Bureau Business Brief: Results Report

April 2019

John Meroski Chief Executive Officer FACVB





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Smith Travel Research (STR)

Segmentation Trend for North Carolina

				Cu	rrent Month	- April 20	19 vs Ap	ril 2018								Y	ear to Date	- April 201	9 vs Apri	I 2018						Partic	cipation	
	Occ	%	ADI	2	RevP	AR	P	ercent	Change	from Apı	il 2018		Occ	%	AD	R	RevP	AR	F	Percent	Change	e from Y	TD 2018		Proper	ties	Roc	oms
	2019	2018	2019	2018	2019	2018	Occ	ADR	RevPAR	Room Rev	Room Avail	Room Sold	2019	2018	2019	2018	2019	2018	Осс	ADR	RevPAR	Room Rev	Room Avail	Room Sold	Census	Sample	Census	Sample
North Carolina	70.5	68.5	108.25	106.65	76.32	73.03	3.0	1.5	4.5	5.0	0.5	3.5	64.0	60.2	102.97	100.07	65.86	60.24	6.3	2.9	9.3	9.8	0.4	6.7	1780	1191	156562	125756
0 1 1 10 1 10	70.7	07.0		04.47	50.70	55.00	7.0					40.5	00.7	24.4	00.54	77.50	55.00	40.00			40.7				70		2000	5000
Cumberland County, NC	72.7	67.9	82.09	81.47	59.70	55.28	7.2	0.8	8.0	11.4	3.1	10.5	68.7	64.4	80.51	77.59	55.33	49.98	6.7	3.8	10.1	15.4	4.2	11.2	70	51	6309	
Johnston County, NC	68.9	62.7	77.59	73.29	53.44	45.93	9.9	5.9	16.4	21.2	4.1	14.4	58.5	53.4	75.08	71.48		38.20	9.5	5.0	15.0	19.7	4.1	14.0	33	25	2295	
Robeson County, NC	73.2	67.5	81.90	75.36	59.95	50.89	8.4	8.7	17.8	17.8	0.0	8.4	66.4	59.7	79.82	74.05	53.02	44.21	11.3	7.8	19.9	19.9	0.0	11.3	28	16	1833	1246
Wake County, NC	76.8	74.8	110.32	107.87	84.71	80.65	2.7	2.3	5.0	8.5	3.3	6.1	71.8	67.9	107.69	104.99	77.32	71.26	5.8	2.6	8.5	11.6	2.8	8.8	145	134	17385	16536
Durham County, NC	77.5	74.6	113.30	109.77	87.81	81.88	3.9	3.2	7.2	7.3	0.0	3.9	70.4	66.8	108.09	104.31	76.13	69.71	5.4	3.6	9.2	9.2	0.0	5.4	65	61	8402	8009
Edgecombe County, NC																									4	2	216	126
Guilford County, NC	69.4	69.5	123.56	123.91	85.74	86.08	-0.1	-0.3	-0.4	2.5	2.9	2.8	60.1	57.6	103.09	100.37	61.95	57.80	4.3	2.7	7.2	9.2	1.9	6.3	88	72	10468	9404
Harnett County, NC	66.6	62.7	76.44	77.37	50.87	48.53	6.1	-1.2	4.8	4.8	0.0	6.1	58.3	57.7	75.10	74.00	43.75	42.73	0.9	1.5	2.4	2.4	0.0	0.9	11	8	859	638
Moore County, NC	71.9	68.1	155.58	151.95	111.80	103.45	5.5	2.4	8.1	8.1	0.0	5.5	61.3	55.5	122.04	117.20	74.82	65.09	10.4	4.1	15.0	15.0	0.0	10.4	21	14	1940	1554



Visitor Profile

Statistics

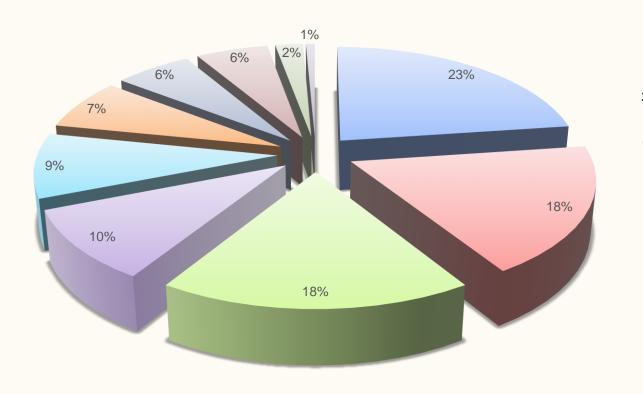
Sources: Hotels, Online and Visitor Center Walk-Ins

- 1. Visitors to Cumberland County were from the following states: North Carolina 30%, Florida & New York 8% each, Georgia and Virginia 5% each.
- 2. The visitors' reason for visiting was Visit Friends/Family 23%, Traveling Through & Vacation 18% each, Business 10% and Business with Military 9%.
- 3. The top areas of interest were Dining 13%, Museum 11%, Historic Sites & Arts/Entertainment 10% each, Shopping 9% and Military Sites 8%.
- 4. On a scale of 1-5 for visitor experience with 5 being the best, the overall visitor average score was 4.76.



