Regular Meeting

The Shores Resort & Spa located at 2637 South Atlantic Avenue, Daytona Beach Shores, FL September 20, 2018 at 2:00 p.m.

SUMMARY MINUTES

The minutes reflect a summarized view of the gathering.

Board Members Present:

Blaine Lansberry, Jim Berkley, John Betros, Kelly Dispennette, Steve Farley, Samir Naran, John Phillips, Lisa Shavatt and Linda Bowers

Board Members Absent:

Libby Gallant

Guests:

Shelby Green, Andy Kovan, Cortney Legg, Androse Bell, Theresa Cantrell, Jennifer Labonte, Kevin Bowler, Carol Kilian, Tim Buckley, Efrain Silva and Carl Brigandi

Staff Present:

Lori Campbell Baker, Christy Zimmerman, Kay Galloway, Kate Holcomb, Linda McMahon and Jennifer Sims

CALL TO ORDER

Vice-Chair Blaine Lansberry called the meeting to order at 2:00 p.m. Lansberry thanked The Shores Resort & Spa and Lisa Shavatt for hosting the meeting and introduced Charles Hargrove from County Legal.

1. Sunshine Law Training

Hargrove presented to the Florida's Government in the Sunshine & Public Records Law training to the Board and then took any questions.

Kelly Dispennette asked how this does or does this pertain to our subcommittees. Hargrove replied that if you have Board members on your committees that the committees would follow the same guidelines as the Board does with the Sunshine Law.

Attendance was taken by Christy Zimmerman.

2. Consent Agenda

All items on the Consent Agenda were sent to the Board ahead of time and no items were pulled for discussion.

Lansberry asked if the Board or the public had any comments or questions. Hearing none, she entertained a motion to approve the Consent Agenda.

JOHN BETROS MADE A MOTION TO APPROVE CONSENT AGENDA. STEVE FARLEY SECONDED THE MOTION. MOTION PASSED 9-0.

3. July 2018 Financials

Jane Holland asked the Board after reviewing the July financial packet if they had any comments or questions.

Lansberry asked if the Board or the public had any comments or questions. Hearing none, she entertained a motion to approve the July Financials.

STEVE FARLEY MADE A MOTION TO APPROVE THE JULY FINANCES AS PRESENTED. JOHN BETROS SECONDED THE MOTION, MOTION PASSED 9-0.



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4. The Brandon Agency

a) 2017/18 Campaign Update

Andy Kovan presented the campaign updated as presented in the attached document.

Shelby Greene reported that Facebook continues to drive great results; we have reached 154, 292 total fans. That is 63.37% vs last year.

Betros asked Greene to look again at the Facebook growth in July vs the growth in August. Greene replied that we had more funding for running more Ads in August that drives more likes and followers. John Phillips replied so we gain 6,000 more likes in July and didn't gain any in August.

Betros and John Phillips asked about Facebook growth in July vs the growth in August. Greene replied that the difference may be due to advertising spend and/or timing, but they will review the data again to make sure it is correct and report back in November.

b) » 2018/19 Media Plan/Strategy *

Greene presented the Media Plan for approval for October - December for the cost of \$509,450.

	0	CTOBER	NOVEMBER		DECEMBER	
PAID SOCIAL					100	
Facebook/Instagram	\$	30,500	\$	30,500	\$	30,500
DIGITAL MEDIA						
TripAdvisor	\$	17,975	\$	17,975	\$	17,975
OrlandoSentinel.com	\$	3,350	\$	4,100	\$	3,600
ICON - ADARA	\$	13,186	\$	13,186	\$	11,624
ICON - Sojern	\$	11,800	\$	11,800	\$	11,800
Conversant	\$	14,904	\$	14,904	\$	14,904
Third Party Emails	\$	3,000	\$	3,000	\$	3,000
Association of Mature American Citizens	\$	3,000	\$	3,000		
Visit Florida- TorontoLife.com					\$	9,130
Visit Florida- Madden Media Remarketing Display	\$	23,375				
AJC.com					\$	3,065
WFTV.com/icFlorida	\$	3,000	\$	3,000	\$	1,800
PRINT						
Visit Florida - DREAMSCAPES			\$	4,720		
Visit Florida - Toronto Life					\$	14,663
Toronto Star: Circulation 420,000	\$	6,800	\$	6,800		
The Villages Daily Sun: Circulation 49,350	\$	1,650	\$	1,650	\$	1,650
OUT-OF-HOME						
Lamar Outdoors	\$	1,849	\$	1,849	\$	1,849
ARRIVALIST/AD SERVING					-	
Arrivalist	\$	115,000				
Mighty Hive Third Party Serving Fees - Est based on planned						
impressions	\$	6,984	\$	5,295	\$	5,738
MONTHLY TOTAL	\$	256,373	\$	121,779	5	131,298

