PARADISE



Monthly Report: October 2021 Client: Eureka Springs

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*Note: Eureka Springs Data Depot reports were set up in mid-May. Therefore, some of the data sets included in this report only reflect since that time.

Advertising & Marketing Services

October Summary

- Monitored results and asset placements for the ongoing FY21 Q3/Q4 Marketing Campaign.
- Continued to develop and place later-flight assets for the FY21 Regional and Q3/Q4 Marketing Campaigns.
- Completed planning and aided Creative in executing in-destination Brand Photo/Video Shoot (#1).
- Continued planning in-destination Brand Photo/Video Shoot #2 for November 13-16
- Developed and deployed two new blogs for the month of October (Ghost Tours and Scenic Drives) the blogs are live on the website and have been promoted through social media.
- Provided boilerplate COVID-19 response statements for planned events.
- Facilitated the CAPC's subscription renewal of UGC content platform CrowdRiff.
- Monitored the Datafy dashboards, as well as reviewed monthly Digital Intelligence needs with CAPC staff.
- Attended the 10/13 CAPC Workshop in person (Agency Group Director Sarah Galen and Agency Account Manager Evan Hay) and virtually, presenting an update report.
- Attended the 10/27 CAPC Meeting in person (Agency SVP, Client Services Rudy Webb and VP, Digital Marketing Nicole Brownell) and virtually, presenting an update report.
- Communicated weekly with CAPC staff and Chairman for day-to-day account management.
- Reviewed proprietary CAPC partner reports to help guide strategic efforts.
- Continued to conduct meetings with various media vendors for current and upcoming campaigns.
- Continued to monitor and review media usage and traveler behavior trends to apply to future strategic plans.
- · Conducted and planned ongoing National Public Relations services for FY21.
- Communicated and completed various website and social media requests from stakeholders, CAPC staff and CAPC Commissioners as needed.
- Processed monthly billing, including budget management.
- Conducted regular bi-weekly check-ins with CAPC staff and addressed any questions/concerns.
- Conducted regular bi-weekly social media management check-ins with CAPC staff and addressed any questions/concerns.
- Developed and sent monthly activities and data report to CAPC staff and Chairman.







Media Overview

October Summary

The Q3/Q4 Campaign had over 970K impressions for October via SeeSource (banners, native, and video), TripAdvisor (conquest targeting), and Expedia (bookings).

We had a 0.11% CTR overall, with Expedia producing the best CTR at 0.17%. This is above and beyond the industry CTR benchmark of 0.08% overall.

As for the video completion rate, the campaign averaged over 91% with SeeSource. Video completion rate is a goal focused on video vendors that measures the start and completion of video plays in pre-roll placements. The industry benchmark for video completion rate in pre-roll placements is 70%.

VIDEO COMPLETION RATE

Last Month (Oct 1 - 31) 🗸

91.8%

TOTAL IMPRESSIONS

970.7k

TOTAL MEDIA SPEND Last Month (Oct 1 - 31) •

\$30.5k

Last Month (Oct 1 - 31) 🗸

TOTAL CLICKS

Last Month (Oct 1 - 31) 🗸

1,035

S last update Nov 16, 2021 at 05:31 PM

Social Media Services October Summary

NOTE FROM NOV 9 4:03 PM

FB Post Engagement: 9748

NOTE FROM NOV 9 4:06 PM

FB Post Reach: 123592

NOTE FROM NOV 9 4:06 PM

- Implemented the annual content strategy across all social media platforms.
- Conducted day-to-day operations, including but not limited to content creation, content curation, paid social media implementation, management, optimization, and reporting/analysis, etc.
- Worked with CAPC staff to implement social LIVES into content mix.
- Completed the November 2021 content calendar to be shared across social media platforms.
- Supported CAPC staff in social crisis management.

NOTE FROM NOV 9 4:03 PM

Hailed as "The Most Haunted Hotel in America," the 1886 Crescent Hotel & Spa offers yearround haunted tours, chilling shows, ghost stories and thrilling events for any age. From believers to skeptics, there is something for anyone to enjoy during their visit.

The Crescent Ghost Tour guides, dressed in period garb, are natural storytellers — and they have plenty to tell. I They'll walk you through the halls, stopping at some of the more haunted rooms — like 419, where the spirit of Theodora has been known to tidy up—but only if she likes the guest staying there. You can also opt for the extended tour, where the hotel's senior guides take you on a longer trek and explore the devious criminal mind of one Norman Baker. Who is Norman Baker? Oh...you'll find out soon enough.

A little too normal for the paranormal? That's ok! The Crescent Hotel has a slew of fall activities for guests to enjoy. Catch a movie on the lawn, a local music show, and more! Click here to learn more https://crescent-hotel.com/blog/fall-at-the-crescent-hotel/

Click the link here to learn more about some of Eureka's more well-known haunts https://www.eurekasprings.org/eureka-springs-ghost-tours/



October 18, 2021 8:00 PM(UTC-04:00)

Sitting atop over 100 tons of native stone and colored flagstone, the Thorncrown Chapel rises 48 feet into the Ozark sky. The magnificent wooden structure contains 425 windows and over 6,000 square feet of glass. The words at the entrance of Thorncrown Chapel encapsulate E Fay Jones and his architecture best: "Please Come In And Sit Awhile, Just As You Are."

