Jump Starting a Small Community Economy Poquoson, Virginia 2009 to 2014

J. Randall Wheeler & Angela Ward Costello ICMA Conference Presenters



The Challenges in 2009

- The recession-revenues down, housing values declining, population level had stabilized.
- Our Image flood prone, not interested in growth and development.
- Changing housing market.
- Lack of a comprehensive econ. dev. program.
- Ineffective economic development strategies.
- Lack of alignment between Council's E.D.
 priorities and budget & land use ordinances.

Our Jump Start Plan

- We sought direction & resources from Council.
- We engaged the Planning Commission to amend existing ordinances and create new ones to align with the Council's E.D. priorities.
- We re-engineered our development processes to greatly improve speed and certainty.
- We engaged existing business leaders and asked them to be our ambassadors.

Jump Start Plan Cont'd

- We developed an award winning marketing plan from scratch utilizing existing staff, appointed officials and volunteers.
- We celebrated our successes publicly.
- We used strategic planning to energize our Economic Development Authority.
- We reached out to commercial <u>and</u> residential realtors as indispensible partners.

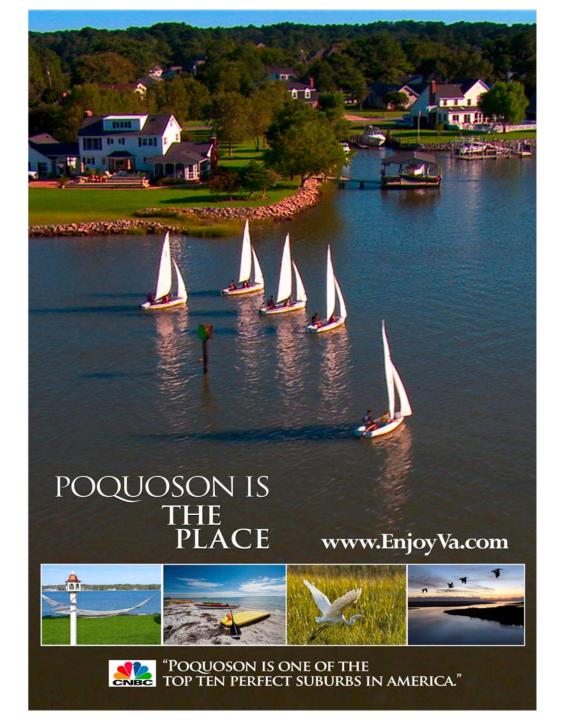
Jump Start Plan Cont'd

- We aligned our tax policy to support our E.D. efforts, i.e. eliminated the boat tax.
- We established marketing coalitions with key business sectors.
- We leveraged state tourism grant resources.
- We employed break-through marketing strategies.

To Go From:



To.



POQUOSON IS The place

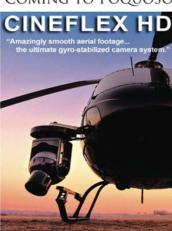
MARKETING INITIATIVE APPENDIX 1

The images and HD video that were captured changed the course of the marketing process and refocused a region on the beauty of Poquoson. The 87 miles of coast line that was once ravaged by hurricane force winds had recovered. Now it was time to update the imagery that populated any Google search for Poquoson. The message was storm focused even though the community had recovered. It was time for a refreshing look at the beauty of this coastal community. The community rallied around the images. Requests for the presentations of images and HD video were accommodated for more than 25 community groups and civic meetings throughout Hampton Roads.

The announcement (sample below) was made on local broadcast, print announcements, civic and community group meetings and via publicly broadcast City Council presentations. The community was genuinely excited. They volunteered to line the streets with American Flags and a sense of community pride and ownership of the process emerged. A small community was recovering as a "buzz" was being successfully created to ignite and confirm the campaign mantra:

POQUOSON IS THE PLACE to Live, Work, Play & Grow.

COMING TO POQUOSON



Cineflex V14HD on the AS355 Twinstar.



we work with great clients including bitney. Discovery Channel, National Geographic, BBC, CBC, PBS/Nature, History Channel, Planet Green, Korea New Network, Red Bull, Burton Snowboards, Amazing Race, CBS/Survivor, General Dynamics, Entergy. TransCanada, Warner Brothers, NFL, ESPN and TruTV.

POQUOSON IS THE PLACE

MARKETING INITIATIVE APPENDIX 1

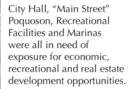
By developing a "creative partnership", Poquoson had access to images that were otherwise not in the budget for marketing development. The images created allowed for Economic Development, Tourism, Real Estate, Community and Recreational Event officials to embrace the new campaign with a compelling new vision for the beauty of Poquoson. The POQUOSON IS THE PLACE brand continued to expand.



