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#### April 2022 Report:

www.visiteurekasprings.com/partners/capc-partner-resources/



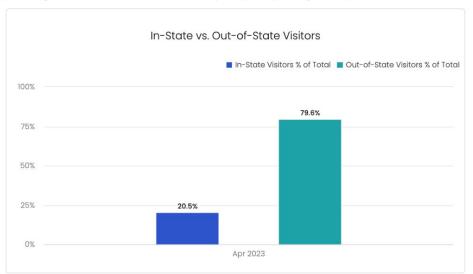


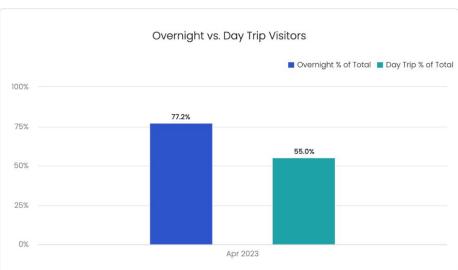
### **Visitor Insights - Summary**

- 77.2% of observed visitors stayed overnight, slightly higher than observed so far in 2023 and 79.6% came from out of state, consistent with rates so far in 2023.
- Kansas City, MO surpassed the Springfield, MO market for the first time since February as the #1 visitor market in April. It also had the highest percentage of overnight stays. Kansas City is a top target market for Paradise media for this year.
- The Ft. Smith/Fayetteville/Springdale/Rogers, AR DMA continues to alternate month-to-month with the Little Rock DMA to be the top in-state visitor market.
- When compared to April 2022, visitor spend increased YoY for Accommodations and Retail while decreasing for Outdoor Recreation and Attractions.
- The average visitor spend in April increased from \$170 to \$172 when compared to April 2022, up from \$129 when compared to March 2023.
- Top POIs in April saw Lake Leatherwood continue to be the top POI, followed in order by the Crescent Hotel, Best Western Inn of the Ozarks, Basin Park Hotel, The Aud, and Nelson's/Slane Tavern/Grotto Wood Fired Grill.

#### Where are visitors to your destination coming from?

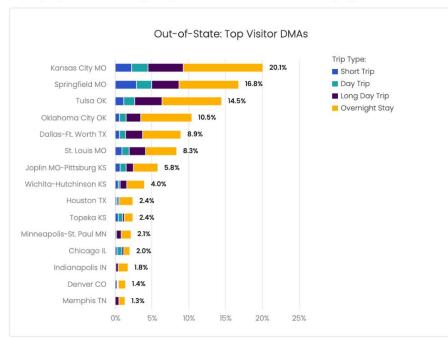
Source: Near, Affinity. Note: Day Trips = Between 2-8 hours spent in your destination. Overnight Trips = 8+ hours spent in your destination and observed the next day in your destination. The total percentages can exceed 100% as visitors can stay multiple days during their trip.

