

# Destination Performance Report



## Lodging & Visitor Overview - May 2020

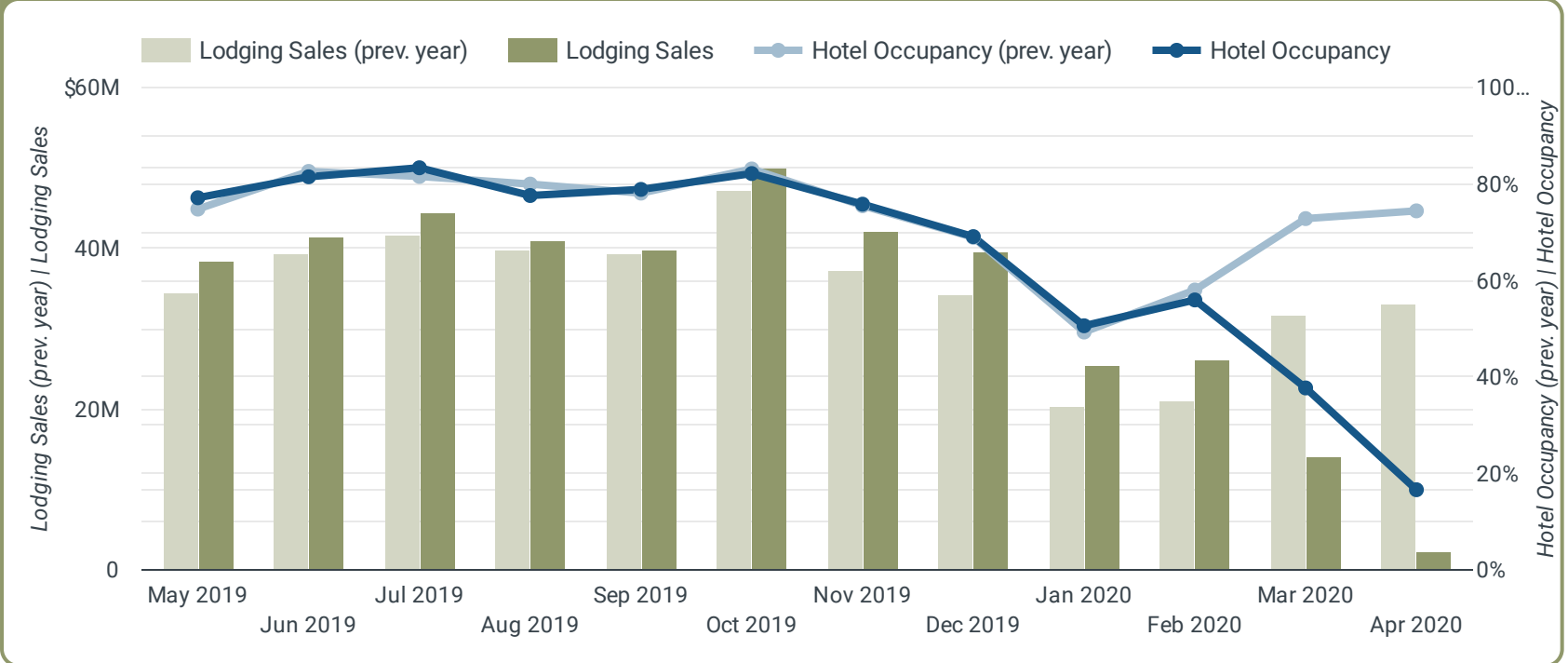
Lodging Sales <b>\$2,343,176</b> (April) ↓ -92.9%	Hotel Occupancy* <b>16.6%</b> (April) ↓ -77.7%	Hotel Demand* <b>32,285</b> (April) ↓ -81.8%	Hotel ADR* <b>\$70.72</b> (April) ↓ -51.8%	Hotel RevPAR* <b>\$11.75</b> (April) ↓ -89.2%
Airport Passengers <b>2,368</b> (April) ↓ -98.1%	Asheville Visitor Center <b>304</b> ↓ -98.5%	Pack Sq Visitor Center <b>0</b> ↓ -100.0%	Black Mtn Visitor Center <b>211</b> ↓ -91.1%	Travel Guide Requests <b>1,314</b> ↓ -75.7%

