

# Destination Performance Report

## Lodging & Visitor Overview - August 2019

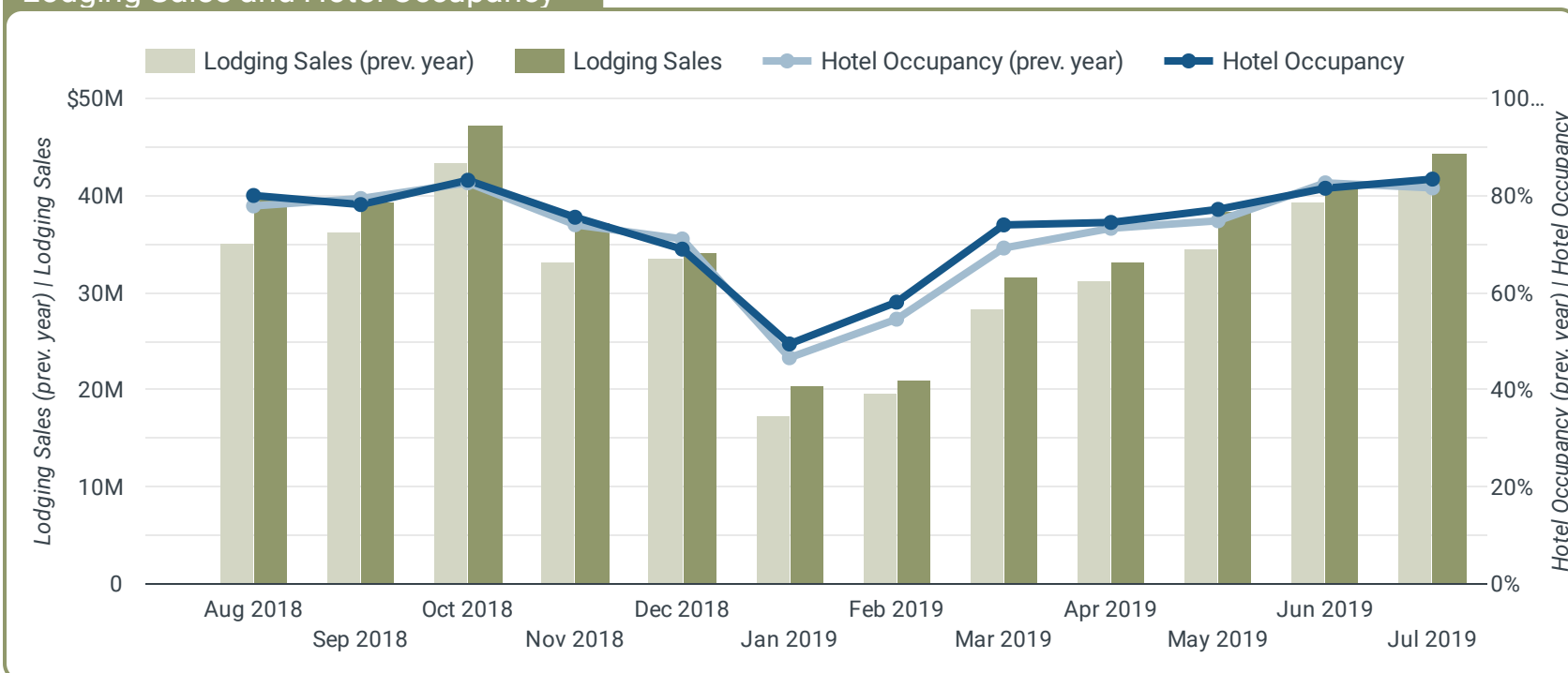
Lodging Sales <b>\$44,345,723</b> (July) <span>↑ 6.3%</span>	Hotel Occupancy* <b>83.4%</b> (July) <span>↑ 2.2%</span>	Hotel Demand* <b>205,861</b> (July) <span>↑ 3.7%</span>	Hotel ADR* <b>\$165.89</b> (July) <span>↑ 1.9%</span>	Hotel RevPAR* <b>\$138.32</b> (July) <span>↑ 4.2%</span>
Airport Passengers <b>163,269</b> (July) <span>↑ 46.2%</span>	Asheville Visitor Center <b>20,986</b> <span>↓ -1.3%</span>	Pack Sq Visitor Center <b>993</b> <span>↓ -2.4%</span>	Black Mtn Visitor Center <b>2,941</b> <span>↓ -2.1%</span>	Travel Guide Requests <b>2,752</b> <span>↓ -14.4%</span>

