

SESSION 4:

MASTERING ECONOMIC DEVELOPMENT MARKETING AND COMMUNICATIONS

abq.org/ed101



SESSION PRESENTER

Erin Brubaker

Digital Media & Graphic Design Specialist AREA

Yes, it is true - there is a LOT of marketing in economic development. We have a large number of different audiences to reach, and we do so with a sniper approach. Learn about the overall considerations that economic develoment marketers must address, get a refresher on branding, and learn how we are working to market the region to numerous audiences from company decision makers, to site selectors, to top talent - and even our local community! Finally, learn how you can get involved in the effort.



Session Topics

- 01 Key ED marketing considerations
- 02 What is branding
- ⁰³ how AREA markets the region
- 04 Measuring for success





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Inextricably Linked!

Without sound marketing and value propositions for your community, business attraction efforts are unlikely to succeed.

Economic development marketing and attraction is not just selling business sites, or attracting businesses, it is a means of promoting the community as a viable location for economic activity.

Components of Marketing & Attraction

1. Know the product 2. Know the market 3. Know the process 4. Reach the market 5. Improve the product





We all have a role to play...

Private

Public Private Partnerships

Public

It's All About the Plan

Ensure limited resources are used efficiently

Develop a singular clear message

Better understand prospects' business functions/needs

Reduce time spent attracting companies not compatible with the community;

Communicate the community's message succinctly

Formulate a consistent and distinctive image of the community;

Set out clear and attainable goals.

Steps in Marketing Plan Development

Identify key partners and stakeholders – rally support

Assess your competitive position

Lay out key goals, objectives and strategies – be realistic

Develop real action plans: who does what? How is it implemented? Cost of the effort? Timeline? Staff needed? What does success look like?

IMPLEMENT IT!

Monitor and evaluate progress and outcomess

Identify top potential recruitment markets

Adjust as needed – the world and conditions change, and outcomes from implementation may then create a need for a pivot

Why Bother?

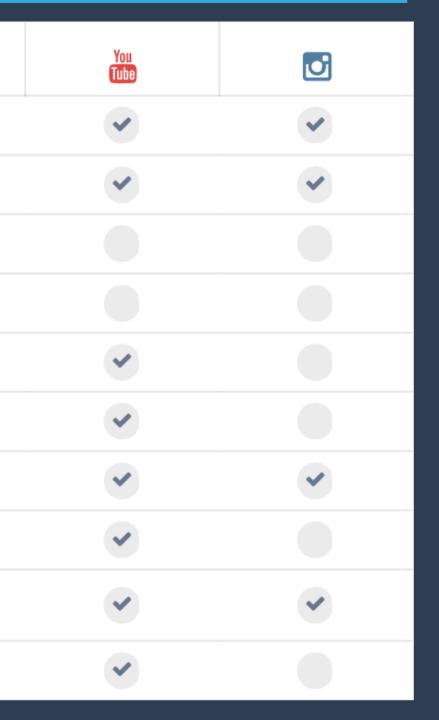
"If you're going to be successful in your larger economic efforts, you need to constantly market your brand, programs and your successes to keep the momemtum going and attract more residents and businesses to your community."

> -Jay Garner & Ross Patten, from their book "Economic Development is STILL not for Amateurs!"

If You Aren't on Social Media, They ARE...

		y	f
	NYCEDC	~	~
Ø,	Beacon Council	~	~
A	Boston Redevelopment Authority	~	
	Dallas Economic Development	~	~
	Greater Houston Partnership	~	~
ATLANTA	Invest Atlanta	~	~
LAEDC	LAEDC	~	~
Ş	Select Greater Philadelphia	~	
WCE P	WDCEP Washington, DC Economic Partnership	~	
	World Business Chicago	~	~

https://www.rivaliq.com/



Website and Marketing Budgets

According to IEDC:

"Organizations serving communities or regions with a population of up to 250,000 people tend to spend about 10% of their budget on marketing efforts, reaching a median marketing budget of \$70,000. EDOs serving populations greater than 250,000 spend 11% or more on marketing, having a median marketing budget of up to \$300,000. Of that marketing budget, organizations spend an average of about 20% of their marketing budget on Internet marketing activities."



