TRAVEL NEVADA OUARTERLY REPORT

FY24-Q1 | July-September



TABLE OF CONTENTSTABLE OF CONTENTSTABLE OF CONTENTS





EXECUTIVE SUMMARY

Travel Nevada kicked off the fiscal year with a strong first quarter and a new look. While quarter one was spent **testing concepts** and **planning future asset production**, you will see the beginnings of the **"Get a Little Out There"** campaign development in this report. Our paid media efforts reflected a transition of our **bridge campaign** that began the rollout utilizing existing images that were freshly edited to match the direction of the new campaign while incorporating new language, font and colors.

We hosted **nine domestic and international media** across **five road trips**, including influencers and a Top 100 journalist. Our **Lieutenant Governor**, Chair of the Nevada Commission on Tourism, crossed the **Cowboy Corridor** off his list along with two **Labor Day parades** and the final **Reno Air Races**. On the road, we visited trade and media in **Mexico City, Guadalajara**, **Vancouver, Calgary, Edmonton, Oakland, Portland and Seattle**! In anticipation of the Annual Solar Eclipse event happening in October, we hosted an extraordinarily successful social media giveaway contest that gained almost 2,500 submissions in the first 48 hours it was live. Ending after just two weeks with a whopping **8,771 submissions**. Additionally, we hosted **three influencers across the state**. Astrophotographer, Jeremy Jensen showcased a unique Discover Your Nevada experience along the **Great Basin Highway**. Feed the Malik, a food and culture traveler representing the BIPOC community, explored the **Lake Tahoe Loop**. While Mindy on the Move made her way through the **Rubies Route**.

With phase one of our official public launch of the new brand campaign planned for October, we have been in deep production work on the rollout of a refreshed website, including four custom landing pages to support our paid media efforts.



EXECUTIVE SUMMARY

On the partner side, **each territory** met this quarter and we were excited to be able to join them. We re-booted our **monthly DMO** calls to include a scheduled speaker to **learn about trends and best practices** in addition to sharing updates and news among partners. Travel Nevada staff also participated in **ESTO**, an annual gathering of state and local DMOs across the country and presented information on the state of the industry to the **Japanese delegation for the Gaming Control Board**, and to the **Nevada Museum Association** conference on ways to leverage opportunities with Travel Nevada. All three **Cohort One 3D communities** hosted on-site visits for our consultants, staff and steering committees to review initial research and consider ways to **act on key findings** in a final step to inform the **10-year strategic plans**. Quarter two is looking to be ripe with activity surrounding our brand campaign's official rollout, our first media mission to NYC since the pandemic, and an amazingly collaborative event execution surrounding the Great American Eclipse, the first celestial even of its kind in 11 years.



BRAND EVOLUTION



AD TESTING



In September, initial ad testing was conducted to asses how the new campaign brand line and creative resonated with our target audiences

The research is based on a set of **three focus group** discussions conducted by **Future Partners** on behalf of Travel Nevada.

- Participants were required to have **taken at least one overnight leisure trip** of at least 50-miles or more away from home in the past 12 months.
- Adults, age 18+ **representing a target mix of generational groups** (Gen Z, Millennial, Gen X, Baby Boomer).
- Targeted to have a **balanced mix** of genders, racial identities, incomes and marital statuses.
- Located both **in-state** and **out-of-state** in target markets.



AD TESTING RESULTS

01	Nevada's tourism assets are not particularly well- understood by out of state travelers.	02	Nevada residents are deeply appreciative of their state's tourism potential.	03	Initial "rip-reel" was positively received by all groups — described it as appealing and highly motivating .
04	Digital ads tested performed well, kayaking imagery being the most popular.	05	The portrayal of water and beautiful landscapes was a pleasant surprise for most participants, as these are not traditionally associated with Nevada.	06	The "Get a Little Out There" tagline appears to resonate strongly and carry the ads well.



BRIDGE DEVELOPMENT

As the production for the brand new campaign was in the planning stage, existing assets were paired with new language and colors in a bridge campaign effort.



