- WELCOME TO -

CUMBERLAND COUNTY, NC

FAYETTEVILLE

CONVENTION AND VISITORS BUREAU

VISITOR

Because the visitor has a need, WE HAVE A JOB TO DO.

Because the visitor has a choice, WE MUST BE THE BETTER CHOICE.

Because the visitor has sensibilities, WE MUST BE CONSIDERATE.

Because the visitor has an urgency, WE MUST BE QUICK.

Because the visitor has high expectations, WE MUST EXCEL.

Because the visitor has influence, WE HAVE THE HOPE OF MORE VISITORS.

BECAUSE OF THE VISITOR, WE EXIST.

- KARL YENA -YENA & ASSOCIATES

2018 - 2019



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In 2016, Domestic Tourism to Cumberland County:

- Generated an economic impact of \$526 million. That is a 48% increase from 2005, and a 136% increase from 1995.
- Resulted in \$39.66 million in state and local tax collections. This represents a \$120.98 tax savings to each county resident.
- Accounted for 4,500 jobs



FACVB



Mission

To position Cumberland County as a destination for conventions, tournaments, and individual travel.

Vision

The FACVB strives to be the leading destination authority by supporting and marketing the Cumberland County branded visitor experience and advocating community tourism benefits.

Staff Vision

To be the voice for and to the visitor. We will strive to have a working environment that fosters individual and organizational growth in an open, honest, and challenging atmosphere.

Lastly, we will adhere to the following values and guiding principles:

- ➤ Collaborative
- > Customer-Centric
- > Community Engaged
- > Professional
- > Ethical
- ➤ Committed to spread our All-American story

The Brand Promise

The Communities of Cumberland County rekindle and reawakens the American spirit in every corner of the community.

The Brand Personality

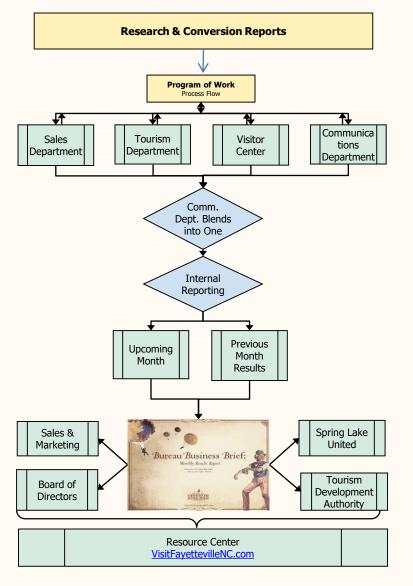
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FAYETTEVILLE

CONVENTION AND VISITORS BUREAU

POW Process Flow







Scorecard Results 2017/2018 Communications Department



Description	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	FY 2018 Totals
Facebook					
Users/Followers	N/A	N/A	N/A	N/A	N/A
Postings	149	172	155	129	605
User Interactions (All) Stories	1,862	5,123	2,829	3,746	13,560
GoFayetteville Facebook					
Users/Followers	N/A	1,179	N/A	N/A	1,179
Postings	N/A	15	37	60	112
User Interactions (All) Stories	N/A	618	1,973	2,903	5,494
Twitter					
Users/Followers	N/A	N/A	N/A	N/A	N/A
Postings	110	131	120	132	493
Engagement	669	988	1,214	2,182	5,053
Instagram					
Users/Followers	N/A	N/A	N/A	N/A	N/A
Postings	21	67	51	52	191
Engagement	1,284	1,854	1,386	1,371	5,895
Linked In					
Followers	N/A	N/A	N/A	N/A	N/A
Postings	N/A	N/A	89	101	190
Engagement	N/A	N/A	589	902	1,491
Event Calendar Postings (not including FACVB site)	478	610	334	496	1,918
Electronic Destination Guides Viewed	64	49	32	38	183
Electronic Trail Guides Viewed	11	9	14	19	53
FACVB Generated Blog Articles	14	13	9	8	44



Scorecard Results 2017/2018 Communications Department



Public Relations					
FACVB (In-House)					
Publicity Generated					
Out of Market	18	18	12	19	67
Local	14	17	25	15	71
Press Releases Issued	5	7	12	7	31
Travel Writer Visits	7	0	3	14	24
Martin Armes					
Publicity Generated					
Out of Market	0	1	0	0	1
Local	0	0	0	0	0
Republik					
Publicity Generated					
Out of Market	7	13	0	1	21
Local	5	14	1	9	29
Totals					
Publicity Generated					
Out of Market	25	32	12	17	86
Local	19	31	26	24	100



Scorecard Results 2017/2018 Sales Department



Description	1st	2nd	3rd	4th	FY 2018
Description	Quarter	Quarter	Quarter	Quarter	Totals
Bookings	32	7	15	33	87
Bookings Attendance	159,505	16,400	26,785	18,243	220,933
Bookings Room Nights	3,258	2,380	2,533	16,110	24,281
Bookings Economic Impact	\$1,385,228	\$2,120,300	\$851,580	\$3,100,206	\$7,457,314
Verbals	34	31	61	64	190
Verbal Bookings Attendance	75,242	70,548	56,567	43,729	246,086
Verbal Bookings Room Nights	13,178	11,275	9,996	49,018	83,467
Verbal Bookings Impact	\$4,675,206	\$6,776,958	\$7,593,882	\$4,297,541	\$23,343,58
Leads	40	23	66	14	143
Leads Room Nights	56,764	45,705	89,917	12,563	204,949
Leads Attendance	5,844	11,762	45,663	15,715	78,984
Leads Impact	\$2,260,620	\$4,051,104	\$41,867,754	\$3,105,474	\$51,284,95
Sales Functions	26	26	38	21	111
Site Inspections	6	5	6	6	23
Sales Blitz	6	5	4	1	16
Calls Converted to Accounts	4	8	7	7	26
Bid/Packages Mailed	1	0	0	1	2
Client Presentations	6	4	7	3	20



Scorecard Results 2017/2018 Tourism Department



Description	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	FY 2018 Totals
Civic Presentations	0	3	1	3	7
Bookings	3	4	1	8	16
Bookings-Attendance	275	47,500	22	265215	313,012
Bookings-Room Nights (Annual Goal = 900)	67	218	13	156	454
Bookings-Economic Impact	\$5,543	\$22,466	\$1,222	\$12,234	\$41,465
Verbal Bookings	6	1	6	3	16
Verbal Bookings-Attendance	23,169	3000	268950	950	296,069
Verbal Bookings-Room Nights	122	0	70	60	252
Verbal Bookings-Economic Impact	\$232,446	\$5,700	\$148,200	\$22,800	\$409,146
Leads (Annual Goal =40)	7	1	9	5	22
Leads-Attendance	3,335	265	268575	1100	273,275
Leads-Room Nights	217	157	170	180	724
Leads-Economic Impact	\$64,980	\$47,310	\$188,520	\$159,600	\$460,410



Scorecard Results 2017/2018 Visitor Center Department



	1st	2nd	3rd	4th	FY 2018
	Quarter	Quarter	Quarter	Quarter	Totals
Destination Guide					
Number Distributed	18,459	12,200	9,263	10,069	49,991
VisitFayettevilleNC.com	98	59	93	109	359
Inquiries					
FACVB Main Office					
Calls					
Tourism Information	108	82	94	140	424
Local Information	223	220	189	216	848
Total Calls	331	302	283	356	1,272
Walk-Ins					
Local Residents (Tourism)	673	488	432	669	2,262
Out-of-Town (Tourism)	606	351	345	501	1,803
Total Walk-Ins	1,279	839	777	1,170	4,065
Drive Thru	6	7	0	3	16
Relocation/Retiree Info	17	17	9	4	47
Transportation Resources	0	1	4	0	5
Same Day Group Service Request	13	4	4	12	33
Local Directions/Maps	57	49	37	54	197
Total	1,514	917	831	1,243	4,505
Walk-Ins					
Local Residents (Tourism)	774	453	473	739	2,439
Group Visits	747	290	152	294	1,483
Walk-Ins					
Local Residents (Tourism)	855	642	165	N/A	1,662
Miscellaneous					
Group Service Request	78	50	59	79	266
Meetings/Events Serviced	9	6	6	3	24