Marketing Effectiveness vs Spending (for economic development)

Marketing Strategy

Internet/website

Print advertising

Brochures

Trade shows and conferences

Out-of-town meetings with businesses

Public Relations

Special Events

Site selection familiarization tours

Direct mail

E-mail

Slogans, logo and identity

Videos

Targeted lead development databases

Telemarketing

Online advertising

TV/radio advertising

Average Budget Allocation	Rating of Effectiveness		
17%	79%		
11%	16%		
11%	20%		
11%	36%		
10%	72%		
8%	64%		
7%	56%		
6%	64%		
5%	26%		
4%	48%		
3%	38%		
2%	14%		
2%	43%		
1%	6%		
1%	10%		
1%	10%		

Size Matters (in Econ Dev Marketing)

Small Communities

• Focus on low cost items:

- Websites
- Social and new media
- Public relations and press releases
- E-mail newsletter
- Building relationships with local realtors, bankers
- Targeting supply chain linkages

Mid-Size Communities

- Have a PR firm assist with PR and media outreach
- Place ads in national magazines and trade publications
- Video production, podcasts, blogs
- Polished print and digital materials

Large Communities, Regions or **States**

- All the stuff the smaller ones do, PLUS:
- Big international trade missions
- Hosting inbound media visits
- Attending site selection conferences

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Positioning Your Community's Brand

- Is a set of beliefs, ideas, or impressions that someone has about your community based on the cultural, economic, political, or physical assets it has?
- It varies among industrial sectors, residents, businesses, and visitors, and among different demographic groups
- Your role as a marketer is to determine this image (as it currently is), understand how it impacts your efforts at attracting firms, and then work to build the brand you WANT by educating on realities or combatting negative perceptions

What a Brand Is NOT

"A brand is not a factory, machinery, inventory, technology, patent, founder, copyright, logo, or slogan. Not even your product is your brand...a product is made in a factory; a brand is made in your mind."

What a Brand IS

"Nothing less than everything anyone thinks when they see your logo or hear your name."

-David F. D'Alessandro, Brand Warfare: 10 Rules for Building the Killer Brand

- Emotional connection to a logo/visual element
- Evokes response, both verbal and non-verbal (sense of pride, value, quality, etc.)
- Core component of all aspects of an organization's being
- Carries throughout marketing, advertising, public relations, media, etc.

f pride, value, quality, etc.) ing tions, media, etc.

The Importance of Community Branding

"Rather than a world in which places compete for business (and people follow), we will increasingly live in a world where places compete for people (and businesses follow)."

-Joseph Cortwright, Impresa Consulting

- A community's image is defined by the way it is perceived by residents and those outside of it
- One of their biggest weaknesses of less successful locations is a lack of distinction
- A lack of identity, visibility, and brand personality can impede locations from acquiring the types of employers and TALENT needed to drive a strong economy

Market Perception Research

In the Spring of 2023, AREA commissioned Albuquerque Business First to conduct a survey on perceptions of the greater Albuquerque region.

ABF surveyed corporate leaders in Chicago, Los Angeles, San Francisco, and Seattle to find out what they really think of Albuquerque, and what misconceptions they may have.... Of those surveyed, most were aware of outdoor recreation, but lacking in knowledge about our advanced industry sectors and career opportunities.

Session Topics

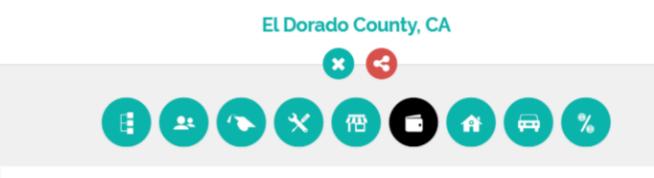
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Current Tools : Live Data Feeds

