Destination Performance Report

ASHEVILLE

Lodging & Visitor Overview - March 2021

Lodging Sales	Hotel Occupancy*	Hotel Demand*	Hotel ADR*	Hotel RevPAR*
$23,577,360	44.5%	108,109	$115.99	$51.61
(February) ▼ -11.7%	(February) ▼ -20.7%	(February) ▼ -16.5%	(February) ▼ -13.5%	(February) ▼ -31.4%

Airport Passengers	Asheville Visitor Center	Pack Sq Visitor Center	Black Mtn Visitor Center	Travel Guide Requests
45,617	6,134	0	1,812	3,024
(February) ▼ -56.7%	▲ 0.1%	N/A	▲ 163.4%	▲ 112.7%

Lodging & Visitor Overview - Fiscal Year 20-21

Lodging Sales	Hotel Occupancy*	Hotel Demand*	Hotel ADR*	Hotel RevPAR*
$275,377,493	56.0%	1,171,152	$146.74	$82.16
▼ -11.0%	▼ -21.9%	▼ -17.1%	▼ -11.8%	▼ -31.1%

Airport Passengers	Asheville Visitor Center	Pack Sq Visitor Center	Black Mtn Visitor Center	Travel Guide Requests
454,298	58,748	0	19,299	19,213
▼ -59.3%	▼ -60.0%	▼ -100.0%	▲ 4.4%	▼ -16.5%