Marketing Partners 2017/2018



- > The Republik
- ➤ 219 Group
- ➤ Martin Armes Communications
- > Fayetteville Observer
- ➤ Biz Tools One
- ➤ Up & Coming Magazine
- > Fayetteville Observer
- > Cara Cairns Designs
- ➤ FayToDay
- ➤ Hodges & Associates
- > Simpleview





The Republik 2017/2018



PROGRAM ELEMENTS	AGENCY FEES
ACCOUNT MANAGEMENT & CONSULTATION	
STRATEGIC DIRECTION	COMPLETE
COMMUNICATIONS PLAN	COMPLETE
RESEARCH	COMPLETE
PROJECT MANAGEMENT	COMPLETE
ADVERTISING	
BILLBOARD CAMPAIGN (X5)	COMPLETE
ATTRACTION VIDEOS (X3)	COMPLETE
DIGITAL MARKETING CAMPAIGN/RETARGETING ADS (X4)	COMPLETE
GROUP TOUR CARDS #3	N/A
WEEKENDER AD SERIES (X2)	COMPLETE
SPORTS AD (X1)	COMPLETE
MEETINGS ADS (X2)	COMPLETE
WEB DEVELOPMENT	·
FACVB WEBSITE DEVELOPMENT CONSULTATION/SUPERVISION	COMPLETE
TDA EVENT MICROSITES DEVELOPMENT	COMPLETE
WEB MAINTENANCE (ALL SITES)	COMPLETE
FAYETTEVILLEWANTSYOU.COM CONSULTATION/SUPERVISION	_
SALES SUPPORT	
DEPARTMENT SALES COLLATERAL - MEETINGS	IN PROGRESS
GROUP ARRIVAL OUTREACH/INTRODUCTION MATERIALS	IN PROGRESS
SOCIETY OF PATRIOTS PROGRAM LAUNCH/MARKETING	_
SALES CYCLE/LEAD NURTURING PROGRAM IMPLEMENTATION	_
ONGOING ATTRACTIONS OUTREACH	COMPLETE
2016-17 CARRY-OVER PROJECTS	
SCOUTLOOK APP CONSULTATION (DESIGN COMPLETE)	COMPLETE
SPORTS SALES APP CONSULTATION (DESIGN COMPLETE)	COMPLETE
TRAILS PDF'S	COMPLETE
BRAND DEVELOPMENT	
BRAND GUIDE (DIGITAL & PRINT)	COMPLETE
PHOTOGRAPHY (LIFESTYLE & EXPERIENCE-BASED)	COMPLETE

BRAND/SOCIAL CAMPAIGN	COMPLETE
EVENTS	
HH5 EVENT PLANNING & EXECUTION	COMPLETE
HH5 MARKETNG COLLATERAL & PROMOTIONAL SUPPORT	COMPLETE
COLLATERAL	
HOPE MILLS VISITOR GUIDE	COMPLETE
VISITORS GUIDE COVER	COMPLETE
TRAILS GUIDE COVER	COMPLETE
PROMOTION	
BRANDED MERCHANDISE & APPAREL (x5)	N/A
PUBLIC RELATIONS	
HH5 PRESS CONFERENCE PLANNING & EXECUTION	COMPLETE
HH5 PRESS KIT DEVELOPMENT	COMPLETE
EVENT/ATTRACTIONS PR SUPPORT	COMPLETE
MEDIA RELATIONS & PITCHING (NATIONAL & TRADE)	COMPLETE
PRESS RELEASES & STORY DEVELOPMENT	COMPLETE
SOCIAL MEDIA	
CONTENT DEVELOPMENT/MANAGEMENT/MEDIA EXECUTION	COMPLETE



The Republik 2017/2018



2017-18 FACVE OUT-OF-SCOPE WORK

ROGRAM ELEMENTS	STATUS
OUT OF SCOPE PROJECTS	
AIRPORT SIGNAGE - SCOUTLOOK AD	IN PROGRESS
GROUP TOUR ITINERARY BANNER (X2)	COMPLETE
SPORTS FACILITIES AD	COMPLETE
USA TODAY AD	COMPLETE
NCSGMP EVENT FLYER	COMPLETE
WEEKENDER AD SERIES (X5)	COMPLETE
NCSGMP ADVERTORIAL	COMPLETE
CHRISTMAS CARD	COMPLETE
HARRIS TEETER BAG AD	COMPLETE
GROUP TRAVEL EDITORIAL & AD	COMPLETE
NEW CO-OP AD - SOUTHERN LIVING	COMPLETE
SOUVENIR BOOKLET AD	COMPLETE
NEW SCOUTLOOK ICON	COMPLETE
RELIGIOUS CONFERENCE BANNER	COMPLETE
NATIONAL TOUR ASSOCIATION BANNER (X2)	COMPLETE
CONVENTION SOUTH AWARD AD	COMPLETE
NC TRAVEL GUIDE POP-UP AD	COMPLETE
WE SAVE YOU WEEKENDER AD	COMPLETE
GROUP TOUR MAGAZINE SPONSORSHIP	COMPLETE
FSU SESQUICENTENNIAL AD	COMPLETE
FAITH BASED AD	COMPLETE
NEW PRESENTATION TEMPLATE	COMPLETE
RETARGETING BANNER ADS (X5)	COMPLETE
BREWERY PROMO POSTER	COMPLETE
BREWERY PROMO DIGITAL AD	COMPLETE
BREWERY PROMO 2-PAGE PDF	COMPLETE
BREWERY PROMO PASSPORT	COMPLETE
BREWERY PROMO STAMPS	COMPLETE

E-BLAST CONTENT - NCSGMP LIVING	COMPLETE
E-BLAST CREATION - SC	COMPLETE
BRANDED FACEBOOK POSTS - SPORTS EVENTS	COMPLETE
DIGITAL BANNERS - AAA DIGITAL (X3)	COMPLETE
VISITNC BANNER ADS (X4)	COMPLETE
VISITNC - PROMOTED SOCIAL POST	COMPLETE
SPORTS EVENTS ADVERTORIAL	COMPLETE
SPORTS DESTINATION MANAGEMENT ADVERTORIAL	COMPLETE
HEROES HOMECOMING VI PRESENTATION	COMPLETE
SOCIAL MEDIA CONTENT VIDEOS CONCEPTS X9 VS X3	COMPLETE
SOCIAL MEDIA ANIMATION CONTENT CONCEPTS X3	COMPLETE



Digital Version of Sports Guide - simple

Email Newsletter Template x4 (Content from Client)

The Republik 2018/2019 Scope of Work CUMBERLAND COUNTY



DROCDAM FLEMENTC D. LIT
PROGRAM ELEMENTS - Republik
Account Management & Consultation
Strategic Direction
Communications Plan/Schedule/Responsibilities
Ongoing Research/Analytics
Project Management
Advertising
Digital Retargeting Campaign (x5)
Ad Placement/Traffic (x10) - does not include creative
Meeting Planner Ads - 4 Segments
Go Fayetteville Weekender Ad (x6)
Local Businesses/Brand Campaign Integration
Sports Ad (x1)
Group Tour Ad (x1)
Web Development
Ongoing FACVB Website Development Consultation
TDA Event Microsites Development (x12)
Website Maintenance as needed (Max 15 Hours per month)
Sales Support
Sales Cycle/Lead Nuturing Program Implementation
Digital Sales Kit - 4 Segments
Department Sales Collateral - Meetings
Covert Existing Group Tour Cards to Digital