## Lodging & Visitor Overview - Fiscal Year 19-20

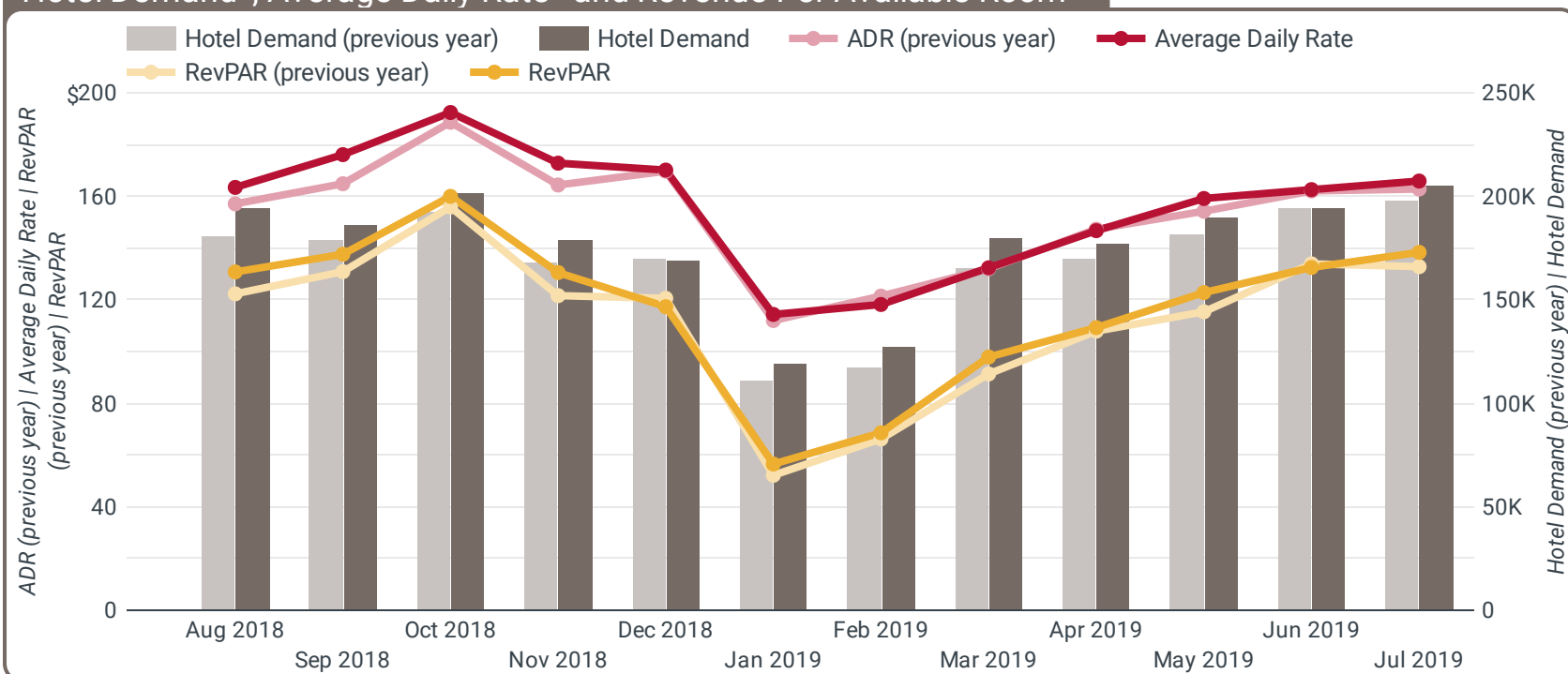
Lodging Sales <b>\$44,345,723</b> <span>↑ 6.3%</span>	Hotel Occupancy* <b>83.4%</b> <span>↑ 2.2%</span>	Hotel Demand* <b>205,861</b> <span>↑ 3.7%</span>	Hotel ADR* <b>\$165.89</b> <span>↑ 1.9%</span>	Hotel RevPAR* <b>\$138.32</b> <span>↑ 4.2%</span>
Airport Passengers <b>163,269</b> <span>↑ 46.2%</span>	Asheville Visitor Center <b>45,461</b> <span>↑ 0.0%</span>	Pack Sq Visitor Center <b>2,112</b> <span>↓ -9.9%</span>	Black Mtn Visitor Center <b>6,108</b> <span>↓ -1.1%</span>	Travel Guide Requests <b>5,727</b> <span>↓ -3.4%</span>

