

MARKETING & SALES PLAN

meetac.com



There were many successes in 2016 that Meet AC can build upon in 2017. Atlantic City hosted four industry shows including: Health Professions Network, Meeting Professionals International World Education Congress, TEAMS Conference and Expo and the Trade Show News Network Awards. These events have provided Atlantic City with tremendous national exposure and helped to offset the negative effects the city has experienced. They will also serve as a catalyst moving forward to book additional meetings and convention business.

In 2016, Meet AC booked a total of 260 meetings and conventions representing 289,336 room nights with an economic impact of \$285 million. The group motor coach segment continues to

perform generating 22,600 room nights. So with the positive news and record number of room nights booked that we have achieved in the meetings market, Meet AC will continue to do all that it can to drive additional new meeting and convention business into Atlantic City.

However, even though we set a new record in bookings, 2016 also had its share of challenges that did cost us the opportunity to book additional new business into the city. Atlantic City government is in debt of more than \$500 million and the threat of the city's bankruptcy made national headlines. Unfortunately, those headlines caused some meetings and conventions to avoid bringing their business to Atlantic City until such time as we have a more

Within the next three years we will experience a significant shift in the gaming market.



stable environment. We also saw the closure of one more casino in 2016. The 2,000 room Trump Taj Mahal closed in October, which contributed to Atlantic City's negative headlines. We are hopeful that this will be the last casino closure and that TEN Casino and Resort (formerly Revel) will reopen by the summer of 2017.

Our 2017 Sales & Marketing Plan clearly has us targeting those meeting and convention segments that are strong producers for us such as sports, technology, multicultural, education and trade associations. We will continue to focus on our core segments in order to increase convention room night demand so that we can achieve our very aggressive room night goal of 275,000 rooms booked in 2017. We will also continue to

drive additional new convention business opportunities into the Atlantic City Convention Center, which will help grow revenues for the building. Meet AC will continue to partner with Spectra to support events and/ or conventions looking to use Boardwalk Hall. Another goal in 2017 will be to book more single property meetings, especially during midweek.

Meet AC staff is confident that our 2017 Sales & Marketing Plan conveys the appropriate sales strategies needed, in order to continue to grow the meetings and convention segment. We are optimistic that 2017 will be another very successful year. We are very appreciative of the support we receive from our hospitality partners, the Casino Reinvestment Development Authority (CRDA) and the City of Atlantic City.