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.
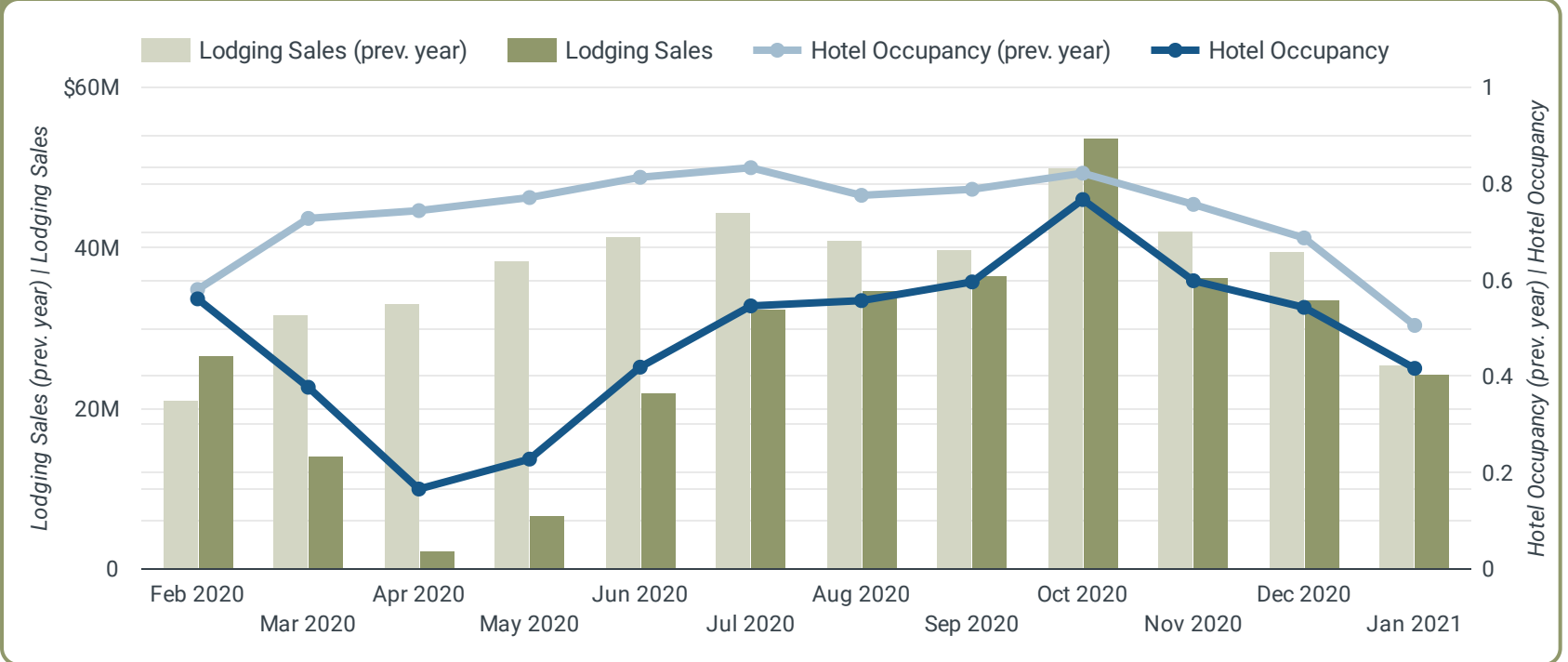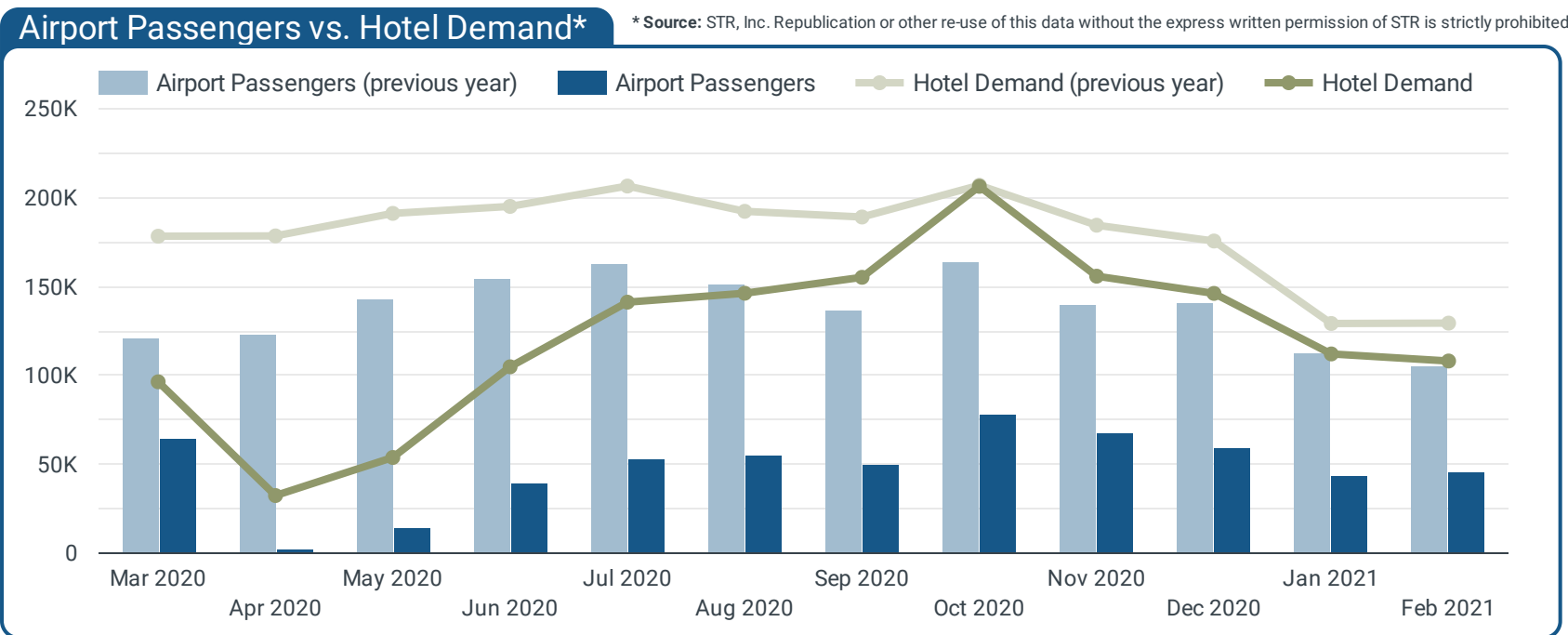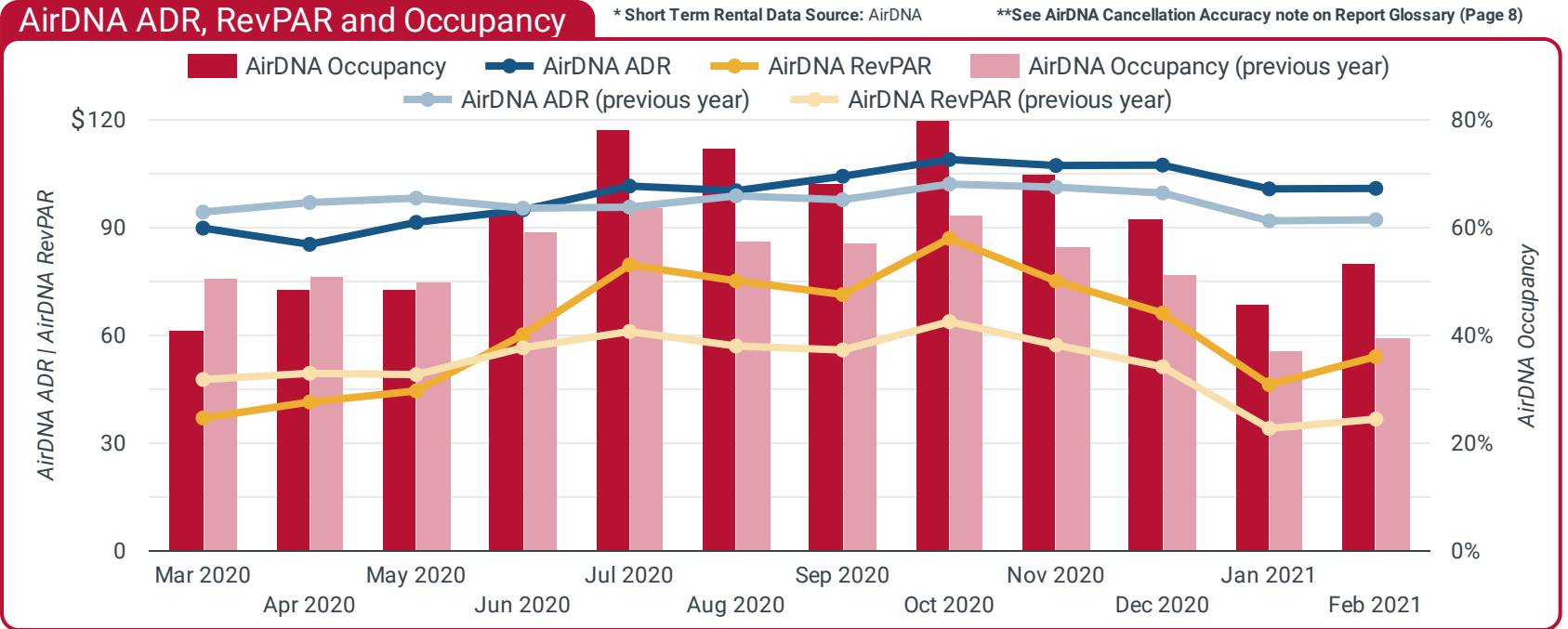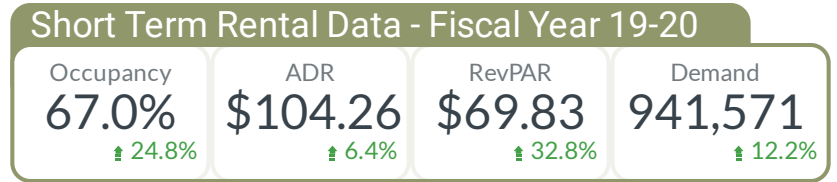

