Eureka Springs Annual Report 2021

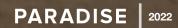


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Visitor Insights

The traveler has over 437 interactive touch points during the travel discovery and planning cycle.
50 of those occur during the booking period.

Skift 2021

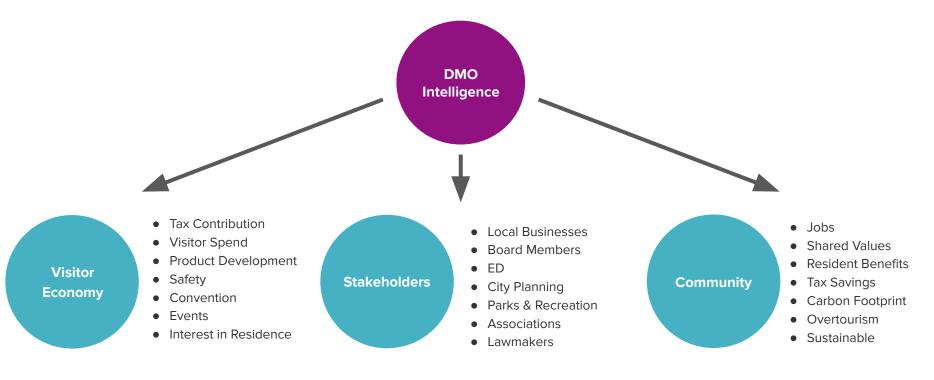
Digital Strategy and Execution

Omni-Channel Strategy - End-to-End Effectiveness

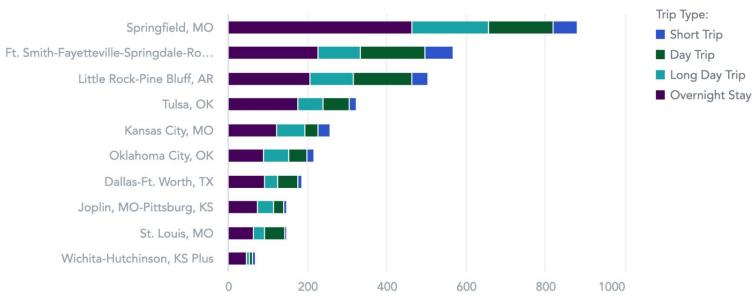
- Integrated experience across all touchpoints and channels
 - Content
 - Social
 - Media
 - Email
 - Creative
 - Campaigns
- Flexible, nimble, and adapt rapidly
- Leverage technology partners to layer in consumer motivators to begin **Audience Segmentation**



