





Presented by: Anne Marie Bass, Front Row Communications





Summary of Key Highlights, Status Updates & Work Products to Date – as requested by STDA Board Member, Mikey Diehl)

Recent Print Ad Placements

Recent Digital Ad Placements

Spring 2024 – Downtown Merchants & Restaurants Guide & Map Update

Appendix

- STDA Approved 2023-2024 Budget Snapshots as of April 4, 2024
- STDA Proposed Budget for 2024-2025 Fiscal Year
 - NEW for 2024/2025 Fiscal Year Social Mirror Ad Campaign & Proposal // Curtis Media Group and Front Row Communications



• Includes **GeoTargeting / GeoFencing** Tactic for refined strategic targeting – as requested in February 2024 STDA Board Meeting



Summary of Key Accomplishments, Status Updates & Work Products to Date

Minutes viewed 1

21.6K 1 99K%

Social Media Management – Anne Marie creates and manages the content and engagement on the STDA Facebook & Instagram pages

Facebook – started with < 500 in March 2021 – we now have 8,026 followers; 5.8K likes Instagram – started the page in March 2021 – we now have 2,059 followers
Facebook Ad Campaigns – we have run 56 total campaigns over the past three years time.

Facebook Stats – from March 2021 to present

Reach **1** ↑ 100%

Content interactions $\ensuremath{\mathbf{0}}$

64.1K ↑ 100%

Followers (1)
Lifetime

8.1K

Link clicks 6

61.3K 100%

Reach breakdown

Total

1,042,081 ↑ 100%

From organic

445,169 ↑ 100%

From ads

624,061 ↑ 100%

Promotional Contests – we ran two promotional contests this fiscal year and one last year

- (Fall) Cool & Breezy Getaway Contest generated 475 email addresses with people that entered (clicked thru at least two pages on the website interested in Swansboro and completed the form)
- (February) Bring Your Love to Swansboro Giveaway Contest (no overnight stay) generated 75 email addresses with people who entered.)
- In 2022, we ran the Swansboro by Candlelight Giveaway Winter Getaway Contest I will soon be adding those entries into Constant Contact (manual process)

Email List of Visit Swansboro Fans – This fiscal year, we began an email marketing list building process. We have generated a list of approximately 500 fans/email addresses – via two promotional contests and one Facebook Ad Campaign promoting the Fall 2023 Downtown Merchants & Restaurants Guide – Digital Print Version for download. We initiated a Constant Contact license and set out one eblast. We have a new requirement by Constant Contact to meet in authenticating the email address that we just set up with Dream Host – this is in process. As soon as this is complete – we can continue to send out eblasts, which enable us to directly promote Swansboro and things to do, etc. to our fans

Photo Assets – The official Visit Swansboro Photo Library was started in 2021 – we have had 2 (one-day each) lifestyle photo shoots (with people who volunteer as "talent") in 2021 and 2022. Local professional photographers –Todd Dini and Samantha Ann Photo have also participated in paid shoots – Mullet Festival 2022 (drone photography by Todd Dini.) Swansboro by Candlelight and Arts by the Sea (Samantha Ann Photo) A special thanks to local supporters/stakeholders and the local professional photographers who have responded to my requests and have contributed photos in some instances at no cost for various needs.



Summary of Key Accomplishments, Status Updates & Work Products to Date

Video Assets - we updated and refreshed the video running at Albert J. Ellis Airport using the new lifestyle photography and photos contributed by local Swansboro stakeholders. 2 Versions – 1 for Fall/Winter, 1 for Spring/Summer. We will continue to refresh these with new photo assets to keep it new and current.

Branding Visit Swansboro "The Friendly City by the Sea" – we have updated and refreshed the overall branded look/feel for the Our State Magazine print and digital ads utilizing the new lifestyle photography running in their NC Coast Host and Destinations sections, as well as the Raleigh Magazine print ad placements, on the website, in digital ad campaigns and on social media posts.

