouraged to extend their hours to meet the needs of visitors.

A small flyer could be developed for each event to inform visitors of special offerings from Village businesses.

**Regional visitor market.** The Capital Region – and its 1 million inhabitants – is only 30 minutes away. The Schoharie Valley Association (and Schoharie County Tourism when run by the Chamber

in the past) have successfully marketed to that region through broadcast, cable and radio.

The Schoharie Alliance is a fledgling organization that is endeavoring to unite private businesses and organizations from throughout the county to coordinate marketing efforts. Also, the Schoharie County Chamber of Commerce is working to move the county tourism program out of county government. These groups may offer additional opportunities for the Village in the future.

Television/cable are the most compelling – and most cost-effective – media options in metropolitan areas. Media efficiency is often measured in terms of cost-per-rating-point (the cost to reach 1% of the target market). Rough estimates for the CPP for nearby markets, using local morning news and local evening news programming are:

Albany\$60/pointBinghamton\$35/pointSyracuse\$50/pointUtica\$35/point

To carry the math one step further, a small media flight might include programming that delivers a total of 100 gross rating points. Typically, such a flight could reach 40% of the target audience with an average frequency of 2.5 ( $40\% \times 2.5$  impressions = 100 rating points). Such a media flight in the Albany market would cost \$6,000.

But this hypothetical media flight would reach 400,000 people between 2 and 3 times/viewer.At a conversion rate of 1%, this would bring 4,000 people to Schoharie.

Not every business will benefit from reaching out to a regional market, but some will. They should be encouraged to work together in developing a coordinated media program funded by smaller contributions from the participants. Depending on Village resources, the Village may contribute an amount to reduce the costs shared by the participants. Using our \$6,000 flight in the Albany market as an example, the Village could contribute \$1,500. Each of ten participants would then share the remaining \$4,500.

Not included in the example above are creative and production costs that will be developed as the media program evolves.

**Distant visitor markets.** The Schoharie County Tourism program, administered by the Chamber of Commerce, focuses on overnight visitors. They have inherited the marketing program established when the tourism program was administered by Schoharie County Planning and Development and discussions though the balance of 2014 will focus on whether to change the theme or other elements of the existing program.

The Village should cooperate with this program, but other market segments can offer more immediate results.

Relocation market. Attracting new residents and businesses is vital to the growth of the Village. A Village website would be the most valuable channel to provide the variety and depth of information these segments require, but a simple printed brochure would be a nice addition to the Village's marketing toolkit.

# DELIVERABLES

Deliverables provided as part of this section include

- Prototype newsletter and decal design
- Prototype design of a newspaper masthead and event flyer, general design guidelines and budget information
- Prototype design for a relocation brochure, pocket folder and informational mastheads
- Concept development (storyboards) for TV/cable spots
- Discussion of funding tactics, media costs in adjacent markets, and opportunities within the Valley Association and Schoharie County tourism programs.
- Specifications, general design guidelines, vendor identification and budget information.

ACTION STEPS

1. Determine village contact person/organization to oversee administration of this component

2. Determine persons or organization to implement various elements of this component. Help Us Grow Schoharie (HUGS) and the Schoharie Promotional Association would be an appropriate partners for efforts to reach the local market.

3. I recommend that the Village become an active member of the Schoharie Valley Association and participate in its regional marketing efforts.

4. The Village should remain aware of the programs to be built through the Chamber of Commerce to reach distant visitor markets. However, I recommend that the Village participate through its affiliation with the Schoharie Valley Association.

5. The Village should remain aware of the economic development resources available though Schoharie County Planning and Development.

# **COMPONENT D - Infrastructure**

**Walking tour signage.** A walking tour of the historic sites within the Village would provide visitors with an in-village activity and would highlight the important role the village has played in the history of the region.

It would be possible to create a walking tour of historic locations, but often the only thing to see would be the panel we create. A better idea might be to create a walking tour of historic homes and buildings in the Village. The village historian, Anne Hendrix, is in possession of a book from the early 1900s that includes a great many photographs of homes that survive today. By creating such a walking tour, the visitor will be able to the building as it was in 1900 and also how it is today. Through the original owners of the buildings, we can also insert some local history into the tour.

Permission will be needed from the current property owner to place the sign on their property. Village approval would most likely also be required.