• Webpage for each community in a region which also has infographic plugin data



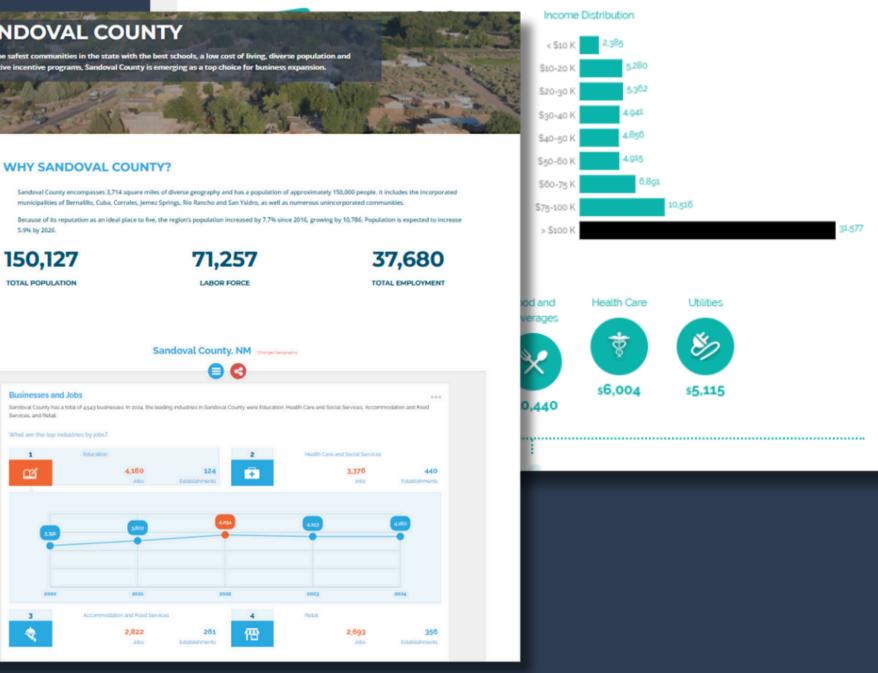
Income and Spending

Care, and Utilities.

SANDOVAL COUNTY

in the state with the best schools, a low cost of living dia

71,257

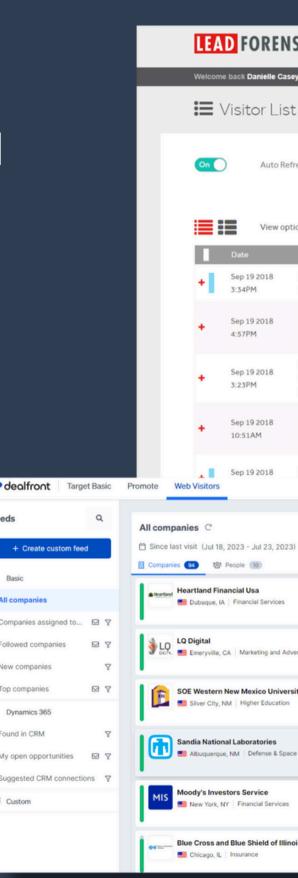


Households in El Dorado County earn a median yearly income of 83,870. 54.87% of the households earn more than the national average each year. Household expenditures average 71,745 per year. The majority of earnings get spent on Shelter, Transportation, Food and Beverages, Health

....

Current Tools : Dealfront, Leadfeeder

- We can tell when a local partner or board member views a page, OR when a client reviews an online proposal and property listing we sent them.
- Also allows for tracking of external marketing (paid social media ads, for example) effectiveness and outcomes
- Can integrate with CRM tools to track leads