JIM WOOD CHIEF EXECUTIVE OFFICER



JEFF ALBRECHT MEET AC BOARD CHAIR

TABLE OF CONTENTS

2-3 | EXECUTIVE MESSAGE

4 | CONTENTS & MEET OUR TEAM

6-9 | CONVENTION CENTER

10-11 | SALES OVERVIEW

12-13 | MARKETING OVERVIEW

14-17 | ADVERTISING CAMPAIGN

18-21 | PUBLIC RELATIONS

22 | SPORTS COMMISSION

23 | FILM COMMISSION

24-25 | TOUR AC

26-27 | TOURISM DEVELOPMENT CALENDAR

MEET OUR TEAM







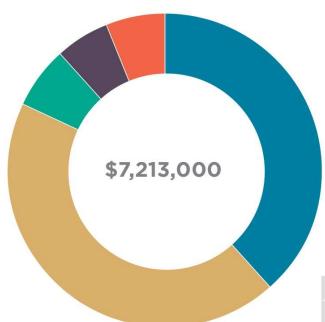




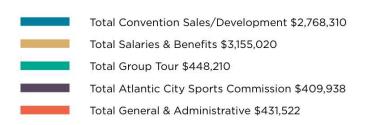


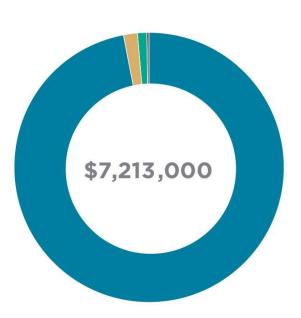


National Account Director



FY2017 EXPENSES





FY2017 BUDGET REVENUES





2016 Gross Revenue 9,370,000

> 2015 Gross Revenue 9,311,451

> 2014 Gross Revenue 10,314,268

2013 Gross Revenue 9,706,386

BY THE NUMBERS

- Includes 500,000 sq. ft. of exhibit space, divisible into 5 sections.
- 45 breakout rooms containing 109,000 sq. ft. of meeting space.
- Onsite parking garage that can accommodate 1,400 automobiles.
- Atlantic City Rail Terminal that operates daily to Philadelphia.
- Currently averaging 86 events per year, this equates to 200 event days per year.

CAPITAL IMPROVEMENT PROJECTS

- LED lighting replacements throughout the facility including the exhibit halls, meeting rooms and atrium.
- Upgrades to our current client services.
- · New Staging was purchased that reduces setup time and creates efficiencies and flexibility for shows.
- · A new Billboard Marquee will be going up on the Convention Center façade at the end of the Atlantic City Expressway for show welcome signage and advertising.
- Completion of a one million dollar upgrade to the wireless and technology services available. This upgrade helps increase revenues to the Convention Center operation and expands technology services moving forward to meet changing client needs.

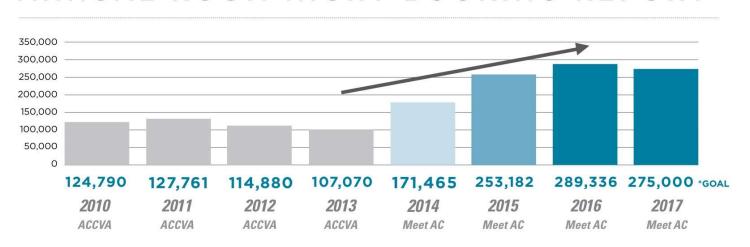
GOALS

- · To increase the number of events and the number of event days utilizing the AC Convention Center.
- If successful in growing the number of events and event days over the next several years, this will be reflected in revenue growth for the building.





ANNUAL ROOM NIGHT BOOKING REPORT







CONVENTION SERVICES 2017 OBJECTIVES

#1. Through the Client Direct Program, **Convention Services will provide** support to conventions, meetings and tradeshows in Atlantic City.

- Through the use of our Convention Services Kit, introduce planners to the services that Meet AC offers.
- Welcome Program to include business signs and welcome buttons to targeted shows in the Convention Center.
- Continued promotion of transportation assistance which includes airport
 - transportation information, convention shuttle assistance and rental car program assistance. Also providing air/airport, train and bus information for Atlantic City.
- Generate 300 Convention Services Leads to assist planners with acquiring information pertaining to their show, while supporting local businesses in the Atlantic City area.
- Event planning, including spouse programs, private luncheons, receptions

- and dinners, team building and group outings.
- Show Me Your Badge Program offering discounts to attendees for local businesses.
- City-Wide Banner Program. Work with SID to assure proper hanging of banners for
 - current shows. Work with Meeting Planners to design and produce banners for new, qualified shows.
 - Signage Program including Expressway signage and Wave Garage signage for shows.



- Maintain proactive relationships with annual clients through phone and email.
- Building relationships with new clients through active participation in site visits and offering assistance with their program.
- Presence during shows, supporting the needs of the Meeting Planner.



CONVENTION SERVICES 2017 OBJECTIVES (CONTINUED)

- #2. Provide planners with internal professional, experienced on-site registration staffing support inclusive of computer operators, Lead retrieval and show office support. In addition, provide specialized, highly trained tradeshow booth sales staff.
- Recruit and train qualified persons to provide effective show support.
- Formulate relationships with Stockton University and Atlantic Cape Community College to broaden the scope of qualified persons.
- · Convention Services Manager to work directly with Show Manager and Registration Company representatives to design a viable show support schedule.
- Convention Services Manager to provide on-site support to show management during show.
- #3. Effectively implement client events, familiarization trips, sponsorships and special events for Meet AC.
- · Meet with Sales staff to brainstorm and design events specific to their defined goals.
- Implement the Meet AC Action Calendar and tradeshow activities to enable brand consistency, productive marketing of Atlantic City to the convention and meetings industry.

