

Destination Performance Report

ASHEVILLE

Lodging & Visitor Overview - January 2023

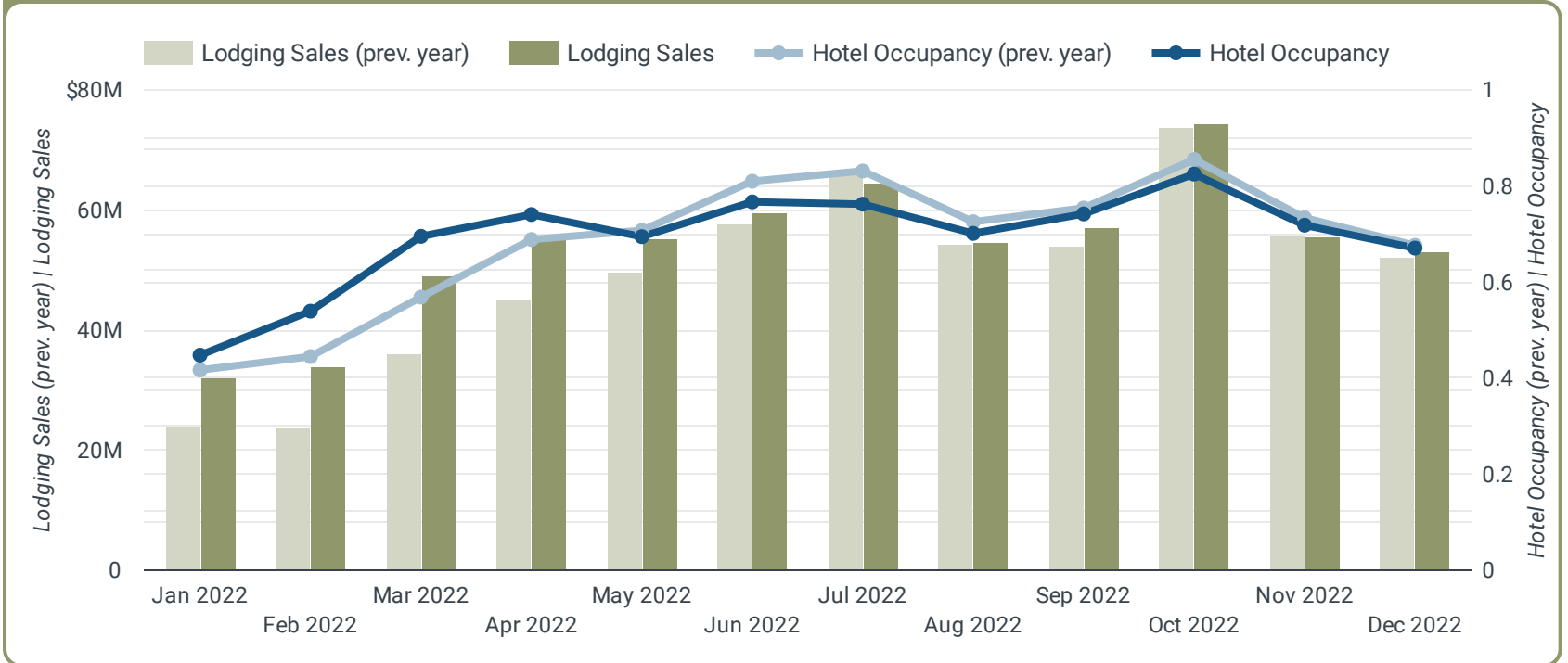
Lodging Sales \$53,036,372 <small>(December) ↑ 1.7%</small>	Hotel Occupancy* 67.1% <small>(December) ↓ -0.8%</small>	Hotel Demand* 188,179 <small>(December) ↑ 0.5%</small>	Hotel ADR* \$201.42 <small>(December) ↑ 1.7%</small>	Hotel RevPAR* \$135.10 <small>(December) ↑ 0.9%</small>
Airport Passengers 158,532 <small>(December) ↑ 25.1%</small>	Asheville Visitor Center 7,256 <small>↑ 134.7%</small>	Pack Sq Visitor Center 0 <small>N/A</small>	Black Mtn Visitor Center 458 <small>↓ -51.2%</small>	Travel Guide Requests 2,688 <small>↓ -14.4%</small>