Lansberry asked if the Board or the public had any comments or questions. Hearing none, she entertained a motion to approve the Media Plan for October - December.

KELLY DISPENNETTE MADE A MOTION TO APPROVE MEDIA PLAN FOR THE COST FOR OCTOBER - DECEMBER OF \$509,450 AS PRESENTED. STEVE FARLEY SECONDED THE MOTION. MOTION PASSED 9-0.



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5. ARRIVALIST Report

Shelby Greene presented the ARRIVALIST report as presented in the attached document.

6. Tourism Event Funding

a) » 2018 Challenge DAYTONA Triathlon *

Gui Arruda presented that the 2018 Challenge DAYTONA will bring the best urban triathlon in the world for the first time inside a speedway. It is an event for everyone, from pro athletes, to NASCAR drivers, and families alike. Challenge has a worldwide fan base and is the strongest triathlon brand internationally. This will allow Daytona Beach to receive international exposure as they have fans and participants in 26 countries. Through digital exposure, Daytona Beach will unveil itself as a top-tier destination to over 4 million people worldwide.

TR Strape with International Speedway Corp. said that they hope this partnership with Challenge Daytona Triathlon will be an annual event. They hope to double their participation rate from 1,500 expected participants in the inaugural year to over 3,000 in 2021, thus increasing hotel demand as well. The marketing plan this year includes \$37,000 for promotion with the bulk directed outside the Daytona Beach area to attract athletes from surrounding cities. Paid social media campaigns in FL, CA, TX, SC, NC, CO, GA, and NJ are also planned as well as event promotion at regional and national triathlon events across Florida and outside the state.

Lansberry asked if the Board or the public had any comments or questions. Hearing none, she entertained a motion to approve the \$5,000 event funding for the 2018 Challenge DAYTONA Triathlon.

JIM BERKLEY MADE A MOTION TO APPROVE THE \$5,000 EVENT FUNDING AS REQUESTED FOR THE 2018 CHALLENGE DAYTONA TRIATHLON AS PRESENTED. JOHN BETROS SECONDED THE MOTION. MOTION PASSED 9-0.

b) 2018 Daytona Turkey Run

Jennifer Labonte was in attendance to answer any questions from the Board on the approved funding for the fall (November 22-25, 2018) and spring (March 23-25, 2018). The event document was in the Board packets, no questions were asked.

c) 2018 Symetra Tour Championship / September 29- October 8, 2018

Kevin Bowler was in attendance to answer any questions from the Board on the approved funding for the 2018 Symetra Tour Championship, which will be held September 29-October 8. The event document that was in the Board packets, no questions were asked.

7. Partner Updates

a) Ocean Center

Tim Buckley, the Ocean Center's new Director of Sales & Marketing, reported on some new agreements. He said the facility hosted CEO Gaming, an e-sports tournament, this past June where 4,000 people were expected and actual attendance was 7,300. He said the event was a great success, and that his team issued contracts for years 2020 -2024. Buckley and his team held a meeting with CEO Gaming, the CVB, the City manager, Police Chief and others, and he feels that the community will be coming together to support this event.

Buckley said that Florida Roofing is celebrating its 100 Year Anniversary. The group's first event was held at the Clarion Hotel in Daytona Beach, and they are coming back in 2022 with 3,000 attendees.