Destination Intelligence Focused



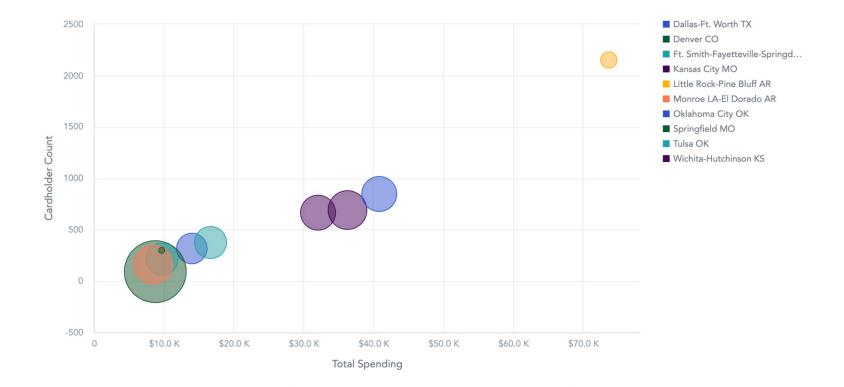
Geographic Feeder Markets



Location - Top 10 Origin Markets

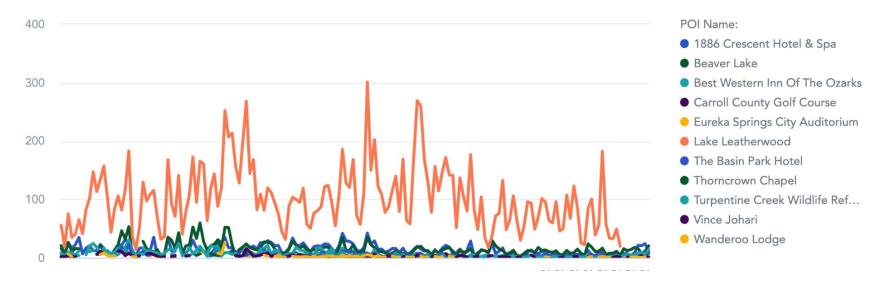
Location - Device Count

Markets - Spending by DMA

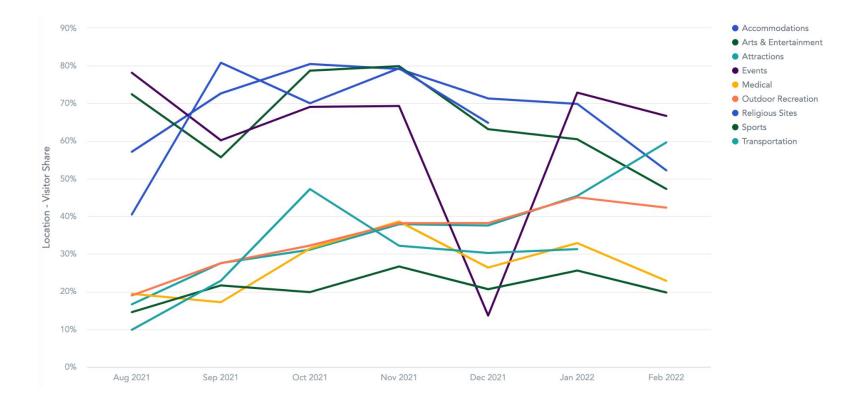


Points of Interest

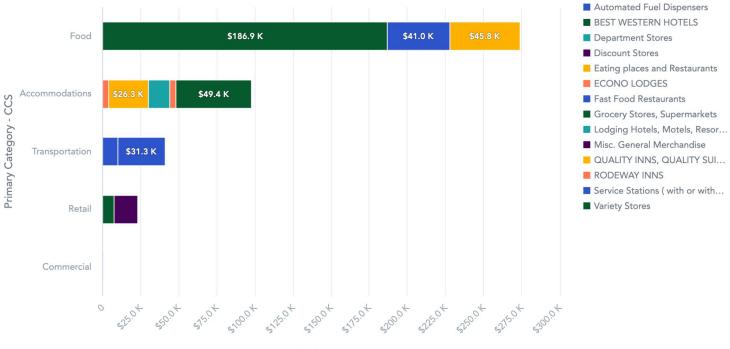
Top 10 Most Popular Places



POI Visits by Category



Visitor Spending by Category

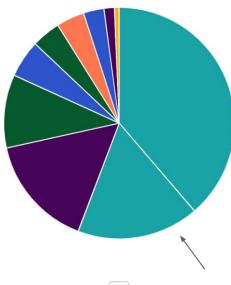


Total Spending

Tourism Impact - Jobs

Employment % by Sector

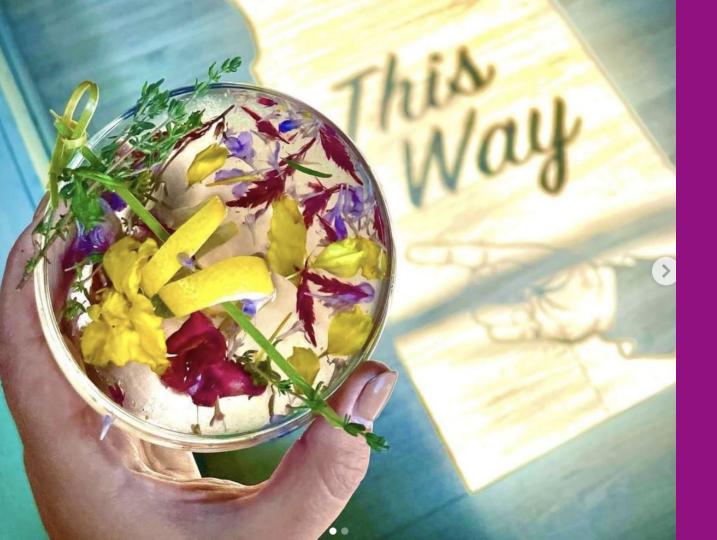




Tourism Impact - Wages



Quarterly Visitor Economy related Employment & Wages





Media Review

Media Year Review

Consumer Leisure

- Q1/Q2 Campaign ran 3/1/21 through 6/27/21
- Q3/Q4 Campaign ran 8/23/21 through 12/20/21
- Target Audiences: Adults 25-54 with HHI \$75K+ who have interest in soft-adventure, travel, outdoor, and biking enthusiast.
- Target Markets: St. Louis, Oklahoma City, Dallas/Fort Worth, Kansas City, Houston, Little Rock, Chattanooga, New Orleans, Memphis, Tulsa, Birmingham, Indianapolis, Chicago, Louisville, Austin, Springfield

Local Campaign

- Ran 7/22/21 through 12/13/21
- Target Audiences: Adult 25-49 with HHI median of \$75K+ who have a mid-week travel, day trip, and getaway
- Target Market: Fort Smith & Springfield DMA (Springdale, Bentonville/Rodgers, Fayetteville, Fort Smith, Springfield, & Branson).



Consumer Leisure Campaign

The Leisure campaign launched in February with a strong mix across media channels; digital (display, video, native), paid search, paid social, local radio, streaming, podcast, and print.

The campaign generated:

- 17M+ impressions and over 116K clicks to your site
- A strong overall click-through rate of 0.67% (industry benchmark = 0.10%)
- 2.4M+ number of completed views of your video
- An overall video completion rate of over 85% (industry benchmark = 70%)

Consumer Leisure Campaign

Paid Search Results

- Impressions: 233,338
- Clicks: 40,566
- Avg. CTR: 19.96% (4.68% CTR benchmark)

Top Performing Keywords:

- Visit Eureka Springs
- What to do in Eureka Springs
- Fun things to do Eureka Springs
- Eureka Springs tourist attractions
- Places to visit in Eureka Springs

Ad · www.eurekasprings.org

Things to do in Eureka Springs | Eureka Springs Arkansas | Curious, Indeed

There's as little or as much as you would like to do in our quirky corner of Arkansas. Check out all the upcoming events and activities today!

Consumer Leisure Campaign

Paid Social Results: Facebook/Instagram

- Impressions: 3,072,939
- Engagement: 956,442
- Clicks: 33,097
- CTR: 1.08% (0.9% CTR benchmark)

Paid Social Results: Pinterest

- Impressions: 601,583
- Engagement: 17,853
- Clicks: 14,255
- CTR: 2.37% (0.22% CTR benchmark)

Top Creative for Engagement

Eureka Springs, Arkansas 🤡 Sponsored · 🗑

Some people say that the gravity is different here. We don't know about that, but we do know our biking trails are some of the best in the midsouth region of the U.S.



EUREKASPRINGS.ORG
Eureka Springs Parks and
Trails
LEARN MORE

Impressions: 592,767 Engagement: 277,337 Engagement Rate: 46.7%



Eureka Springs, Arkansas 🤣 Sponsored · 🕅

You're never far from a tasty meal when visiting our quirky corner of Arkansas. Here's a sampling of eight individual dishes that are loved by visitors and locals alike!



