Destination Performance Report

ASHEVILLE

Lodging & Visitor Overview - June 2023

Lodging Sales	Hotel Occupancy*	Hotel Demand*	Hotel ADR*	Hotel RevPAR*
$51,219,530	68.4%	193,006	$175.85	$120.35
(May) ▼ -7.3%	(May) ▼ -1.5%	(May) ▼ -2.0%	(May) ▼ -3.8%	(May) ▼ -5.2%

Airport Passengers	Asheville Visitor Center	Pack Sq Visitor Center	Black Mtn Visitor Center	Travel Guide Requests
180,062	16,697	0	8,088	2,010
(May) ▲ 13.5%	▼ -2.9%	N/A	▼ -30.4%	▼ -1.1%

Lodging & Visitor Overview - Fiscal Year 22-23

Lodging Sales	Hotel Occupancy*	Hotel Demand*	Hotel ADR*	Hotel RevPAR*
$574,935,348	68.8%	2,092,409	$182.22	$125.31
▼ -1.3%	▼ -1.5%	▼ 0.0%	▼ -0.4%	▼ -1.9%

Airport Passengers	Asheville Visitor Center	Pack Sq Visitor Center	Black Mtn Visitor Center	Travel Guide Requests
1,785,469	173,874	0	40,690	25,699
▲ 19.4%	▲ 2.8%	N/A	▼ -13.6%	▼ -4.7%