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Sport Contracts

- 2020 is an Olympic Year and they are hoping to get as many Olympic-related sporting events in Daytona Beach as possible
- 2020 USA Judo Event with 500 athletics and 20 Olympians
- 2019 National Weighing Lifting with 750 athletics this year and hoping for 2020 as well
- 2020 & 2021 National Archery and School Program with 5,000 kids

8. Unfinished Business

a) Strategic Planning

Lansberry reported that we will be holding a Strategic Planning Workshop on December 18 and needed a location. Kelly Dispennette offered to host and would send Christy Zimmerman confirmation.

9. New Business

b) Website Refresh

Campbell Baker reported that the CVB will be doing a website refresh during this fiscal year, making the site more functional and all around better.

c) Focus Groups Locations

Campbell Baker reported that she spoke with Evelyn Fine of Mid-Florida Marketing & Research and The Brandon Agency - and the CVB will explore focus groups in Houston, Nashville, and Toronto. Campbell Baker added that the CVB had a great meeting with Sunwing in Toronto, and will do focus groups after the marketing has kicked off.

d) 2019 Proposed HAAA meeting dates *

Campbell Baker referred the Board members to the list of 2019 proposed meeting dates and asked that members contact Christy Zimmerman if they can provide a meeting location, as some are still needed.

Campbell Baker reminded the Board that Tourism Partner Day is Friday, September 21 at the Ocean Center. It will include a brief presentation by CVB staff that helps partners learn more about available co-ops. Partner booths will be set up and there will be some give-a-ways. The event is from 8:30-10 a.m.

Campbell Baker took a moment to introduce Androse Bell as the new General Manager at the Hard Rock Hotel Daytona Beach and invited Bell to say a few words to the Board. Bell said it was his pleasure to represent the Hard Rock Hotel Daytona Beach and the Summit Hospitality Management Group. They are excited to be a part of this market and look forward to working with everyone.

Campbell Baker added that we have an overview press release that Kate Holcomb and her team keep updated on the CVB website titled "Endless Adventures in Daytona Beach." It's updated whenever something new comes online. Campbell Baker asked that Holcomb send it out to the Board, and Holcomb explained that future versions can always be found on daytonabeach.com/media release.

Campbell Baker reported we are within 30 days of Biketoberfest® 2018. The media conference will be held on the first day of the event, Thursday, October 18 - 10:00 a.m. at Daytona International Speedway, under the FPL Pavilion in Harley-Davidson Thunder Alley (same location as last year.)

Lansberry asked the Board for a motion to approve the 2019 HAAA Board / Workshop Dates.



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JOHN BETROS MADE A MOTION TO APPROVE THE 2019 HAAA BOARD/WORKSHOP DATES AS PRESENTED. STEVE FARLEY SECONDED THE MOTION. MOTION PASSED 9-0.

Zimmerman asked the Board for location for the November 13 Board meeting.

THE MEETING WAS ADJOURNED AT 3:37 p.m.

Respectfully submitted, Christy Zimmerman Executive Assistant



CAMPAIGN UPDATE July-August 2018

September 20, 2018



MEDIA PLACEMENTS OCTOBER-DECEMBER

	October	November	December
Digital	Facebook	Facebook	Facebook
	TripAdvisor	TripAdvisor	TripAdvisor
	OrlandoSentinei.com	OriandoSentinel.com	OrlandoSentinel.com
	ADARA	ADARA	ADARA
	Sojem	Sojern	Sojem
	Conversant	Conversant	Conversant
	Third Party eNewsletter	Third Party eNewsletter	Third Party eNewsletter
	Association of Mature American Citizens	Association of Mature American Citizens	Visit Florida - Madden Retargeting
	Visit Florida - Madden Retargeting	Visit Florida - Madden Retargeting	WFTV.com
	WFTV.com	WFTV.com	Visit Florida - TorontoLife.com
			AJC.com
Print	Toronto Star	Toronto Star	The Villages Daily Sun
	The Miller on Daily Con	The Villames Chathy Com-	Walt Clasiela Tananta Life

