

Tourism Development Authority Meeting Agenda Item Submittal

Item To Be Considered: Marketing & Advertising Quarterly Status Update
Board Meeting Date: January 12, 2023
Prepared By: Sonia Johnson, Finance Director
Overview: Front Row Communication-Marketing & Advertising Quarterly Status Update Report
Background Attachment(s): Quarterly Status Update Report of 12.17.22
For January 12, 2023, STDA Board Meeting. Submitted by: Anne Marie Bass
Action:
-



Quarterly Status Update Report of 12.17.22 For January 12, 2023 STDA Board Meeting Submitted by: Anne Marie Bass





- 1. Status Updates & Comments
- 2. STDA Photography & Video Assets Additions from Fall of 2022
- 3. Facebook Ad Reports Funded by STDA Approved Marketing Budget & STDA Awarded Parks & Recs Grant
- 4. Print Ad Placements & Earned Media
- 5. Our State Sunday Morning Read (Digital)
- 6. Social Media Stats
- 7. Appendix
 - STDA Approved 2022-2023 Budget Snapshots as of 12/16/22



STATUS UPDATES & COMMENTS





FALL 2022 PHOTO SHOOT - completed October 15, 2022

- The objective of the shoot was to capture lifestyle vignettes depicting visitor experiences along the water dining, shopping, live music.
- A big THANKS to all of the local Swansboro locals who were talent and volunteers working with us Corey & Kapresha Mitchell (Coastal Farmhouse), Jess Harnatkiewicz, Debbie Harnatkiewicz (Jess' Boutique, BBB) and friends/staff, Linda Thornley, Randy Swanson (The Boro LCK) and staff, Ethan and Laini Jo Johnson (Pogie's) and staff.

SWANSBORO BY CANDLELIGHT - A great Swansboro Visitor Experience (Hallmark Movie)

- There is some clarification needed as to the roles & responsibilities for the committee in organizing this event. I am a "do-er" and "problem solver" and in such...I helped bridge the gap of communication where I felt was needed. I look forward to advisement on the correct procedures and the best way for me to help for next year. The Downtown Merchants create a great visitor experience that I am sure has a strong economic impact for the Town of Swansboro and Onslow County.
- Samantha Ann captured some amazing photos approved and paid from the STDA Marketing Contingency.
- The "Winter Getaway to Swansboro" promotional contest was a very successful Facebook ad campaign. I selected the winner, Tammy Mooney from Lexington, NC and mailed her prize to her, which included \$50 gift cards from The Boro & BBB.
- Thanks to Hampton Inn for donating a two-night stay gift certificate as part of the prize package.
- I wanted to mention that there were several mentions on Facebook as to an emotional appeal to women..."like a Hallmark movie." (invaluable!)

DOWNTOWN MERCHANT GUIDE - Spring 2022 Refresh & Reprint

- The Fall Downtown Merchant Guide was refreshed and printed. It was ready for the Mullet Festival as requested.
- Debbie Harnatkiewicz and her family volunteered to deliver them to the merchants that is much appreciated.
- I will be refreshing and updating for the Spring around the March timeframe. The print expense will be paid by the STDA (taking turns and alternating with the Downtown Merchants.

ALBERT J. ELLIS AIRPORT VIDEO - NEW VIDEO in development

• Anne Marie is working with Ken Honeycutt to create a new video utilizing the STDA new photo library. This will be complete by early January.



SWANSBORO VISITOR BROCHURE - Spring 2023

- A Swansboro Visitor Brochure will developed and designed, being made available to prospective visitors in all of the North Carolina Welcome Centers.
- We will utilize the new additions to the photo library from Fall of 2021 and Fall of 2022.

WEBSITE - Status Update

- Anne Marie continues to refresh and update with new images, provides updates, adds, deletes for the partner listings, and ensures information is accurate and up-to-date.
- This is an ongoing task that is part of ongoing care and feeding.

SWANSBORO WEBCAM - Research & Initial Info.

- Anne Marie researched webcams and solutions providers. Brad Pumphrey of East Bay Media presented at the October 2022 STDA Board Meeting.
- Subsequently, he was asked to provide a proposal. He sent it to me and I forwarded it to Sonia & Randy.