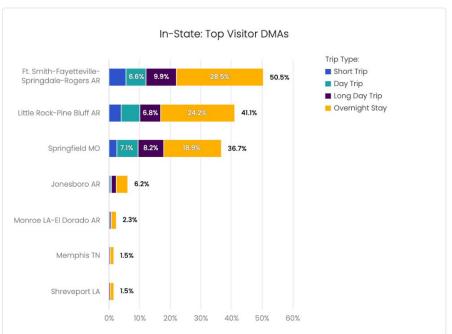




#### Where are your visitors coming from?

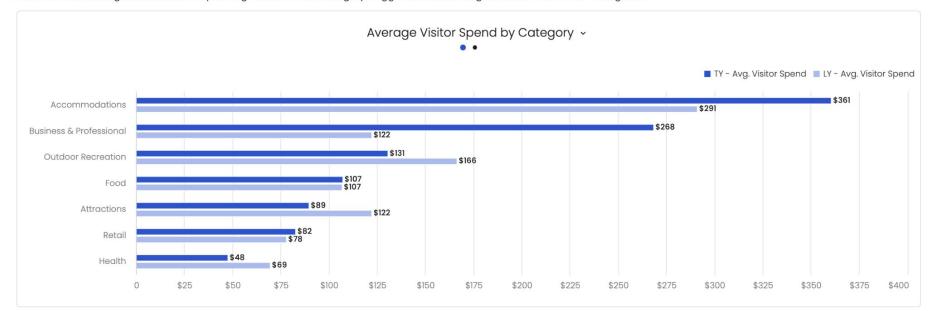
Source: Near. Note: Visitors are defined as those traveling outside 30 miles of their known home or work location to your destination. Short Trip = 2-4 hours observed in your destination. Day Trip = 4-8 hours. Long Day Trip = +8 hours. Overnight Stay = +8 hours and observed the next day in your destination





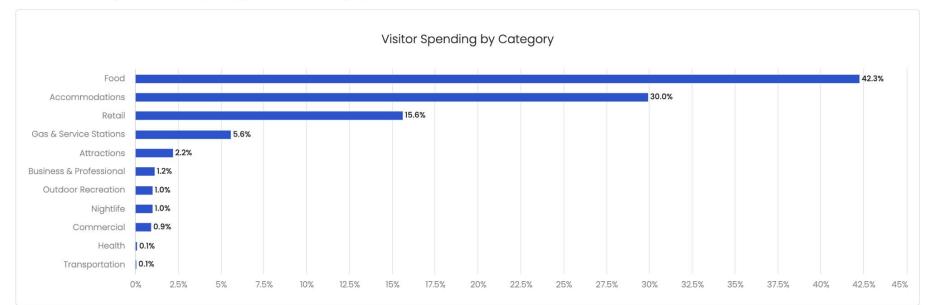
#### How does average visitor spending by category compare to the previous year?

Source: Affinity. Note: This data does not include online transactions. Therefore the Accommodations category would not include short-term rentals where the card is not swiped in-market. The Transportation category includes rental cars/RVs, taxi/limo services, cruise ships, airports and travel agencies & tour operations. Tip: Click into a Category to see what merchant categories visitors are spending on within that Category. Toggle to the next insight to see a table of all Categories.



#### What are your visitors spending money on in your destination?

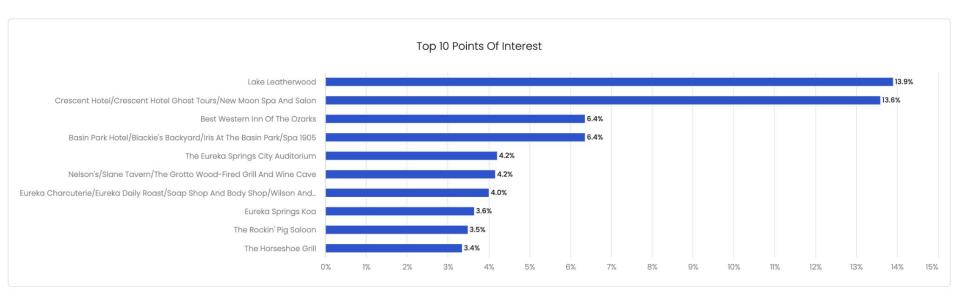
Source: Affinity. Note: This data does not include online transactions. Therefore the Accommodations category would not include short-term rentals where the card is not swiped in-market. The Transportation category includes rental cars/RVs, taxi/limo services, cruise ships, airports and travel agencies & tour operations. Tip: Click into a Category to see what merchant categories visitors are spending on within that Category.



#### How does your destination's average visitor spending compare to last year?

Source: Affinity. Note: This insight is not configured to the Date Range filter above and will instead always show the current year compared to the previous year. Tip: Click into a month to see the YOY change in Avg. Visitor Spending by Category. LY = Last Year, TY = This Year.