Print	Toronto Star The Villages Daily Sun	Toronto Star The Villages Daily Sun Visit Florida - Dreamscapes	The Villages Daily Sun Visit Florida - Toronto Life
Out-of-Home	I-95 Directional Board	I-95 Directional Board	I-95 Directional Board



WEBSITE PERFORMANCE VS. LAST YEAR | JULY - AUGUST 2018

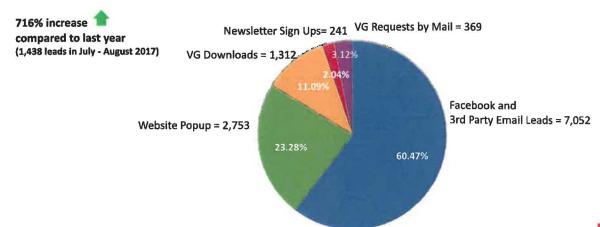
- The website lead generation rates continue to be well above last year. The rest of the engagement rates (Time on Site, Bounce Rate, and Pages per Session) stayed at about the same level as last year.

Sessions	520,919	Down 1.5%
Pages/Session	2.17	Down 1.6%
Time on Site	1:42	Up 1.6%
Bounce Rate	62.83%	Up 2.2%
Website Leads *Includes Visitor Guide downloads. Newsletter signups, Visitor Guide requests by mail, and Enter to Win popup sign ups	4,675	Up 225.1%



EMAIL AND VISITOR GUIDE LEADS | JULY - AUGUST 2018

TOTAL LEADS = 11,727



WEBSITE ENGAGEMENT HIGHLIGHTS | JULY - AUGUST 2018

- Overall engagement stayed at about the same levels as last year (time on site, bounce rate, pages per session, etc.) but the website lead acquisition increased considerably compared to last year (+225%).
- Listings engagement increased compared to last year:
 - Link to Detail clicks increased 20% on Things to Do pages and 238% on Hotel Listings pages (which could also be affected by the changes to the booking widget).
 - Visit Website clicks increased 3.7%.
- 17,595 total video views. Biketoberfest page is gaining popularity. Most popular videos last two months were:
 - "26th Annual Biketoberfest in Daytona Beach" on Biketoberfest page
 - · "More fun, more value in Daytona" on Boardwalk Pier page
 - · "Daytona Beach, FL Virtual Paradise" on Live Cam page
- Blog views sky rocketed last two months, 1,934% increase in site entrances and 763% increase in page views. Most entered blogs:
 - 3 Top Spots for Daytona Beach Fireworks.
 - . 5 fo the Best Beach Bars in Daytona Beach.
 - Get Away to a Long Labor Day Weekend in Daytona Beach.





ENTER TO WIN POPUP PERFORMANCE | JULY - AUGUST 2018

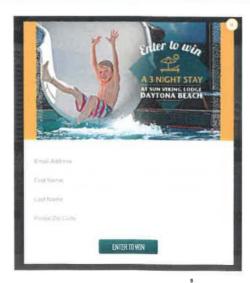
April 11th - August 31st Performance (since the Enter to Win Popup went live):

- 6,092 leads which comprised 55% of the total website leads acquired during this period.

July - August Performance:

- Enter to Win emails acquired 2,753
- Total emails acquired on the website 4,675

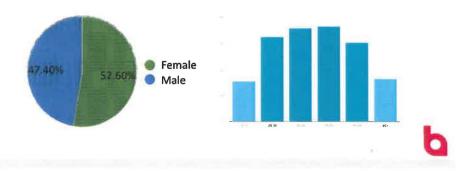
The addition of the popup combined with the increase in Visitor Guide downloads increased website email leads 225% compared to July - August of the previous year.





DEMOGRAPHICS | JULY - AUGUST 2018

- Similar to the previous months this year, we continue to see the users growing younger for July. The percentage of users age 55+ has decreased and shifted towards the younger population, age 25-54.