Lodging & Visitor Overview - Fiscal Year 22-23

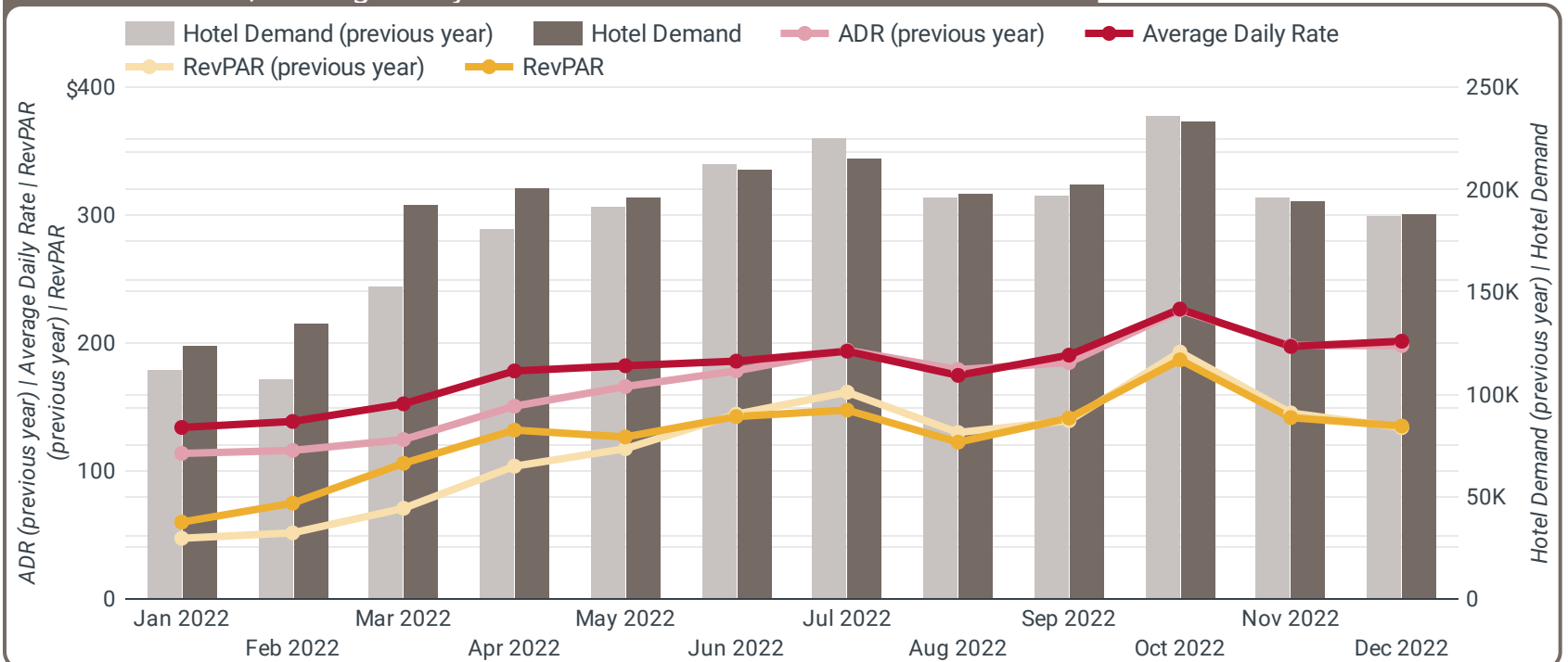
Lodging Sales \$359,321,598 <small>↑ 0.7%</small>	Hotel Occupancy* 73.7% <small>↓ -2.9%</small>	Hotel Demand* 1,233,366 <small>↓ -0.6%</small>	Hotel ADR* \$198.09 <small>↑ 0.0%</small>	Hotel RevPAR* \$145.94 <small>↓ -2.9%</small>
Airport Passengers 1,040,744 <small>↑ 17.7%</small>	Asheville Visitor Center 103,758 <small>↑ 1.3%</small>	Pack Sq Visitor Center 0 <small>N/A</small>	Black Mtn Visitor Center 18,914 <small>↓ -18.7%</small>	Travel Guide Requests 12,902 <small>↓ -7.8%</small>

Lodging Sales and Hotel Occupancy*

*Source: STR, Inc. Republication or other re-use of this data without the express written permission of STR is strictly prohibited.