Brand Development
Brand Guide (Digital Only)
Photography Supervision (Lifestyle/Experience Based)
Events
HH6 Event Planning & Execution
HH6 Marketing Collateral & Promotional Support
Collateral
Hope Mills Visitors Guide
Visitors Guide Cover
Public Relations Support
Media Relations Creative Support (National & Trade)
Story Development Creative Support
Social Media
Social Media Plan Management & Support
Social Media Implementation (HH, Website Launch)
Social Media Campaign Development (Website Launch)
Content Development/Management/Media Execution
Influencer Digital Package and Expenses



Rubberneck 2018/2019 Scope of Work CUMBERLAND COUNTY



PROGRAM ELEMENTS- Rubberneck

Position Cumberland County as a Unique Destination for Leisure Travelers

Human Interest and Travel-Related Story Angles

Pitch: Family Weekend Trip Pitch: Holiday Travel Ideas

Generate Positive media Coverage for Community that Improves Brand

Perception

Attractions and Event-Based Media Relations

Pitch: Patriotic Holidays

HH6 Press Conference Planning and Execution

HH6 Press Kit Development

Press Release: HH6 (x2)

Press Release: Brand Campagin

Pitch: Brand Campaign Indvidual Videos (x9)

Increase Awareness Among Travel Professionals (Planners, Tournament

Directors, Group Tour Operators, etc)

Product Launches and Campaign Promotions

Press Release: Hope Mills Visitor Guide

Pitch: Group Tour Publications

Pitch: Meeting Planner Publications

Pitch: Sports Planner Publications

Highlight FACVB as a thought Leader in the Travel and Tourism Indstury

CVB Travel and Tourism Industry Through Leadership

Pitch: Community and Brand Alignment

Pitch: Leverage Social Media for Community Engagement

Pitch: Dynamic Content for Community Blogs

Additional PR & Media Relations

Travel Influencer Partnerships

POV/Topical Pitching and Media Outreach

Local Community/Media Relations Support

Social Media (Content Support to Communications Plan)

Develop Integrated Social Media Plan

Social Media Brand Campaign Development

Social Media Management & Support (all)

Social Media Implementation (HH, FACVB)



219 Group 2017/2018 Recap





CREATIVE +RESULTS

RE: Marketing & Advertising Campaign for Fayetteville

219 Group provides the following services for Fayetteville: as of July 1, 2017

- · Digital Campaign Management that includes:
 - Market research for ad placement
 - o Creative & Design services for all ads
 - Campaign Management and reporting of all marketing and advertising activities
 - Ongoing analysis of marketing and advertising activities to ensure optimal performance.
 - Call tracking
- · Current Advertising campaign includes
 - Social media marketing
 - Facebook direct advertising
 - Facebook retargeting (remarketing)
 - Digital marketing
 - Digital retargeting (remarketing)
 - Native ads (start in July)



219 Group 2017/2018 Recap







RE: Marketing & Advertising Campaign for Spring Lake United

219 Group provides the following services for Spring Lake United:

- Digital Campaign Management that includes:
 - o Market research for ad placement
 - Creative & Design services for all ads as well as website updates/enhancements
 - Web development & programming for website
 - Campaign Management and reporting of all marketing and advertising activities
 - Ongoing analysis of marketing and advertising activities to ensure optimal performance.
- Current Advertising campaign includes
 - Search engine marketing (through Google AdWords)
 - Social media marketing
 - Facebook direct advertising
 - Facebook retargeting (remarketing)
 - YouTube video ads will start in June/July
 - Digital marketing
 - Digital retargeting (remarketing)
 - Native ads



219 Group 2018/2019 Scope of Work CUMBERLAND COUNTY



NORTH CAROLINA

219 Group Provides the Following Services for Fayetteville: As of July 3, 2018

- Digital Campaign Management that includes:
 - Market Research for ad placement
 - Creative and design services for all ads
 - Campaign management and reporting of all marketing and advertising activities
 - Ongoing analysis of marketing and advertising activities to ensure optimal performance
 - Call tracking
- Current Advertising Campaign includes:
 - Social Media Marketing
 - Facebook direct advertising
 - Facebook retargeting (remarketing)
 - **Digital Marketing**
 - Digital retargeting (remarketing)



219 Group 2018/2019 Scope of Work CUMBERLAND COUNTY



NORTH CAROLINA

219 Group Provides the Following Services for Spring Lake: As of July 3, 2018

- Digital Campaign Management that includes:
 - Market Research for ad placement
 - Creative and design services for all ads
 - Campaign management and reporting of all marketing and advertising activities
 - Ongoing analysis of marketing and advertising activities to ensure optimal performance
 - Call tracking
 - Website hosting and maintenance
- Current Advertising Campaign includes:
 - Social Media Marketing
 - Facebook direct advertising
 - Facebook retargeting (remarketing)
 - **Digital Marketing**
 - Digital retargeting (remarketing)
 - Targeted display ads

FAYETTEVILLE 2017-2018 Digital Recap CUM



CUMBERLAND COUNTY

NORTH CAROLINA

Paid ads

- Investment: \$150,000
- Clicks to Website: 110,304
- Impressions: 25,864,001

Paid Digital Tactics

- Programmatic Display
- Content Activation
- Facebook Retargeting
- Google SEM
- Geofencing for meetings

Website highlights

- Website Traffic Up 15% (+39,895 sessions over last year)
- Pageviews up 19% (+180,875 over last year)
- Accommodations
 Pageviews up 120%
 or +29,936
 pageviews

CUMBERLAND COUNTY. NC Martin Armes Communications 2018/2019 Scope of Work CUMBER



- Assist in the consideration, development and execution of different digital marketing programs to support program of work (programmatic display, retargeting, content, SEO/SEM, geofencing and sales/sports lead development)
- Assist in identifying research partner for comprehensive Visitor Profile.
- Assist in press release development and strategic distribution to custom database.
- Introduce key family bloggers and other media to Fayetteville and assist with visits.
- Provide input regarding potential media and influencer visits.
- Manage and leverage various opportunities with the NC Division of Tourism and its rep firms in Canada, UK and Germany



Historical Overview



- From the 2004/2005 fiscal year through the third quarter of the 2017/2018 fiscal year, the FACVB generated 1,201 stories about Cumberland County in leisure travel, travel trade, local, state and national media. The stories highlighted all aspects of Cumberland County that visitors may experience.
- From the 2006/2007 fiscal year through 2018/2019 the FACVB has seen 1,802,589 unique visitors to the website. The FACVB started tracking event calendar placements in FY 2012/2013. The FACVB has secured 11,448 placements in event calendars for county events since calendar placements have been tracked. Most attractions do not have personnel to handle the submission process, so the FACVB ensures that Cumberland County's visitor friendly events are submitted to travel publications, niche publications devoted to the event and local and regional media outlets.
- The FACVB started tracking social media in the 2012/2013 fiscal year. From 2012/2013 to 2017/2018, the FACVB has posted 4,067 Facebook messages and 3,785 twitter messages.
- From the 2005 to 2017, domestic tourism expenditures have grown from \$328.09 million to \$525.95 million. These figures are from VisitNC. In the same period, tourism industry payroll grew from \$72 million to \$98.55 million, tax savings to local residents increased from \$83 to \$120.98 and local tax receipts grew from \$7 to \$11.09 million.
- From the 2005/2006 fiscal year through 2017/2018, the Visitor Center at the FACVB has provided materials and services to 2,271 groups. They have also process/handled 163,792 inquiries and distributed 760,001 Visitor/Destination guides. The FACVB manages two Visitor Centers to share information on things to see and do in Cumberland County. These efforts promote Cumberland County and encourage spending in our economy.
- From the 2005/2006 fiscal year to 2018/2018, FACVB Sales and Tourism departments have booked 1,050 groups that use 284.434 room nights of at county hotels. The estimated economic impact from these groups is \$118,183,366.
- Over 5 years ago, the FACVB led efforts with Fort Bragg and local hotel owners to get Fayetteville removed from the government CONUS and get our own established government per diem. The per diem was \$60 and is \$102 today. Food per diem also expanded from \$30 to \$54 and this helps grow the meal tax.