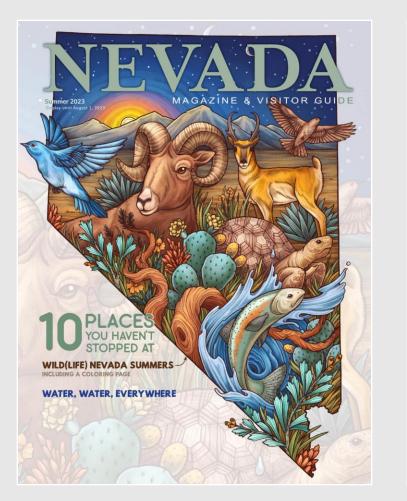


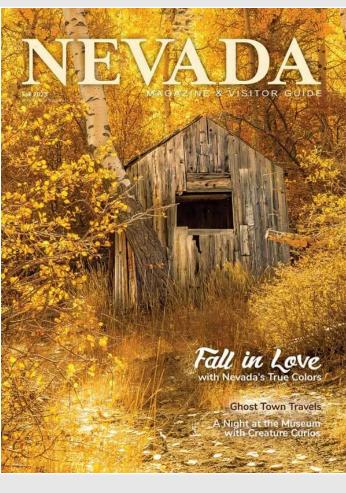


NEVADA Magazine & Visitor Guide

The **Summer Issue** ran from May 1–July 31, 2023.

The **Fall Issue** launched August 1, 2023.







DESTINATION DEVELOPMENT



3D MEETINGS

The Destination Development Demonstration (3D) Cohort One site visits were conducted in July. These visits provided valuable information for the consultants to begin drafting each awardee's **10 Year Destination Plan.**



Black Rock On-site July 10-11, 2023



Lincoln On-site July 13-14, 2023



White Pine On-site July 17-19, 2023



Cohort 1 & 2 Meeting July 26, 2023





INDUSTRY DEVELOPMENT



TERRITORY MEETINGS



Cowboy Country July 11, 2023 Winnemucca



Reno Tahoe Territory August 9, 2023



Las Vegas Territory July 25 & August 22, 2023



Nevada Silver Trails July 28, 2023 Hawthorne



Pony Express Territory August 11, 2023 *Kingston*



TRAVEL NEVADA TOURISM (TNT) MEETINGS

On the third Wednesday of each month, TNT (Travel Nevada Tourism) partner calls present an opportunity for Nevada DMOs and other local tourism partners to gather virtually and hear

about the latest news from Travel Nevada and agency partners, learn about tourism trends and best practices, and share their own updates and expertise.



TN Marketing Update June 28, 2023



Sales Missions & Tradeshows

August 23, 2023



Trailfinder, RTP July 26, 2023



September 27, 2023



PRESENTATIONS & CONFERENCES

Monthly Networking 5 after 5 August 15, 2023

ESTO

August 19-22

Japanese Gaming Commission Presentation August 28, 2023

Las Vegas Hospitality Association September 20, 2023

Nevada Museums Association Conference September 27, 2023



BATTLE BORN INSIDERS

Chapters 1-18 content edits complete.

Brand refresh guide submitted to TravPro.

Gamification has been redirected to being in-house through TravPro's built-in capabilities.



DISCOVER YOUR NEVADA



LIEUTENANT Governor Outreach

Lt. Gov, Stavros Anthony visited several rural communities this quarter, including those along the Cowboy Corridor.

He also participated in Labor Day parades in Elko and Winnemucca.