Visitor Profile

Reason for Visiting

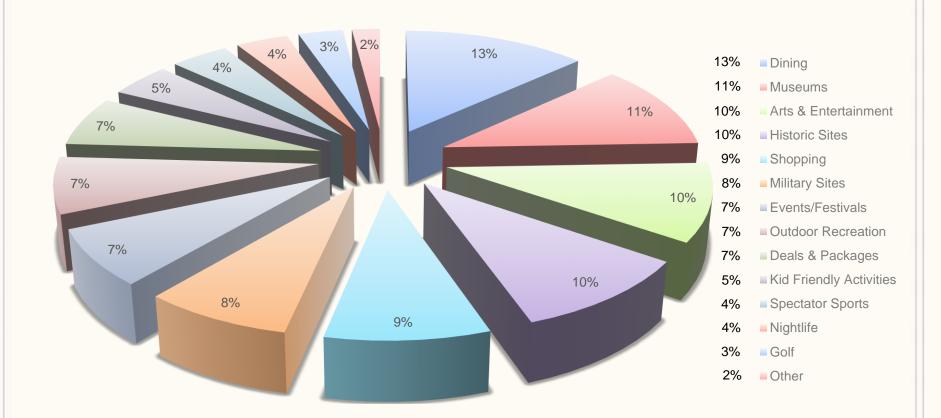


23% Visit Friends/Family
18% Traveling Through
18% Vacation
10% Business
9% Business with Military
7% Events/Festivals
6% Relocation
6% Other
2% Specific Attraction
1% Convention/Reunions



Visitor Profile

Visitor's Interests





Meeting, Sports and Group Event Solicitation Activity



Grand Totals:	115	129,351	18,808	61,752	\$32,091,228.00	
Cancelled:	0	0	0	0	\$0.00	
Closed:	0	0	0	0	\$0.00	
Definite:	11	4,160	318	650	\$1,596,000.00	
Assist:	0	0	0	0	\$0.00	
Lost:	11	29,900	3,817	9,903	\$13,002,840.00	
Pending:	1	200	125	225	\$85,500.00	
Verbal Definite:	13	36,600	1,125	2,425	\$3,055,200.00	
Canceled from Pending:	0	0	0	0	\$0.00	
Lead Sour	ce Summary					
American Legion - Magazine:			Nation		ports Commission:	
Group Tour Magazine - Group Tour Media:				Bureau Gener	rated - Sales Blitz:	
Cape Fear Botanical Garden:					Crown Coliseum:	_
CVent:	-				MA) - Trade Show:	
Bureau Generated - Calls (9-11 a.m.):		Association I	Executives of Nort	th Carolina (AENC)	- Annual Meeting:	
Client Contacted Us:	28				Referral:	1
Previous Client Referral:		Christian Mee	tings and Convent	tions Association (C	CMCA) - Directory:	
Virginia Motorcoach Association (VMA):					Connect Sports:	
Rejuvenate Marketplace:					Website:	1
ristian Meetings and Conventions Association (CMCA) - Spring Conference:	2			Con	inect Marketplace:	13
Bureau Generated:	7					

of Bookings Attendance Peak Nights Room Nights Economic Impact

Market Segment Summary **Meeting Sales Market Segments** Performance Group: 0 Group Tour: 2 Health & Medical: 0 Hobby & Vocational: 1 Religious: 32 Senior Group: 0 Politics: 0 Educational/Student Group: 0 Military/Government: 0 Affinity Group: 0 Sports: 30 Corporate: 0 outdoor/Adventure Group: 0 Retail Tour: 0 Educational: 3 Corporate - Miscellaneous: 5 Church/Religious Group: 0 Family or Friend Reunion: 4 Reunion: 4 Government: 2 Nonprofit Group: 2 TDA: 0



