Bureau Business Brief: Monthly Results Report

March 2018

John Meroski Chief Executive Officer, FACVB





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Smith Travel Research (STR)

Segmentation Trend for North Carolina

For the month of: March 2018

				Curi	ent Month	- March 20	18 vs Ma	ırch 2017								Yea	ar to Date -	March 201	8 vs Ma	rch 2017						Partic	cipation	
	Occ	%	AD	R	RevP	PAR	P	ercent Ch	nange f	rom Mai	ch 2017		Occ	%	AD	R	RevP	AR		ercent	Change	from Y	D 2017		Proper	ties	Roo	ms
	2018	2017	2018	2017	2018	2017	Осс	ADR R	evPAR	Room Rev	Room Avail	Room Sold	2018	2017	2018	2017	2018	2017	Осс	ADR I	RevPAR	Room Rev	Room Avail	Room Sold	Census S	Sample	Census	Sample
North Carolina	65.2	65.4	99.60	97.00	64.91	63.46	-0.4	2.7	2.3	5.1	2.7	2.3	57.4	58.8	97.20	94.82	55.79	55.76	-2.4	2.5	0.1	3.1	3.0	0.6	1738	1181	154849	124800
Cumberland County, NC	70.9	71.0	78.31	75.56	55.54	53.63	-0.1	3.6	3.6	7.3	3.6	3.5	63.5	66.7	75.03	74.78	47.61	49.90	-4.9	0.3	-4.6	-2.3	2.4	-2.6	68	50	6211	5231
Johnston County, NC	58.6	55.7	72.49	71.29	42.51	39.68	5.4	1.7	7.1	6.5	-0.6	4.7	50.2	50.2	70.94	70.25	35.63	35.26	0.1	1.0	1.0	0.4	-0.6	-0.6	32	25	2204	1769
Robeson County, NC	66.8	69.1	75.34	76.11	50.32	52.59	-3.3	-1.0	-4.3	-6.8	-2.7	-5.9	57.1	69.7	73.50	75.70	41.94	52.79	-18.2	-2.9	-20.6	-22.7	-2.7	-20.3	28	16	1833	1233
Wake County, NC	70.9	74.6	105.00	103.20	74.49	76.98	-4.9	1.7	-3.2	2.2	5.6	0.4	65.4	68.5	104.13	101.92	68.15	69.85	-4.5	2.2	-2.4	3.6	6.2	1.4	140	130	16793	16052
Durham County, NC	70.1	70.6	102.87	103.29	72.09	72.94	-0.8	-0.4	-1.2	-0.3	0.9	0.1	64.2	65.6	102.24	101.29	65.65	66.40	-2.1	0.9	-1.1	-0.3	0.9	-1.2	65	61	8401	8008
Edgecombe County, NC																									4	2	216	126
Guilford County, NC	61.1	61.9	92.07	89.37	56.28	55.34	-1.3	3.0	1.7	1.6	-0.1	-1.4	53.7	54.5	90.05	86.38	48.38	47.07	-1.4	4.3	2.8	2.7	-0.1	-1.5	84	67	10176	9054
Harnett County, NC	67.8	60.3	72.84	74.76	49.41	45.04	12.6	-2.6	9.7	9.7	0.0	12.6	56.0	55.3	72.71	73.72	40.74	40.75	1.4	-1.4	-0.0	-0.0	0.0	1.4	11	8	859	638
Moore County, NC	62.1	61.6	113.33	111.90	70.41	68.98	0.8	1.3	2.1	2.0	-0.1	0.7	51.4	50.0	101.73	101.33	52.33	50.67	2.9	0.4	3.3	3.2	-0.1	2.7	22	14	1958	1554



Visitor Profile

Statistics

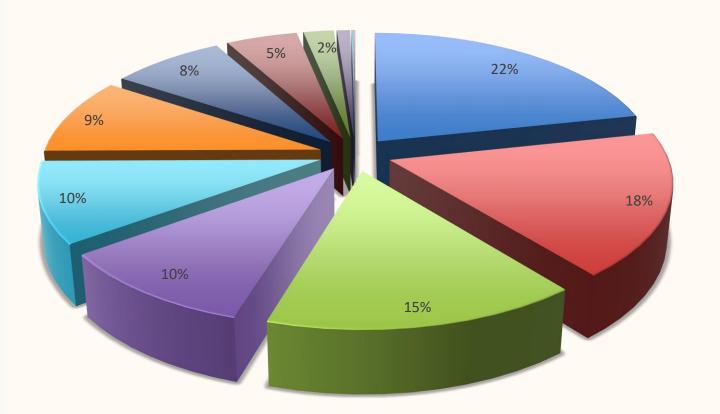
Sources: Attractions, Electronic Kiosks, Hotels, Online and Visitor Center Walk-Ins