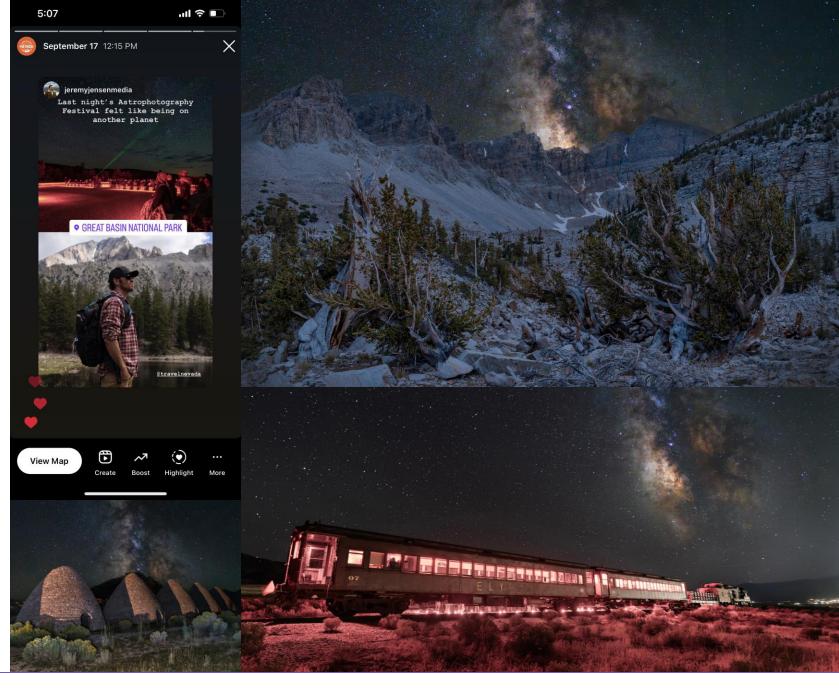




DYN INFLUENCER

Jeremy Jensen @jeremyjensenmedia

Astrophotography Influencer

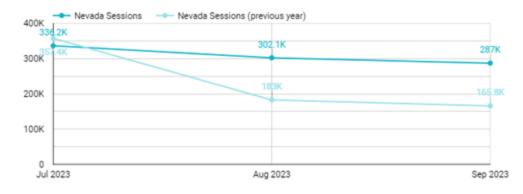




DYN WEBSITE TRAFFIC

- Nevada sessions to the website from Jul-Sep 2023 are up from 2022 by **+24.4%**.
 - Returning users are up by +19% from 2022.
 - All channels driving Nevada traffic are up from the previous year with the exception of Email which decreased by **-11%** attributed sessions to the website.
- Paid Search sessions for Nevada also increased +36.8% from 2022 mostly driven by the campaigns "Discover Your Nevada - Brand" (+101.5% session growth) and "Things to Do - Drive Markets" (+56.5% session growth)
 - Things to do drive markets are capturing some Nevada visitors for Paid Search terms such as "what to do in las vegas with family" and "vegas activities for kids"
- The content originally intended for in-state visitors, emphasizing "Discover Your Nevada," has seen reduced engagement compared to content featuring cities like Las Vegas and activities. This shift highlights the non-mutual exclusivity of these content groups.

Jul-Sep Organic Sessions vs Prev. Year



Jul-Sep Sessions per Content Category

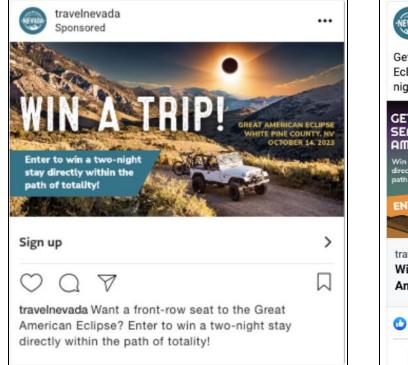
Content group	Sessions -	%Δ
Cities	21,457	203.2% #
Discover Your Nevada	12,644	-5.7% 🖡
Outdoor Events	7,425	
Outdoor Recreation	7,088	-54.3%
Parks & amp; Recreational Areas	6,150	3.2% #
Hotels	5,970	-4.6%
stargazing	5,215	118.9% #
Ghost Town	5,136	16.0% #
Signature	4,100	-
Museums	3,682	53.9% t
Travel Guides	3,602	144.5% #

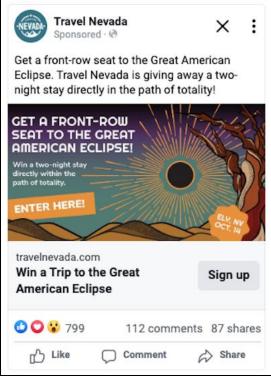
Data: Google Ads / GA4 7/1/2023 - 9/30/2023

DOMESTIC MARKET DEVELOPMENT



PAID MEDIA HIGHLIGHTS





Annular Eclipse Promotion

Our team launched a **social media giveaway** in preparation for the Annular Eclipse on October 14, 2023, for the **chance to win trip accommodations** during the event.