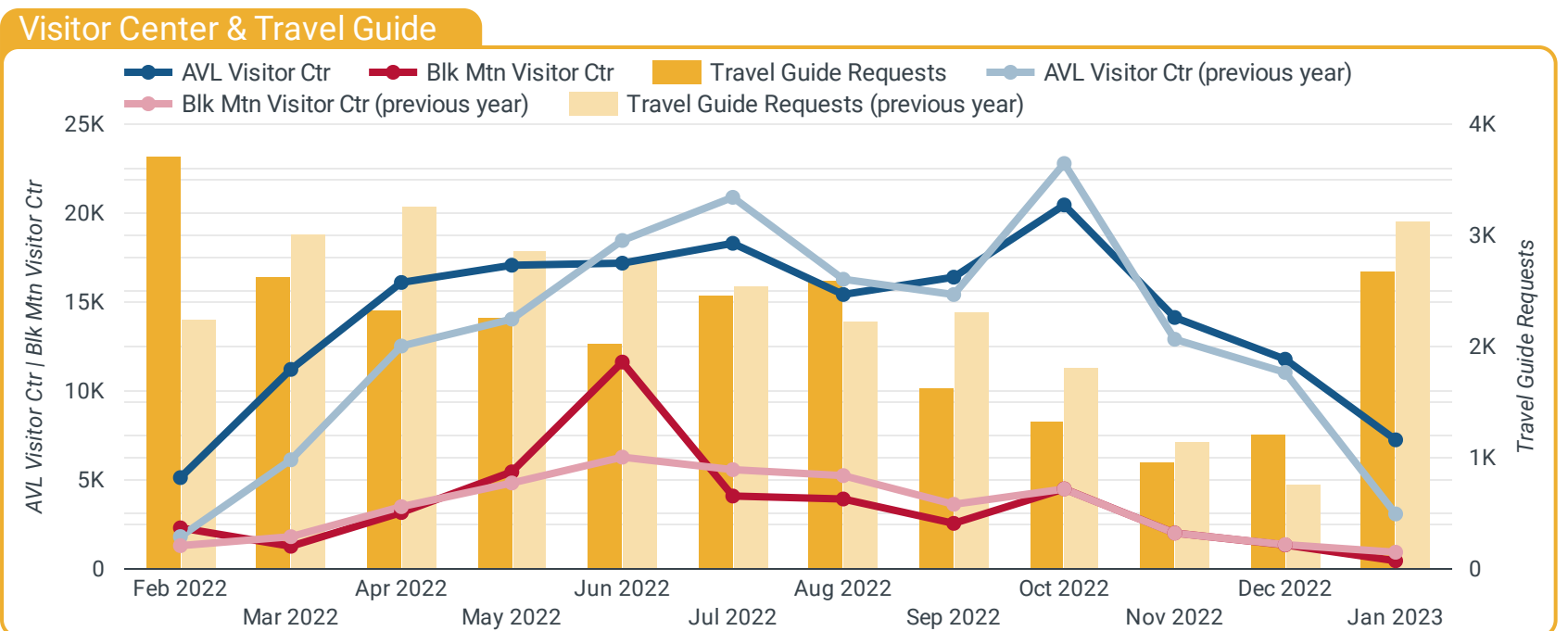
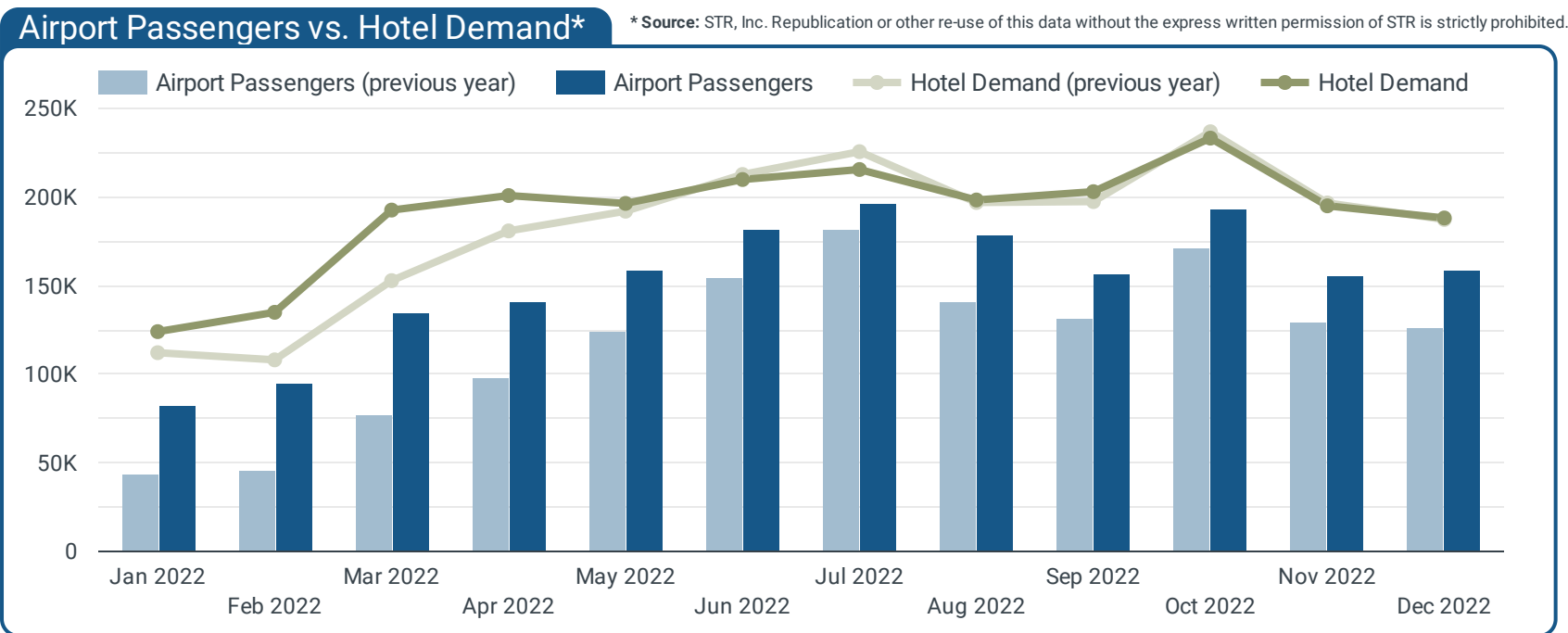
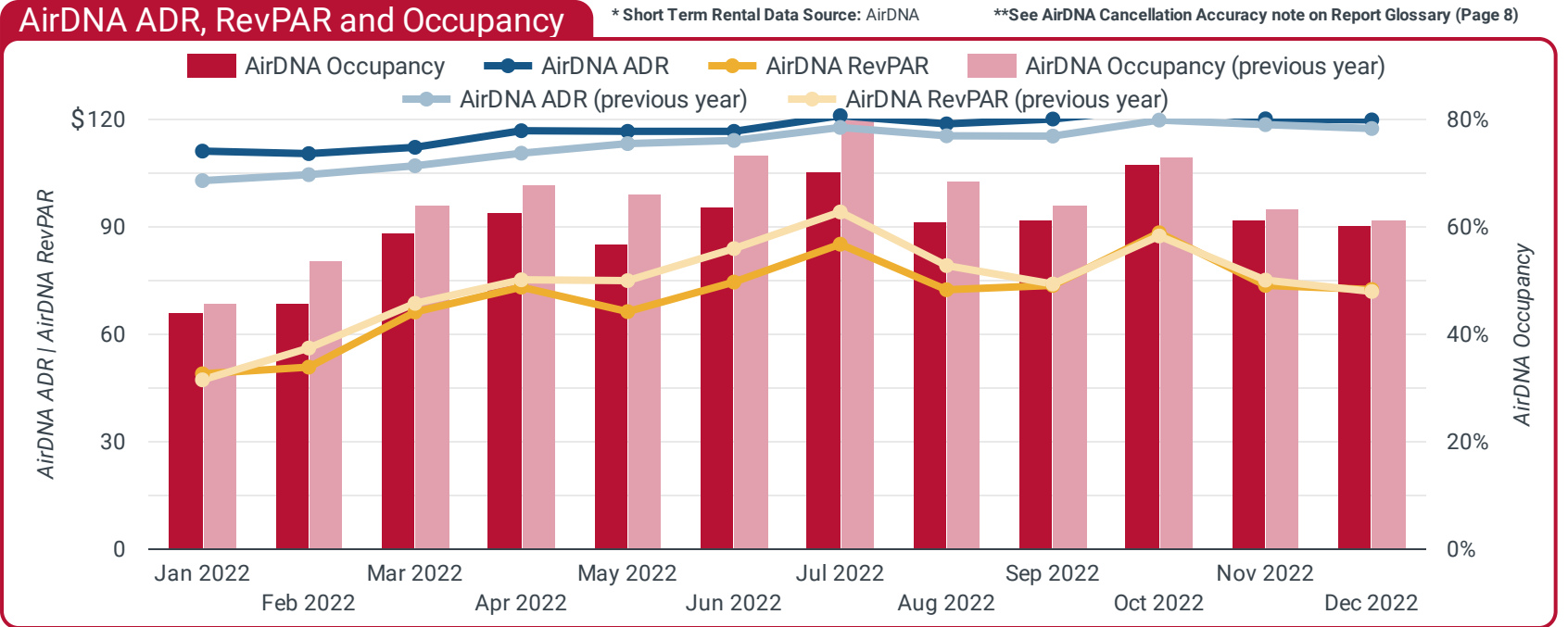
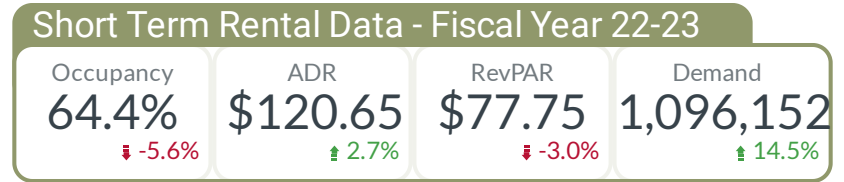
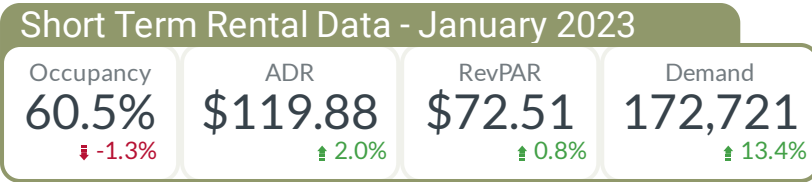