- 1. Visitors to Cumberland County were from the following states: North Carolina 56.57%, Florida 5.50% and Virginia 3.03%.
- 2. The visitors' reason for visiting was Visit Friends/Family 22%, Attraction 20% and Vacation 20%.
- 3. The top areas of interest were Museums 13%, Dining & Historical Sites 12% each and Arts & Entertainment 11%.
- 4. On a scale of 1-5 for visitor experience with 5 being the best, the overall visitor average score was 4.75.



Visitor Profile

Reason for Visiting

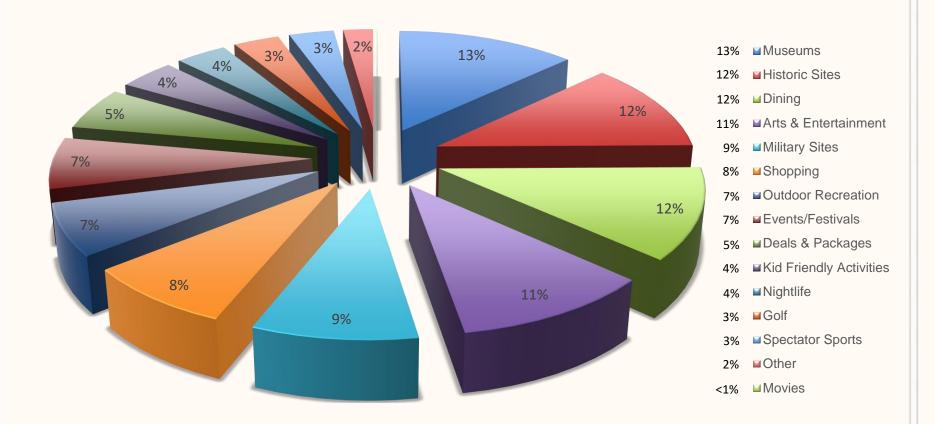


- 22% ■Visit Friends/Family
- 18% Specific Attraction
- 15% ⊌ Vacation
- 10% Business
- 10% ■Traveling Through
- 9% ■Business w/Military
- 8% ■Other
- 5% Events/Festivals
- 2% Relocation
- 1% ■Convention/Reunions
- <1% Hurricane Irma
- <1% Eclipse



Visitor Profile

Visitor's Interests





Sales Department

Meeting and Sporting Event Solicitation Activity



		# of Boo	okings	Attendance	Peak Nights	Room Nights	Economic I	npact
Gran	nd Totals:	130		419,818	26,566	80,991	\$36,926,766.0	00
	Cancelled:	0		0	0	0	\$0.00	
	Closed:	2		16,610	130	517	\$129,960.00	
	Definite:	6		1,550	344	741	\$344,280.00	
	Assist:	0		0	0	0	\$0.00	
	Lost:	10		29,020	3,642	9,836	\$11,991,660.0	00
	Pending:	8		13,925	2,200	5,760	\$3,522,600.00)
Verba	l Definite:	27		27,400	2,925	4,650	\$3,448,500.00)
Canceled from	n Pending:	0		0	0	0	\$0.00	
L	ead Sourc	e Summ	ary					
America	ın Legion - N	Magazine:	1		Tourism D	evelopment Author	ity (TDA) Grant	4
		CVent:	5			RCMA I	No Longer Used	5
Association Executives of North Carolina (AEN	IC) - Annual	Meeting:	3		Referred	by Previous Client I	No Longer Used	1
Si	GMP Annual	Meeting:	2			Clier	nt Contacted Us	15
Pre	vious Client	: Referral:	7			Par	ks & Recreation	18
	S	ales Blitz:	4		Inter	net/ CVB Website I	No Longer Used	2
Strategic Datab	ase Resear	ch (SDR):	1				Networking	2
A	Advertising I	Masonics:	1				TEAMS	1
Reju	uvenate Mar	rketplace:	8		Na	tional Association o	f Sports Comm	3
Travel All	iance Partne	ers (TAP):	1			Conn	ect Marketplace	3
		RCMA:	4			Bu	reau Generated	19
Mai	rket Segm	ent Sum	mary					
Meet	ting Sales	Market Se	egments					
Training:	0						Group Tour:	3
Performance Group:	0						Social:	8
Health & Medical:	1					Hobby	& Vocational:	2
Religious:	26					:	Senior Group:	0
Politics:	0					Educational/St	tudent Group:	3
Military/Government:	0					Д	Affinity Group:	1
Sports:	18						Fraternal:	5
Ethnic:	0						Corporate:	0
Outdoor/Adventure Group:	0						Retail Tour:	0
Educational:	7					Corporate - N	Aiscellaneous:	6