Scorecard

Description	1st Quarter	2nd Quarter	3rd Quarter	APR	MAY	JUN	4th Quarter	FY 2019 Totals	Annual Goal	Percentage of Goal
SALES RESULTS	·									
Advertisement Results										
Blitz										
Inquiry	5	2	5	3			3	15		
Dogwood Digest										
Inquiry	7	5	6	2			2	20		
Success										
Inquiry	2	0	1	1			1	4		
Sales										
Carryovers										
Room Nights	4,125							4,125		
Bookings-Attendance	32,946							32,946		
Economic Impact	\$978,704							\$978,704		
Leads	24	47	37	14			14	122	130	93.85%
Leads Room Nights	7,270	27,020	11,012	2,291			2,291	47,593		
Leads Attendance	21,231	35,050	89,335	18,404			18,404	164,020		
Leads Impact	\$1,728,924	\$28,607,616	\$7,128,690	\$586,644			\$586,644	\$38,051,874		
Verbals	28	56	53	25			25	162		
Verbal Bookings Attendance	28,094	33,290	103,454	61,125			61,125	225,963		
Verbal Bookings Room Nights	3,374	10,051	29,560	11,037			11,037	54,022		
Verbal Bookings Impact	\$1,125,180	\$40,892,370	\$123,108,662	\$7,074,840			\$7,074,84 0	\$172,201,052		
Bookings	8	11	18	3			3	40		
Bookings Attendance	13,480	49,475	36,400	700			700	100,055		
Bookings Room Nights	831	16,992	8,876	245			245	26,944	20,000	134.72%
Bookings Economic Impact	\$228,000	\$4,774,320	\$13,837,320	\$124,830			\$124,830	\$18,964,470		
Sales Functions	16	19	26	5			5	66		
Site Inspections	4	2	13	1			1	20		
Sales Blitz	3	5	4	1			1	13		
Calls Converted to Accounts	13	7	3	0			0	23		
Bid/Packages Mailed	0	1	0	0			0	1		
Client Presentations	3	3	11	1			1	18		
Trade Shows										
US Sports Congress										
Contacts		10						10		
Leads		5						5		
Room Nights		2,500						2,500		
Attendees		4,000						4,000		
Hot Prospects		2						2		
Followups		3						3		

CUMBERLAND COUNTY. NC

FAYETTEVILLE

CONVENTION AND VISITORS BUREAU

Scorecard

Description	1st Quarter	2nd Quarter	3rd Quarter	APR	MAY	JUN	4th Quarter	FY 2019 Totals	Annual Goal	Percentage of Goal
Connect Sports	Quarter	Quarter	Quarter				Quarter	Totals	Cour	or dour
Contacts	30							30		
Leads	4							4		
Room Nights	900							900		
Attendees	700							700		
Hot Prospects	2							2		
Followups	2							2		
Connect Women in Sports										
Contacts	30	17						47		
Leads	4	1						5		
Room Nights	900	500						1,400		
Attendees	700	750						1,450		
Hot Prospects	2	1						3		
Followups	2	3						5		
Connect Association		,								
Contacts	30							30		
Leads	4							4		
Room Nights	800							800		
Attendees	1,250							1,250		
Hot Prospects	2							2		
	6							6		
Followups MPI-CC Annual	6							6		
Contacts			0					0		
										—
Leads			0					0		——
Room Nights			0					0		-
Attendees			0					0		-
Hot Prospects			0					0		——
Followups			0					0		
AAU Convention										
Contacts								0		——
Leads								0		
Room Nights								0		
Attendees								0		
Hot Prospects								0		——
Followups								0		
AENC Winter Conference										
Contacts								0		
Leads								0		
Room Nights								0		
Attendees								0		
Hot Prospects								0		
Follow Up								0		

FAYETTEVILLE

CONVENTION AND VISITORS BUREAU

Scorecard

Description	1st Quarter	2nd Quarter	3rd Quarter	APR	MAY	JUN	4th Quarter	FY 2019 Totals	Annual Goal	Percentage of Goal
CMCA Spring Conference										
Contacts			0	32			32	32		
Leads			0	6			6	6		
Room Nights			0	475			475	475		
Attendees			0	725			725	725		
Hot Prospects			0	2			2	2		
Followups			0	12			12	12		
Connect Faith										
Contacts		29						29		
Leads		11						11		
Room Nights		9,195						9,195		
Attendees		6,120						6,120		
Hot Prospects		3						3		
Followups		18						18		
Teams										
Contacts	35	0						35		
Leads	5	0						5		
Room Nights	1,500	0						1,500		
Attendees	2,500	0						2,500		
Hot Prospects	3	0						3		
Followups	8	0						8		
NCSGMP NEC										
Contacts								#REF!		
Leads								#REF!		
Followups								#REF!		
AENC Holiday Trade Show										
Contacts		135						135		
Leads		0						0		
Room Nights		0						0		
Attendees		0						0		
Hot Prospects		2						2		
Followups		2						2		
RCMA										
Contacts			18					18		
Leads			4					4		
Room Nights			570					570		
Attendees			1,340					1,340		
Hot Prospects			3					3		
Followups			5					5		