💼 @ryan.lips



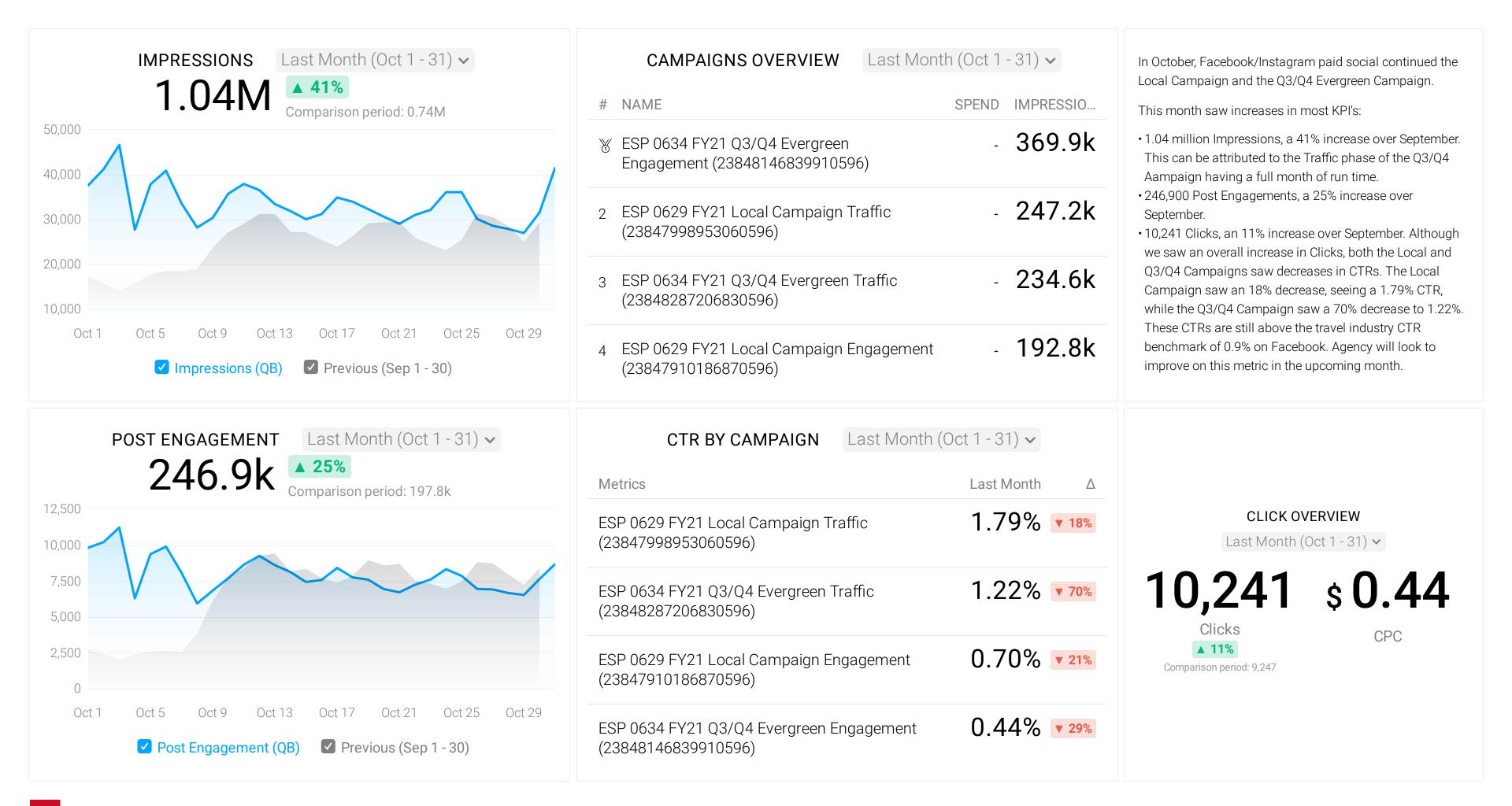
^^*IG Post Engagement: 1827

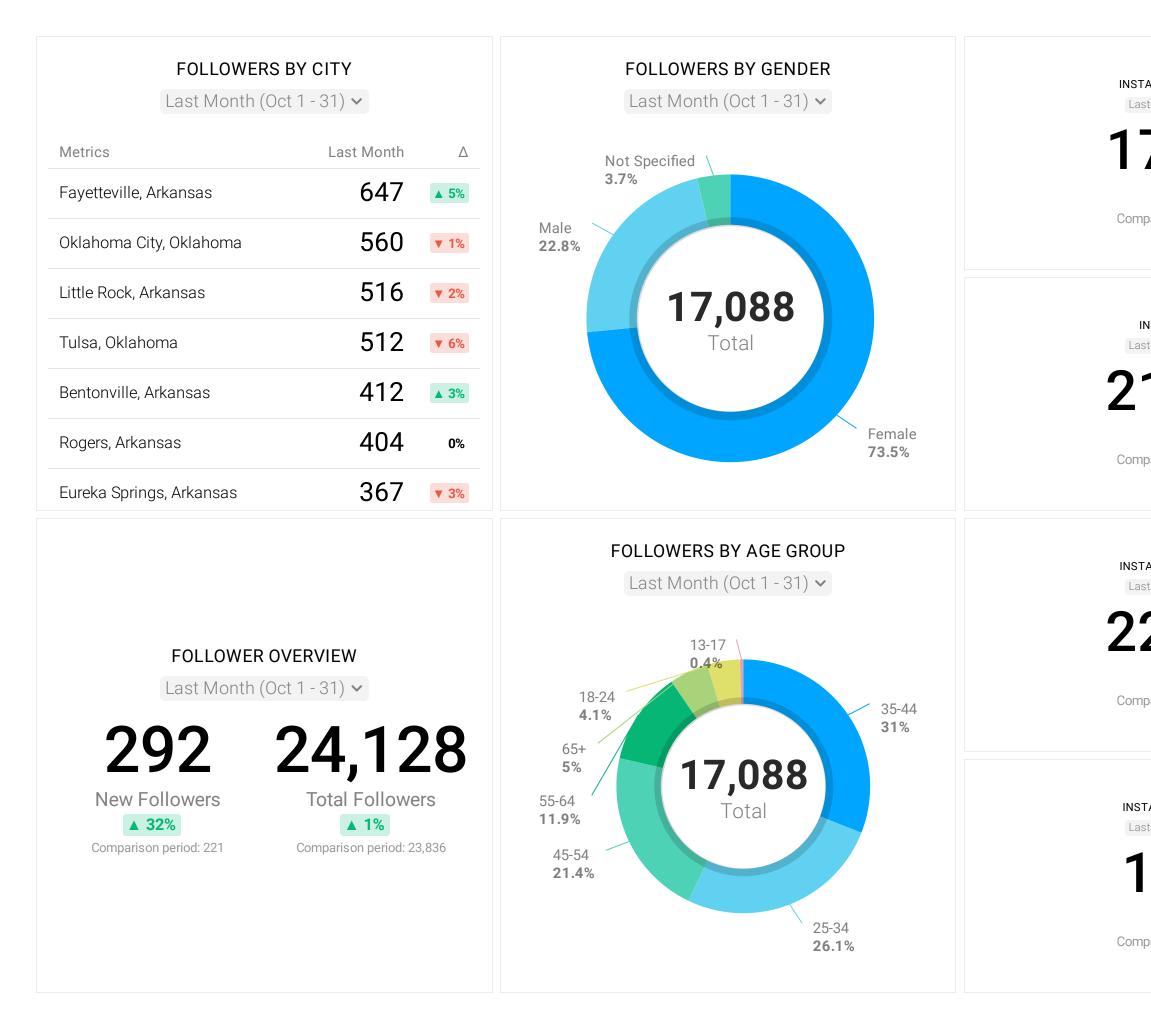
NOTE FROM NOV 9 4:04 PM

^^* IG Post Reach: 17120

NOTE FROM OCT 2 12:02 AM

E





INSTAGRAM ENGAGEMENT Last Month (Oct 1 - 31) ~

17,091 25%Comparison period: 13,726

INSTAGRAM REACH

213.6k 22% Comparison period: 174.5k

> INSTAGRAM IMPRESSIONS Last Month (Oct 1 - 31) V

221.2k

▲ 18% Comparison period: 187.4k

INSTAGRAM VIDEO VIEWS Last Month (Oct 1 - 31) •



Instagram saw increases across the board. Agency believes this was due to the implementation of the organic/paid social media strategy.

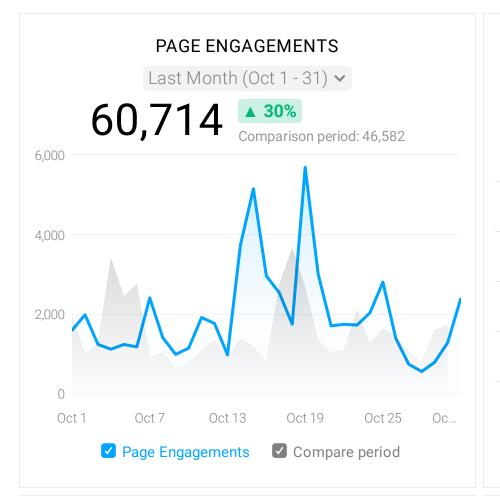
We did see a decrease in video views, however. Agency believes this is due to there being less video in the content mix.

The top engaged post was a post about Thorncrown Chapel.

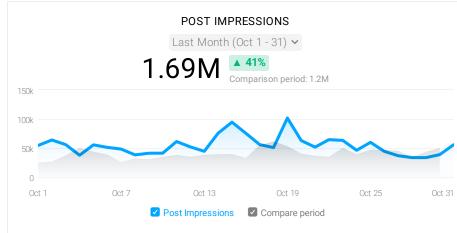
For the month of November, Agency will continue to highlight the content topics and incorporate more video content — including LIVEs — that has been optimized for the platform.