# Sales Tax Collections By Month (Food & Bev + Lodging)

'22 Fiscal Year				
Jan	\$144,507			
Feb	\$94,192			
Mar	\$98,768			
Apr	\$156,174			
May	\$161,922			
Jun	\$182,018			
Jul	\$213,624			
Aug	\$212,783			
Sep	\$182,897			
Oct	\$202,435			
Nov	\$258,140			
Dec	\$174,146			

'23 Fiscal Year				
23 i iscai Teai				
Jan	\$127,500			
Feb	\$119,876			
Mar	\$158,110			
Apr	TBD			
May	TBD			
Jun	TBD			
Jul	TBD			
Aug	TBD			
Sep	TBD			
Oct	TBD			
Nov	TBD			
Dec	TBD			

Summary YoY To Date				
2022	\$337,467 for Jan - Mar			
2023 \$405,486 for Jan - Mar				
+/- %	+20% YoY			



### **Advertising & Marketing - Summary**

- Launched all remaining paid media for the Spring campaign, including campaign setup and trafficking creative.
- Continued planning for CY23 Summer & Fall/Winter campaigns.
- Continued to work with client on website refinement and additions.
- Provided ongoing web maintenance support for CAPC staff.
- Facilitated WordPress training with client.
- Developed new monthly invoicing process, to begin in May.
- Facilitated 2022 Folk Festival photo and video transfer of assets.
- Attended CAPC meetings (virtually).
- Conducted weekly status meetings with CAPC staff.
- Continued to conduct meetings with various media vendors for current and upcoming media campaigns, an ongoing process.
- Continued to monitor and review media usage and traveler behavior trends to apply to current and future strategic plans.
- Communicated and completed various social media requests from CAPC as needed, an ongoing process.
- Developed and sent monthly reports for review.



### **Public Relations - Summary**

- Continued proactive outreach to top-tier national publications, keeping seasonality and affordable travel at forefront of messaging.
- Pitched outdoor activities, Summer travel, and one year away from 2024 Eclipse.
- Liaised with Dennis Heinze (AAA Explorer), Fran Morley (Convention South), Carolanne Roberts (Southern Living).
- Shared information with ConventionSouth regarding the destination as a meetings and convention location.
- Vetted incoming media requests on an ongoing basis.
- Continued to position and pitch Eureka Springs as an "open-air hidden gem," aligning with travelers' desires for spacious, safe destinations.
- Continued to develop pitch material for upcoming Summer travel, highlighting partners in destination.

#### Public Relations - Metrics

(Source: Muck Rack)

#### **April 2023 Publicity**

Estimated Impressions: 439,087,436

Estimated Media Value: \$4,061,558.80

#### January 2023 - April 2023 Publicity

Estimated Impressions: 2,314,787,522

Estimated Media Value: \$21,411,784.65

#### **Eureka Springs**



Eureka Springs is a town like no other, with a unique blend of natural beauty and quirky charm that makes it a must-visit destination. Nestled in the Ozarks and surrounded by lush forests, winding rivers, and sparkling lakes, the town provides a breathtaking backdrop for visitors to explore. However, it is not just the natural beauty that draws visitors to Eureka Springs. There is also the eclectic mix of shops and boutiques that line the town's winding streets. From funky vintage clothing stores to artisanal craft shops, there is something for everyone to discover. Visitors can spend hours exploring the town's quirky shops, chatting with local artists and craftspeople, and discovering one-of-a-kind treasures. Eureka Springs is a gem of the South, where visitors can immerse themselves in an undeniably unique culture while surrounded by the majesty of the Ozarks Mountains.

Wanderlust: These 10 Little-Known Towns In The US Will Make Your Spring Unforgettable



#### TOWN&COUNTRY

# GOOD HOUSEKEEPING

The Best Small Town to Visit in Every State for a Charming Weekend

Eureka Springs, Arkansas



With Victorian homes flanking the winding mountainside streets, this secluded city is brimming with historic flair: In fact, its entire downtown area is on the National Register of Historic Places. Outdoor activities abound at Beaver Lake, where you'll find water sports, camping, fishing, and mountain biking

April 2023

# **Total Solar Eclipse Next Year** 4. Northwest Arkansas

Travel<sup>B</sup>Path

15

Northwest Arkansas is known for its natural beauty - it is the Natural State, after all.