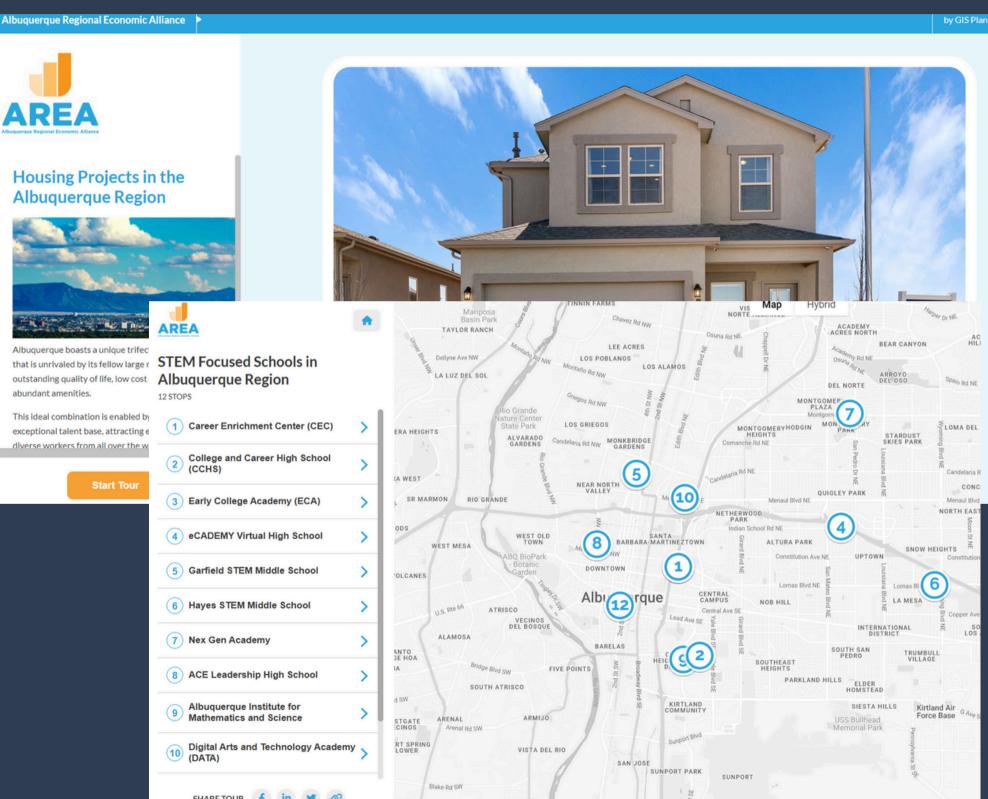
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Current Tools : Virtual Tours

Zoom Tours to promote the community and offer remote talent the ability to 'tour' interactively in GIS: abq.org/area-zoom-tours

- Housing Tour
- Brewery Tour & Coffee Shop Tour
- Recently Announced Companies
- Higher Education
- Local Healthcare







Talent Profile Report

A comprehensive guide to the region, used frequently by new firms as a recruitment resource; interactive report includes numerous company and community videos





Boasting a highly educated workforce, unparalleled quality of life and low cost of doing business, the Spirit of the Southwest beckons with trailblazing innovation and growth.





The Greater Albuquerque Region

Talent & Industry Profile



Site Selector Newsletter

In the News



- Visit ABQ unveils master plan, prioritizes outdoor recreation
- New Mexico higher education funding outpaces national averages
- Albuquerque is one of the top 30 most affordable metros in the nation
- Biden-Harris Administration Announces CHIPS Incentives Awards with B Systems, Inc., and Rocket Lab (in New Mexico) to Expand Production of Critical for U.S. National Security and Space Industry

Explore More Regional News

Available Properties

451 Quantum Road - Rio Rancho, NM.



Property highlights

- 38,860± TOTAL SF (100K sq ft available in September 2025)
- 3-phase 1200 amp electrical service
- 20'3" 21'10" clear height
- 32'6" X 38' and 50' X 38' column spacing
- Three dock high doors
- One drive in door
- SU zoning City of Rio Rancho
- Evaporative cooling, suspended gas heat in warehouse
- HVAC in office
- Approx. 25 minutes to downtown Albuquerque/ International Sunport Airport miles

Kairos Power Breaks Ground in Albuquerque



2024 E

y, is expanding in Albuquerque's Mesa del Sol with a \$269 ities and create 100 high-paying jobs. The facilities will O fuel for advanced nuclear reactors, supporting the nessee. The project is expected to generate \$478 million in