Visitor Profile 2017/2018



(Includes all 5 sources: Attractions, Electronic Kiosks, Hotels, Online and Visitor Center Walk-ins)

- 1. Visitors to Cumberland County were from the following states (top 3) **North Carolina** (58.38%), **Florida** (4.99%) and **New York** (3.10%)
- 2. The visitors' reason for visiting was **Visit Friends/Family** (23%), **Vacation** (16%) or were here for **Specific Attraction** (16%)
- 3. The top areas of interest were Museums (13%), Historical Sites (12%), and Dining (12%).
- 4. On a scale of 1-5, with 5 being the best the overall visitor average score to date is: 4. 75





Budget 2018/2019



CUMBERLAND COUNTY

ly 2018 through June 2019	
	Budget
Ordinary Income/Expense	
Income	
500.00 · Occupancy	2,830,000.
501.00 · Co-op Marketing	3,500.0
501.04 · Banner Ad income	26,000.
505.00 · Merchandise	2,000.
508.00 · Interest-Certificate of	Deposit 9,000.
Total Income	2,870,500.0
Cost of Goods Sold	
599.00 · Cost of Goods Sold	5,000.0
Total COGS	5,000.0
Gross Profit	2,865,500.
Expense	
600.00 · Benefits	118,400.0
620.00 · Building & Occupancy	124,196.
650.00 · Compensation	729,204.
700.00 · Consulting	85,000.
750.00 · Education	40,500.
800.00 · Employment Expense	es 56,500.0
820.00 · Small Equipment	175,000.
840.00 · Marketing	1,413,000.
885.00 · Radio Equipment/FAV	OR 12,000.
900.00 · Operating Expenses	105,700.0
930.00 · Transportation	.000,8
Total Expense	2,865,500.0
Net Ordinary Income	0.0
t Income	0.0

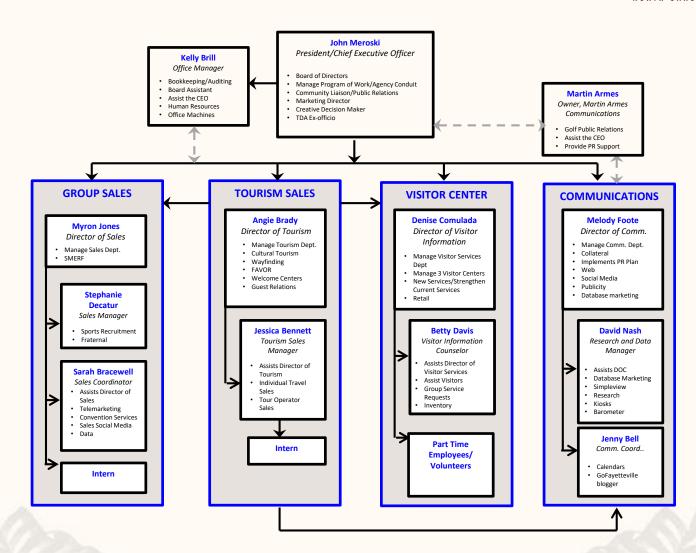
FAYETTEVILLE

CONVENTION AND VISITORS BUREAU

Organizational Chart 2018/2019



CUMBERLAND COUNTY





Program of Work: Sales 2018/2019



CUMBERLAND COUNTY

	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	COST
			TRAD	DESHOWS/E	DUCATION/C	ONFERENCE	S						
Connect Sports (Out of market \$500)		•											\$5,000
NASC 4S Summit				•									\$1,850
SPORTS the Relationship Conference (Out of market													
\$500)													\$3,100
FEAMS (Out of market \$500)				•									\$3,500
Connect Sports Women's Conference					•								\$3,000
J S Sports Congress						•							\$2,200
Sports Express Conference							•						\$2,400
NASC Symposium (out of market \$500)										•			\$2,900
OMAI Sales Shirt Sleeves						•							\$1,500
MPI Annual Meeting			•										\$3,500
AENC Holiday Trade Show						•							\$3,700
NCSG MP Annual Meeting											•		\$1,200
RCMA							•						\$3,750
CMCA Spring Conference (Out of Market \$500)										•			\$3,000
Connect Faith (\$500)				•									\$4,700
Connect Marketplace Out of market (\$500)		•											\$4,700
our Military Reunion Connection							•						\$1,200
Promotional Products/Giveaway Items					Update	promotiona	l items as ne	cessary					\$4,000
SUBTOTAL													\$55,200
				F	UNCTIONS								
Out of Market Function- Planners/Associations				•									\$1,000
Out of Market Function - Religious							•						\$800
Out of Market Function - Sports		•			•		•			•			\$3,500
Sales Blitz - Associations/ Raleigh			•										\$12
Sales Blitz - Fraternal -									•				\$300
Sales Blitz - Fraternal - Local Colleges					•								\$75
Sales Blitz - Religious -							•						\$100
Sales Blitz - Sports - USA Sports Circle													\$1,500
Sales Blitz - Sports - Winston Salem & Greensboro								•					\$3.00
Sales Blitz - Sports - Greenville								•					\$3.00
Sales Blitz - Religious- Local							•						\$500
Sales Blitz NC Veterans Groups				•									\$50
ocal Reception- MLK Function							•						\$400
Site Inspections Sports													\$500
Gift Baskets													\$800
Sports													\$900
Client Meals/Site Inspections													\$1,000
Possible Speakers / Breakfast													\$1,000
SUBTOTAL													\$13,150
				AD	VERTISING								
Inexpected "support ads" for groups coming to our	T												



Program of Work: Sales 2018/2019



Success (1/2-page) Digital										\$2,245
Blitz- 1/4 page ad Digital										\$1,600
Dogwood Digest (12 Month Banner) Digital		•		•				•	•	\$600
Connect Digital										\$2,700
Connect Faith Digital										\$2,700
Heroes Homecoming (Placement TBD)										\$0
Buffalo Soldiers										\$100
173d Airborne										\$1,000
AENC Booth Decorations										\$700
55 5th Gold Sponsorship										\$5.55
Spring Lake Spring Fling										\$400
Unrpojected requests										\$1.000
MLK Ad - Print & Digital										\$150
Sports Destination Management - Digital										\$3,500
Sports Events Magazine - Digital										\$5,000
Sports Planning Guide - Digital										\$3,500
Connect Sports Facility Guide - Digital										\$5,000
SUBTOTAL	 						 			\$31,250
				BID FEES						, , ,
Christian Cheerleaders of America										\$13,000
NC Way						-				\$4,000
Champions In Motion Cheerleading	1									\$3,500
Carolina Flag Football										\$10,000
Big South Tournament	1									\$15,000
Collegiate Wrestling										\$5,000
Professional Disc Golf										\$400
NAIA (Wrestling)										\$1,000
Unprojected Request										\$10,000
SUBTOTAL							 			\$61,900
SOLIOTAL				ROJECTS						301,500
Group Sales Campaign (RPK Contract)				ROJECIS						\$150,000
Group Sales Campagn (KPK Contract)		DI	UES/SUBSCR	PTIONS/ME	MREDSHIDS					\$150,000
AENC			DES SOUSCK	THOMS/INC	WIDEKSIIIFS					\$300
American Legion Post 0525	1									\$35
Association of US Army	1									\$150
CMCA	1	_								\$250
DMAI - 2 Staff members	1									\$300
FAHA (2)	1									\$700
FASHRM										\$185
Fayetteville/CC Ministerial Council										\$185
Fay Sports & Athletic Club										\$100
Sports NC										\$1,000
Hope Mills Chamber										\$1,000
MPI										
MPI NASC - CSEE Classes										\$500
										\$795
RCMA										\$200
SGMP										\$350
Smith Travel Research										\$13,400



