Road Runner Sports

Social Media Audit March 2011

Comparative Analysis

	B Owned Blog	Brand Owned Twitter	Brand Owned Facebook Page	Brand Owned YouTube	Summary
Road Runner	No	Yes http://twitter.com/#!/RRSports 3K subscribers	Yes http://www.facebook.com/ RoadRunnerSports 12K subscribers	Yes http://www.youtube.co m/user/rrsmarketing 15 subscribers	Road Runner has the basic understanding of social media but has not yet established a unique voice to differentiate it within the market.
Eastbay	Yes http://blog.eastbay.com/	Yes http://twitter.com /#!/Eastbay 10K + subscribers Additional twitter handle @eastbaycareers	Yes http://www.facebook.com/ Eastbay?ref=ts 400K + subscribers, unique pages per sport	Yes http://www.youtube.com/user/eastbay 275 subscribers	Eastbay utilizes a range of social media channels, with a Facebook page dedicated to each different kind of athlete. Eastbay running has over 2K subscribers. The strategy works for the size of the company and capitalizes on the niche markets but would be unwise to adopt for Road Runner.
Runner's World	Multiple bloggers http://www.runnersworl d.com/cda/blogs/1,,s6- 243-547-0-0,00.html	Yes http://twitter.com/#!/runnersworld 84K + subscribers	Yes http://www.facebook.com/runnersworldmagazine 160K + Subscribers	Yes http://www.youtube. com/user/RunnersWo rldTV 36K+ Subscribers	Runner's World, part of a major media community dedicated to running and fitness, relies on their established clout and longstanding group of professional runners to attract traffic to the online store. Their goals are the most practical, and they have designed their channels accordingly.
Fleet Feet	No	Not Brand-Owned, each franchise does their own	Yes http://www.facebook.com/f leetfeetsports 4K + subscribers	Not brand-owned, each franchise creates their own marketing channels	Fleet Feet is an example of a franchised retailer whose corporate marketing has fallen behind the current trends utilized by their store owners. While they have adopted a facebook page, messaging is inconsistent as each owner has their own marketing goals and channels.
Pacific Sunwear	Yes http://community.pacsun.com/	Yes http://twitter.com /#!/PacSun 18K + subscribers	Yes http://www.facebook.com/ pacsun 700K + subscribers	Yes http://www.youtube.com/user/pacsuninsid er 1K subscribers	Pac Sun is included as an example of a sportwear retailer that has made a solid effort to create a community around their store as a destination for their customers. They feature sponsored athletes, prominent bloggers, and lifestyle enthusiasts in their own community blog.

Blog: http://blog.eastbay.com/

Twitter: http://twitter.com/#!/Eastbay

10K + subscribers

Additional twitter handle @eastbaycareers

Facebook Page: Yes

http://www.facebook.com/Eastbay?ref=ts

400K + subscribers, unique pages per sport

Youtube Channel: Yes

http://www.youtube.com/user/eastbay

275 subscribers

Performance Review: Nike Zoom KD III





Blog: Yes

http://twitter.com/#!/runnersworld

84K + subscribers

Twitter: Yes

http://twitter.com/#!/runnersworld

84K + subscribers

Facebook Page: Yes

http://www.facebook.com/runnersworldmagazine

160K + Subscribers

Youtube Channel: Yes

http://www.youtube.com/user/RunnersWorldTV

36K+ Subscribers





Sround Breakers Nine trail running built totake therefore exists a support of the state of the s



Tools ▼ RW Challenge Personal Trainer Log Trail Running Women's Runn

Nutrition &

HELPS ELIMINATE C

RUNNER'S WORLD

Races &



weeks ago



Winter 2010 Running Shoe

Runner's World wear-tests and



New Year, New Shoes (Video) Need a new look this year? See top award winner Asics GT-2160





Got a question about barefoot and minimalist running? Jenny's got some answers-and some advice



runs a week and that feeling of being

Forums



Mile Markers... by Kristin Armstrong "Just when I thought we could no longer hold the pace of spring, we



MSTV | Mar 16, 2011 | 1,196 views

UPDATE: Flea of the Red Hot Chili Peppers finished this morning's LA Marathon in 3:52:59. Video: Flea talks to RW about his decision to run the marathon in support of his music school for children:

RUNNERS' STORIES



I'm a Runner: Michael Palin

The founding member of Monty Python's Flying Circus writes children's books, travelogues, and memoirs. His latest is Halfway to Hollywood: Diaries 1980-1988.





