Quarterly Report

October - January 2022

Ashland City Council February 22nd, 2023



Live your daydreams



Travel Ashland Role
Our work and impact

Where we are now A strong end to 2022

Program Analytics
Earned media coverage
Website and Social Analytics
Paid Media Performance – Search and Display

Industry Statistics
Ashland lodging industry
Culinary Industry

Looking forward
Winter and Spring Campaigns

Travel Ashland's role and work

- Travel Ashland leverages it's grant dollars to promote our destination, by providing the furthest, effective market outreach and destination managment that businesses and partners depend upon.
- For over a decade Travel Ashland has been diversifying our visitor base. Ashland continues to welcome a new visitor for new reasons.
- This new visitor is more active and sponatenous, attracted to Ashland's walkability, access to the outdoors and takes part in a spectrum of experiences.
- Our 2021 visitor study underscored Ashland's strengths and validated the largest shift in Ashland's visitor base. Coupled with the new brand implemented over the past year, this work enabled Ashland to bounce back and recover faster.
- This pivot would not have been possible had we not seen the changes coming prior and been planting the seeds to expand and grow visitation that anchored our ability to evolve.
- Businesses and our tourism industry partners rely on Travel
 Ashland to educate and promote to visitors while being good
 stewards of our destination.





A track record of positive impact

- For the past 40 years, your investment has enabled Travel Ashland to **generate lodging tax dollars** with our industry partners and operators to fuel Ashland's economy. Travel Ashland is the tourism branch of the Ashland Chamber of Commerce. We are your allies.
- We have increased lodging tax and food & beverage tax revenue year over year, aside from the pandemic, and have helped to generate strong recovery since.
- These dollars and the impact of visitation also support our year-round workforce, our quality of life, fund essential services and sustain amenities that residents value. It underscores why we live here.
- Our work inspires visitors to travel here **year-round** and supports our tourism related businesses and employment. We **generate food and beverage tax dollars** through visitor spending and our culinary promotions.
- Of the lodging tax generated: 70% goes to the City's general fund; 30% are restricted tourism dollars that, by state law, must be reinvested back into the tourism industry.

Where we are now

- The fall ended with strong visitation and the holidays were comparable to 2019 numbers for many though different from 2021.
- We support and promote events that are returning and growing such as the upcoming Oregon Chocolate Festival, the Cheese Festival and the Ashland Independent Film Festival and the new Rogue Table events.
- **Spring promotions** are underway with **targeted campaigns** reaching our personas and key markets that we continually assess and update based on engagement and visitation.
- We are **producing** seasonal videos, imagery and footage telling the story of visiting Ashland along with growing our social platform and engagement. We will be sharing our Fall shoot on YouTube.
- In March we will launch Travel Ashland's **Industry platform** to support our partners with resources, research and outreach.
- Production of our **Visitor Guide** begins and due to publish in May.
- We are revamping how we attract conferences, groups and tours.



Program Analytics



Earned Media Coverage November – December 2022

 Great coverage for Ashland and the region with many travel writers planning their trips for 2023. Travel Ashland participates by collaborating, hosting, planning and coordinating with partners such as Neuman Hotel Group, Travel Southern Oregon, Rogue Valley Vintners and Travel Oregon.

Book a wellness getaway at an Oregon resort that filters mineral waters to your room

Jean Chen Smith

Nestled in the small town of Ashland in Oregon's Rogue Valley, a mere 15

SF Gate (San Francisco Chronicle Website) 5.6 million UVPM Big Life Magazine (circulation: 30.000)



Be Here Now: Ashland, Oregon

Words by Hollis Zimmer

I have been to Ashland, Oregon, only a handful of times but on each visit, I find myself lured further into its charms like Allice disconling into Wonderland. One might integring seeing the White Rabbit pop out of the bush in the leafy, verdant Lithia Park that beckons visitons with its magical springs. And a king or queen may actually be mid-solliougly nearby at the Shakespeare Festival if you listent closely enough, though hopefully ordering no one's beheading. A stroll through the streets may indeed find you eventually seated at a table enjoying magical mushrooms, not of the hallucinogenic verified by Lord The plate pleasing wizardy kind concorded by local chefs.