- **#4. Identify Convention Services** industry-related organizations, attend yearly and monthly meetings and become involved on committees, thus broadening Atlantic City's exposure and fostering industry-wide relationships and promoting professional growth.
- Participate in meetings for ESPA, ISES, NJ Staffing Association and PCMA.
- #5. Continued industry-specific training for Convention Services Managers.
- Completion of CMP Certification by all Convention Services Managers by end of 2017.
- #6. Continue to provide the highly successful Restaurant Reservation Program to shows and meetings in the **Atlantic City Convention Center.**
- Through the continuation and promotion of the Show Me Your Badge Program, we can drive additional customers to Atlantic City restaurants and attractions.
- Use the Open Table program to make "real time" reservations. Points acquired by this program can be used as incentives for Show Managers to promote their show.

CONVENTION SALES VERTICAL MARKET STRATEGIES

VERTICALS

- Sports
- Auto Industry
- Building/Construction
- Education
- Energy
- Engineering
- Insurance/Financial
- Food Service
- Franchise Owners
- Fraternal Groups
- Government
- · Healthcare & Pharma
- Heavy Equipment
- Legal
- Military
- Multi-Cultural
- Organized Labor
- Publishing & Media
- Regional Associations
- National Associations
- Technology
- Retail

STRATEGY 1

Increase Atlantic City Convention Center Sales/Events.

- Place greater emphasis on increasing bookings
- Increase top line revenue in the ACCC
- Multi-year contracts
- Greater emphasis on tentative bookings
- · Increase incentive funding
- Industry Show(s) Follow-up
- Partner with Spectra on building related matters

STRATEGY 2

Increase Atlantic City's Meeting and Convention Business.

- Grow hotel room nights
- Attract more single property meetings and conventions
- Grow more sports related events
- Support Special Events

STRATEGY 3

Improve Atlantic City's Image.

- Aggressively market AC to offset this past year's negative press
- Perception of AC must change to help book future business



STRATEGY 4

Execute the 2017 Sales & Marketing Plan.

- Host client Board meetings
- · Attendance at industry shows
- · Execute sales calls, sales missions, client events, etc.
- Utilize AC entertainment to draw prospective clients
- Greater emphasis on the vertical markets that are producing for AC
- Build upon the growing multicultural market segment
- Target Third Party Providers

STRATEGY 5

Development of a Five Year Strategic Plan. Meet AC to engage with a consulting firm in the development of a five year strategic plan.

- Review Relevant Research
- Stakeholder Engagement (Feedback)
- Identify new funding sources for Meet AC
- Synergy between Meet AC, CRDA, Spectra, Casinos, Hotels & Attractions
- Review of the Sales and Booking Goals
- · Leisure Market Initiative
- Develop an Approach to Support AC's Special Events



TARGET MARKETS

Atlantic City is within driving distance to 40% of the nation's population.

GOALS

- Distribute 25-50 press releases
- Generate and service two media FAM trips
- Generate 1,000,000 media impressions



× × MISSION

TO CREATE ENHANCED VISITOR SPENDING & ECONOMIC IMPACT THROUGH ATTRACTING MEETINGS & CONVENTIONS TO ATLANTIC CITY.

KEY OBJECTIVES & MARKETS WE WANT TO REACH

- State and Regional Association
- Corporate
- National Association
- Sports

OS VISION

TO BECOME A PREEMINENT
RESORT DESTINATION SALES
& MARKETING ORGANIZATION
FOCUSING ON THE MEETING &
CONVENTION MARKETS.