NOTE FROM NOV 10 8:47 PM

TOP POSTS BY LIKES Last Month (Oct 1 - 31) ✓							
Metrics	Last Month	Δ					
Shades of fall (11/06/2020 02:18:51)	2,521	0%					
Snow day! ≉≉ #EurekaSprings #Ark ansas #VisitArkansas #ExploreArkan sas #ExploreNWA #ARStory	2,429	0%					
Eureka Springs is open for business! Have you had a great experience with one of our restaurants, shops, lodgin	2,147	0%					
Hard to be blue with views like this! 🕲 (04/28/2021 01:00:43)	2,058	0%					
	1 000	40.					





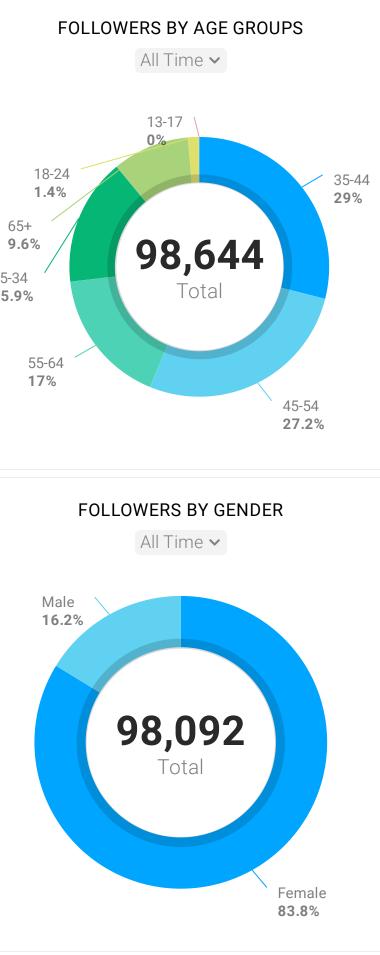


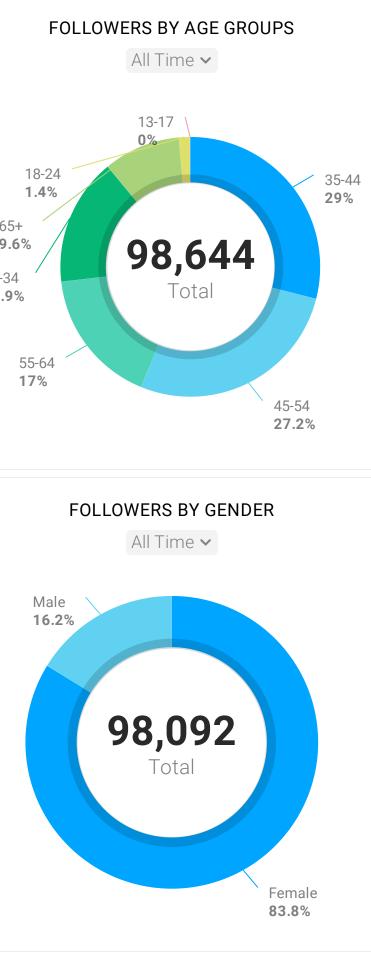
			FOLLOW
I	PAGE SUMMARY		
Last	Month (Oct 1 - 31) 🗸		
Metric	Last Month	Δ	
New Page Likes	887	▼ 20%	18-24 1.4%
Total Page Likes	98,547	▲ 1%	65+ 9.6 %
Comments	3,608	▲ 142%	25-34 15.9%
Shares	2,489	▲ 67%	EE 64
Video views	244.9k	▲ 20%	55-64 17 %

POST	ENGAGED	USERS	ΒY	POST

Last Month (Oct 1 - 31) 🗸

Post	Last Month Δ
Hailed as "The Most Haunted Hotel in America," the 1886 Crescent (2021-10-14)	9,748
Sitting atop over 100 tons of native stone and colored flagstone, (2021-10-19)	8,146
Oh hey, there fall. Nice to see ya. 🛛 (2021-1 0-15)	2,444
Eureka Springs is home to haunted hotels, haunting theatrical (2021-10-07)	1,700
Ever since its opening in 1905, tales of the paranormal have (2021-10-12)	1,608





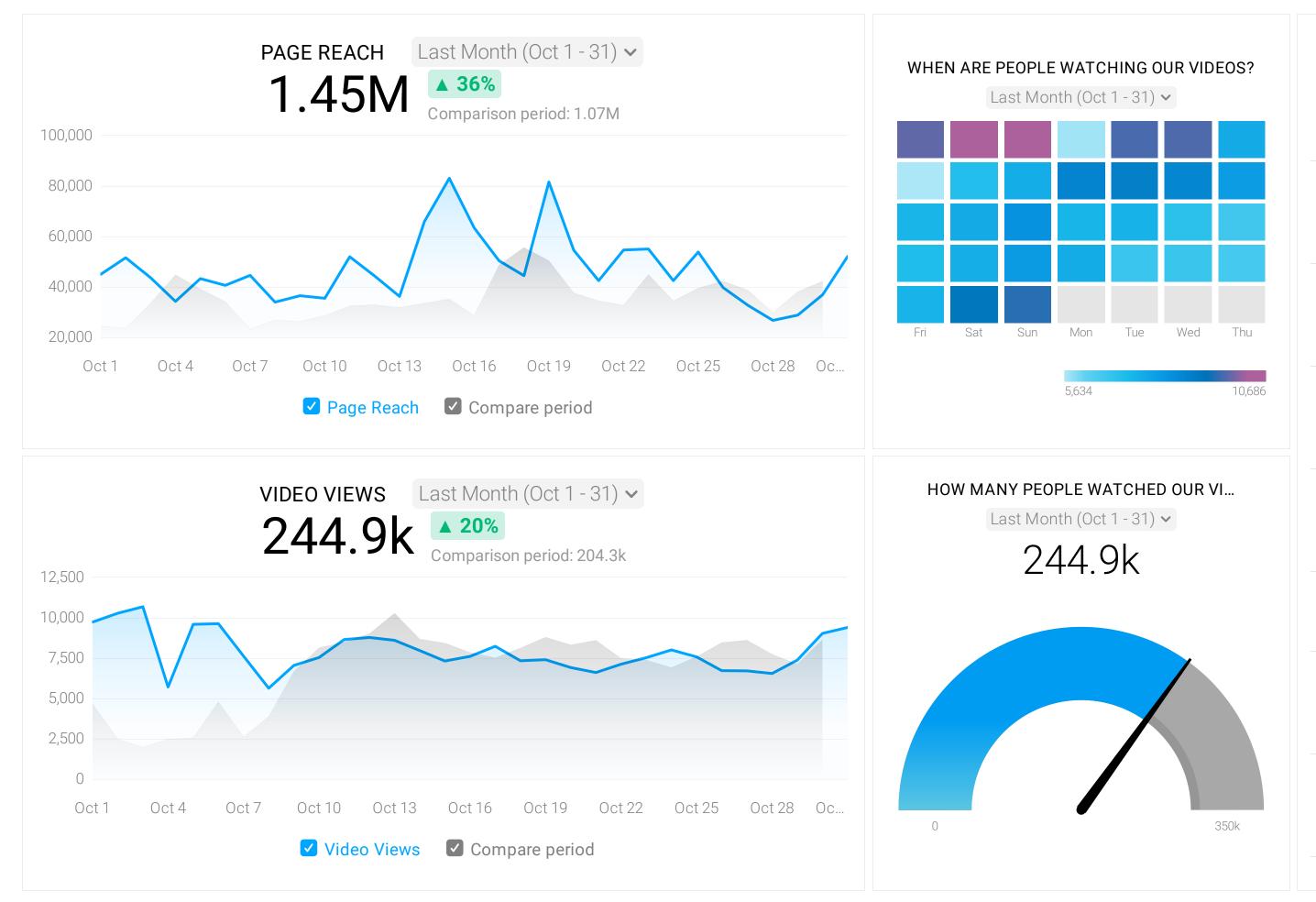
Facebook saw increases in total followers, engagements, reach, impressions and video views. Agency believes this is due to incorporating press coverage and blogs into the content mix, as well as event content.