Hotel Demand*, Average Daily Rate* and Revenue Per Available Room*



Destination Performance Report

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Sales Department Performance Report

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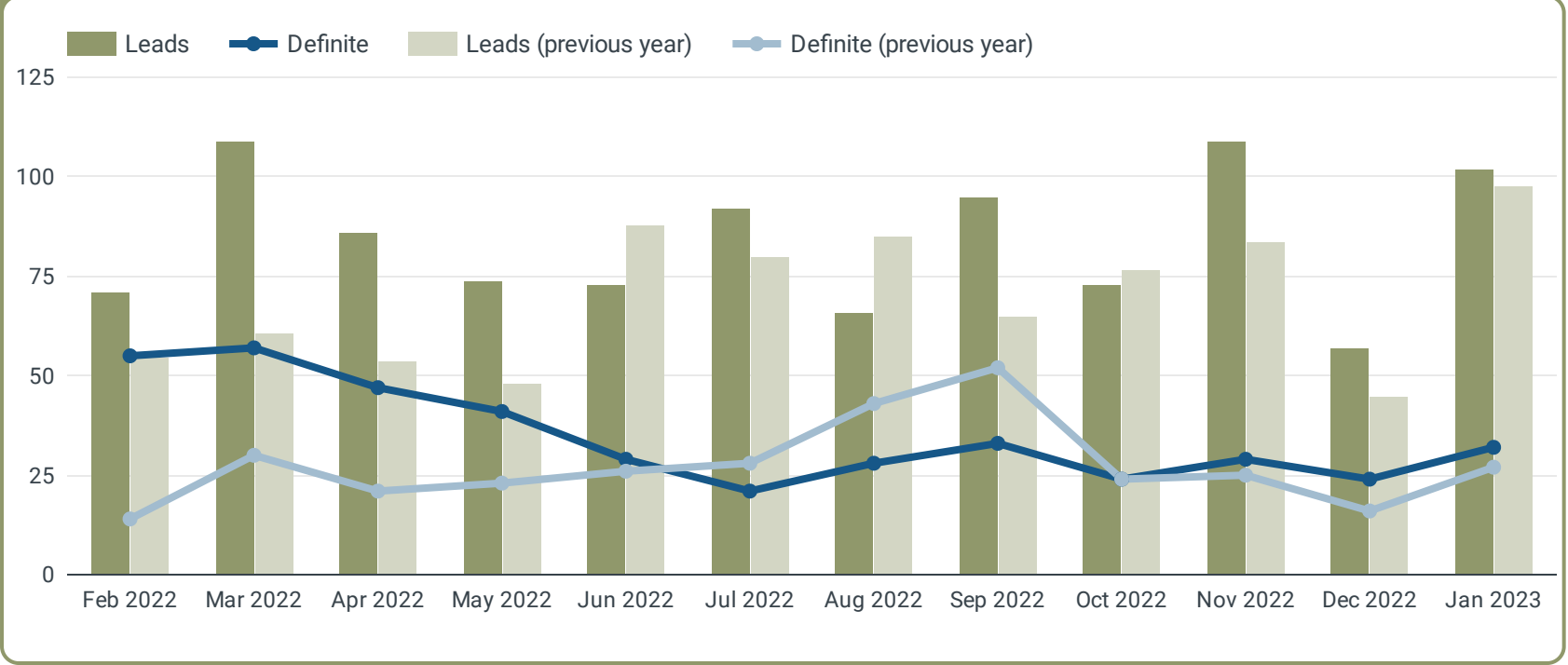
Sales Leads and Outreach - January 2023