OUR PRIORITY GOALS ARE

- To market the awareness of the meeting capabilities of AC
- To formulate and implement targeted meeting sales strategies
- To identify qualified meeting/convention sales leads
- To convert meeting/convention sales leads to new business
- To provide value added meeting/convention services

MARKETING COMMUNICATIONS STRATEGY FOR NEW BUSINESS

A 12 month communications strategy aimed at targeting new convention center business and sending them e-marketing and direct mail marketing about developments and positive press in Atlantic City. This consistent messaging will be sent by Meet AC Marketing with follow up from Meet AC Sales.



Meet AC, Year in Review including destination video and 2016 economic progress



Atlantic City incentive package featuring Atlantic City Convention Center promotion



Come back! Been here for a meeting? Took a leisurely stroll on the beach or boardwalk? Now is the time to revisit our destination and SEA everything we have to offer for your meeting



Direct Mailer featuring our iconic beach & boardwalk theme with a sweet treat (famed Salt Water Taffv)



Client testimonials on the top reasons to meet in Atlantic City



It's easy to get to AC - different methods of transportation to take you to Atlantic City



Meet AC 2017 progress including economic impact, upcoming shows & company progress



Atlantic City media coverage featuring positive press from trade publications



Upcoming events in Atlantic City highlighting celebrity concerts, comedy shows plus a jam-packed summer entertainment schedule



Meet AC Thanksgiving Card as Marketing Direct Mail piece, also send as e-blast and social media. All sales managers will call clients this month.



What's Happening in Atlantic City podcast



Holiday marketing messaging & sneak peek into 2018 strategies

2017 ADVERTISING CAMPAIGN

PRINT ADS





DIGITAL ADS









PRINT & DIGITAL ADVERTISING

Meet AC will be advertising in these trade publications, their websites and via their e-blasts.

- Association Convention & Facilities
- Association News
- Associations Now
- Black Meetings & Tourism
- Connect
- Corporate Meeting & Incentive Travel
- DSA Magazine
- Facilities & Destinations
- Hispanic Meetings and Travel
- IFA Magazine
- M&C + Successful Meetings
- Meetings Today

- Mid-Atlantic Events Magazine
- Meeting Professionals International
- NJ/Pennsylvania Meetings + Events
- NJ Business
- New Jersey Meetings + Events
- PCMA Convene
- Smart Meetings
- Trade Show Executive
- USAE

The Weekly Community Newspaper of Associations, CVBs and Hotels







MEETING PROFESSIONALS INTERNATIONAL















DIGITAL MEDIA

Meet AC will drive traffic to www.meetac.com via yearly banner advertisements on trade show publication websites as well as incorporate an aggressive retargeting and keyword campaign. Our websites are optimized for mobile and online ordering via Ungerboeck CRM will be available for exhibitors. All planning guides and marketing collateral will be available digitally. Our convention calendar of events is updated every hour on the hour for the most timely convention information.

GOOGLE AWARDS

- 2.54 Click-Through Rate (performing above the industry average) | 2017 Goal: 2.7 CTR
- **359,775** Impressions | 2017 Goal: **450,000** Impressions
- 9,142 Clicks | 2017 Goal: 12,500 Clicks



WEBSITE ANALYTICS

- **262,851** Page Views | 2017 Goal: **400,000** Goal
- 255 Active Users Per Day | 2017 Goal: 400 Goal
- **68,127** Organic Searches | 2017 Goal: **85,000** Goal

SOCIAL MEDIA

Meet AC will continue to post relevant articles and engaging items that meeting planners would find beneficial. Additionally, we will work with the Atlantic City Convention Center and surrounding properties to showcase their events to our followers and post local articles from NJ publications. Meet AC will be incorporating Facebook advertising for Meet AC & the Atlantic City Sports Commission Facebook pages.