Program of Work: Sales 2018/2019



Soc. Of Human Resource Mgmt													\$18
Spring Lake Chamber of Commerce													\$17
the Reunion network													\$40
NAACP													\$3
NABVETS													\$1
Star 12 x 2													\$40
CMP Certification													\$1,10
AF Times													\$4
SUBTOTAL													\$20,99
					MEETINGS								
AENC	•		•		•	•		•		•			\$60
FAHA Lunch (2)	•	•	•	•	•	•	•	•	•	•	•	•	\$60
Sales & Marketing plaques	•	•	•		•					•	•	•	\$50
Sales & Marketing Food	•												\$90
Sales & Marketing (Sponsor)													\$5
N CSG MP	•	•	•	•	•	•	•	•	•	•	•	•	\$50
MPI-CC	•		•		•		•		•		•		\$50
Spring Lake Chamber	•	•	•	•	•	•	•	•	•	•	•	•	\$10
Hope Mills Chamber	•	•	•	•	•	•	•	•	•	•	•		\$18
Faye/CC Ministerial Council	•	•	•	•	•	•	•	•	•	•	•	•	\$1
AENC Golf				•									\$50
						•						•	\$1,30
SportsNC		1											



Program of Work: Communications 2018/2019



CUMBERLAND COUNTY

	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	COST
				TRADESHO!	WS/EDUCAT	ION/CONFER	RENCES						
2019 SATW Eastern Chapter Meeting (dependent on ocation)												•	\$2,0
NATJA 2019 Meeting (depending on Location)											•		\$3,0
VisitNC Media Missions (500x2)													\$1,0
Blogger Education for Jenny													\$5
BlogHer Conference August 8-9 / Jenny													\$2,0
ESTO/ Other CEO Ed.													\$2,0
CEO Forum													\$2,0
SUBTOTAL													\$12,5
					FUNCTK	ONS							
Blogger Meetups									•				\$2,0
Lunches for Blog Research													SS
10Travel Writer Visitors or Individual Tours													\$3,0
SUBTOTAL													\$5,
					ADVERTI	SING							
Network Display at RDU													\$1,
Interspace Advertising - FAY APT													\$4,
SUBTOTAL			l	1	1							·	\$6,
					PROJEC	TS							
Republik Project MGMT					T MOSEC								\$270,
Rubberneck PR													\$125
mage Work - Wick													\$4,
Destination Guide													\$100
SUBTOTAL			l					l		· · · · · · · · · · · · · · · · · · ·			\$499,
					COMMUNIC	ATIONS							V-13.5
CVB Program of Work													\$5.
Social media Calendar													
PR Results Report													
Annual Audit													\$12,
Distribution of DGs through U&C													\$10,
SUBTOTAL				<u> </u>									\$27,
					TECHOLO	OGY							
Meltwater													\$6,
nformz													\$12,
Simpleview - Website													\$45,
Simpleview - CRM													\$15.
CRM support Hours - 2+ Years worth													\$10,
Informz													\$12,
ARC - Netsure													\$14,
ARC - Maintenance (est)													\$10,
Office 365													\$3,
New Flash for Camera													5.5, S.
SUBTOTAL				DUEC (or	0.5 0.01071-0.01	c /s ac s an ence	LUDE						\$129,
DDCA				DUES/SU	BSCRIPTION	S/MEMBERS	HIPS						
PRSA													\$3
SATW													\$5



Program of Work: Communications 2018/2019



CUMBERLAND COUNTY

Fayetteville Chamber								\$37
Military Affairs CVB								\$35
DMANC								\$4,50
NCTIA								\$35
STS								\$57
SUBTOTAL								\$6,98
			MEETIN	GS				
Staff Meetings								
Communications Department Mtgs								
PR Conference Call w/RPK								
riend In Tourism								
Airport commission								
ASOM Board								
CVB Board								\$3,00
Chamber Board								
Crown Center Baord								
Parks & Rec Board								
DMANC								
NCTIA								
IC Civil War Museum								
Opring Lake EDC								
SUBTOTAL								\$3,00
COMMUNICATIONS GRAND TOTAL		 						\$689,90



Program of Work: Tourism 2018/2019



CUMBERLAND COUNTY

	July	Aug	Sept.	Oct	Nov.	Dec.	Jan.	Feb.	Mar.	Apr	May	June	Cost
			TRADES	HOWS/EE	UCATION/	CONFEREN	ICES						
ABA Marketplace							•						\$3,500
Beer Marketing and Tourism Conference									•				\$2,000
DMAI Annual Conference 2019													\$2,500
Travel Alliance Partners (TAP)												•	\$3,000
Travel & Adventure Expo (DC Show)									•				\$6,000
Travel & Adventure Expo (Philly Show)									•				\$6,000
TravelSouth (Myrtle Beach, SC)								•					\$2,000
STS Annual Meeting										•			\$2,000
Giveaways for Plinko	•												\$6,000
											SU	BTOTAL:	\$33.000
				FL	JNCTIONS								
Client Visits/Site Inspections	•	•	•		•	•	•	•	•	•	•	•	\$300
FAM- Group Tour between Travel and Adventure									•				\$1,000
FAM- TravelSouth - CVB													\$5,500
FAM- TravelSouth - VISITNC								•					\$300
Local Vendor Blitz-Reunions/Weddings (2)			•						•				\$100
National Tourism Week - Legislative Reception											•		\$500
National Tourism Week - Welcome Center Visits											•		\$500
NC Welcome Center Visits	•			•			•						\$600
NC Call Center Visit									•				\$300
											SU	BTOTAL:	\$9,100
				AD'	VERTISING								
219 Group													\$86,400.00
Fayetteville Program	•	•	•	•	•	•	•	•	•	•	•	•	
Spring Lake Program	•	•	•	•	•	•	•	•	•	•	•	•	
Billboards-Local / comp - pay for install	•	•	•	•	•	•	•	•	•	•	•	•	\$1,000
Billboards on I-95 (Brand/Hotel Boards)- Lamar	•	•	•	•	•	•	•	•	•	•	•	•	\$25,020
Billboards on I-95 - Brand/hotel	•	•	•	•	•	•	•	•	•	•	•	•	\$19,200
Billboards- 5 New campaign	•	•	•	•	•	•	•	•	•	•	•	•	\$28,000
Billboard -Grey	•												\$5,940



Program of Work: Tourism 2018/2019



CUMBERLAND COUNTY

Billboard Vinyl for Grey Board													\$1,000
Carolina Heritage		•	•	•	•	•	•	•	•	•	•	•	\$4,495
Carolina Playbook		•	•	•	•	•	•	•	•	•	•	•	\$3,250
Compass Media Advertising													\$55,700
Fall Getaways (MS Living, Family Fun)			•										\$15,950
Spring Travel (BH&G, Parents, Wom.Day)								•					\$23,800
Summer Getaway (Women's Day/WW)												•	\$15,950
Digital Marketing Program with Martin Armes	•	•	•	•	•	•	•	•	•	•	•	•	\$150,000
Facebook Ads - promotion of key posts	•	•	•	•	•	•	•	•	•	•	•	•	\$1,000
Fayetteville Observer- The Weekender (2019)	•	•	•	•	•	•	•	•	•	•	•	•	\$32,500
Fort Bragg MWR Banner Ad- CVB	•	•	•	•	•	•	•	•	•	•	•	•	\$0
Group Tour Magazine (alan)													
(print/digital/banner/enhanced listing)			•			•			•			•	\$18,802.90
LEISURE GROUP TRAVEL (Premier Travel Media)													\$17,500
Group TourDestinations					•								
Website Banner	•	•	•	•	•	•	•	•	•	•	•	•	
Leisure Group Travel Magazine						•		•		•			
NC Travel Guide (2019 edition)						•	•	•	•	•	•	•	\$32,291
SPRING LAKE UNITED													
Digital Billboard	•	•	•	•	•	•	•	•	•	•	•	•	\$13,500
Fay Today- Social Media for SL	•	•	•	•	•	•	•	•	•	•	•	•	\$4,968
Fort Bragg 2019 Installation Guide							•	•	•	•	•	•	\$5,815
NC Parks PocketRanger App	•	•	•	•	•	•	•	•	•	•	•	•	\$1,800
TripAdvisor Page for Spring Lake	•	•	•	•	•	•	•	•	•	•	•	•	\$2,000
Sponsorship of Sankofa Festival(held odd				•									\$100
Sponsorship of Trip Advisor Page	•	•	•	•	•	•	•	•	•	•	•	•	\$16,500
Up & Coming Weekly													
Back Cover (13 times)	•	•	•	•	•	•	•	•	•	•	•	•	\$16,835
Delivery Service	•	•	•	•	•	•	•	•	•	•	•	•	\$6,500
Pocket Guide	•	•	•	•	•	•	•	•	•	•	•	•	\$1,500
											SUE	STOTAL:	\$607,317