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

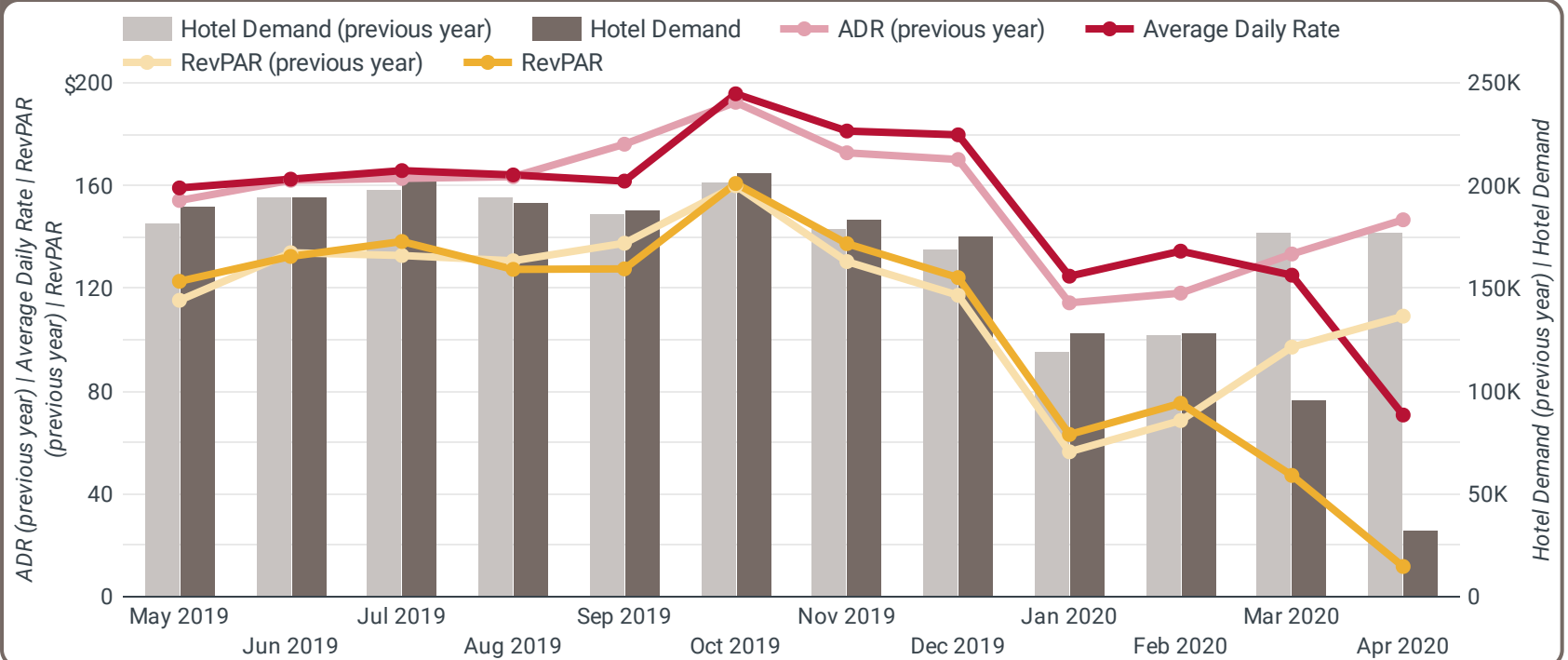
Lodging Sales <b>\$325,349,699</b> ↓ -5.9%	Hotel Occupancy* <b>63.7%</b> ↓ -11.9%	Hotel Demand* <b>1,537,565</b> ↓ -11.3%	Hotel ADR* <b>\$161.97</b> ↑ 2.4%	Hotel RevPAR* <b>\$103.17</b> ↓ -9.8%
Airport Passengers <b>1,183,359</b> ↑ 11.6%	Asheville Visitor Center <b>147,253</b> ↓ -19.3%	Pack Sq Visitor Center <b>4,016</b> ↓ -34.5%	Black Mtn Visitor Center <b>18,729</b> ↓ -16.9%	Travel Guide Requests <b>24,784</b> ↓ -34.6%

