# Bureau Business Brief: Results Report

### 1<sup>st</sup> Quarter Fiscal Year 20/21

John Meroski Chief Executive Officer FACVB



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### **Everything Begins with a Visit**



# **Smith Travel Research (STR)**

**Segmentation Trend for North Carolina** 

				Current I	Month - Sep	tember 20	20 vs Sep	otembe	r 2019							Year to	Date - Sept	ember 202	0 vs Sep	tember	2019				Participation			
	Occ	: %	AD	R	RevP	AR	Perc	ent Cha	ange fro	m Septer	nber 20	19	Occ	%	AD	R	RevP	AR	F	Percent	Change	from YT	D 2019		Proper	rties	Roo	oms
	2020	2019	2020	2019	2020	2019	Occ	ADR	RevPAR		Room Avail	Room Sold	2020	2019	2020	2019	2020	2019	Occ	ADR I	RevPAR		Room Avail	Room Sold	Census S	Sample	Census	Sample
North Carolina	48.5	66.4	91.68	109.29	44.50	72.52	-26.9	-16.1	-38.6	-37.0	2.6	-24.9	45.2	67.0	91.48	107.29	41.31	71.91	-32.6	-14.7	-42.5	-42.3	0.4	-32.3	1838	1253	161782	131130
Cumberland County, NC	63.8	62.4	80.45	84.38	51.33	52.66	2.2	-4.7	-2.5	-1.1	1.5	3.7	54.4	67.7	76.87	82.36	41.83	55.77	-19.6	-6.7	-25.0	-23.2	2.3	-17.8	72	55	6508	5638
Johnston County, NC	39.8	57.4	71.66	79.38	28.54	45.53	-30.6	-9.7	-37.3	-37.3	-0.0	-30.6	39.2	59.9	73.41	77.24	28.78	46.28	-34.6	-5.0	-37.8	-37.8	0.0	-34.6	33	25	2294	1824
Robeson County, NC	52.0	56.1	72.36	80.05	37.61	44.93	-7.4	-9.6	-16.3	-16.3	0.0	-7.4	50.4	64.9	72.59	80.23	36.57	52.04	-22.3	-9.5	-29.7	-29.7	0.0	-22.3	28	17	1831	1269
Wake County, NC	41.7	77.4	79.13	112.64	33.02	87.19	-46.1	-29.7	-62.1	-61.4	1.8	-45.1	45.0	74.5	88.71	108.83	39.89	81.07	-39.6	-18.5	-50.8	-51.2	-0.8	-40.1	149	140	17713	17078
Durham County, NC	40.5	74.4	76.19	110.85	30.89	82.49	-45.5	-31.3	-62.6	-63.2	-1.7	-46.4	46.1	72.3	85.60	107.82	39.44	77.92	-36.2	-20.6	-49.4	-51.4	-3.9	-38.7	64	58	8298	7636
Edgecombe County, NC																									4	2	216	126
Guilford County, NC	43.2	60.2	73.15	97.15	31.59	58.44	-28.2	-24.7	-45.9	-45.9	0.1	-28.1	40.2	61.6	78.18	99.11	31.42	61.01	-34.7	-21.1	-48.5	-48.3	0.4	-34.4	91	75	10578	9489
Harnett County, NC	49.0	55.5	73.98	80.89	36.23	44.85	-11.7	-8.5	-19.2	-19.2	0.0	-11.7	45.2	58.1	73.24	77.38	33.14	44.95	-22.1	-5.3	-26.3	-32.4	-8.2	-28.5	10	8	739	638
Moore County, NC	53.5	65.8	160.15	148.31	85.64	97.54	-18.7	8.0	-12.2	-14.2	-2.3	-20.5	45.3	65.4	120.77	133.62	54.66	87.42	-30.8	-9.6	-37.5	-41.8	-6.9	-35.6	20	14	1896	1551

CUMBERLAND COUNTY, NC FAYETTEVILLE AREA CONVENTION AND VISITORS BUREAU

# **Visitor Profile**

**Statistics** Sources: Hotels, Online and Visitor Center Walk-Ins

- 1. Visitors to Cumberland County were from the following states: North Carolina 58%, Virginia 5%, and South Carolina 4.0%.
- The visitors' reason for visiting was Vacation 34%, Other 21%, and Relocation 15%.
- The top areas of interest were Historical Sites/Museums 12% each, Outdoor Recreation, Dining and Festivals/Events 10% each, and Arts & Entertainment 9% each.
- 4. On a scale of 1-5 for visitor experience with 5 being the best, the overall visitor average score was 4.75.