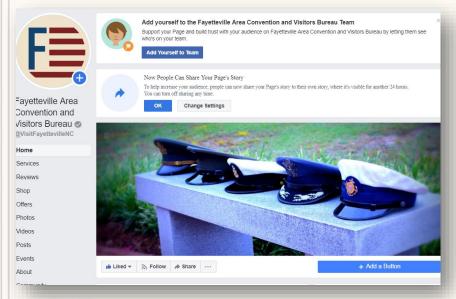
CUMBERLAND COUNTY, NC

FAYETTEVILLE

CONVENTION AND VISITORS BUREAU

Social Media Statistics

Outlet	Followers	Posts	Engagement
Twitter	3,310	130	1,531 Clicks, Retweets, Replies
Facebook	8,101	69	5,914 Likes, Comments, Shares
Instagram	2,340	22	1,182 Likes, Comments
Facebook - #GoFay	2,634	34	2,315 Likes, Comments, Shares







Publicity Generated

Baseball Hall of Fame Collection FunTravels.com

FAYETTEVILLE

What to See & Do

A Snapshot of the Photography Collection at the National Baseball Hall of Fame and Museum

through Saturday, May 11 | 7:00 PM - 4:00 PM

The exhibition focuses on the history and sport of baseball woven in with the story of Fayetteville's new minor league team and downtown stadium

The National Baseball Hall of Fame and Museum preserves the historic link between the two passions with more than 250,000 original photographs in the Museum's photo archive. The Hall of Fame's newest exhibition, Picturing America's Pastime, features 51 photographic images showing the incredible breath and depth of this unique collection.

Tours will be available Mondays through Thursdays, from 9:00 AM-3:00 PM through May 9th.

Hours: Mon-Thurs 9 a.m. - 5 p.m.; Fri 9 a.m. - noon; Sat noon-4 p.m. (910) 323-1776

For more informtion contact The Arts Council of Fayetteville/Cumberland County 301 Hay St, Fayetteville, NC | Phone: (910) 323-1776 | Fax: (910) 323-1727 | admin@theartscouncil.com

A Slice of Cake Adventures of a Frugal Mom

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A Slice Of Cake for Our Upcoming Trip to Fayetteville

April 11, 2019 P Leave a Comment

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Group Travel Leader
Get a Heroes Welcome



A Hero's Welcome in Fayetteville, North Carolina

By Eliza Myers | March 12, 2019

When guests first hear the rumble of an Air Force bomber flying overhead in Fayetteville, North Carolina, many think the sound is a thunderstorm.

Military trainings occur frequently in Fayetteville because of its proximity to the largest Army installation in the country; Fort Brags, The towns close interactions with the nearby base and its own warrime history have created a destination bursting with patriotism and military attractions, Group leaders creating a military-focused tour of the surrounding Cumberland Country can choose from more than 40 military sites from uniform patriotisms.



Read

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CONVENTION AND VISITORS BUREAU

Publicity Generated

Sports Destination Management Victory Means a Little More Here



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CONVENTION AND VISITORS BUREAU

Up & Coming Magazine Tourism Means Business





TOURISM MEANS BUSINESS AT ALL LEVELS

National Travel and Tourism Week (NTTW), which takes place next week from May 5-11, is an annual tradition for the United States travel community. NTTW was established by a congressional resolution in 1983 and first observed in 1984. Its when travel and tourism professionals across the country unite to celebrate the value of travel for our economy, businesses and personal well-being.

UNITED STATES

Nationwide, direct economic output generated by domestic and international visitors is \$2.5 trillion annually and the industry supports 15.7 million jobs. Travel is the 7th largest US employer in the private sector.

NORTH CAROLINA

In North Carolina, the value of travel and tourism to the state's economy continues to grow. In 2017, visitors to North Carolina generated an economic output of \$23.9 billion.

Publicity Generated

Dig-It Magazine
Origami in the Garden

Cape Fear Botanical Garden Events May 5 thru September 30 - Summer Exhibit: Origami in the Garden2

Special programing and events alongside beautiful origami sculptures, "folding paper" in Japanese. Exhibit tells the story of this art form through a traveling collection of metal sculptures displayed outdoors. Each sculpture is inspired by a blank piece of paper that has been transformed into museum quality metal and tells the story of creativity and the art of making something out of nothing.

