

The National Association of Sports Commissions estimates sports travel spending for 2011 at \$7.6 billion, an increase of 6.5% over the previous year.

Executive Summary

Throughout our tournament season of 2012, Foley hosted 328 teams from over 200 cities representing more than 4,200 athletes and their families. Our estimate is that over 19,000 sports tourists visited the Foley Sports Complex. Our economic impact for families playing in Foley was \$1,031,754 accounting for 1,165 Foley Room Nights. This number does not include any projections regarding the other 13,000 players who played in Gulf Shores and Orange Beach and not in Foley. With over 50% of Gulf Coast visitors shopping at the Tanger Outlets, we estimate another million dollars in economic impact for the season.

This past year we made approximately \$25,000 in profit from the tournaments. This does not include the regular hours of our three payroll employees; however, it does include all concession expenses, concession payroll, all overtime, and hours for seasonal employees dedicated to the tournaments. The appendix includes all economic impact calculations, balance sheet for the City, and lodging information.

Key findings from our economic research remain consistent with the previous years and include:

- > Groups who had accommodations outside of Foley spent an average of \$250 in Foley.
- For Groups who stayed in Foley spent an average of \$1,150.
- ➤ 40% of visitors dined at Lambert's, followed closely by Chick-fil-A.
- > Grocery spending is not too far behind the restaurant spending and may offer new opportunities.
- ➤ Majority of parents are Generation Y and under 35 years of age 71% of our Facebook users are under 35 years old, 82% of users are below the age of 45.
- Approximately 60% of our Facebook users are females, which reinforces our focus on team moms.

In summary, our target market is young families who actively seek out information on the internet and make plans prior to ever arriving at a location. These lodging decisions are typically made 26 - 43 days in advance with about a two week window deciding on the actual reservations.

The marketing professional continues to provide the highest level of support to visitors as well as collecting valuable economic impact research data. We listen to our participants and meet their expectations. Team moms remain our target and typically know where everyone is staying, where they dine, and where they conduct other leisure activities. They are also the most willing to answer questions and provide their opinions especially while waiting between games.

Additionally, the marketing position is our liaison to the local hotels and business community and has created partnerships with over 50 Foley businesses. We continue to work with the organizers and establish a long-term relationship. It is easy to sell Foley as a family friendly destination with great restaurants, shopping, and attractions. For the upcoming season, we have also approached several new organizations for new tournaments for 2013.

2012 Sports Tourism Goals & Highlights

- Recruit new events
 - o Mobile Bay Spring Classic May
 - o FloraBama Soccer Showcase September
 - o Creek Crawl Obstacle Race October
 - Alabama Soccer Festival November
- Increase financial and human resources
 - o Net profit of \$24,910
 - o Grant for \$5,000 for sports tourism
 - o Sponsorship sales \$1.950
 - Additional field crew and marketing support
- Focus on community relations
 - o Over 50 businesses partnering with the FSC
 - o Business partner appreciation breakfast including 7 local businesses
 - o Continuous communications, including in-person calls and visits
- Increase communication channels
 - O Social media 999 users checked in, 392 likes, utilized for weather updates
 - Video for onsite marketing providing sponsorship recognition. Have received positive feedback from guests
 - Print materials newly created facilities map has been the number one utilized document.
 - Outdoor advertising "did you know" signage, mist tent, and video monitor
 - o Email marketing Constant Contact high rate of opening by users (60%).
 - Website pictures, businesses, and hopefully multiple ratings soon.
- Continue to learn about the market
 - Onsite surveys
 - Online marketing and analytics
 - Tourism Hotline 60% of calls involved geography and directions, 30% lodging recommendations, and 10% tournament questions. Average was 5 calls per week.
 - o National Association of Sports Commissions (NASC) Resource
 - Coaches surveys via organizers