This is a town with a vibrant arts scone, a walkable downtown, a range of foodis-centric restaurants, a craft beer scone, a burgeoning wine culture, trails for hiking, biking, and running, and, amazingly, a ski area that is both affordable and fun. It's also a college town, a feature that brings its own youtful vibrancy; it would be impriging to call Anhahad a lovely little harmled given its well known history as the home of the Cregon Shakespeare Festival, but it offers so much more than that. Add to this paradislicat scene some of the lovelest people around and you get the idea of why this is a magical town.

MEN'S JOURNAL

ADVENTURE

These Small 'Mom 'n Pop' Ski Resorts Are Locals' Best-Kept Secrets



Mt. Ashland Ski Area

by Nancy Prichard Bouchard

Men's Journal (circ. 1.3 million unique visitors per month)

Website and Social Analytics

October - December Actual

	October - December 2022	October - December 2021	Variance	Variance
Pageviews	32,890	10,998	21,892	199.05%
Users	19,790	4,503	15,287	339.48%
Sessions	22,116	5,412	16,704	308.65%

January - March Forecast

	January - March 2023	January - March 2022	Variance	Variance
Pageviews	34,500	20,570	13,930	67.72%
Users	16,000	9,117	6,883	75.50%
Sessions	15,500	10,629	4,871	45.83%

Social Metrics October - December

Facebook October - December Actual

	Oct-Dec 2022	Oct - Dec 2021	+/-	+/-
Followers	2,458	2,082	376	15.28%
Reach	41,170	3,423	37,736	91.66%
New Likes	75	41	34	45.33%

Instagram October - December Actual

	Oct - Dec 2022	Oct - Dec 2021	+/-	+/-
Followers	4,035	3,438	597	14.79%
Reach	16,787	6,235	10,552	62.86%
New Likes	244	0	244	100%

Paid Social October - December

168,445

51,729

2,797

3.35%

\$0.27

Impressions Reach Clicks CTR CPC

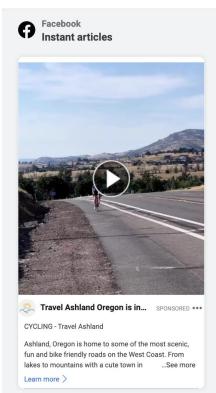






Paid Social October - December









Social Posts December

Top Post

Reach 1,073 Engagement 21



Day 1 Snowplay @ Mt. Ashland & dinner in town
Day 2 Shopping and Ice Skating in Lithia Park
Day 3 Cozy rest day and the best hot chocolate
Day 4 Explore the playgrounds and hike the trails

Something for everyone - get away to Ashland this winter break with the family and friends. The holidays are filled to the brim with magic and wonder along with scrumptious food and libations. Hamilyfun #basecampashland #liveyourdaydreams

Reach 461 Engagement 23



Happy Hanukkah on this first night! May your candles burn bright this season.

Reach 302 Engagement 12



Come celebrate the light in Ashland this holiday season. Wishing everyone a beautiful Winter Solstice as the sun stands still and winter begins. #liveyourdaydreams #wintersolstice2022 #pnw

Key Takeaways

- The editorial calendar with prewritten social posts and templates were a success promoting Festival of Light and winter itineraries.
- Travel Ashland launched the new social management plan the week of Dec 12 with a new social media consultant starting January 2023.
- Overall web traffic and engagement continues to be up significantly YOY
 - Pageviews +140%
 - Users +329%
 - Sessions +261%

Top Pages

- Homepage 10.67%
 - Top navigated to after Homepage
 - Festival of Light
 - Winter Reaction
 - Dining
- Ashland 4 Kids 9.14%
- Festival of Light 6.09%

Paid Media Performance



Search

Search October - December 2022

108,075

6,297

5.83%

\$0.81

Impressions

Clicks

*Industry Average 5-7%
CTR

*Industry average \$1.40

Ad Group 💲	Impressions ‡	Clicks ‡	Click Rate ‡	Absolute Top Impressions ‡	Top Impressions 🗘
Branded ▶	27,044	2,277	8.42%	36.71%	86.66%
Family Fun ▶	26,449	1,580	5.97%	21.09%	82.28%
Outdoors ▶	28,021	1,063	3.79%	42.30%	92.95%
Wine and Culinary •	18,281	768	4.20%	27.38%	71.97%
Arts and Culture ▶	8,092	599	7.40%	46.01%	74.97%
Local Shopping ▶	188	10	5.32%	27.17%	53.32%