STDA ADVERTISING PARTNERSHIP WITH SWANSBORO PARKS & REC - Previously agreed with Anna Stanley & Paula Webb

- As an update from my last quarterly report. STDA Board Members may recall that Anna & I have worked out a partnership where I provide support to her for advertising Swansboro Festivals with a portion or the STDA grant she received.
- Doing so ensures that the Swansboro Festivals ad strategy includes attracting visitors to Swansboro from drive in markets and in doing so ensures general brand awareness that Swansboro be seen as an overnight getaway and vacation destination.
- One of the top reasons why new people will visit a destination for the first time is due to festivals and events.
- We determined that Facebook ads pointed to the VisitSwansboro.org website is the most cost efficient and effective digital advertising. strategy that best suits the Town of Swansboro Festivals.
- This partnership has been going very well.
- I was able to support the Swansboro Holiday Flotilla rain date change, that also included the Christmas Tree Lighting this year. Social media is valuable and critical tool to convey event information to the public very quickly.

STDA PHOTO & VIDEO LIBRARY NEW ADDITIONS





STDA Photo & Video Library

The official Swansboro TDA Photo and Video Library has some great new additions from work over the past few months! ©

Please see the links to videos (made strictly for ease in viewing.) Note that I used the low res photos to reduce the size of the files.

Fall 2022 Swansboro Photo Shoot / Front Row Comm

https://drive.google.com/file/d/1es1jjn1FLQwLcFvxhA2w6NO8tvpHdCet/view?usp=share link

2022 Mullet Festival / Dini Photo (Todd Dini) Drone

https://drive.google.com/file/d/1TU6lRbR M4vypkZ52pLlWKSPWYKUowgt/view?usp=share link

2022 Swansboro by Candlelight / Samantha Ann Photo

https://drive.google.com/file/d/108AZkJuF5BHri4dYMIbzwFENatpJI6rf/view?usp=share_link



FACEBOOK AD REPORTS, PRINT & DIGITAL AD PLACEMENTS & EARNED MEDIA





- Fall Fishing Getaway to Swansboro" Video Ad Campaign Aug/Sept 2022 COMPLETE
 - Target was men age 45+, travel intenders Raleigh & Charlotte, Hampton Roads, VA Markets
- "Plan Your Fall Getaway to Swansboro for Mullet Festival" Ad Campaign September 2022 COMPLETE
 - Target was age 45+ Festival goe'rs, travel intenders Raleigh & Charlotte Markets
- "Join Us for Mullet Festival" Ad Campaign October 2022 COMPLETE
 - Target was age 21 +, Local Swansboro and 50 mile radius, includes New Bern, Morehead City
- "Kick off the Holiday Shopping Season Swansboro by Candlelight" Ad Campaign October 2022 COMPLETE
 - Target was women age 45+, shopping, holidays, travel intenders Raleigh & Charlotte Markets
- "Swansboro by Candlelight Winter Getaway Contest" Ad Campaign November 2022 COMPLETE
 - Target was women age 45+, shopping, holidays, travel intenders Raleigh Market
- "Swansboro by Candlelight Facebook Event" Ad Campaign October 2022 COMPLETE
 - Target was age 21 +, Local Swansboro and 50 mile radius, includes New Bern, Morehead City







Swansboro Holiday Flotilla - Ad Campaign — November 2022 — COMPLETE

Target was age 45+ Festival goe'rs, travel intenders - Raleigh & Charlotte Markets

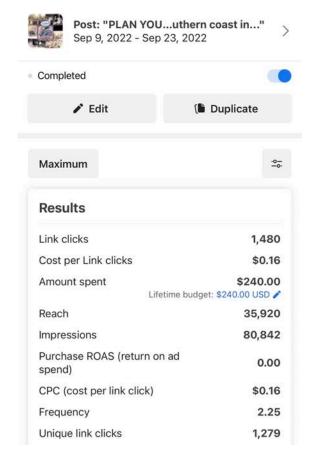
Swansboro Holiday Flotilla - Ad Campaign – November 2022 – COMPLETE

Target was age 21 +, Local Swansboro and 50 mile radius, includes New Bern, Morehead City





Plan Your Fall Getaway for Mullet Festival // September 2022 / Raleigh & Hampton Roads, VA Markets

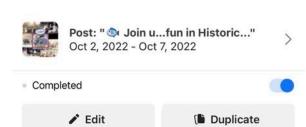








Maximum



-0-

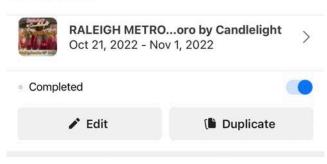
Results Link clicks 830 Cost per Link clicks \$0.0904 Amount spent \$75.00 Lifetime budget: \$75.00 USD 🥕 Reach 14,076 Impressions 24,461 Purchase ROAS (return on ad 0.00 spend) CPC (cost per link click) \$0.0904 Frequency 1.74 Unique link clicks 757