Hotel Demand*, Average Daily Rate* and Revenue Per Available Room*
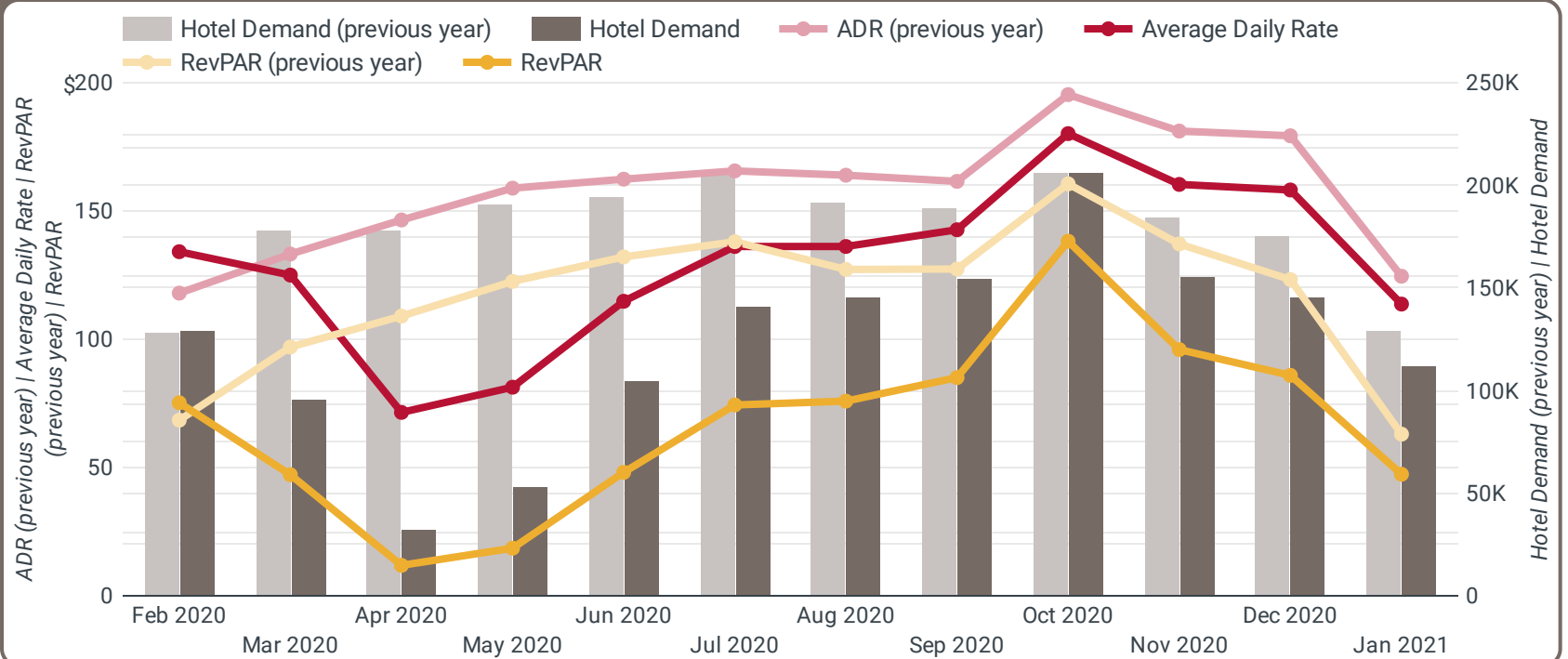
Destination Performance Report

ASHEVILLE

Short Term Rental Data - February 2021

Occupancy	ADR	RevPAR	Demand
53.6%	$100.92	$54.09	80,249
▲ 34.6%	▲ 9.5%	▲ 47.4%	▲ 17.1%

Short Term Rental Data - Fiscal Year 19-20

Occupancy	ADR	RevPAR	Demand
67.0%	$104.26	$69.83	941,571
▲ 24.8%	▲ 6.4%	▲ 32.8%	▲ 12.2%