## 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

## AirDNA Data July 2019

AirDNA Occupancy

**64.9%**

↑ 0.3%

AirDNA ADR

**\$100.14**

↓ -1.6%

AirDNA RevPAR

**\$65.01**

↓ -1.3%

## AirDNA Data - Fiscal Year 19-20

AirDNA Occupancy

**64.9%**

↑ 0.3%

AirDNA ADR

**\$100.14**

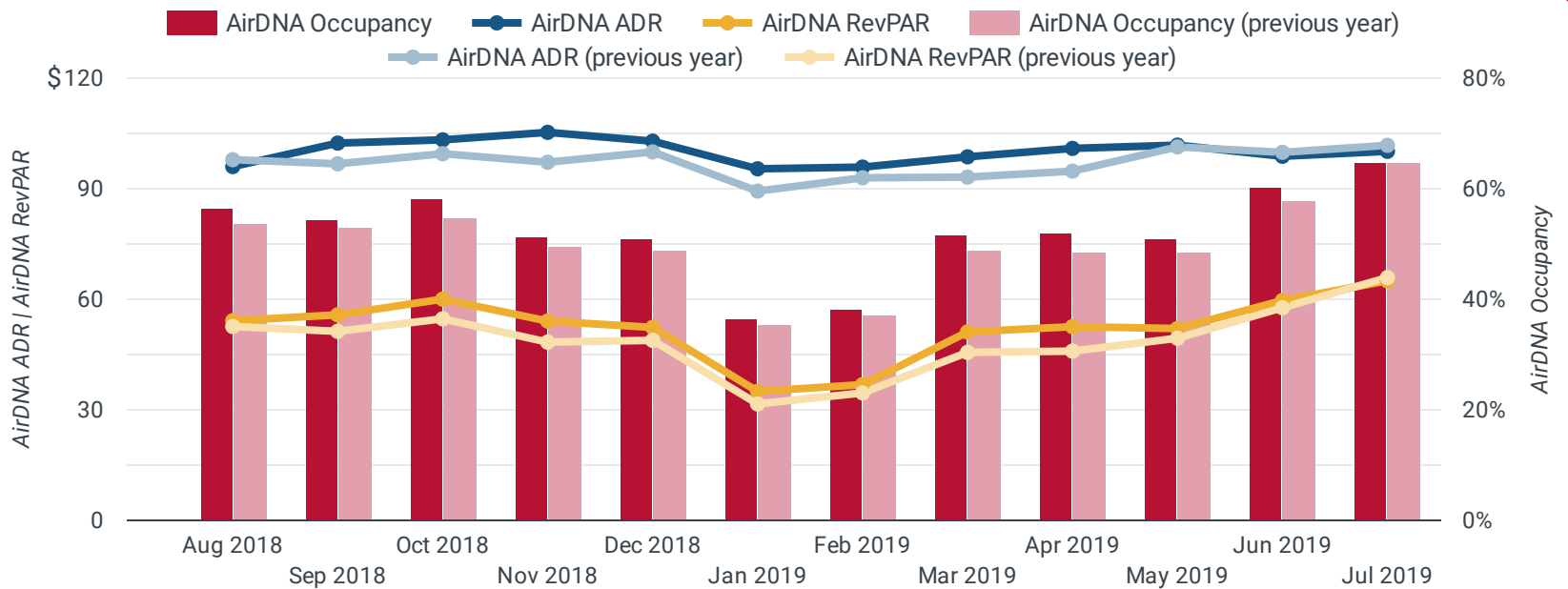
↓ -1.6%

AirDNA RevPAR