- **848** Facebook Likes | 2017 Goal: **1,600** Likes
- 1,200 Twitter Followers | 2017 Goal: 2,000 Followers
- 480 Instagram followers | 2017 Goal: 800 Followers
- 160 LinkedIn Followers | 2017 Goal: 400 Followers
- 11,271 Total Combined YouTube Views | 2017 Goal: 25,000 Views



VIDEOS & PODCASTS

Meet AC's Marketing Team distributes monthly podcasts which the Meet AC Sales Team shares with clients and presents at tradeshows. These podcasts showcase the unique aspects of Atlantic City and are an interactive way for attendees to see our city.

2017 PODCAST SCHEDULE:

JANUARY	Reflecting on a Successful 2016 & Looking Ahead	JULY	Boat & Fishing Tour/Dolphin Sightseeing
FEBRUARY	What's Happening in Atlantic City	AUGUST	Beach Bars: Bungalow, Bally's Beach Bar & Chelsea
MARCH	Tropicana The Quarter	SEPTEMBER	Teambuilding Activities: Escape Room, Viking Cooking School & Absecon Light House
APRIL	Claridge New Unique Meeting Space	OCTOBER	Fall Happenings: Entertainment, Renovations & More
MAY	Golden Nugget Feature	NOVEMBER	Local Chef Interview for Holiday Prep
JUNE	Seaview Meeting Space & Golf	DECEMBER	Local Eats repost

2016 MEET AC IN THE MEDIA

NEWSPAPER HEADLINES

ATLANTIC CITY CONVENTION GETS GREAT GRADES

FROM PEOPLE WHO ARRANGE CONVENTIONS

~ PRESS OF AC

ATLANTIC CITY ISONAROLL VIA THE MEETINGS MARKET

~MEETINGS TODAY





AC SHINES
DURING MPI'S
WORLD EDUCATION CONGRESS

~ SUCCESSFUL MEETINGS

ATLANTIC CITY IS IMPROVING ITS MEETINGS GAME

~ SUCCESSFUL MEETINGS

ATLANTIC CITY POSITIONS ITSELF AS COMEBACK KID

AT MPI WEC - MEETINGSNET

LURING BIG SPORTS EXPO SHOWS HOW A.C.'S EFFORTS HAVE CHANGED

~ PRESS OF AC

COMIC, GAMING & ANIME CONVENTIONS HELP A.C. BOOST ITS FORTUNES

~ PRESS OF AC

2016 PR SUCCESSES & TESTIMONIALS

MPI'S STATISTICS



I am more likely to book an event in Atlantic City after attending this conference.



Atlantic City was a good location for the conference.



I was satisfied with my hotel stav.



Overall, I was satisfied with this conference.

POSITIVE TESTIMONIALS

"The event was planned and executed very well. I applaud the Atlantic City CVB and all its partners for a wonderful event."

They did an **EXCELLENT** job with the shuttling."

"Had a very nice experience in AC and their CVB did a great job working to make sure everything went off well. Kudos to MPI for upping their game with a solid conference."

"Transportation was better than I expected and I really loved getting to go to different spots in Atlantic City to see more of the destination."



2016 CREATIVE EXECUTIONS

MPI WEC (HOSTED 2000 MEETING PLANNERS)





TEAMS (HOSTED 1600 SPORTS PROFESSIONALS)





2016 CREATIVE EXECUTIONS (CONTINUED)

MEETING PLANNER GUIDE (DISTRIBUTION 500,000)



SPORTS PLANNING GUIDE (DISTRIBUTION 1,000)



× / × MISSION

THE AC SPORTS COMMISSION STRATEGICALLY SOLICITS, CREATES & SUPPORTS SPORTS RELATED EVENTS & BUSINESSES THAT ENHANCE OUR COMMUNITY'S ECONOMY.



TO BE RECOGNIZED BY OUR
GOVERNMENT PARTNERS, BUSINESS
AND COMMUNITY LEADERS &
EVENT CLIENTS AS THE PRIMARY
ORGANIZATION IN ATLANTIC COUNTY
THAT DRIVES SPORTS TOURISM &
ECONOMIC DEVELOPMENT
THROUGH SPORTS.