EUREKASPRINGS.ORG Plan your Trip Eureka Springs Dining Guide LEARN MORE

•••

Impressions: 260,907 Clicks: 5,806 CTR: 2.23%

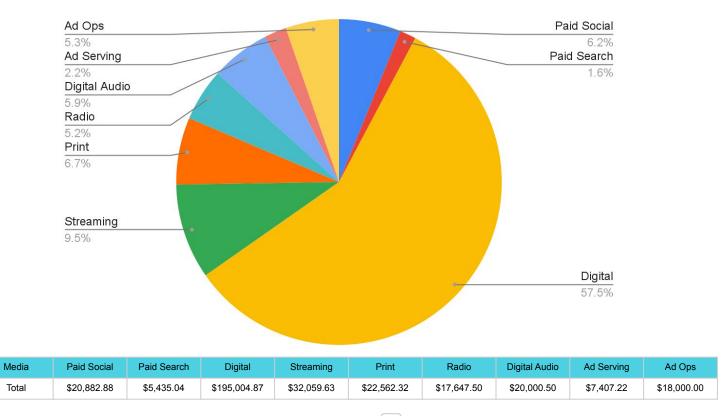


Impressions: 111,146 Clicks: 3,212 CTR: 2.89%

Digital Performance Overview

Media	Vendor	Impressions	Clicks	Video Started	Video Fully Played	CTR	VCR
Digital	TripAdvisor	775,000	520			0.07%	
Native	Passport	214,956	815			0.38%	
Streaming	Scripps	457,412	11	459,710	448,650	0.00%	97.59%
Digital	Division-D	1,332,683	4,477			0.34%	
Video	Division-D	387,868	433	387,477	338,186	0.11%	87.28%
Digital	Expedia	2,046,868	1,402			0.07%	
Native	Expedia	1,459,530	3,111			0.21%	
Digital	SeeSource	894,199	1,389			0.16%	
Streaming	SeeSource	643,536	403	639,575	583,033	0.06%	91.16%
Digital	Sojern	1,725,457	2,319			0.13%	
Video	Sojern	483,128	831	480,958	309,738	0.17%	64.40%
Digital	StackAdapt	1,950,902	6,129			0.31%	
Video	StackAdapt	961,935	486	904,281	763,860	0.05%	
Paid Social	Facebook/Instagram	3,072,939	33,097			1.08%	
Paid Social	Pinterest	601,583	14,255			2.37%	
Paid Search	Google Ads	233,338	46,569			19.96%	
Total		17,241,334	116,247	2,872,001	2,443,467	0.67%	85.08%

Media Mix: Consumer Leisure





Local Campaign

The Local Campaign launched in 7/22/21 with a focus on the Fort Smith & Springfield DMA (Springdale, Bentonville/Rodgers, Fayetteville, Fort Smith, Springfield, & Branson).

In order to best connect with the local residents and encourage staycations and local travel, it was a strategic mix of paid social (Facebook/Instagram), paid search (Google), local radio endorsements, and print.

This campaign delivered close to 4.4M impressions into the market.

Local Campaign

Paid Social Results

- Impressions: 1,643,575
- Engagement: 276,255
- Clicks: 23,968
- CTR: 1.46% (0.9% CTR benchmark)

Paid Search Results

- Impressions: 94,207
- Clicks: 18,687
- Avg. CTR: 19.84% (4.68% CTR benchmark)

Top Performing Keywords:

- Eureka Springs Arkansas
- Things to do Eureka Springs
- Fun things to do in Eureka Springs
- Visit Eureka Springs

Top Creative for Engagement

Eureka Springs, Arkansas 🤣

Where can you have a traditional italian meal in a refurbished Victorian house? Fantastic dishes with an equally fantastic balcony view? A romantic culinary experience in a renovated natural cave? All this and more are just a short drive away. \parallel



EUREKASPRINGS.ORG Dining and Restaurants in Eureka springs

Impressions: 239,591 Engagement: 110,698 Engagement Rate: 46.2%

Ad · www.eurekasprings.org/

Things to do in Eureka Springs | Arkansas Eureka Springs | Curious, Indeed

LEARN MORE

There's as little or as much to do as you like in Eureka Springs. Stroll the winding downtown streets. Visit our unique shops, boutiques and art galleries.



Top Creative for Traffic

Eureka Springs, Arkansas Sponsored · 🖗

They say the fastest way to the heart is through the stomach, so it's no wonder that everyone raves about the Eureka Springs culinary scene. Here's a sampling of eight local dishes that earn rave reviews.

...



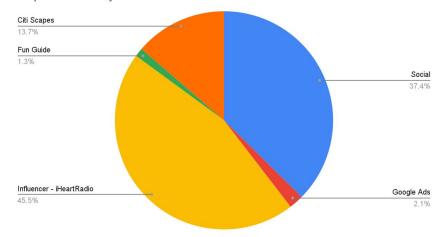
EUREKASPRINGS.ORG
Plan your Trip
8 Amazing Dishes You Won't Wa...