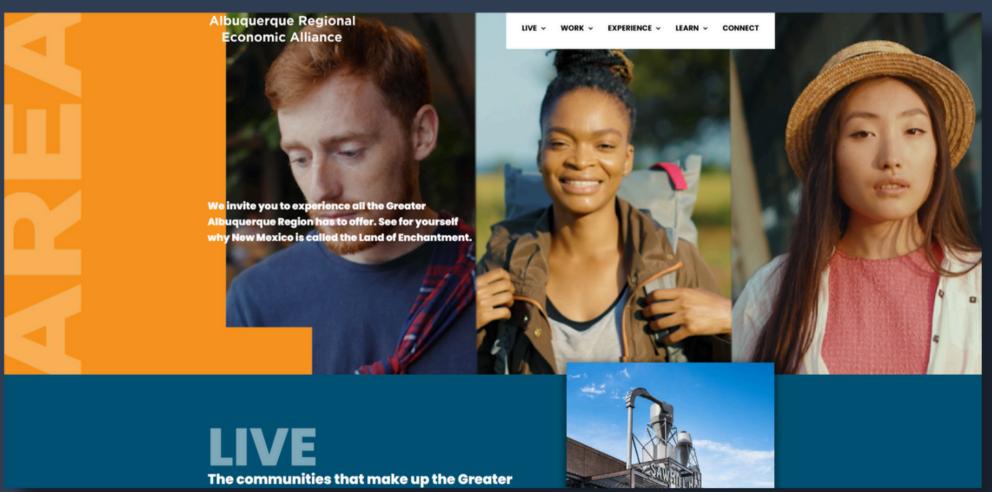
funding, \$1.8 million in Job Training Incentive Program es, the expansion will hire technicians, engineers, and more, The company also collaborates with UNM and CNM for e leaders highlight this project as a key step in gy hub.

Dedicated Talent Attraction Website

Live.ABQ.org

A standalone website designed to provide information designed for prospective new employees to the region. Contents include:

- Housing
- Healthcare
- Education
- Jobs Board (free for employers in ABQ region)
- Culture & Art





Targeted Advertising Campaign

General Talent Attraction to ABQ

Aerospace persona

ELEVATE IN GREATER ALBUQUERQUE Where culture, diversity, and innovation meet to create endless opportunities.

EXPLORE MORE -



ELEVATE IN GREATER

Bioscience persona

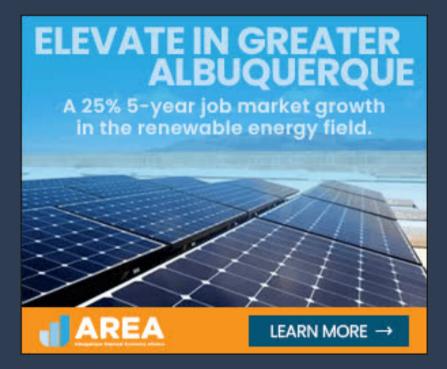


Reach: 181,990 impressions	Reach: 244,454 impressions	Reach: 225,771 im
* CTR: .08%	*CTR: .13%	*CTR: .17%
Top 3 Locations: • Florida	Top 3 Locations: New York 	Top 3 Locations: •
• Texas	• Illinois	•
California	New Jersey	•

Data from Multiview as of 1/10/25 over a 6 month period

*The average Click- through-rate (CTR) for display ads is around 0.1%.

Renewable Energy persona



npressions

Reach: 231,091 impressions

*CTR: .15%

- California
- Alabama
- Mississippi
- **Top 3 Locations:**
 - Vermont
 - Mississippi
 - Pennsylvania

ALBUQUERQUE LEARN MORE →

Multiview Digital Ad Placement

Which pages are users visiting on the live.abg.org website? **1.Industries** 2. Homepage **3. Housing & Neighborhoods 4. Cost of living** 5.Jobs

Popular Keywords

Moving to NM Aerospace industry trends Aerospace Careers

Bioscience lobs

Aerospace innovation living in albuquerque

Global Defense

Renewable Energy Industry Jobs

relocating to albuquerque new mexico

Data from Multiview as of 12/12/24 after 5 months of tracking



How can we use this information to better brand our region & target our ads?

What words are users entering that trigger the ad?