## Lodging Sales and Hotel Occupancy\*

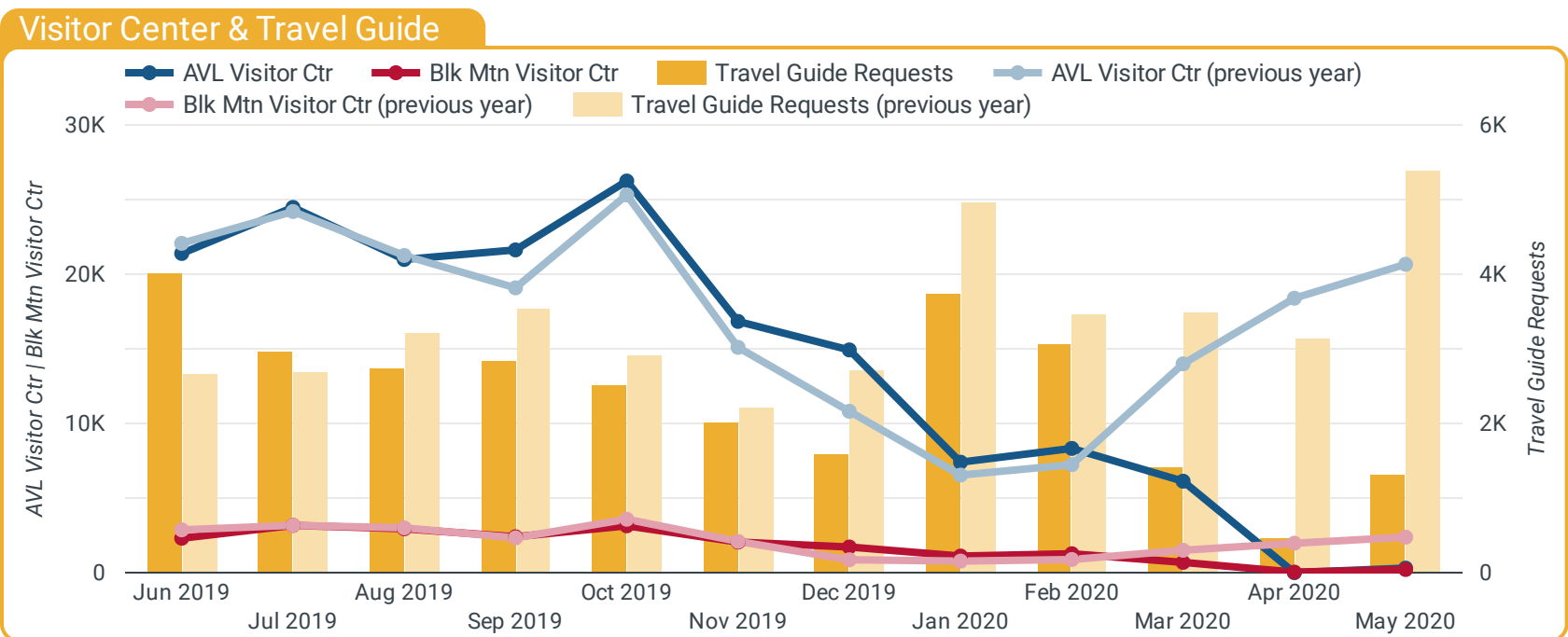
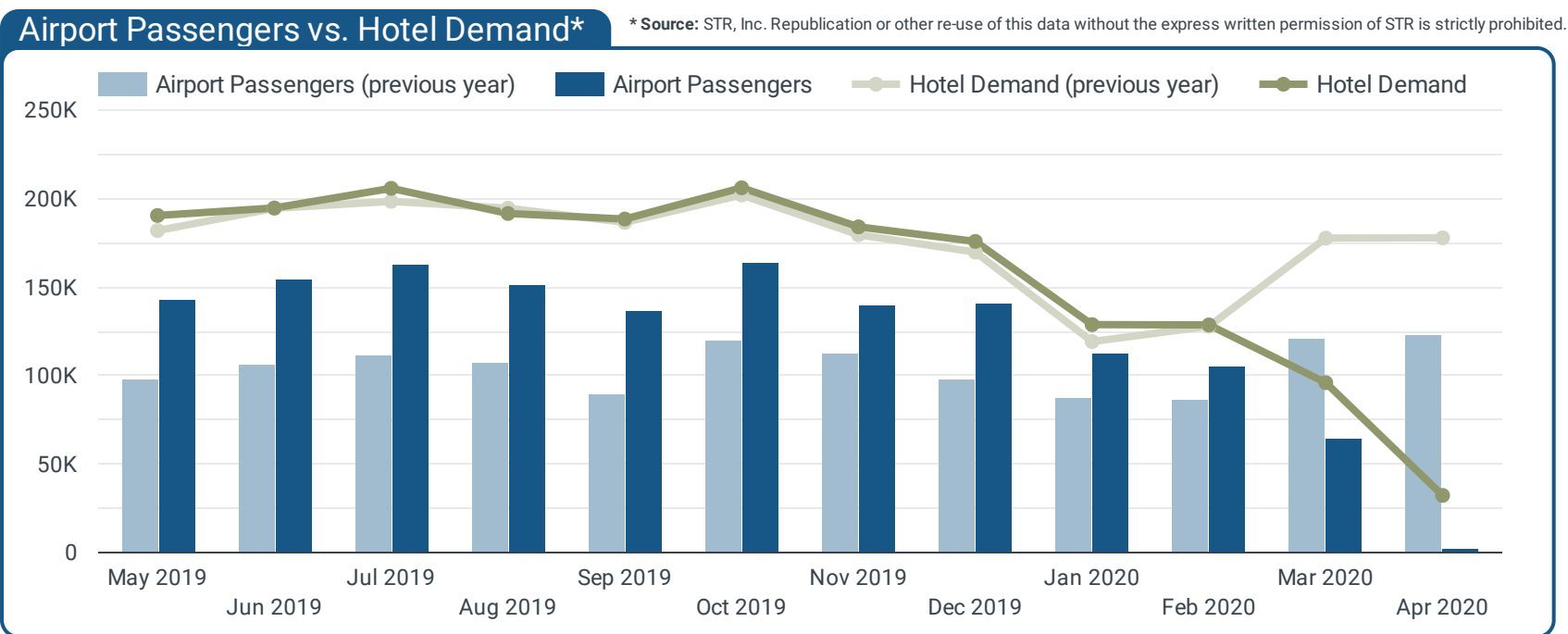
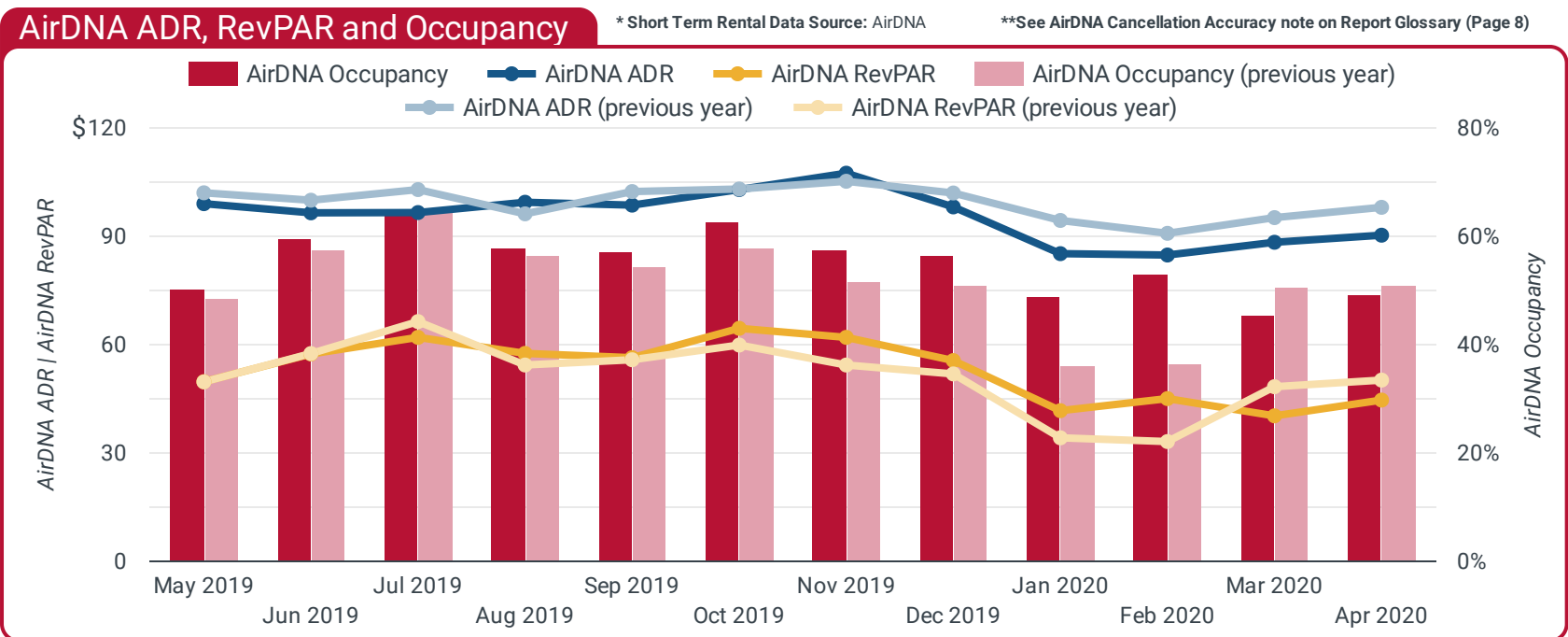
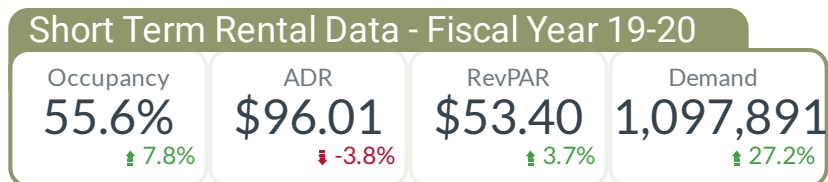
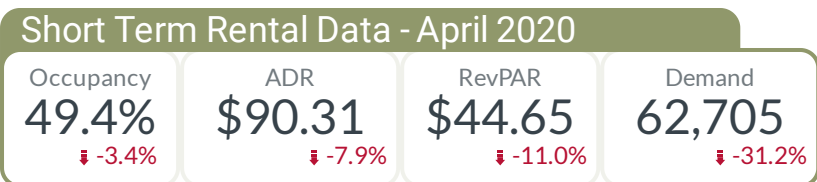
\*Source: STR, Inc. Republication or other re-use of this data without the express written permission of STR is strictly prohibited.