AirDNA ADR, RevPAR and Occupancy

Airport Passengers vs. Hotel Demand*

Visitor Center & Travel Guide

Sales Department Performance Report

ASHEVILLE
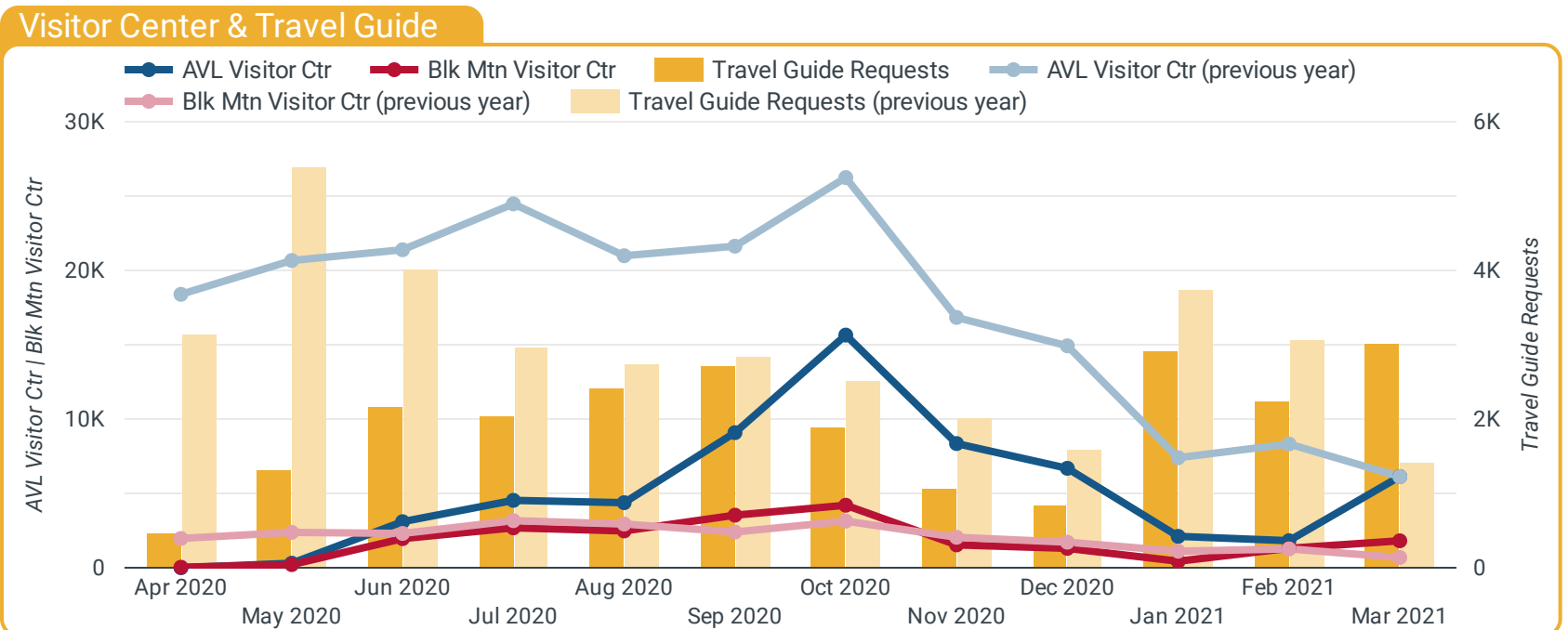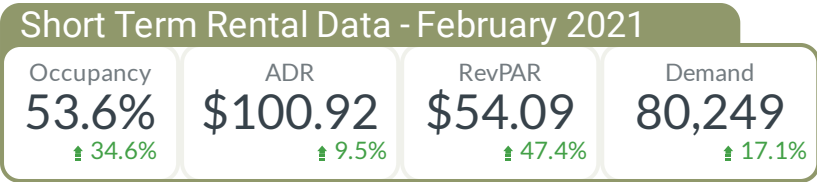
Sales Leads and Outreach - March 2021

Sales Leads Issued	Room Nights (Leads)	Leads Turned Definite	Room Nights (Definite)	Estimated Revenue
61	12,230	32	2,012	$507,175
▲ 17.3%	▼ -6.1%	▲ 68.4%	▲ 77.6%	▲ 123.5%

P2P Outreach	Indirect Outreach	Group Events	Room Nights Generated	Actualized Revenue	Groups Serviced
875	26,983	7	1,474	$206,879	11
▲ 11.7%	▲ 2.1%	▼ -58.8%	▼ -61.1%	▼ -71.4%	▼ -45.0%

Sales Leads and Outreach - Fiscal Year 20-21

Sales Leads Issued	Room Nights (Leads)	Leads Turned Definite	Room Nights (Definite)	Estimated Total Revenue
318	76,819	145	16,350	$4,032,142
▼ -59.3%	▼ -59.7%	▼ -37.2%	▼ -50.0%	▼ -55.6%