Website – the current website is almost 12 years old, yet I am working with it, and have made improvements with the refreshed photo assets, updated information and improvements to overall look on desktop and mobile of various interior pages. Currently underway in transferring the website hosting and maintenance to Dream Host. This is a multi-step process and I am currently in the midst of taking care of additional technical needs that are being addressed.

- We have updated the header images and continue to update photography on the interior landing pages where we have Facebook Ads are pointing to (landing pages such as festivals, for example.)
- Festivals Pages ongoing updates and refreshes for each page ongoing. In support of Director Anna Stanley to align to using the STDA Grant funds to build upon the strategy of Swansboro becoming more widely known as an overnight vacation destination with the Town of Swansboro Festivals and Events being a strong reason for visitation.
- Shopping, Restaurants, Lodging updates when applicable on regular intervals (Airbnb & VRBO's were added to the site in 2022.)
- In 2022 we transferred the Go Daddy domain ownership to Town of Swansboro from Darryl Marsh.
- Change of Web Hosting Company & Maintenance in process with Dream Host (as per last quarterly report)
- Adding Constant Contact Email List forms in process there may be a better resource for this work other than Dream Host (Anne Marie is currently pursuing)
- Fixing Google Analytics (GA4) we will soon start rebuilding website stats as this is fixed. This was a requirement as of July 2023 and did not happen properly with the prior website hosting company. In process. (Anne Marie is currently pursuing. There may be a better technical resource to do this other than Dream Host.)
- As the website hosting transfer process is complete, there are several updates to be made to local businesses, Airbnbs and VRBOs on the site which is on Anne Marie's to do list.



Summary of Key Accomplishments, Status Updates & Work Products to Date

Partnerships

Swansboro Festivals

- Partnership in developing and running the Facebook ad campaigns and a print ad in Our State Magazine for the signature events and festivals.
- Providing any insights that are helpful to Director Anna Stanley as it pertains to areas of mutual interest. Sharing ideas, insights and perspectives in support of the overall objectives for the best interest of all stakeholders.
- Joined discussions and review of the Placer.ai technology tool that may have an interest to the Town of Swansboro and also other departments/stakeholders.
- Swansboro Historical Society Working with Allyson Roberts to assist in promoting the Swansboro Historical Self Guided Walking Tour on April 27th. Will develop and create a Facebook ad campaign targeted to drive in markets; encouraging day trips and highlighting an overnight getaway to Swansboro around this event.

Downtown Merchants & Restaurants

- Developing and running the Facebook ad campaigns and overall marketing for SBC for the past three years.
- Oversee and collect all updates and changes for the Downtown Merchants & Restaurants Guide & Map we have produced 6 updated and refreshed versions to date since 2021. (updated twice a year.)
- Support to Sonia in keeping up with the expenditures towards the donated funds, in conjunction with Debbie Harnatkiewicz and others that are involved in organizing the event.
- Visit NC Anne Marie presented a media pitch to the Visit NC PR Team for the 2025 NC Travel Guide Road Show in February 2024. She regularly attends webinars and stays up to date with the State of NC Tourism office as it pertains to matter that may be of interest to Swansboro.
- JTDA & OCT there are two other local tourism offices in Onslow County. Anne Marie is in regular contact with the JTDA Team. Additionally, Anne Marie opens dialogue and participates when requested in discussions for any partnership areas that may be of interest and mutual benefit and vice versa.

Tourism Marketing, Strategy, Planning & Budget Development – Anne Marie creates and fully manages the ongoing function of marketing and advertising for the STDA including vendor management, contracts, and budgeting.