"Sailing & Waterfront Living" Featuring the Poquoson High School Sailing Team.











The Poquoson is the Place campaign added new life and a fresh perspective of Poquoson as a thriving community that is ready for business and new residents.

POQUOSON IS THE PLACE

MARKETING INITIATIVE APPENDIX 1

The imagery allowed the Poquoson Is The Place campaign to highlight the 87 miles of waterway surrounding our coast. For many it was their first opportunity to see the beauty of our coastline and its accessibility. POQUOSON IS THE PLACE to Play! The message: It is perfect for boating, kayaking, watersports and exploring.

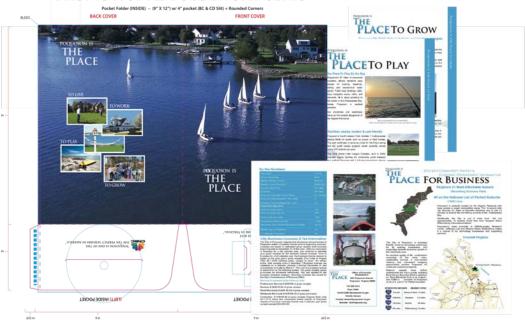
"I never realized Poquoson's coast was so beautiful!"
-New Poquoson Resident





Promotional packages were created for Realtor events and other special events to promote the message that Poquoson is the Place to Live, to Work, to Play & to Grow. The full size folders featured MSNBC's accolade as "One of the Nations Top 10 Perfect Suburbs." The folder and its contents explain to new or potential residents and businesses the opportunities that welcome them to Poquoson.

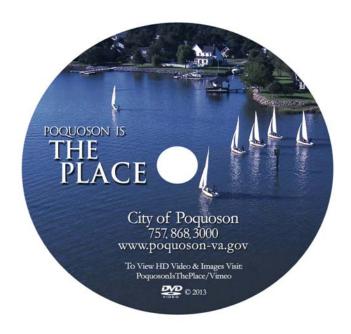
PROMOTIONAL FOLDER & INSERTS



MARKETING INITIATIVE APPENDIX 2

The campaign featured a promotional video that was branded with consistent imagery and featured some of the aerial video. The goal of the video was to inform the viewer of the economic and residential benefits that Poquoson has to offer. 1000 were distributed during media, realtor and business events as well as to the general public as an informational tool regarding community statistics and information.

DVD & BLUE-RAY PROMOTIONAL VIDEO



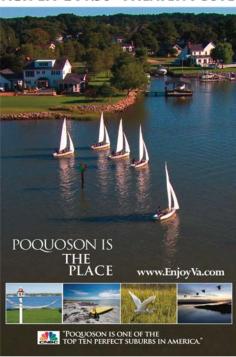
POQUOSON IS The place

MARKETING INITIATIVE APPENDIX 3

POQUOSON IS THE PLACE included a Regional AMC & Regal theater commercial campaign. 2 alternating 30 second commercials were featured in the "Regional Featured" time slot before every feature film in theaters between Norfolk, Va and Tysons Corner, Va. Each theater also featured a lighted movie poster featuring Poquoson's message in their main lobby. In most theaters, Poquoson's poster was the only non-movie advertisement featured in the general public area. Each theaters promotional video loop and website also featured Poquoson's commercials and welcoming message.

During the summer of 2013, 3.1 million people were exposed to Poquoson's marketing message and our community businesses, websites and recreational opportunities were seeing an increase in activity.

BACK-LIT 24"X36" THEATER POSTER



SAMPLES OF THEATER LOBBY POSTER PLACEMENT



POQUOSON IS THE PLACE

MARKETING INITIATIVE APPENDIX 3



"The Waterway is waiting" :30





This commercial featured the easy access to Poquoson's waterway and recreational opportunities such as Boating, Kayaking and Jet Skiing.

"YOUR NEW HOMETOWN":30



This commercial featured the community that is Poquoson. The welcoming message included Poquoson's award-winning schools, recreational facilities and new residential housing.



THEATER AND WEB BANNER AND AD PLACEMENT:





THE POQUOSON IS THE PLACE campaign also included the creation of an online brand that made it easier for businesses and individuals to find Poquoson and not be redirected to other sites. **EnjoyVa.com** was the answer and also assured a connection to Virginia Tourism.