Sales Leads Issued 102 ↑ 4.1%	Room Nights (Leads) 21,772 ↓ -6.7%	Leads Turned Definite 32 ↑ 18.5%	Room Nights (Definite) 3,237 ↓ -14.3%	Estimated Revenue \$651,063 ↓ -54.3%	
P2P Outreach 545 ↑ 31.0%	Indirect Outreach 10,424 ↑ 3,058.8%	Group Events 7 ↓ -22.2%	Room Nights Generated 1,772 ↑ 238.8%	Actualized Revenue \$623,135 ↑ 306.6%	Groups Served 8 ↓ -11.1%

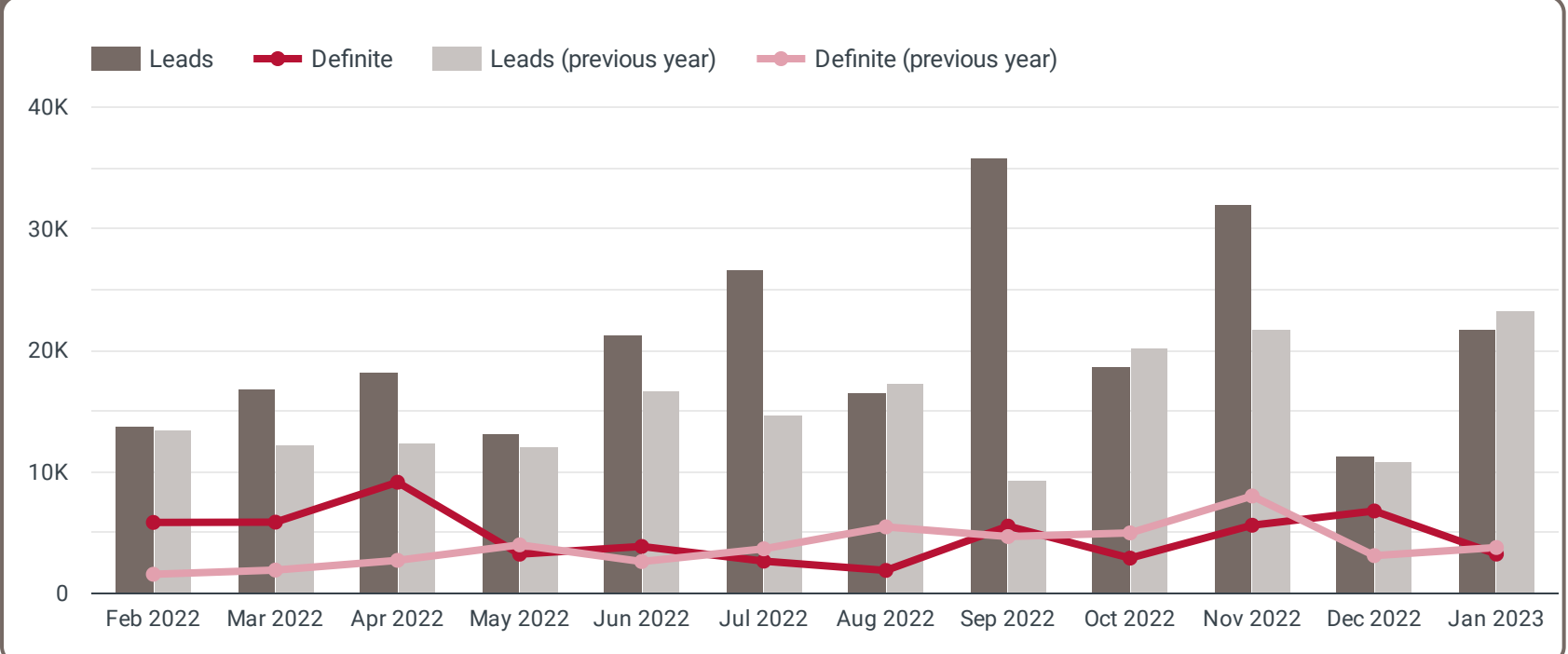
Sales Leads and Outreach - Fiscal Year 22-23

Sales Leads Issued 594 ↑ 11.2%	Room Nights (Leads) 162,934 ↑ 38.7%	Leads Turned Definite 201 ↓ -9.0%	Room Nights (Definite) 33,657 ↓ -1.5%	Estimated Total Revenue \$8,502,231 ↓ -0.3%	
P2P Outreach 4,613 ↑ 0.6%	Indirect Outreach 149,837 ↑ 102.7%	Group Events 266 ↑ 19.8%	Room Nights Generated 25,370 ↑ 28.3%	Actualized Revenue \$9,052,913 ↑ 42.5%	Groups Served 254 ↑ 9.5%