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



# Destination Performance Report



# Sales Department Performance Report



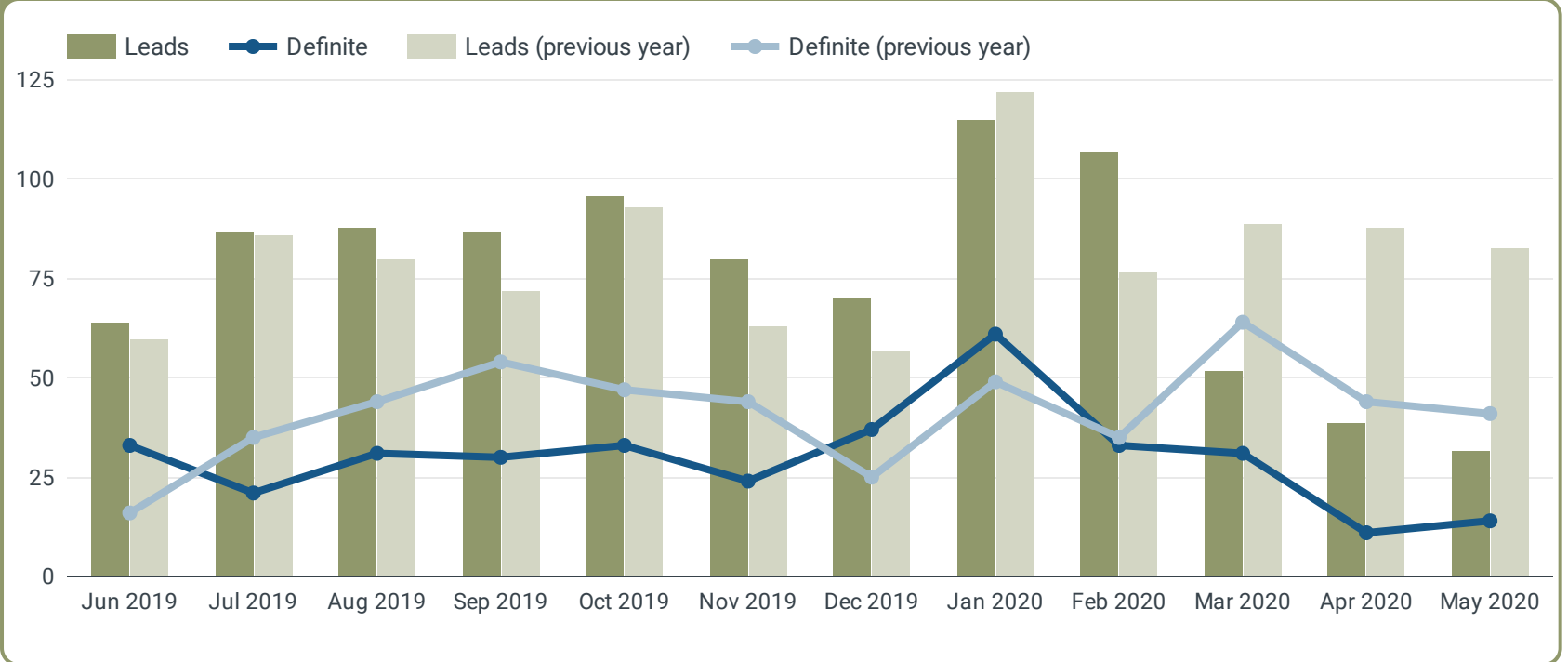
## Sales Leads and Outreach - May 2020

Sales Leads Issued <b>32</b> ↓ -61.4%	Room Nights (Leads) <b>7,358</b> ↓ -65.7%	Leads Turned Definite <b>16</b> ↓ -61.9%	Room Nights (Definite) <b>1,127</b> ↓ -83.3%	Estimated Revenue <b>\$212,273</b> ↓ -88.5%	
P2P Outreach <b>927</b> ↓ -20.2%	Indirect Outreach <b>12,458</b> ↑ 148.7%	Group Events <b>0</b> ↓ -100.0%	Room Nights Generated <b>0</b> ↓ -100.0%	Actualized Revenue <b>\$0</b> ↓ -100.0%	Groups Served <b>10</b> ↓ -81.1%

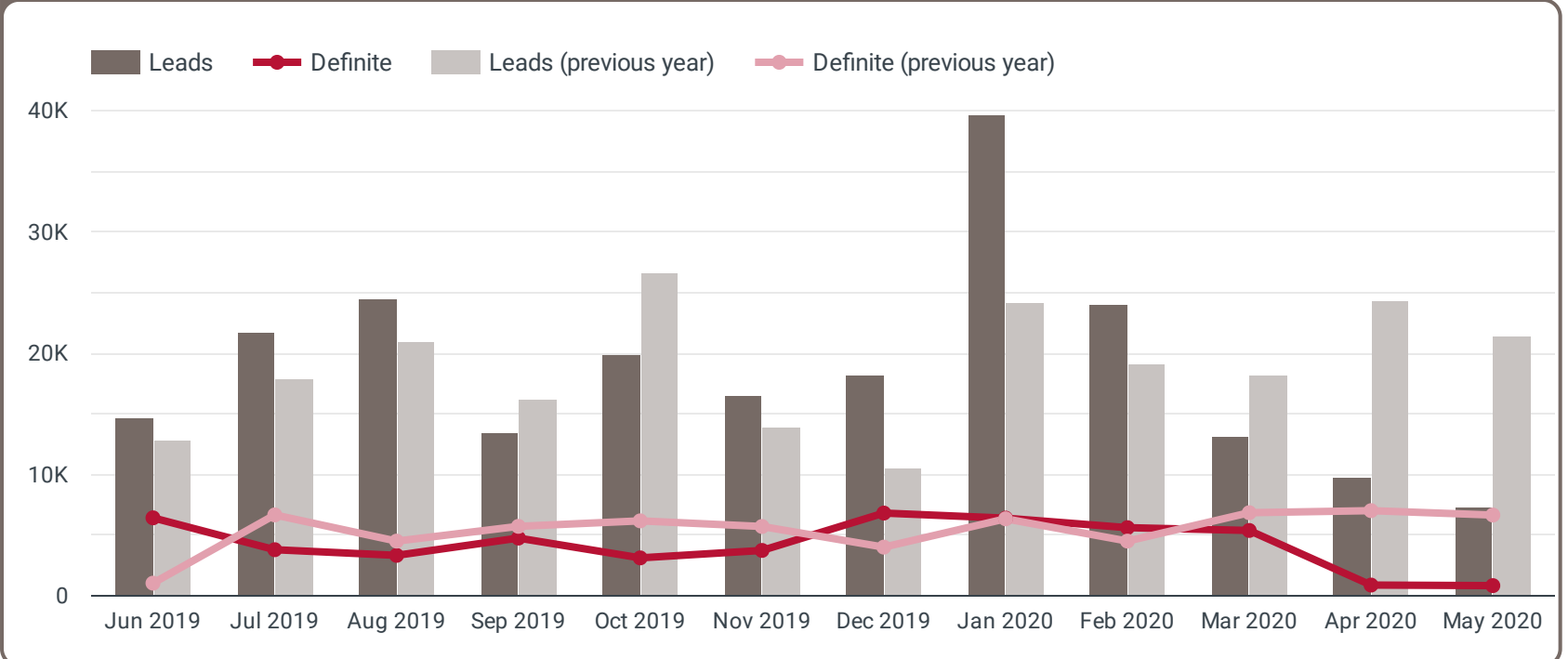
## Sales Leads and Outreach - Fiscal Year 19-20