These Are The Top 6 Places To Witness The

A cozy cabin tucked away in the Ozark Mountains would be a perfect place for a peaceful getaway, as would one of the many campsites located throughout.

The quaint and charming towns of Hot Springs and Eureka Springs are also great options, although it would be best to book any of these locations as soon as possible.

Campsites are already being booked for the event, and small towns in the area are currently looking for ways to accommodate the influx of people.

**PARADISE** 



8 Coolest **Small Towns In** Arkansas For A Summer **Vacation** 



### **Adara Impact - Economic Insights**

Below is the hotel revenue shown in Impact from those exposed to the advertising. Note this is only hotel and does not include vacation rental revenue.

This slide shows rolling totals starting with Impact and paid media launching in mid-March. For this reporting, this represents approximately 6 weeks of the Spring Campaign.

#### **Observed Data - Cumulative YTD**





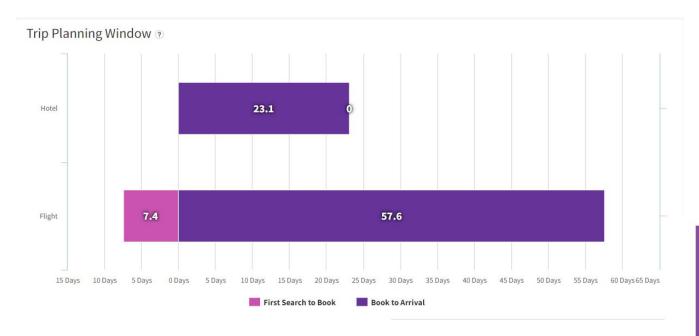
#### **Enriched Data - Cumulative YTD**





NOTE: Hotel Revenue can show both Observed (direct Adara partner data from those exposed to advertising) and *Enriched Data*, which uses IMPACT Plus methodology that takes Adara's travel partner data and calculates it to include STR Census and Occupancy data to give a more complete market visibility.

### **Adara Impact - Book/Search Window**



- Travelers searched for less than a week for hotels before booking.
- They booked their hotel 23.1 days before their travel dates
- For flights, travelers to Eureka Springs searched 7.4 days before they booked their flight.
- Travelers booked their flights almost 2 months (57.6 days) prior to arriving in the destination.

17,970
Total Trackable Website Visits

### **Adara Impact - Top Markets**

Top markets for Hotels and Flights from those exposed to the advertising YTD are shown below.

19

arkets - Hotel Bookers
Percentage of Travelers
44.4
16.7
11.1
11.1
5.6
5.6
5.6



### **Adara Impact - Top Media Partners**

Top Media Partners in March who drove Searches, Booking, and Revenue are listed below.

	Bookings	Searches	Total Estimated Room Nights	Total Revenue
Pixel Group Name	▼	▼	-	<b> </b>
ESP -FY23 Spring - Adara	8	80	18	\$ 1,883.94
ESP - FY23 Always On - Paid Search	4	65	10	\$ 1,172.73
ESP - FY23 Spring - Digdev	3	1	9	\$ 956.79
ESP - FY23 Spring - Strategus	3	69	7	\$ 744.17
Total / Average	13	207	29	\$3,218.08

### Paid Media - Expedia/VRBO

From those exposed to Expedia and VRBO advertising in the month of April:











0 171
Tickets Room Nights



193 PAX





\$26.5K 1.7
Gross Bkg \$ ROAS

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POS Name	Attr. Ad Spend \$	Impressions	Clicks	CTR	View thru \$	Click thru \$	Gross Bkg \$	ROAS
VRBO United States	\$9,154	261,530	479	0.18%	\$713	\$0	\$1K	0.1
Expedia US	\$6,333	226,966	235	0.10%	\$25,792	\$0	\$26K	4.1
Grand Total	\$15,486	488,496	714	0.15%	\$26,505	\$0	\$27K	1.7

- Media CTR at 0.15% CTR (above benchmark of 0.08%)
- 171 room nights were booked
- \$26,500 in gross bookings were generated
- Advertising for April delivered a 1.7 ROAS (Return On Ad Spend)

#### Paid Media - Adara

Adara's ad campaign launched in April and will continue through mid-May.