The top engaged post was a post about the Crescent Hotel.

For the month of November, Agency will continue to highlight the content topics and incorporate more video content that has been optimized for the platform. Agency will also be working with CAPC team to establish and implement LIVE topics.

NOTE FROM NOV 10 8:49 PM

FOLLOWERS BY CITY All Time 🗸	
Metric	All Time
Tulsa, OK	3,688
Springfield, MO	2,083
Oklahoma City, OK	2,061
Fayetteville, AR	1,698
Little Rock, AR	1,510
Broken Arrow, OK	1,487



POST VIDEO VIEWS BY PU	JBLISH D
Last Month (Oct 1 - 3	81) 🗸
Metrics	Last Month Δ
Traffic jam over by Beaver Dam Site Park. ⅔∗ 🛛: victoryof_ the_people (2021-10-29)	1,859
Nothing quite like taking a ride through the fall foliage of (2021-10-30)	1,732
We are just FOUR weeks away from the 74th Annual Original Ozark (2021-10-13)	0
Hailed as "The Most Haunted Hotel in America," the 1886 Crescent (2021-10-14)	0
Oh hey, there fall. Nice to see ya. 🛛 (2021-10-15)	0
Okay, Beaver Damnow you are just fishing for complimen ts.II (2021-10-16)	0
The bee holds the key. They say a piece of magic lies beyond (2021-10-19)	0
Sitting atop over 100 tons of	Ο

October 18, 2021 8:00 PM(UTC-04:00)

Imp: 19642

NOTE FROM NOV 9 4:37 PM

Reach: 19220

NOTE FROM NOV 9 4:37 PM

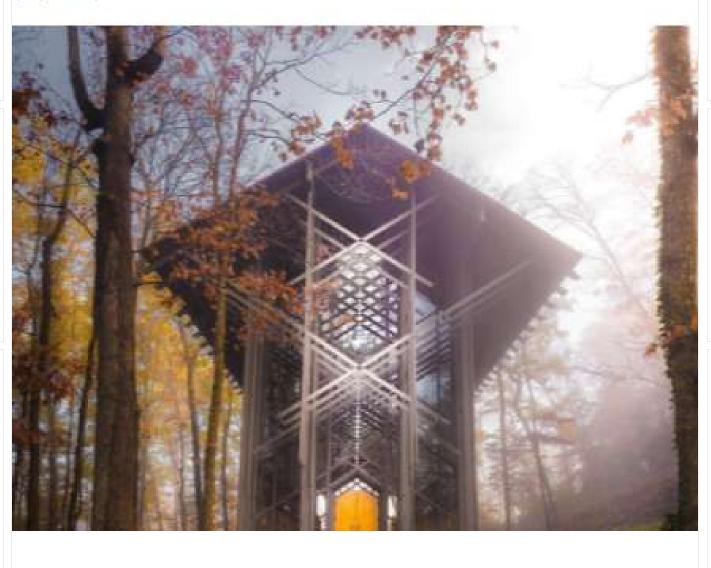
Eng: 1827

NOTE FROM NOV 9 4:37 PM

Profile Visits: 91

NOTE FROM SEP 13 10:25 PM ing atop over 100 tons of native stone and colored flagstone, the rncrown Chapel rises 48 feet into the Ozark sky. The magnificent oden structure contains 425 windows and over 6,000 square feet is. The words at the entrance of Thorncrown Chapel encapsulate Jones and his architecture best: "Please Come In And Sit Awhile, As You Are."

