# Eureka Springs Monthly Report | June 2023





# **Table of Contents**

- Visitor Insights
- Sales Tax Collection By Month
- Advertising & Marketing Summary
- Public Relations Summary + Metrics
- Media Partner Analytics
- Paid Media Summary + Metrics
- Organic Social Media Summary + Metrics
- Website Summary + Metrics
- Next Steps + Planning Timeline

#### June 2022 Report:

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

# Visitor Insights



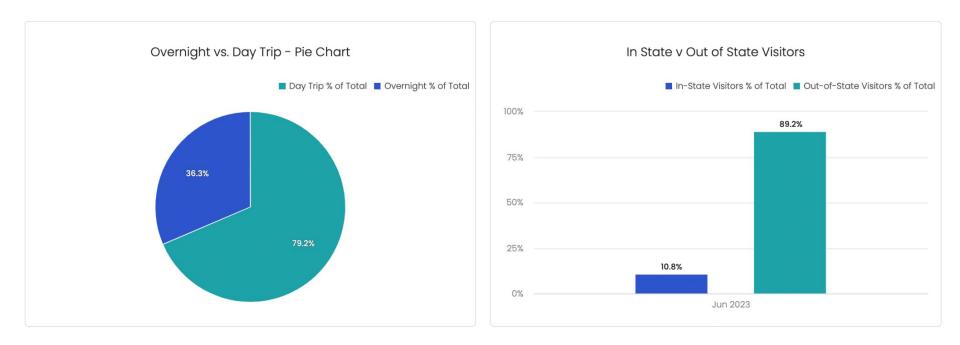
# Visitor Insights | Summary

- 36.3% of observed visitors, based on Zartico data, stayed overnight in June, trending slightly down from the rest of 2023 thus far.
- In June, 89.2% of visitors came from out of state, trending up for 2023.
- Kansas City, MO market continued to be the #1 visitor market in June. These visitors also the most likely to stay overnight. Dallas, TX saw a large jump in June up to the #2 visitor market. Tulsa, Oklahoma City, Little Rock, and Springfield, MO rounded out the top markets. All are target markets for Paradise media for this year.
- For in-market spending, Food continues to lead the way, followed by Accomodations and Retail. A reminder these are credit card swipes while in-market. This is on par with trends so far in 2023 and holding steady with 2022 numbers.
- The average visitor spend in June decreased from \$185 to \$161 when compared to June 2022. These numbers change and shift frequently throughout the year.
- When looking at HHI of visitors, Dallas and Chicago visitors are most likely to have a HHI of \$81K+, while Joplin, MO/Pittsburg, KS and Little Rock DMA visitors are most likely to have a HHI of \$21K \$60K. The Paradise team will continue to evaluate this data when planning for the Fall/Winter media campaign.

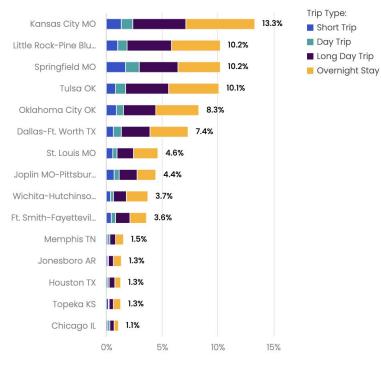


#### Where are visitors to your destination coming from?

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.

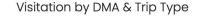


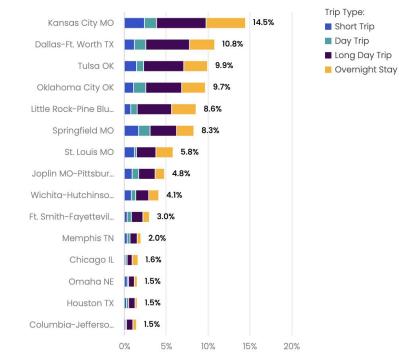




Visitation by DMA & Trip Type

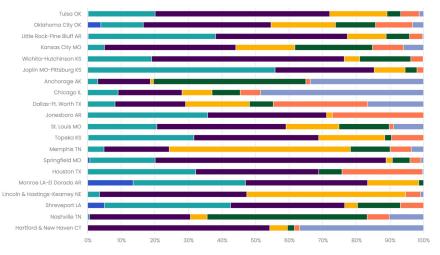
January - May 2023





June 2023





#### Top 20 Spending DMAs by HHI



Top 20 Spending DMAs by HHI

January - May 2023

June 2023



Income:

#### 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 last 12 months compared to the previous year. Avg. Visitor Spending will not appear for a Month where there are 10 or less cardholders based on the filters selected. Tip: Click into a month to see the YOY change in Avg. Visitor Spending by Category. LY = Last Year, TY = This Year.





