Training programs, industry events, community awareness programs, electronic and direct mail campaigns, marketplaces, trade shows, sales missions, familiarization/media tours currently planned through December 2019 include:

**APR**
- 5-11 Mid-Atlantic Tourism Public Relations Alliance: Woodstock, VA
- 12 Victoria Welcome Center Demo: New Kent
- 13 Tour and Travel Newsletter
- 23 Visitor Center Sale Mission: Smithfield and Surry
- 24 Visitor Center Sale Mission: Gloucester and Mathews
- 28-30 VADMO Tourism Symposium: Lynchburg
- 30 Newport News Hospitality Association hospitality Day
- 1-3 Hi-Lite Hampton Roads: Sales Mission: PA
- 5-12 Weekly event calendar to consumers & industry
- 4 E-mail blast: National Travel & Tourism Week invitations
- 5-11 VADMO Annual Conference: Hot Springs, VA
- 5-11 National Travel & Tourism Week
- 7 National Travel & Tourism Week Medical
- 10 Thank the Visitor Day: Norfolk Airport & New Kent Welcome Center
- 12 Local Sales Calls (meeting planners and corporations)
- 16 Customer Service Training: Hampton
- 24 E-mail blast: military reunion planners (Memorial Day)
- 24 Virginia Welcome Center Demo: New Kent
- 31 Virginia Welcome Center Demo & Blitz setup: Fredericksburg
- 31 E-mail blast: visitor guide reminder for summer

**MAY**
- 1 Virginia Welcome Center Demo & Blitz setup: New Kent
- 2 Virginia Welcome Center Demo & Blitz setup: Virginia Beach
- 3, 10, 17, 24, 31 Weekly event calendar to consumers & industry
- 4 Information booth: Children’s Festival of Friends
- 4-5 VADMO Annual Conference: Hot Springs, VA
- 5-11 National Travel & Tourism Week
- 7 National Travel & Tourism Week Medical
- 10 Thank the Visitor Day: Norfolk Airport & New Kent Welcome Center
- 12 Local Sales Calls (meeting planners and corporations)
- 23 Customer Service Training: Hampton
- 24 E-mail blast: military reunion planners (Memorial Day)
- 24 Virginia Welcome Center Demo: New Kent
- 31 Virginia Welcome Center Demo & Blitz setup: Fredericksburg
- 31 E-mail blast: visitor guide reminder for summer

**JUN**
- 1 Information booth: King-Listock Park Day
- 4 Visitor Center Sale Mission: South Hampton Roads
- 7, 14, 21, 28 Weekly event calendar to consumers & industry
- 3 Information booth: Summer Celebration Wine Festival
- 11-12 Sales Mission: Southwest Virginia
- 22-25 MRN Summit: Nashville, TN
- 1 Virginia Welcome Center Demo & Blitz setup: New Church
- 2 E-mail blast: Military Reunion Planners
- 3 Local Sales Calls (meeting planners and corporations)
- 5-6 E-mail blast: 2020 coupon flyer participation mailer
- 9-13 Sales Mission: Central Virginia
- 10-19 Mid-Atlantic Tourism Public Relations Alliance meeting
- 20 E-mail blast: tour operators
- TBD VADMO Summer Quarterly Meeting

**JUL**
- 1 Virginia Welcome Center Demo & Blitz setup: New Kent
- 3 E-mail blast: Military Reunion Planners
- 5-6 E-mail blast: 2020 coupon flyer participation mailer
- 9-13 Sales Mission: Central Virginia
- 10-19 Mid-Atlantic Tourism Public Relations Alliance meeting
- 20 E-mail blast: tour operators
- TBD VADMO Summer Quarterly Meeting

**AUG**
- 2, 9, 16, 23, 30 Weekly event calendar to consumers & industry
- 22 What’s New newsletter (meeting planners)
- 23 Visit the World orientation: hospitality table
- 24 VADMO orientation: hospitality table
- 25 Fall newsletter to AAs, visitor & welcome centers
- 26 World Arts Celebration: information table
- 27-29-31 Student Youth Travel Association Conference: Birmingham, AL
- 30 Virginia Welcome Center Demo: New Kent
- 6, 13, 20, 27 Weekly event calendar to consumers & industry
- 14 5K on the Runway at PHF: information table
- 24-26 VADMO Media Marketplace: Richmond, VA
- 27-28 2020 coupon flyer participation mailer
- TBD VADMO Fall Expo: mailer out