@ryan.lips



Eng: 1824

NOTE FROM NOV 9 4:38 PM

Profile Visits: 155

NOTE FROM SEP 13 10:26 PM

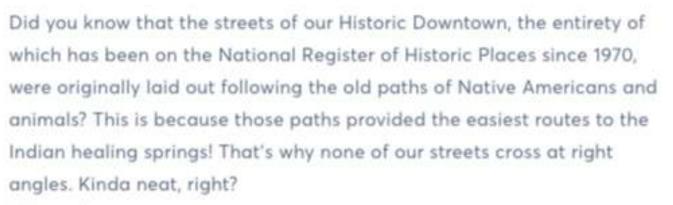
Reach: 17351

NOTE FROM NOV 9 4:38 PM

Imp: 18028

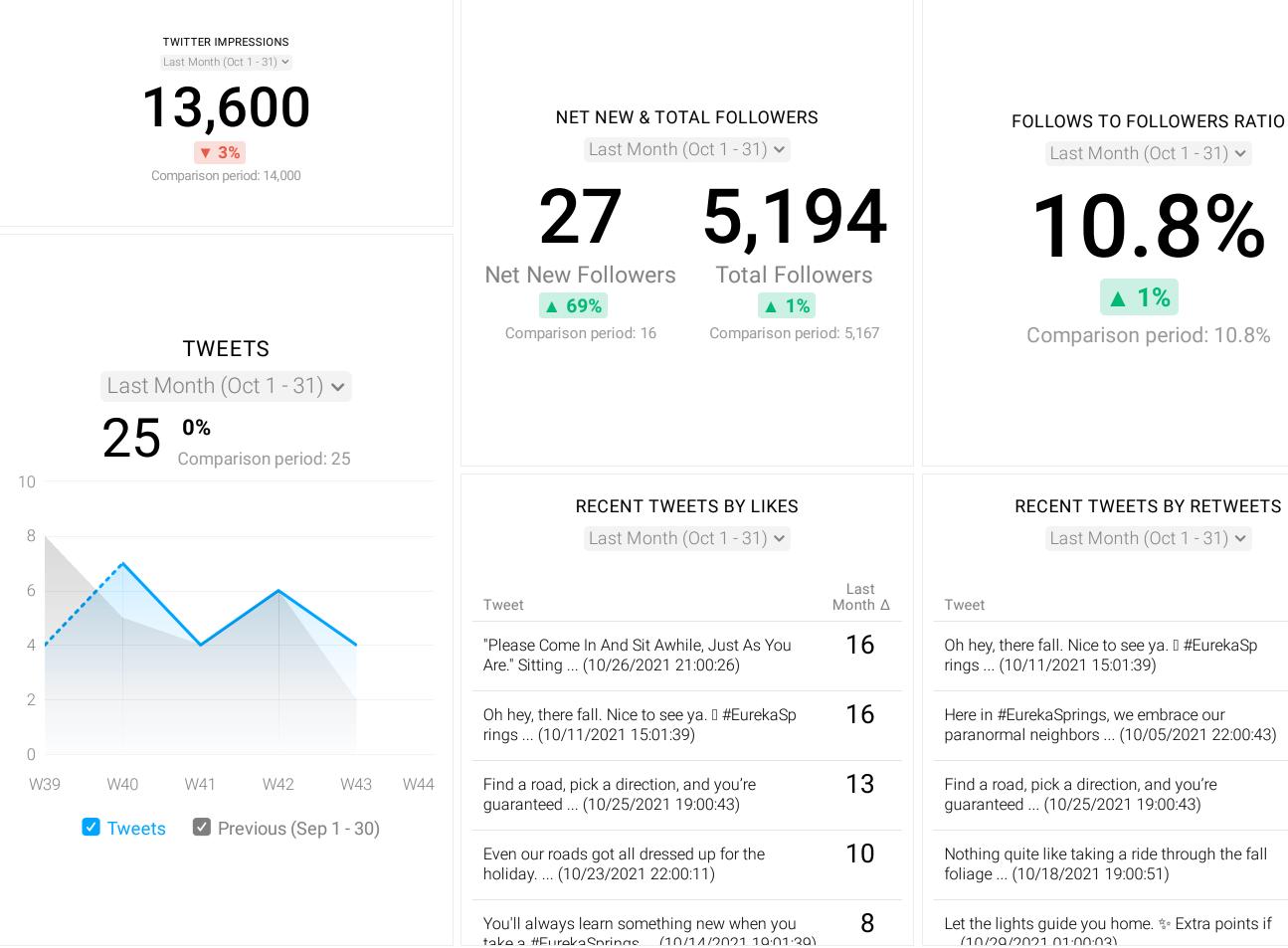
NOTE FROM NOV 9 4:39 PM





📷: @arkansas





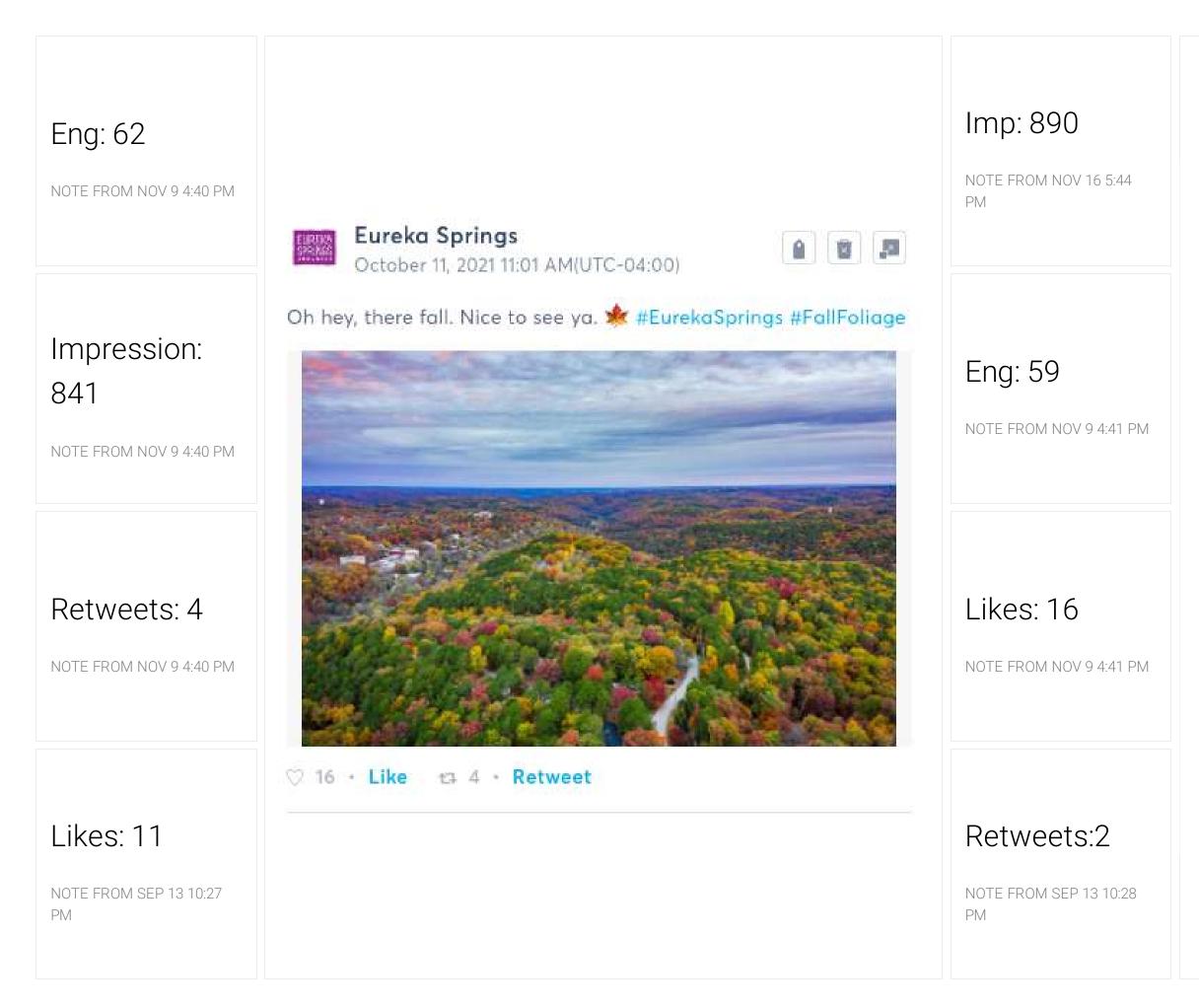
	Last Month ∆
ya. 🛛 #EurekaSp)	4
nbrace our 05/2021 22:00:43)	3
and you're 9:00:43)	3
e through the fall 51)	2
. 🕸 Extra points if	2

Twitter experienced a small decrease in impressions during the month of October.

The top engaged post was a post about the Fall Foliage.

For the month of November, Agency will continue to highlight the content topics and incorporate more video content that has been optimized for the platform.

NOTE FROM NOV 10 8:51 PM





Eureka Springs October 26, 2021 5:00 PM(UTC-04:00)



"Please Come In And Sit Awhile, Just As You Are." Sitting atop over 100 tons of native stone and colored flagstone, the **#ThorncrownChapel** rises 48 feet into the sky. The structure contains 425 windows and over 6k square feet of glass. **#EurekaSprings @**ryan_lips



♡ 16 · Like 🖽 2 · Retweet

Top Performing Facebook Post

Organic Reach: 123592

NOTE FROM NOV 9 4:42 PM

Engaged Users 9748

NOTE FROM NOV 9 4:42 PM

Post Clicks 6707

NOTE FROM NOV 9 4:42 PM

The Crescent Ghost Tour guides, dressed in period garb, are natural storytellers — and they have plenty to tell. W They'll walk you through the halls, stopping at some of the more haunted rooms — like 419, where the spirit of Theodora has been known to tidy up—but only if she likes the guest staying there. You can also opt for the extended tour, where the hotel's senior guides take you on a longer trek and explore the devious criminal mind of one Norman Baker. Who is Norman Baker, oh...you'll find out soon enough.