# Monthly Report

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SPRING

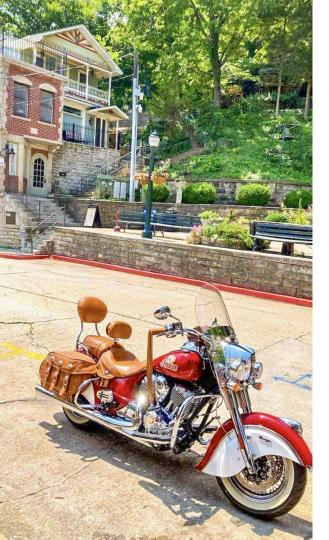
BAT B

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

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

<b>'23 Fiscal Year</b>				
Jan	\$127,500			
Feb	\$119,876			
Mar	\$158,110			
Apr	\$163,943			
Мау	\$193,392			
Jun	TBD			
Jul	TBD			
Aug	TBD			
Sep	TBD			
Oct	TBD			
Nov	TBD			
Dec	TBD			

Summary YoY To Date				
2023	\$762,823 for Jan May			
2022	\$655,564 for Jan May			
+/- %	+ <b>16% YoY</b>			



# Advertising & Marketing | Summary

- Ongoing launches for the Summer media campaign, including securing placements with media vendors, creative asset development, and ad trafficking.
- Presented the Bikes Blues & BBQ media campaign for client consideration.
- Presented the 2023 Influencer campaign outline. Began vetting influencers for consideration based on initial client feedback.
- Continued planning and strategy for the Fall/Winter campaign.
- Facilitation and development of estimates for creative jobs, as needed, an ongoing process.
- Completed new online tax form.
- Analysis (though Zartico data) of several potential target market areas in LA and MS.
- Attended monthly Zartico meeting.
- Provided ongoing web maintenance support for CAPC staff.
- 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.
- Developed and sent monthly report for review.



# Public Relations | Summary

- Continued proactive outreach to publications, keeping seasonality and affordable travel at forefront of messaging
- Pitched outdoor activities, Summer travel, and road trip destinations
- Responded to media queries for Father's Day, Summer family travel, biking and charming southern towns
- Crafted "Hidden Gem" roundup pitch
- Crafted "unique and unbelievable" pitch
- Vetted incoming media requests
- Positioning Eureka Springs as a must visit, family friendly destination that will provide days of fun, outdoor adventure, amazing food and unique shopping
- Updated Fall planning; identifying pitch topics for late Summer and Fall travel, events, etc. that highlight destination partners

#### **Public Relations | Metrics**



Eureka Springs, Arkansas

#### Population: 2,397

Tucked away in Arkansas's Ozark Mountains (it's an easy drive from Kansas City, St. Louis, and Tulsa), the tiny town is full of so many juxtapositions that they start to blur together. Churches and Christian bookstores line one street, while New Age crystal shops and self-proclaimed haunted hotels 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 will make you feel like you're miles away from civilization. It's that "can't quite pin it down" quality—not to mention incredible views of the Ozarks—that makes us love this tiny town so much.



#### FUN FALL LEAF-PEEPING FAMILY VACATION IDEAS

AUTUMN FOLIAGE ADVENTURES ACROSS THE US, FROM NEW HAMPSHIRE TO NAPA VALLEY

#### June 21, 2023 | 10 min read

#### 8. ARKANSAS - Scenic Byway 7

For those looking to experience some of Arkansas's best natural beauty, Arkansas Scenic Byway 7 is a great place to explore. Located in north central Arkansas, Byway 7 is one of the longest byways in the United States and provides travelers with breathraking mountain views and plenty of fun activities to take part in.

Eureka Springs is an excellent base for your adventure. The two rivers and three lakes surrounding the city are perfect for auturn fishing, kayaking, boating, hilling, and biking. Nearby caves and caverins, like Onyx Cave and Cosmic Cavern, are perfect for exploring. Or experience the exhilarating thrill of a zip line canopy tour in the heart of the beaufful Ozark Mountains.