Cape Fear Botanical Garden 536 N Eastern Blvd. Fayetteville, NC 28301

910.486.0221, www.capefearbg.org/

Adventures of a Frugal Mom Tales from a Road Trip







Press Releases

Fayetteville's Beer Scene Marked by Military Influence

Four of five local microbreweries run by former members of the armed forces

Photos for Promotional Purposes

Tweet this: With 4 of 5 local breweries run by former or retired service members, Greater Fayetteville's craft beer scene is marked by military influence. Several offer beers that pay homage to the military. Special events throughout #NCBeerMonth

@VisitEavNC https://bit.ly/2WJo5Na

Cumberland County, NC,— In addition to being in Cumberland County and having remarkable offerings, a unique component that ties Fayetteville area breweries together is the influence of the military. With Fort Bragg as Fayetteville's neighbor, the military influence is no surprise. Four of the five breweries are owned by veterans or retired service members. Spouses and family members work at all of them. Additionally, several of the breweries offer special beers that honor and recognize service members.

Dirtbag Ales

While working as an Army medic on the night shift at a military hospital, <u>Vernardo</u> "Tito" Simmons-Valenzuela traded the promise of free beer for life in exchange for a friend's home brew kit. It was at that moment that Tito started the



Press Releases

Largest Poetry Slam in the U.S. Chooses Fayetteville

Southern Fried Poetry Slam will be held June 4-8 in Fayetteville

Poetry Slam Photos and Logos for Promotional Purposes

Tweet This: The largest Slam Poetry Fest in the U.S. brings top southeastern artists to www.commons.org/wigitfayNC June 5-8. www.commons.org/wigit

Fayetteville, NC– Each June, a southeastern city hosts one of the largest spoken word and performance poetry tournaments in the world. This special event showcases some of the South's most extraordinary writers, orators and artists, who compete for cash, prizes and bragging rights. Fayetteville is proud to host the 2019 Southern Fried Poetry Slam from June 4-8, 2019.

Thirty-two teams of 5 people each and 24 individual poets from throughout the South will attend and compete.



Scorecard

Description	1st Quarter	2nd Quarter	3rd Quarter	APR	MAY	JUN	4th Quarter	FY 2019 Totals	Annual Goal	Percentage of Goal
COMMUNICATIONS RESU	ILTS	•		•						
Social Media										
CVB Facebook										
Users/Followers	N/A	N/A	N/A	8,101			N/A	N/A		
Posts	114	130	116	69			69	429		
New Fans	363	762	549	202			202	1,876		
Unlikes	82	718	214	28			28	1,042		
User Interaction/Engagement	3,944	6,606	11,121	5914			5,914	27,585	15,705	175.64%
GoFayetteville Facebook										
Users/Followers	N/A	6,408	N/A	2,634			N/A	6,408		
Posts	32	69	52	34			34	187		
New Fans	3,944	257	344	127			127	4,672		
Unlikes	N/A	26	31	6			6	63		
User Interaction/Engagement	1,145	2,816	5,310	2315			2,315	11,586	6,318	183.38%
Spring Lake NC Facebook										
Users/Followers	N/A	12,554	N/A	4,243			N/A	12,554		
Posts	66	53	40	16			16	175		
New Fans	N/A	76	85	56			56	217		
Unlikes	N/A	62	26	12			12	100		
User Interaction/Engagement	33,837	5,591	3,427	3322			3,322	46,177		
Fayetteville Meet/Tourney FB										
Users/Followers	N/A	609	N/A	208			N/A	609		
Posts	15	23	20	5			5	63		
New Fans	N/A	11	25	6			6	42		
Unlikes	N/A	3	1	0			0	4		
User Interaction/Engagement	142	287	1,131	145			145	1,705	588	289.97%
Twitter										
Users/Followers	N/A	N/A	N/A	3,310			N/A	N/A		
Posts	135	126	166	130			130	557		
New Followers	93	472	57	45			45	667		
User Interaction/Engagement	1,261	936	1,460	1531			1,531	5,188	6,063	85.57%
Instagram										
Users/Followers	N/A	N/A	N/A	2,340			N/A	N/A		
Posts	9	18	15	22			22	64		
New Followers	109	133	180	96			96	518		
User Interaction/Engagement	472	806	930	1182			1,182	3,390	6,779	50.01%