Seen On My Run

Runners spot lots of unusual things while pounding the pavement and, naturally, they tweet about them



Running in Circles To become a runner, I didn't need goals. I needed limits

Blog: No

Twitter: Not Brand-Owned, each franchise does their own

Facebook Page: Yes

http://www.facebook.com/fleetfeets

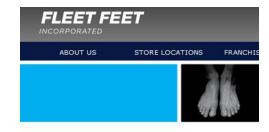
ports

4K + subscribers

Youtube Channel: Not brand-owned, each franchise creates their own marketing channels

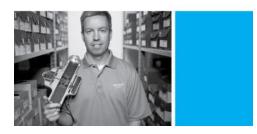


Fleet Feet



ABOUT US

We're about fit. It's what we believe in.





Blog: Yes

http://www.athleta.net/chi/

Twitter: http://twitter.com/#!/Athleta

4K + subscribers

Facebook Page: Yes

http://www.facebook.com/Athleta

27K + subscribers

Youtube Channel: Yes

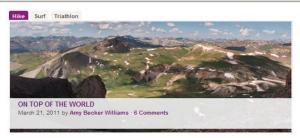
http://www.youtube.com/user/athleta

117 subscribers

Athleta









East Meets West Meets East by Team Athleta 2 Comments

A dusty light filters through the thick, rosewoodframed glass of the second story of a renovated townhouse. I sit, legs folded, at the front of this yoga classroom... more »



Yoga for Runners by Amy Annis 8 Comments

Many of my favorite yoga clients are runners.

Often the runner's initial reaction to yoga is that it is a necessary evil that they have been told will target ... more »

Brand Voice: Lululemon

Blog: Yes

Twitter: Yes

http://twitter.com/#!/lululemon

67K + Subscribers

Facebook Page: Yes

http://www.facebook.com/lululemon

300K + subscribers

Youtube Channel: Yes

http://www.youtube.com/user/lulule

monathleticaV?blend=1&ob=5

94 subscribers

Also encourage individual retail stores

to create their own channels



/ home / community / blog

our no shame workout playlist

turned into a hilarious soundtrack, a big hairy audacious playlist, if you will. We're going on record here. If you can honestly say you don't own this music already, you can claim we recommended you invest in it. We

DRINK FRESH WATER AND AS MUCH WATER AS YOU CAN. WATER FLUSHES UNWANTED TOXINS FROM YOUR BODY AND KEEPS YOUR BRAIN SHARP.

The pursuit of happiness is the source of all unhappiness





Pacific Sunwear

SEARCH

SHOP PACSUN.COM RSS SUBSCRIBE

GIRLS WHAT TO PACK:

Heading out to the desert for a weekend of music? Grab some of these essentials...

COACHELLA

STYLE SPORTS SOCIAL

Blog: Yes

http://community.pacsun.com/

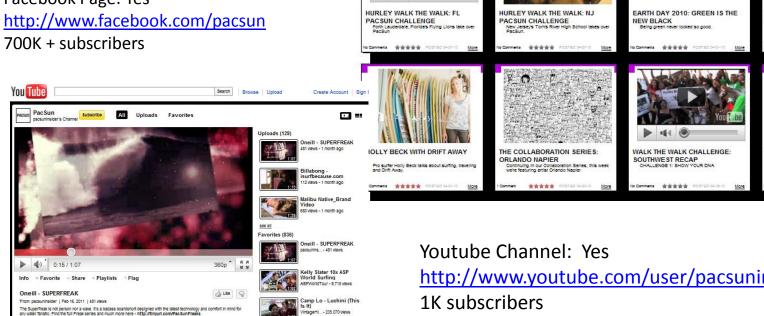
Twitter: Yes

http://twitter.com/#!/PacSun

18K + subscribers

Facebook Page: Yes

View comments related videos and more



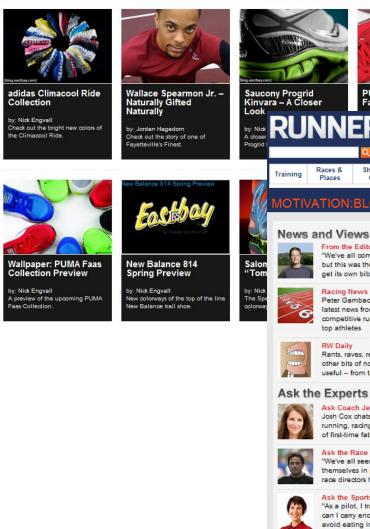
EARTH DAY 2010: BE GREEN IN BOARDSHORTS & TEES

http://www.youtube.com/user/pacsuninsider

PRCSUTT

What does it look like out there?