The 1886 Crescent Hotel and Spa in Eureka Springs is perfect in the fall. This 126-year-old hotel is perched on the Ozark Mountains and has become known as America's most haunted hotel. You can even go on a nightly ghost hunt.

From Eureka Springs, head east about 40 miles to Harrison to pick up Byway 7. Jasper, 20 miles south, is a good turnaround point if you're in it for a leisurely ride, where you'll also find the Grand Canyon of the Ozarks. Round trip from Eureka Springs is about 120 miles. (Source: Muck Rack)

#### June 2023 Publicity

- Estimated Impressions: 1,481,950,200
- Estimated Media Value: \$13,708,039.39

#### January 2023 - June 2023 Publicity

- Estimated Impressions: 5,034,663,189
- Estimated Media Value: \$46,570,634.59



America's Most Underrated Attractions by State: Arkansas -Eureka Springs

SIXTY+ME

10 Unique Travel Destinations USA: Hidden Gems for Women Over 50

WorldAtlas

11 Towns in Southern US Have the Best Main Streets



20 Best Lake Towns in the US

# **Media Partner Analytics**

PARADISE

# Adara Impact | *Economic Insights*

Below is the hotel revenue shown in Impact from those exposed to paid advertising. Note this is only hotel and does not include vacation rental revenue. This slide and the following Adara Impact slides show rolling totals starting with paid media launching in mid-March. For this reporting, this represents the Spring and Summer Campaigns.

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



**Enriched Data - Cumulative YTD** 



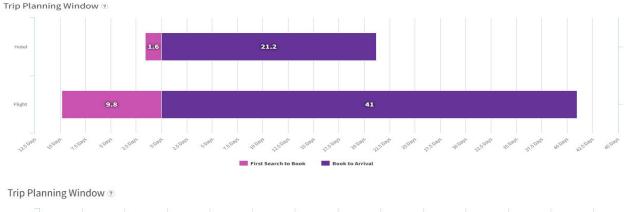
153 Flight Bookings

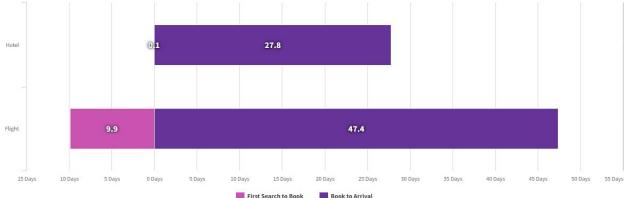


2,231 Flight Searches NOTE: Hotel Revenue can show both Observed (direct Adara partner data from those exposed to advertising) and *Enriched Data*, which uses IMPACT Plus methodology that takes Adara's travel partner data and calculates it to include STR Census and Occupancy data to give a more complete market visibility.

PARADISE June 2023

# Adara Impact | Book/Search Window





17

31,654 Total Trackable Website Visits

- As we continue to look at year-to-date, the book to arrival in destination window has shortened, with the average time travelers are booking prior to arrival is now just 3 weeks.
- The search to booking window for flights has remained consistent at approx 10 days.
- Travelers booking of flight to arrival in destination has shortened, now at 41 days.

## Adara Impact | *Top Markets*

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

Top Origin Markets - Hotel Bookers			
	e v		
Market	Percentage of Travelers		
Kansas City	17.7		
Little Rock	16.5		
Tulsa	13.9		
Oklahoma City	10.1		
Springfield	7.6		
Memphis	5.1		
Ft Smith	3.8		
Jackson	3.8		
Los Angeles	3.8		
Denver	2.5		

	P
Market	Percentage of Travelers
Chicago	15.
Denver	10.0
Las Vegas	6
Houston	4
Santa Ana	3.
Boston	2.
Seattle	2.
Dallas-Fort Worth	2.
Traverse City	2.
Newark	2.

# **Paid Media Results**



# Paid Media | Summary

The Summer Campaign began mid-May and continued in market in June. It will be live through 9/10. Vendors running included Paid Search (Google), Facebook/Instagram, Expedia, Adara, DigDev, Mobilefuse, Spotify and Undertone.

Tactics included display banners, native ads, digital audio, eblast and retargeting banners, and streaming TV.