I have created a design for a laminated panel, 12 x 18 inches. The vendor of choice would be Fossil Graphis (fossilgraphics.com), a company with vast experience in creating exterior signage. Among the projects on which I've worked with Fossil Graphics is the set of town kiosk panels that are located in each of Schoharie County's 16 towns.

Their proposal for a set of 10 panels and associated mounting hardware is appended to this proposal. To allow the village some latitude in selecting a vendor, I have drawn from their recommended bid specifications, eliminating the clauses that would serve to exclude other vendors:

Graphics must be warranted for a minimum of 10 years against fading, delamination and weather deterioration. There should be no warranty requirements for an annual application of water sealant, no exclusions for panels used in "extreme temperatures" and no clause that warranties can be denied due to "improper maintenance". Panels must be able to be cleaned with any solvent. Vendor shall provide a sample from a supplied file to confirm quality.

**Fountain installation.** Early historical connections led the Village to design its brand around an image of a fountain as shown in Component A of this section.

The village of Schoharie – one of the original seven "dorfs," or settlements, in the Schoharie Valley – was originally called "Brunnendorf," which translates to "Fountain Town," in recognition of the springs that supplied abundant water to the settlement. Furthering this connection, there was a 3-level fountain (for dogs, horses and people) located on Main Street for many years. The fountain is no longer in use and is now located on Depot Lane in the Village.

My first thought was to relocate the 3-level fountain to an appropriate site on Main Street to provide a focal point for events and a starting point for proposed walking tours. However, the fountain is treasured by the Schoharie Colonial Heritage Association and leaving it where it is might be the neighborly thing to do. In addition, the 3-level fountain is in need of major repair.

A better option might be to investigate the installation of a more contemporary fountain in a location near the County Office Building or Lasell Hall on the east side of Main Street. An aerating fountain similar to one shown in the appendix would create a decorative 'water feature' on Main Street and would reinforce the history of the village.

Moreover, recent discussions among members of the LTRC committee and the community have shown great enthusiasm for extending the 'fountain' concept much further, with an eye to ultimately creating a 'Village of Fountains'.

# DELIVERABLES

Deliverables provided as part of this section include prototype Walking Tour signage.

ACTION STEPS

1. Create an inventory of appropriate sites for inclusion in the Walking Tour

2. Investigate liability issues arising from installation of signage on private property

3. Assess the willingness of selected homeowners to allow installation of signage on their properties

4. Identify and pursue grants and other funding opportunities for the Walking Tour program

5. Create an inventory of appropriate sites for the installation on one or more fountains and estimated costs for purchase and installation

6. Identify and pursue grants and other funding opportunities for the fountain installation

DRAFT submitted by:

Kurt M. Pelton Kurt Pelton Media/Marketing

ATTACHMENTS

- Attachment A Brand design (PDF)
- Attachment B Web design (PDF)
- Attachment C Marketing communications (PDF)
- Attachment D Infrastructure (PDF)
- Partial vendor list
- Summary of estimated costs

# PARTIAL VENDOR LIST

### **DESIGN SERVICES**

Kurt Pelton Media/Marketing 219 Curry Hill Road Sloansville, NY 12160 518-868-4166

Upside Collective 249 Green Street Schenectady, NY 12305 518-370-0108

# WEBSITE DESIGN AND MAINTENANCE

MVIntech 310 West Liberty Street Rome, NY 13440 315-542-6132

ES11 8 Stanley Circle, Suite #8 Latham, NY 12110 518-782-1111

GoatCloud Communications LLC. 2215 Nott Street, #190 Schenectady, NY 12309 518-557-7613

# **PRINTING SERVICES**

**4OVER.com** (on-line print broker) 4over.com

# **Benchemark Printing**

1890 Maxon Road Extension Schenectady, NY 12308 518-393-1361

# **Times Journal Printing**

19 Division Street Cobleskill, NY 12043 518-234-2515

# **Magical Printing & Design**

281 Main Street, Suite 1 Schoharie, NY 12157 518-872-3188

# SIGNAGE

# **Fossil Industries**

44 Jeffryn Boulevard Deer Park, NY 11729 631-254-9200

# **Velocity Print Solutions**

705 Corporations Park Scotia, NY 12302 518-370-1158

# **Olson Signs**

1750 Vley Road Extension Scotia, NY 12302 518-370-2118 **EXAMPLE TYPEFACES/PANTONE COLORS** 

# Village of Schoharie ADDBE GARAMOND SEMIBOLD/PANTONE 286 Village of Schoharie EUPHORIGENIC REGULAR/PANTONE 484 Village of Schoharie QUORUM BOLD/PANTONE 295