Program of Work: Tourism 2018/2019



CUMBERLAND COUNTY

				PROJEC	TS/ PROD	UCTS							
CVB Staff Attire + Monogramming	•												\$6,000
Heroes Homecoming Mising Man Table			•										\$10,000
assport-Reprint					•								\$10,000
/isitor/Trail Guide RE-PRINT													
Vayfinding-Maintenance	•	•	•	•	•	•	•	•	•	•	•	•	\$2,500
											SU	IBTOTAL	\$28,500
				COMI	NUNICATIO	<u>NS</u>							
AVOR Update/Maintenance (Contract with	•	•	•	•	•	•	•	•	•	•	•	•	\$6,000
											SU	IBTOTAL	\$6,000
				DUES/	MEMBERS	HIPS							
merican Bus Association				•									\$500
MAI													
ational Tour Association						•							\$700
C Motorcoach Assn	•												\$200
ntario Motorcoach Assn	•												\$600
ennsylvania Bus Assn.										•			\$310
outheast Tourism Society													\$595
irginia Motorcoach Assn								•					\$200
											SU	BTOTAL	\$3,105
				<u>N</u>	<u>IEETINGS</u>								
ales & Marketing Meetings	•	•	•	•	•	•	•	•	•	•	•	•	\$0
CS Newcomers Presentation	•	•	•	•	•		•	•	•	•	•	•	\$0
oring Lake United Meetings		•	•	•	•		•	•	•	•	•	•	\$2,500
edding and Special Event Shows								•					\$100
											SU	BTOTAL	\$2,600
				THI	E REPUBLIE	(
igital Version of GT Cards													
H6 Planning & Mgmt													
ope Mills Visitor Guide													
UBTOTAL		·	·	·	·	·	·	Ť	Ť	Ť	Ť	·	\$0
OURISM GRAND TOTAL													\$689,622



Program of Work: Visitor Center 2018/2019



CUMBERLAND COUNTY

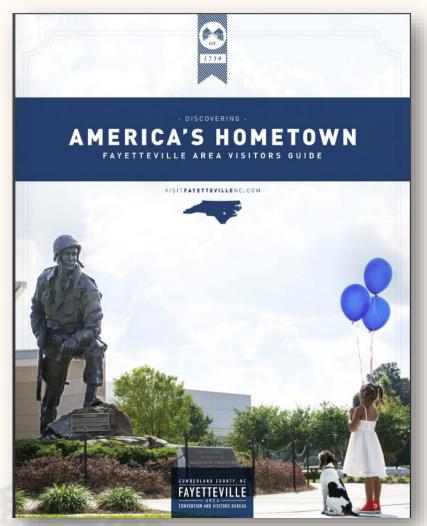
				Tradeshow	/s/Educatio	n/Confere	ices						
DMAI Visitor Services Summit- Monterey CA			•										\$2,250
Fred Pryor Training Courses			•				•			•			\$500
Nat'l Seminars Star 12													\$400
CVB Staff for University & New Student Fairs		•					•						\$300
Promotional Items													\$200
											SUBTOTAL	:	\$3,650
					FUNCTIO	NS							
CVB Staff FAM to New Hotels			•			•			•				\$300
CVB Staff FAM to New CC Attractions		•			•			•					\$300
CVB Christmas Card Stuffing Brunch					•								\$125
										•	SUBTOTAL	:	\$725
					Project	<u>s</u>							
Misc. CVB Rack Cards - Updating Current Ones													\$5,000
TWC - Cable TV Service													\$500.00
Sell & Replenish Locally Made Merchandise													\$3,000.00
Provide CVB DGs and Area Maps to New Baseball									•	•	•	•	
Provide Visitors w/Restaurant Coupons &	•	•	•	•	•	•	•	•	•	•	•	•	
											SUBTOTAL		\$8,500
				cc	MMUNICA	TIONS							
CVB Program of Work	•	•	•	•	•	•	•	•	•	•	•	•	
Distribution of DGs & Area Maps	•	•	•	•	•	•	•	•	•	•	•	•	
Fulfill Reader Card Requests - Mailing Expense	•	•	•	•	•	•	•	•	•	•	•	•	\$4,000.00
Hughes Publishing, Brochure Placement @RDU							•						\$1,600.00
Fayetteville Observers "Discover Fayetteville"		•											\$250
											SUBTOTAL		\$5,850
					MEETING	3 <u>S</u>							
Monthly Sales & Marketing													
Department Meetings													
CC Library Presentations			•			•			•			•	
CC Senior Citizen Club Meetings		•			•			•			•		
CC Teacher Employment Fair										•			
											SUBTOTAL		0
										G	RAND TOT	AL	\$18,725