Sales Leads Issued <b>853</b> ↓ -6.3%	Room Nights (Leads) <b>208,735</b> ↓ -2.5%	Leads Turned Definite <b>356</b> ↓ -29.2%	Room Nights (Definite) <b>50,145</b> ↓ -27.6%	Estimated Total Revenue <b>\$12,379,121</b> ↓ -10.4%	
P2P Outreach <b>10,674</b> ↓ -10.7%	Indirect Outreach <b>135,114</b> ↑ 103.1%	Group Events <b>330</b> ↓ -21.8%	Room Nights Generated <b>37,827</b> ↓ -22.0%	Actualized Revenue <b>\$11,543,432</b> ↓ -10.3%	Groups Served <b>299</b> ↓ -26.5%

## Sales Leads vs. Definite



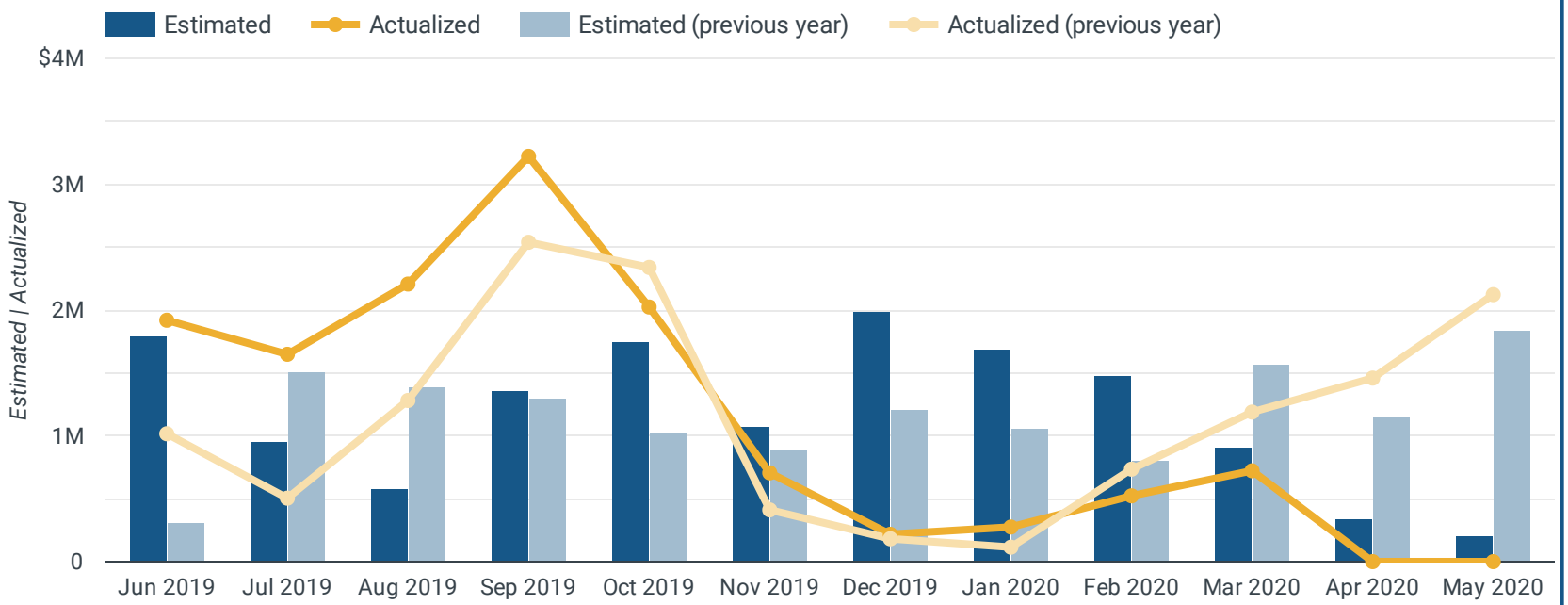
## Room Nights Represented in Leads vs. Definite



# 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.	May 2020	927	-20.2%	12,458	148.7%
2.	Apr 2020	682	-35.9%	217	-98.2%
3.	Mar 2020	783	-24.9%	26,435	null
4.	Feb 2020	907	-1.3%	5,062	39.4%
5.	Jan 2020	873	-20.6%	13,239	-9.7%
6.	Dec 2019	988	-13.2%	5,835	563.1%
7.	Nov 2019	1,095	5.4%	362	-86.0%
8.	Oct 2019	1,136	-4.1%	9,552	-30.5%
9.	Sep 2019	1,062	-7.0%	18,659	495.9%

## Group Events by Month and Room Nights Generated

	Month of Year ▾	Group Events This Month	% Δ	Room Nights Generated	% Δ
1.	May 2020	0	-100.0%	0	-100.0%
2.	Apr 2020	0	-100.0%	0	-100.0%
3.	Mar 2020	17	-56.4%	3,785	-35.7%
4.	Feb 2020	18	-5.3%	2,383	-27.7%
5.	Jan 2020	11	10.0%	1,572	100.3%
6.	Dec 2019	24	41.2%	995	21.5%
7.	Nov 2019	41	-14.6%	2,796	42.4%
8.	Oct 2019	72	12.5%	5,611	-8.7%
9.	Sep 2019	52	-1.9%	5,321	-49.5%