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.
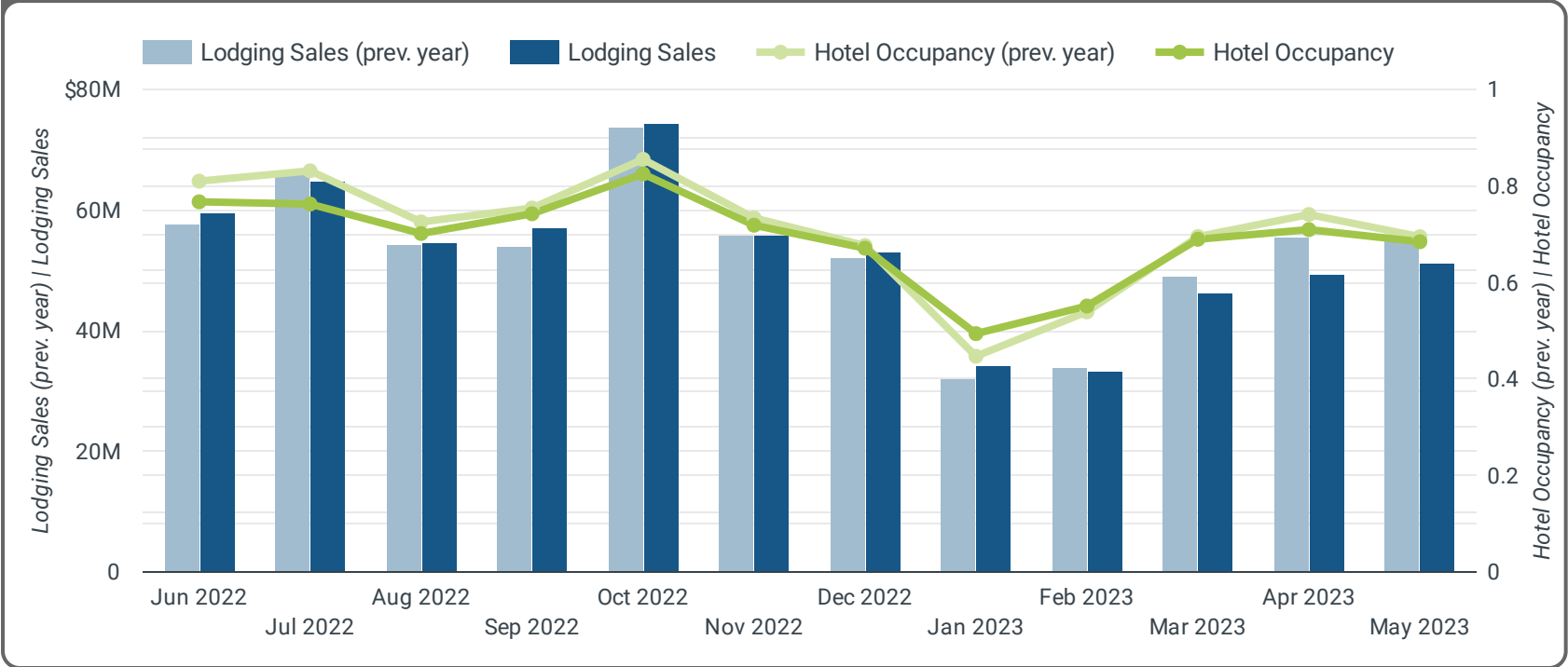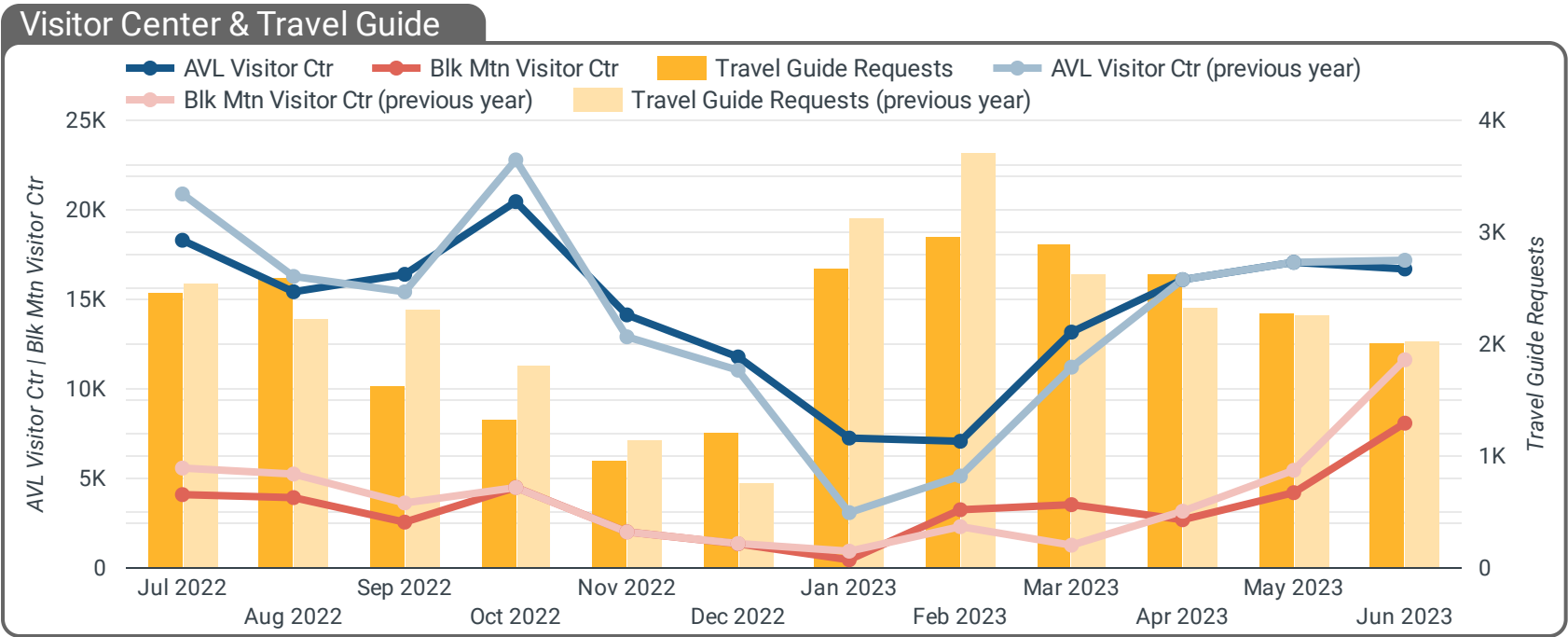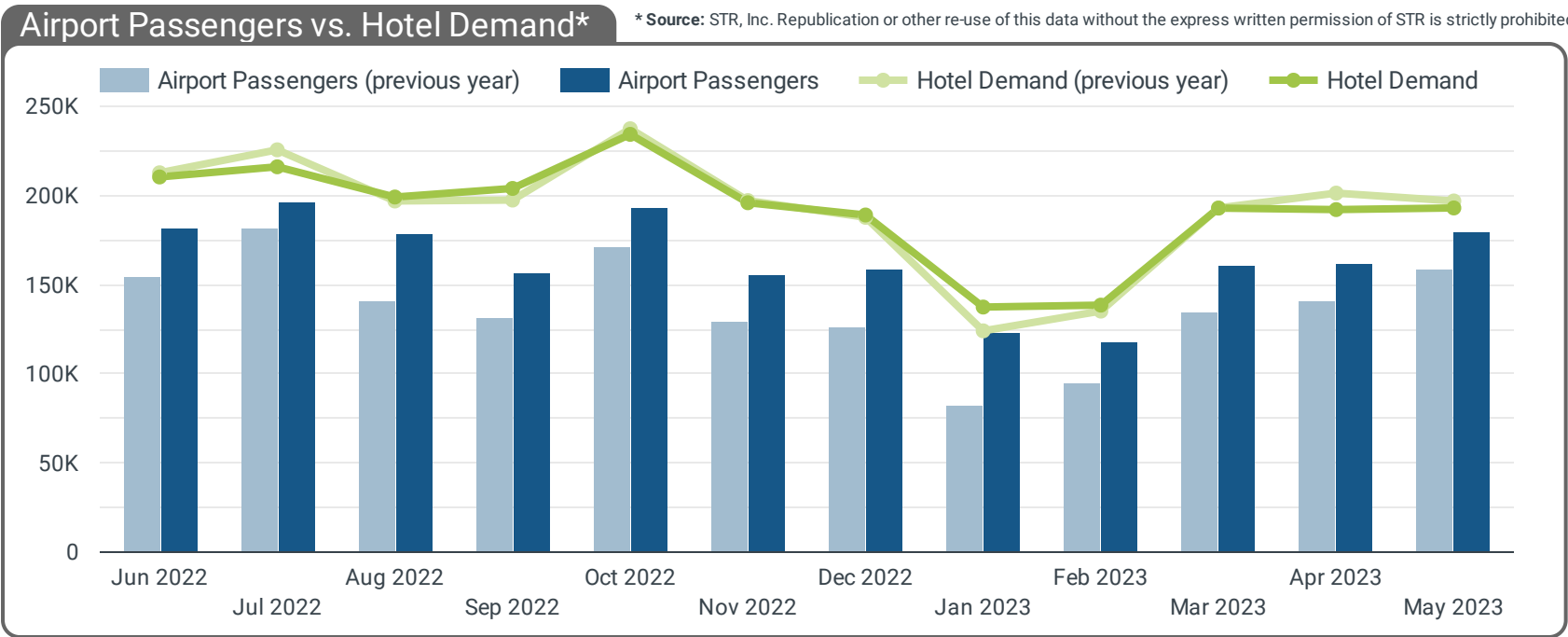