April 2024 Issue

March 2024 Issue

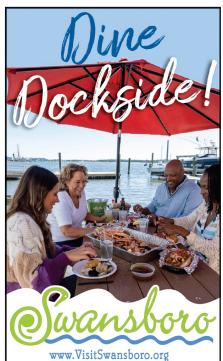




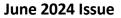


Our State Magazine

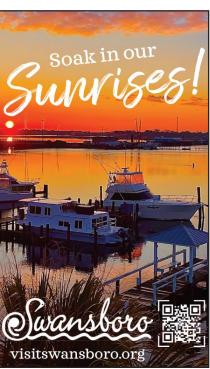
April 2024 Issue



May 2024 Issue







The May and June 2024 issues are not yet in print, but ads have been developed and submitted. Sharing so you can see the visual "brand building," showing the Swansboro experience – and how it is looking in print advertising.

March 2024 Issue





Our State Magazine // Sunday Morning Eblast – January 21, 2024



DIGITAL ANALYTICS REPORT

Newsletter -Sunday Morning Read

Sponsor: Swansboro TDA Date of Report: 3/8/24

Send Date	Recipients	Open Rate	Click Rate	Clicks-Per-Unique- Open-Rate	Total Clicks on Email	Clicks on Sponsor's Ad
2/25/24	47,814	68.8%	6.8%	9.9%	3,784	333

Glossary of Terms

Open Rate measures one open per recipient, expressed as a percentage of the total number of delivered email messages

Click Rate measures the percentage of email message that drew at least one click (also referred to as the click-through rate)

Clicks-Per-Unique-Open Rate measures the percentage of opened messages that recorded clicks (also known as the click-to-open rate)

	Open Rate	Click Rate	Clicks-Per-Unique- Open-Rate
Media & Publishing Industry Standards	23.9%	2.9%	12.4%
National Standards	21.5%	2.3%	10.5%



Discover the Charm of Swansboro

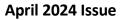
Relax all year long at North Carolina's coast and enjoy our historic downtown waterfront shops and local eateries. Eco tours, boating, shelling, fishing, sunset cruises, kayak tours, and beach adventures at Bear Island make Swansboro perfect for your next family vacation destination.





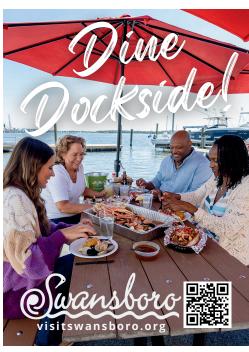
Raleigh Magazine

February 2024 Issue









Placement – next to State of South Carolina full page, New Bern and Heart of NC (Randolph County)







Swansboro – Promotional Contests // STDA Email List Building Strategy Integrated into Facebook Ad Campaigns

Cool & Breezy Getaway Contest

PRIZE PACKAGE:

- 2 Nights Stay at Hampton Inn
- \$50 Gift Card to Bake, Bottle, Brew
- \$100 Gift Card to The Boro

433 Entries – added to the STDA Email List

Bring Your Love to Swansboro Giveaway Contest

PRIZE PACKAGE:

- \$100 Gift Card to Saltwater Grill
- \$75 Voucher to choice of Marsh Cruises, Pogies, or Lady Swan Tours

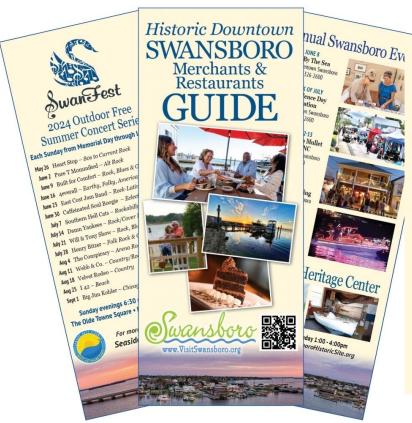
NOTE: Contest duration was 3 weeks. We did not include a hotel stay as a "Getaway" – I believe these reasons is why we had fewer entries than Cool & Breezy – which was embedded in the Mullet and Candlelight ad landing pages. Still a great brand awareness campaign promoting off season and Swansboro as a year round vacation and "getaway" destination – at the NC Coast.