Sales Leads vs. Definite



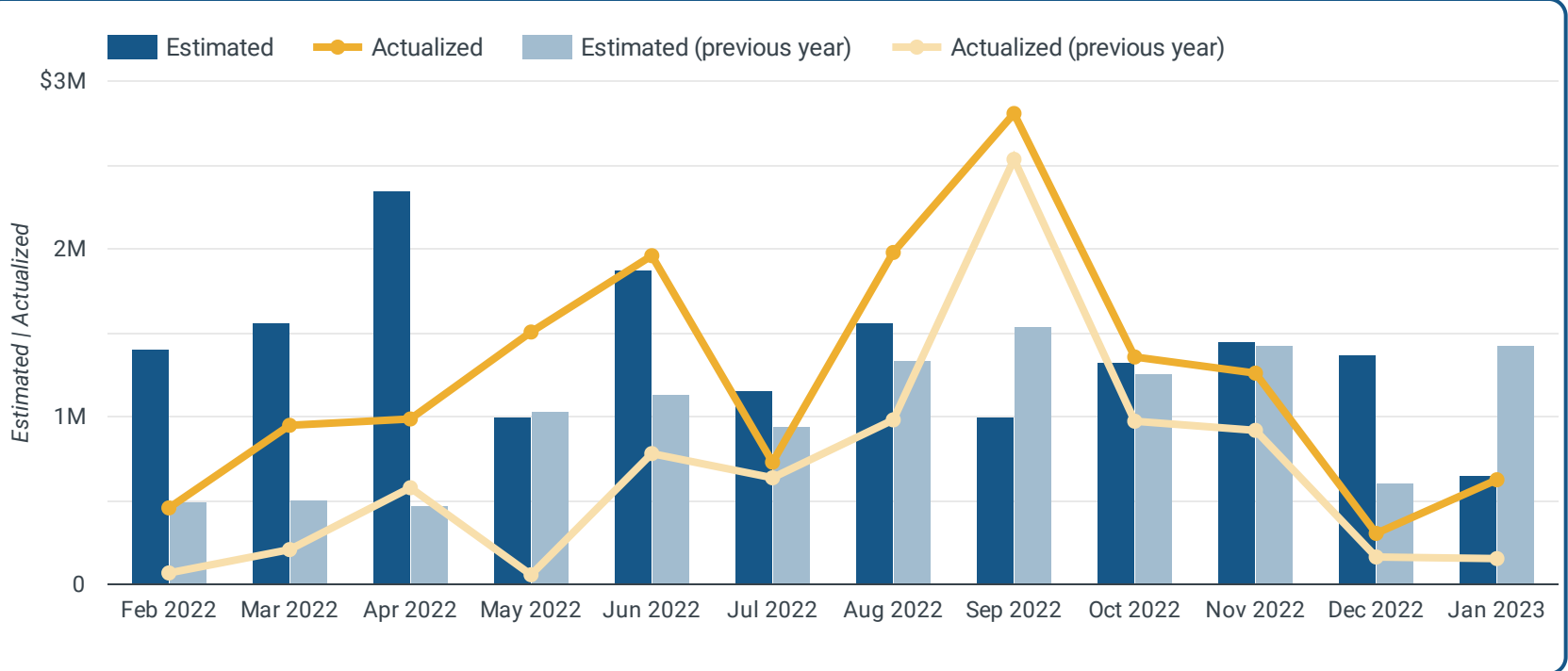
Room Nights Represented in Leads vs. Definite



Sales Department Performance Report

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Estimated vs. Actualized Revenue



Sales Outreach 2022-23 by Month

	Month of Year ▾	Person-to-Person Outreach	% Δ	Indirect Outreach	% Δ
1.	Jan 2023	545	31.0%	10,424	30.6
2.	Dec 2022	746	26.2%	11,205	7.5
3.	Nov 2022	753	9.4%	758	-1.0
4.	Oct 2022	429	-50.1%	2,706	-0.9
5.	Sep 2022	1,060	117.7%	13,562	0.1
6.	Aug 2022	387	-53.3%	109,553	183.4
7.	Jul 2022	693	-3.3%	1,629	1,628.0
8.	Jun 2022	988	-5.6%	224,947	844.7
9.	May 2022	413	-26.5%	25,198	1.0
10.	Apr 2022	951	29.9%	11,725	11,724.0

Group Events by Month and Room Nights Generated

	Month of Year ▾	Group Events This Month	% Δ	Room Nights Generated	% Δ
1.	Jan 2023	7	-22.2%	1,772	238.8%
2.	Dec 2022	22	15.8%	1,106	23.3%
3.	Nov 2022	39	30.0%	3,778	36.9%
4.	Oct 2022	60	11.1%	3,787	40.3%
5.	Sep 2022	71	42.0%	6,370	-2.9%
6.	Aug 2022	35	25.0%	6,466	63.0%
7.	Jul 2022	32	0.0%	2,091	-4.7%
8.	Jun 2022	50	108.3%	5,610	154.7%
9.	May 2022	37	236.4%	3,845	983.1%
10.	Apr 2022	37	76.2%	3,253	90.3%

Marketing Department Performance Report

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Marketing Metrics Overview - January 2023

Website Visits 509,902 ↑ 14.1%	Mobile Site Visits 381,737 ↑ 18.9%	aRes - Room Nights 56 ↑ 51.4%	aRes - Room Revenue \$9,151 ↑ 60.7%	Total Facebook Fans 312,739 ↑ 2.7%
PR Publicity Value \$4,265,363 ↑ 219.7%	PR Estimated Impressions 1,735,824,530 ↑ 164.8%	Significant Placements 19 ↑ 35.7%	Media Touchpoints 112 ↑ 86.7%	Video Views 382,005 ↑ 46.9%