ENJOYVA.com



3861 Hits on "EnjoyVA" from May 25 - October 21

76% were new and unique first time visitors

Length of stay... 1:16 Average stay national average... as a comparison is less than 20 sec.

73% were on Apple devices (iPad / iPhone) 25% were on Android devices (tablets / Phones) 32% were using a screen resolution of 768 x 1024 (larger palm devices)

31% were using the 320 x 480 very small screens for viewing

31% Used Internet Explorer 26% Used Safari 16% Chrome 10% FireFox THE POQUOSON IS THE PLACE campaign attracted "free" press and positive media attention. Features on the campaign, the community and the film director (a Poquoson native) were included on the front page of the local and business sections of the Daily Press. The Yorktown Crier, and other regional publications. Nationally, stories about Poquoson were featured in MSNBC and WSJ stories on America's best communities. More than 10 stories were featured on the "First Mover Advantage" of being the first City to use the medium in a strategic marketing capacity.

"Poquoson is a small town with a big media presence."

Mike Michalowicz

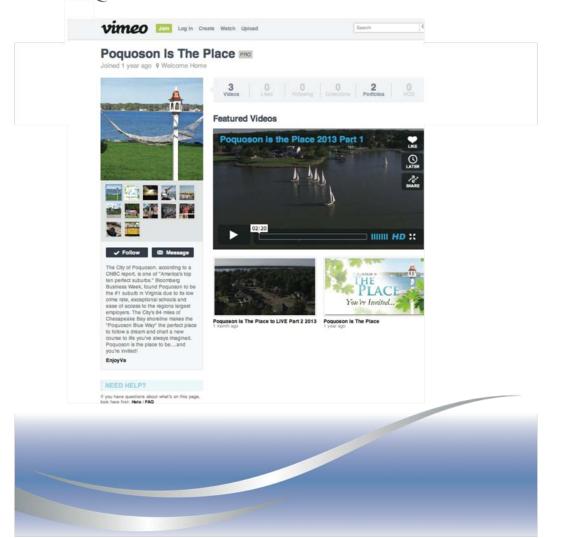
Business Reporter WSJ

COMING SOON TO THEATERS NEAR YOU: POQUOSON



THE POQUOSON IS THE PLACE campaign also included the development of an online presence for the video footage. The initial stage placed the promotional video in a POQUOSON IS THE PLACE branded Vimeo site.

POQUOSON VIMEO

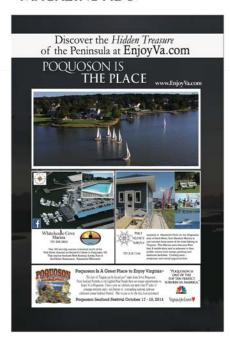


POQUOSON IS The place

MARKETING INITIATIVE APPENDIX 7

THE POQUOSON IS THE PLACE campaign also included the placement of full page magazine advertisements in recreational, navigational and tourism magazines. The goal was to promote POQUOSON IS THE PLACE to Play and enjoy Charter Services. By working with local businesses, we were able to redirect business generated to their specific services. They were empowered to offer "specials" to patrons as their access to these large scale markets would have otherwise been limited due to its expense. The ad's were designed to match the look and layout of the EnjoyVA website with the images used in the theaters to build a familiarity with the brand. Placements included Chesapeake Bay Magazine, Guide to Cruising the Chesapeake Bay and other coastal experience magazines.

MAGAZINE AD'S:





POQUOSON IS THE PLACE

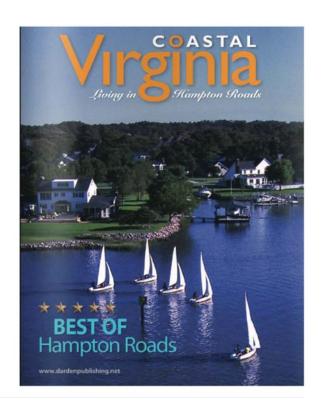
MAGAZINE AD'S CONTINUED:



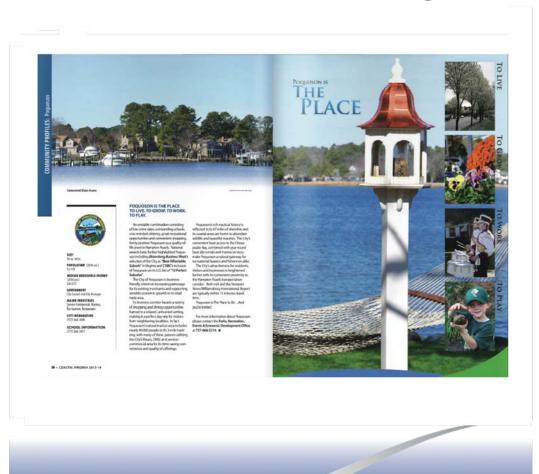


THE POQUOSON IS THE PLACE campaign attracted the much need positive attention and was chosen as the featured City for the annual Coastal Virginia magazine cover. (Circulation 40,000)