Impressions: 71,041 Clicks: 2,661 CTR: 3.75%

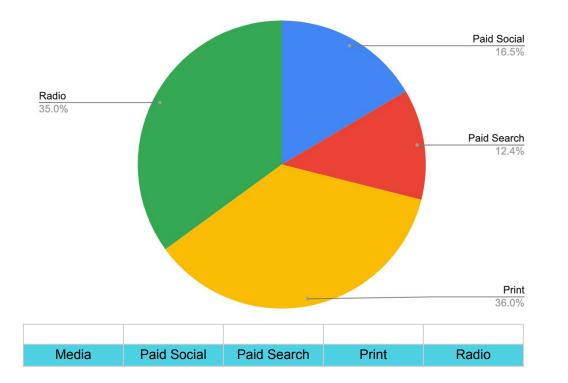
Local Campaign Overview

Vendor	Impressions		
Social	1,643,575		
Google Ads	94,207		
iHeartRadio - County / Classic	2,000,000		
Rock - Influencer			
Fun Guide - Print	56,000		
Citi Scapes - Print	600,000		
Total	4,393,782		

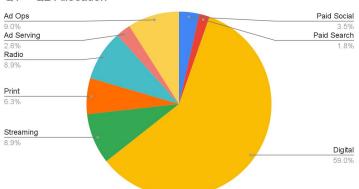
Impressions By Media Partner



Media Mix: Local Campaign

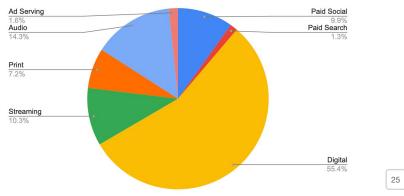


Budget Overview by Campaign



Q1 + Q2 Allocation

Q3 + Q4 Allocation









Public Relations



Eureka Springs, the small, quirky destination at the center of the United States, became the media darling of 2021.

Through our creative storytelling and targeted outreach, we helped introduce Eureka Springs to the media and because of this they fell in love with the destination. We started seeing placements almost immediately and the pace did not slow down. National outlets included Eureka Springs on their "best of" lists from most picturesque and charming to top LGBTQIA+ celebratory and historic. Eureka Springs was featured on Thrillist, Condé Nast Traveler, MSN, USAToday, Oprah Magazine, Garden & Gun, Yahoo, Forbes, Travel + Leisure and many more.

January 2021 – December 2021 Estimated Impressions: 7,028,916,166 Estimated Media Value: \$64,947,775.83

Top Media Placements

msn

20 of the Most Picturesque Small Towns in America



Eureka Springs, Arkansas

Nestled in the Ozark Mountains of northvest Arkansas, <u>Eureka Springs</u> has a vaguely European atmosphere, with hilly, winding streets and diffisible Victorian homes. Architectural standouts include the Flation Flats hole (joitured) and the magnificent Thomcrown Chapel, a 48-toot-high wood and glass structure in the woods just outside of town.

yahoo/life

12 Small Towns That Are Rich in American History





60 Charming American Towns You Haven't Heard of But Should Visit ASAP



In the heart of the Ozark Mountains is this charming Victorian village, known for both its Historic District and its natural springs. Turpentine Creek Wildlife Refuge, which is home to big cats, is also in Eureka Springs.