**EXAMPLE BRANDING ICONS** 



**EXAMPLE BRANDING LOGOS** 









HOME VISITOR INFORMATION

N RELOCATION INFORMATION

VILLAGE NEWS CONTACT US

# Welcome to Schoharie!

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**B 01** Website Home Page



#### HOME

#### VISITOR INFORMATION RELOCATION INFORMATION

VILLAGE NEWS **CONTACT US** 

# So much to see and do!

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REGIONAL POINTS OF INTEREST VILLAGE ATTRACTIONS AND SERVICES VILLAGE WALKING TOUR ANNUAL EVENTS DIRECTIONS AND DISTANCES OTHER TRAVEL RESOURCES





HOME **VISITOR INFORMATION** 

**RELOCATION INFORMATION** 

**VILLAGE NEWS CONTACT US** 

# **Village Walking Tour**

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Click here to download a Walking Tour PDF (625 KB)





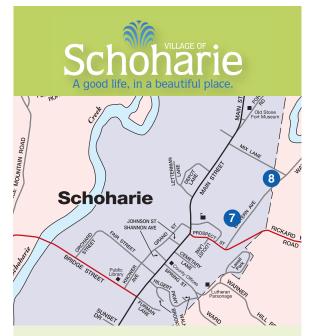
HOME

#### **VISITOR INFORMATION**

#### **RELOCATION INFORMATION**

#### VILLAGE NEWS

CONTACT US



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#### 7. GEORGE MASON HOME

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> **B 04** Mobile Website Pages

# Village Life

News and Events for the Village of Schoharie

Fall, 2014



# Library adds new services

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**C 01** Newsletter Template

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# COMMUNITY CALENDAR

# **History Fair**

**October 11-13.** Etiam aliquet. Integer arcu felis, suscipit non, tincidunt non, aliquam at, magna. Maecenas aliquet tellus nec elit. Pellentesque egestas ullamcorper turpis.

## **Open House**

**October 12.** Nunc tellus. Sed semper euismod ante. Cras mollis lectus id nulla. Pellentesque mattis. Sed iaculis. Nulla imperdiet fermentum odio. In iaculis, leo in viverra tincidunt, dui est euismod quam, at malesuada nulla pede at odio.

# **History Fair**

**October 11-13.** Etiam aliquet. Integer arcu felis, suscipit non, tincidunt non, aliquam at, magna. Maecenas aliquet tellus nec elit. Pellentesque egestas ullamcorper turpis.

# **Open House**

**October 12.** Nunc tellus. Sed semper euismod ante. Cras mollis lectus id nulla. Pellentesque mattis. Sed iaculis. Nulla imperdiet fermentum odio. In iaculis, leo in viverra tincidunt, dui est euismod quam, at malesuada nulla pede at odio.

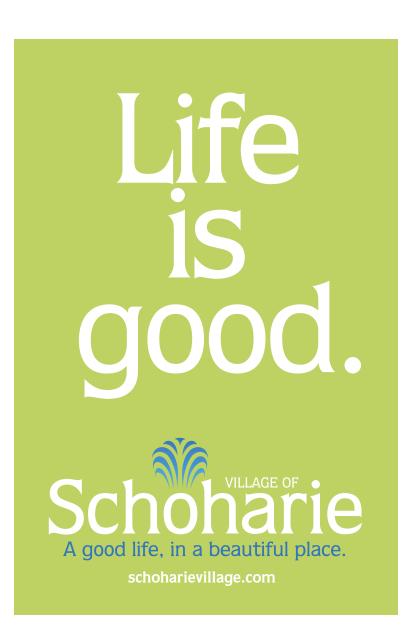
# **History Fair**

**October 11-13.** Etiam aliquet. Integer arcu felis, suscipit non, tincidunt non, aliquam at, magna. Maecenas aliquet tellus nec elit. Pellentesque egestas ullamcorper turpis.