Running







HOME FEATURED ATHLETES SPORTS & FITNESS TUTORIALS & TRAINING PLANS NUTRITION & HEALTH



top athletes.

Rants, raves, reports, roundups, and

other bits of nonsense -- some of it

Josh Cox chats with Jenny about

"We've all seen runners relieving themselves in public. How should

race directors handle this problem?"

can I carry enough healthy food to

"Will taking calcium, vitamin D, and

chondroitin help me recover from my

running, racing, charity-and the joys

useful -- from the editors.

Ask Coach Jenny

of first-time fatherhood.

Ask the Race Director

Ask the Sports Dietitian "As a pilot. I travel all the time. How

avoid eating in airports?" Ask the Sports Doc

long runs?"

RW Daily



Marathon qualifi



The Big Guy Blo From feeling big Ted covers a lot week's post.



Mark Bittman: O "I miss the discip runs a week and sore but in shape



Mile Markers... "It's hard to enjoy that's what I'm try mother, runner, ε...



@ ATHLETA Chu

Water Running: Not Just for the Injured by Beth Risdon D 13 Comments

Some consider it a dirty word. For many, it belongs on the obligatory to-do list, right up there with flossing teeth



Reduce Stress in the Great Outdoors by Tina Vindum 7 11 Comments

It's the first nice day in more than a week. After days and



connecting women to

Yoga for Runners by Amy Annis @ 6 Comments

Many of my favorite voga clients are runners. Often the runner's initial reaction to yoga is that it is a necessary evil that they have been told will target ... more »



Then and Now: Kona Ironman by Harriet Anderson 6 Comments

Watching sports has always been a passion of mine. I was not an athlete but I was very intrigued by the work

Special Interests



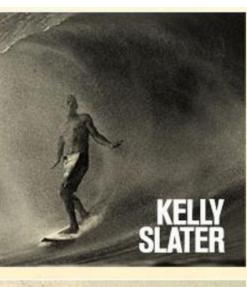
A new study finds differences between barefoot and minimalistshoe running. Injuries? Still no

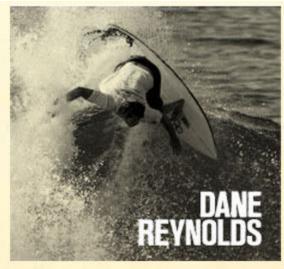


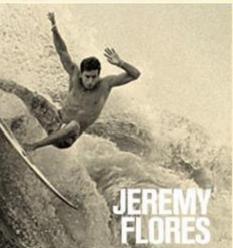
RW Challenge "Congrats to all who finished Chicago, and to other RW Challengers who raced around the country this weekend."

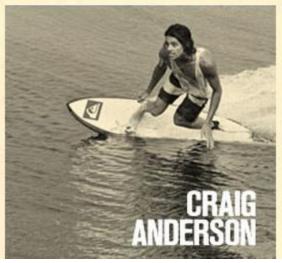
There's room for art in the running industry

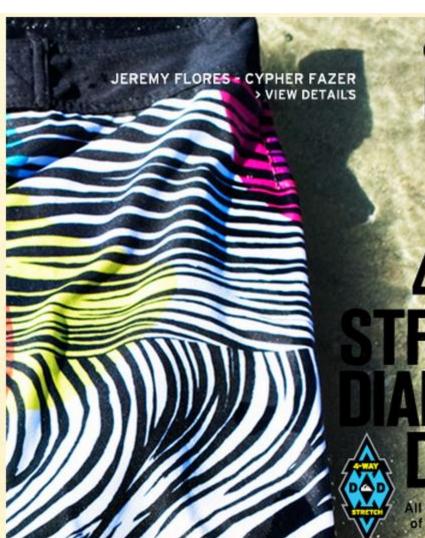
Example: The beachwear industry sells a lifestyle that helps move products