Hotel Demand*, Average Daily Rate* and Revenue Per Available Room*

Destination Performance Report

ASHEVILLE

Short Term Rental Data - May 2023

Occupancy	ADR	RevPAR	Demand
56.1%	$64.67	$36.30	165,934
▼ -1.2%	▼ -1.7%	▼ -2.8%	▲ 8.3%

Short Term Rental Data - Fiscal Year 22-23

Occupancy	ADR	RevPAR	Demand
59.2%	$62.81	$37.19	1,776,329
▼ -4.0%	▼ -1.1%	▼ -5.0%	▲ 11.5%

AirDNA ADR, RevPAR and Occupancy

* Short Term Rental Data Source: AirDNA   ****See AirDNA Cancellation Accuracy note on Report Glossary (Page 8)**

Legend: AirDNA Occupancy, AirDNA ADR, AirDNA RevPAR, AirDNA Occupancy (previous year), AirDNA ADR (previous year), AirDNA RevPAR (previous year)

Airport Passengers vs. Hotel Demand*

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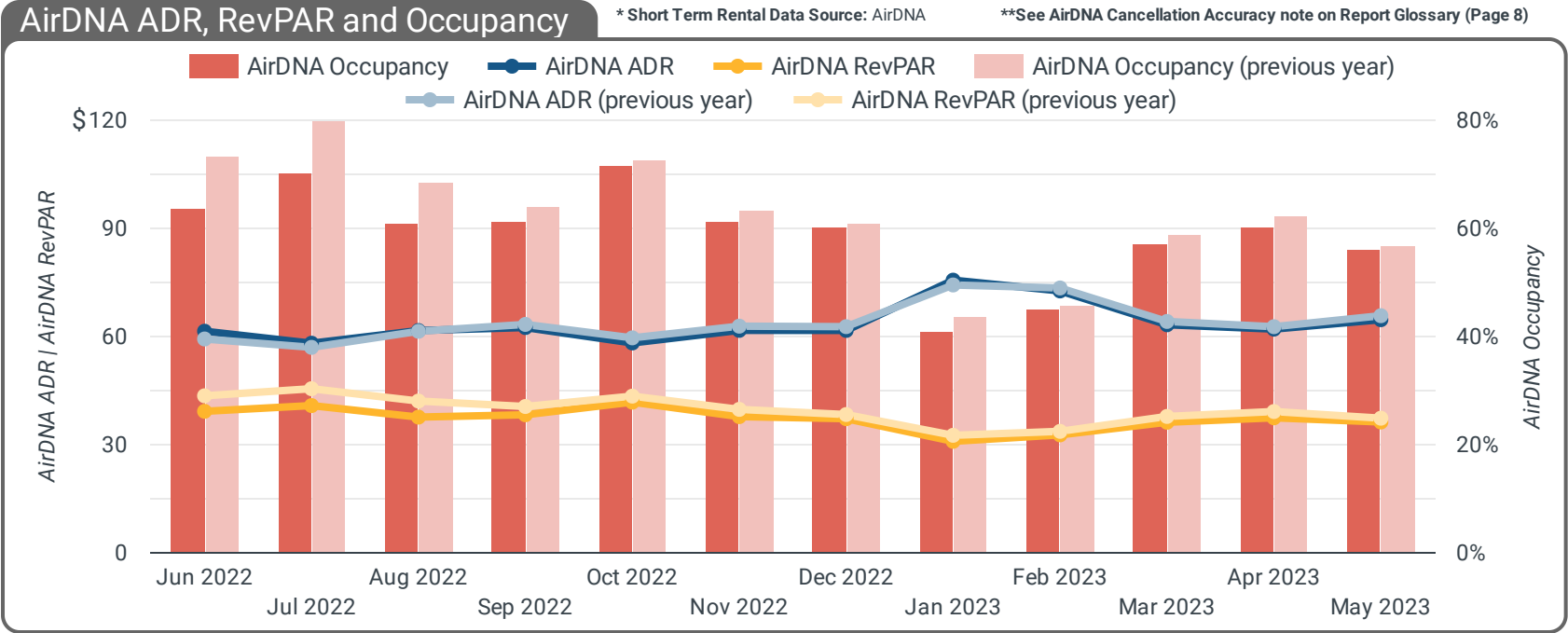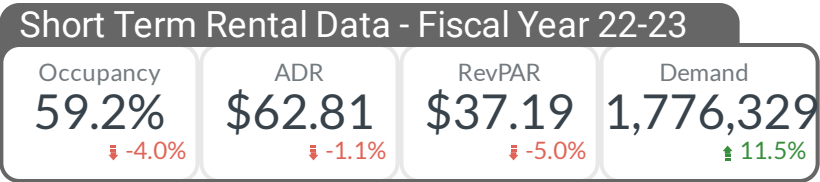