GARDENGUN

The Ultimate Arkansas

- MSN News, 20 of the Most Picturesque Small Towns in America (February 2021)
- Oprah Magazine Online, <u>60 Charming American Towns You Haven't Heard of But</u> <u>Should Visit ASAP</u> (February 2021)
- Yahoo Life, <u>12 Small Towns That Are Rich in American History</u> (May 2021)
- Garden & Gun, The Ultimate Arkansas Staycation, (May 2021)
- Thrillist, This Small Town in Arkansas Celebrates Pride All Year Round (June 2021)
- Forbes, <u>Top 50 Best Places To Visit Post-Pandemic</u> (June 2021)
- Town & Country, The Most Beautiful Small Towns in Every State (June 2021)
- Fodor's Travel, <u>15 of the Most Crystal-Clear Hidden Gem Lakes in the U.S.</u> (July 2021)
- Condé Nast Traveler, The 26 Most Beautiful Towns in America (August 2021)
- MSN News, <u>Your State's Most Stunning Small Town</u> (August 2021)
- Yahoo Life, <u>12 Haunted Hotels to Visit This October If You're Really, Really Brave</u> (September 2021)
- House Beautiful, <u>The Best Staycations by State</u> (September 2021)
- MSN News, <u>The Most Beautiful Streets in the USA</u> (September 2021)
- Reader's Digest, <u>The Best Christmas Towns in America You Should Visit at Least</u> Once (October 2021)
- Southern Living, Best Lake Towns To Retire To in the South (October 2021)
- Thrillist, <u>5 Hot LGBTQIA+ Destinations to Escape to This Holiday Season</u> (November 2021)
- Travel Awaits, <u>14 Charming Small Towns To Visit In 2022</u> (December 2021)
- Travel + Leisure, <u>11 of the Best Small Towns for Recent College Grads</u> (December 2021)

28

Top Media Placements



This Small Town in Arkansas Celebrates Pride All Year Round







Tucked away in Arkansa's Ozark Mountains (ifts an easy drive from Kansas City, St. Louis, and Tuisa), the tiny town is full of so many judapositions that they start to blur together: Churches and Christian bookstores line one street, while New Age crystal shops and self-proclaimed <u>haunted hoteis</u> line the other. Passing bikers dressed in camouflage and leather throw back drinks at bars adorned with rainbow Pride flags. Busy Victorian homes and B&Bs hug the sides of cliffs, the views from which make you feel like you're miles away from civilization. And it's that "can't quile pint I down" quality—not to mention incredible views of the Ozarks—that makes us love this tiny town so much



Arkansas' Ozarks

Natural beauty abounds in the northwest corner of Arkansas, where you'll find the Ozark Mountains. This is one of the largest wilderness areas in the eastern United States, so it'll come as no surprise that there are plenty of opportunities for hiking, mountain biking and other activities.

What sets this area apart, though, is how many activities there are even if physical pursuits aren't your strong point. Scenic drives are abundant and head past rivers and waterfalls. You may even see elk. In town, the historic district of Eureka Springs is practically an artisan village and the Great Passion Play is scheduled to resume this spring. TOWN&COUNTRY

The Most Beautiful Small Towns In Every State



FodorsTravel

15 of the Most Crystal-Clear Hidden Gem Lakes in the U.S.



Beaver Lake

Nestled in the heart of the picturesque Ozark Mountains of Northwest Arkanas, Beaver Lake is a hidden gem tucked away in the town of Eureka Springs. This lake showcases 28,000 acres of crystal dear waters that extend throughout northwest Arkanas. The lake is host to a variety of adventures, and visitors can expect to enjoy a relaxing, slower pace while living the "take lifestyle. Travelers can ob bass fishing, birdwatching, hiking, and partake in various types of watersports. Travelers can set Eureka Springs as home base of the adventure and appreciate the many lodging options this historic town has to offer-from cozy treehouse cottages and adorable bed and breakfasts to famously haunted historic hotels and retreats.

House Beautiful The Best Staycations by State





Scheduling a much-needed staycation isn't always about booking a hotel room. Save money by setting out from home to visit some of Arkansas' greatest sites to experience your home state as a tourist. The Thorncrown Chapel is a famous chapel in Eureka Springs which has been featured in more movies then we can count. Built in 1980, it's considered one of the most beautiful churches in the world. Located more centrally in the state is Hot Springs National Park with 47 thermal springs ready for discovery. Take a dip on Bathhouse Row or check out some cool museums. For a more urban escape, have a drink and check out some stores on Dickson Street in Favetteville,

PARADISE ParadiseAdv.com

Your state's most stunning small town



49. Eureka Springs, Arkansas Situated in the heart of the Ozarks, the scenic town of

Eureka Springs in northwest Arkansas is filled to the brim with Victorian-style architecture. The distinct tack of chain stores makes way for plenty of independent shops and bars, and some of the state's best-known landmarks can be found in the area too. Look out for the tree-clad Thomcrown Chapel and The Christ of the Ozarks, a 66-foot (20m) tail statute of Jesus.