**\$65.01**

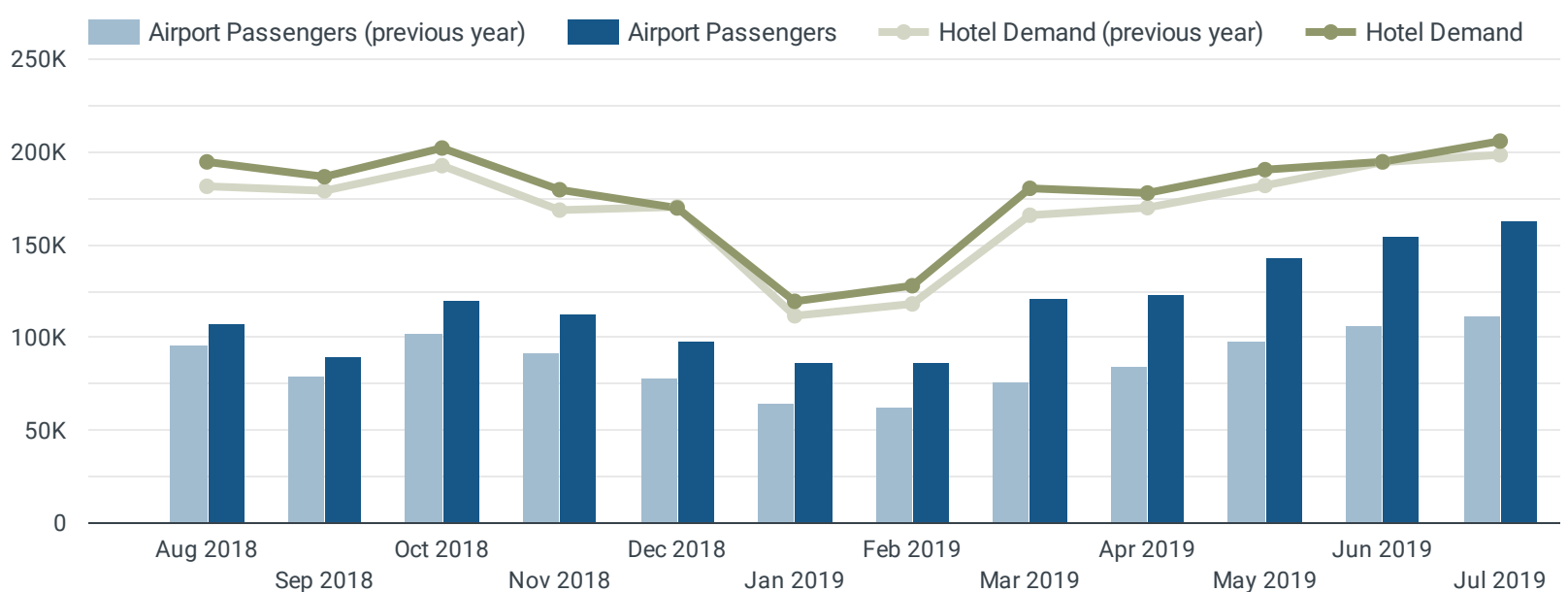
↓ -1.3%

## AirDNA ADR, RevPAR and Occupancy

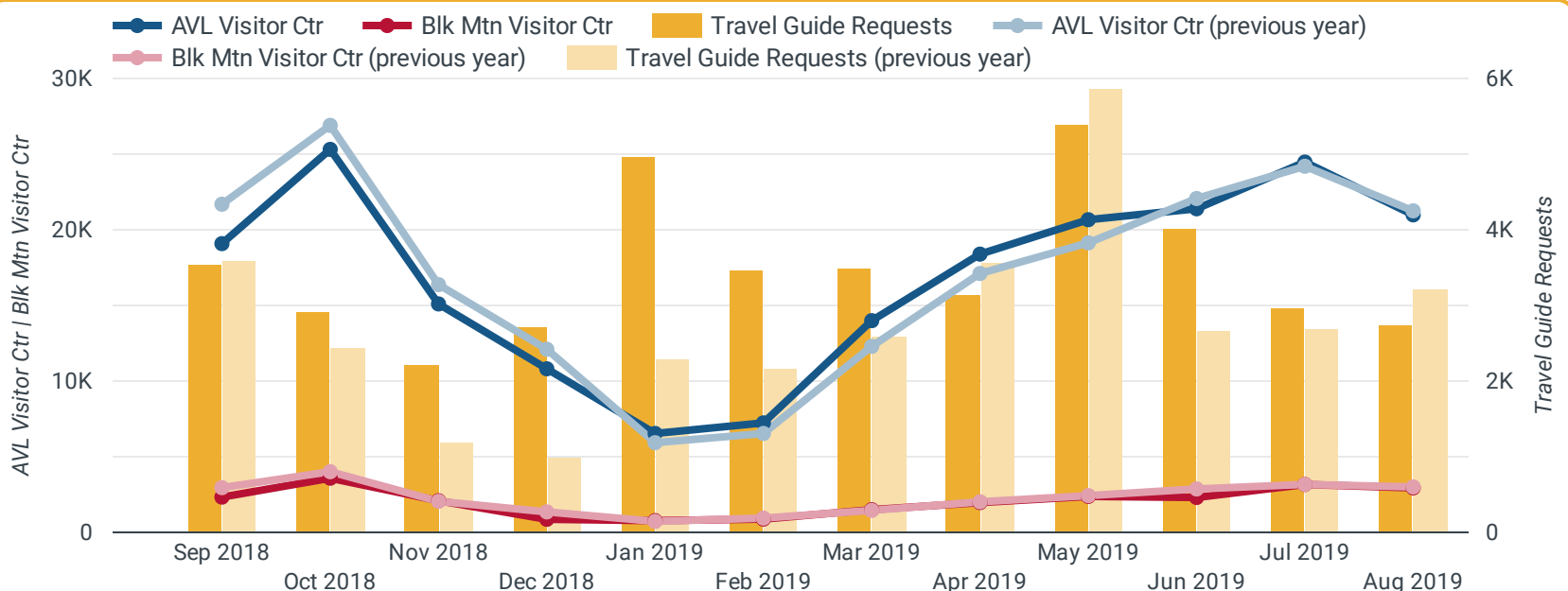


## Airport Passengers vs. Hotel Demand\*

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## Visitor Center & Travel Guide



# Sales Department Performance Report

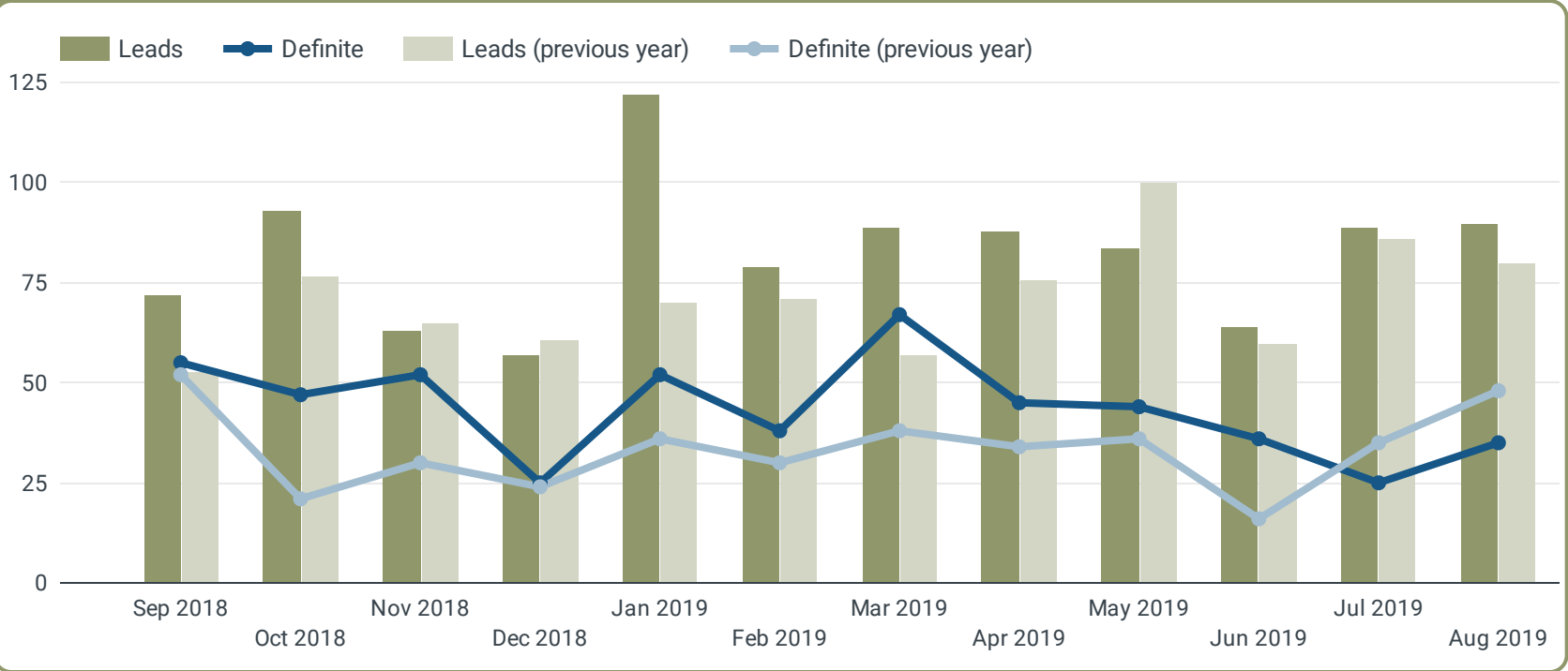
## Sales Leads and Outreach - August 2019