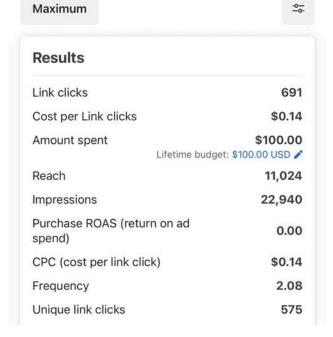
Join Us for Mullet Festival // October 2022 / Local Swansboro 50 mi radius



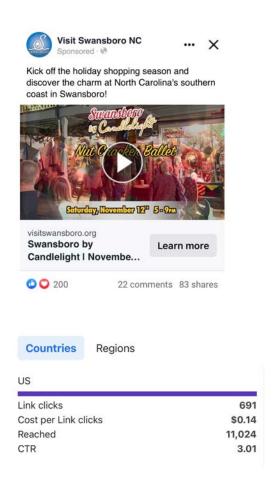






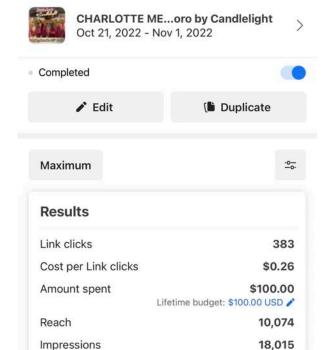


2022 Swansboro by Candlelight // October 2022 / Raleigh Metro









0.00

\$0.26

1.79

348

Purchase ROAS (return on ad

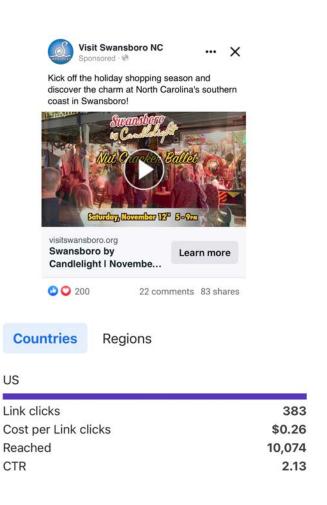
CPC (cost per link click)

spend)

Frequency

Unique link clicks

2022 Swansboro by Candlelight // October 2022 / Charlotte Metro

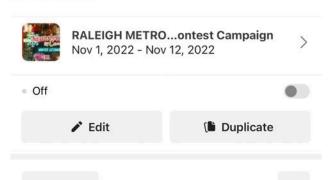


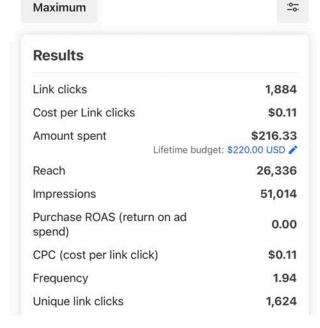


35-44

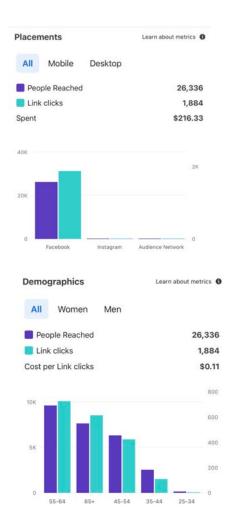
2022 Swansboro by Candlelight Winter Getaway Contest // November 2022 / Raleigh Metro