77 Entries – added to the STDA Email List



Downtown Merchants & Restaurants Guide & Map – Spring 2024

The print job is currently in process. Shipment is expected to arrive in the next few days.



Swansboro Paddle Boarding & Kayaking (910) 389-1471 Paddle Boards, Kayaks, customized guided trips, sales, apparel & more!

Brin & Co Hair Salon (910) 330-3806 Hair salon for Ladies, Gents & Kids.

3 By The Bridge Restaurant (252) 773-1211 South Florida fusion inspired eatery serving bresidists and lunch with full blas signature cocktails and pub-style burgers and sandwiches.

Soro Low Country Kitchen (910) 325-0501. Casual on the water, Seafood Low Country Bolls, Fried and Grilled Seafood, Philly Chees, Italian Sausage, Chicken. Specialising in pick up, eat in, and catered platters

The BORO Restaurant & Bar
(\$709,325-0502 Local Irests seafood, American and eclectic menu,
Ord features daily, live acoustic macic Wed, Fri, Sat. weather permitting,
Large outdoor countyard seating, Coxy Inside dining room,
12 craft draft local beer.

Swansboro Front Street Grocery
(252) 725-1938 An artisinal grocery with a great assortment of snacks, drinks, beer, wine, Amish baked goods, local produce, ice cream and more

8 Yana's Restaurant (910) 326-5501 Talk of the Town 5 Star Award Winner. 50's themed

Gray Dolphin (910) 326-4444 Unique gifts & accessories, Camille Beckman

10 Bogue Banks Realty (910) 325-0868 A proven leader in real estate sales.

(1) Humphrey Farm General Store (910) 548-4669 Signature jams, salsas, pickles, sauces, dip mixes, teas and coffees, fill-your-own olive oils and more! Poor Man's Hole
(252) 671-0020 Handcrafted furniture by Speight Rhue, gifts and

The Mercantile
 (910) 325-7004 Nautical gifts, antiques, t-shirts, handcrafted outdoor furniture, art work, coastal heritage books, jewelry and more.

(14) Instigator Fishing & Diving Charters
(210) 382-7815 Operating a 31 Contender for all of our fishing
& freediving charters and a 56 Topaz and 45 Villing for our SCUBA
diving charters. Dive charters that offer wreck, ledge and night diving,
Specifishing and Megalodon Fossil hunt.

(15) The Lady Swan / Swansboro Boat Tours (910) 325-1200 Sunset, Historical, Nature Cruises & Much More! Regularly scheduled and private trips available. Come Take A Ride With U:

visitswansboro.org

(16) Bake Bottle & Brew
(910) 325-7550 Gift and book store offering beer, wine, coffee and Hershey's ice cream. Shoo, sio and enjoy beautiful, water views.

(17) Willy Warehouse
(252) 503-0857 Waterfront destination for live music beer, wine, slushles

(38) Saltwater Grill (910) 326-7300 People come for the view and stay for the food – casual atmosphere, seafood, steaks, gourmet salads, full service bar featuring a superior wine selection.

(910) 326-4462 Easy docking, boat gas, dry stack facility, ships store. Novelty Nook (910) 325-7437 Gifts for all ages. Year round Christmas Store with omar

21 Rocket Fizz
(910) 325-7100 Retro candy/soda pop/ice cream/toys! 5,000+ types of

Giovanni's Brooklyn Bagels (252) 677-4446 Offering fresh bagels, sandwiches, pretzels, pastries, and coffeel Open Mon – Sat. 7am to 2pm; Sur. 8am to 2pm.

E P

WARD SHORE PARK

(25) Church Street Market & Pub (910) 325-8546 Specialty sandwiches, soups spirits. Breakfast Fri, Sat, Sun 7:30am to 10:30

(910) 326-4428 www.swansbo

28 Cedro De Azmar/Cigar Shop (252) 422-9500 Premium cigars, tobacco, quality pipes, hu

(29) Silver Line Jewelry, Art & Unique Finds (910) 325-7229 Coastal treasure made in the Carolinas Proudly carrying Concept earlings made for sensitive ears.