**SEPT**
- 4 Virginia Welcome Center Demo: New Kent
- 4-5 VADMO Fall Expo: mailer out
- 4-11, 18, 25 Weekly event calendar to consumers & industry
- 5-6 VADMO Fall Expo: mailer out
- 7-9 MATPRA Media Marketplace: Richmond, VA
- 15 VADMO Fall Expo: mailer out
- 16-18 VADMO Fall Expo: mailer out
- 19-21 VADMO Fall Expo: mailer out
- 22 Virginia Welcome Center Demo: New Kent
- 27 Virginia Welcome Center Demo: New Kent

**OCT**
- 1, 8, 15, 22, 29 Weekly event calendar to consumers & industry
- 10 E-mail blast: military reunion planners (Veteran’s Day)
- 12 Holiday newsletter to AAs, visitor & welcome centers
- 16 Reunion-planning seminar
- 16-19 VA-1 Tourism Summit: Arlington
- 20 Local Sales Calls (meeting planners & corporations)
- 21-23 Sales Mission: South Hampton Roads
- 25 Virginia Welcome Center Demo: New Kent
- 26 VADMO Fall Expo: mailer out
- 27 Virginia Welcome Center Demo: New Kent

**NOV**
- 4-8 Hi-Lite Hampton Roads AAA Holiday FAM
- 6 Virginia Welcome Center Demo: New Kent
- 6 Virginia Welcome Center Demo: New Kent
- 12 Holiday cards or e-mail blast
- 16 Local Sales Calls (group tour)
- 16 E-mail blast: Ambassador Pass
- 18 Local Sales Calls (meeting planners)
- 27 Winter newsletter to AAs, visitor & welcome centers
- 27 2020 coupon flyer: ready for release
From the Director of Tourism:

Did you know that travelers visiting Newport News spend a whopping $308 million annually in our city? They stay in our hotels, eat in our restaurants, buy gas for their cars and campers, visit our attractions, and shop for souvenirs—and then return home. We don’t have to pay for their education or worry about their need for public services after they leave. But we do use the revenue generated from their visit—nearly $10.5 million collected in local taxes—to help fund a variety of essential services, such as police, fire, schools, and road projects, to name just a few.

Tourism not only generates tax revenue, but it’s also responsible for thousands of jobs in Newport News—3,047 at last count. And, of course, these jobs generate payroll dollars that are spent locally.

Tourism also has a powerful social impact on a community. Our museums, historic homes, fairs, festivals, special events and outdoor activities not only attract visitors to Newport News, but they offer memorable experiences for all of us who live here, too.

Reflecting back, 2018 was an exciting year for the city. It brought us the opening of the Holiday Inn Newport News—Hampton; a year-long commemoration of the 100th Anniversary of Hilton Village; the groundbreaking for a new Peninsula Fine Arts Center on the grounds of Christopher Newport University; and a new holiday event, BayPort Credit Union 25 Nights of Northern Lights! We also had the privilege of hosting the 2018 Virginia Tourism Corporation Visitor Centers Seminar. For three days, close to 100 employees of Welcome Centers and Visitor Information Centers throughout the state were shown everything there is to LOVE in Newport News!

Looking ahead to the spring, we plan to introduce a new online resource for cyclists to find a variety of bike trails in the city. Trails will be separated into three categories: leisure, mountain, and road biking and will include interactive maps and downloadable PDFs.

We’ll also be launching 3 Barrels 3 Cities, fashioned after the hugely popular 4 Taps 4 Cities challenge (part of our Toast the Coast beer, wine, and shine trail). The cities of Newport News, Hampton, and Smithfield received a marketing grant from the Virginia Tourism Corporation to help spread the word about 3 Barrels 3 Cities, which will encourage visitors and locals to experience distilleries in each locality.

Join us May 1 for May Day on the James Tour, part of Historic Garden Week. The tour will be held in the mid-century neighborhoods along the city’s stretch of the James River, where visitors will be invited to tour four private homes from distinct neighborhoods, as well as the courtyard garden at The Mariners’ Museum. Later in the month, on May 17, the Virginia Arts Festival will present Shakespeare’s Antony and Cleopatra with the Virginia Symphony Orchestra at the Ferguson Center for the Arts. This must-see version of the Shakespeare classic has only been performed twice before—one in London and once at the Hollywood Bowl.