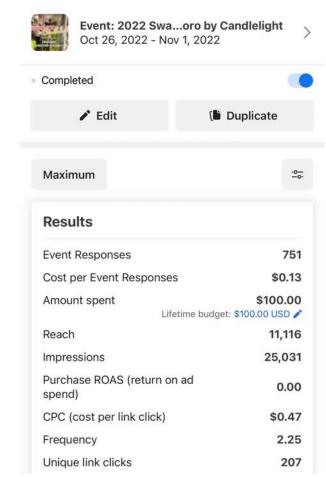


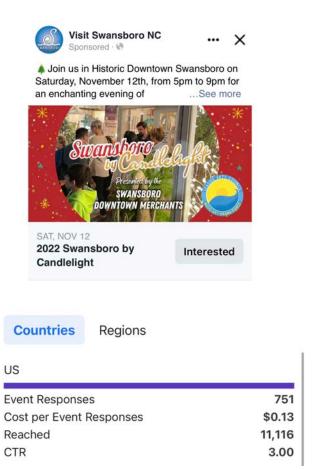




front row communications

2022 Swansboro by Candlelight Event Page Ad // October 2022 / Local Swansboro

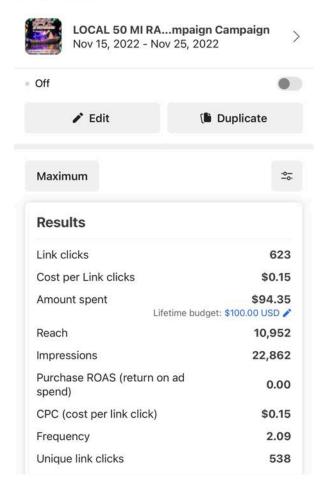


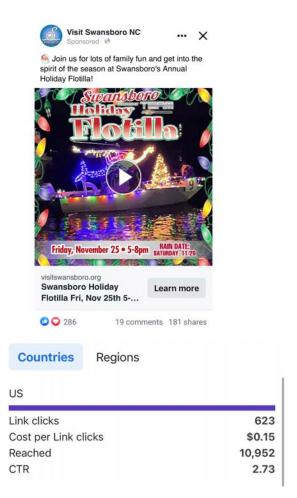


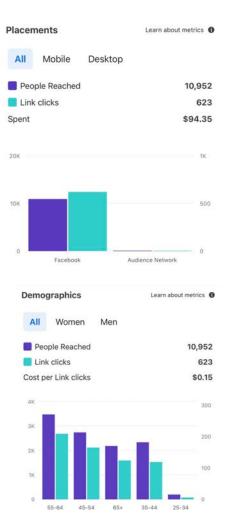




2022 Swansboro Holiday Flotilla Ad // November 2022 / Local Swansboro

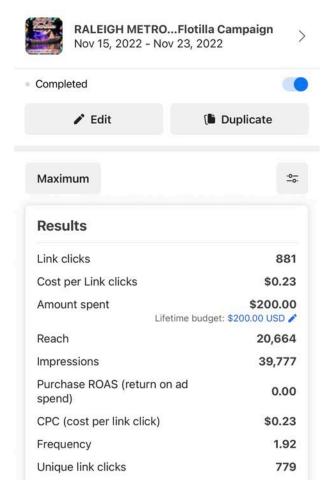


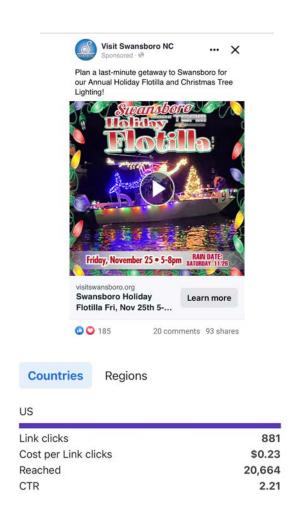






2022 Swansboro Holiday Flotilla Ad // November 2022 / Raleigh Metro





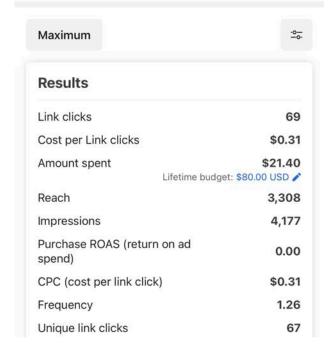




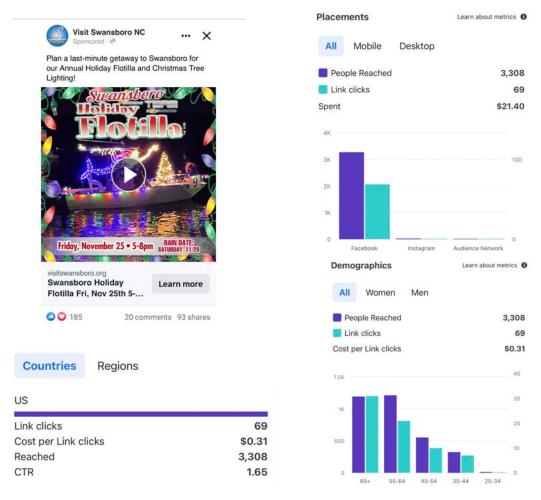
CHARLOTTE ME...paign Campaign



Nov 15, 2022 - Nov 23, 2022

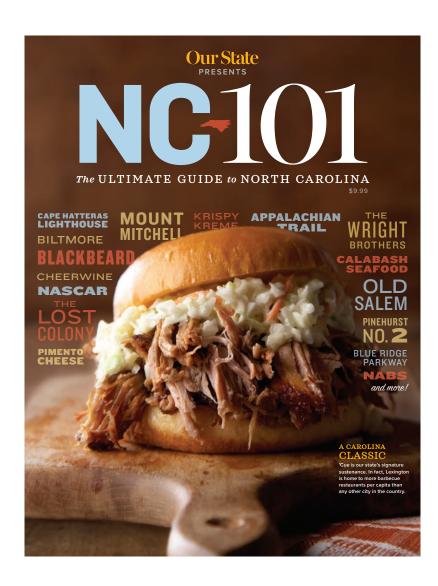


2022 Swansboro Holiday Flotilla Ad // November 2022 / Charlotte Metro



FB Combined ad sets with Raleigh. I also turned off the ad when rain was forecasted

Our State Magazine // Earned Media



This is a special publication that came out – for sale on news stands. It features Hammocks Beach State Park.

This is "earned media" – STDA did not pay for this feature



Our State Magazine // Earned Media – November 2022 Issue





This photo essay is from the November issue and highlights Swansboro's Pirate Fest.





Raleigh Magazine - December 2022/ January 2023 Issue // Branded Advertorial - Travel Section Print Ads - Raleigh Magazine



buildings. Savor fresh seafood. Dine alfresco with waterfront You'll find unique accommodations listed with Airbnb, VRBO, as well as a Trip Advisor top-rated Hampton Inn & Suites.









Print Ads – 2023 SACC Membership Guide





Our State Magazine – Sunday Morning Read Eblast – November 27, 2022

Digital Eblast – Our State





Plan Your Coastal Getaway to Swansboro

Experience the charm of Swansboro, North Carolina with more than 40 unique shops and eateries. Explore by land and sea with a historic walking tour, eco tours, shelling excursions to Bear Island, and sunset cruises along the Intracoastal Waterway.