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Click the link here to learn more about some of Eureka's more wellknown haunts in https://www.eurekasprings.org/eureka-springs-ghosttours/



Organic Reach: 21648

NOTE FROM SEP 13 10:30 PM

Engaged Users: 8146

NOTE FROM NOV 9 4:43 PM

Post Clicks: 3412

NOTE FROM NOV 9 4:43 PM

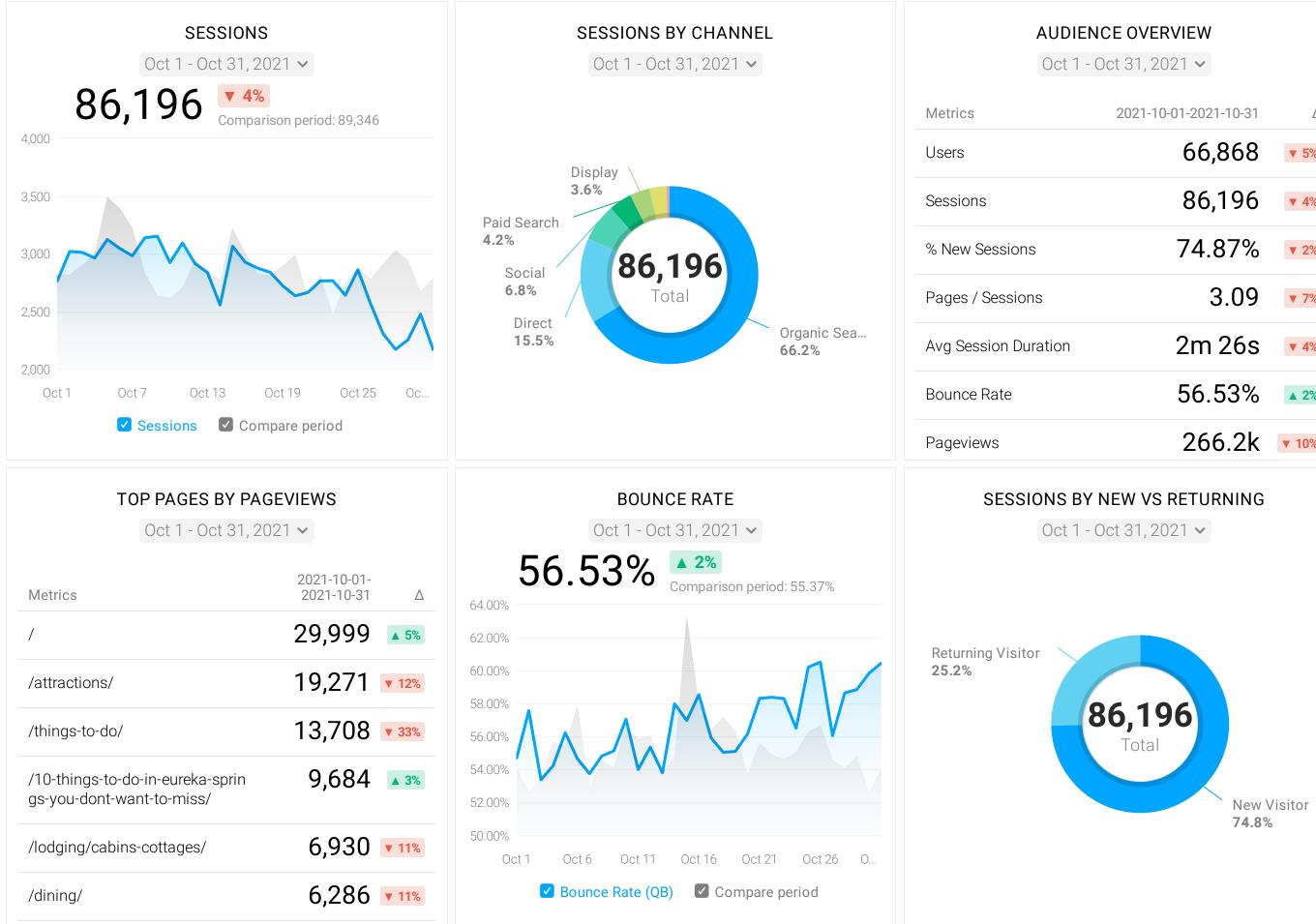
Eureka Springs, Arkansas October 19, 2021 3:04 PM(UTC-04:00)



Sitting atop over 100 tons of native stone and colored flagstone, the Thorncrown Chapel rises 48 feet into the Ozark sky. The magnificent wooden structure contains 425 windows and over 6,000 square feet of glass. The words at the entrance of Thorncrown Chapel encapsulate E Fay Jones and his humble architecture best: "Please Come In And Sit Awhile, Just As You Are."

millips





21-10-01-2021-10-31	Δ
66,868	▼ 5%
86,196	▼ 4%
74.87%	▼ 2%
3.09	▼ 7%
2m 26s	▼ 4%
56.53%	▲ 2%
266.2k	▼ 10%

USERS BY REGION

Oct 1 - Oct 31, 2021 🗸

Metrics	2021-10-01-2021-10- 31	Δ
Arkansas	12,305	▲ 7%
Texas	12,259	▼ 1%
Missouri	10,488	▼ 9%
Oklahoma	8,565	▲ 1%
Kansas	4,752	▼ 9%
Illinois	3,232	▲ 1%
Tennessee	1,971	▲ 5%
Colorado	1,728	▲ 22%
Louisiana	1,131	▼ 3%
California	1,073	▼ 6%
District of Columbia	1,042	▲ 8%
Virginia	1,003	▼ 41%

National Public Relations Services

October Summary

PR Activites and Outreach

- Continued proactive outreach to top-tier national publications, keeping seasonality and safe travel at forefront of messaging.
- HARO outreach: Spookiest Halloween experiences, best Halloween hotel packages, amazing vacation ideas for families with teens, best foodie cities.
- Pitched "Four reasons Eureka Springs, AR is the ultimate spooktacular destination this Halloween," "spirited Eureka Springs" and autumn adventure to national media.
- Liaised with Susan Katzman (Sweet Leisure), Robin Smith (TravelAwaits), and Karon Warren (DeSoto Magazine)
- Vetted incoming media requests on an ongoing basis.
- Created messaging in response to Marshall Tucker Band cancellation.
- Continued to promote Eureka Springs within target drive markets and national airlift markets.
- Continued to position and pitch Eureka Springs as an "open-air hidden gem" aligning with travelers' desire for spacious, safe destinations.
- Continued to develop pitch material for upcoming holiday season, historical architecture, winter travel, unique culinary offerings, and midweek travel this fall/winter.
- · Participated in bi-weekly PR calls.







Muck Rack Clips

October Summary

October 2021 Publicity (based on Muck Rack clips)

- Estimated Impressions: 188,799,577
- Estimated Media Value: \$1,676,709.18

January 2021 - October 2021 Publicity (based on Muck Rack clips)

- Estimated Impressions: 2,635,255,475
- Estimated Media Value: \$24,306,426.98

I Stayed at the World's Most Haunted Hotels, and Maybe Now I Believe

we had arrived in fall, when the leaves transform the entire town of **Eureka Springs** into a fall dreamscape. The hotel opened in 1886 as "