2,500 submissions in first 48 hours

8,771 Total submissions after 2 weeks



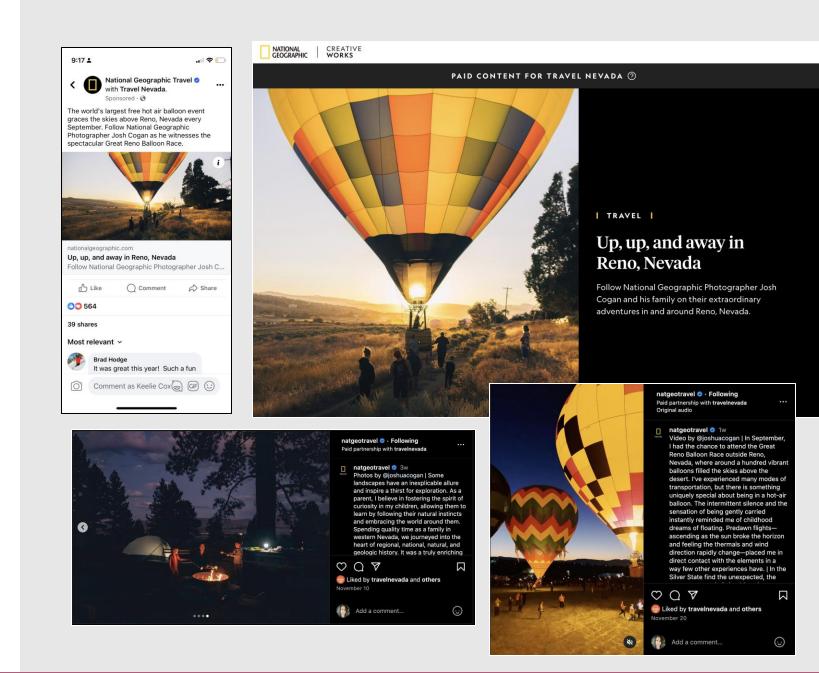
PAID MEDIA HIGHLIGHTS

National Geographic Sponsored Content

Photojournalist Josh Cogan—who also photographed Cowboy Poetry in January— visited Reno during September 6-12, 2023. This time he came with family.

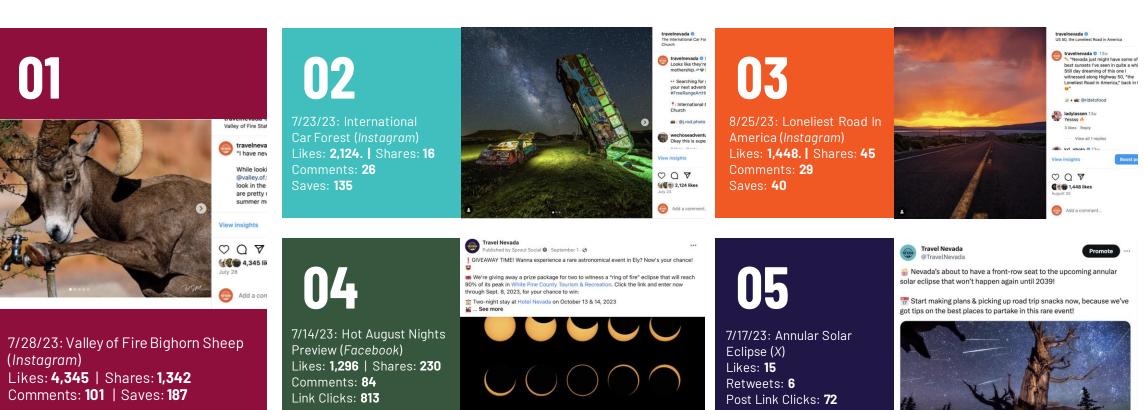
They attended the Great Reno Balloon Races, explored Washoe Valley State Park, camped at Davis Regional Park, visited Virginia City, and stumbled upon a Lowrider Festival in Reno.