### Meeting, Sports and Group Event Solicitation Activity

		# of Bookings	Attendance	Peak Nights	Room Nights	Economic	: Impact
(	Grand Totals:	72	77,612	12,142	54,152	\$22,821,66	50.00
	Cancelled:	5	33,000	28	78	\$6,934,620	0.00
	Closed:	0	0	0	0	\$0.00	
	Definite:	0	0	0	0	\$0.00	
	Assist:	0	0	0	0	\$0.00	
	Lost:	1	60	15	30	\$13,680.00	)
	Pending:	2	225	60	135	\$39,330.00	)
V	erbal Definite:	1	50	25	25	\$5,700.00	
		ce Summary					
CMCA - Spring Conference:					American Legion	-	
The Reunion Network:	2			В	ureau Generated -	Sales Blitz:	2
CVent:	2				RCMA - T	rade Show:	4
AENC - Annual Meeting:						ntacted Us:	
Referral:	-				Previous Clie	nt Referral:	3
Connect Medical:	2				Cor	nnect Faith:	7
Rejuvenate Marketplace:	2				Connect M	arketplace:	11
Sports Express:	1					MPI:	1
Connect Diversity:	3				Bureau	Generated:	6

Mar	ket Se	gment	Summar	y
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Mee	ting Sales Market §	Segments	
Social:	3	Group Tour:	1
Hobby:	1	Civic:	0
Religious:	27	Educational:	2
Politics:	0	Medical:	1
Military:	6	Reunion:	3
Association:	8	Government:	1
Nonprofit Group:	2	Sports:	14
Fraternal:	2	Ethnic:	0
Corporate:	1		

CUMBERLAND COUNTY, NC FAYETTEVILLE A R E A CONVENTION AND VISITORS BUREAU

**Hosted Events** 





2020 Butterfly Primerica Sandhills Open Held at Freedom Courts Sportsplex August 14-16 American Junior Golf Association Jr. Open Held at Anderson Creek Golf Course September 18-20

CUMBERLAND COUNTY, NC FAYETTEVILLE A R E A CONVENTION AND VISITORS BUREAU

#### **Staff News**

<u>Amy Karpinski</u> joined our team on July 1st as our Sports Sales Manager. She brings with her a proven record of achieving results and meeting goals over the course of her diversified career, and she claims, "a passion for all sports and a deeprooted desire to help communities, businesses, and individuals thrive."

Amy currently volunteers as president of the Cape Fear Table Tennis Club (CFTTC), which has grown from a regular membership of 4 to 36 paying members in two years under her leadership. She is also a seasoned tournament director and certified club umpire who has directed tournaments not only in Fayetteville, but also in Newport News, VA, and Wilmington, NC, for their respective clubs in a ground-roots effort to popularize table tennis as a sport. She has personally competed across the country in dozens of table tennis tournaments, including two U.S. Nationals, a U.S. Open, and a World Veteran's Championship.

For these many reasons, we are proud to welcome Amy to our team and look forward to seeing her contribute to and expand our sales efforts in the sports industry.