Wind energy projects Albuquerque Biotech research and development Bioscience Jobs Solar Energy Biotech startups albuquerque economy Renewable energy investments New Mexico Economy Renewable Energy Space Technolo **Economic Development** Renewable energy technology Aerospace Industry Bioscience Careers Solar energy business Renewable Energy Jobs Aerospace Jobs Biotech Industry Solar Manufacturing Renewable Energy Careers

Print & Digital Ad Placement



Greater Albuquerque has Brd highest count for semiconductductor and electrical equipment manufacturing jobs in the mountain west U.S.

> Learn more about business opportunities in bioscience, manufacturing, aerospace, and renewable energy in greater Albuquerque

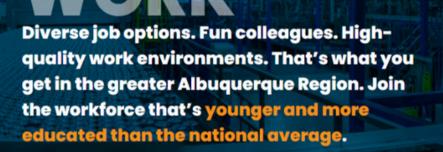




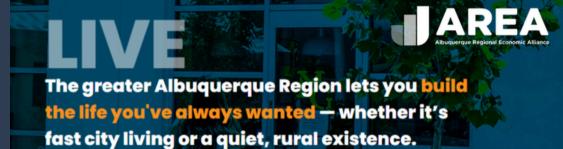
Paid Social Media Ads

Example: live.abq.org. carousel ad for Linked In.

AREA









....in greater Albuquerque,NM.

The greater Albuquerque Region's rich history and ethnic tapestry is reflected in its

architecture, artwork, cultural centers, festivals, and cuisine.



....in greater Albuquerque,NM.



Blog (A Work in Progress!)

GET EXPERT INFO

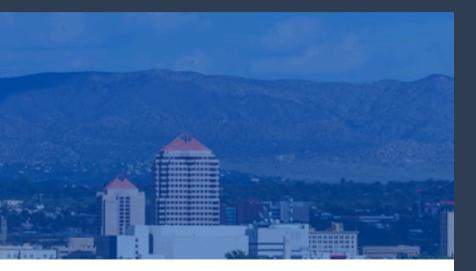
Get industry expertise from our staff. Anything from site readiness to talent attraction to workforce development to digital marketing. Collectively, our team has decades of experience.

AREA Blog

The Importance of Site Readiness in Economic Development for New Mexico

Aug 19, 2024

by Chad Matheson, Senior Vice President - New Mexico and greater Albuquerque are in constant competition for jobs and investment. To capitalize on o to attract and expand investment potential, it's essential for New Mexico to be proactive in attracting...



Leveraging Video Content

Home Videos

Shorts

Live

Playlists Community

AREA in the media Play all



Albuquerque Regional Economic Alliance (AREA)...

KRQE ♥ 196 views • 2 months ago



Potential Business Improvement District in...

KRQE ♥ 161 views • 4 months ago



Albuquerque Regional Economic Alliance (AREA)...

200 views • 5 months ago



Albuquerque Regional

112 views • 7 months ago

KROE 🖉

CC

:

Economic Alliance to releas...

Danielle Casey Interviev "Job Hunt New Mexico"

Albuquerque Regional Econo 32 views • 8 months ago CC

Driving Progress: Insights from greater Albuquerque's Economic Leaders > Play all

Each month, Danielle will host interviews with lead economic & community leaders in our region to raise awareness on key subjects like site readiness, talent attraction, and workforce retention.



Site Readiness: Dale Dekker & Danielle interview



Revitalizing downtown Albuquerque: Danielle Case...



How does AREA's expertise help businesses elevate in...



Site Readiness in greater Albuquerque: Sal Perdomo...





Albuquerque Regional Economic Alliance 7,471 followers 4mo • Edited • 🕥

COMMUNITY MEMBER SPOTLIGHT

Recently, our President & CEO, Danielle Casey sat down with Bill Keleher, a lawyer and community member who's focus lies in improving business opportunities downtown & more via BID (Business Impvroement Districts).

Watch the full interview on our YouTube channel - https://lnkd.in/gZsqqu4P

#abqecondev #downtownalbuquerque #revitalizedowntown
#businessimprovementdistricts #economicdevelopment



2 comments · 1 repost

...