GEOGRAPHIC WEBSITE PERFORMANCE | JULY - AUGUST 2018

- Most website visits originate in Florida, Orlando-Daytona Beach area but this number decreased 10% compared to last year.
- The web traffic from other regions increased 3%. Some of the top metros outside of Orlando-Daytona that saw the biggest increase in traffic were Chicago, Detroit, and Nashville.

Metro	Sessions
Florida	164,884
Georgia	30,024
Florida	26,107
Florida	16,854
New York	12,972
Illinois	11,576
Florida	9,229
North Carolina	8,437
Michigan	7,264
Tennessee	7,131
	Florida Georgia Florida Florida New York Illinois Florida North Carolina Michigan

WEBSITE CONTENT OVERVIEW | JULY - AUGUST 2018

Top Viewed Pages

Top Landing Pages

Page	Pageviews	% of	Page	Entrances	% of
/	64,271	Pageviews 5.69%	1	49,078	Entrances 9.44%
/wideopenfun/	50,576	4.48%	/wideopenfun/	46,660	8.97%
/biketoberfest/	48,767	4.32%	/biketoberfest/	38,954	7.49%
/events/music/bandshell-concerts/	44,874	3.97%	/facebook-deals/	33,067	6.36%
/events/	44,482	3.94%	/events/music/bandshell-concerts/	30,322	5.83%
/facebook-deals/	35,705	3.16%	/events/	25,520	4.91%
/things-to-do/attractions/boardwalk-	29,863	2.64%	/things-to-do/	17,889	3.44%
pier/ /things-to-do/	28,286	2.50%	/things-to-do/attractions/boardwalk-	17,658	3.40%
/things-to-do/attractions/	24,101	2.13%	/things-to-do/attractions/	12,116	2.33%
/things-to-do/free/	20,795	1.84%	/things-to-do/arts-culture/	11,646	2.24%

PAID FACEBOOK RESULTS | JULY- AUGUST 2018

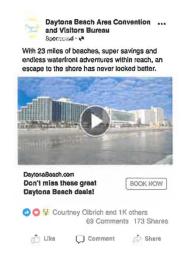
Facebook continues to drive great results!

- Facebook is still driving leads with 7,045 coming directly from Lead Ads and another 160 Visitor Guide requests on site.
- Drive to Website Ads are still outperforming the other ad types with 61,135 sessions.

Ad Type Results		Reach	Impressions	Frequency	Sessions
Boosted Posts	93,815 Post Engagements	163,585	216,528	1.3	
Like Ads	6,410 Page Likes	874,164	2,246,249	2.6	
Lead Ads	7,045 Leads	77,730	196,967	2.5	941
Website Click Ads	48,526 Landing Page Views	3,965,516	10,896,107	2.8	61,135



FACEBOOK PROOF OF PERFORMANCE | JULY - AUGUST 2018



Drive to Website Ads continue to drive the most traffic to the site with 61,135 sessions to the site, with 95.6% of users to the site being new users and an average of 1.15 Pages/Session.

6

INSPIRATION DIGITAL VIDEO RESULTS | JULY - AUGUST 2018

- Due to our seasonal flighting, impressions and sessions trended downwards in July, which we expected, but bounced back in August with continued optimization.
- AJC.com had the highest completion rate at 90%. Benchmark 75% Completion Rate.

Month	Ad Type	Impressions	Spend	Clicks	CTR	Sessions
July	Video - Pre-Roll and In-stream	1,552,682	\$27,394	2,726	0.17%	886
August	Video - Pre-Roll and In-stream	1,576,613	\$28,914	3,405	0.22%	1,964



ACTIVE EVALUATION DIGITAL DISPLAY RESULTS | JULY - AUGUST 2018

- Overall, the digital display ads continue to do well with a 0.14% CTR and increased sessions per month. Benchmark - .07-.09% CTR.
- Sojern Media was the highest performing vendor in with a .42% CTR. ADARA was the second highest performer with a .38% CTR.