**FAYETTEVILLE** A R E A CONVENTION AND VISITORS BUREAU

Scorecard

Description	JUL	AUG	SEP	1st Quarter	FY 2021 Totals	Annual Goal	Percentage of Goal
SALES RESULTS						·	
Advertisement Results							
Blitz							
Inquiry	0	0	1	1	1		
Dogwood Digest							
Inquiry	2	0	2	4	4		
Success							
Inquiry	0	0	0	0	0		
Sales							
Carryovers							
Room Nights	4,999			4,999	4,999		
Bookings-Attendance	5,540			5,540	5,540		
Economic Impact	\$1,915,200			\$1,915,2 00	\$1,915,200		
Leads	6	2	7	15	15	100	15.00%
Leads Room Nights	3,365	100	2,025	5,490	5,490		
Leads Attendance	1,760	178	6,955	8,893	8,893		
Leads Impact	\$420,660	\$14,820	\$482,790	\$918,270	\$918,270		
Number of Leads to Definite	3	0	2	5	5		
Verbals	6	7	4	17	17		
Verbal Bookings Attendance	990	1,320	5,480	7,790	7,790		
Verbal Bookings Room Nights	955	1.182	1.465	3,602	3,602		
Verbal Bookings Impact	\$249,660	\$347,244	\$471,960	\$1,068,8 64	\$1,068,864		
Bookings	3	2	2	7	7		
Bookings Attendance	330	190	269	789	789		
Bookings Room Nights	132	152	212	496	496	22,500	2.20%
Bookings Economic Impact	\$112,860	\$66,804	\$50,160	\$229,824	\$229,824		
Sales Functions	0	4	5	9	9		
Site Inspections	0	7	7	14	14		
Sales Blitz	0	0	0	0	0		
Calls Converted to Accounts	6	2	2	10	10		
Bid/Packages Mailed	0	1	3	4	4		
Client Presentations	1	2	3	6	6		
Trade Shows							
Connect Sports							
Contacts			33	33	33		
Leads			0	0	0		
Room Nights			0	0	0		
Attendees			0	0	0		
Hot Prospects			7	7	7		
Follow-ups			12	12	12		

CUMBERLAND COUNTY. NC FAYETTEVILLE A R E A CONVENTION AND VISITORS BUREAU

**Scorecard** 

Description	JUL	AUG	SEP	1st Quarter	FY 2021 Totals	Annual Goal	Percentage of Goal
Previous Fiscal Year (2019-2020)				Quarter	Totals	GUai	or Goal
Leads					131	100	131.00%
Pending					0		
Completed Business					74		
Verbal Definite					2		
Lost					31		
Definite					7		
Cancelled					2		
Total					116		
Top 3 Lost Reasons							
					Committee		
1					Decision		
2					Event Cancelled		
					Will Not Meet In		
3					Fayetteville		
Top 5 Locations Lost To							
1					Albuquerque, NM		
2					Raleigh, NC		
3					Concord, NC		
4					Durham		
5					Charlotte		

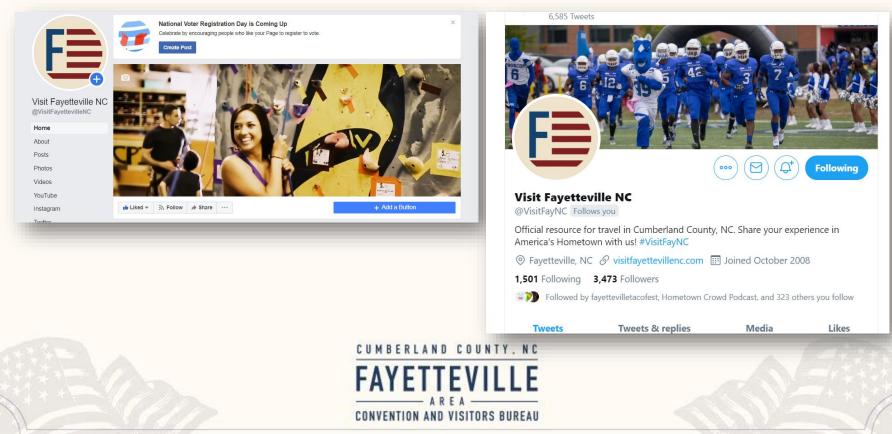
CUMBERLAND COUNTY, NC FAYETTEVILLE A R E A CONVENTION AND VISITORS BUREAU

### **Social Media Statistics**

Outlet	Followers	Posts
Twitter	3,877	10
Facebook	10,721	17
Instagram	3,802	5

#### Engagement

764 Clicks, Retweets, Replies 9,178 Likes, Comments, Shares 586 Likes, Comments



### **Earned Media Snapshot**

#### The Brewer Magazine Dirtbag Ales named as Nicest Place in NC

### Dirtbag Ales Named Reader's Digest's Nicest Place in North Carolina

By Fayetteville Area Convention & Visitors Bureau on July 15, 2020



In late March, the Fayetteville Area Convention & Visitors Bureau (FACVB) nominated Cumberland County to Reader's Digest for their annual "Nicest Places in the America" recognition. Reader's Digest was looking for places that were showing resilience and support during the COVID-19 crisis.

In nominating Cumberland County, three examples of community support-in-action were shared, including Dirtbag Ales' donation of Homecoming Pilsner to soldiers quarantined at Fort Bragg. The brewery donated 40 cases and allowed members of the public to donate even more. Thanks to this initiative, Reader's Digest named Dirtbag Ales as the Nicest Place in North Carolina for 2020.