LINK TO ARTICLE



SOCIAL MEDIA PERFORMANCE

Top Performing Posts





SOCIAL MEDIA INFLUENCERS

Anela Malik @feedthemalik

Mindy Michaels @mindyonthemove











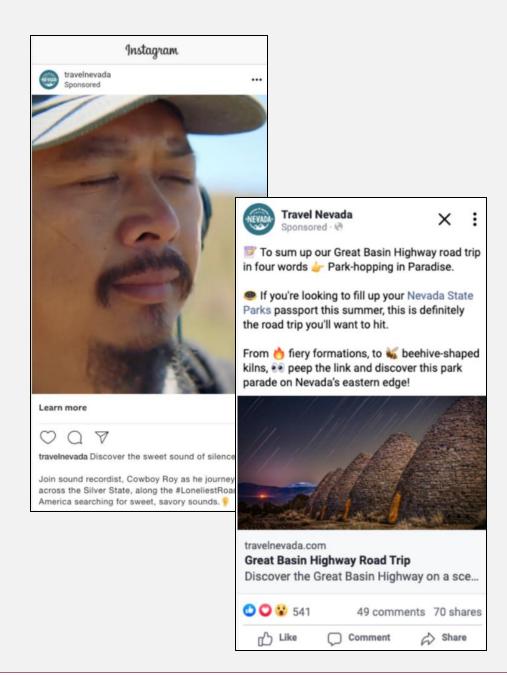
PAID SOCIAL PERFORMANCE

Boosted Posts

- Throughout Q1, organic posts were boosted to further reach Nevada's key target audiences.
- People living in or recently in: Boise, Chicago, Dallas, Houston, Los Angeles, Phoenix, Portland, Sacramento, Salt Lake City, San Diego, San Francisco and Seattle DMAs.
- Also targeted in-state boosted audiences.

Results

- From a click perspective the Great Basin boosted in July was the most clicked on boosted post, with 3.2K clicks.
- Cowboy Roy was the most engaged with post, receiving over 51K page engagements to the Nevada Meta page alone.
- Overall, boosted organic posts are seeing strong performance in audiences taking a further step and engaging with posts with over 14K total clicks and 180K page engagements.



PAID SOCIAL PERFORMANCE

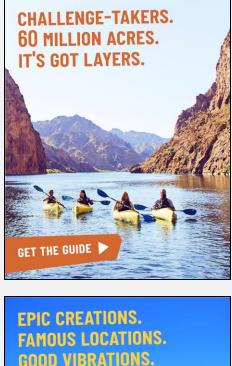
Lead Gen

In Q1 Meta lead generation campaigns highlighted getting users to sign up for the Travel Nevada newsletter and downloading the Visitor Guide.

- Both the VG and Newsletter generated over 2,580 Meta Leads.
- Our target audience showed more engagement with the Newsletter ad than the Visitor Guide ads.
- The Weird & the Wonderous Newsletter ad resonated with audiences the most, being the most clicked and interacted with of the creative images.
- This image also generated the most leads for Newsletter sign ups.



GET THE GUIDE





PAID SEARCH & SOCIAL PERFORMANCE

Paid Search Performance

- All campaign CTR and Conversion Rate are **surpassing** travel industry benchmarks.
- Paid search conversions for accommodation referrals ٠ are up +168.9% from 2022.
- The campaign "Things to Do Drive Markets" has seen a • notable improvement from 2022 with is driving +9.2K more conversions.
 - Some keywords from this campaign include: [best • places to visit in nevada], "must see in nevada", "things to do around las vegas", etc.



YouTube Performance

- Our Youtube performance has increased across the board with ٠ the campaign Hiking video leading with a +2.36% to CTR.
- Efficiency has also increased with all Video campaigns ٠ decreasing in **CPM by -9.27%**. We are getting more engagement for less cost which is a testament to the ad creative.



+11.4% YOUTUBE IMPRESSIONS 1,137,695 vs 1,267,391

+7.12% +1.94% **YOUTUBE VIEW RATE** 1.28% vs 3.22% 15.6% vs 22.72%



DOMESTIC MARKET DEVELOPMENT

Data: Google Ads 7/1/2023 - 9/30/2023

YOUTUBE CTR

NEWSLETTER

Email Performance

- Overall, email drove less sessions (-75% YoY), because in 2022 we had two email pushes through USA Today and Local IQ.
- The monthly e-newsletter sent to consumers increased in sessions (+36% YoY) and bounce rate decreased (-9% YoY).
- Partner referrals are lower (-17% YoY), but accommodation partner referrals are up (103% YoY).
- **Emails** generated 2,516 vs 4,627 (-46% YoY) Visitor Guide Downloads and 2,124 vs 3,383 (-37% YoY) for Visitor Guide Form Submits.