Impressions: 1,626,715 Clicks to Site: 2,014

CTR: 0.12% (above industry average of 0.08%-0.10%)

From those exposed to Adara ads in April (\$12,714 in ad spend):

Number of hotel searches: 122

Number of hotel bookings: 11

Number of flight searches: 317

Number of flight bookings: 21

Average Length of Hotel Stay: 2 nights

 Average days from booking to arriving in destination (booking window): 22

Average daily rate: \$114

Hotel Revenue: \$25,916







### Paid Media - Summary

The Spring Campaign continued in market with all vendors running, including paid search (Google), Facebook/Instagram, Expedia and VRBO, display banners, digital audio, eblast and retargeting banners, and streaming TV.

#### **Performance Highlights:**

• Total Impressions: 4,700,076

Total Clicks: 12,584

• CTR: 0.27%

Total Video Views: 565,184

• VCR: 75%

#### Top performing media partners for April for the Spring Campaign

- DigDev, with retargeting banners served to those who had previously received an eblast with a 0.59% CTR.
- MobileFuse, with mobile and native ads targeting those users whose devices have been to parks, kayaking, biking, hiking, and breweries with a 0.46% CTR.

Industry benchmarks: CTR for display banners - 0.08-0.10%, Native - 0.25%, Video VCR 70%

### Paid Media - Summary

#### **Top Creative Set(s):**

- This month, with an extremely strong 2.49% CTR, the top creative was Curious Downtown Painting 300x600.
- The second top performing creative with another extremely strong CTR of 2.33% was Curious Family Cabin 300x600.













FRAME 2





Industry benchmarks: CTR for display banners - 0.08-0.10%, Native - 0.25%, Video VCR 70%

### Paid Social - Facebook/Instagram

The Boosted Posts media buy came to an end on 4/16 and ran as part of the Spring Campaign with the objective of driving Awareness/Engagement to get a broad reach and large number of impressions, as well as driving engagement i.e., people liking, commenting, or sharing posts.

In April, additional paid social ads as part of the Spring Campaign were launched and will continue to run through 5/14. With the addition of these ads, along with additional budget and optimizations, there were steady increases across impressions, clicks, and CTR.

#### **April Results:**

• Impressions: 1,978,781

Post Engagement: 63,875

• Clicks: 32,271

• CTR: 1.63%

Industry benchmark = 0.9%

#### **Top Performing Traffic Ad:**



Traffic

Link Clicks: 19,011

### Paid Media - Google Paid Search

As part of the Spring Campaign, the Paid Search campaign on Google continued through the month of April. This campaign has an the objective of reaching people with interest in Eureka Springs and travel to drive engagement and interest. Please see the next slide for more detailed information on ad groups and keywords.

#### **April Results:**

• Impressions: 18,684

• Total Clicks: 4,022

• Avg. CTR: 21.53%

Industry benchmark = 4%

Avg. CPC: \$0.57

Industry benchmark = \$1.54

#### **Top Performing Ad:**

#### Places to visit in Eureka | Eureka Springs Arkansas | Curious, Indeed

Check out everything there is to do in naturally beautiful Eureka Springs.

There's as little or as much as you would like to do in our quirky corner of...