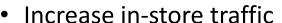


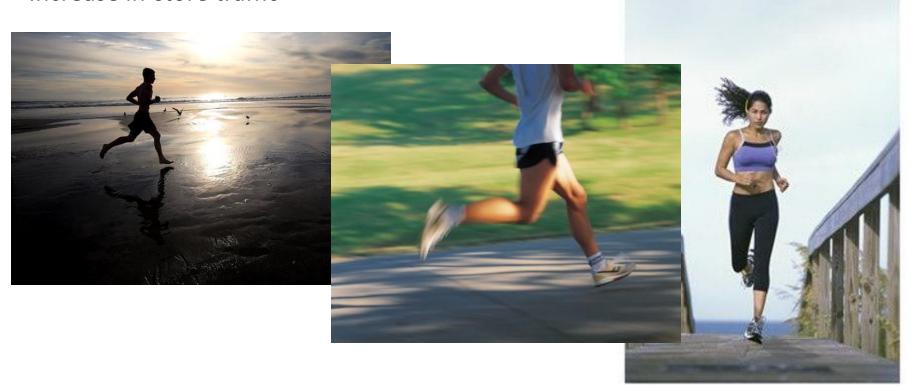




2011 Goals

- Increase visibility of Road Runner Sports as an online *destination* for Runners of all kinds.
- Increase participation in RoadRunner community events
- Increase sales directly from website





KEY MESSAGES



Jessica, Spokane Washington Wearing: Nike athletic Bra

Biggest accomplishment: Summiting Mt.

Shasta

Running buddy: Sparky, a golden retriever

- Road Runner Sports is the premiere destination for running and walking enthusiasts online
- Road Runner is the best place to buy running equipment, online or otherwise
- Road Runner is inspired by YOU



Rebecca and Stacy, Andover MA
Wearing: Adidas 379 Running Shoes, Nike Goddess running shorts
Met at a Road Runner fun run, have run two ½ marathons together since
Stacy's confession: She used to play women's hockey and felt insecure
without her pads at first!

Social Media Strategy and Execution

What 2011 should look like:



Road Runner will differentiate itself within the market as the leader in online experience for runners and walkers

Road Runner will see increased sales.

Road Runner will emerge as an industry leader for online sportswear retailers.

Social media will be a consistent communication channel for Road Runner and an effective conversion channel for sales.

The Brand Voice

- The Brand Voice: Who is Road Runner's voice?
 What does Road Runner sound like? What and who is Road Runner inspired by? Where is Road Runner today?
- How? How does Road Runner communicate? How often? Does Road Runner speak through other channels and hire ambassadors or do all communicating itself?

"Running with the Road Runner" Social Media Campaign



The Brand Voice: Road Runner has a voice consistent with key brand values and messages, but is also be relatable, humorous, and informative about topics not just relating to Road Runner products.

Who is the Road Runner? The Road Runner is a runner that finds inspiration in other runners. The Road Runner learns something new from other runners and walkers finds a way to share and love the sport and the people who do it a little bit, every day.

How? The Road Runner keeps a daily blog, including professional quality photography, profiles of athletes of ALL kinds, interviews with people that run, both competitively and just for the thrill and healthy benefits of it.

It worked for her: The story of Rumi Neely



Once upon a time, there was a young woman who wanted to work in fashion.

The jobs were few and very coveted, but she had a vision.

So, she started a blog called Fashiontoast about her personal style, included photos of fashionistas who influenced her, and started featuring regular people whom she found inspiring.

She created mood boards filled with outfits, people, places and things that she loved.

And, she added her own witty take on current fashions and trendsetters.







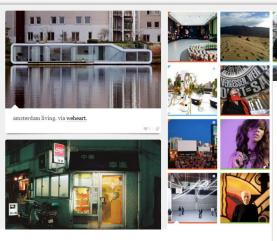
What does Rumi have to do with Running?

Nothing, really. Unless she features a running shoe.

The point: Running can be just as gorgeous, personal and inspiring as personal style, surfing, or yoga. It just takes the right vision.



Other Inspirations



Home page: Multiple, dynamic images



Pensian Melon Ligatick, Chanel Grange First Natl Feliah, Frada Heels, Mulberry Bag

On the Street...Via Senato, Milan



POSTED BY THE SARTORIALIST AT 3:30 PM 67 COMMENTS

Internal pages: street images from different locations, brief description, product details, and link to shop.

Promotion: Road Runner discounts to everyone featured

Examples of leading footwear and sportswear retailers

The Sanuk, Havaianas, and Athleta blogs:

- Share timely posts and opinions about relevant news, issues, case studies
- Help brand the organization as open to communication and more personally connected to audience members.
- Increase SEO value
- Increase content sharing opportunities
- Successfully created original and community-sourced content, built a large community around the brand
- Reveals the "true" identity or voice a of a company, which facilitates communication with other like minded brands, people and entities.