yahoo/life

12 Haunted Hotels to Visit This October If You're Really, Really Brave



Top Media Placements





Spring Street, Eureka Springs, Arkansas Several streets dance together in this Victorian spa town, which is on the National Register of Historic Places as a whole. Its Main Street carves through the hilly terrain before cleaving off to form Center and Spring Streets. The latter, which rises steepvi upwards, is particularly attractive thanks to its dramatic

the picture-perfect setting is complete.

inline and historic buildings such as the limestone Basin Park

Hotel (pictured). Throw in the Ozark Mountains backdrop and

Reader's Digest

America You Should Visit at Least Once



This historic Ozark mountain village celebrates Christmäs the old-fashioned www. Its charming downtown shopping district offers unique boutiques, art galleries, and craft shops for one-of-a-kind gifts. Servits include the Christmas Panado of Lights and a drive-though Exerts include the Christmas Panado of Lights and a drive-though Christ of the Ozarks statue. The IBBG creasent Hotel gets into the holday spirit with Christmas at the Creasent Hotel gets into the Christ of Field Statue. The IBBG creasent Hotel gets into the holday spirit with Christmas The Creasent Hotel gets into the Christmas Tree Forest of II:-up arbors on its IS-acre grounds, sleigh ride, ice skating, sfromes around the campfire, and more.

Southern Living Best Lake Towns To Retire To in the South



Eureka Springs is situated near several bodies of water, including Lake Leatherwood in the city limits and the enormous nearby Beaver Lake, as well as Table Rock Lake, which is located just across the Missouri border

5 Hot LGBTQIA+ Destinations to Escape to This Holiday Season

Soak up Southern hospitality in Eureka Springs, Arkansas

Even the streets arent straight in the "Gay Capital of the Ozarks," where queer life is served with Southern hospitality (and a seven-story state of Jesus). Here, over 30 percent of reaidents identify as LGBTOIA+. Get a taste of the town's famous water on the Eureka Springs Natural Springs Trail or bathe in them at the Palace Bathhouse. Them get to know the lowably crocked streets with easy DV waking tours. Sounder and take selfies on the Rainbow Steps, gaze at grand historic Victorian houses, and stop along the 3.5-mile trak to support queer-owned and welcoming businesses like Nibbles Eatery (named "Best Coffeeshop in Arkansas" by USA Tody), Sugar & Spite & Everyfning Tight, and Earthbound Trading Company. Or go below the surface and learn about Eureka Springs' colorful (and sometimes dark) history. Take an Underground Waking Tour or potes tour at the famously haunder Crescent Hold, where you can also spend the inght and channel your inner Chosbuster. If you prefer chill rather than chilling, check out Magnetic Valley Resort, which is clohting-optional and caters to gay, bis-exual, and straight men. Stay at the queer-owned Ridgeford House with four-poster beds and antique fumishings or the lesbian-owned Pond Mountain Logge & Resort work relaxed, hit the town again for cocktails and live music at Masy's White Rabbit Lounge, order fried pucke chips and wings at the Rowly Beaver Cen. and hit up the danting mark darg shores at Leve.

TRAVEL AWAITS



14 Charming Small Towns To Visit In 2022

Eureka Springs' entire downtown area is listed on the National Register of Historic Places, but that's only one of many reasons to visit this small town in the Ozark Mountains. The downtown area is home to so many shops, art galleries, and restaurants that you may want to explore by tram instead of by foot. Enjoy fishing. watersports, hiking, and bird watching in the beautiful mountain surroundings. And of course, you can't miss the natural springs the city is named for, and there are many springs and caverns to explore. With so much to do packed into such a small town, you'll want to be sure to check out all of our recommendations before your trip

TRAVEL+ LEISURE



11 of the Best Small Towns for Recent College Grads

The beautiful Eureka Springs has a location in the Ozark Mourtains, but arguably the destination's main draw is its natural hot springs. According to one count, there are upwards of 60 natural springs bubbling up within the city limits, some of which are set around the Historic District's beautifully preserved Victorian buildings. Eureka Springs has a slightly older felb, but makes up for it with a low cost of living – according to BestPlaces, the median home price here is \$103,900.