Email Overview Out-of-State

OPEN RATE	CLICK RATE	CLICK-THROUGH RATE
19.54%	3.31%	16.95%
+32% YoY	+30% YoY	-1% YoY

Email Overview In-State

OPEN RATE	CLICK RATE	CLICK-THROUGH RATE
23.09%	5.79%	25.08%
+21% YoY	+5% YoY	-1% YoY

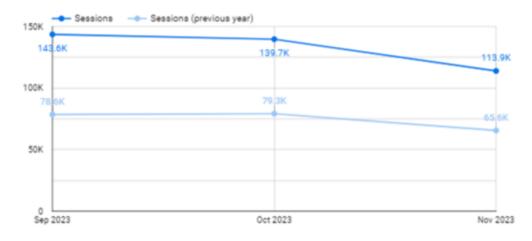
Data: GA4 7/1/2023 - 9/30/2023



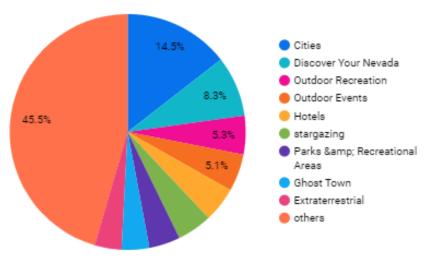
ALL WEBSITE TRAFFIC

- Sessions to the website from Jul-Sep 2023 are up from 2022 by +27.9%.
 - Engagement metrics like Average Engagement Time (-27.4%) and Engagement Rate (-12%) are down compared to 2022.
 - Changes to the website that reduced visitor effort needed to get to key sections of the site have also reduced these engagement metrics.
- Future releases of features will help encourage deeper engagement with the website beyond article scanning.
- Organic sessions to the website are up **+91%** from 2022.
 - The total amount of keywords in position #1 on Google are up +82.68% vs 2022.
- We see strong growth in sessions to key content areas across the website compared to 2022 including Cities (+68K mostly to Las Vegas), Travel Guides (+15K), and Extraterrestrial (+14K).

Jul-Sep Organic Sessions vs Prev. Year

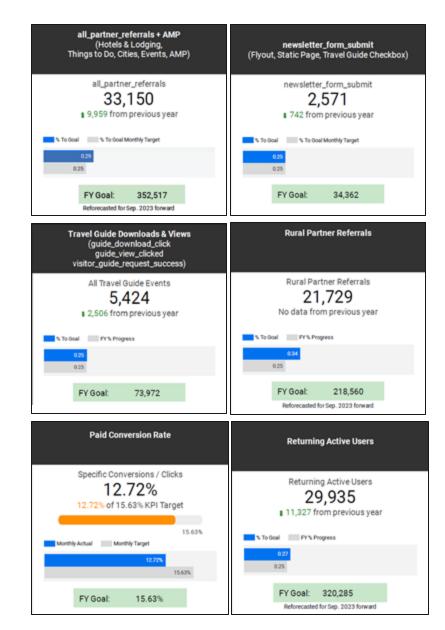


Jul-Sep Sessions per Content Category



TRAVELNEVADA.COM

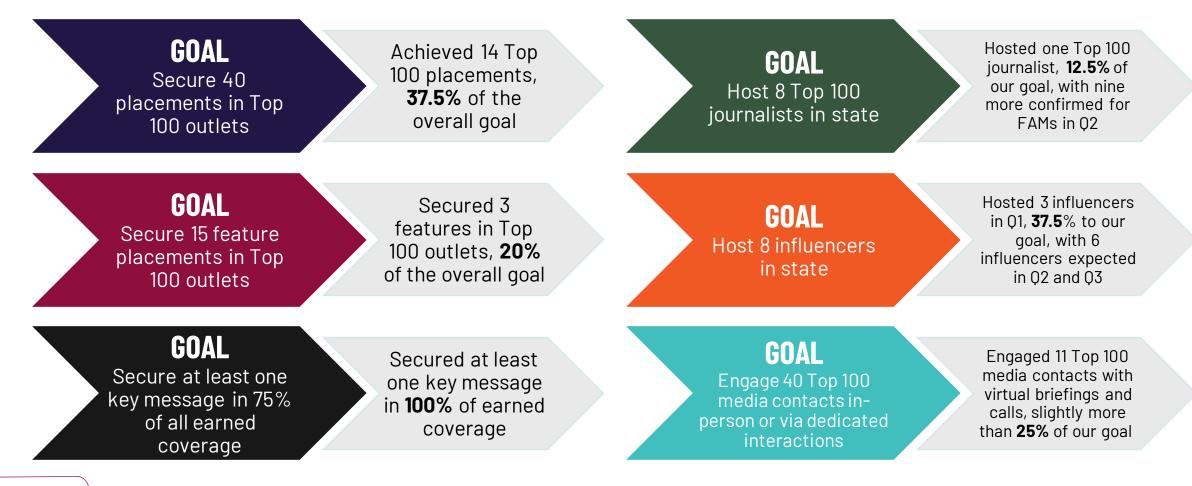
- We are doing well for all goals, especially partner referrals from the website which was up +41% (~30K) from Jul-Sep in 2022.
- Using Accelerated Mobile Pages (AMP) on travelnevada.com has benefits. However, upkeep is significant and user experience is sacrificed. Our September CRO test showed a +24.85% to partner referrals when random visitors were shown Non-AMP pages.
 - This is also a credit to the technical health of the site. With high speed and user-experience, AMP pages no longer add a significant benefit.
- The email contest in August 2023 performed very well for gaining traffic an engagement and more contests will be conducted in the future.
- Organic traffic is strong and growing. Future site content updates and trip planning features will help translate this organic traffic from discovery to trip planning.