2013 Sports Tourism Goals

- Establishing marketing analytics
 - o Social Media Marketing Likes, Check-ins, Conversion Rate to website
 - Email Marketing Click Through Rates, Bounce Rate, Delivery Rate, Email Sharing/Forwarding
 - Website Google Analytics, SEO, Website Referrals, Keyword Performance and Rankings
 - o ROI determine value created via programs and sponsorships
- Continue community partnerships and sponsorships
 - o Target new business for coupon program
 - o Grow corporate sponsors by 50%
 - o Improve communications with South Baldwin Chamber of Commerce
- Increase the number of tournaments
 - Approach new organizations about available dates and establish long-term relationships
 - o Work with existing partners to expand number of tournament dates
 - o Establish a database of contacts for organizations wanting to host Foley events
 - Update Media Guide following 2013 tournament season
- Provide a higher level of service for organizations, teams, and families
 - o Create "Welcome Email" with discounts and lodging options
 - o Distribute Welcome Packets and provide onsite assistance
 - o Train all employees in customer service and our expectations
 - Develop specials and promotions during events
- Track impact to the economy
 - o Improve partnership with local hotels
 - o Improve relations and tracking with local businesses
 - o Conduct event surveys and follow-up emails
 - o Partner with Gulf Coast Sports Commission

The Year in Review

The following is a summary of the work we conducted over the past year.

Month	Accomplishments
March 2012	Provided USSSA marketing
	information for their site
	 Developed Media Guide
	 Website Vendor Selection
April 2012	 Sponsorship program development
	 Business Luncheon
	 Website development begins
	 Established hotel rates
May 2012	 Developed coupon program
	 Began Creek Crawl planning
	 Populated D3000 with contacts
	 Assembled Welcome Packets
June 2012	 Welcome letter for email marketing
	 Website development
	 Tournament promotions and feedback
July 2012	 Finalized website
,	 Tournament promotions and feedback
	 Implemented email marketing
	 Tanger Opening Ceremonies
	 Creek Crawl development
August 2012	 Lauren Klumpp resigned/worked on
	hiring new Sales & Marketing person
	Creek Crawl development
September 2012	 Hired interim consultant, Tim Arant,
	for Sales & Event Marketing to focus
	on Creek Crawl
	 Soccer tournament and feedback
	 Purchased new promotional items for
0 4 1 2012	Welcome Packet
October 2012	 Conducted Creek Crawl
	 Hired Laney Dominick for Sales &
N. 1 2012	Event Marketing
November 2012	 Feedback from coupon sponsors
	 Alabama Soccer Festival
	Creek Crawl wrap-up and thanks
December 2012	 Creek Crawl video and pictures
	 Laney Dominick moves leaving Sales
	& Event Marketing vacant

January 2013	 Rehired Tim Arant for Sales and Event Marketing
	 Target new events for 2013
	tournament season
February 2013	 Solicited Coupon Sponsors – 31
	businesses with 8 new participants
	 Partnership with Tanger for opening
	ceremonies and new events
	 Develop Sponsor Program

Planning and Operations

Due to unexpected turnover, we have spent a good portion of time training and planning for transition. The Recreation Department spent three days in a planning workshop to evaluate our events and to plan for future improvement. Many ideas were presented during the brainstorming sessions that were implemented for the 2012 tournament season or soon after, such as:

- Two new FSC hedges to welcome participants to our park
- Flat screen television for sponsor and concession promotion
- More covered area for rain events
- Mist tent to offer a cool-down area for kids
- Electric hand dryers in restroom due to paper product issues
- New gator for help with handicap patrons
- New sod to reduce straw within the park and wear on the plants
- Maintenance building for storage of equipment and field supplies
- Bathroom signage to help orient visitors
- New approach to welcome packet distribution
- Develop a list of frequently asked questions with appropriate answers

We have worked with the Marketing department to align our efforts and have been very successful. Through the partnership, we implemented a new coupon program, developed a facilities map unique to Foley, and aligned our two websites to share data as it is updated by each department.