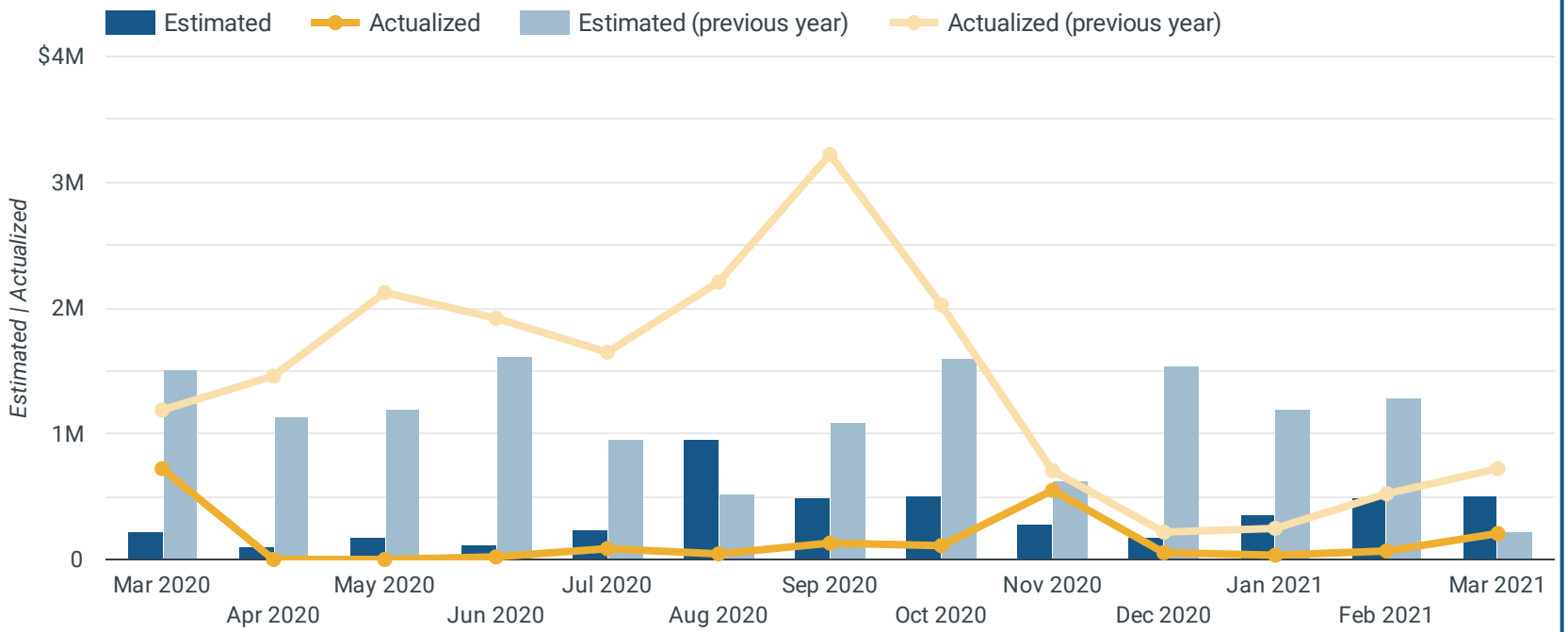| P2P Outreach	Indirect Outreach	Group Events	Room Nights Generated	Actualized Revenue	Groups Serviced
7,208	121,862	82	6,861	$1,283,226	121
▼ -20.5%	▼ -0.5%	▼ -73.5%	▼ -81.8%	▼ -88.9%	▼ -57.1%