Reduce Stress in the Great Outdoors by Tina Vindum 9 10 Comments



Then and Now: Kona Ironman by Harriet Anderson 9 5 Comments

CONTENT PLANNING

Categories

- 1. Information/news
 - from/about Road Runner, running, runners
- 2. Where the Road Runner is today
- 3. Others who inspire us
 - Profiles of runners/walkers
- 4. Etc.

Example Blog topics

- Profile: Jane, found running on Mission Bay boardwalk. Running shoe: Asics. Running style: Weekend warrior. Why she runs: To take a break from the gym
- Running with Dogs: Pros, cons, and gallery
- A runner's best places to travel
- Summer running wish list
- Inspiring conversation starters
- Monthly wrap up of all things going on at Runner's World
- Celebrity running photos
- Articles from other places about running
- TBD Guest Blogs from partners

Example: Yearly Pulse/Event Calendar

TBD: need event calendar/input from Road Runner



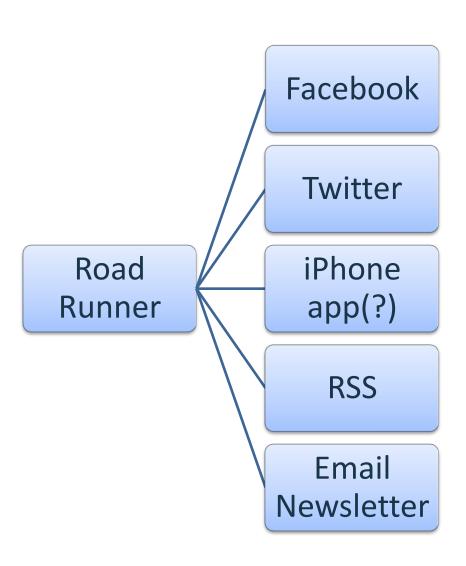


Road Runner sponsored event



National running event

CONTENT DISTRIBUTION



get out of it what

you put into it."

-Oprah Winfrey

for life, because you

All you need for running, walking at Road Runner sports.

k to site>

Sample Content planning								
Week 1	Frequency	Day 1	Day 2	Day 3	Day 4	Day 5		
Road Runner News/daily question	3-5x week	New New Balance shoes in stock! Daily Question	Fallbrook Runners: have you signed up for the 5k this weekend? <link/> Daily Question	Our newest employee just relocated from Boston. You may have heard of the marathon there. Meet JOE <link bio="" staff="" to=""/>	Come to our fun adventure run starting at the store tonight link> Daily Question	Daily Question		
				Daily Question				
The Road Runner Blog Post	1-3x week		New Runner profile: Jane, in Asics <link to blog></link 	Photo: the start to the Iron Mountain Trail, Ramona CA <link blog="" to=""/>		Things to do this weekend, weekend warriors		
Other	1-3x/week	We love this blog	"Running is a big		"Running is the			

Things to
weekend,
warriors

there each and every

day. It asks you, 'Are

wimp or are you going

to be strong today?""

you going to be a

- Peter Maher, Canadian marathon

runner

Wilkerson on

image:

owning her body

http://www.rachelwil

kerson.com/2010/08/ 24/body-image/

3rd party

content

SEO

2x /month

Partnering up

Where is the best place to meet other runners and athletes online? Be where they are, by creating:

- Partnerships and alignments with other entities through blogger outreach
- Linking to prominent media and f featuring their leadership in our own blog
- Ad/product placement in trusted vendor communications

Potential future applications:

Mobile app

Integrating online and brick and mortar sales

In order for any campaign to perform optimally, it is best integrated as part of company culture.

An ongoing socially-driven campaign should be consistently and regularly evaluated for ROI based on assigned KPI's.

An ongoing socially-driven campaign should be consistently and regularly integrated into the in-store experience through vocabulary, attitude, and even physical representation.

- 1. Summit for leadership
- 2. Social media and blog features a part of staff vocabulary
- 3. Weekly 1 hr training/upkeep session for content generation; evaluation of partnership opportunities, etc.
- 4. In-store tweet wall or projection of blog features

Services Overview

Service	Weekly	Monthly
Daily Broadcasting; engagement	5.0	20
Copywriting; Scheduling; Broadcasting Plan		5
Copywriting: Blog posts	3-5	16-20
Metrics and Reporting		
Data analysis and summary	3.0	12
Evaluation and review with client	1.0	4
Additional Creative consultation		5-10
Total Monthly: 66 – 70 hrs		