### Paid Media - Google Paid Search

•	Ad group	Status	Ad group type	Impr.	CTR	Cost	↓ Clicks
•	things to do	Eligible	Standard	5,259	28.62%	\$740.05	1,505
•	events	Eligible	Standard	7,144	19.95%	\$807.73	1,425
•	visit	Eligible	Standard	6,100	17.43%	\$708.00	1,063

#### **Top Performing Keywords:**

- 1. Eureka Springs events
- 2. Fun things to do in Eureka Springs
- 3. Places to visit in Eureka Springs
- 4. Things to do in Eureka Springs

- 5. Arkansas events
- 6. Upcoming events in Eureka Springs
- 7. Visit Eureka Springs
- 8. Arkansas places to visit





### **Social Media (Organic) - Summary**

- For April, the annual content strategy was implemented across all social media platforms.
- Conducted day-to-day operations, including but not limited to:
  - Content creation
  - Content curation
  - Community management
  - Social listening
  - Optimization
  - Reporting
- Completed the May 2023 content calendar to be shared across social media platforms.

### Social Media (Organic) - Facebook

YR Numbers Represent 2021-2023 Growth

NEW FANS +498	1,720,955	organic reach 205,000	organic engagement 61,033	AWARENESS 689
TOTAL FANS	TOTAL ORGANIC PAGE IMPRESSIONS	TOTAL ORGANIC REACH	TOTAL ORGANIC ENGAGEMENT	AWARENESS
10,282	33,094,877	12,353,321	1,064,864	18,558

#### **Key Insights:**

- Compared to last month, there was a...
  - 5% increase in followers
  - o 109% increase in reach
  - o 37% increase in engagement
  - o 100% increase in awareness
  - o 2% decrease in impressions
  - Engagement Rate: 1.7%

In April, there was an increase in followers, reach, engagement and awareness. This was due to a multitude of things, such as the time of year along with an increase of content frequency and the paid social campaign. The increase in engagement was also due to the increase in content frequency and the addition of localized content. The increase in followers was due to engagement tactics from both a paid and organic perspective.

There was also a decrease in impressions in April. It is recommended that the team continues to balance the content mix with localized and non localized content to help improve this metric. In addition, it is recommended that the team continues to include a variety of content placements including LIVE, static, dynamic content and video. Through continued collaboration with the CAPC team, organic social and paid social team, these metrics will continue to grow.

### Social Media (Organic) - Instagram

YR Numbers Represent 2021-2023 Growth

+403	1MPRESSIONS 42,725	organic reach 73,242	ORGANIC ENGAGEMENT 6,121	38,324
TOTAL FANS	TOTAL ORGANIC PAGE IMPRESSIONS	TOTAL ORGANIC REACH	TOTAL ORGANIC ENGAGEMENT	Video Views
28,767	3,072,235	2,764,426	255,515	1,027,126

#### **Key Insights:**

Compared to last month there was a...

- 0.7% increase in followers
- o 100% increase in reach
- o 78% decrease in impressions
- o 80% increase in engagement
- 11% increase in awareness
- 100% increase in video views
- Engagement Rate: 3.1%

In April, there was an increase in followers, reach, engagement, awareness, and video views. This was due to an increase in postings. Due to the large increases over a short period of time, it is recommended that some of the placement frequencies are spread out. For example, posting top performing content types on top performing days versus same placement multiple times a week. This will allow for a large amount of awareness to be later retargeted with a higher variety of content. Additionally, it is recommended that the team look at series established and also spread those out from a frequency and placement perspective.

There was a decrease in impressions, most likely due to the variety of postings. When one placement and content goal is utilized, the audiences are limited, resulting in a lower amount of new users viewing content.