TOP CITIES

City	Impressions	CTR
Portland, Oregon	45,811	4.92%
Dorris, California	8,243	9.95%
Seattle, Washington	3,130	4.35%
Redding, California	812	15.76%
Sacramento, California	1,350	7.41%
Eugene, Oregon	1,420	6.69%
Salem, Oregon	1,102	7.80%
San Francisco, San Francisco B	1,444	5.68%
Redmond, Oregon	704	9.52%
San Jose, Silicon Valley	1,057	6.15%

Search Creative Examples

Wine & Culinary

Impressions Clicks CTR 4,232 164 3.88%

Wine and Culinary Paradise | Farm-to-Table Dining | Travel Ashland
Ad www.travelashland.com

Award winning microbrews and wine await. Plan your trip with Travel Ashland. A Wine Enthusiast's Top 10 Best Wine Travel Destination. Book a trip today. What To Do
Explore Ashland
Dining & Tours

Branded

Impressions Clicks CTR 3,567 390 10.93%

Start Your Journey | Visit Ashland Oregon |
Wine, Culinary, and Culture
Ad www.travelashland.com

Ashland provides a year-round destination for travelers to pursue their passions. View sample Itineraries and request your free Visitor's Guide today!
What To Do

Explore Ashland

Family Fun

Impressions Clicks CTR 6,683 471 7.05%

Ashland for kids | Family Hiking Trips |
Request Your Visitor Guide
Ad www.travelashland.com

Something for everyone in the family. Outdoor
adventure for all abilities. Make family memories with
an Ashland Vacation. Request your Visitor Guide
today.
What To Do
Explore Ashland

Arts and Culture

Impressions Clicks CTR 2,482 178 7.17%

Plan Your Trip | Explore - Travel Ashland | Travel Ashland | Ad www.travelashland.com

Exploring the beauty of Ashland through the arts, theater and scenic views. A year-round roster of theater, performing arts, and other cultural events. Visit Ashland.
What To Do Explore Ashland

Outdoors

Impressions Clicks CTR 6.783 270 3.98%

An Outdoor Adventure Awaits | Pacific Crest Trail | Cycle Oregon Wine Country

Ad www.travelashland.com

Whether You Love To Hike, Bike, Run, Ski Or Raft, Ashland Offers Something For Everyone. Where the Cascades meet the Siskiyous adventure awaits. Plan your trip; Travel Ashland.
What To Do

Explore Ashland

Display

Display October - December

1,115,876	1,800	0.16%	40
Impressions	Clicks	CTR	View Through

Place	Region	Impressions	Clicks	Click Rate
San Francisco	California	82,418	120	0.15%
Phoenix	Arizona	50,234	106	0.21%
Seattle	Washington	67,858	103	0.15%
Portland	Oregon	77,287	102	0.13%
Los Angeles	California	56,962	88	0.15%
Sacramento	California	34,060	56	0.16%
San Diego	California	26,823	49	0.18%
Denver	Colorado	25,567	34	0.13%
Las Vegas	Nevada	15,334	33	0.22%

Display



Interest: All
Market: Drive
Run Dates: 3.1.2022-11.30.2022



Impressions: 74,968 CTR: 0.11% Clicks: 82













Persona: Family Getaways Interest: Family Fun Market: Drive & Fly Run Dates: 3.1.2022-11.30.2022 Impressions: 135,000 CTR: 0.15% Clicks: 201

Display



Persona: Quick Escapes Interest: Wine & Culinary Market: Drive Run Dates: 3.1.2022-11.30.2022

Travel ASHLAND The perfect blend

> Persona: Wanderers Interest: Wine & Culinary Market: Drive & Fly Run Dates: 11.1.2022-11.30.2022