Sales Leads Issued 90 ↑ 12.5%	Room Nights (Leads) 25,796 ↑ 22.7%	Leads Turned Definite 35 ↓ -32.7%	Room Nights (Definite) 3,968 ↓ -46.7%	Estimated Revenue \$646,219 ↓ -54.8%	
P2P Outreach 1,161 ↓ -2.8%	Indirect Outreach 36,255 ↑ 281.1%	Group Events 36 ↓ -12.2%	Room Nights Generated 5,169 ↓ -23.2%	Actualized Revenue \$1,813,543 ↑ 41.6%	Groups Served 35 ↓ -18.6%

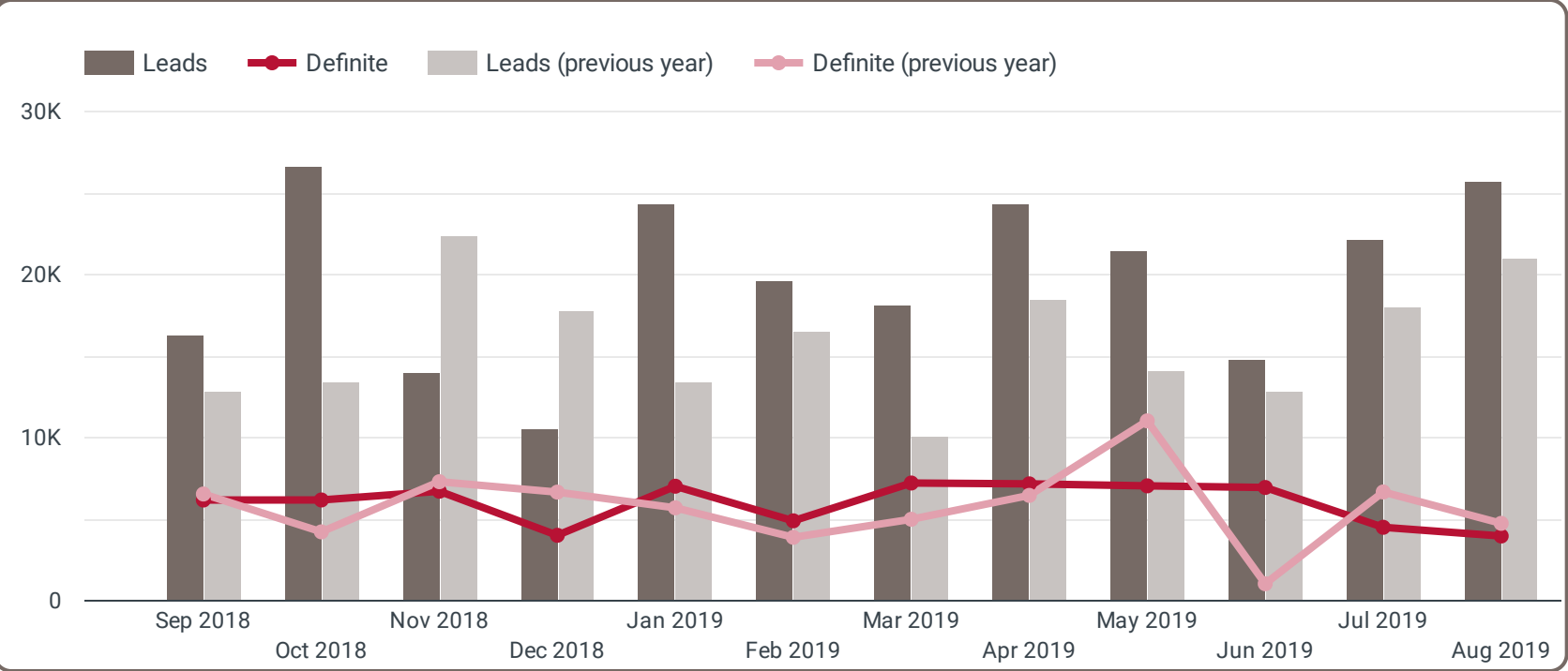
## Sales Leads and Outreach - Fiscal Year 19-20

Sales Leads Issued 179 ↑ 7.8%	Room Nights (Leads) 47,964 ↑ 22.9%	Leads Turned Definite 62 ↓ -29.5%	Room Nights (Definite) 8,729 ↓ -38.2%	Estimated Total Revenue \$1,815,664 ↓ -38.5%	
P2P Outreach 2,221 ↑ 2.9%	Indirect Outreach 43,295 ↑ 311.1%	Group Events 75 ↑ 8.7%	Room Nights Generated 9,677 ↑ 12.2%	Actualized Revenue \$3,450,209 ↑ 93.2%	Groups Served 72 ↓ -2.7%