2

### Social Media (Organic) - Twitter

YR Numbers Represent 2021-2023 Growth

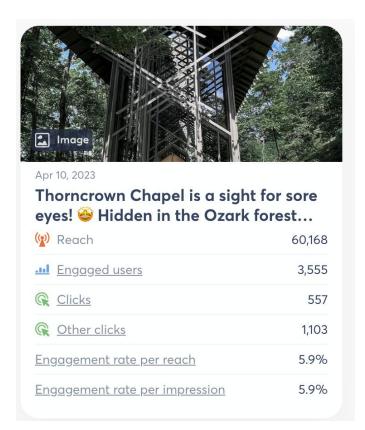
	new fans -12	731	ENGAGEMENT  18	
1	TOTAL FANS	TOTAL ORGANIC PAGE IMPRESSIONS	TOTAL ENGAGEMENT	
	5,230	163,034	25,490	

#### **Key Insights:**

- Compared to last month there was a...
  - o 80% decrease in impressions
  - o 65% decrease in engagement

In April, there was a decrease in impressions, followers, and engagement. With the recent changes of Twitter, many users have shifted away from the platform and have less trust. It is suggested that the team continue to focus on more visual platforms, such as Instagram and Facebook. However, it is also recommended that the team maintain the Twitter platform in case of a Meta shut down.

### Social Media (Organic) - Facebook Top Posts





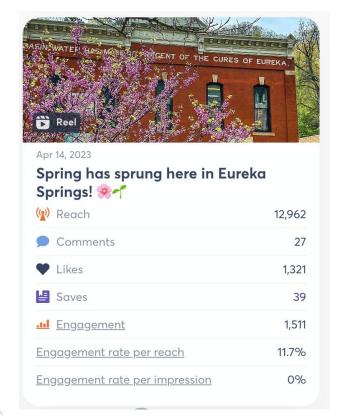
(v) Reach	39,547
<u>Ingaged users</u>	1,430
© Clicks	188
© Other clicks	568
Engagement rate per reach	3.6%
Engagement rate per impression	3.5%

### **Social Media (Organic) - Instagram Top Posts**

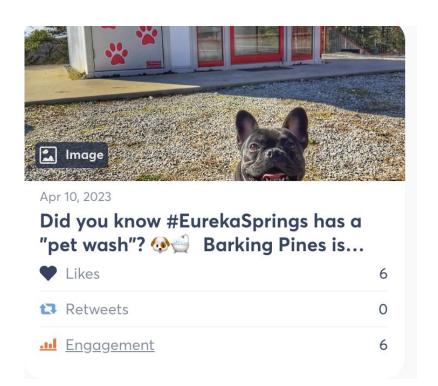


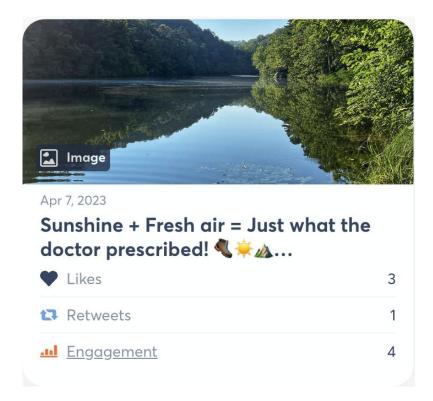
# Looking for the perfect place for a Spring adventure? Put on your hikin...

(p) Reach	15,629
Comments	30
<b>♥</b> Likes	1,200
<b>≜</b> Saves	248
! Engagement	1,712
Engagement rate per reach	11%



## **Social Media (Organic) - Twitter Top Posts**





6

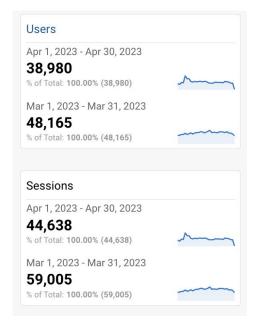


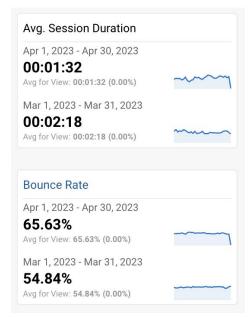


### **Website Summary**

- The number of users normalized from March to April after the launch both of the new website and the Spring paid media campaign in March.
- There was also an increase in Bounce Rate (65.63% vs. 54.84% in March) and decrease in Average Session Duration (2:18 vs. 1:32 in March).
- There was an increase in New Users (86.8% vs. 79.5% in March), a positive indicator.
- Traffic source for the website saw the biggest shift over March, with more diversified sessions by channel, lead by direct traffic (23.1%) and social (21.8%).
- The most viewed pages in April (excluding the homepage) were Things To Do, Events (which saw a large jump over previous months), Outdoor, Attractions, and Arts & Culture.
- Top states for visitation to the website were Missouri, Oklahoma, Texas, and Arkansas, all of which are reflective of target markets for Paradise paid media. An anomaly was California coming in at #6 with a 208% increase over March.