PARADISE ParadiseAdv.com



4

Social Media



Organic Social Media Overview

In 2021 we highlighted adventures, sights, foodie hot-spots and more across our social channels. From showcasing popular spots such as the Thorncrown Chapel to hidden gems like the Dogwood Trail, our organic social channels have become the traveler's resource for Eureka Springs.

Every month, we have highlighted different content topics for our audiences. These talking points include:

- Outdoor Adventure
- Historic Downtown
- Food and Drink
- Where to Stay
- Events
- Arts and Culture
- Localism

Organic Social Media Results

From March-December 2021...

- Facebook Reach: 6,179,620
- Facebook Impressions: 12,821,609
- Facebook Engagement: 1,154,821
- Instagram Reach: 1,704,109
- Instagram Impressions: 1,879,312
- Instagram Engagement: 129,618





Organic Social Media Growth

March-December 2021 vs March-December 2020

We saw growth across the board for our social media platforms. Most notably, we saw an increase of 53.96% for *Facebook Impressions*, 220% increase in *Facebook Engagement*, 20% increase in *Instagram Reach*, 13% increase in *Instagram Engagement* and a 20% increase in *Instagram Followers*.



Hard to be blue with views like this! 🤓 Each day, 38 million gallons of wate				
(%)	Reach	149,628		
<u>l</u>	Engaged users	11,618		
G	Clicks	773		
R	Other clicks	4,795		

*Top Engaged Facebook Post



Apr 27, 2021 Hard to be blue with views like this! Each day, 38 million gallons of wate... W Reach 12,917 Comments 54 Likes 2,022

Saves Engagement

*Top Engaged Instagram Post

111

2,187



5

Creative



Creative Update

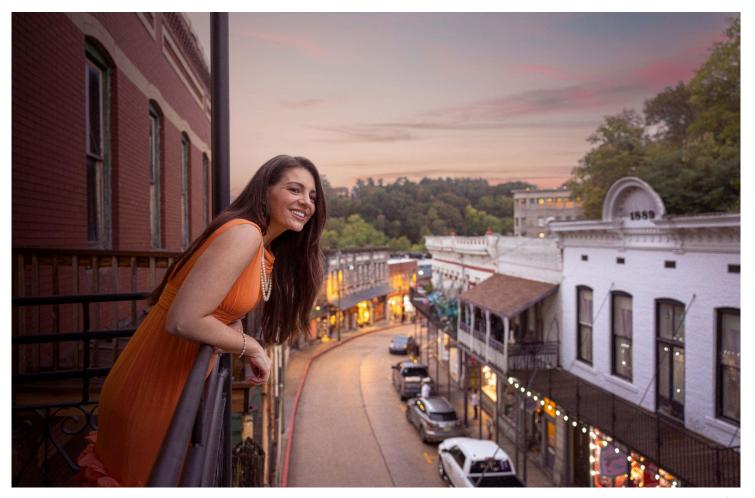
- Brand Campaign photo and video shoot
 - Outdoor
 - Accomodations
 - Art and Shopping
 - Downtown
- New campaign creative
- New :30 and :15 campaign video
- New digital banner campaign











One place. Many ways to take the plunge.

Welcome to the quirky corner of Arkansas that has it all: canoeing, kayaking, swimming, fishing, biking, and more—including everyone's favorite adventures: dining and live music, So come take the plunge with us. A curiously good time awaits.

EUREKASPRINGS.ORG



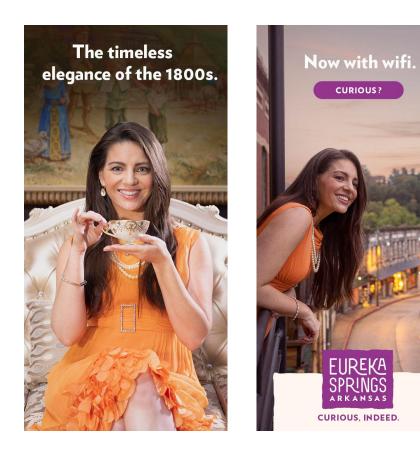














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