CUMBERLAND COUNTY, NC

FAYETTEVILLE

ONVENTION AND VISITORS BUREAU

Scorecard

Description	1st Quarter	2nd Quarter	3rd Quarter	APR	MAY	JUN	4th Quarter	FY 2019 Totals	Annual Goal	Percentage of Goal
Go Fayetteville Instagram	Quarter	Quarter	Quarter				Quarter	Totals	Goal	OI GOAI
Users/Followers	N/A	N/A	N/A	1,229			N/A	N/A		
Posts	7	10	6	1			1	24		
New Followers	108	256	165	39			39	568		
User Interaction/Engagement	198	830	462	103			103	1,593		
Linked In	150	050	402	100			100	2,555		
Followers	N/A	N/A	N/A	580			N/A	N/A		
Posts	58	N/A	40	8			8	106		
User Interaction/Engagement	827	1,225	1,477	266			266	3,795	1,789	212.13%
E-Newsletter Subscribers	207	154	199	63			63	623	2,	
Electronic Destination Guides Viewed	34	27	41	6			6	108		
Electronic Trail Guides Viewed	23	13	14	0			0	50		
FACVB Generated Blog Articles	9	6	7	2			2	24	48	50.00%
Public Relations										
FACVB (In-House)										
Publicity Generated										
Out of Market	13	17	11	7			7	48		
Local	11	26	16	1			1	54		
Press Releases Issued	1	6	11	2			2	20		
Out of Market Media Visits	2	5	4	2			2	13	8	162.50%
Martin Armes										
Publicity Generated										
Out of Market	0	0	0	0			0	0		
Local	0	0	0	0			0	0		
Republik										
Publicity Generated										
Out of Market	0	0	0	0			0	0		
Advertising Trade Pubs	7	0	0	0			0	7		
Local	6	5	0	0			0	11		
Totals										
Publicity Generated										
Out of Market	13	17	11	7			7	48		
Local	17	31	16	1			1	65		
Digital Marketing										
Media One - Web Hits Generated	5,640	27,216	71,624	10,512			10,512	114,992		
219 Group Web Hits (visitfay)	1,288	1,004	900	266			266	3,458		
Jennifer Barbee Leads Generated			11	N/A	N/A	N/A	N/A	11		

CUMBERLAND COUNTY, NC

FAYETTEVILLE

ONVENTION AND VISITORS BUREAU

Scorecard

Description	1st Quarter	2nd Quarter	3rd Quarter	APR	MAY	JUN	4th Quarter	FY 2019 Totals	Annual Goal	Percentage of Goal
Visitor Data										
Reason for Visiting (Top 3)										
Hotel Guests										
1	Traveling Through	Traveling Through	Traveling Through	Visit Friends/Family						
2	Visit Friends/Family	Visit Friends/Family	Visit Friends/Family	Traveling Through						
3	Event/Festival	Business	Business with Military	Vacation						
Online Requests										
1	Relocation	Vacation	Vacation	Vacation						
2	Vacation	Relocation	Visit Friends/Family	Visit Friends/Family						
3	Visit Friends/Family	Visit Friends/Family	Relocation	Relocation						
Guest Books at VC										
1	Vacation	Vacation	Specific Attraction	Vacation						
2	Events/Festival s	Specific Attraction	Vacation	Specific Attraction						
3	Relocation	Relocation	Events/Festivals	Visit Friends/Family						
Top States of Origin										
Hotel Guests										
1	North Carolina	North Carolina	North Carolina	North Carolina						
2	New York	Florida	New York	New York						
3	Florida	New York	Florida	Florida						
Online Requests										
1	North Carolina	North Carolina	North Carolina	North Carolina						
2	Illinois	Florida	New York	Florida						
3	Florida	South Carolina	Pennsylvania	Virginia						
Guest Books at VC										
1	North Carolina	North Carolina	North Carolina	North Carolina						
2	Florida	Many Tied	Virginia	Michigan						
3	Georgia	Many Tied	Texas	Missouri						
Top Areas of Interest (Top 3)										
Hotel Guests										
1	Dining	Military Sites	Dining	Dining						
2	Arts & Entertainment	Dining	Museums	Arts & Entertainment						
3	Shopping	Museums	Military Sites	Museums						

CUMBERLAND COUNTY, NC

FAYETTEVILLE

ONVENTION AND VISITORS BUREAU

Scorecard

Description	1st Quarter	2nd Quarter	3rd Quarter	APR	MAY	JUN	4th Quarter	FY 2019 Totals	Annual Goal	Percentage of Goal
Online Requests										
1	Events/Festival s	Events/Festival s	Museums	Events/Festivals						
2	Dining	Dining	Events/Festivals	Museums						
3	Historical Sites	Museums	Arts & Entertainment	Historical Sites						
Guest Books at VC										
1	Museums	Museums	Museums	Museums						
2	Dining	Historical Sites	Dining	Historical Sites						
3	Events/Festival s	Arts & Entertainment	Historical Sites	Dining						
Visitor Experience (Avg for Month)										
Hotel Guests										
by Month	4.95	4.96	4.98	4.97			4.97	4.97		
to Date				4.96						
Guest Books										
by Month	4.67	4.72	4.75	4.78			4.78	4.73		
to Date				4.73						
Overall										
by Month	4.58	4.78	4.84	4.88			4.88	4.77		
to Date				4.77						



Heroes Homecoming VII

An April 12, the Tourism Department hosted a kick-off meeting for Heroes Homecoming VII. 30 partners attended the meeting. The represented Eastover, Fayetteville, and Hope Mills.