EVENT POSTERS





OUR GOALS

- Attract and host professional and amateur sporting events
- Achieve the sports room night goals
- · Achieve the economic impact goals

WHAT WE DO

BID & EVENT MANAGEMENT

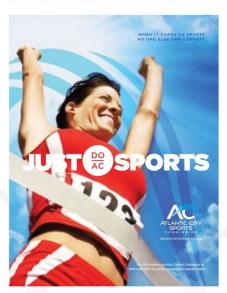
The sports commission works locally, regionally, nationally and internationally with event organizers in the areas of site/facilities selection, budget development, development of local organizing committees, and event management oversight.

VENUE SELECTION

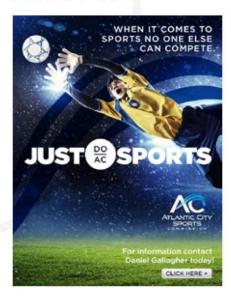
The sports commission team maintains excellent relations with all of Atlantic County's sports facility management, hotels and casinos and meeting facilities. We will provide prospective clients a significant head start and substantially increase their odds of a successful event experience by assisting them with identification, cooperation and coordination with facilities.

- Government Relations
- Support Services
- Entertainment
- Public relations & communications
- Marketing

DIGITAL ADS



PRINT AD



ABOUT

PRODUCTIONS INCLUDE

 Movies, Television, Commercials, Photographic or Music Videos.

Our 4 miles of white sandy beaches & Atlantic Ocean offers a variety of views

VIEWS

- · Historic Steel Pier
- · America's first Boardwalk
- Casino Resorts to the back bays & marshes with all their flora and fauna

The Atlantic City Film Office proudly offers free assistance for productions working within A.C.

We allow cars and trucks on the beach and Boardwalk for driving shots, have ample free parking





atlanticcityfilm.com



WEBSITE



ABOUT

- Atlantic City has entertained guests for over 150 years
- · Star-studded attractions
- Exquisite restaurants for any taste
- Tax-free retail shopping that continues to grow each year

- Groups large or small can enjoy a variety of itineraries suitable for both children and adults
- Motorcoach rental



touratlanticcity.com

GROUP TOUR ADVERTISING

DIGITAL ADS







PRINT ADS





2017 TRADE SHOWS

CONVENTION DEVELOPMENT



ESPA Annual Conference



- AMC Institute
- IFA Annual Conference
- Meet NY



- Destination Showcase
- ASAE Mid Year
- ConExpo-ConAgg
- Destination Northeast
- Digital Marketing Summit
- Experient EnVision
- NECVB Reps
- NicheFest
- Diversity Marketplace
- PCMA Mix & Bowl
- Meetings Quest
- Ragan's Social Media Conference



- AFL CIO Legislative Conference
- AMPS
- ASAE Springtime
- · Congressional Hispanic Conf
- SISO CEO Summit



- CEM Week
- DC Client Event May
- SHRM ANNUAL
- NAEC Event
- Marketing Analytics Summit
- MPI WEC
- Professional Firefighters/NJ
- PRSA Travel & Tourism Conference
- TSE Fastest 50
- US Hispanic Conference

- · AFL CIO Labor of Love
- DSA Annual
- HCEA
- Helms Briscoe
- IBTM
- MASAE
- MPI's WEC
- NECVB Reps
- NJ AFL-CIO
- NJ CPA
- PCMA Education
- TSE Gold 100
- Trenton Client Event



JUNE

• DMAI Annual Event



- · American Fisheries
- ASAE Trade Show
- DC CVB August Event
- Experient E4
- MASAE
- SISO Executive Conference