Legend: Airport Passengers (previous year), Airport Passengers, Hotel Demand (previous year), Hotel Demand

Visitor Center & Travel Guide

Legend: AVL Visitor Ctr, Blk Mtn Visitor Ctr, Travel Guide Requests, AVL Visitor Ctr (previous year), Blk Mtn Visitor Ctr (previous year), Travel Guide Requests (previous year)

Sales Department Performance Report

ASHEVILLE

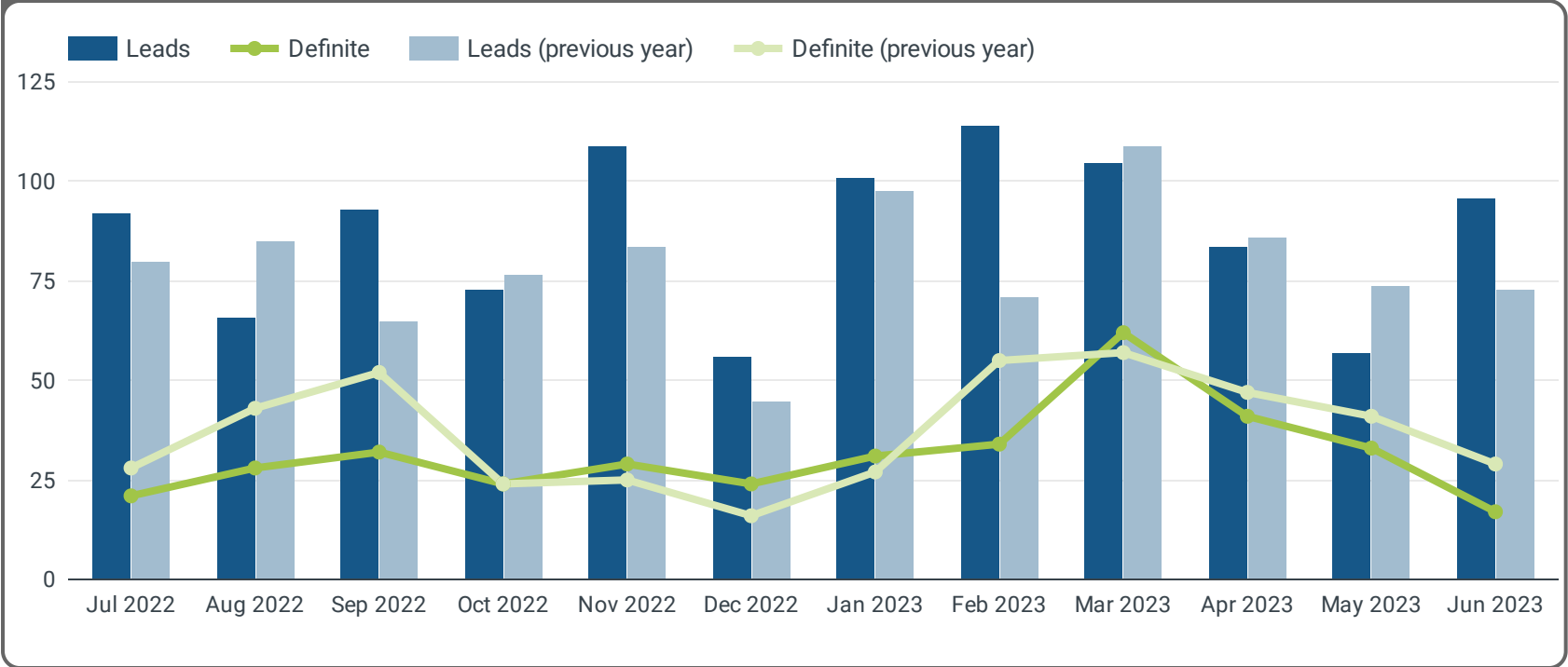## Sales Leads and Outreach - June 2023

Sales Leads Issued	Room Nights (Leads)	Leads Turned Definite	Room Nights (Definite)	Estimated Revenue
96	34,349	21	2,222	$660,361
▲ 31.5%	▲ 61.7%	▼ -41.7%	▼ -67.5%	▼ -64.8%