Screenshots from the Our State Magazine – Sunday Morning Read Eblast with Visit Swansboro's clickable digital ad promoting Swansboro as a



Coastal Getaway.



Plan Your Coastal Getaway to Swansboro

Experience the charm of Swansboro, North Carolina with more than 40 unique shops and eateries. Explore by land and sea with a historic walking tour, eco tours, shelling excursions to Bear Island, and sunset cruises along the Intracoastal Waterway.



DIGITAL ANALYTICS REPORT

Newsletter -Sunday Morning Read

Sponsor: Swansboro TDA Date of Report: 12/5/22

Email Send Date Recipients 11/27/22 45,429		Open Rate	Click Rate	Clicks-Per-Unique- Open-Rate	Clicks on Sponsor's Ad	
		69.3%	5.9%	8.4%	269	

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	18.9%	2.7%	12.8%	
National Standards	23.1%	3.0%	11.4%	

Digital Ad

11/27/22



Plan Your Coastal Getaway to Swansboro

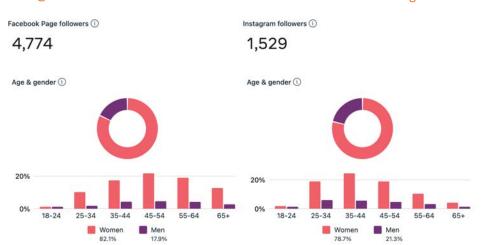
Experience the charm of Swansboro, North Carolina with more than 40 unique shops and eateries. Explore by land and sea with a historic walking tour, eco tours, shelling excursions to Bear Island, and sunset cruises along the Intracoastal Waterway.

SOCIAL MEDIA STATS October thru December 2022

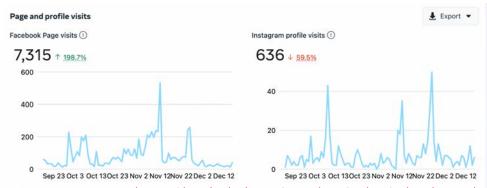


Social Media Stats for Last 90 Days

@VisitSwansboro NC - Likes & Followers on Facebook & Instagram



Facebook & Instagram Pages & Profile Visits



Decrease on Instagram due to paid Facebook ad campaigns and metrics changing based on need to have more reels and/or run paid ads on Instagram which may not be strategic for Swansboro

Top Performing Organic Posts – All were Swansboro by Candlelight

Top-performing organic posts

Here are posts that have performed well over the last 90 days. Understanding what's working can help you decide what to create and share next, so you can keep up the great work.