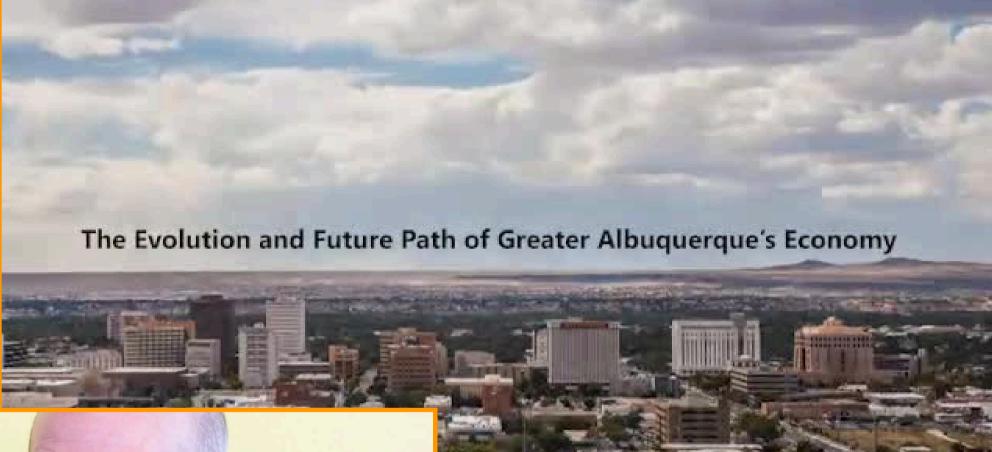
Blue Halo

Meghan Kirkle BlueHalo

Gridworks

Norid





Various partners- past & present



Talent Attraction Initiatives National Best Practices Programs

EXAMPLE MARKET PROGRAMS:

COMMON PROGRAM COMPONENTS:

- www.themichiganlife.org
- www.atlantawhereyoubelong.com
- www.chooseatl.com
- Tulsa Remote
- Be In Buffalo

- Robust advertising and web presence, leveraging big data
- Connection markets
- 'Welcome Packets'
- Relocation incentives
- Relocation Perks: golf, gym memberships, free bike, etc.
- Tours and local events

• Connections to Alumni groups in other

Jacksonville, Illinois

- Campaign to target professionals in high-need industries and used a mix of financial incentives and community perks to attract talent
- The JREDC offered a relocation incentive package worth \$9,300, which included \$5,000 in cash for moving to specific counties and \$4,000 in quality-of-life perks like gym memberships and guided real estate tours
- Robust marketing on popular digital platforms, including LinkedIn, Facebook, and Instagram, to reach a national audience, showcasing Jacksonville's lifestyle and career opportunities.



MAKE YOUR MOVE TO THE JACKSONVILLE REGION

PUTTING DOWN THE ROOTS FOR YOUR PERSONAL AND BUSINESS SUCCESS!

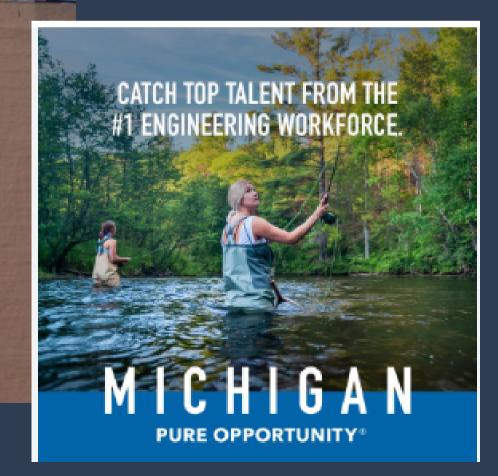
The Jacksonville, IL, region is defined by an appealing draw of small-town charm and big-city amenities that perfectly combine to deliver individual and business growth. The lifestyle in the many friendly communities throughout Morgan and Scott Counties is highlighted through vibrant cultural scenes surrounded by picturesque landscapes. The economic environment thrives due to a strategic and centralized location, enterprising businesses and a diverse, skilled workforce.



Michigan: Pure Opportunity

Michigan Economic Development Corporation (MEDC) launched its reimagined "Pure Opportunity" business marketing campaign, which aims to position Michigan as a destination for businesses, visitors, and talent. The "Pure Opportunity" initiatives focus on promoting the state's business potential, natural beauty, and quality of life. The campaigns target businesses seeking growth, travelers looking for unique experiences, and individuals considering Michigan for their careers. The expected outcome is increased business investments, a rise in tourism, and an influx of skilled talent, fostering long-term economic growth for the state (Michigan.gov).