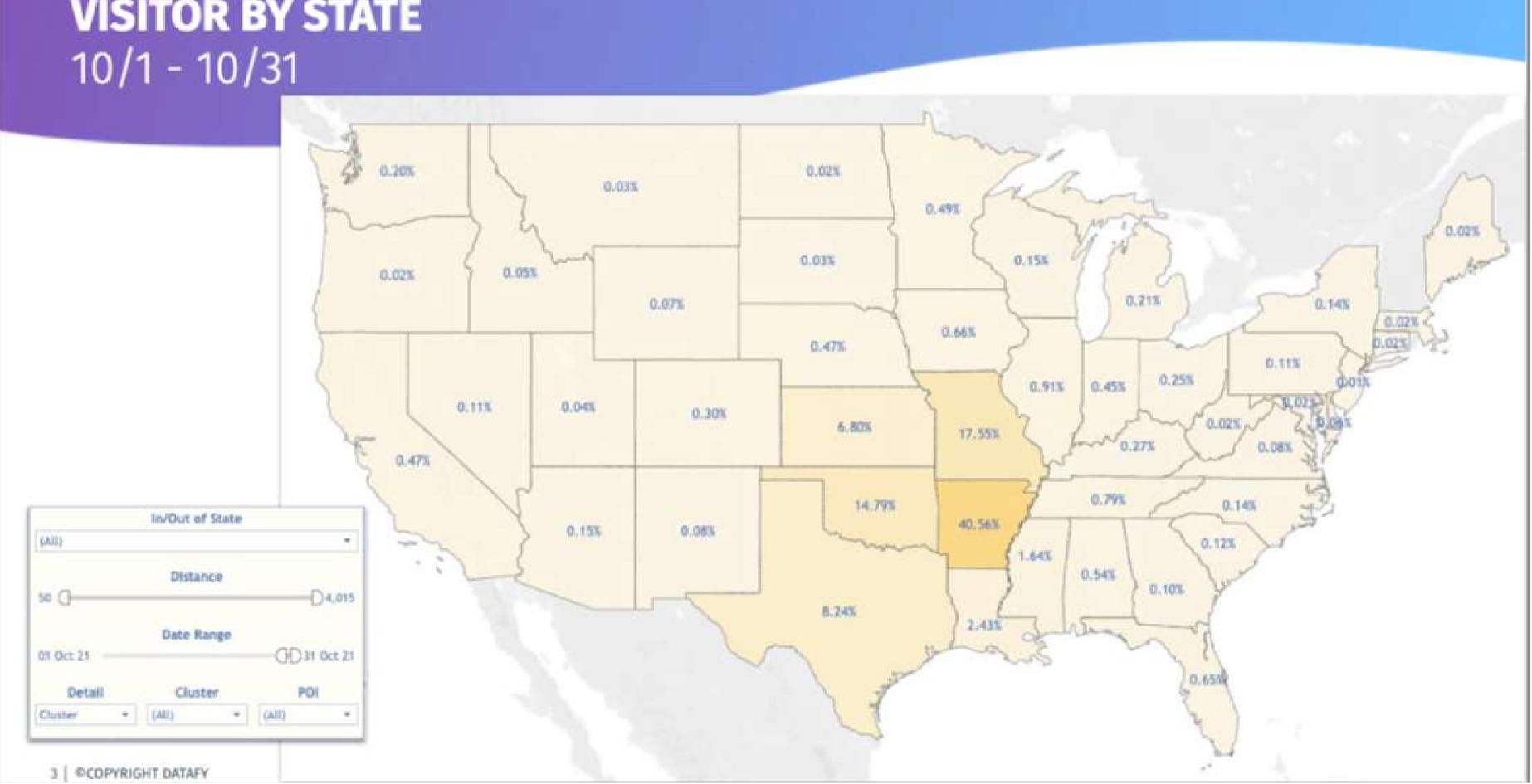
TravelAwaits US | Oct 15 • 1:08 PM

5 Fantastic Day Trips From Branson

the paranormal, **Eureka Springs** has plenty of opportunities for you to investigate the spooky side of things. The **Crescent Hotel** is said to



VISITOR BY STATE



TOP POIs October YoY

2018 - 2021 Trends

Looking closer at YoY Trends in October 2018 -2021 for both Hotels and Parks/Trails/Outdoor Rec

		Ho	teis		Part	ks/Trails/Out	ideor Recrea	stice	Attractions					
	2018	2019	2020	2021	2018	2019	2020	2021	2018	2019	2020	2021		
ttle Rock-Pine Bluff				8,614	3.691	3,617	7,005	3,929	3,427	3,819	5,540	4,147		
ulsa	6,811	8,322	8,630	7,080	3,474	4,456	6,367	3,629	2,256	3,230	3,966	3,129		
ansas City	4,695	6,508	6,565	5,090	2,836	4,128	5,121	3,340	1,994	3,573	3,309	2,754		
klahoma City	5,640	5,526	5,099	4,360	2,408	2,599	4,089	2,475	2,156	2,684	3,165	2.265		
oringfield- MO	4,601	4,785	5,491	4,451	2,120	2,037	3,033	2,116	1,442	1,678	2,584	1,958		
illas-Ft. Worth	3,898	4,718	5,925	3,337	1,971	2,106	4,600	2,095	2,384	2,953	4,204	2,683		
Smith-Fay-Springdl-Rgrs	2,725	3,327	2,508	2,355	1,031	1,430	1,758	1,305	681	1,161	1,771	1,258		
oplin-Pittsburg	1,704	2,762	2,599	1,895	947	1,474	2,103	1,207	484	706	1,151	735		
Louis	2,038	2,398	2,643	2,286	810	1,114	1,795	1,154	972	1,395	1,573	1,336		
ichita-Hutchinson Plus	1,512	1,680	1,596	1,459	934	1,055	1,563	998	582	480	976	773		
ouston	1,343	1,141	1,736	1,069	323	979	1,243	518	915	1,185	1,639	942		
emphis	1,016	1,074	1,369	883	354	320	883	538	686	802	972	948		
reveport	682	890	1,391	834	265	354	832	433	499	760	1,708	583		
onesboro	659	974	826	1,345	144	205	647	549	370	619	560	1,009		
opeka	819	809	865	886	334	545	506	600	242	278	456	275		
olumbia-Jefferson City	742	630	935	579	143	462	492	402	361	323	417	589		
verman-Ada	612	547	612	558	2.45	469	485	327	372	382	513	341		
onroe-El Dorado	487	593	717	385	246	327	449	269	149	536	611	364		
ustin	346	473	696	280	191	318	685	225	196	350	479	267		
ler-Longview-LfknBNc	584	424	453	266	147	80	300	229	177	187	510	435		
inneapolis-St. Paul	292	331	543	259	194	286	353	290	206	239	352	195		
is Molnes-Arries	423	323	527	301	194	75	473	207	207	124	524	148		
ducah-Cape Girard-Ha	253	540	304	511	150	263	177	148	144	406	398	434		
enver	496	284	251	82	163	387	328	120	225	258	221	130		
n Antonio	285	474	438	212	142	1.403	327	95	246	171	434	183		
maha	283	385	305	289	275	260	251	172	201	195	212	123		

6 | ©COPYRIGHT DATAFY

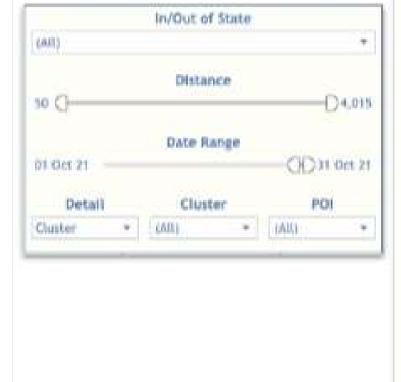
DEVICE DEMOGRAPHICS 10/1 - 10/31

Prevalent Demographic Group:

Age: Gen X (45-54) Income: 50-75K Education: H5 or Less Household: 1-2 People (Under 16 group is not considerable

Demographics.