# Marketing Department Performance Report



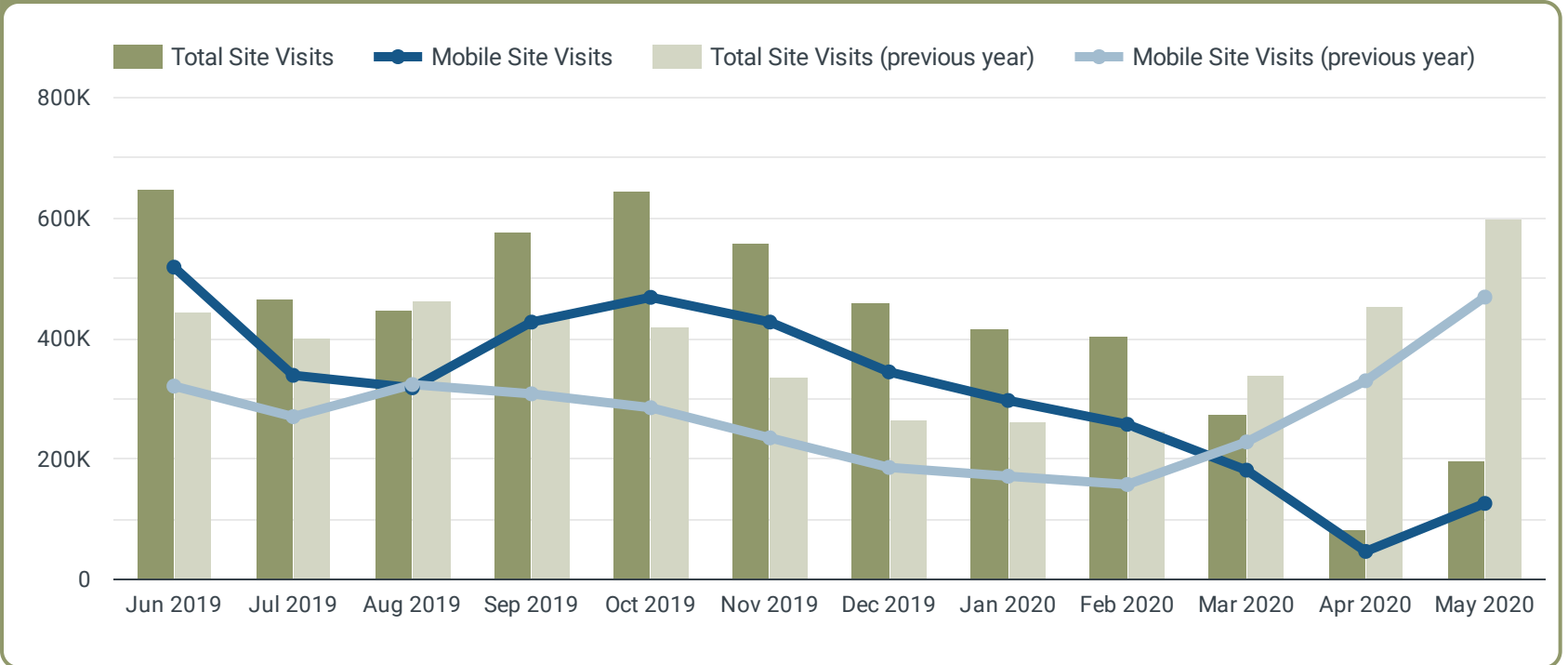
## Marketing Metrics Overview - May 2020

Website Visits <b>198,119</b> ↓ -66.9%	Mobile Site Visits <b>127,042</b> ↓ -72.9%	aRes - Room Nights <b>-2</b> ↓ -102.3%	aRes - Room Revenue <b>-\$1,130</b> ↓ -108.9%	Total Facebook Fans <b>297,395</b> ↑ 3.4%
PR Publicity Value <b>\$461,838</b> ↑ 0.3%	PR Estimated Impressions <b>249,157,044</b> ↑ 261.1%	Significant Placements <b>19</b> ↓ -13.6%	Media Touchpoints <b>18</b> ↓ -65.4%	Video Views <b>108,434</b> ↓ -65.9%