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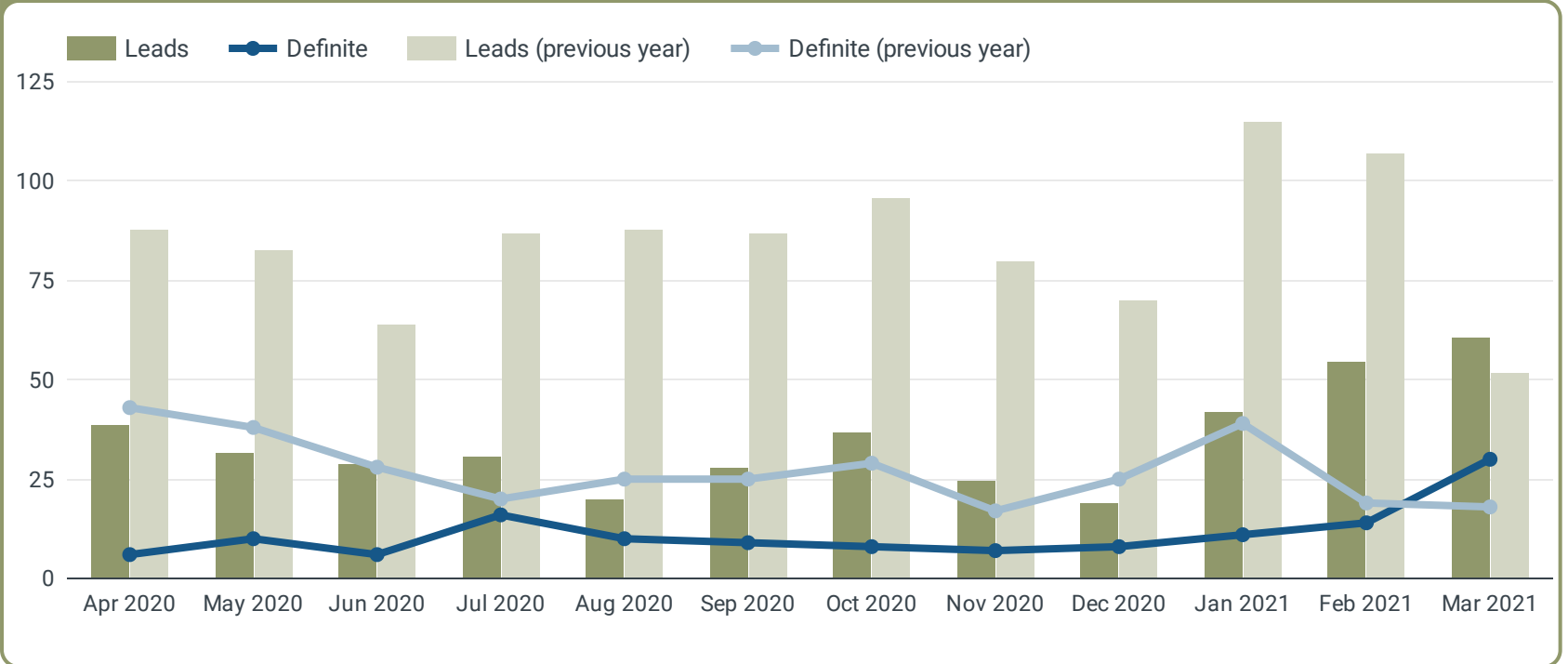
Room Nights Represented in Leads vs. Definite
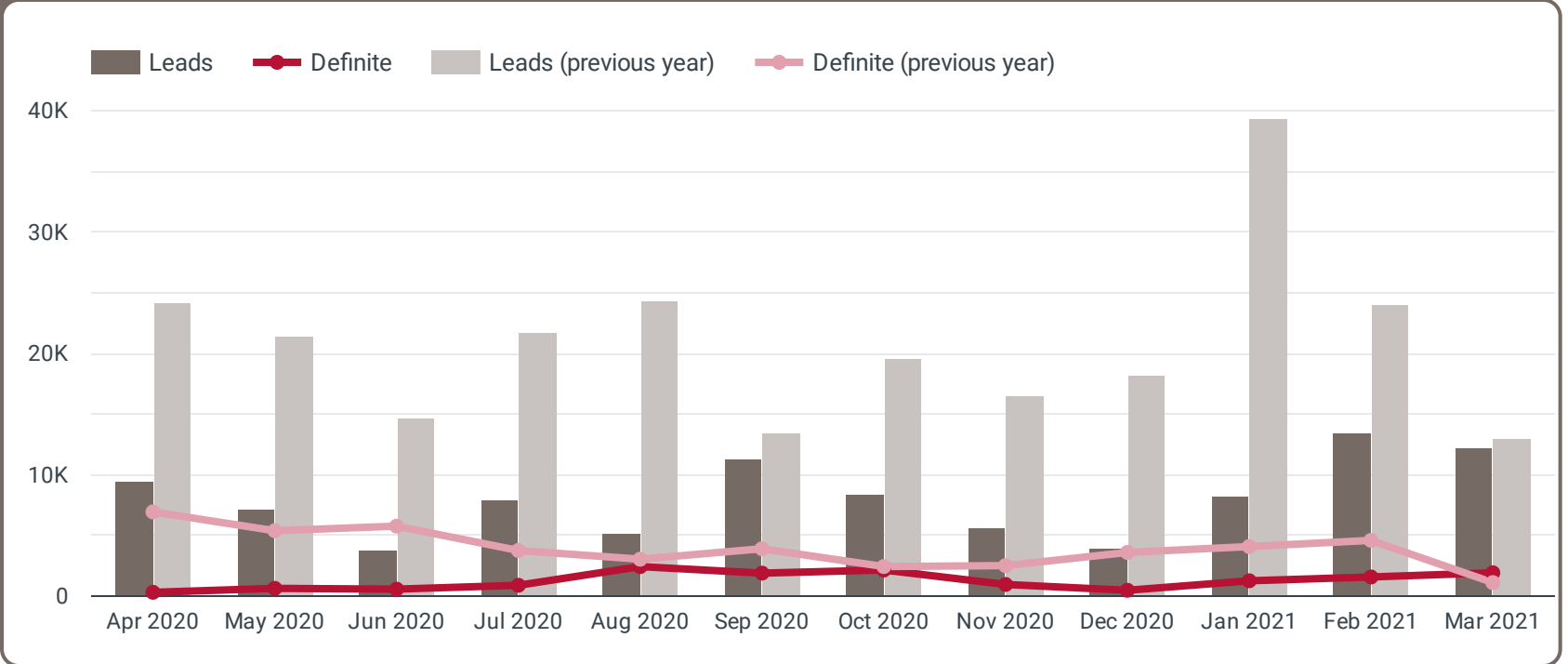
Sales Department Performance Report

Estimated vs. Actualized Revenue

Sales Outreach 2021 by Month

	Month of Year ▾	Person-to-Person Outreach	% Δ	Indirect Outreach	% Δ
1.	Mar 2021	875	11.7%	26,983	0.0
2.	Feb 2021	996	9.8%	12,628	1.5
3.	Jan 2021	856	-1.9%	23,467	0.8
4.	Dec 2020	734	-25.7%	12,759	1.2
5.	Nov 2020	757	-30.9%	17,150	46.4
6.	Oct 2020	918	-19.2%	7,653	-0.2
7.	Sep 2020	616	-42.0%	6,414	-0.7
8.	Aug 2020	646	-44.4%	14,771	-0.6
9.	Jul 2020	810	-23.6%	37	-1.0
10.	Jun 2020	471	-50.6%	8,900	-0.4

Group Events by Month and Room Nights Generated

	Month of Year ▾	Group Events This Month	% Δ	Room Nights Generated	% Δ
1.	Mar 2021	7	-58.8%	1,474	-61.1%
2.	Feb 2021	3	-83.3%	670	-71.9%
3.	Jan 2021	1	-90.9%	124	-92.1%
4.	Dec 2020	6	-75.0%	232	-76.7%
5.	Nov 2020	10	-75.6%	2,129	-23.9%
6.	Oct 2020	25	-65.3%	567	-89.9%
7.	Sep 2020	13	-75.0%	548	-89.7%
8.	Aug 2020	6	-83.3%	310	-93.6%
9.	Jul 2020	11	-71.8%	497	-87.8%
10.	Jun 2020	0	-100.0%	0	-100.0%