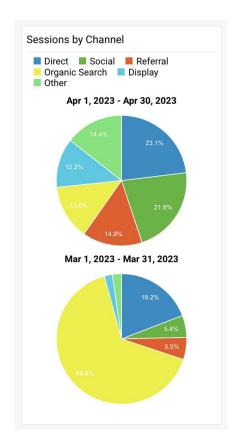
### **Website - Google Analytics**

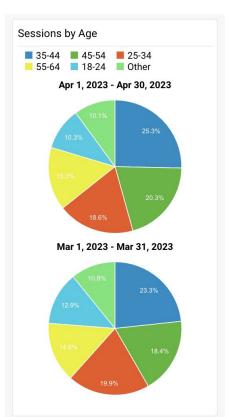


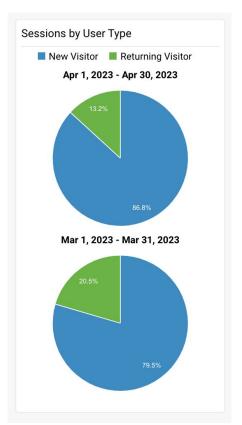


Region	Users
Missouri	
Apr 1, 2023 - Apr 30, 2023	6,216
Mar 1, 2023 - Mar 31, 2023	6,276
% Change	-0.96%
Oklahoma	
Apr 1, 2023 - Apr 30, 2023	5,686
Mar 1, 2023 - Mar 31, 2023	4,671
% Change	21.73%
Texas	
Apr 1, 2023 - Apr 30, 2023	4,566
Mar 1, 2023 - Mar 31, 2023	8,981
% Change	-49.16%
Arkansas	
Apr 1, 2023 - Apr 30, 2023	4,203
Mar 1, 2023 - Mar 31, 2023	6,032
% Change	-30.32%
Kansas	
Apr 1, 2023 - Apr 30, 2023	2,516
Mar 1, 2023 - Mar 31, 2023	3,037
% Change	-17.16%
California	
Apr 1, 2023 - Apr 30, 2023	2,340
Mar 1, 2023 - Mar 31, 2023	758
% Change	208.71%

### **Website - Google Analytics**







### **Website - Zartico**

Page Url	GA - Pageviews ▼
https://visiteurekasprings.com/	35,655
https://visiteurekasprings.com/category/things-to-do/	7,554
https://visiteurekasprings.com/events/	4,778
https://visiteurekasprings.com/category/things-to-do/outdoor-activities/	4,180
https://visiteurekasprings.com/category/things-to-do/attractions/	3,505
https://visiteurekasprings.com/category/things-to-do/arts-culture/	2,423
https://visiteurekasprings.com/category/things-to-do/attractions/page/2/	1,859
https://visiteurekasprings.com/category/where-to-stay/	1,566
https://visiteurekasprings.com/category/food-drink/	1,555
https://visiteurekasprings.com/category/things-to-do/attractions/page/3/	1,365
https://visiteurekasprings.com/events/category/the-aud/	1,302
https://visiteurekasprings.com/event/melissa-etheridge-the-auditorium/	1,154



### **Looking Ahead**

#### • Planning:

- Agency to begin working on fulfillment of Summer media campaign.
- Fall/Winter media campaign presented on 4/24.

#### • Website Development:

 Agency to continue to provide support with listing updates and refinements.

#### • Intelligence & Data:

 Continued planning and implementation for Zartico, intelligence platform.