Homecoming Pilsner was developed as a partnership between the FACVB and Dirtbag Ales during

#### See the full story

### Family Travels On a Budget

Historic North Carolina Attractions: Carvers Creek State Park

#### Historic North Carolina attractions: Carvers Creek State Park

JULY 31, 2020 BY KAREN DAWKINS - LEAVE A COMMENT

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<b>P</b> Pin	f Share	🍏 Tweet
I travel, I love visiting	historic destinations. I also	love hiking and outdoor

When I travel, I love visiting historic destinations. I also love hiking and outdoor activities. When history and outdoor destinations come together, it's pretty much perfect! That's where one of the newest North Carolina attractions, Carvers Creek State Park, comes in.

Carvers Creek State Park is just outside of Fayetteville, in Spring Lake, North Carolina. It is one of the newcomers to the long list of great North Carolina attractions. When looking for things to do in North Carolina, this should definitely be added to your list.



See the full story

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CUMBERLAND COUNTY, NC

FAYETTEVILLE

**Earned Media Snapshot** 

### **Sports Destinations**

Top Table Tennis Pros Ready to Play in Faye



### Earth Island Journal

**Operation Red Cockaded Woodpecker** 

ARTH ISLAND

ARCHIVE

MAGAZINE

IE I ATEST

#### Operation Red-Cockaded Woodpecker

An Farth Jeland Institute Publicat

In North Carolina, an endangered bird finds a foothold on military land.

DAVID LEE DROTAR August 20, 2020

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The deafening whir of helicopter blades echoed through the crisp fall air in Fort Bragg, North Carolina. Standing knee deep in a carpet of dry wiregrass, I gazed upward through towering longleaf pines. The terrain is a remnant of the vast ecosystem

#### See the full story

FAYETTEVILLE

**Earned Media Snapshot** 

### The Meeting Magazines

FACVB Dir. Of Operations Receives National Accreditation



News / Fayetteville Area Convention & Bureau Operations Manager Receives National Human Resources Accreditation

#### Fayetteville Area Convention & Bureau Operations Manager Receives National Human Resources Accreditation

AUGUST 31, 2020



CUMBERLAND COUNTY.NC FAYETTEVILLE AREA CONVENTION AND VISITORS BUREAU

Kelly Brill, Operations Manager at the Fayetteville Area Convention & Bureau (FACVB) recently received The Society of Human Resources Management Senior Certified Professional (SHRM-CP) accreditation. Kelly took several preparation classes last winter and studied for six months in preparation for the final examination.

The SHRM-CP accreditation is offered by the SHRM, the largest HR membership organization in the world. SHRM has supported more than 100,000 employers representing 115 million employees worldwide.

#### See the full story

FAYETTEVILLE

### **Spectacular Magazine**

Internationally Celebrated Public Art Exhibit Staged In Downtown Fayetteville



Internationally Celebrated Public Art Exhibit Staged In Downtown Fayetteville Phyllis Coley September 30, 2020

#### See the full story

**Scorecard** 

Description	JUL	AUG	SEP	1st Quarter	FY 2021 Totals	Annual Goal	Percentage of Goal
<b>COMMUNICATIONS R</b>	ESULTS						
Social Media							
Visit Fayetteville NC Facebook							
Followers	10,545	10,603	10,721		N/A		
Posts	17	14	17	48	48		
Page Likes (Net)	59	60	122.00	241	241		
Engagements	5,344	6,313	9,178	20,835	20,835	115,844	17.99%
Go Fayetteville Facebook							
Followers	3,366	3,392	3,429		N/A		
Posts	6	5	18	29	29		
Page Likes (Net)	56	27	39	122	122		
Engagements	2,413	698	1,123	4,234	4,234		
Visit Spring Lake NC Facebook							
Followers	4,733	4,717	4,714		N/A		
Posts	2	2	3	7	7		
Page Likes (Net)	-7	-16	-2	-25	-25		
Engagements	661	747	919	2,327	2,327		
Heroes Homecoming Facebook							
Followers	2,165	2,205	2,217		N/A		
Posts	6	8	10	24	24		
Page Likes (Net)	-2	40	13	51	51		
Engagements	93	1,449	764	2,306	2,306		
Visit Fayetteville NC Twitter							
Followers	3,862	3,867	3,877		N/A		
Posts	39	31	23	93	93		
Page Likes (Net)	0	5	10	15	15		
Engagements	399	428	467	1,294	1,294	13,475	9.60%
Heroes Homecoming Twitter							
Followers	890	887	884		N/A		
Posts	7	11	5	23	23		
Page Likes (Net)	0	-3	-3	-6	-6		
Engagements	29	113	29	171	171		