Impressions: 127,186 CTR: 0.09% Clicks: 110









Impressions: 50,067 CTR: 0.28% Clicks: 141





Outdoors- Hike



Hiking

Persona: Quick Escapes Interest: Outdoor - Hike Market: Drive & FLY

Run Dates: 11.1.2022-11.30.2022

Same ad creative as the "quick escapes" different targeting

Impressions: 50,076 CTR: 0.22%

Clicks: 110





Persona: Quick Escapes Interest: Outdoors - Mt Biking Market: Drive Run Dates:11.8.2022-11.30.2022

Impressions: 25,873 CTR: 0.41%

Clicks: 105

Basecamp Crater Lake - Winter - Outdoors







clearest, deepest lake in the United States



Persona: All

Interest: Outdoor Enthusiasts

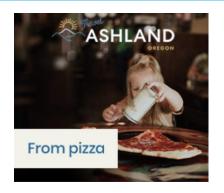
Market: Drive & Fly

Run Dates: 12.1.2022-2.28.2023

Impressions: 50,179

CTR: 0.27% Clicks: 133

Family Getaways Winter











Persona: Family Getaways

Interest: Family Fun Market: Drive & Fly

Run Dates:11.9.2022-2.28.2023

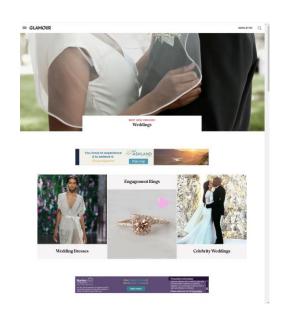
Impressions: 75,270

CTR: 0.25% Clicks: 187

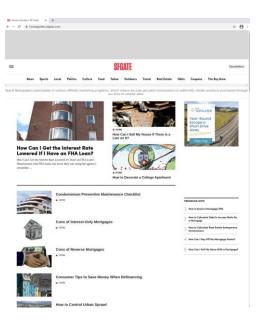
Display - Highlights

- Top sites by click
 - yahoo.com 161
 - o Dailymail 132
 - People.com 111

- Overall campaigns continue to perform well
- The best performing ad sets by CTR (click through rate) were both of the family targeted ones
- Each month we are seeing additional "view through" which is when someone sees an ad but does not click and visits the site later







Industry

Statistics

Lodging Industry Statistics: September – December

Key Points:

- For Ashland's entire lodging sector, a third of the properties report to STR, a data collection entity that we subscribe to.
- Below, occupancy represents 536 rooms nights, approximately a third of the 1700+ rooms of Ashland's lodging. Data is based on properties that report to the STR reporting system.
- Ashland paced well in occupancy compared to the state, region and county with growth over 2021 in September and December.
- Beyond lodging, **September and December were strong** months for restaurant, retail, outfitters and wineries.
- The beautiful fall weather and travel in general was strong through October. The **holidays were up for many** in 2022 occupancy wise however with **rising costs**, **profitability was flat** for many. Compared to 2019, most exceeded pre-pandemic revenues.

Occupancy - Hotel/Motel Lodging

	Sept.	Oct.	Nov.	Dec.
Ashland	71.5%	61.7%	53.6%	55.1%
YOY for Ashland	+11.7%	-5.6%	-10.6%	+9.8%
Jackson County	74.4%	65.3%	57.8%	52%
Southern Oregon	69.4%	65.4%	45.8%	47.1%
Oregon	67%	64.1%	47%	46.3%

Vacation Rentals '22 vs. '21

Sept.	Oct.	Nov.	Dec.
+17%	+15%	-30%	-21%

While November and December were down vs. 2021, **they were up over 2019 and 2020**. Vacation rentals represents a significant number of rooms in Ashland. They are legally licensed and contribute to the lodging tax. Above shows revenue for 66 vacation rental properties in Ashland. Source: BookStayHop

Source: STR Report

Lodging Industry Statistics: September - December

Key Points:

- Average daily rate represents 536 rooms nights, approximately a third of Ashland's lodging but is a key snapshot.
- Data is based on properties that report to the STR reporting system.
- Ashland held a **strong room rate** and paced ahead of the county and region, which has typically been the case.
- TOT and F&B collections are outsourced by the City of Ashland to the State and have a lag time of 3-6 months.