FEATURED COVER:



COASTAL VIRGINIA INTERIOR FEATURE OF POQUOSON:



THE POQUOSON IS THE PLACE campaign also included the development of postcards for local businesses. This was the first postcard to feature "life in Poquoson." Retailers sold out quickly as residents and visitors wanted to "own" the new images of Poquoson.

POQUOSON POSTCARDS:

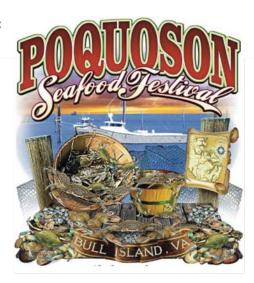


THE POQUOSON IS THE PLACE campaign also engaged in promotion with the City's largest event, The Poquoson Seafood Festival. This annual event attracts more than 50,000 people from across the region and state. This event was used to launch the next iteration in the Poquoson is the place campaign... the EnjoyVA mobile App.

Festival parking attendants handed each patron a card with easy EnjoyVa App download information. The motivation for immediate download of the App was the VIP tap screen which gave you discounts on popular festival merchandise at the event. Simply show the screen and receive the discount. Within the first three hours of the festival the APP was downloaded 108 times. To date more than 4000 downloads have been completed.

POQUOSON'S MOBILE APP:





THE POQUOSON IS THE PLACE campaign App EnjoyVa features both Android and Apple interfaces. It is approved and available via itunes or Google. Due to the data gathered throughout the campaign regarding web access via mobile devices (more than 70%) the interface accommodates all mobile devices, cell phones, ipads and tablets.

POQUOSON MOBILE APP: ENJOYVA



THE POQUOSON IS THE PLACE campaign App EnjoyVa also features every community group and access to their upcoming events. Since Poquoson's community involvement in civic groups and organizations is amazingly high, this assured that as many residents as possible would have interaction with the App.

COMING TO POQUOSON



POQUOSON IS THE PLACE

MARKETING INITIATIVE APPENDIX 9

THE POQUOSON IS THE PLACE campaign App EnjoyVa features every Branded Landing Page, City Map, Shop, Live, Play and VIP Selections. EnjoyVa App has been downloaded over 4000 times.

POQUOSON MOBILE APP: ENJOYVA







"Wow! The most comprehensive community app we have seen!"

-Apple Itunes



MARKETING INITIATIVE APPENDIX 10

THE POQUOSON IS THE PLACE campaign also included the development of full-page newspaper advertisements for the holidays. They ran throughout the holidays and were updated weekly starting on Thanksgiving Day. The goal was to continue to invite the community to the unique activities that happen in Poquoson during the holidays and to invite them to download the App with the daily updated schedule of exciting events and special offers.



POQUOSON IS The place

THE POQUOSON IS THE PLACE campaign has experienced success through the use of new and innovative marketing innitiatives that have stretched a very small budget into large returns. This submission is not comprehensive and only features the "highlights" of the on-going campaign. The following are just a few of the additional results not mentioned in this report.

POQUOSON IS THE PLACE ADDITIONAL RESULTS:

- -BUSINESS RIBBON CUTTINGS-45
- -WEB CLICKS-NEARLY 4.000
- -APP DOWNLOADS 104 FIRST DAY, NEARLY 4,000 TOTAL
- -INCREASED INTEREST IN COMMERCIAL PROPERTY AMONG MAJOR DEVELOPERS
- -VA PENINSULA CHAMBER OF COMMERCE "BEST IN SHOW AWARD". 2013
- -Dramatic increase in commercial charter service business openings
- -Essential Component in the City's Efforts to raise its S & P bond Rating from A to AAA

"TOP 10 PERFECT SUBURBS IN AMERICA". CNBC

"SAFEST COMMUNITY IN VA", MOVOTO REAL ESTATE

"TOP 10 SMALL TOWNS FOR MOBILE ENTREPRENEURS", MIKE MICHALOWICZ, NOTED NATIONAL BUSINESS EXPERT AND FORMER WALL STREET JOURNAL COLUMNIST

Questions/Comments?

Additional Information...