Nonprofit Group: 3

Sales Department

Scorecard

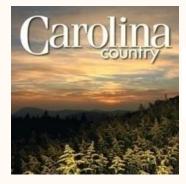
Description	1st Quarter	2nd Quarter	JAN	FEB	MAR	3rd Quarter	FY 2018 Totals
SALES DEPARTMENT							
Bookings (Annual Goal = 20,000)	32	7	3	5	7	15	54
Bookings-Attendance	159,505	16,400	17,500	8,385	900	26,785	202,690
Bookings-Room Nights	3,258	2,380	810	1,151	\$572	2,533	8,171
Bookings-Economic Impact	\$1,385,228	\$2,120,300	\$212,040	\$417,810	\$221,730	\$851,580	\$4,357,108
Verbal Bookings	34	31	9	16	36	61	126
Verbal Bookings-Attendance	75,242	70,548	8,256	22,668	25,643	56,567	202,357
Verbal Bookings-Room Nights	13,178	11,275	2,376	3,267	4353	9,996	34,449
Verbal Bookings-Economic Impact	\$4,675,206	\$6,776,958	\$2,020,422	\$1,826,850	\$3,746,610	\$7,593,882	\$19,046,046
Leads	40	23	10	43	13	66	129
Leads-Attendance	56,764	45,705	26,250	55,420	8,247	89,917	192,386
Leads-Room Nights	5,844	11,762	10,518	29,700	5,445	45,663	63,269
Leads-Economic Impact	\$2,260,620	\$4,051,104	\$11,451,300	\$26,782,704	\$3,633,750	\$41,867,754	\$48,179,478
Sales Functions	26	26	17	6	15	38	90
Site Inspections	6	5	2	3	1	6	17
Sales Blitz	6	5	2	1	1	4	15
Calls Converted to Accounts	4	8	2	5	0	7	19
Bid /Packages Mailed	1	0	0	0	0	0	1
Client Presentations	6	4	2	3	2	7	17
Civic Presentations	0	3	0	1	0	1	4



169 Events Listings Placed

























Social Media Statistics

Outlet	Followers	Posts	Engagement
Twitter	2,947	54	422 Clicks, Retweets, Replies
Facebook	6,984	62	1,436 Likes, Comments, Shares
Instagram	1,697	10	318 Likes, Comments
Facebook - #GoFay	1,419	12	718 Likes, Comments, Shares







Social Media Statistics



















Publicity Generated

Up & Coming Magazine – Liberty Point Bulletin

March 7:

Tournaments Win Big in Spring Lake

March 21: Celebrate Spring in Spring Lake

Jiberty Point Bulletin

Cumberland County

Fayetteville and Cumberland County offer a sports timeline dotted with moments like Babe Ruth's first professional home run, Jim Thorpe's brief time as a baseball player and PGA great Raymond Floyd's

Sports history is still made in Cumberland County. Bring a tournament or game to our community and claim your own piece of sports history.

Tournament Sites

Cumberland County offers a wide variety of venues that provide superb opportunities for athletes, tournament organizers, and even dedicated spectators. We've got over 115 venues -from soccer to basketball, skeet shooting to fishing, racquetball to wrestling, we have the facilities, accommodations, community amenities and support system to ensure your event goes off without a

Past Success Stories

The Fayetteviille Area Convention & Visitors Bureau has worked with a variety of tournament organizers whose events went off without a hitch. Some of the events we have worked with:

- 2014 National Skeet Shooting Association Jr. World Championship
- 2015 Carolinas Cycling Assn. Regional
- Road Cycling Championship
- 2015 Professional Disc Golf Assocation **USTA NC Junior Team Tennis** Championship
- 2017 Christian Cheerleaders of America Nationals
- 2015 -17 Fort Bragg Spartan Sprint
- All-American Marathon
- 2017 NC Youth Soccer Assn. Kepner President's Cup for girls

After The Game

We've got plenty to do once game day is over. Cumberland County boasts:

- 550 restaurants in a variety of cuisines. Cross Creek Mall with 100 specialty shops plus several other shopping
- 760+ sites to visit, including museums, gardens, historic sites and more.
- Hundreds of special events each year.