## Sales Leads vs. Definite

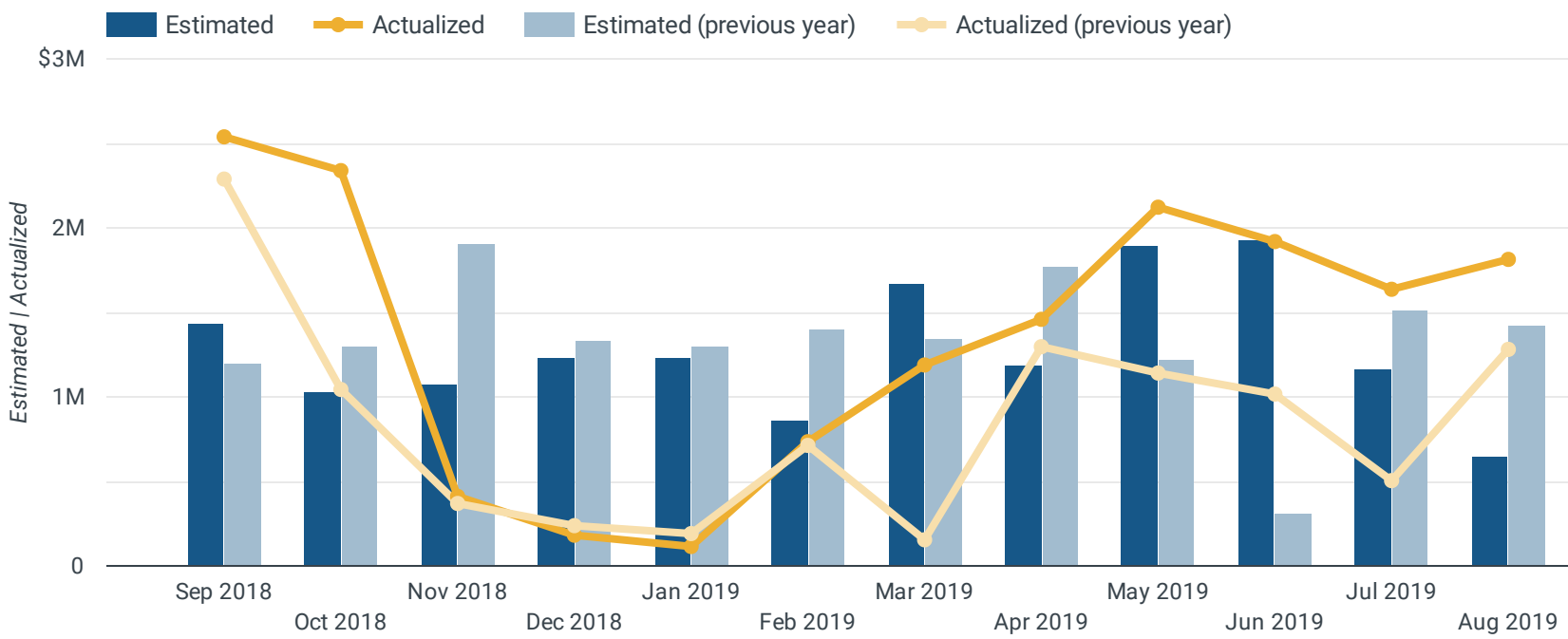


## Room Nights Represented in Leads vs. Definite



# Sales Department Performance Report

## Estimated vs. Actualized Revenue



## Sales Outreach 2018 by Month

	Month of Year ▾	Person-to-Person Outreach		% Δ	Indirect Outreach		% Δ
1.	Aug 2019	1,161		-2.8%	36,255		281.1%
2.	Jul 2019	1,060		9.8%	7,040		591.6%
3.	Jun 2019	954		8.8%	15,929		45.0%
4.	May 2019	1,161		26.2%	5,010		-57.5%
5.	Apr 2019	1,064		-3.4%	12,346		185.0%
6.	Mar 2019	1,042		1.8%	0		-100.0%
7.	Feb 2019	919		-20.7%	3,630		-70.2%
8.	Jan 2019	1,099		-5.3%	14,667		325.9%
9.	Dec 2018	1,138		19.8%	880		-92.4%

## Group Events by Month and Room Nights Generated

	Month of Year ▾	Group Events This Month		% Δ	Room Nights Generated		% Δ
1.	Aug 2019	36		-12.2%	4,815		-28.4%
2.	Jul 2019	39		39.3%	4,071		114.9%
3.	Jun 2019	46		27.8%	6,086		85.5%
4.	May 2019	53		39.5%	6,693		63.2%
5.	Apr 2019	53		43.2%	3,819		-6.1%
6.	Mar 2019	39		77.3%	5,884		59.8%
7.	Feb 2019	19		35.7%	3,295		26.1%
8.	Jan 2019	10		66.7%	785		0.4%
9.	Dec 2018	17		6.3%	819		19.6%