- CMP Conclave
- NAEC
- NY/DC IAEE September Event



- DMAI Finance & Technology
- Heritage Hispanic Conference
- IAHMP
- National Association Consumer Shows
- NECVB Reps
- NY Client Event
- SEMA/Aftermarket Automotive
- Trade Show News Network

• FICP



DECEMBER

- CONNECT DC
- CVB Reps Holiday
- DSA Sales/Marketing Conf
- IAEE Expo Expo
- MASAE
- NYIAEE December Event
- NYSAE/MPI/PCMA December
- PCMA Chapter Event
- Sales Missions
- NECVB Reps
- NicheFest

GROUP TOUR SPONSORSHIPS & DRAFT BUDGET



American Bus Assoc.



- Yankee Trails
- African American Travel Conf.
- Locations Film



• United Motorcoach



NAJ East



- Pennsylvania Bus
- Yankee Trails
- NJ Conference on Tourism
- Greater NJ Motorcoach
- Maryland Motorcoach



- Pennsylvania Bus
- IPW JUNE





 National Association **Sports Commissions**



CONNECT Sports



TEAMS '17



• Sports Relationship Conference



NASC Market Segment Mtgs



• Friendship Tours



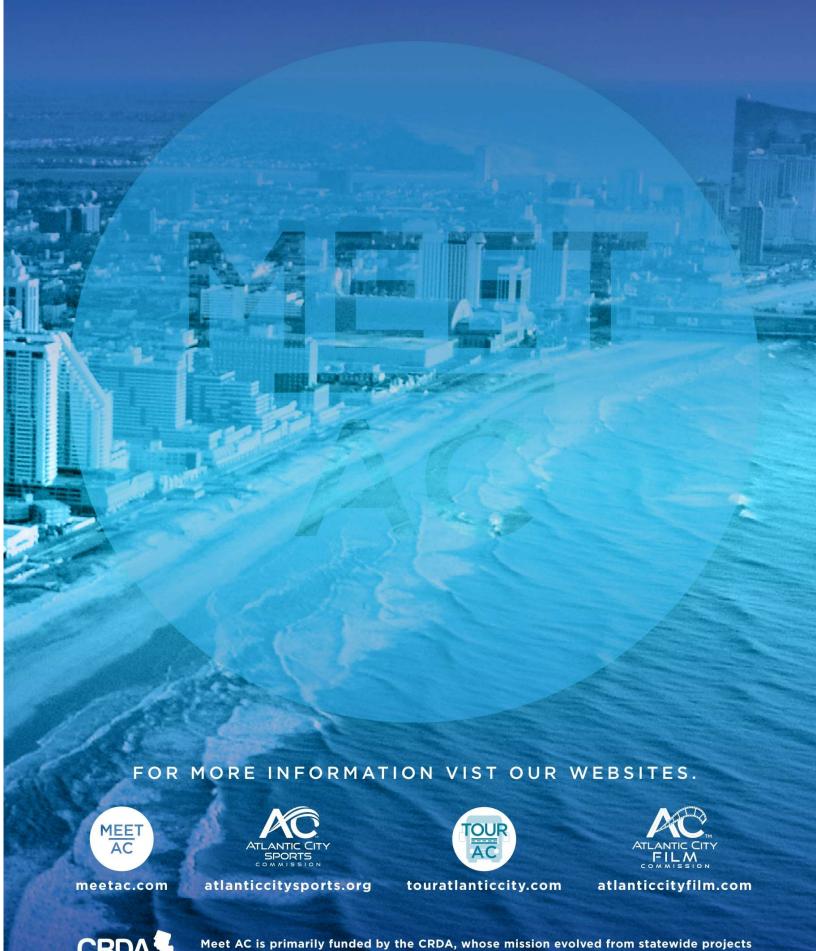
- Virginia Joint Meet
- AAA East



- · Bus Assoc. of NY
- Greater NJ Motorcoach
- Bienvenue Canada



· Ontario Motorcoach



to becoming the state's key economic development agency for Atlantic City.