P2P Outreach	Indirect Outreach	Group Events	Room Nights Generated	Actualized Revenue	Groups Serviced
697	55,357	39	6,971	$2,792,432	39
▼ -29.5%	▼ -75.4%	▼ -22.0%	▲ 17.3%	▲ 42.5%	▼ -22.0%

Sales Leads and Outreach - Fiscal Year 22-23

Sales Leads Issued	Room Nights (Leads)	Leads Turned Definite	Room Nights (Definite)	Estimated Total Revenue
588	132,874	249	29,739	$7,591,513
▼ -35.6%	▼ -39.4%	▼ -13.5%	▼ -18.3%	▼ -22.0%

| P2P Outreach	Indirect Outreach	Group Events	Room Nights Generated	Actualized Revenue	Groups Serviced
10,266	134,793	170	13,323	$3,329,702	233
▼ -14.1%	▼ -6.4%	▼ -47.0%	▼ -65.4%	▼ -71.4%	▼ -26.0%

Sales Leads vs. Definite

Room Nights Represented in Leads vs. Definite
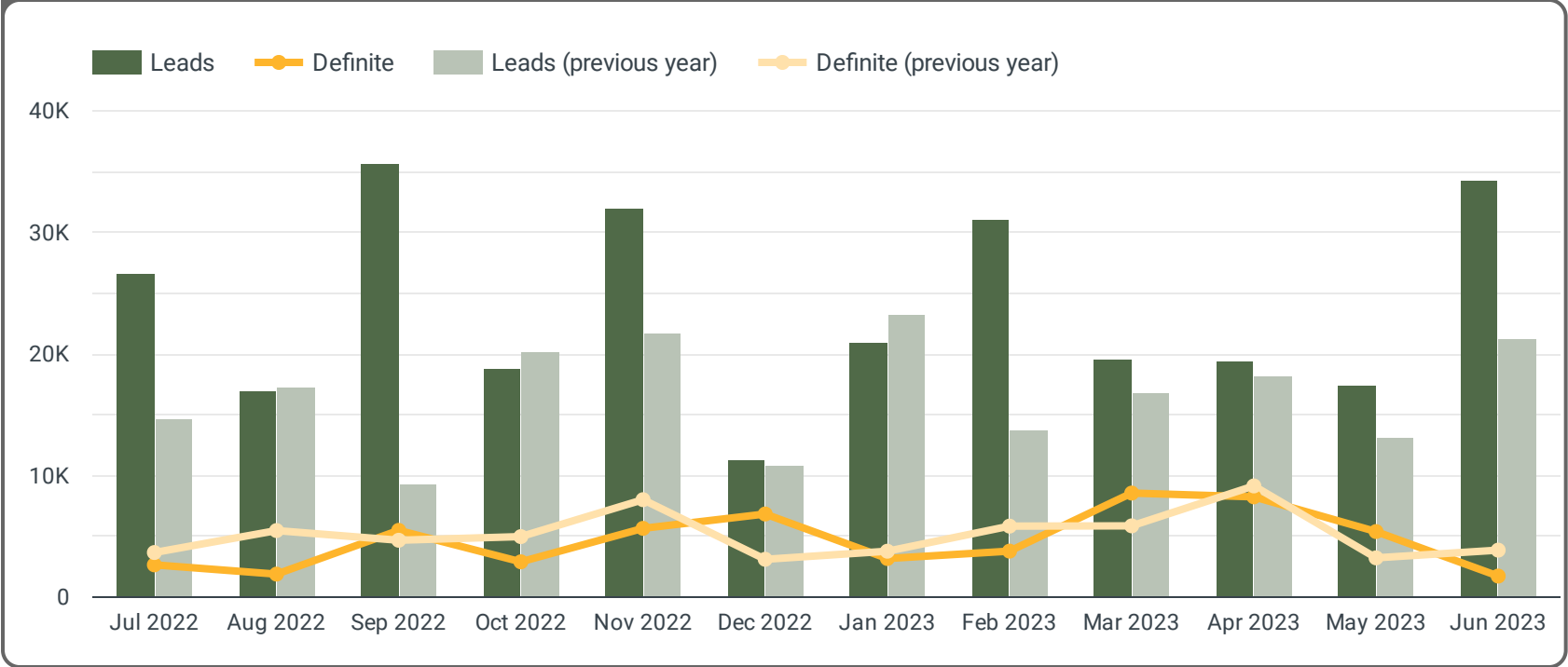
Sales Department Performance Report