Marketing Department Performance Report

ASHEVILLE

Marketing Metrics Overview - March 2021

Website Visits	Mobile Site Visits	aRes - Room Nights	aRes - Room Revenue	Total Facebook Fans
521,356	373,422	71	$8,726	300,023
▲ 88.0%	▲ 103.8%	▲ 810.0%	▲ 3,012.2%	▲ 1.0%

PR Publicity Value	PR Estimated Impressions	Significant Placements	Media Touchpoints	Video Views
$1,861,235	902,956,605	41	30	22,627
▲ 57.5%	▲ 52.9%	▲ 46.4%	▼ -58.3%	▼ -40.4%

Marketing Metrics Overview - Fiscal Year 20-21

Website Visits	Mobile Site Visits	aRes - Room Nights	aRes - Room Revenue	Avg. Total Facebook Fans
3,990,559	2,798,265	516	$72,501	299,032
▼ -6.2%	▼ -8.7%	▼ -17.8%	▼ -29.9%	▲ 1.5%

PR Publicity Value	PR Estimated Impressions	Significant Placements	Media Touchpoints	Video Views
$18,520,285	7,546,289,935	317	513	361,831
▼ -66.8%	▲ 312.4%	▲ 10.1%	▼ -1.5%	▼ -23.1%

ExploreAsheville.com Web Stats
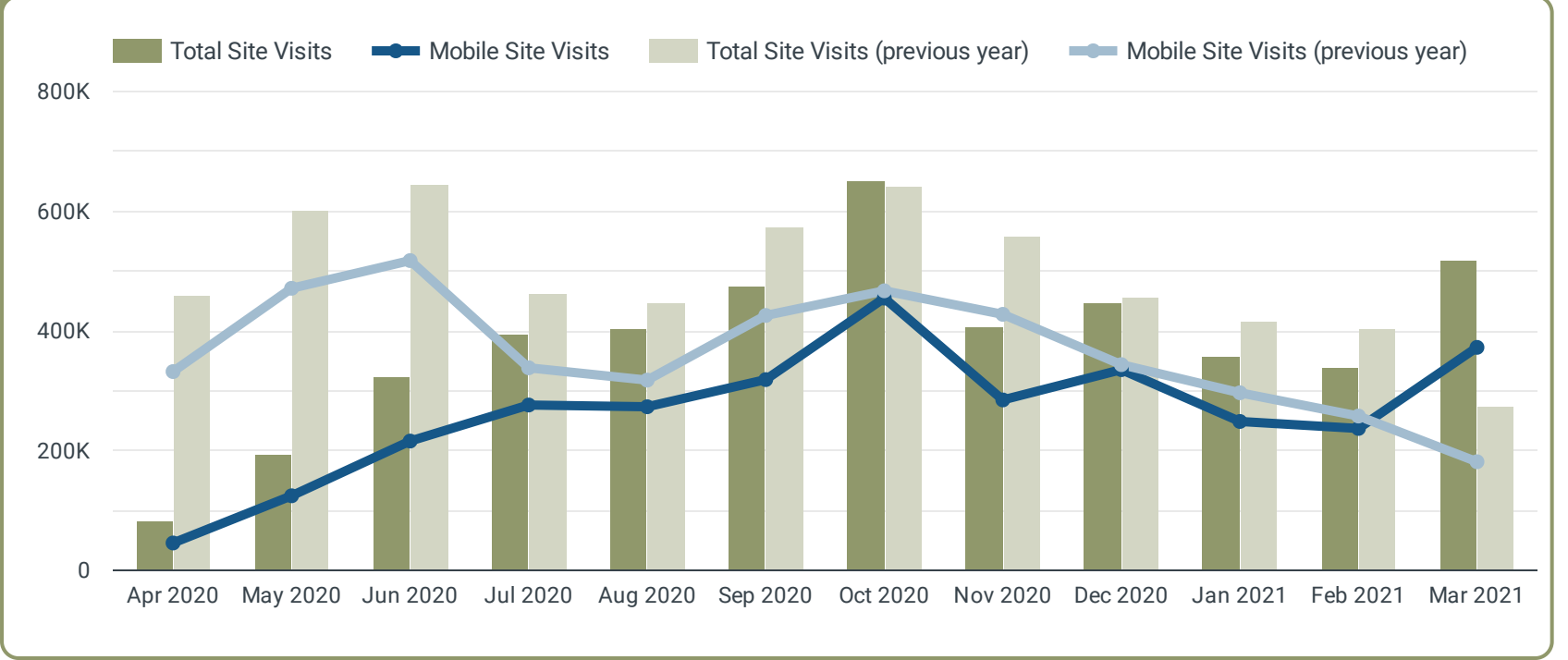
Online Reservation (aRes) Data