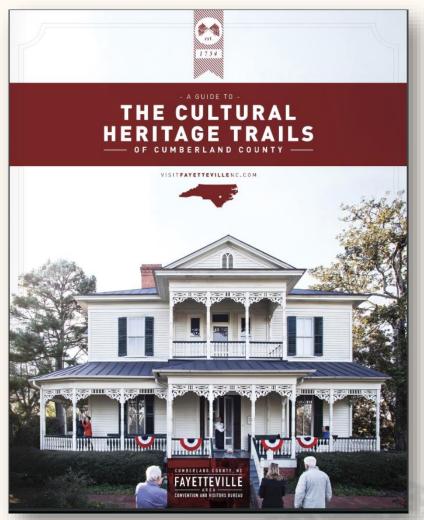
Products – Fulfillment Pieces 2018/2019



CUMBERLAND COUNTY





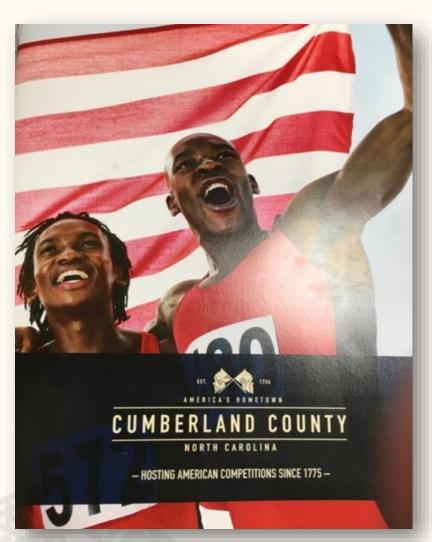


Cumberland County Trail Guide

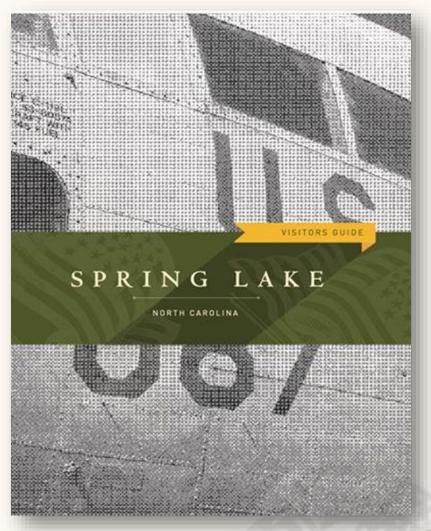


CUMBERLAND COUNTY, NC Products - Fulfillment Pieces 2018/2019





Sports Facilities Guide



Spring Lake Visitors Guide

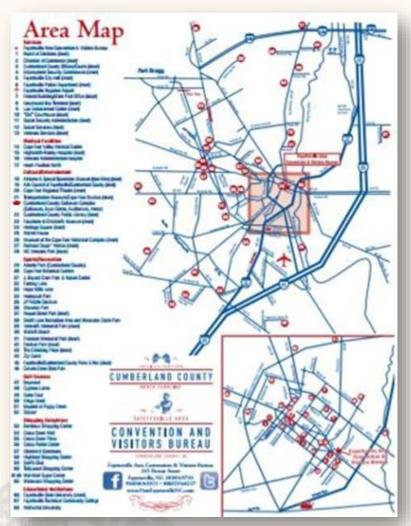
CONVENTION AND VISITORS BUREAU

CUMBERLAND COUNTY, NC Products - Fulfillment Pieces 2018/2019



CUMBERLAND COUNTY

NORTH CAROLINA





Individual Trail Cards

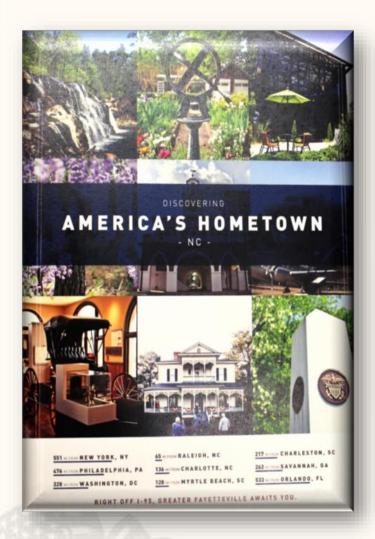


CUMBERLAND COUNTY, NC Products - Fulfillment Pieces 2018/2019



CUMBERLAND COUNTY

NORTH CAROLINA







Group Tour Collateral





Products – Fulfillment Pieces 2018/2019



CUMBERLAND COUNTY

NORTH CAROLINA



Brewery Passport



Spring Lake Pad





CUMBERLAND COUNTY

NORTH CAROLINA

VisitFayettevilleNC.com





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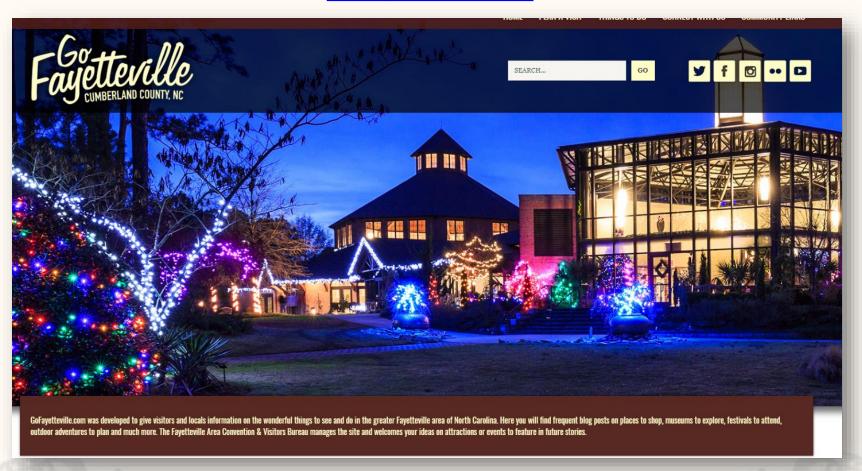




CUMBERLAND COUNTY

NORTH CAROLINA

GoFayetteville.com

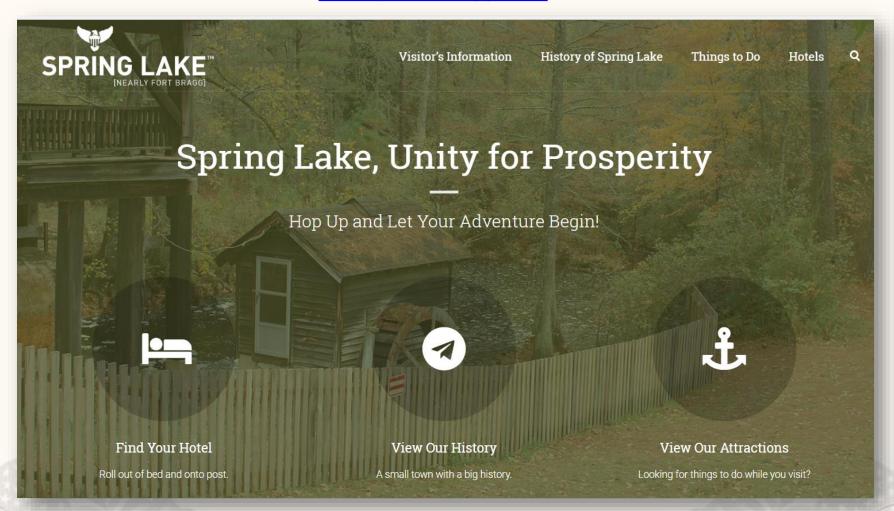






NORTH CAROLINA

NearlyFortBragg.com



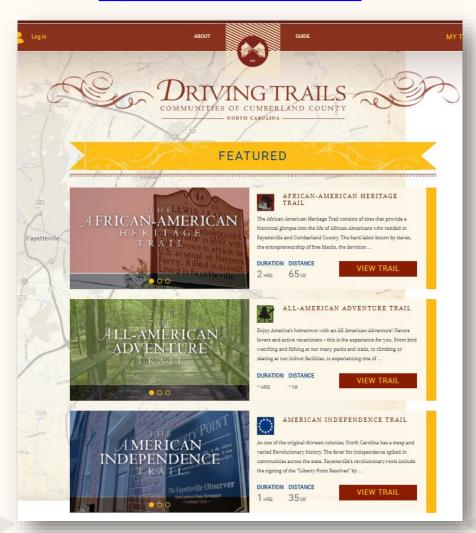




CUMBERLAND COUNTY

NORTH CAROLINA

FayettevilleNCTrails.com







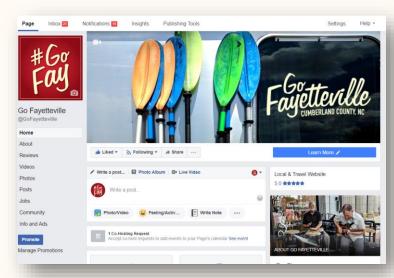
CUMBERLAND COUNTY

NORTH CAROLINA

Social Media – Facebook



FACVB Facebook



GoFayetteville Facebook

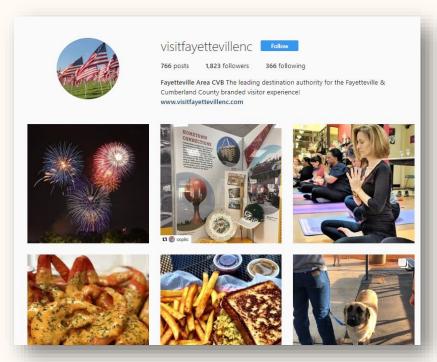




CUMBERLAND COUNTY

NORTH CAROLINA

Social Media – Instagram



FACVB Instagram



GoFayetteville Instagram





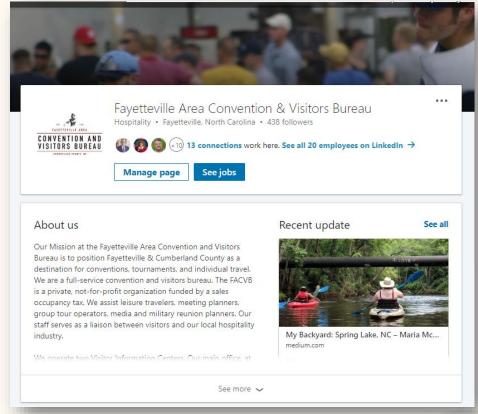
CUMBERLAND COUNTY

NORTH CAROLINA

Social Media – Twitter & LinkedIn



FACVB Twitter



FACVB LinkedIn





CUMBERLAND COUNTY

NORTH CAROLINA





ScoutLook" is a mobile app designed to help military and civilian families find their way around the Communities of Cumberland County, NC. With custom filtering options, user-specific recommendations and integrated GPS capabilities, ScoutLook provides users with on-the-go access to events, attractions, hotels, restaurants and other things around them, both on-base and off-base.