Location	Visitor %	HS or Less	Some College	Bach	Grad	16 to 17	18 to 24	25 to 34	35 to 44	49 to 94	55 ta 64	65 to 74	75+	Under 40k	40-50%	90-75k	75-99h	100	150k+	1-2 People	3-5 People	6-8 People	9+ People
Springfield- WO	50.1%	61%	,2%	32%	5%	435	25	.9%	(13%	235	143	19%	12%	25%	5%	41%	16%	10%	31	59%	34%	61	1.%
Pt. Smith-Fay-Sprog.	12.55	55%	15	39%	100	105	415	171	1155	211	155	1.15	m	1.6%	.ma	20%	143	20%	7.11	47%	-45.5	28	0%
Little Rock-Pine Bluff	9.6%	54%	1%	41%	435	1426	45	8.4	16%	10%	193	16%	65	17%	10%	17X	17%	26%	135	37%	49%	13%	2%
Tislan	5.6%	451	21	414	an.	153	35	51	205	140	174	-125	101	121	4/1	142	193	111	122	37%	5.23	10%	DL
Kansas City	3.25	40%	156	55%	-405	1295	31	8/6	16%	110	211	21%	85	53	23	1.8%	23%	33%	18%	2.1%	59%	.98	0%
Jophn-Pittsburg	2.58	925	430	201	25	25%	11X	5%	USS	0160	198	10%	YX	223%	19%	1.15	15%	25%	65	42%	518	(75)	000
Oklationa City	2.3%	543	335	29%	:43	15%	23	45	16%	131	105	155	195	16%	63.	13%	30%	1476	21%	52%	912,75	23	4%
it: taus	1.8%	47%	71	tin	71	1335	18	85	215	171	123	14%	111	12%	1%	75	313	231	26%	363.	605	41	1076
Dallas-Ft. Worth	1.7%	29%	3%	65%	2%	16%	45	22%	16%	138	81	11%	101	73	435.	1.3%	148	41%	21%	315	59%	31	23
lonesboro	1.13	761	15	231	01	145	01	111	129	201	111	16%	75	37%	22	16%	29%	10%	11	27%	59%	141	ÓU
Michita-Hutchinson	0.8%	74%	(19)	23%	2%	ABSC 1	98	10.9%	23%	17%	210N	10%	531	11%	10%	32%	28%	21%	3.8	54%	450	11%	0%



7 COPYRIGHT DATAFY



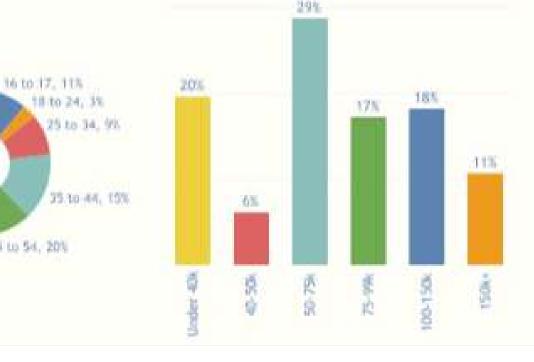
45 to 54, 201

75+, 10T

65 10 74, 17%

55 10 64, 198







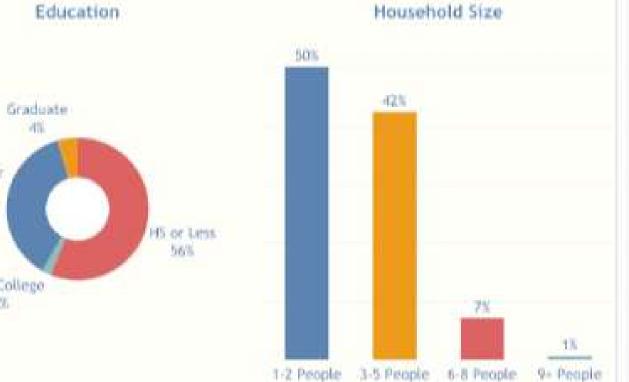
45

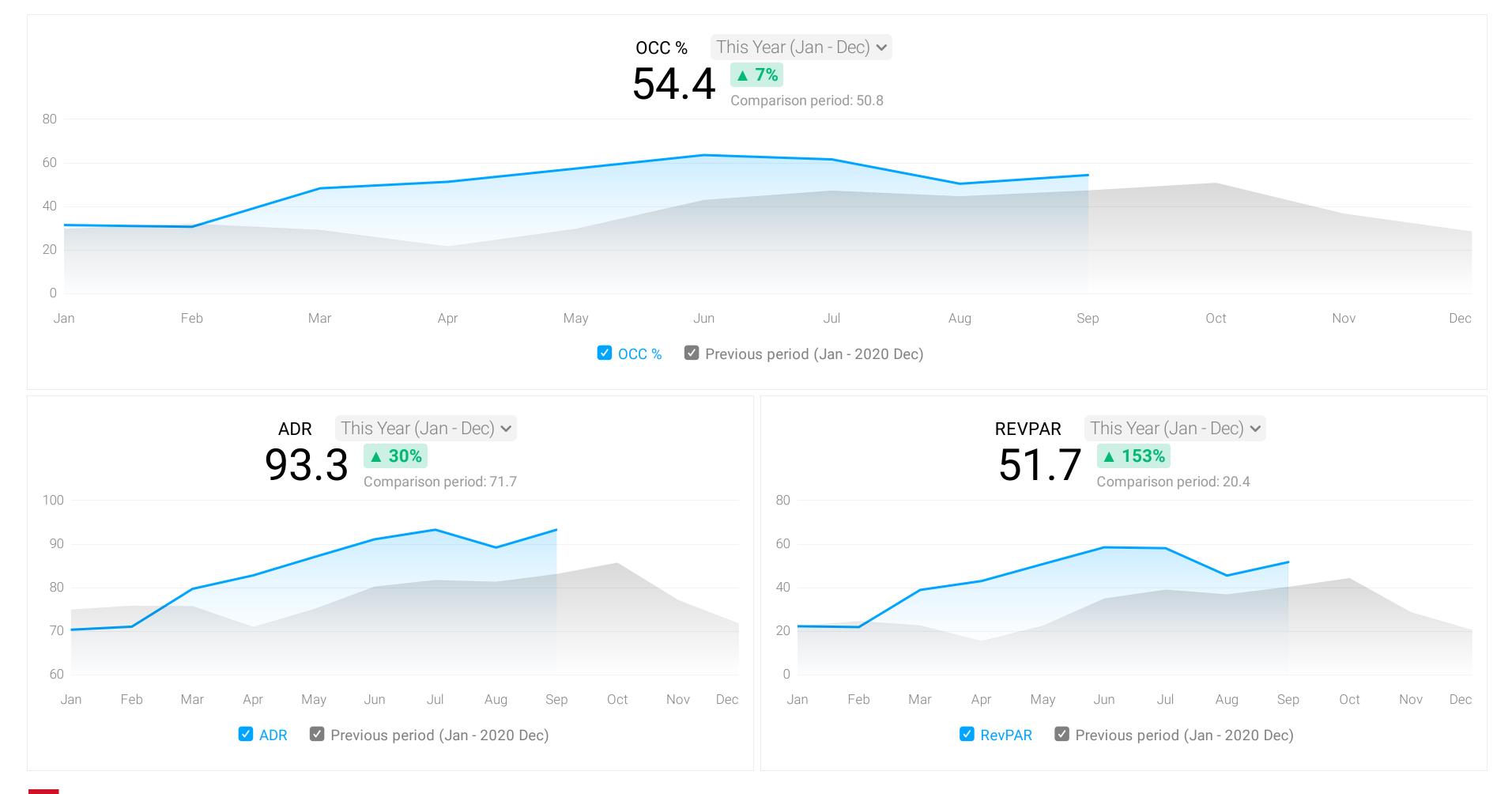
Bachelor

37%

Some College

28





STR