Whether measured through spending, tax revenues, jobs, or quality of life, travel and tourism is one of our greatest assets. It broadens our knowledge, brings people closer together, and creates unforgettable memories—all while adding to the economic well-being of our city.

As always, I thank you for your ongoing efforts in helping us maintain a thriving tourism industry here in Newport News!

Very truly yours,

Cindy Brouillard
Director of Tourism
Newport News Tourism
Showcasing Newport News to Our Partners in the Tourism Industry

Site inspections, sales missions, blitzes, demos, marketing initiatives, and familiarization (FAM) tours conducted in 2018 included:
- 255 Tour Operator and Group Leader connections made
- 134 Event and Meeting Planner connections made
- 98 Virginia Welcome Center and Visitor Center managers and travel counselors visited Newport News
- 11 Office Visits to out-of-state AOA offices
- 34 Media releases distributed
- 25 Blog Posts written
- 10 Demos and 3 Blitzes at Virginia Welcome Centers
- 11 Meeting/Social Planners on site inspections
- 8 Sales Missions to in-state Welcome Centers
- 5 Videos produced
- 5 Sales Missions conducted locally and to D.C./Maryland

5th Year Anniversary for Newport News Restaurant Week

The year 2018 marked the fifth annual Restaurant Week in Newport News. Since its inception, the goals of Restaurant Week have been to increase awareness and excitement for the myriad of dining options found in Newport News and to boost patronage for Newport News Hospitality Association restaurant members during a month known for its slow sales. In turn, this increases revenue earned for the city through its meal tax. Reports from the Commissioner of the Revenue showed the meal tax collected in January 2018 was $2,604,065.04—a 10.5 percent increase over the figure for January 2017. The 2018 Newport News Restaurant Week proved so popular that three restaurants decided to extend the promotion for an additional week: Fin Seafood Restaurant, Second Street Bistro, and Crab Shack on the James.

New Video Shows All There Is To See and Do in Huntington Park

The Tourism Office released a new promotional video in July 2018. Called Discover Huntington Park, the fast-paced video is set to lively music while showing all there is to see and do in this 60-acre park at the base of the James River Bridge. In a mere 1 minute and 3 seconds, the video features people of all ages—from children and young adults to parents and grandparents—enjoying the park’s sandy beach, playground, tennis courts, and rose garden, along with the Virginia War Museum, the James River Fishing Pier, and more. The video ends with a gorgeous sunset dropping below the horizon of the mighty James River—taken from the nearby Crab Shack Restaurant, which specializes in fresh seafood and offers waterfront dining with a sweeping panoramic view of the James River. To View Discover Huntington Park, visit our website at www.newport-news.org and click on our Video Gallery.

Newport News Tourism Statistics—An Overview

Newport News Tourism collects a variety of statistics to help target our marketing and better serve our visitors. Summarized below are key tourism indicators for 2018—and for the two years prior to 2018 for comparison purposes.

<table>
<thead>
<tr>
<th>Year</th>
<th>Website Visitor Sessions</th>
<th>Hotel Occupancy</th>
<th>Average Daily Rate for Hotel Rooms</th>
<th>Revenue Per Available Room</th>
<th>Transient Room Tax Collected</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>243,790</td>
<td>2016: 63.0%</td>
<td>2016: $84.99</td>
<td>2016: $40.96</td>
<td>2016: $3,618,891</td>
</tr>
</tbody>
</table>

*Sources: Total Inquiries – Newport News Visitor Center; Hotel Occupancy and Average Daily Rate – Smith Travel Research; A Taste of Newport News—Website Visitor Sessions; Tourism Room Tax—Newport News Commission of the Revenue.
Congratulations to the winners of the 2018 ZOOM IN on Newport News Photo Contest: Some of these great pictures have already been used in our publications and online. Look for the 2019 competition to resume June 1 through Oct. 31. Visit www.newport-news.org after May 31 for this year’s theme and other details.