ASHEVILLE

Estimated vs. Actualized Revenue

Legend: Estimated | Actualized | Estimated (previous year) | Actualized (previous year)
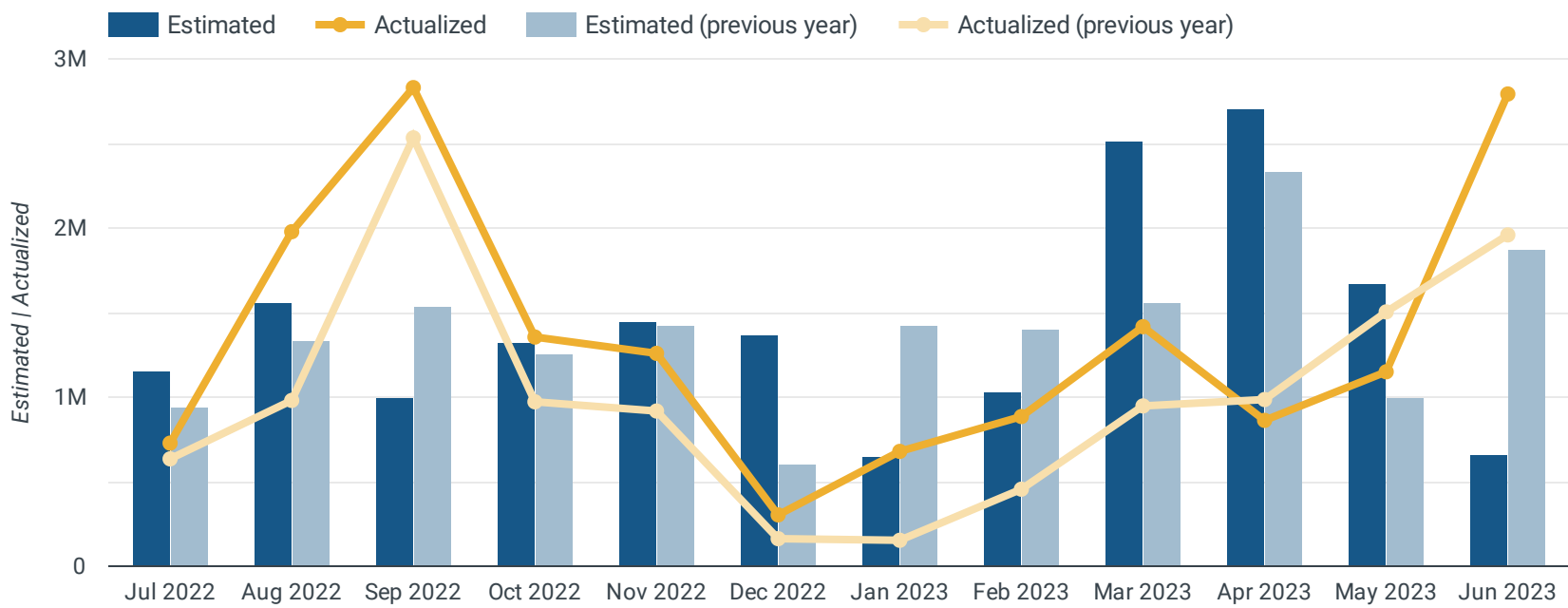
Sales Outreach 2022-23 by Month

	Month of Year ▾	Person-to-Person Outreach	% Δ	Indirect Outreach	% Δ
1.	Jun 2023	697	-29.5%	55,357	-0.8
2.	May 2023	426	3.1%	126,983	4.0
3.	Apr 2023	393	-58.7%	100,012	7.5
4.	Mar 2023	461	-4.8%	3,102,094	296.7
5.	Feb 2023	866	53.0%	207	-1.0
6.	Jan 2023	545	31.0%	10,424	30.6
7.	Dec 2022	746	26.2%	11,205	7.5
8.	Nov 2022	753	9.4%	758	-1.0
9.	Oct 2022	429	-50.1%	2,706	-0.9
10.	Sep 2022	1,060	117.7%	13,562	0.1

Group Events by Month and Room Nights Generated

	Month of Year ▾	Group Events This Month	% Δ	Room Nights Generated	% Δ
1.	Jun 2023	39	-22.0%	6,971	24.3%
2.	May 2023	31	-16.2%	2,884	-25.0%
3.	Apr 2023	30	-18.9%	3,010	-7.5%
4.	Mar 2023	28	7.7%	5,309	18.9%
5.	Feb 2023	18	28.6%	2,352	33.7%
6.	Jan 2023	7	-22.2%	1,772	238.8%
7.	Dec 2022	22	15.8%	1,106	23.3%
8.	Nov 2022	39	30.0%	3,778	36.9%
9.	Oct 2022	60	11.1%	3,787	40.3%
10.	Sep 2022	71	42.0%	6,370	-2.9%

Marketing Department Performance Report

ASHEVILLE

Marketing Metrics Overview - June 2023

Website Visits	Mobile Site Visits	aRes - Room Nights	aRes - Room Revenue	Total Facebook Fans
732,817	577,820	54	$8,065	324,823
▲ 1.0%	▲ 4.2%	▼ -1.8%	▼ -28.7%	▲ 5.4%

PR Publicity Value	PR Estimated Impressions	Significant Placements	Media Touchpoints	Video Views
$1,820,650	690,290,632	22	124	132,944
▼ -37.3%	▼ -33.3%	▲ 29.4%	▲ 244.4%	▼ -64.5%

Marketing Metrics Overview - Fiscal Year 22-23

Website Visits	Mobile Site Visits	aRes - Room Nights	aRes - Room Revenue	Avg. Total Facebook Fans
7,169,446	5,434,634	566	$103,992	313,798
▼ -2.8%	▲ 0.4%	▼ -14.0%	▼ -15.3%	▲ 3.0%