RIVERVIEW PARK

OLDE TOWNE

13

INTRACOASTAL

32 Jess' Boutique (910) 325-8340 Ladies' and men's apparel. Women's accessories, purses, shoes

sitors Center, Town Hall & Restaurants

Marina, Outfitters, Boat Charters/Tours & Kayaking

< TO JACKSONVILLE

WHITE OAK

RIVER

RICENTENNIAL

(33) To Be Announced

(910) 325-7647 Discover the latest styles , inspiration and exclu-products from around the world.

[36] Boro Girl Boutique (910) 650-0056 Locally made art, custom furnishings, home decor, boutique clothing, levelity & gifts. Located in the icroiic Russell's Building, lives: Thurs 10-6; Fri & Sat 10-7; Sun 11-4; Mon Closed

37 Salt Marsh Cottage (910) 708-1166 Must haves for Coastal Living!

38 Preston's Corner Bar & Grill & The Back Bar on (910) 708-1305 Homemade coastal cuisines with southern influences Open 7 days a week serving breakfast, lunch and dinner. Craft cootaals and two spacious bars that stay open late! Casual, friendly, comfortable setting.

(4) It Cigno Italiano (920) 325-7845 Italian cutsine, Housemade Gnocchi, Pasta, and Mozzarella, lunch and dinner, fresh local fish, Chef features daily. Waterfront dining at its finest.

(1) Riverside Steak & Seafood (910) 326-8847 Serving fresh caught NC seafood, premium steaks, nightly thef specials, accommodations for large families and children menu, famous sweet potato muffirs, full but and extensive wine list.

(2) Clyde Phillips Seafood (910) 326-4468 N.C. caught "fresh local seafood" – fish, crabs shrimp and shell fish.

45) Pogle's Fishing Charters, Coastal Tours, Kayaking & Rental Center (910) 325-7876 Coastal outdoor outfitter specializing in getting you out on the water in Swansboro!

(44) Sound Side Outfitters
(910) 708-1033 The Crystal Coast's premier fly shop for all your fly
fishing needs, Rods, reels, materials, flies, charters and more.

Pogie's Bait & Tackle Shop (910) 325-7876 Swansboro's premier bait & tackle, rods & reels shop specializing in live bait.

(46) Nancy Lee Fishing Center/Charters 97.07 326-4304 Fishing Charters - 1/2 day head boat and private fishing charters for small or large groups, fishing tackle, fishing pier, and fish market.











	Media / Advertiser / Element	Budgeted	Actual	Remaining
PRINT COLLATERAL	2023/2024 Merchant & Restaurant Guide - Printing Estimate (based on prior years actual) - Spring (April 2024)	700.00	611.12	88.88
	(cost split between TDA and merchants)			
	as of 4.04.24 - Order is placed			
PRINT COLLATERAL	2024 Trifold Visitor Brochure Printing Estimate	1,700.00	0	1,700.00
	Did not pursue this - there might be better alternatives			
SHIPPING COSTS	2024 Visitor Brochure - Shipping to NC Welcome Centers - Estimate	600.00	0	600.00
WEBSITE	Web Design City - 2023/2024 Annual website hosting	840.00	839.40	0.60
WEBSITE	Dream Host - Transfer Website Hosting & Migration Process + Technical Fixes Still Needed	600.00	287.39	312.61
EBLAST TOOL	Constant Contact License - Estimate	540.00	462	78.00
PRINT AD	2022/2024 Our State Magazine Coast Heat Section Ada	8.004.00	8004	0.00
FRINT AD	2023/2024 Our State Magazine Coast Host Section Ads	0,004.00	6004	0.00
PRINT AD	2023/2024 Our State Magazine - Destinations Section Ad	1,675.00	1675	0.00