# Marketing Department Performance Report

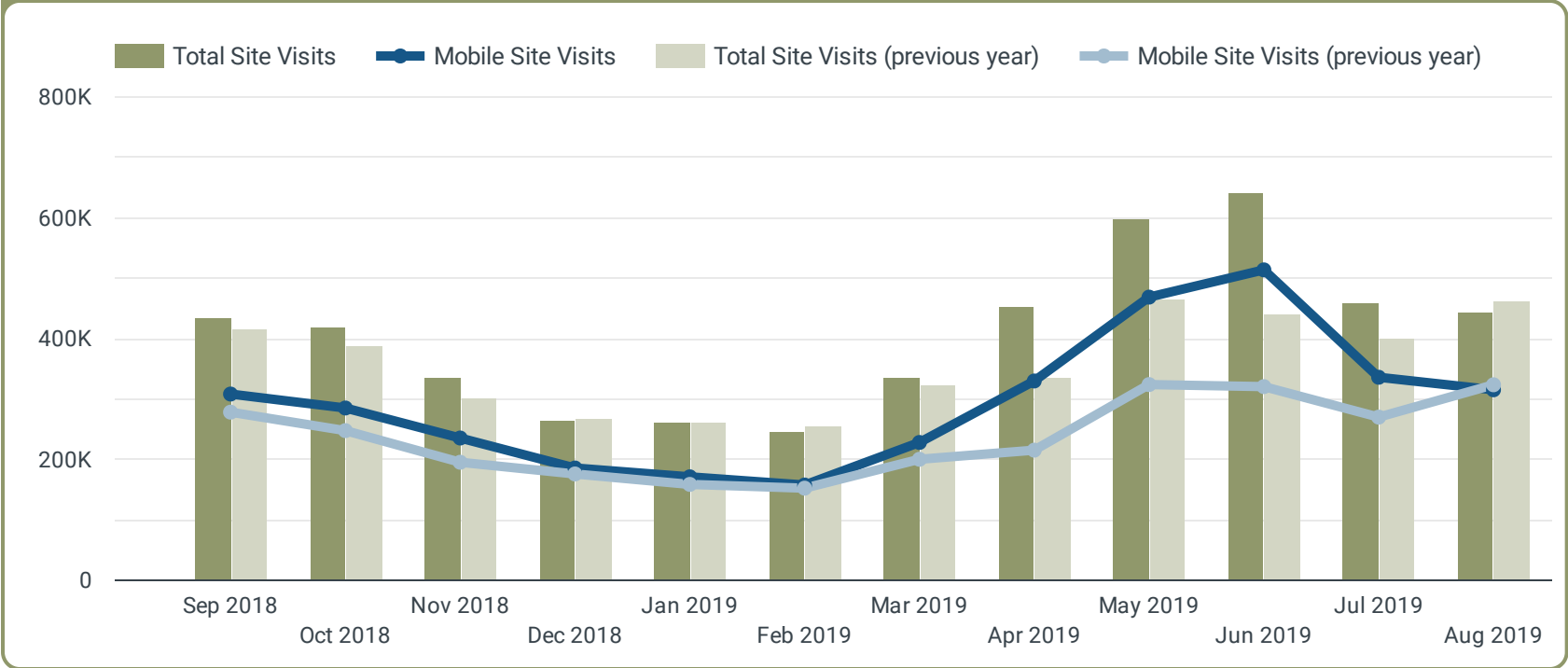
## Marketing Metrics Overview - August 2019

Website Visits 447,120 ↓ -3.7%	Mobile Site Visits 318,490 ↓ -1.5%	aRes - Room Nights 93 ↓ -36.3%	aRes - Room Revenue \$15,138 ↓ -38.3%	Total Facebook Fans 291,606 ↑ 5.4%
PR Publicity Value \$13,706,584 (July) ↑ 809.4%	PR Estimated Impressions 163,479,610 (July) ↑ 84.5%	Significant Placements 42 (July) ↑ 50.0%	Media Touchpoints 73 ↑ 62.2%	Video Views 43,009 ↓ -73.0%