Let Us Help

Ready to bring your tournament to Cumberland County? Sales Manager Stephanie Decatur will work with you each step of the way.

Our Services Are Free!

The FACVB is funded by the tax paid by overnight visitors staying in area hotels, making our services free to visitors and county residents.

Featured Location

Jordan Soccer Complex



Jordan Soccer complex is \$1.5 million, eight-field complex said to be one fo the finest facilities in the South.

The complex, which is adjacent to Methodist University, feautres high-quality Ber muda grass fields, a full-service snackbar, restrooms and ample paved parking.

Jordan Soccer Complex Fayetteville 910-482-4313





ABOUT THE AUTHOR: Melody Foote

Director of Communications Favetteville Area Convention & Visitors Bureau

CUMBERLAND COUNTY, NC CONVENTION AND VISITORS BUREAU

Publicity Generated

GoMillie.com

Things to Get Excited About PCSing Ft. Bragg

Things to get excited about if you're PCS'ing to Fort Bragg

Local businesses showcase big plans with a day of beer, yoga, and burgers.







L: MILLIE's very own Alexis showing off her Crow Pose, C: Harriet the VW van, R: MILLIE girls bellied up to the bar (#work)

Marz On the Move
Beer, Burgers & Bloggers

ravei, Good Ears

BEER, BURGERS, AND BLOGGERS | A
DAY AT DIRTBAG ALES

Brittany McNeal · February 26, 2018





Publicity Generated

Kelly Seeks

A Better Beer at Dirtbag Ales

The Mrs. Tee
Beer and Yoga Vlog



seeking life beyond the carpool line with a glue gun in one hand and coffee in the other

March 6, 2018

A DAY WITH DIRTBAGS





Dirtbag Ales & Hayat Yoga Shala Present: Beer & Yoga · #FayNCBloggers MeetUp | TheMrsTee



Publicity Generated

Sports Destination ManagementChristian Cheer Nationals Coming to
Crown



The Mrs.Tee
Beer & Yoga – Who Knew

Beer & Yoga! Who Knew?	
by TheMrsTee	
	⊳×
Press/Media Coverage Disclosure	
That's right folks you saw that title right. Beer & Yoga. Together. Like at the same time. Who Knew right?	I sure didn't but thanks to the
amazing awesomeness that is Dirtbag Ales and Hayat Yoga I had the chance to experience a few firsts	
DIRTRIC	
WWW. Services Company	7



Publicity Generated

A Fork's Tale
Dirtbag Ales is Moving

DIRTBAG ALES
BREWERY IS
MOVING!!!

Sustainable Sandhills Blog Bloggers, Beer & Yoga, Oh My





Publicity Generated

Family Travels On a Budget Indoor Skydiving

Drug Store DivasIntroducing the New Dirtbag Ales Brewery

Our indoor skydiving experience

Paraclete XP Skydiving
 Fayetteville, NC

My husband has always wanted to learn to skydive, but I am slightly (majorly) opposed to him throwing himself out of an airplane. You know, if people were meant to fly, we'd have wings. Right?

But, I also love my husband's sense of adventure.

So, in a magnanimous gesture, I surprised him with an indoor skydiving adventure with skydive Paraclete XP in Fayetteville, NC. Special thanks to the Fayetteville Area Convention and Visitor's Bureau for providing this opportunity!





Introducing The New Dirtbag Ales Brewery And

Taproom

This post about the new Dirtbag Ales Brewery And Taproom is sponsored.

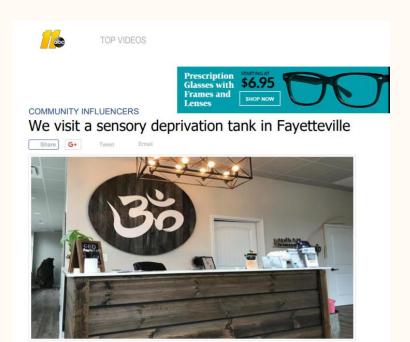
INTRODUCING THE NEW ...