#### **Performance Highlights:**

- Total Impressions: 1,805,004
- Total Clicks: 35,267
- CTR: 1.95%
- Total Video Views: 189,522
- VCR: 83.81%

#### Top performing media partners for June:

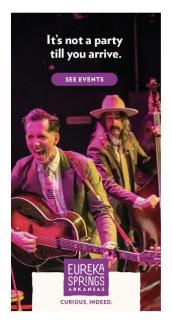
• DigDev: retargeting banners served to those who had previously received an eblast, with a 0.39% CTR.

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

# Paid Media | Summary Cont.

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

- Top performing display ad this month was a Concerts/Events banner driving 526 clicks to the site and a CTR of .39%
- Additionally, the :15 video performed slightly better stronger than the :30, with a 99% VCR





https://vimeopro.com/paradiseagency/esp-0613-15-video-development

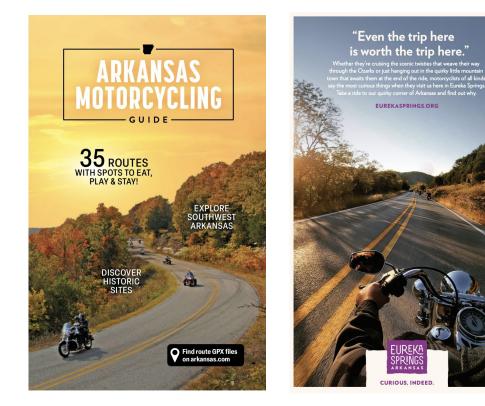
Industry benchmarks: CTR for display banners - 0.08-0.10%, Native - 0.25%, Video VCR 70%

## Paid Media | Arkansas Motorcycle Guide

The annual Arkansas Motorcycle Guide is produced by the state of Arkansas with trip routes and suggestions, events, deals, travel tips and anything else you might need to plan a motorcycle trip in Arkansas.

Eureka Springs was featured with a Full Page print ad opposite of Table of Contents in the 2023/2024 edition. 150,000 printed copies are distributed as well as a digital edition..

The digital edition can be found here: https://arkansas.mydigitalpublication.com/p ublication/?m=59413&i=788631&p=1&ver=ht ml5

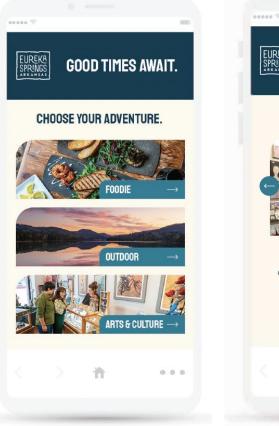


# Paid Media | Undertone

The Undertone campaign launched in June with innovative, interactive Rich Media ads which allow users to 'choose their own adventure' specific to foodies, outdoorsy individuals or art lovers. This is a unique opportunity to showcase Eureka Springs in an out-of-the box way.

#### **Performance Highlights:**

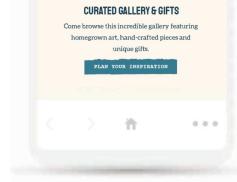
- Total Impressions: 310,912
- Total Clicks: 6851
- CTR: 2.20%
- Engagement Rate: 13.10%





#### PLAN YOUR ARTSY ADVENTURE.





Users can select one of three options from the decision tree.

# Paid Media | Expedia

From those exposed to Expedia, VRBO and Hotels.com advertising in the month of June:

٩	$\bigcap^{\bigcirc}$	J.M	R				20		S
\$6.2K Attr. Ad Spend	182.8K Impressions	224 Clicks	0.12% CTR	0 Tickets	318 Room Ni		385 PAX	\$46.6K Gross Bkg \$	7.5 ROAS
POS Summary									
POS Name		Attr. Ad Spend \$	Impressions	Clicks	CTR	View thru \$	Click thru	\$ Gross Bkg \$	ROAS
Hotels.com US		\$3,237	93,123	105	0.11%	\$44,876	\$25	1 \$45K	13.9
VRBO United States		\$1,819	59,141	94	0.16%	\$420	9	0 \$0К	0.2
Expedia US		\$1,160	30,514	25	0.08%	\$1,063	4	0 \$1K	0.9
Grand Total		\$6,215	182,778	224	0.12%	\$46,359	\$25	1 \$47К	7.5

- Media CTR at 0.12% CTR (above benchmark of 0.08%)
- 318 room nights were booked
- \$46,359 in gross bookings were generated
- Advertising for June delivered a 7.5 ROAS (Return On Ad Spend)

# Paid Media | Adara

Adara's Spring Campaign ended in mid-May, and the Summer Campaign began in June. Following are the results strictly from those exposed to the ads that ran in the Adara media buy (native, video, and display).