Service is this year's theme and our message will be "To celebrate and honor all things Veterans, Cumberland County is the place to be this Veterans Day weekend."





Scorecard

Description	1st Quarter	2nd Quarter	3rd Quarter	APR	MAY	JUN	4th Quarter	FY 2019 Totals	Annual Goal	Percentage of Goal
TOURISM RESULTS				•						
Advertisement Results										
Brand/Hotel Billboards on I-95										
Viewership	0	0	0				0	0		
Group Tour Magazine										
Reader Service Leads	0	0	0				0	0		
Leisure Group Travel Magazine										
Reader Service Leads	0	0	0				0	0		
Inquiry	0	0	0				0	0		
Local Billboards										
Impressions	0	0	0				0	0		
Sponsorship of Trip Advisor Page										
Page Views	0	0	0				0	0		
Link	0	0	0				0	0		
Event	0	0	0				0	0		
Promo	0	0	0				0	0		
Tradeshows										
ABA MarketPlace										
Tradeshow Attendees	0	0	3,500	0			0	3,500		
Contacts	0	0	31	0			0	31		
Leads	0	0	0	0			0	0		
Room Nights	0	0	0	0			0	0		
Attendance	0	0	0	0			0	0		
Hot Prospects	0	0	0	0			0	0		
Follow-ups	0	0	19	0			0	19		
TravelSouth										
Tradeshow Attendees	0	0	650	0			0	650		
Contacts	0	0	51	0			0	51		
Leads	0	0	0	0			0	0		
Room Nights	0	0	0	0			0	0		
Attendance	0	0	0	0			0	0		
Hot Prospects	0	0	0	0			0	0		
Follow-ups	0	0	36	0			0	36		
Travel And Adventure-DC										
Tradeshow Attendees	0	0	20,654	0			0	20,654		
Contacts	0	0	291	0			0	291		
Leads	0	0	0	0			0	0		
Room Nights	0	0	0	0			0	0		
Attendance	0	0	0	0			0	0		
Hot Prospects	0	0	0	0			0	0		
Follow-ups	0	0	1	0			0	1		

CUMBERLAND COUNTY, NC

FAYETTEVILLE

CONVENTION AND VISITORS BUREAU

Scorecard

Description	1st Quarter	2nd Quarter	3rd Quarter	APR	MAY	JUN	4th Quarter	FY 2019 Totals	Annual Goal	Percentage of Goal
Travel And Adventure- Philadelphia	Quarter	Quarter	Quarter				Quarter	Totals	Goal	oi doai
Tradeshow Attendees	0	0	14,273	0			0	14,273		
Contacts	0	0	410	0			0	410	_	
Leads	0	0	0	0			0	0		
Room Nights	0	0	0	0			0	0		
Attendance	0	0	0	0			0	0	_	
Hot Prospects	0	0	0	0			0	0		
Follow-ups	0	0	2	0	+		0	2	+	
Sales	0	0		0			0			
Civic Presentations	0	3	0	0			0	3		
Site Inspections	1	2	3	0	+		0	6	25	24.00%
Leads	7	8	5	5	+		5	25	25	100.00%
Leads Leads-Attendance	5,230	18935	610	466	+		466	25,241	23	100.00%
Leads-Actendance Leads-Room Nights	162	365	50	233	+		233	810	+	
Leads-Room Nights Leads-Economic Impact	\$395,580	\$1,890,120	\$21,090	\$162,564	_		\$162,564	\$2,469,354	+	
Verbal Bookings	5	5	321,090	3102,304	_		\$102,304 4	32,409,334	+	
Verbal Bookings Verbal Bookings-Attendance	5,200	18650	450	396			396	24,696	_	
	264	180	56	198			198	698		
Verbal Bookings-Room Nights		\$1,849,650			_				+	
Verbal Bookings-Economic Impact	\$364,800		\$10,830	\$129,504			\$129,504	\$2,354,784	_	
Bookings	4	6	0	2	-		2	12	+	
Bookings-Attendance	1,510	47,965	0	8,000	-		8000	57,475		
Bookings-Room Nights	38	244	0	3			3	285	500	57.00%
Bookings-Economic Impact	\$1,700	\$24,114	\$0	\$507			\$507	\$26,321		
Bookings-Room Revenue	\$0	\$0	\$0	\$0	_		\$0	\$0	_	
Smith Travel Research										
Occupancy(%)					_					
Cumberland County										
FY 18/19	N/A	N/A	N/A				N/A	N/A		
ADR (Average Daily Rate) (\$)										
Cumberland County										
FY 18/19	N/A	N/A	N/A				N/A	N/A		
Annual Lead Conversion										
Current Fiscal Year (18-19)										
Annual Lead Conversion										
Leads								25	25	100%
Pending										
Verbal Definite										
Lost										
Definite										
Cancelled										
Total										