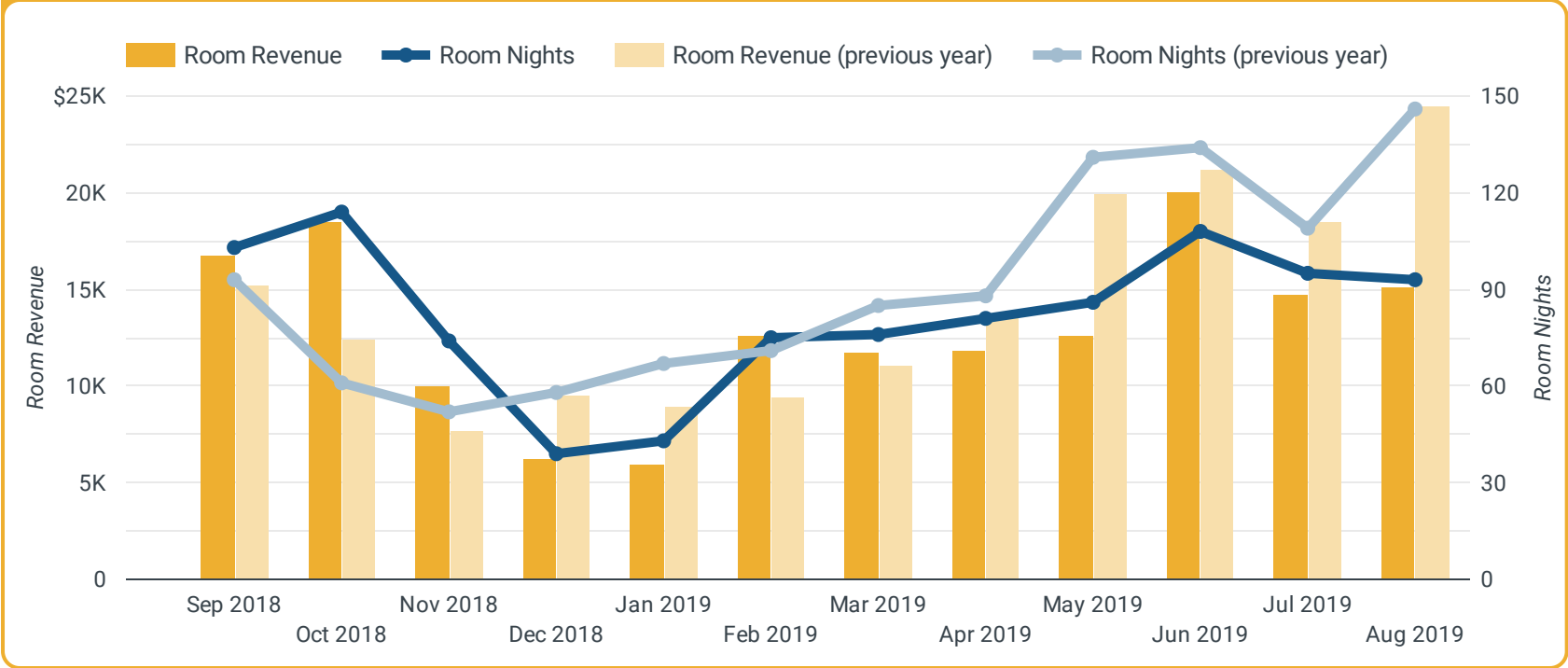
## Marketing Metrics Overview - Fiscal Year 19-20

Website Visits 907,781 ↑ 5.0%	Mobile Site Visits 652,947 ↑ 10.3%	aRes - Room Nights 188 ↓ -26.3%	aRes - Room Revenue \$29,891 ↓ -30.5%	Avg. Total Facebook Fans 291,051 ↑ 5.4%
PR Publicity Value \$13,706,584 ↑ 809.4%	PR Estimated Impressions 163.48M ↑ 84.5%	Significant Placements 42 ↑ 50.0%	Media Touchpoints 118 ↑ 38.8%	Video Views 92,214 ↓ -51.4%

## ExploreAsheville.com Web Stats



## Online Reservation (aRes) Data



# Marketing Department Performance Report

## Print & Broadcast Value & Impressions

	Month of Year ▾	Publicity Value - Print/Broadcast	% Δ	Editorial Impressions - Print/Broadcast	% Δ
1.	Jul 2019	\$13,650,534	848%	12,607,939	306.81%
2.	Jun 2019	\$12,356,822	3,153%	6,957,613	590.13%
3.	May 2019	\$418,473	-59%	919,227	-76.21%
4.	Apr 2019	\$1,530,658	-16%	4,192,779	-22.61%
5.	Mar 2019	\$3,565,638	21%	3,768,514	28.25%
6.	Feb 2019	\$3,802,323	25,395%	3,356,028	364.05%
7.	Jan 2019	\$3,976,063	7,776%	2,012,651	36.88%

## Online Publicity Value and Impressions

	Month of Year ▾	Publicity Value - Online	% Δ	Estimated Impressions - Online	% Δ
1.	Jul 2019	\$56,050	-17%	150,871,671	84.51%
2.	Jun 2019	\$121,871	127%	167,438,295	162.98%
3.	May 2019	\$42,098	-74%	68,077,027	-75.05%
4.	Apr 2019	\$57,463	-78%	74,828,172	-86.68%
5.	Mar 2019	\$52,740	-64%	137,203,027	-45.41%
6.	Feb 2019	\$90,335	-74%	131,114,630	-70.41%
7.	Jan 2019	\$54,791	-90%	173,796,856	-54.65%

## Media Placements & Touchpoints

	Month of Year ▾	Media Touchpoints / Interactions	% Δ	Significant Placements	% Δ
1.	Jul 2019	45	12.5%	42	50.0%
2.	Jun 2019	69	0.0%	49	44.1%
3.	May 2019	52	-24.6%	22	-57.7%
4.	Apr 2019	94	-15.3%	29	123.1%
5.	Mar 2019	51	-26.1%	27	-32.5%
6.	Feb 2019	37	19.4%	24	-27.3%
7.	Jan 2019	98	-7.5%	42	31.3%

## Facebook Fans & Video Views (All Platforms)

	Month of Year ▾	Total Facebook Fans	% Δ	Video Views	% Δ
1.	Aug 2019	291,606	5.4%	43,009	-73.0%
2.	Jul 2019	290,495	5.4%	49,205	60.1%
3.	Jun 2019	289,137	5.1%	77,507	82.5%
4.	May 2019	287,658	5.2%	317,862	454.2%
5.	Apr 2019	285,726	5.5%	549,234	803.7%
6.	Mar 2019	283,612	5.2%	66,965	-10.8%
7.	Feb 2019	282,893	5.1%	13,909	-86.2%

# 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.



## 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 reported for the previous month. 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.