Impressions: 1,112,378 Clicks to Site: 742 CTR: 0.7%

From those exposed to Adara ads in June (\$4345 in ad spend):

- Number of hotel searches: 249
- Number of hotel bookings: 14\*
- Number of flight searches: 313
- Number of flight bookings: 17\*
- Average Length of Hotel Stay: 2 nights
- Average days from booking to arriving in destination (booking window): 4.5
- Average daily rate: \$173.84\*\*

\*Hotel and flight bookings in **June show 210% increase from May** (from 10 total to 31). \*\*ADR also increased from \$114 to \$174.





# Paid Social | Facebook/Instagram

In June, the Mid-Atlantic Women's Motorcycle Rally geofence campaign ran from 6/15 to 6/17 with a focus on traffic to the website and destination awareness for those attending the motorcycle rally.

The Summer Campaign also launched in mid-June (after a brief pause from the Spring Campaign which wrapped 5/14) and focused on general brand awareness with tactics of Traffic and Awareness. There was an increase in CTR to 2.01%, well above in industry benchmark.

#### June Results:

- Impressions: 456,770
  - 15% decrease over May
- Post Engagement: 5,127
  - 6% increase over May
- Clicks: 9,181
  - 7% decrease over May
- CTR: 2.01%
  - 9% increase over May
  - Industry benchmark = 0.9%

#### **Top Performing Creative:**

Where

Eureka Springs, Arkansas 🔮 🚥 🗙

From hotels conveniently located near fun

attractions to serene retreats nestled in nature,

you'll find your ideal home away from home.

Discover the best places to stay in Eureka

Springs!

Eureka Springs, Arkansas 🖉 🚥 🗙

Embrace the thrill of exploration in Eureka Springs, where adventure is always on the itinerary.



Where to Stay Learn more

visiteurekasprings.com Explore Eureka Springs! In Eureka Springs, our hist...



**Traffic** Clicks: 5,480

Learn more

## Paid Media | Google Paid Search

The Google Paid Search Summer Campaign has the objective of reaching people with interest in both Eureka Springs and travel, with the goal to drive engagement and interest. For the couple weeks that this campaign ran in June, we saw a strong click-through rate of 22%! Well over the industry benchmark of 4%.

#### June Results:

- Impressions: 29,615
- Total Clicks: 6,514
- Avg. CTR: 22.00%
  - Industry benchmark = 4%
- Avg. CPC: \$0.20
  - Industry benchmark = \$1.54

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



visiteurekasprings.com www.visiteurekasprings.com/

#### Eureka Springs Arkansas | Explore Hidden Gems | Things to do

There's as little or as much as you would like to do in our quirky corner of Arkansas. Check out everything there is to do in naturally beautiful Eureka...



:

# Paid Media | Google Paid Search

	Ad group	Ad group type	Cost	Impr.	$\downarrow$ Clicks	CTR	Avg. CPC
	Things to do	Standard	\$497.57	14,384	4,034	28.05%	\$0.12
•	Events	Standard	\$179.41	7,135	1,633	22.89%	\$0.11
•	Visit	Standard	\$165.48	3,391	515	15.19%	\$0.32
•	Where to stay	Standard	\$428.23	3,268	225	6.88%	\$1.90
•	Food & Drink	Standard	\$11.48	1,437	107	7.45%	\$0.11

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

- 1. Fun things to do in Eureka Springs
- 2. Things to do in Eureka Springs
- 3. Eureka Springs calendar
- 4. Events in Eureka Springs

- 5. What to do in Eureka Springs
- 6. Eureka Springs events
- 7. Eureka Springs tourism
- 8. Eureka Springs attractions

# Organic Social Media Results



# Social Media (Organic) | Summary

- For June, 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 July 2023 content calendar to be shared across social media platforms.

# Social Media (Organic) | Facebook

YR Numbers Represent 10/2021-2023 Growth



#### Key Insights:

- Compared to last month, there was a...
  - 0.3% increase in followers
  - 25% decrease in reach
  - 57% decrease in engagement
  - 43% decrease in awareness
  - 1.7% increase in impressions
  - Engagement Rate: 1.8% (industry average 0.9%)

In June, there was an increase in followers and impressions. This is due to the content mix of curated and created content along with the incorporation of localized content.