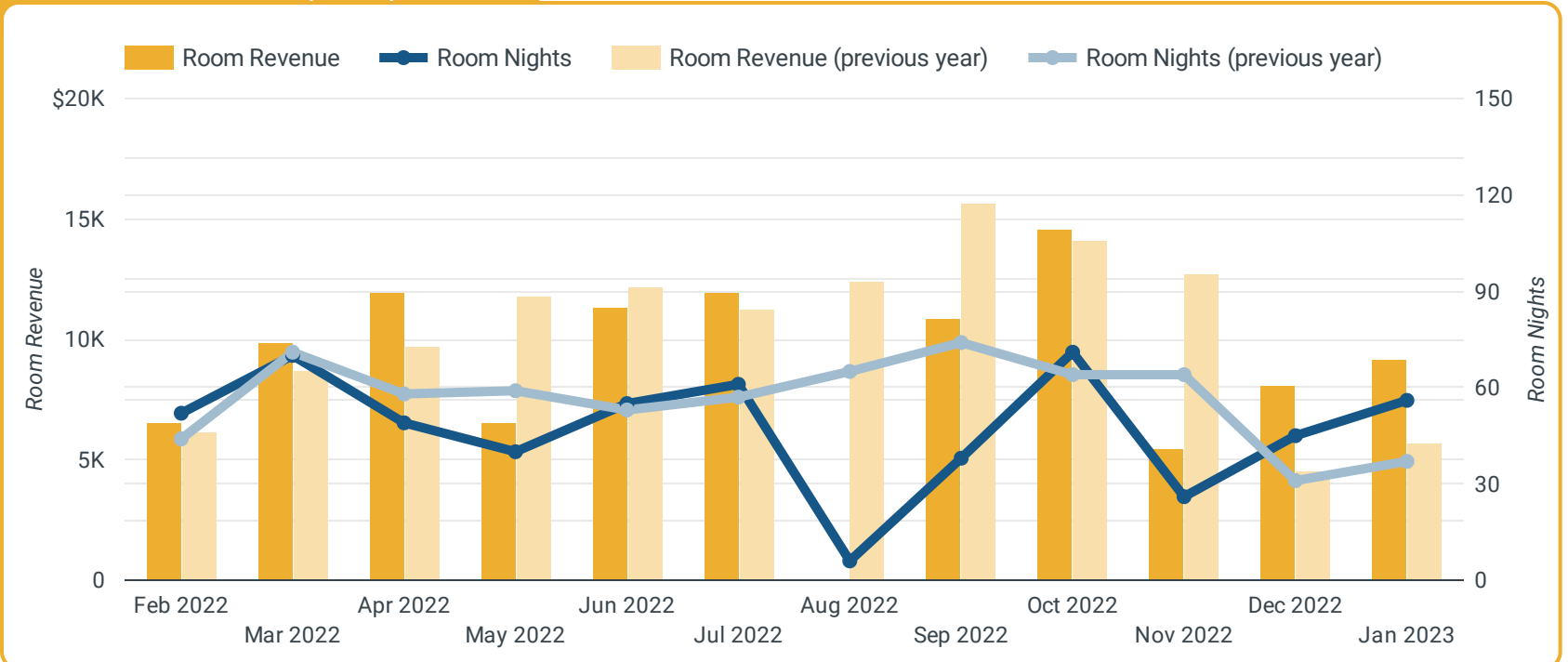
Marketing Metrics Overview - Fiscal Year 22-23

Website Visits 3,845,323 ↓ -11.6%	Mobile Site Visits 2,906,260 ↓ -10.1%	aRes - Room Nights 303 ↓ -22.7%	aRes - Room Revenue \$59,307 ↓ -22.5%	Avg. Total Facebook Fans 310,749 ↑ 2.4%
PR Publicity Value \$23,959,994	PR Estimated Impressions 9,128,947,648	Significant Placements 384	Media Touchpoints 669	Video Views 8,168,550 ↑ 1,086.0%

ExploreAsheville.com Web Stats



Online Reservation (aRes) Data



Marketing Department Performance Report

ASHEVILLE

Print & Broadcast Value & Impressions

	Month of Year ▾	Publicity Value - Print/Broadcast	% Δ	Editorial Impressions - Print/Broadcast	% Δ
1.	Jan 2023	\$1,005,439	851%	1,822,240	-11.7%
2.	Dec 2022	\$276,078	32%	987,399	-68.83%
3.	Nov 2022	\$471,078	-67%	2,555,243	-28.37%
4.	Oct 2022	\$1,005,308	28%	3,498,726	-42.35%
5.	Sep 2022	\$1,409,822	376%	5,386,568	99.4%
6.	Aug 2022	\$307,082	-79%	3,382,693	-38.72%
7.	Jul 2022	\$1,235,213	15%	16,499,252	214.59%

Online Publicity Value and Impressions

	Month of Year ▾	Publicity Value - Online	% Δ	Estimated Impressions - Online	% Δ
1.	Jan 2023	\$3,259,924	165%	1,734,002,290	164.8%
2.	Dec 2022	\$3,168,041	119%	1,708,958,220	121.31%
3.	Nov 2022	\$3,578,548	168%	1,903,483,024	167.41%
4.	Oct 2022	\$4,825,909	153%	2,566,939,260	152.08%
5.	Sep 2022	\$3,326,323	-2%	1,769,320,792	-1.34%
6.	Aug 2022	\$4,436,056	385%	2,359,604,321	379.94%
7.	Jul 2022	\$2,533,333	+0%	1,347,517,437	0.85%

Media Placements & Touchpoints

	Month of Year ▾	Media Touchpoints / Interactions	% Δ	Significant Placements	% Δ
1.	Jan 2023	112	86.7%	19	35.7%
2.	Dec 2022	60	160.9%	17	-5.6%
3.	Nov 2022	31	40.9%	34	209.1%
4.	Oct 2022	52	-25.7%	26	30.0%
5.	Sep 2022	62	1.6%	30	-16.7%
6.	Aug 2022	45	21.6%	21	61.5%
7.	Jul 2022	40	-13.0%	32	39.1%

Facebook Fans & Video Views (All Platforms)

	Month of Year ▾	Total Facebook Fans	% Δ	Video Views	% Δ
1.	Jan 2023	312,739	2.7%	382,005	1,289.9%
2.	Dec 2022	311,795	2.8%	383,742	320.3%
3.	Nov 2022	311,370	2.6%	359,976	184.6%
4.	Oct 2022	311,246	2.6%	5,654,949	10,629.8%
5.	Sep 2022	310,380	2.3%	693,943	1,487.7%
6.	Aug 2022	309,304	2.0%	329,108	278.2%
7.	Jul 2022	308,411	1.6%	364,827	689.3%

Destination Performance Metrics

Lodging Sales - Total lodging sales for all property types reported for the previous month. Data is provided by the Buncombe County Finance Department.