ADDENDUM Marketing Budget Snapshot & Contingency Fund Snapshot as of 12/16/22





STDA Marketing Budget Snapshot as of 12.16.22

Media / Advertiser / Element	Budgeted	Actual	Remaining	Description
2023 Merchant Map Printing Estimate (based on prior years actual)	600.00	0	600.00	8 1/2 x 14 size double gate, 5,000 quantity, specs: 80# gloss text - in market piece
(cost split between TDA and merchants)				produce in Spring (April 2023)
				(per piece print cost - 11.5 cents)
				Reprint in August 2022 - Expense paid from Downtown Merchants Fund
2023 Trifold Visitor Brochure Printing Estimate	1,400.00	0	1,400.00	9 x 16 size double gate, 10,000 quantity, specs: 4/4 80# semi gloss
				(per piece print cost - 14 cents)
2023 Visitor Brochure - Shipping to NC Welcome Centers	400.00	0	400.00	Conservative estimated shipping costs - February 2022 timeframe
Web Design City - 2022/2023 Annual website hosting	840.00	840	0.00	COMPLETE
2022/2023 Our State Magazine Coast Host 1/6 Page Print Ads	6,670.00	6670	0.00	CONTRACT SIGNED 6/8/22: 5 ADS: \$1334/each - Sept 22, Oct 22, Mar 23, May, 23 Jun 23
2022/2023 Our State - Sunday Mornings Sponsored Eblasts	2,590.00	2590	0.00	CONTRACT SIGNED 6/8/22: 3 EBLASTS: \$1295/each - Sept 14, Nov 27; 1 more to sign up for (depending on STDA promotional items budget/need)
2022/2023 Raleigh Magazine - Travel Section	3,000.00	3000	0.00	CONTRACT SIGNED: 2 Branded Editorials and 1 1/6 Page Ad
2023 NC Coast Host Membership Dues	350.00	350	0.00	COMPLETE
2023 Emerald Isle Barefoot Guide - comes out in March 2023	888.00	765	123.00	CONTRACT SIGNED: Comes up in Octbober 2022 for March 2023 pub date
2022-2023 Bluewater Beacon Real Estate Guide	940.00	1100	-160.00	CONTRACT SIGNED 5.23.22 (going to print in June 2022)
2022/2023 Facebook Advertising - STDA + Parks & RecsGrant	4,800.00	1741.61	3,058.39	As of 12.16.22
\$3600 - STDA // \$1200 - Parks & Rec Grant				
Swansboro Area Chamber Directory - Full Page Ad	1,000.00	1100	-100.00	COMPLETE December timeframe
Swansboro Bags	1,295.00	851.52	443.48	COMPLETE
OAJ Airport 2021/2022 - LCD Video - Things to Do in Swansboro	5,000.00	5000	0.00	AMB Updating Video with NEW Photos from 2021 & 2022
MARKETING & ADVERTISING TOTAL	29,773.00	24,008.13	5,764.87	
Anne Marie - Marketing Planning Visits - Travel Expenses	800.00	400	400.00	Assume 2 visits - \$400/per visit - I have submitted expense for hotel and gas reimburs
Retainer Fee @ \$1833/month	21,996.00	21996	0.00	All Inclusive Monthly Fee
Marketing Promotions Contingency Budget	4,400.00	1,926.25	2,473.75	Applied to video production, visitor guide design, ad design requiring Adobe format



2022/2023 Approved Marketing Contingency Budget	4,400.00			
Fall Downtown Merchant Guide Refresh & Update + Candlelight Poster Design & Video Productions / Sight Sound Media	450.00	Front Row Inovice		
Raleigh Magazine - Remnant Ad Purchase Oct 2022 Issue	375.00	PAID by STDA		
Mullet Festival - Drone Photo & Video (Dini Photo)	250.00	PAID by STDA		
Sight Sound Media - Flotilla Square Format Video	150.00	Front Row Inovice		
Candlelight Photography (Samantha Ann Photo)	401.25	Front Row Inovice		
Ad Design & Updated Logo Vectors	300.00	Front Row Inovice - November 2022 Invoice		
SPENT AS OF 12.16.22	1,926.25			
REMAINING BALANCE from \$4400	2,473.75			
ADD Balance Remaining from Promotional Bag Purchase Budget of \$1295	443.48			
GRAND TOTAL REMAINING BALANCE AS OF 12.16.22	2,917.23			
The plan is to use these funds for the Visitor Brochure Design + any additional expenses that arise as needed.				