There was also a decrease in engagement, awareness and reach. Looking closer at the analytics, this is most likely due to a pause in paid social.

# Social Media (Organic) | Instagram

YR Numbers Represent 2021-2023 Growth



#### Key Insights:

Compared to last month there was a ...

- 0.7% increase in followers
- 31% decrease in reach
- 39% decrease in impressions
- 44% decrease in engagement
- 21% decrease in awareness
- 52% decrease in video views
- Engagement Rate: 4.9% (industry average 0.9%)

In June, there was an increase in followers. There were also decreases in reach, impressions, engagement, awareness and video views. This is due to a multitude of things. The geo-location of this audience is shifting to be more local. The team would recommend that localized content is paired with other retargeting efforts to help ensure the audience remains primarily out-of-destination.

Additionally, the team would recommend incorporating more reel placements scheduled to be paired with other placements that can be organically utilized as well as utilized by paid strategy.

# Social Media (Organic) | *Twitter*

YR Numbers Represent 2021-2023 Growth



#### Key Insights:

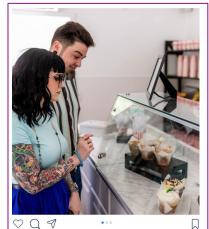
- Compared to last month there was a...
  - 5% decrease in impressions
  - 35% decrease in engagement

In June, there were decreases in impressions and engagement. This is likely due to the new updates on the platform and usage limitations imposed by the platform.

# **Top Posts for Out-Of-Market Audiences**

Note: This content aims to target users that are in the general awareness phase. Therefore, these posts are either focused on particular niche audiences or provide an overview of a particular topic to drive interest in the destination.

#### Facebook



urekasprings Founded by a talented young entrepreneur, ⊉colossalcupcakesandcones is a true haven for dessert enthusiasts. K ♥ Pr...see more un2 de 05000 PM

Placement: UGC Carousel Organic Reach: 7254 Engagement: 474



vrekasprings Our town is buzzing with excitement as a variety of credible summer events are around the corner! K From art fes . see more

> Placement: Created Carousel Organic Reach: 5452 Engagement: 452

#### Instagram

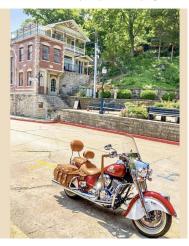


e sun is shining, the birds are singing, and Basin Park is alive wit isic!  ${}^{\otimes}_{} \square$  Here are the upcoming performances  ${}^{h}_{}$ 

June 9 @ 6:00 pm - 8:00 pm Music In the Park: Brave Combo June 10 @ 4:00 pm - 6:00 pm Music In the Park: Jesse Dean June 24 @ 2:00 pm - 4:00 pm Music In the Park: 96 Miles ... see re



Placement: Single In-Feed Image Organic Reach: 49,904 Engagement: 1,408  conquering some of Arkansas's most scenic roads, reward self with a well-deserved pit stop in Eureka Springs!



Placement: Single In-Feed Image Organic Reach: 36790 Engagement: 958

# **Top Posts for Localized Audiences**

Note: This content aims to target users who are in the destination or planning to be in the destination soon. This content is generally more focalized on a particular partner or experience.

#### Instagram

Note: While Reels are shown to both Facebook and Instagram audiences, metrics are pulled in for Instagram. Therefore, these metrics are a combination of Facebook and Instagram