Publicity Generated

ABC-11.comWe Visit a Sensory Deprivation Tank

ABC-11
Sensory Deprivation Tank/ Broadcast Story



Float Tank Center in Fayetteville, North Carolina

New relaxation therapy for soldiers and veterans





Go Fayetteville Blog

SOAK UP THE ARTS IN APRIL!



April is the month to visit the greater Fayetteville area. For starters, the natural beauty of the Sandhills' region is on full display here. Then there's our blooming arts scene, specifically the performing arts. This month we'll be enjoying the sounds of jazz in the park, relishing a Jane Austen classic on stage, celebrating [...]

READ MORE

SAVORING SPRINGTIME IN HOPE MILLS



Just one of several thriving communities in Cumberland County is the Town of Hope Mills. As this municipality has grown over the years, it's somehow managed to keep that American small-town charm I love so much. Some exciting new attractions are popping up in that area this year, and I'm discovering more and more events to put on [...]

READ MORE

21 IDEAS FOR HOW TO CELEBRATE ST. PATRICK'S DAY



If you've never celebrated St. Patrick's Day in the greater Fayetteville area, then you've been missing out! With the holiday falling on a Saturday, it's no surprise we have even more events planned this year. We're getting into brewery mischief, good eats, outdoor adventures and much more. I'm sharing 21 ideas for how to [...]

READ MORE



Scorecard

Description	1st Quarter	2nd Quarter	JAN	FEB	MAR	3rd Quarter	FY 2018 Totals
COMMUNICATIONS DEPARTME	NT						
Facebook							
Users/Followers	N/A	N/A	6,927	6,945	6,984	N/A	N/A
Postings	149	172	45	48	62	155	476
GoFayetteville Facebook							
Users/Followers	N/A	1,179	1,258	1,302	1,419	N/A	1,179
Postings	N/A	15	18	7	12	37	52
Twitter							
Users/Followers	N/A	N/A	2,911	2,921	2,947	N/A	N/A
Postings	110	131	22	44	54	120	361
Instagram							
Users/Followers	N/A	N/A	1,627	1,677	1,697	N/A	N/A
Postings	21	67	20	21	10	51	139
Linked In							
Followers	N/A	N/A	348	411	415	N/A	N/A
Postings	N/A	N/A	30	33	26	89	89
Engagement	N/A	N/A	151	271	167	589	589
Event Calendar Postings	478	610	62	103	169	334	1,422
(not including FACVB site)	4/0	010	02	103	103	334	1,422
Electronic Destination Guides Viewed	64	49	10	11	11	32	145
Electronic Trail Guides Viewed	11	9	5	3	6	14	34
FACVB Generated Blog Articles	14	13	4	2	3	9	36
Public Relations							
FACVB (In-House)							
Publicity Generated							
Out of Market	18	18	5	3	4	12	48
Local	14	17	8	9	8	25	56
Press Releases Issued	5	7	4	4	4	12	24
Travel Writer Visits	7	0	0	3	0	3	10



Scorecard

Description	1st Quarter	2nd Quarter	JAN	FEB	MAR	3rd Quarter	FY 2018 Totals
Martin Armes							
Publicity Generated							
Out of Market	0	1	0	0	0	0	1
Local	0	0	0	0	0	0	0
Republik							
Publicity Generated							
Out of Market	7	13	0	0	0	0	20
Local	5	14	0	0	1	1	20
Totals							
Publicity Generated							
Out of Market	25	32	5	3	4	12	69
Local	19	31	8	9	9	26	76



Tourism Department

New Products

The Tourism Department introduced the #HometownHops passport program in celebration of NC Beer month.

The passport included information on each of Cumberland County's 5 breweries. Each brewery had a unique stamp that they could use to stamp the passport when the customer purchases a beer.



Upon completion of the passport, visitors stop by the CVB to pick up their prize.