Partnership Expansions

• AREA's Own Investors and Partners

- Marketing & PR Advisory Task Force
- Economic Development Professionals
- Talent Insights Advisory

• Local Partnerships

- Space Valley, New Space, NMBio, Tech Council
- Visit Albuquerque
- Universities (UNM, CNM)

• State Partnerships

- New Mexico Partnership
- New Mexico Economic Development Dept.
- New Mexico True



PR and Marketing Task Force!!

- Reboot started in December 2024
- Cross-section of people with marketing, journalism, and PR backgrounds
- Sent survey to get feedback on expectations:

What initiative are you MOST excited about and would like more involvement in?

5 responses

How making a destination a place people want to travel and live. Providing insights specifically from the tourism perspective.

To be determined

Tying in the beauty of ABQ through the many touism assests. Use of the Community Vitality Wheel will be important.

Creating marketing content to showcase the unique and promising aspects of New Mexico's economy. In particular, I'm most excited about creating human-centered stories to feature on social media or in various advertisements to showcase the breadth of interesting people working in this state

Getting ABQ out in the world in a bigger way

5 responses

Providing ideas/concepts that can "Sell" ABQ from varying perspectives

Develop brand positioning for econ development in AREA domain

Work with AREA to creatively enhance the understanding of ABQ and New Mexico. This would be the time to highlight how ABQ is different from other locations and the large initiative to improve the concerns around ABQ. I also believe this group will also be vital in conducting research with a few different types of respondents to better understand what are the main reservations when considering ABQ and what are the main areas of focus when determining relocation. These respondents would include: boomerangs, large companies looking to locate here, student looking to enter the workforce, local companies.

Semi-regular supply of ideas and expertise to ensure AREA marketing and PR doesn't become stagnant, as well as too explore various ways to evolve AREA's PR and marketing

Creative development media buying

Want to join or know someone who would? **Email Erin Brubaker**

What Role(s) Can/Should This Task Force Serve?



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Digital Metrics & Benchmarks

Google Analytics = Website User Behavior

Plo	ot rov	vs Q Search			Rows per	page: 10 💌	Go to: 1 <	1-10 of 555 💙		
		Page path and screen class 👻 🕂	↓ Views	Active	Views per active user	↓ Average engagement time per active user	Event count All events	Key events All events		
		Total	59,922	31,155	1.92	40s	243,946	0.0		
~		lota	100% of total	100% of total	Avg 0%	Avg 0%	100% of total			So
~	1	/	12,742	10,314	1.24	12s	44,768	0.		50
~	2	/505awards/	4,250	3,963	1.07	16s	Analytics	5		
~	3	/event/september-2024-area- quarterly-luncheon/	3,583	3,307	1.08	10s	Content	Visitors	Followers	Le
~	4	/demographics/	2,953	2,393	1.23	55s		VISICOIS	ronowers	EC
~	5	/2024/08/07/ebon-solar-picks-new- mexico-for-major-solar-factory/	1,697	1,426	1.19	34s				
		/2024/03/23/albuquerque-regional- economic-alliance-achieves-					(Dec 27, 2	.024 - Jan 10,	2025 🗸	
	6	premier-status-as-an-accredited-	1.688	1.770	0.95	4s				

Highlights

Data for 12/27/2024 - 1/10/2025

4,123 Impressions **▲**9%

69 Reactions **▲**1.5%



Mulitple tracking methods help adjust to our audience

ocial Media : LinkedIn

Competitors eads 날 Export 4 0 Comments Reposts •0% •0%

Top Takeaways:

1. Economic development marketing is complex due to the numerous audiences 2. Research and having a formal marketing plan is critical 3. Branding is more than just a logo 4. Community branding and tourism are linked 5. Talent attraction is a HUGE national trend in economic development 6. Economic development orgs are doing a lot of marketing to site selectors and others OUTSIDE of the local community every day





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