CUMBERLAND COUNTY. NC FAYETTEVILLE A R E A CONVENTION AND VISITORS BUREAU

**Scorecard** 

Description	JUL	AUG	SEP	1st Quarter	FY 2021 Totals	Annual Goal	Percentage of Goal
Visit Fayetteville NC Instagram							
Followers	3,678	3743	3,802		N/A		
Posts	10	14	9	33	33		
Page Likes (Net)	63	65	59	187	187		
Engagements	1019	1202	586	2,807	2,807	6,730	41.71%
FACVB LinkedIn							
Followers	1,014	1,021	1,025		N/A		
Posts	7	5	12	24	24		
Page Likes (Net)	19	9	5	33	33		
Engagements	233	150	217	600	600	2,405	24.95%
Total Posts	94	90	97	281	281		
Total Engagements	10,191	11,100	13,283	34,574	34,574		
E-Newsletter Subscribers	87	71	80	238	238		
Electronic Destination Guides Viewed	7	8	8	23	23		
Electronic Trail Guides Viewed	9	1	5	15	15		
FACVB Generated Blog Articles	0	0	0	0	0		
Public Relations							
FACVB							
Publicity Generated- Melody							
Out of Market	1	2	12	15	15		
Local	4	1	4	9	9	60	15.00%
Publicity Generated-Jenny	1	0	2	3	3	22	13.64%
Agency Publicity Generated	0	0	0	0	0		
Press Releases Issued	1	2	2	5	5		
Out of Market Media Visits	2	0	2	4	4		
Digital Marketing							
Media One - Web Hits Generated	11690	9,330	5,818	26,838	26,838		
219 Group Web Hits (visitfay)	566	627	653	1,846	1,846		
Visitor Data							
Reason for Visiting (Top 3)							
Hotel Guests							
1	No Data	No Data	No Data	No Data			
2	No Data	No Data	No Data	No Data			
3	No Data	No Data	No Data	No Data			
Online Requests							
1	Other, Visit Friends/Family and Vacation	Vacation	Vacation	Vacation			
2	Relocation	Relocation	Relocation	Relocatio n			
3	Traveling Through	Other	Visit Friends/Family	Other			

CUMBERLAND COUNTY. NC FAYETTEVILLE A R E A CONVENTION AND VISITORS BUREAU

**Scorecard** 

Description	JUL	AUG	SEP	1st Quarter	FY 2021 Totals	Annual Goal	Percentage of Goal
Guest Books at VC							
1	No Data	No Data	No Data	No Data			
2	No Data	No Data	No Data	No Data			
3	No Data	No Data	No Data	No Data			
Top States of Origin							
Hotel Guests							
1	No Data	No Data	No Data	No Data			
2	No Data	No Data	No Data	No Data			
3	No Data	No Data	No Data	No Data			
Online Requests							
1	North Carolina	North Carolina	North Carolina	North Carolina			
2	Six States Tied	South Carolina	Virginia	Virginia			
3	Seven States Tied	4 States and 2 Countries Tied	Wisconsin, New York, Texas	South Carolina			
Guest Books at VC							
1	No Data	No Data	No Data	No Data			
2	No Data	No Data	No Data	No Data			
3	No Data	No Data	No Data	No Data			
Top Areas of Interest (Top 3)							
Hotel Guests							
1	No Data	No Data	No Data	No Data			
2	No Data	No Data	No Data	No Data			
3	No Data	No Data	No Data	No Data			
Online Requests							
1	Museums	Historical Sites	Dining	Historical Sites			
2	Historical Sites	Museums/Arts & Entertainment	Shopping/Arts & Entertainment/Historic al Sites	Dining			
3	Dining	Outdoor Recreation/Dining	Outdoor Recreation/Museums	Museum s			
Visitor Experience (Avg for Month)							
Hotel Guests							
by Month	No Data	No Data	No Data	No Data			
to Date	No Data	No Data	No Data				
Guest Books							
by Month	No Data	No Data	No Data	No Data			
to Date	No Data	No Data	No Data				
Overall							
by Month	No Data	No Data	No Data	No Data			
to Date	No Data	No Data	No Data				