**GRAND PRIZE, professional:**
Jerry Gammon of Hampton, Family Enjoying Liana Bridge Sunset

**GRAND PRIZE, non-professional:**
James Hardison of Newport News, Hampton Roads Harbor at King-Lincoln Park

**HONORABLE MENTION, professional:**
Justin Olthoff of Newport News, Cedar Waxwings

**HONORABLE MENTION, non-professional:**
Sandra Deans of Hampton, Fire in the Sky at Hilton Pier in Hilton Village

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**Welcome**

- **Antoinette Williamson** (restaurant supervisor) and **Cherelle Artis** (sales manager) were recently named Associates of the Month at the Newport News Marriott at City Center.
- **Chris Crippen** was named Senior Director of Animal Welfare & Conservation at the Virginia Living Museum. Previously, Crippen was Director of Aquariums.
- **Dee Garland** was promoted from Director of Sales to General Manager at the Hampton Inn & Suites.
- **Megan Steele** was promoted from Marketing & Special Events Manager to Executive Director of the Peninsula SPCA.
- The **Virginia Living Museum’s Mastodon Fossil Collection** was voted one of the Top 10 Endangered Artifacts by the Virginia Association of Museums. It won 2nd place, receiving a $3,000 grant to provide conservation funding for the collection.

**Kudos**

- **Aimee Halpin** joined the Virginia Living Museum as its new Media & Communications Manager.
- **Candice Sneddon** is the new Director of Sales at the Hampton Inn & Suites.
- **Jackie Shapiro** was named the new Executive Director of the Port Warwick Foundation.
- **Jodi Dean** was hired as the Marketing & Community Relations Manager of the Peninsula SPCA.
- **Kristie Le-Vest** joined The Mariners’ Museum & Park as its new Marketing and Communications Assistant.
- **Kyra Duffley** was hired as the new Sales and Events Assistant with The Mariners’ Museum & Park.
- The Newport News Marriott at City Center recently hired **Aaron Jones, L. Anthony Crudup and Shaka A. Hale** in Banquet Setup; **Rifat Karim** as Engineer; **Ruth Lewis** and **Tiara Smith** in Housekeeping; **Tyrone Wilson** as Banquet Supervisor; and **Maryam Miran** as Bartender.

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**Who Are Our Visitors?**

Each year, we survey visitors to create the Newport News Visitor Demographic Profile. Some of the results from the 2018 survey are detailed below. The majority of surveys were completed by women (63%). The ages of survey participants ranged from 18 to over 55, with most of the surveys completed by those in the over 55 age group (46%) and those 40 to 55 (34%). The average household income ranged from less than $25K to more than $86K, with most of the surveys completed by those in the $56K to $86K (32%) and the over $86K (31%) categories.

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**2018 Visitor Center Guest Registry**

Percentages based on entries in the 2018 inquiries database.

**Top Interest When Visiting Newport News**

- **Sports Event**
- **Relocation**
- **Cultural**
- **Ships**
- **Nature**
- **Harbor Cruise**

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**Reason for Visiting Newport News**

- **Special Event**
- **Friends/Family**
- **Reunion**
- **Business**
- **Holiday**

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**Top States Inquiring About Newport News**

- **Texas**
- **Ohio**
- **Connecticut**
- **Maryland**
- **New York**
- **New Jersey**
- **Virginia**
- **Pennsylvania**
- **Other States**
- **Other Parts of VA**
- **Norfolk & Va. Beach**
- **Historic Triangle**
- **Newport News**
- **Outer Banks**
- **Hampton & Poquoson**
- **Washington, D.C.**
- **Other**

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**Reasons for Visiting Newport News**

- **History**
- **Civil War**
- **Family Fun**
- **Relocation**
- **Pleasure**
- **Reunion**
- **Sports Event**
- **Business**
- **Cultural**
- **Ships**
- **Nature**
- **Friend/Family**

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**Children in Travel Party**

- **1**
- **2**
- **3**
- **4**
- **5+**

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**Adults in Travel Party**

- **1**
- **2**
- **3**
- **4**
- **5+**

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**Top Interest When Visiting Newport News**

- **Sports Event**
- **Relocation**
- **Cultural**
- **Ships**
- **Nature**
- **Harbor Cruise**

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**Final Destination**

- **Newport News**
- **Historic Triangle**
- **Norfolk & Va. Beach**
- **Other Parts of VA**
- **Hampton & Poquoson**
- **Washington, D.C.**
- **Other**

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All surveys, except Final Destination, were completed by potential visitors requesting information from the Newport News visitor center. The sample size varied from question to question, as not all respondents completed all questions. The sample size for each question is detailed for each figure of graph.