Developing Sponsorship Opportunities

For 2012, we created an annual sponsorship program and targeted four main sponsors. With an initial cost of \$500, our annual sponsorship provided website recognition, streaming at the FSC, a fence banner, Facebook mentions, recognition in the FSC media kit, and logo displayed on all printed collateral. Our sponsorship revenue for this first year was \$1,950.

Coupon Program

We partnered with 29 local businesses to provide a new coupon sheet for May through November. The Sales and Event Manager solicited all of the businesses and worked with the marketing department to lay out for print. Between the two departments, we were able to distribute over 9,000 coupon sheets to visitors. We had 15 food vendors, 10 retail establishments, and 4 entertainment partners in addition to the visitors' center coupon. The average discount of the coupons was 18.6%.



Initial feedback from our coupon participants varied. Not all businesses tracked the coupons and most were unable to help us to determine the effectiveness; however, all vendors wanted to participate again. El Paso Restaurant estimated 100 coupons redeemed. For the few partners that are no longer in business (no correlation to our program), we have targeted specific businesses such as Bebos, Shrimp Basket and Happy Shak as replacements. New coupon sheets are being finalized now. We have also decided to upgrade the sheet to perforated coupons, which all participants agree should help.

Welcome Packet

Based on observations from our previous marketing efforts, we decided to reduce the Welcome Packet to a few key items and provide the other information through our web presence. We also changed our distribution approach until after teams have reached their fields and parents/fans are settled. Previously, we distributed packets at the gate and most parents were more focused on getting into the park and finding their fields. Tourists were more receptive after they had settled and were waiting for their games to begin. A Visitor Information tent is setup on site to answer any questions.

Email Marketing

Unfortunately, our website was not complete in time to utilize for most of the tournaments. This year we will be using the Welcome Email to help direct participants to the website. This past year, we were able to email about half of our participants and found that our most clicked on portion of the email was our facilities map which included our main sponsors. Sixty percent of the recipients opened our Welcome Email. One minor issue is that users who do not allow graphic images are not considered an "official open" with the Constant Contact product. We also found that numerous participants viewed our "Must Do Foley" video and recognized Lauren, our star, during the tournaments.

Establishing relationship with local hotels

One of our major concerns involved Foley lodging for out-of-town teams. While the majority of teams may continue to want to stay at the beach, there will continue to be overflow and possibly price points that will enable Foley hotels to increase room nights. Additionally, hotels are better to house participants for tournaments that only last a weekend. Several of the hotels recognize the value of the tournaments and have been extremely helpful partners for this past season. We are partnering with them to offer attractive pricing and room blocks throughout the entire 2013 tournament season. Also, we will be utilizing the Econolodge as our host hotel for the 7 v 7 Football Tournament organized by the high school this summer. The majority of economic impact calculations involve room nights and Foley only has a limited number of rooms in the inventory. Almost all of our hotels were at capacity starting in late June and continuing through the month of July. Our total room night occupancy was 1,165 for Foley hotels.

Establishing Sports Tourism Brand

Foley is now established as a leader in customer service for players, parents, coaches, umpires and coordinators. Parents, players, umpires and coordinators return and spread the word to other places about their positive experiences with Foley tournaments. 2012 was another wet summer and we responded by consistently having our fields prepared quicker than both Gulf Shores and Orange Beach. Several games were moved from Orange Beach and Gulf Shores because of the inclement weather and we were always able to accommodate the additions. Our surveys continue to receive numerous comments complementing our facilities, staff, and concession prices. For the second consecutive year, USSSA did not receive a single complaint or issue with Foley.



Aligning Efforts with USSSA

Orange Beach - Gulf Shores - Folcy, Alahama

We have now become an equal player with Gulf Shores and Orange Beach and expect to have many more opportunities with the USSSA organization with both baseball and softball. Although we have begun to partner and look for other opportunities, USSSA still remains our main customer who has first opportunity for summer dates. This year, we will focus more on partnering with USSSA to answer questions and communicate more effectively with the coaches, players, and parents. The USSSA Director continually requests that we build more fields due to the level of service we provide and the need for additional fields. He assures us that he can utilize the fields from April until August.