For Military families and soldiers stationed on-base, ScoutLook offers directions, contact information and user reviews of all the Fort Bragg facilities, as well as integrated access to MWR's event calendar.

When the "off-base" preference is selected, ScoutLook transforms into a pocket guide for civilian families around the Communities of Cumberland County.





CUMBERLAND COUNTY

NORTH CAROLINA

TDA Microsites





AFRICAN PEACE FESTIVAL | ACCOMMODATIONS | SCOUTLOOK | AROUND TOWN



Join us come July 14 - 15, 2018, from 11 a.m. - 10 p.m. on Person Street, Downtown Fayetteville. It is an event for all levels, ages and backgrounds. Bring your umbrella and lawn chairs to experience this outdoor street event.



African World Peace Festival, Fayetteville's first peace event, was created as a partnership between Culture and Heritage Alliance and Loving Hands International; as a community music festival and 5k run, to bring diverse community people together while promoting PEACE, LOVE and RESPECT for all, promote togetherness while finding ways to end the divisive and destructive attitudes, and to stir the nacitive practices that units all regardless of race religion, color say ago national origin or appearing





ADUIT FIFLD DAY | ACCOMMODATIONS | AROUND TOWN | SCOUTLOOK



Adult Field Day Hosted by OUR P.L.A.C.E.

Come enjoy the 1st Annual Adult Field Day, August 11, 2018, at Festival Park.





Adult Field Day is an annual funding event for Our P.L.A.C.E. Our P.L.A.C.E is a cultural art based non-profit organization founded on April 29, 2015, in Fayetteville, North Carolina by Eean Tyson and Sherris Johnson. Our Mission is to provide opportunity, education, funding and resources to artist to impact society. We will use the arts as a medium to educate our youth and to serve the community. The funding will support community service, the 2019 Southern Fried Poetry Slam, operational costs and future projects.

We are raising money to fund our organization and to support our projects and events.

- · The Marquis Slam Southern Fried Poetry Slam & National Poetry Slam representatives IWPS and WOWPS representative
- · Hosting the 2019 Southern Fried Poetry Slam
- · Artist Workshops
- · Cultural Arts Scholarship



for your upcoming events in 2018. Let us help you find the perfect places to meet, greet or eat in America's Hometown. Contact Myro

910.483.5311

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FAYETTEVILLE

Products – Print Ads 2018/2019



CUMBERLAND COUNTY

NORTH CAROLINA





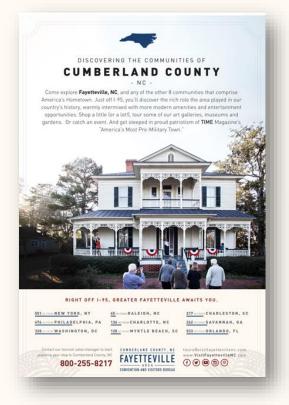


Products – Print Ads 2018/2019



CUMBERLAND COUNTY

NORTH CAROLINA









Products – Banner Ads 2018/2019















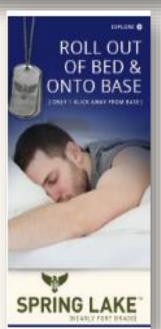
Products – Banner Ads 2018/2019



NORTH CAROLINA

















Products – Billboards 2018/2019







Products – Billboards 2017/2018



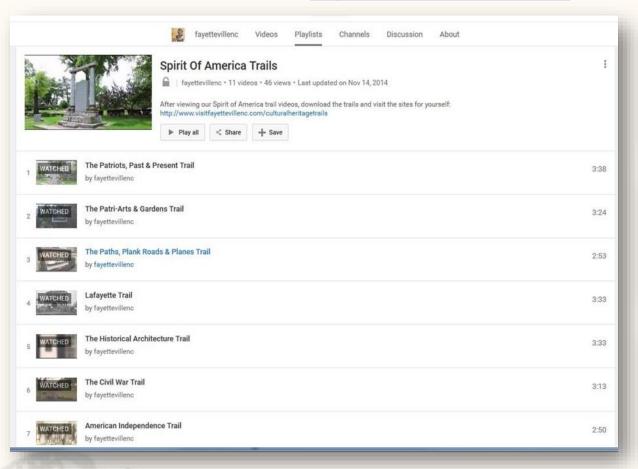








"Spirit of America" Trails













Business Interview Videos



Angie Malave, owner of The Wine Cafe
Visit Cumberland County NC



Greg Kalevas owner of Chris' Steakhouse Visit Cumberland County NC



Mr. E Cherry Blossom Tattoo Studios Visit Cumberland County NC





15 Sports Facility Videos

	DRONE VIDEOS: Sports Venues & Facilities fayettevillenc · 16 videos · 193 views · Last updated on Mar 6, 2015 ▶ Play all Share	:
Arnette Park by fayettevillenc		1:22
Cape Fear River Tra	rail	1:18
Freedom Courts by fayettevillenc		0:59
J P Riddle Stadium by fayettevillenc	J P Riddle Stadium by fayettevillenc	
Hope Mills Municip by fayettevillenc	Hope Mills Municipal Park by fayettevillenc	
Fayetteville Motors by fayettevillenc	rsports Park	1:20





#AmericaAtEveryTurn Video Series

The pursuit of...















Video Animations

1



DOLLAR BILL #Getaway Animation

Visit Cumberland County NC

2



Lincoln Statue Animation #LiveFree

Visit Cumberland County NC

3



George Washington #WorthIt Animation

Visit Cumberland County NC





#FreedomDreamTeam



WASHINGTON TRUSTFALL V5

by Visit Cumberland County NC



WASHINTGON SWIMMING V3 1

by Visit Cumberland County NC



LINCOLN FREEHUGS V5

by Visit Cumberland County NC



LINCOLN KARAOKE V4

by Visit Cumberland County NC



LINCOLN YOGA V4 1

by Visit Cumberland County NC



WASHINGTON BOXING V1

by Visit Cumberland County NC



LIBERTY MOTORCYCLE V3

by Visit Cumberland County NC



LIBERTY Bullriding

by Visit Cumberland County NC



Products – Physical Locations





Main Office - 245 Person Street







Transportation Museum – Franklin Street



Tent for Outreach Opportunities



Trade Show Booth



Products – Physical Locations



Online Research Library

RESEARCH

Research provides critical information that shapes the strategic direction of the Fayetteville Area Convent and Visitors Bureau, a private, 501(c)(3) non-profit organization that manages the task of positioning Fayetteville/Cumberland County as a destination for conventions, tournaments, and individual travel.

Everything Begins with a Visit..

- . Economic Impact of \$504.19 million
- 4,400 jobs with a \$93.59 million payroll
- State and Local Taxes of \$37.80 million:

a \$116.83 tax savings to each county resident.

Cumberland County Statistics Statistics Provided by VisitNC.com



COMMITTEE MEETINGS ~

BOARD OF DIRECTORS MEETING MINUTES

OCCUPANCY REPORTS >

PROGRAM OF WORK/RESULTS >

TOURISM DEVELOPMENT AUTHORITY >

TDA EVENT SUMMARY REPORTS ~

VISITOR PROFILES ~



CUMBERLAND COUNTY, NC

FAYETTEVILLE

CONVENTION AND VISITORS BUREAU

Thank You for allowing the FACVB to promote Cumberland County. We look forward to reporting continued growth in 18/19.