# **Open House**

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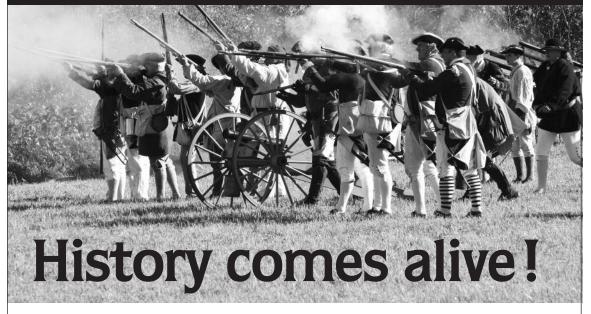




**C 02** Merchant Decal

# Stone Fort Days

# Schoharie



# Stone Fort Days October 11-13, 2014

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Find out more about what's going on in the Village of Schoharie at **schoharievillage.com** 

#### **MORE TO SEE, MORE TO DO!**

Artisan Fair - Meet local artists and shop for the holidays. *Hive* • 321 Main Street • hive321.com

Antiques Galore! - Step back in time for housewares and collectibles. *Generations* • 397 Main Street • 518-295-6447

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**C 03** Newpaper Template

# Stone Fort Days



# History comes alive! Stone Fort Days October 11-13, 2014

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Check out all the other great things going on in Schoharie on the other side

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All special offers valid through 10/21/14 during normal business hours



Find out more about what's going on in the Village of Schoharie at **schoharievillage.com** 

C 04 Event Card



The folks here in Schoharie have made a pretty nice life for themselves. And they'd like



to share it with you. Crafts from local artisans.



Good food up and down Main Street.

less than 30 minutes west of Albany.



Festive events every month of the year. And the bounty of the historic Schoharie Valley all around.



Come visit our charming village,



Schoharie. It's a good life, in a beautiful place.

C 05 TELEVISION STORYBOARD



# George Mason Home - 1884

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The Schoharie Village Walking tour is funded in part through a grant from The Katherine T. and Charles MacArthur Foundation. Visit **schoharievillage.com** for more information.



#### PROJECT ESTIMATES

#### VILLAGE OF SCHOHARIE

8/31/2014

A - Logo development			1,400.00
Logo design	COMPLETE		-
Logo final art	200.00		
Design consultation - 6 months	1,200.00		
B - Website			2 750 00
Website/mobile website construction	2,000.00		2,750.00
Site updates/ maintenance - annual	2,000.00		
Domain and hosting fees - annual	250.00		
	200.00		
C- Marketing communication materials			6,550.00
Newsletter, per issue		400.00	
Design and layout	275.00		
Printing, 500 copies 4/4 color	125.00		
Decal		225.00	
Design and layout	75.00		
Printing, 500 decals	150.00		
5,			
Newspaper masthead		750.00	
Design and layout, set of 12	750.00		
Event flyer		1,050.00	
Design and layout, set of 12	750.00	1,000.00	
Printing 500 each of 12 1/1 color	300.00		
TV/cable video production		2,350.00	
Storyboards, 3:30, 3:15 spots	750.00		
Videography, 2 2-hour sessions	450.00		
Voice talent	200.00		
Video editing, 3 :30, 3 :15 spots	750.00		
SVA membership	200.00		
Relocation brochure		1,425.00	
Design and layout	1,125.00	,	
Printing, 500 4 page brochures	300.00		
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## MORE

# PROJECT ESTIMATES (Continued)

#### VILLAGE OF SCHOHARIE

Relocation pocket folder Blank white pocket folders, 100 Use decals as cover art	100.00 N/C	100.00	
Relocation mastheads	450.00	250.00	
Design and layout Printing, 500 copies 4/4 color	150.00 100.00		
D. Infrastructure			8,375.00
Fountain relocation	TBD	TBD	
Walking tour signage		8,375.00	
Design and layout (12)	450.00	0,575.00	
Photo services	250.00		
12 x 18 exterior sign panels (12)	2,500.00		
Post pedestals (12)	3,375.00		
Installation (12)	1,800.00		
Total, all activities (excluding fountain relocation)			19,075.00

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RFP							
CONSTRUCTION							
MATERIALS							-
CONTACTS							
NEWSLETTER							
DECAL							
NEWSPAPER TEMPLATE							
FLYER TEMPLATE							
RELOCATION BROCHURI							
VIDEO							
FUNDING							Γ
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WALKING TOUR INVENTOR							_
LIABILITY ASSESSMENT							
WALKING TOUR FUNDING							
FOUNTAIN SITES FOUNTAIN FUNDING							

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