CUMBERLAND COUNTY, NC FAYETTEVILLE A R E A CONVENTION AND VISITORS BUREAU

# **Tourism Department**

#### **Staff News**

At the beginning of June, we welcomed a new team member who is now serving as our Tourism & Events Coordinator. Natalie Stepniewski grew up in Connecticut and has a Bachelor's of Science degree from Eastern Connecticut State University, where she competed on a swim team. She then worked as a Passenger Crew Service Member in Whittier, AK, before joining Visit Anchorage as their Membership & Destination Services Administrative Assistant.

After Natalie's fiancé, who serves in the U.S. Army, received orders to Fort Bragg, they moved to Fayetteville in March 2020. When she is not working, she enjoys hiking, working out, riding horses, and hanging out with her dogs. We know Natalie brings much value to our team, to include her prior Visitors Bureau experience, and are looking forward to working with her and getting to know her better!



FAYETTEVILLE

# **Tourism Department**

**Scorecard** 

Description	JUL	AUG	SEP	1st Quarter	FY 2021 Totals	Annual Goal	Percentage of Goal
TOURISM RESULTS	•		·				
Sales							
Civic Presentations	0	0	0	0	0		
Leads (Goal: 35)	2	0	2	4	4	35	11.43%
Leads-Attendance	250	0	225	475	475		
Leads-Room Nights	125	0	135	260	260		
Leads-Economic Impact	\$25,500	\$0	\$39,330	\$64,830	\$64,830		
Number of Leads to Definite	0	0	1	1	1		
Verbal Bookings	0	1	0	1	1		
Verbal Bookings-Attendance	0	50	0	50	50		
Verbal Bookings-Room Nights	0	50	0	50	50		
Verbal Bookings-Economic Impact	\$0	\$11,400	\$0	\$11,400	\$11,400		
Bookings (Goal: 2,000 RN)	0	0	1	1	1		
Bookings-Attendance	0	0	50	50	50		
Bookings-Room Nights	0	0	30	30	30	2,000	1.50%
Bookings-Economic Impact	\$0	\$0	\$13,680	\$13,680	\$13,680	, in the second se	
Annual Lead Conversion	·						
Current Fiscal Year (20-21)							
Previous Fiscal Year (2019-2020)							
Leads					0	35	0.00%
Pending					0		
Verbal Definite					2		
Lost					2		
Definite					7		
Cancelled					8*	*All canceled Leads were	
Total					11	due to COVID-19.	
Top 3 Lost Reasons							
1					Could not get client to call us back.		
2					Wedding Planners was scouting rates.		
3					N/A		



## **Visitor Services Department**

**Fulfilled 11 Group Service Requests** Includes internal FACVB requests, walk-ins, meetings etc.





# **Visitor Services Department**

#### **Distributed 1,490 Visitor Guides**

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



### Handled 277 Visitor Inquiries

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



CUMBERLAND COUNTY. NC FAYETTEVILLE A R E A CONVENTION AND VISITORS BUREAU

## **Visitor Services Department**

**Scorecard** 

Description	JUL	AUG	SEP	1st	FY 2021	Annual	Percentage
				Quarter	Totals	Goal	of Goal
VISITOR CENTER RESULT	ſS						
Destination Guides Distributed	103	483	904	1,490	1,490		
Inquiries							
Main Office							
Calls							
Tourism Information	23	36	36	95	95		
Local Information	31	35	30	96	96		
Total Calls	54	71	66	191	191		
Walk-Ins							
Out of Town Visitors							
Information/Maps/Directions	35	50	51	136	136		
Relocate/Retire	5	3	2	10	10		
Promotions	0	0	0	0	0		
Local Customers							
Information/Maps/Directions	22	9	12	43	43		
GSROs	0	0	0	0	0		
Total Walk-ins Main Office	62	62	65	189	189		
Transportation Museum							
Walk-Ins							
Out of Town Visitors							
Information/Maps/Directions	0	0	46	46	46		
Relocate/Retire	0	0	0	0	0		
Local Customers							
Information/Maps/Directions	0	0	10	10	10		
Museum Visit - Group or Individuals	0	0	91	91	91		
Total Walk-ins TM	0	0	147	147	147		

FAYETTEVILLE