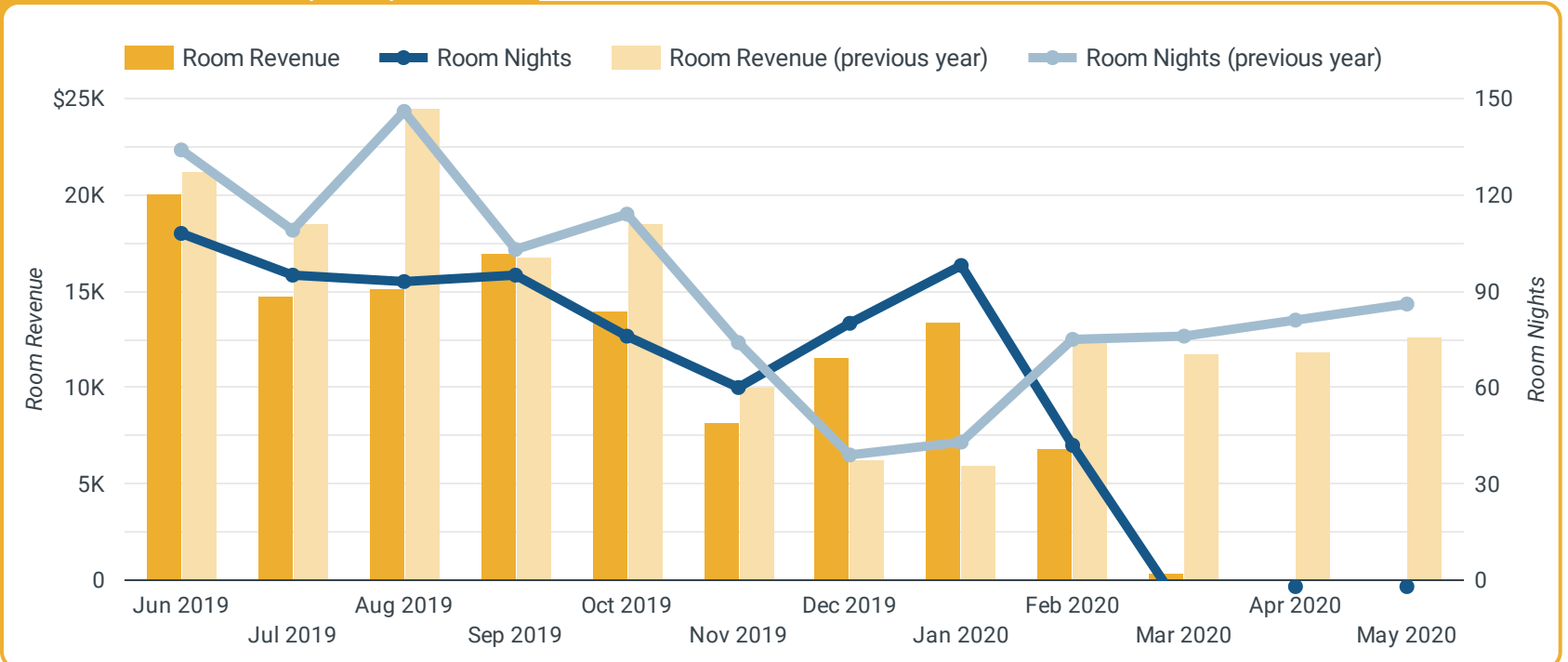
## Marketing Metrics Overview - Fiscal Year 19-20

Website Visits <b>4,537,145</b> ↑ 7.4%	Mobile Site Visits <b>3,238,927</b> ↑ 9.3%	aRes - Room Nights <b>625</b> ↓ -33.9%	aRes - Room Revenue <b>\$99,750</b> ↓ -33.4%	Avg. Total Facebook Fans <b>295,130</b> ↑ 4.9%
PR Publicity Value <b>\$57,427,151</b> ↑ 55.4%	PR Estimated Impressions <b>2,626,501,895</b> ↑ 15.4%	Significant Placements <b>338</b> ↓ -38.9%	Media Touchpoints <b>568</b> ↓ -12.1%	Video Views <b>691,716</b> ↓ -54.9%

## 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.	May 2020	(Incomplete/Missing Data) \$0	-100%	3,498,303	280.57%
2.	Apr 2020	\$86,306	-94%	404,247	-90.36%
3.	Mar 2020	\$72,459	-98%	207,322	-94.5%
4.	Feb 2020	\$2,184,627	-43%	2,745,137	-18.2%
5.	Jan 2020	\$7,089,918	78%	7,731,691	284.15%
6.	Dec 2019	\$2,084,156	305%	7,300,942	126.45%
7.	Nov 2019	\$2,876,362	-78%	4,831,648	12.36%

## Online Publicity Value and Impressions

	Month of Year ▾	Publicity Value - Online	% Δ	Estimated Impressions - Online	% Δ
1.	May 2020	\$461,838	997%	245,658,741	261.12%
2.	Apr 2020	\$1,028,820	1,690%	547,244,701	593.04%
3.	Mar 2020	\$1,109,518	2,004%	590,169,197	318.79%
4.	Feb 2020	\$61,144	-32%	196,553,669	48.21%
5.	Jan 2020	\$238,144	335%	107,574,210	-34.41%
6.	Dec 2019	\$54,371	-84%	107,315,409	-72.48%
7.	Nov 2019	\$150,450	28%	183,376,713	-6.04%

## Media Placements & Touchpoints

	Month of Year ▾	Media Touchpoints / Interactions	% Δ	Significant Placements	% Δ
1.	May 2020	18	-65.4%	19	-13.6%
2.	Apr 2020	29	-69.1%	31	6.9%
3.	Mar 2020	72	41.2%	28	3.7%
4.	Feb 2020	39	5.4%	21	-12.5%
5.	Jan 2020	77	-21.4%	37	-11.9%
6.	Dec 2019	40	-28.6%	24	-75.8%
7.	Nov 2019	41	7.9%	38	-41.5%

## Facebook Fans & Video Views (All Platforms)

	Month of Year ▾	Total Facebook Fans	% Δ	Video Views	% Δ
1.	May 2020	297,395	3.4%	108,434	-65.9%
2.	Apr 2020	297,151	4.0%	112,659	-79.5%
3.	Mar 2020	297,029	4.7%	37,944	-43.3%
4.	Feb 2020	296,946	5.0%	46,710	235.8%
5.	Jan 2020	296,662	5.0%	66,910	108.1%
6.	Dec 2019	296,171	5.1%	43,197	204.1%
7.	Nov 2019	295,678	5.2%	44,717	-29.0%

# 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.

\*\* **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.