Hotel Occupancy - Percentage of available rooms sold during the previous month. Occupancy is calculated by dividing the number of rooms sold by rooms available. Data is provided by Smith Travel Research.

Hotel Average Daily Rate (ADR) - A measure of the average rate paid for rooms sold for the previous month, calculated by dividing room revenue by rooms sold. Data is provided by Smith Travel Research.

Hotel Demand - The number of rooms sold in the previous month (excludes complimentary rooms). Data is provided by Smith Travel Research.

Hotel Revenue Per Available Room (RevPAR) - Total room revenue for the previous month divided by the total number of available rooms. Data is provided by Smith Travel Research.

Total Airport Passengers - Total monthly air traffic reported for the previous month. Data is provided by Asheville Regional Airport.

Asheville Visitor Center - Total monthly visitors to the Asheville Visitor Center. Data is provided by the Asheville Area Chamber of Commerce.

Pack Square Park Visitor Center - Total monthly visitors to the Pack Square Park Visitor Center. Data is provided by the Asheville Area Chamber of Commerce.

Black Mountain Visitor Center - Total monthly visitors to the Black Mountain Visitor Center. Data is provided by the Black Mountain-Swannanoa Chamber of Commerce.

Travel Guide Requests - The number of travel guides requested monthly via the website and leads. Data provided by Simpleview CRM.

AirDNA Listing room nights - the sum of all AirDNA listing nights that were available for rent times the number of rooms per listing. As of 2/1/19, AirDNA data includes both Airbnb and HomeAway short term rental data for 1/1/17 to present.

AirDNA Occupancy - Booked AirDNA listing room nights divided by available AirDNA listing room nights in the given month. This only counts listings as being available if they had one booked night in the month. Data is provided by AirDNA.

AirDNA ADR (Average Daily Rate) - Total AirDNA monthly revenue divided by the total number of AirDNA listing room nights booked in a given month. ADR includes cleaning fees but not other AirDNA service fees or taxes. Data is provided by AirDNA.

AirDNA RevPAR (Revenue Per Available Room) - Total AirDNA monthly revenue divided by the total number of AirDNA listing room nights available in a given month. Data is provided by AirDNA.

Sales Performance Metrics

Sales Leads Issued - Monthly tentative sales leads sent to hotel partners. Data is provided by Simpleview CRM.

Room Nights (Leads) - Monthly room nights represented in the tentative leads sent to hotel partners. Data is provided by Simpleview CRM.

Leads Turned Definite - Monthly leads sent to hotel partners that have resulted in a rooms agreement. Data is provided by Simpleview CRM.

Room Nights (Definite) - Monthly room nights represented in definite leads. Data is provided by Simpleview CRM.

Estimated Revenue - Estimated monthly revenue of definite leads. Data is provided by Simpleview CRM.

P2P Outreach - Monthly person-to-person interactions between the sales team and clients. Data is provided by Simpleview CRM.

Indirect Outreach - Monthly communications from the sales team to more than one client at a time. Data is provided by Simpleview CRM.

Group Events - The number of groups who were sourced through the bureau and met in Asheville during the given month. Data is provided by Simpleview CRM.

Room Nights Generated - Room nights generated by the groups who were sourced through the bureau and met in Asheville during the given month. Data is provided by hotel partners and compiled by Simpleview CRM.

Actualized Revenue - Room nights generated by the groups who were sourced through the bureau and met in Asheville during the given month. Data is provided by hotel partners and is compiled by Simpleview CRM.

Groups Serviced - Groups who met in Asheville who received or were offered additional planning services by Explore Asheville during the given month. Data is provided by Simpleview CRM.

Marketing Performance Metrics

Website Visits - Number of monthly website sessions to ExploreAsheville.com. Data is provided by Google Analytics.

Mobile Site Visits - Number of monthly website sessions from mobile and tablet devices to ExploreAsheville.com. Data is provided by Google Analytics.

aRes - Room Nights - Number of monthly room nights booked through aRes Travel third party booking engine at reservations.ExploreAsheville.com. Data is provided by aRes Travel.

aRes - Room Revenue - Total monthly room revenue for rooms booked through aRes Travel third party booking engine at reservations.ExploreAsheville.com. Data excludes cancellations and is provided by aRes Travel.

Total Facebook Fans - Total number of Facebook fans for the Visit Asheville Facebook page reported monthly. Data is provided by Facebook.

PR Publicity Value – Estimated ad equivalency cost of clips secured across multiple mediums. Data is provided by Cision.

PR Estimated Impressions – The circulation of the publication and the estimated gross impressions for broadcast and digital articles by the placements reported for the previous month. Data is provided by Cision.

Significant Placements – Clips from online, print or broadcast media that Explore Asheville had a hand in securing or that feature Asheville predominantly and have a reach of certain threshold. Reported for the previous month. Data is provided by Cision.

Media Touchpoints – Monthly contact that members of the PR team had with various media outlets or journalists. Data is provided by Explore Asheville PR Team.

Video Views (All Platforms) - Figures for total monthly video views on all platforms. Data is provided by YouTube, Vimeo, Facebook, and Instagram and does not include advertising campaign views.

* **Source:** STR, Inc. Republication or other re-use of this data without the express written permission of STR is strictly prohibited.

** **AIRDNA Cancellation Accuracy** - The AIRDNA booking algorithm determines whether unavailable dates are due to a reservation by a guest or a blocked date by the host. AIRDNA can only pick up cancellations if the unavailable days changes back to available on the listing calendar. If the dates remain unavailable, then there is no way for AIRDNA to have any visibility on these cancellations. During periods of unusually high cancellations, AIRDNA may overestimate room night demand for short term rentals.