Month Ad Type July Display		Impressions	Spend	Clicks	CTR	Sessions 7,745	
		9,916,213	\$40,902	11,664	0.12%		
August	Display	7,210,103	\$63,801	12,817	0.18%	7,777	

6

49

THIRD PARTY ENEWSLETTERS RESULTS | JULY - AUGUST 2018

- The Third Party eNewsletter in July drove sessions up higher than the two previous months combined. Time on Site was also higher in July.
- In July we continued to test two vendors: Engagement Marketing and eTarget Media, both had similar results.
- In August, we had the opportunity to test a third vendor at no cost. It was launched late August, so final results are not represented here.

Month	Impressions	Opens	Spend	Clicks	CTR	Sessions	Time on Site	Bounce Rate	# of Pages Viewed
July	200,000	38,471	\$3,000	5,127	2.56%	1,045	2:17	35.22%	2.47
August	200,000	37,999	\$3,000	5,024	2.51%	606	2:27	34.65%	2.50



DAYTONA BEACH EMAIL NET GROWTH

Master List: 120,596 Active Net Growth: 38%

GDPR List: 51,120

	October	November	December	January	February	March	April	May	June	July	August
On-Site Form Sign-Up	71	106	154	347	1,240	1,486	1,761	2,244	1,356	1,062	1,047
Facebook Lead Ads				1,714	1,168	3,936	2,808	1,644	6,151	2,086	1,523
List import					2,417	6,724	5,186	115	71	1,747	1,411
Third Party Emails			66	3	2		108	208	484	1,704	1,838



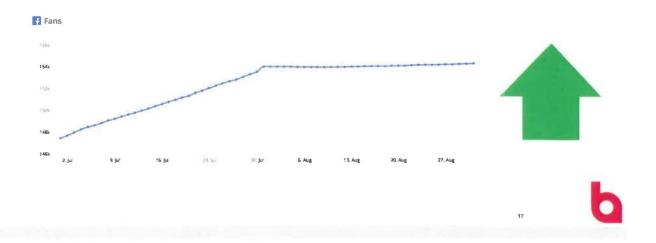
DAYTONA BEACH EMAIL SEND REPORTS

Date	Subject Line	List	Delivered	Open rate Ind. Standard 13.3%	CTR Ind. Standard 1.6%	Total Clicks
7/4/18	Happy Independence Day from Daytona Beach!	Newsletter - USA	16,285	19%	0.5%	90
7/12/18	Plan a summer of waterfront fun in Daytona Beach.	Newsletter	37,226	13%	1.7%	972
7/19/18	Read reviews from visitors like you!	Newsletter	37,836	11%	0.8%	461
7/26/18	Hello, sunshine 🛎	Newsletter	38,548	10%	0.9%	504
8/2/18	Top tips for your next beach trip	Newsletter	39,523	10%	0.9%	454
8/9/18	The sun's setting on your chance for a summer escape!	Newsletter	40,920	12%	1.2%	734
8/16/18	Suit up for an unforgettable ride	Bikers	27,976	15%	0.9%	306
8/23/18	Labor Day is looking bright in Daytona Beach	Newsletter	41,855	11%	1.1%	446
8/30/18	Don't miss these restaurants in Daytona Beach.	Newsletter	42,316	12%	1.8%	742



FACEBOOK RESULTS JULY 1 - AUGUST 31

Facebook Fans are up 5.62% (+8,221 fans) since July 1 to 154,292



ORGANIC SOCIAL MEDIA JULY 1 - AUGUST 31

All social media channels have experienced significant growth year over year, particularly on Facebook.