Placement: Timely Reel Organic Reach: 11379 Engagement: 1090



Placement: Timely Reel Organic Reach: 10638 Engagement: 895

#### Facebook



Placement: Single Image Organic Reach: 9953 Engagement: 402



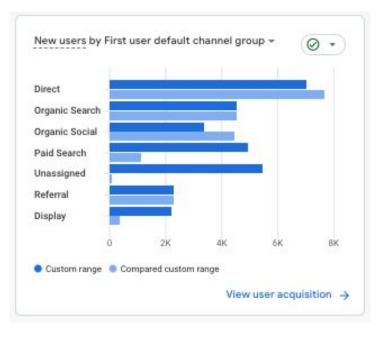


# Website | Summary

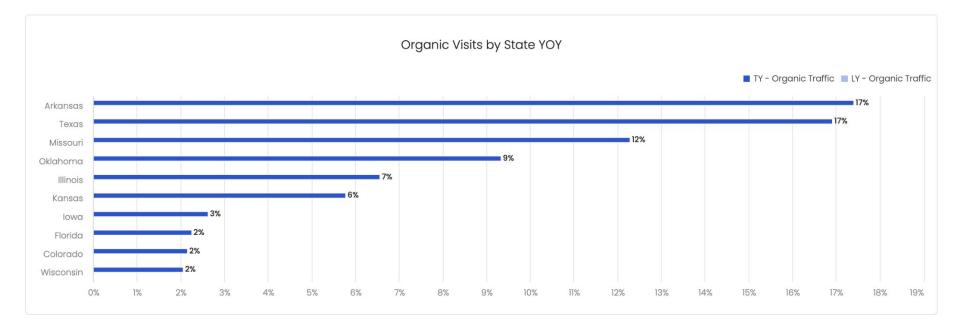
- The number of users increased 47.7% in June over May, to be expected with the Summer Paid Media Campaign launching in full-force during June.
- Traffic source for the website saw a shift (again to be expected with paid media launches) with more diversified sessions by channel, a larger percentage from Paid Search and Display, but with Organic Search holding steady, a good sign of stability for the site.
- The most viewed pages in June (excluding the homepage) were Events (the second month in a row at #1), Attractions, Things to Do, Outdoor, and Dining. This is similar to May.
- Top states for visitation to the website saw a shift from previous months: Arkansas, Texas, Missouri, Oklahoma, and Illinois respectively.
- More than half of the pages with the highest engagement rates in June came from Paid Search Traffic. The Aud page continues to have high engagement rates as well as Things To Do pages like attractions and nightlife.

## Website | Google Analytics





### Website | Google Analytics



# Website | Google Analytics

Web Content -	High	Engagement	Rate
---------------	------	------------	------

Page Url	Medium	Views (>250)	Avg. Engagement Time Per Session	Engagement Rate (>50%) 🕶
https://visiteurekasprings.com/category/things-to-do/	срс	4.7 K	00:26	88.3%
https://visiteurekasprings.com/category/things-to-do/attractions/	срс	3.9 K	04:11	82.4%
https://visiteurekasprings.com/	organic	4.8 K	00:28	80.5%
https://visiteurekasprings.com/	срс	1.1 K	00:49	80.3%
https://visiteurekasprings.com/category/things-to-do/attractions/page/4/	(none)	278	24:32	80.0%
https://visiteurekasprings.com/category/where-to-stay/	срс	351	00:30	79.5%
https://visiteurekasprings.com/category/things-to-do/nightlife/	срс	480	03:03	78.2%
https://visiteurekasprings.com/category/things-to-do/	organic	492	01:45	77.9%
https://visiteurekasprings.com/events/category/the-aud/	organic	746	00:47	77.6%
https://visiteurekasprings.com/events/category/the-aud/	referral	312	00:31	74.0%
https://visiteurekasprings.com/category/food-drink/	срс	487	03:11	72.7%

## Website | Zartico

Page Url	GA - Pageviews 🔻
https://visiteurekasprings.com/	28,473
https://visiteurekasprings.com/events/	6,575
https://visiteurekasprings.com/category/things-to-do/attractions/	6,222
https://visiteurekasprings.com/category/things-to-do/	5,752
https://visiteurekasprings.com/category/things-to-do/outdoor-activities/	3,488
https://visiteurekasprings.com/category/food-drink/	2,669
https://visiteurekasprings.com/category/things-to-do/attractions/page/2/	2,016
https://visiteurekasprings.com/category/things-to-do/attractions/page/3/	1,701
https://visiteurekasprings.com/category/things-to-do/shops-galleries/	1,584
https://visiteurekasprings.com/category/things-to-do/attractions/page/4/	1,473
https://visiteurekasprings.com/events/category/the-aud/	1,434
https://visiteurekasprings.com/category/where-to-stay/	1,348
https://visiteurekasprings.com/category/where-to-stay/cabins-cottages/	1,332
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https://visiteurekasprings.com/category/things-to-do/outdoor-activities/adve	896

# Next Steps

PARADISE

# **Looking Ahead**

#### • Planning:

- Fall/Winter media campaign plan to be presented
- Influencers for the 2023 content creator plan to be presented
- Ongoing planning around Bikes, Blues & BBQ

#### • Website Development:

 Agency to continue to provide support with requests, updates, and content development as needed

#### • Intelligence & Data:

 Continued planning, implementation, and training for Zartico intelligence platform, including monthly meetings



# THANK YOU

PARADISE 2023