	Media / Advertiser / Element	Budgeted	Actual	Remaining
PRINT AD	2023/2024 Our State Magazine - Destinations Section Ad	1,675.00	1675	0.00
DIGITAL ADS	2023/2024 Our State Magazine - Sponsored Eblasts	2,790.00	2790	0.00
PRINT AD	2023/2024 Raleigh Magazine - Travel Section	2,125.00	2125	0.00
PODCAST	2023/2024 Raleigh Magazine - Podcast	1,600.00	1600	0.00
MEMBERSHIP	2024 NC Coast Host Membership Dues	350.00	350	0.00
PRINT AD	2024 Emerald Isle Barefoot Guide - comes out in March 2024	950.00	850	100.00
PRINT AD	2023-2024 Bluewater Beacon Real Estate Guide	1,110.00	1100	1100
DIGITAL ADS	2023/2024 Facebook Advertising	5,200.00	3790	1,410.00
as of 4.04.24 PRINT AD	\$3600 - STDA // \$1600 - Parks & Rec Grant Swansboro Area Chamber Directory - Full Page Ad	1,100.00	1100	0.00
VIDEO PLACEMENT	OAJ Airport 2023/20224 - Video Placement	5,000.00	5000	0.00
SERVICES	Retainer Fee @ \$1833/month	21,996.00	21996	0.00
	GRAND TOTAL	56,880.00		5,390.09



STDA Marketing Contingency Budget Snapshot as of 4.04.2024

	2023/2024 Approved Marketing Contingency Budget	4,400.00
	Carry Over / Unspent from 2022/2023 from Approved Budget	2,425.00
	Carry Over / Unspent Remaining from 2022/2023 Contingency Funds	2,049.00
	TOTAL Carry Over / Unspent from 2022/2023 Fiscal Year	4,474.00
	GRAND TOTAL 2023/2024 Approved Marketing Contingency & 2022/2023 Carry Over/Unspent Funds	8,874.00
	Expenditures To Date	
Sept/Oct 2023	Our State 2023 Special Publication "Towns We Love" - Half Page Ad - \$1600 - Invoiced from Advertiser	7,274.00
Sept/Oct 2023	Fall 2023 Merchants & Restaurant Map & Guide Design Updates - Estimated at \$260 (Prepayment added to Aug/Sept invoice)	7,014.00
Sept/Oct 2023	Fall 2023 Merchants & Restaurant Map & Guide Design Updates - Estimated at \$60 (Additional Sept/Oct invoice)	6,954.00
Sept/Oct 2023	Photo Purchase - Some Gave All - Boots for TNT 5K - \$24	6,930.00
Sept/Oct 2023	Fall 2023 Getaway Contest - Gift Cards for Prize Package - \$150 - Sept/Oct Invoice	6,804.00
Sept/Oct 2023	STDA October 2023 Board Meeting - Travel Expense - \$214.13 - Sept/Oct Invoice	6,589.87
Oct/Nov 2023	Photo Purchase - Swansboro by Candlelight - Samantha Ann - Will Add to Oct/Nov 2023 Invoice - \$112.35	6,477.52
Oct/Nov 2023	Postage - Cool & Breezy	6,467.57
Feb/Mar 2024	Bring Your Love Prize Package Gift Card - \$100 Salwater Grill	6,367.57
Feb/Mar 2024	Our State 2024 - April Coast Host Ad Invoiced from Advertiser	5,033.57
Feb/Mar 2024	Spring 2024 - Downtown Merchants & Restaurants Guide Refresh - \$375 Estimated	4,658.57

As of 4.04.24

I need some additional work on the website with integrations of Constant Contact forms and setting up Facebook UTC Tracking Codes.

Google Analytics / GA4 was set up incorrectly – and I'm about to get that fixed as well.

We do have \$312 remaining as unspent budgeted funds to apply towards the website work to apply. (see prior page)

I would like to apply some funds potentially to additional Facebook Ad media buys – depending on bidding costs & reach available for April/May/June.