Tourism Department

Scorecard

Description	1st Quarter	2nd Quarter	JAN	FEB	MAR	3rd Quarter	FY 2018 Totals
TOURISM DEPARTMENT							
Bookings	3	4	0	1	0	1	8
Bookings-Attendance	275	47,500	0	22	0	22	47,797
Bookings-Room Nights (Annual Goal = 900)	67	218	0	13	0	13	298
Bookings-Economic Impact	\$5,543	\$22,466	\$0	\$1,222	\$0	\$1,222	\$29,231
Verbal Bookings	6	1	1	0	5	6	13
Verbal Bookings-Attendance	23,169	3000	150	0	268,800	268950	295,119
Verbal Bookings-Room Nights	122	0	70	0	0	70	192
Verbal Bookings-Economic Impact	\$232,446	\$5,700	\$22,800	\$0	\$125,400	\$148,200	\$386,346
Leads (Annual Goal =40)	7	1	0	7	2	9	17
Leads-Attendance	3,335	265	0	268,225	350	268575	272,175
Leads-Room Nights	217	157	0	130	40	170	544
Leads-Economic Impact	\$64,980	\$47,310	\$0	\$174,420	\$14,100	\$188,520	\$300,810
Welcome Center Coupon Card - Room Nights	1	0	0	0	0	0	1
Welcome Center Coupon Card - Estimated Value	\$128	\$0	\$0.00	\$0.00	\$0.00	\$0	\$128



Visitor Services Department

March was a Busy Month in Visitor Services!

Fulfilled 16 Group Service Requests

Includes internal FACVB requests, walk-ins, meetings etc.





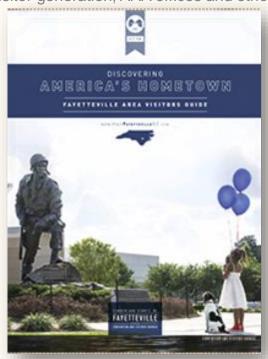


Visitor Services Department

February was a Busy Month in Visitor Services!

Distributed 2,548Visitor Guides

to hotels, welcome centers, visitors, FACVB advertising and visitor generation, AAA offices and others



Handled 654 Visitor Inquiries

via phone, walk-ins, web at two Visitor Centers for both local and out-of-town guests





Visitor Services Department

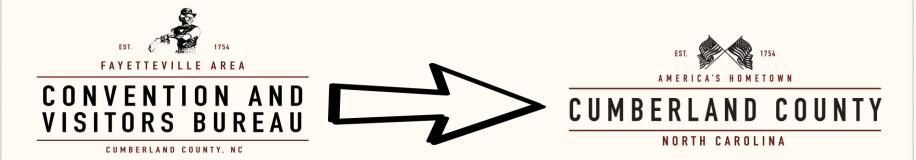
Scorecard

Description	1st Quarter	2nd Quarter	JAN	FEB	MAR	3rd Quarter	FY 2018 Totals
VISITOR INFORMATION DEPAR	TMENT						
Destination Guide							
Number Distributed	18,459	12,200	3,778	2,937	2,548	9,263	39,922
VisitFayettevilleNC.com	98	59	23	34	36	93	250
Inquiries							
FACVB Main Office							
Calls							
Tourism Information	108	82	26	24	44	94	284
Local Information	223	220	64	70	55	189	632
Total Calls	331	302	90	94	99	283	916
Walk-Ins							
Local Residents (Tourism)	673	488	125	140	167	432	1,593
Out-of-Town (Tourism)	606	351	99	116	130	345	1,302
Total Walk-Ins	1,279	839	224	256	297	777	2,895
Drive Thru	6	7	0	0	0	0	13
Relocation/Retiree Info	17	17	4	1	4	9	43
Transportation Resources	0	1	1	2	1	4	5
Same Day Group Service Request	13	4	1	2	1	4	21
Local Directions/Maps	57	49	12	13	12	37	143
Total	1,514	917	242	274	315	831	3,262
Transportation Museum							
Local Residents (Tourism)	774	453	115	164	194	473	1,700
Out-of-Town (Tourism)	294	262	83	131	145	359	915
Cross Creek Mall							
Local Residents (Tourism)	855	642	165	0	0	165	1,662
Out-of-Town (Tourism)	24	17	2	0	0	2	43
Group Service Request	78	50	25	18	16	59	187
Meetings/Events Serviced	9	6	3	2	1	6	21



Everything Begins with a Visit

Thank You!



Economic Impact of \$525.39 million

4,540 jobs with a \$98.41 million payroll

State and Local Taxes of \$39.62 million:

a \$120.86 tax savings to each county resident.