PR Publicity Value	PR Estimated Impressions	Significant Placements	Media Touchpoints	Video Views
$23,959,994	9,128,947,648	384	669	12,202,863
				▲ 494.0%

ExploreAsheville.com Web Stats

Legend: Total Site Visits, Mobile Site Visits, Total Site Visits (previous year), Mobile Site Visits (previous year)
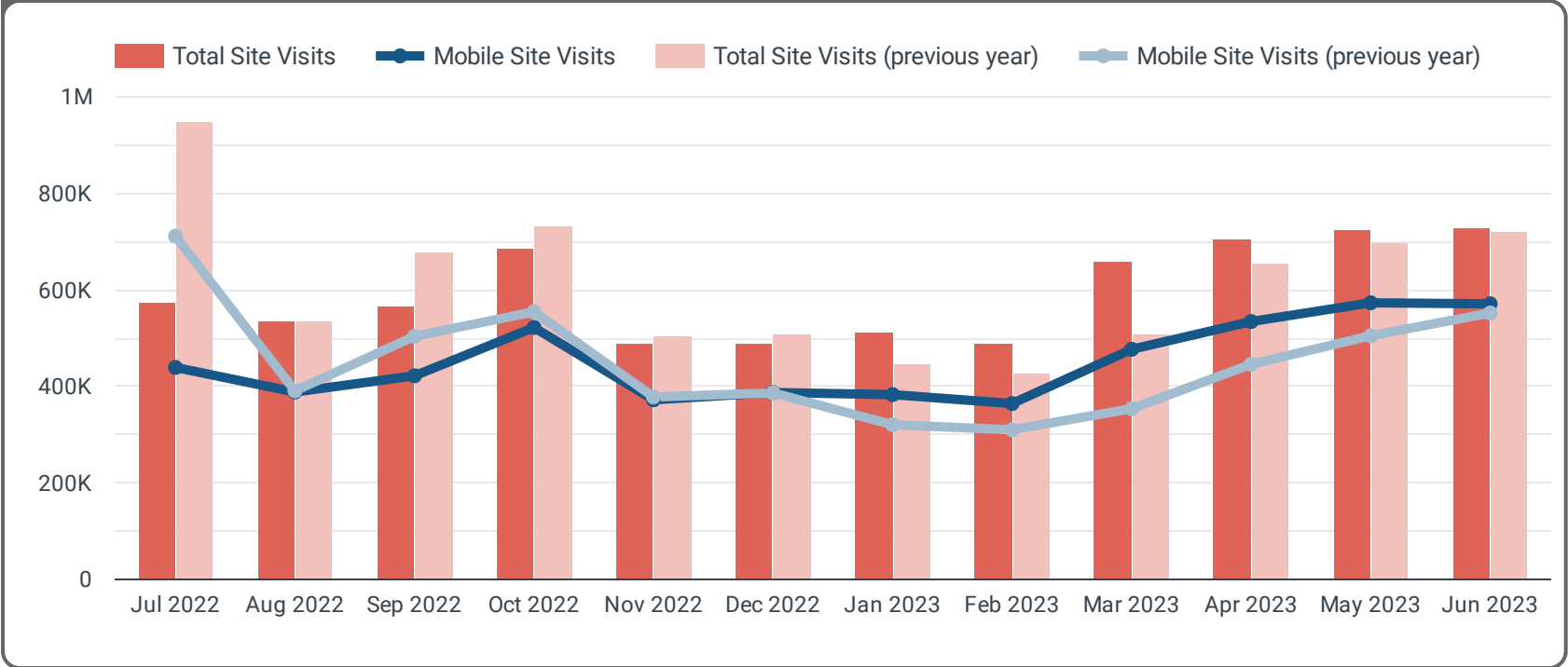
Online Reservation (aRes) Data

Legend: Room Revenue, Room Nights, Room Revenue (previous year), Room Nights (previous year)