Ashland ADR: Average Daily Rate (room revenue/rooms sold)

	Sept.	Oct.	Nov.	Dec.
Ashland	137.65	131.47	102.86	105.29
YOY for Ashland	+7.6%	+8.6%	-6.7%	+20%
Jackson County	124.02	117.32	100.88	95.19
Southern Oregon	119.23	115.33	96.47	96.67
Oregon	141.13	135.95	114.48	114.63

Siskiyou Welcome Center Visits

Sept.	Oct.	Nov.	Dec.
2145	1426	1654	1357

2022 totaled 21,805 visitors **exceeding 2021 by 20**% with 17,661. The Siskiyou Welcome Center is part of the Oregon State Welcome Center system. **60% of all entry** into Oregon comes through our corridors. 20% of all state highway funds in Oregon are generated by visitors according to Travel Oregon. The Welcome Center is managed by Travel Southern Oregon with paid staff and volunteers and funded through Travel Oregon.

Source: STR Report

Ashland's Transient Room Tax Statistics show from the latest data available that July – September of 2022 of \$993,327 paced within 20% of Ashland's best summer ever in 2018. This recovery far exceeds many other destinations that are still building back. Conversely, January – March continue to show the greatest opportunity to increase occupancy.

Culinary Industry Statistics

Key Points:

Restaurant responses to Travel Ashland's survey showed the following trends October – December:

- Customers preferred dining outdoors with weather permitting; are spending more per check; ordering more small plates and alcohol; requesting more to-go and many were up in 2022 vs prior years for some.
- Below, F&B annual revenue collections shows recovery and stabilization with spring pacing to summer. Hence the work we do to promote year-round to help increase fall and winter revenue with visitors.

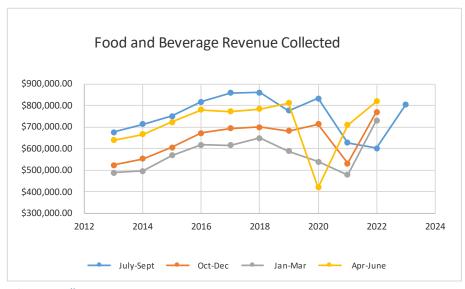




Photo by Lindsey Bolling

Source: Hdl reports

Strategic Campaigns



Water Campaigns launched in September

- Crater Lake
 - Ashland as "basecamp" for your Crater Lake trip. As outlined in our recent Economic Diversification Study which we have done and continue to do.
 - The ad "story" starts at Ashland Creek, to the Rogue River and ends with Crater Lake.
 - Links to: https://travelashland.com/stay/ to focus on the lodging in Ashland as Basecamp
- "Healing Waters"
 - Tells the story of relaxation and rejuvenation of water in town
 - Features reflection at the duck pond, a spa soak, fountains in the park and access to nature with the fairy ponds
 - Links to https://travelashland.com/relax-refresh/

Display - "Water" Campaign launched September 2022













Impressions: 175,400 CTR: 0.13% Clicks: 236



Persona: All Interest: Outdoor Enthusiasts Market: Drive & Fly Run Dates: 9.24.2022-11.30.2022



Impressions: 100,114 CTR: 0.12% Clicks: 117







Live out your daydreams this Holiday Season.

Join us for Santa's Arrival and the Grand Illumination on Friday, November 25th with music and festivities. Santa's arrival begins at 5pm followed by the Grand Illumination. Celebrating the magic of the season for kids, families, locals and visitors alike.



Festival of Light & Holiday Campaigns

- We promoted and produced the kick off the holidays with the 30th annual Festival of Light event November 25th main event that welcomed over 10,000 people at the grand illumination. Festivities continued through the new year showcasing community partners.
- Landing page on travelashland.com dedicated solely to the Festival of Light, associated events and local shopping opportunities
- Social media templates outlined all the events leading up to the Festival of Light and throughout the entire holiday season
- Paid social and targeted display campaigns focused on the events as well as outdoor, shopping, lodging, dining and entertainment opportunities
- Geographic targets include the West Coast and emphasis on Redding to Eugene drive markets and LA, Phoenix and Seattle flight markets

Festival of Light











Persona: All Interest: All

Market: Drive & Fly

Run Dates:11.14.2022-12.31.2022

Impressions: 200,714

CTR: 0.14% Clicks: 286

PTA:

Polygonal Targeted Audiences

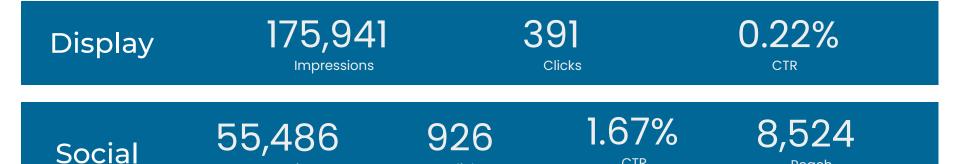


We Invite You Back December -February

- Utilizing Polygonal Targeted Audiences (PTA)
- Similar to geofencing, PTA targets a set geography and collects data via cell phone. We use a time frame "lookback" and target those who visited during the window of time and eliminate or target based on the audience we are looking to reach.
- Launched December 19
- This targets those who have visited Ashland during the summer months and invites them back for winter activities.
- The audience was pulled through mobile devices
 - Look back May-June-July, 2022
 - 48 commercial address locations: 23,450 devices discovered accounting for 129,300 visits to Ashland area hotels, restaurants, airport, etc.
 - 819 address (CRM): 1,071 devices appended to the residential CRM list.
 - 12,804 devices removed due to association with undesirable ZIP's. (Mostly from 97520, 97501, 97504 and 97502 to avoid targeting locals)
- The campaign creative runs through websites as display ads and through social media.
- In addition to the direct target an additional "Audience Lookalike" was created to reach a larger audience that mirrors their online behaviors of the original audience.

Photo by Bob Palermini

PTA- Performance - December 2022



Clicks

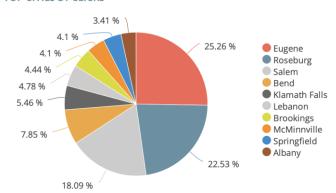
TOP CITIES BY IMPRESSIONS

City	Impressions	Clicks	CTR
Eugene	46,258	74	0.16%
Roseburg	26,594	66	0.25%
Salem	24,795	53	0.21%
Klamath Falls	9,070	16	0.18%
Bend	8,904	23	0.26%
Coos Bay	6,034	10	0.17%

Impressions

TOP CITIES BY CLICKS

CTR



Reach

Welcome to Winter -PTA & Display











Persona: All Interest: All Market: PTA

Run Dates: 12.19.2022-2.28.2023



Current Winter Campaigns

In addition to the PTA campaign, our current display campaigns include targeting the following personas and interests during the winter season:

- Family Getaways Winter
- Quick Escapes Outdoors Ski
- Quick Escapes Wine and Culinary
- Wanderers Wine and Culinary
- Wanders Outdoors something for all abilitieswinter
- General Audience Winter Getaway in Ashland
- Destination Friends Arts & Culture

These campaigns are mirrored in our social media editorial calendar that we create monthly and deploy with our social media consultant, Katie Guest.

Promoting Spring

Spring promotions are soon to launch with targeted campaigns including a focus on agritourism, families, spring weather attracting from the north and a new Dream Like a Local campaign that we look forward to sharing.

Photo by Lindsey Bolling

Planning

Targeting

 Reviewing Geographies and adding a third geo group: 150 mile radius. As with the other two groups there will be overlap, but this will allow specific close in geo targeting.

Events

- Compiling an aggregation of regional events that will be housed on the Travel Ashland Site
- Marketing will be able to be directed to this page

Conferences

 Developing a strategy to market Ashland as a destination for conferences. This will include organic outreach as well as structured content and media.

School breaks

Researching school breaks of surrounding areas to plan marketing in advance, inviting them to Ashland for their break



Travel Ashland Advisory Committee

- Pete Wallstrom Momentum River Expeditions (Chair)
- Graham Sheldon Ashland Creek Inn
- Anne Robison The Crown Jewel
- Don Anway Neuman Hotel Group
- Julie Gurwell Hearsay Restaurant, Lounge and Garden
- Scott Malbaurn Schneider Museum of Art
- Gina Bianco Rogue Valley Vintners
- Dorinda Cottle City of Ashland
- Javier Dubon Oregon Shakespeare Festival
- Gina DuQuenne Ashland City Council Liaison



ASHLAND

Thank you!

Live your daydreams

Questions?

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katharine@ashlandchamber.com