CUMBERLAND COUNTY, NC

FAYETTEVILLE

CONVENTION AND VISITORS BUREAU

Scorecard

Previous Fiscal Year (2017-2018)						
Leads				22	40	55.00%
Pending				2		5.00%
Verbal Definite				5		12.50%
Lost				5		12.50%
Definite				10		25.00%
Cancelled				0		0.00%
Total				22		
Top 3 Lost Reasons						
				Cut		
1				Trip/Mileage		
				No		
				commitment/		
				response from		
2				FR Planner		
				FR Planner		
				thought rates		
3				were too high		
Top 5 Locations Lost To						
1				Laurinburg		
2				Dunn		
3				N/A		
4				N/A		
5				N/A		



Visitor Services Department

April was Busy in Visitor Services!

Fulfilled 24 Group Service Requests

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





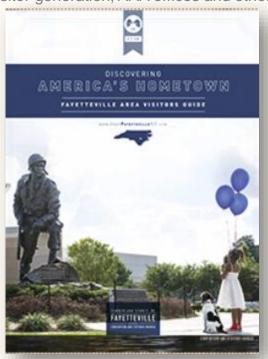


Visitor Services Department

March was a busy month in Visitor Services!

Distributed 2,952 Visitor Guides

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



Handled 867 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	3rd Quarter	APR	MAY	JUN	4th Quarter	FY 2019 Totals	Annual Goal	Percentage of Goal
VISITOR CENTER RESULTS										
Destination Guide										
Number Distributed	7,670	4,939	7,264	2,958			2,958	22,831		
VisitFayettevilleNC.com	133	91	138	39			39	401		
Inquiries										
FACVB Main Office										
Calls										
Tourism Information	103	75	128	39			39	345		
Local Information	205	199	223	79			79	706		
Total Calls	308	274	351	118			118	1,051		
Walk-Ins										
Local Residents (Tourism)	563	533	500	237			237	1,833		
Out-of-Town (Tourism)	398	309	315	173			173	1,195		
Total Walk-Ins	993	842	815	410			410	3,060		
Drive Thru	3	2	0	0			0	5		
Relocation/Retiree Info	69	50	41	14			14	174		
Transportation Resources	3	0	2	3			3	8		
Same Day Group Service Request	19	11	7	2			2	39		
Magazine Reader Card Requests		552	409	803			803	1,764		
Local Directions/Maps	62	32	46	23			23	163		
Total	1,093	1,235	1,304	1,373			1,373	5,005		
Transportation Museum										
Walk-Ins										
Local Residents (Tourism)	649	360	385	307			307	1,701		
Out-of-Town (Tourism)	297	318	265	136			136	1,016		
Relocation/Retiree Info	2	8	0	1			1	11		
Maps/Local Directions	33	35	52	12			12	132		
Questions About Museum	186	213	242	77			77	718		
Transportation Resources	3	1	1	0			0	5		
Museum Special Events	276	0	264	0			528	1,068		
Group Visits	603	184	460	37			37	1,284		
Miscellaneous										
Group Service Request	67	40	45	24			24	176		
Meetings/Events Serviced	6	2	4	2			2	14		

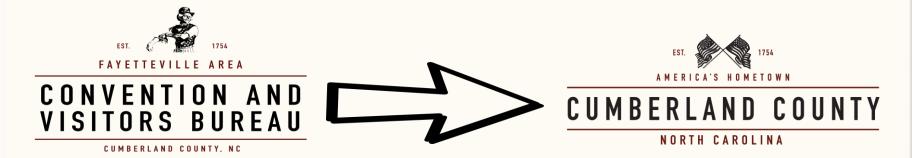
FAYETTEVILLE

AREA

CONVENTION AND VISITORS BUREAU

Everything Begins with a Visit

Thank You!



Economic Impact of \$542.31 million
4,630 jobs with a \$104.88 million payroll
State and Local Taxes of \$40.83 million

a \$123.87 tax savings to each county resident.