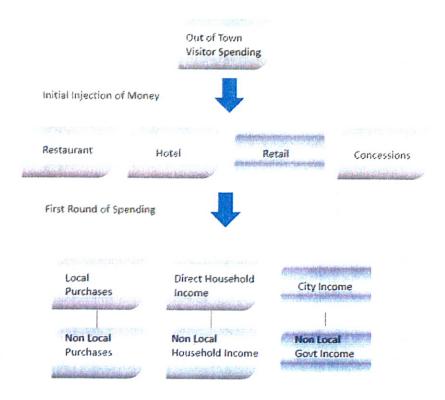
Establishing a Web Presence

Our website was completed at the end of the tournament season and was not available for summer tournaments. The website shares data with the marketing department and both departments have worked together to improve both websites. Our website includes a rating/ranking section where visitors can provide feedback on their lodging, dining, and leisure experiences while visiting us. We will be utilizing the internet for lodging promotions and discounts this year. Recently, we added Google analytics to enable us to capture more metrics and demographic information.

Measuring Economic Impact

The most challenging aspect of our sports tourism effort has been defining the true economic impact. We have taken several approaches and have refined our efforts each time. The Alabama Gulf Coast Sports Commission as well as all other cities measure economic impact based on room nights and the average cost of their rooms. Economic impact is heavily dependent on the availability of quality hotels. Without the use of any multipliers, athletes and their families who played in Foley produced over a million dollars in economic impact. Please see the appendix for economic impact calculations.

Economic Impact





2013 EVENTS SCHEDULE

Feb. $22^{nd} - 23^{rd}$ Foley HS Softball Tournament

March 16th – 17th Orange Beach Shootout Tournament (Perdido Soccer)

April 27th – 28th NSA Softball Tournament

May 4th- 5th Mobile Soccer Club Spring Classic

May 24th -26th USSSA Global State Baseball Tournament

May 31st – Jun 2nd NSA Softball – NIT Tournament

June 8th – 9th Alabama State All Stars

June 14th – 16th Alabama Gulf Coast Balloon Festival

June $18^{th} - 23^{rd}$ 7 vs 7 Football Tournament

June 24th - 28th USSSA Coach Pitch World Series

June 25th - 30th USSSA Global World Series 2

July 2nd - 7th USSSA Global World Series 3

July 9th- 14th USSSA Global World Series 4

July 16th- 21st USSSA Global World Series 5

July 22nd - 26th USSSA Softball C World Series

 $Aug 2^{nd} - Aug 3^{rd}$ Potential Softball Tournament

Aug 31st – Sept 1st NSA Softball Tournament

Sept 22nd – 23rd Florabama Soccer Showcase

Sept $28^{th} - 29^{th}$ NSA Softball Tournament

October 5th Creek Crawl at Graham Creek Nature Preserve

November 3rd-4th Alabama Soccer Festival

TOTAL ESTIMATED PARTICIPANTS:

24,988

Appendix

Tournament Summary 2012

		Total Est	Impact	\$111,627	\$44,607	\$49,591	\$0	\$34,112	\$6,000	\$90,893	\$12,681	\$195,000	\$259,431	\$262,982	\$385,803	\$0	\$312,806	\$176,800	\$130,729	\$26,494
	GS/OB	Visitor Avg	\$25/Day	\$72,000	\$26,000			\$13,650		\$44,850		\$65,000	\$162,500	\$170,300	\$185,900	を 一日の 日本の 日本の 日本の 日本の 日本の 日本の 日本の 日本の 日本の 日	\$132,600	\$85,800	\$109,200	
	Foley	Economic	Impact	\$39,627	\$18,607	\$49,591	\$0	\$20,462	\$6,000	\$46,043	\$12,681	\$130,000	\$96,931	\$92,682	\$199,903	\$0	\$180,206	\$91,000	\$21,529	\$26,494
	Foley	Players Avg	\$50/Day	Reserved to the second	\$5,700	\$0	\$0	\$18,650	\$6,000	\$11,850		\$130,000	\$84,250	\$68,000	\$179,750		\$155,750	\$91,000	\$17,000	
	Foley	Spending	Visitors Rooms Overnight	\$39,627	\$12,907	\$49,591	\$0	\$1,812	0\$	\$34,193	\$12,681	\$0	\$12,681	\$24,682	\$20,153	\$0	\$24,456	\$0	\$4,529	\$26,494
	Foley	Total	Rooms	175	22	219	0	8	0	151	99	0	56	109	89	0	108	0	20	117
		Total	Visitors	6804	2984	0	0	2925	0	5441		5265	8892	6006	11700		8892	5499	10638	9
		Total	Players	1512	663	0	0	650	0	1209		1170	1976	2002	2600	100	1976	1222	2364	
Foley #	of	Visitor	S	324	644	0	468	1697	540	1404		2340	1580	1346	3335		2925	1638	810	
	Foley #	of	Players	72	143	0	104	377	120	312		520	351	299	741		650	364	180	
		Total	Teams	126	51			20		93		06	152	154	200	の意味がある。	152	94	197	
	# of	Foley	Teams	9	11	0	8	29	10	24		40	27	23	22	建	20	28	15	種がいた。
			Dates	3/17 - 3/18	3/31 - 4/1	4/14-4/15	4/21	4/28-4/29	5/12-5/13	5/26-5/28	6/8-6/10	6/25-6/29	6/27-7/1	7/4-7/8	7/11-7/14	7/11-7/14	7/18-7/22	7/24-7/28	9/22-9/23	
			Tournament	Perdido Soccer Club	Sandlot Lead-off Super NIT	GSS Spring Fling (OB)	JV Girls Softball	GSS Summer Warmup	Mobile Soccer Club	USSSA Battle of the Best NIT 5/26-5/28	USSSA Sandlot NIT	USSSA Coach Pitch World	USSSA Global Series 1	USSSA Global Series 2	Rec World Series	USSSA Global Series 3	USSSA Global Series 4	USSSA C World Series	FloraBama Soccer Showcase	Umpires

The Rec World Series and USSSA Global World Series 3 numbers overlapped

\$1,031,754 \$1,067,800 \$2,099,554

\$767,950

4,233 19,049 17,344 78,048 1,165 \$263,804

328

City of Foley Balance Sheet

		Concession Concession Concession	Concession	Concession			
Tournament	Field Rental	Sales	Expense	Payroll	Payroll	Misc	Net Gain/Loss
Perdido Soccer Club	\$300	\$214	\$86	\$302	\$461	e e	-\$335
Sandlot Lead-off Super NIT	\$1,500	\$1,744	\$698	\$538	\$1,085	\$500	\$423
GSS Spring Fling (OB)	\$0	Service Control of the Control of th		の できない ない かんしゅうせい	生 一 一 一 一 一	William State	\$0
JV Girls Softball	0\$	\$1,198	\$479	\$289	\$433		-83
GSS Summer Warmup	\$1,000	\$5,031	\$2,012	\$1,081	\$1,580		\$1,358
Mobile Soccer Club		\$1,132	\$453	\$684			-\$5
USSSA Battle of the Best NIT	\$1,000	\$1,714	\$686	\$968	\$691		\$369
USSSA Sandlot NIT							\$0
USSSA Coach Pitch World	\$2,700	969'6\$	\$3,878	\$4,809	\$3,291	E5.	\$418
USSSA Global Series 1	\$2,800	\$5,707	\$2,283				\$6,224
USSSA Global Series 2	\$3,500	\$7,151	\$2,860	\$2,029	\$1,029		\$4,733
Rec World Series	\$3,500	\$12,034	\$4,814	\$3,169	\$2,685		\$4,866
USSSA Global Series 3	\$1,400						\$1,400
USSSA Global Series 4	\$3,500	\$12,735	\$5,094	\$3,586	\$3,152		\$4,403
USSSA C World Series	\$2,800	\$8,239	\$3,296	\$3,665	\$2,655		\$1,423
FloraBama Soccer Showcase	\$0	\$375	\$150	\$590			-\$365
Umpires	# T				100		\$0