Data: GA4 7/1/2023 - 9/30/2023

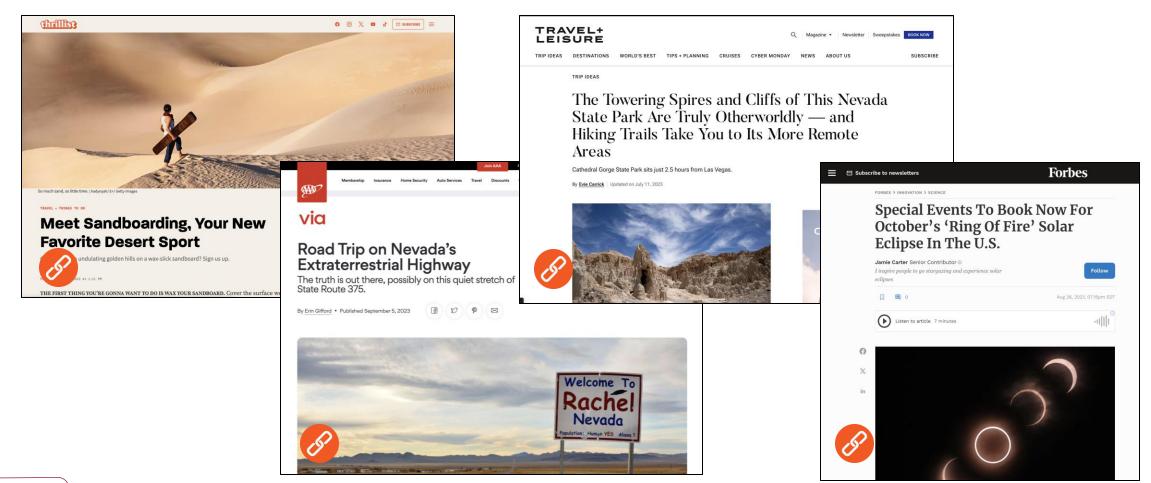


EARNED MEDIA HIGHLIGHTS



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EARNED MEDIA HIGHLIGHTS





MEDIA TRIPS

Mike Richard | *The Manual* (Top 100 Outlet)

Loneliest Road in America Sep. 28 - Oct. 3, 2023





Heather Storm | Silver State Classic

Promoted car racing events in Nevada ahead of Formula 1





TRADESHOWS, MISSIONS & EVENTS

Pacific Northwest Mission

September 11-15, 2023

Travel Nevada, Las Vegas Convention and Visitors Authority (LVCVA), and the Reno Convention & Visitors Authority (RSCVA) hosted the Pacific Northwest Sales Mission where partners connected with over 140 travel agents and tour operators.

A total of 10 Nevada partners were in attendance: Las Vegas Convention and Visitors Authority, Reno Sparks Convention and Visitor Authority, Fontainebleau, Indigo Tickets, Visit Lake Tahoe, Circa Hotel, Illuminarium, Reno-Tahoe Territory, Las Vegas Territory, and Gogo Vacations.