Marketing Department Performance Report

ASHEVILLE
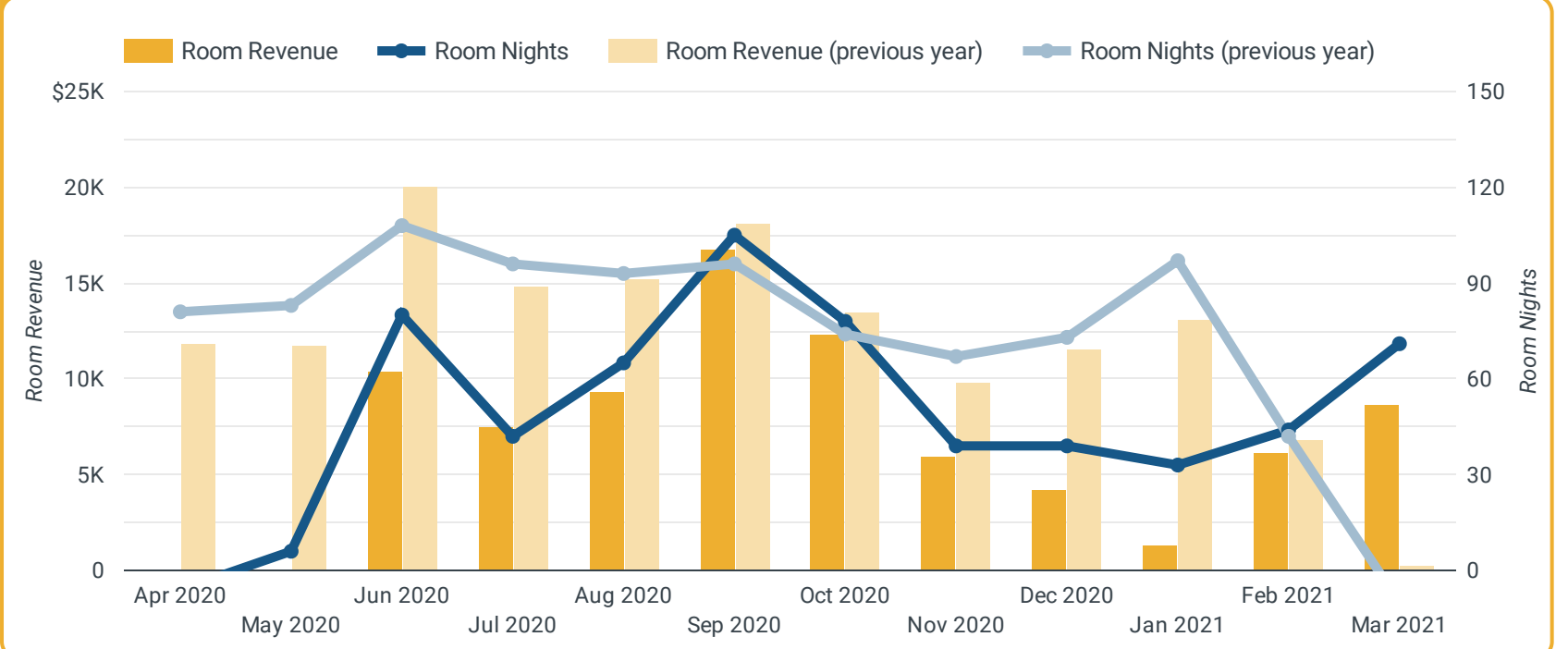
Print & Broadcast Value & Impressions

	Month of Year ▾	Publicity Value - Print/Broadcast	% Δ	Editorial Impressions - Print/Broadcast	% Δ
1.	Mar 2021	$168,396	132%	2,126,617	925.76%
2.	Feb 2021	$1,864,896	-15%	8,406,237	206.22%
3.	Jan 2021	$172,581	-98%	8,873,652	14.77%
4.	Dec 2020	$76,207	-96%	470,974	-93.55%
5.	Nov 2020	$43,979	-98%	175,847	-96.36%
6.	Oct 2020	$417,310	-98%	5,687,854	-60.86%
7.	Sep 2020	$131,426	-94%	747,759	-90.79%

Online Publicity Value and Impressions

	Month of Year ▾	Publicity Value - Online	% Δ	Estimated Impressions - Online	% Δ
1.	Mar 2021	$1,692,840	53%	900,829,988	52.95%
2.	Feb 2021	$1,426,820	2,234%	761,356,074	286.24%
3.	Jan 2021	$1,405,853	490%	747,794,055	556.23%
4.	Dec 2020	$1,863,214	3,327%	991,071,366	765.1%
5.	Nov 2020	$1,443,514	859%	767,826,179	308.06%
6.	Oct 2020	$1,029,825	560%	547,779,342	134.58%
7.	Sep 2020	$2,221,765	1,835%	1,181,790,034	602.66%

Media Placements & Touchpoints

	Month of Year ▾	Media Touchpoints / Interactions	% Δ	Significant Placements	% Δ
1.	Mar 2021	30	-58.3%	41	46.4%
2.	Feb 2021	77	97.4%	29	38.1%
3.	Jan 2021	53	-31.2%	22	-40.5%
4.	Dec 2020	64	60.0%	37	54.2%
5.	Nov 2020	37	-9.8%	31	-18.4%
6.	Oct 2020	127	54.9%	40	14.3%
7.	Sep 2020	52	0.0%	43	13.2%

Facebook Fans & Video Views (All Platforms)

	Month of Year ▾	Total Facebook Fans	% Δ	Video Views	% Δ
1.	Mar 2021	300,023	1.0%	22,627	-40.4%
2.	Feb 2021	299,753	0.9%	33,048	-29.2%
3.	Jan 2021	300,544	1.3%	40,088	-40.1%
4.	Dec 2020	299,322	1.1%	32,752	-24.2%
5.	Nov 2020	299,114	1.2%	25,690	-42.5%
6.	Oct 2020	298,735	1.5%	51,508	-20.1%
7.	Sep 2020	297,968	1.7%	42,161	-43.4%

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

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.