\$24,910

\$500

\$17,062

\$21,710

\$26,788

\$66,970

\$24,000

Lodging and Economic Impact for Overnight Guests

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City Sales Tax	\$446	\$145	\$558	\$0	\$20	\$0	\$385	\$143	\$0	\$143	\$278	\$227	\$0	\$275	\$0	\$51	\$298
	PHON.	_	100				25.54		14				ight e		\$ 100 miles		W.Ft
Other Spending	\$22,302	\$7,264	\$27,910	\$0	\$1,020	\$0	\$19,244	\$7,137	\$0	\$7,137	\$13,891	\$11,342	\$0	\$13,764	\$0	\$2,549	\$14,911
Total Spending	\$39,627	\$12,907	\$49,591	\$0	\$1,812	\$0	\$34,193	\$12,681	\$0	\$12,681	\$24,682	\$20,153	\$0	\$24,456	\$0	\$4,529	\$26,494
City Lodging Tax	\$346.50	\$112.86	\$433.62	\$0.00	\$15.84	\$0.00	\$298.98	\$110.88	\$0.00	\$110.88	\$215.82	\$176.22	\$0.00	\$213.84	\$0.00	\$39.60	\$231.66
Lodging Total	\$17,325	\$5,643	\$21,681	\$0	\$792	\$0	\$14,949	\$5,544	\$0	\$5,544	\$10,791	\$8,811	\$0	\$10,692	\$0	\$1,980	\$11,583
Hotel Room Nights Lodging Total	175	22	219	0	8	0	151	99	0	26	109	89	0	108	0	20	117
Tournament	Perdido Soccer Club	Sandlot Lead-off Super NIT	GSS Spring Fling (OB)	JV Girls Softball	GSS Summer Warmup	Mobile Soccer Club	USSSA Battle of the Best NIT	USSSA Sandlot NIT	USSSA Coach Pitch World	USSSA Global Series 1	USSSA Global Series 2	Rec World Series	USSSA Global Series 3	USSSA Global Series 4	USSSA C World Series	FloraBama Soccer Showcase	Umpires

\$2,969

\$148,469

\$263,804

\$2,307

\$115,335

1165

Lodging Summary

	Total	175	57	219	0	8	0	151	56	0	56	109	89	0	108	0	20	117	1165
	Cornerstone	20	7			一 一 一 一 一 一 一 一 一 一 一 一 一 一 一 一 一 一 一									30				57
	Quality Inn Comfort Inn Cornerstone			70				33	40		36	25			24				228
	Quality Inn	2		44											2	200	5		54
Key West	lun		2																5
Holiday Inn	Express	09	45	39				54			12		89		5				304
	Econolodge			13		A STATE OF THE PARTY OF THE PAR			16						44		10	· · · · · · · · · · · · · · · · · · ·	83
	Best Western	30		14		The same of the sa		64			3								111
America's Best Inn &	Suites	99		39		8				700	5	84					5	117	323
	Tournament	Perdido Soccer Club	Sandlot Lead-off Super NIT	GSS Spring Fling (OB)	JV Girls Softball	GSS Summer Warmup	Mobile Soccer Club	USSSA Battle of the Best NIT	USSSA Sandlot NIT	USSSA Coach Pitch World	USSSA Global Series 1	USSSA Global Series 2	Rec World Series	USSSA Global Series 3	USSSA Global Series 4	USSSA C World Series	FloraBama Soccer Showcase	Umpires	