Marketing Department Performance Report

ASHEVILLE
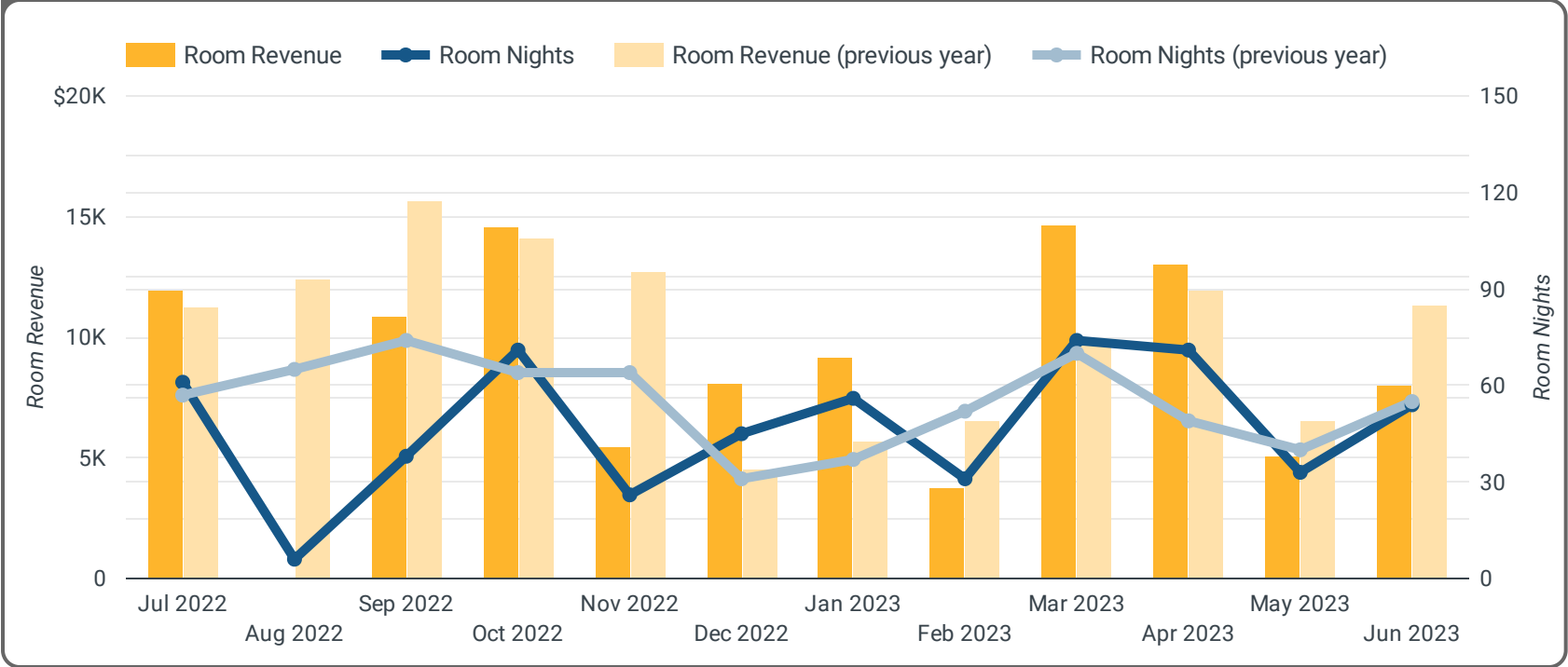
Print & Broadcast Value & Impressions

	Month of Year ▾	Publicity Value - Print/Broadcast	% Δ	Editorial Impressions - Print/Broadcast	% Δ
1.	Jun 2023	$650,593	-33%	304,098	-96.82%
2.	May 2023	$567	-100%	335,820	-86.95%
3.	Apr 2023	$13,593	-100%	907,681	-91.51%
4.	Mar 2023	$1,320	-100%	805,517	-74.27%
5.	Feb 2023	$1,455,602	1,145%	1,738,803	-21.25%
6.	Jan 2023	$1,005,439	851%	1,822,240	-11.7%
7.	Dec 2022	$276,078	32%	987,399	-68.83%

Online Publicity Value and Impressions

	Month of Year ▾	Publicity Value - Online	% Δ	Estimated Impressions - Online	% Δ
1.	Jun 2023	$1,170,057	-39%	689,986,534	-33.31%
2.	May 2023	$1,731,435	28%	920,975,851	27.38%
3.	Apr 2023	$2,336,804	57%	1,242,980,795	55.13%
4.	Mar 2023	$3,643,725	174%	1,938,151,701	172.68%
5.	Feb 2023	$2,812,693	106%	1,496,113,530	105.8%
6.	Jan 2023	$3,259,924	165%	1,734,002,290	164.8%
7.	Dec 2022	$3,168,041	119%	1,708,958,220	121.31%

Media Placements & Touchpoints

	Month of Year ▾	Media Touchpoints / Interactions	% Δ	Significant Placements	% Δ
1.	Jun 2023	124	244.4%	22	29.4%
2.	May 2023	77	75.0%	18	-5.3%
3.	Apr 2023	60	150.0%	19	-20.8%
4.	Mar 2023	120	26.3%	35	52.2%
5.	Feb 2023	170	400.0%	13	18.2%
6.	Jan 2023	112	86.7%	19	35.7%
7.	Dec 2022	60	160.9%	17	-5.6%

Facebook Fans & Video Views (All Platforms)

	Month of Year ▾	Total Facebook Fans	% Δ	Video Views	% Δ
1.	Jun 2023	324,823	5.4%	132,944	-55.6%
2.	May 2023	322,885	5.5%	2,293,350	1,804.9%
3.	Apr 2023	315,411	3.2%	590,146	237.9%
4.	Mar 2023	314,015	2.3%	371,292	-6.5%
5.	Feb 2023	313,195	2.7%	646,581	148.6%
6.	Jan 2023	312,739	2.7%	382,005	1,289.9%
7.	Dec 2022	311,795	2.8%	383,742	320.3%

Destination Performance Report - Glossary

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.

Destination Performance Report - Glossary

ASHEVILLE

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.