- Total Facebook Fans = 154,292 - +63.37% vs LY
- Total Website Sessions = 8,041 - +49.49% vs LY

form Summary: July	/ 1 - August 31, 2018		
Facebook	Total Fans	Total Engagement	Wabsite Visits (ORGANIC/REFERRAL
	154,292	19,569	7,914
Twitter	Total Followers	Total Engagement	Website Visits
WILL	11,500	765	65
Instagram	Total Followers	Total Engagement	Website Visits
	7,483	4,899	62

MEDIA APPROVALS FOR OCTOBER - DECEMBER

Total Spend = \$509,450

	OCTOBER		NOVEMBER		DECEMBER	
PAID SOCIAL						
Facebook/Instagram	\$	30,500	\$	30,500	\$	30,500
DIGITAL MEDIA	The same					
TripAdvisor	\$	17,975	\$	17,975	\$	17,975
OrlandoSentinel.com	\$	3,350	\$	4,100	\$	3,600
ICON - ADARA		13,186	\$	13,186	\$	11,624
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ARRIVALIST/AD SERVING						
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MONTHLY TOTAL	\$	256,373	\$	121,779	\$	131,298

b

US - FALL CREATIVE EXAMPLES











Questions?





Daytona Beach Visitation + Media + In-market Insights August 2018 Update



Daytona Beach Visitor Profile





Date: 10/01/2017 - 07/30/2018



Mid-Western and Northeastern states command LOS

TOP 10 ORIGIN STATES	% VISITORS	LENGTH OF STAY		
Florida	69.1%	1 day, 0 hrs		
Georgia	6.4%	2 days, 20 hrs		
North Carolina	2.6%	3 days, 4 hrs		
Ohio	1.8%	4 days, 5 hrs		
New York	1.6%	4 days, 2 hrs		
South Carolina	1.6%	2 days, 20 hrs		
Tennessee	1.6%	3 days, 19 hrs		
Indiana	1.3%	4 days, 9 hrs		
Michigan	1.3%	4 days, 14 hrs		
Pennsylvania	1.2%	4 days, 2 hrs		



Key Highlights

- Top 10 states encompass 88.3% of visitation
- 7 in 10 visitors originate in Florida
- Michigan visitors have longest LOS of top origin states

Date: 10/01/2017 - 07/30/2018

CONFIDENTIAL



Top 10 Markets, by share of day-tripper vs overnight visitors

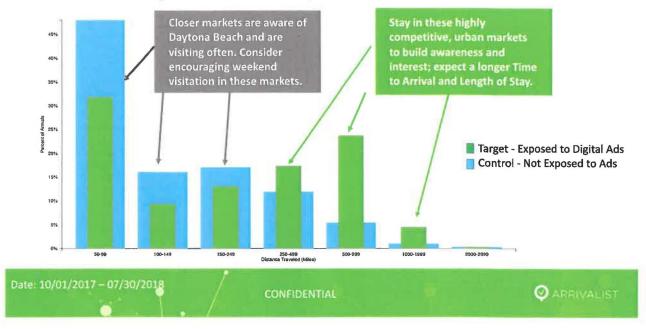


Date: 10/01/2017 - 07/30/2018

CONFIDENTIA



Traction in longer drive and fly markets





Arrivalist Target Group users - subset of users exposed in our panel

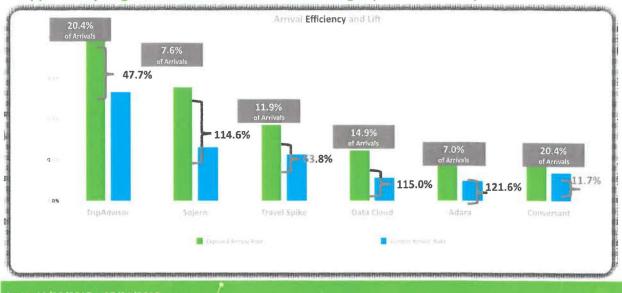


Those exposed to paid media are 48.3% more likely to visit Daytona Beach



US Media Only

Opportunity to grow volume with vendors showing superior efficiency and Arrival Lift ™



Date: 10/23/2017 - 07/31/2018

CONFIDENTIAL



Visitors exposed to paid media stay on average 13 hours longer in Daytona

US Paid Media Only



Out of state visitors exposed to paid media stayed 2 days, 22 hours longer in the market



Date: 10/23/2017 - 07/30/2018

CONFIDENTIAL