INTERNATIONAL MARKET DEVELOPMENT



TRADESHOWS, MISSIONS & FAMS

Mexico Sales Mission & Lieutenant Governor Visit

September 25-29, 2023

Alongside the Lt. Governor and **eight partner organizations,** Travel Nevada visited Mexico City and Guadalajara.

The team connected with **49 travel trade professionals and over a dozen media outlets,** as well as representatives from major airlines. The Lt. Governor met with **top Mexico media** to stress the importance of travel to Nevada from Mexico.





TRADESHOWS, MISSIONS & FAMS

LVCVA Western Canada Trade Sales Mission

August 27 – 31, 2023

Canuckiwi represented Travel Nevada at LVCVA's mission, **joining 17 Las Vegas partners** to showcase road trips outside of Las Vegas.

Approximately **250 operators** joined the event, which featured presentations followed by an exhibition format.





PRESS TRIPS

IFTY-FIVE PLUS

Canada

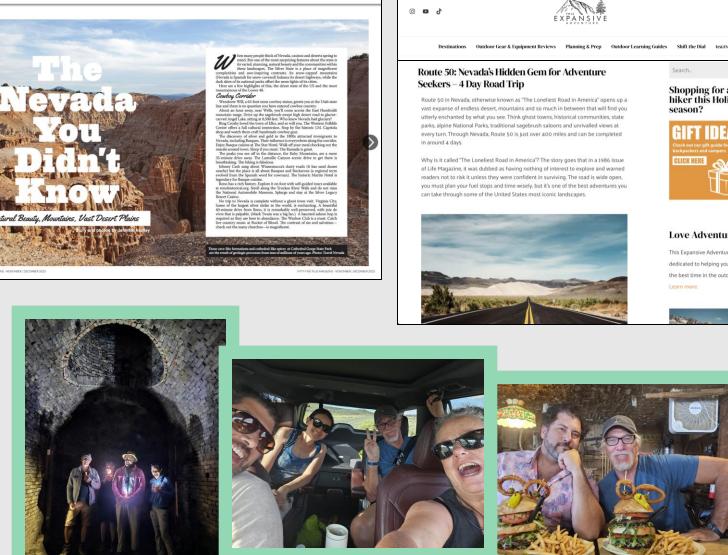
Jennifer Hartley, 55+ Magazine

Australia

Group press trip with threejournalists (coverage expected in Q3)

<u>UK</u> This Expansive Adventure

ARAVEL



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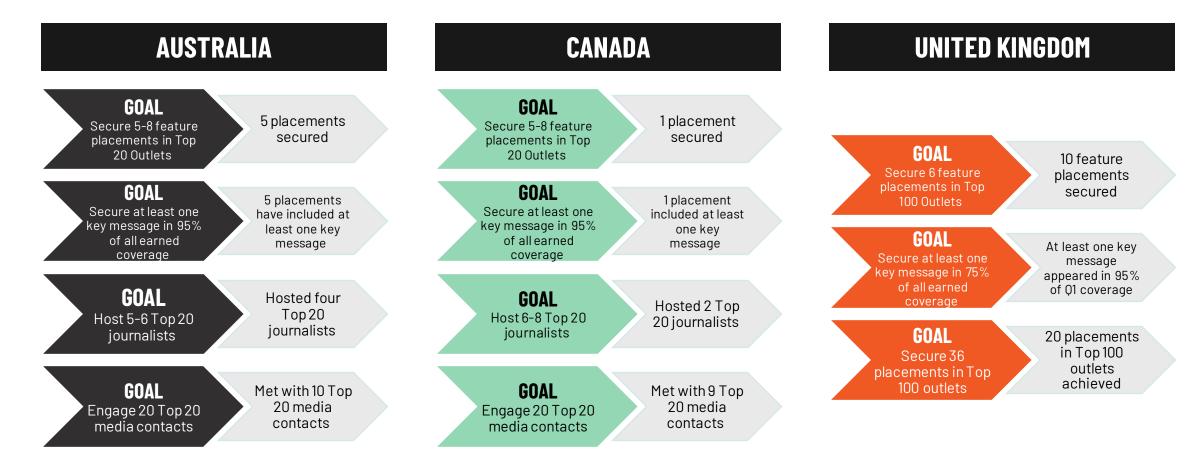


Love Adventure?

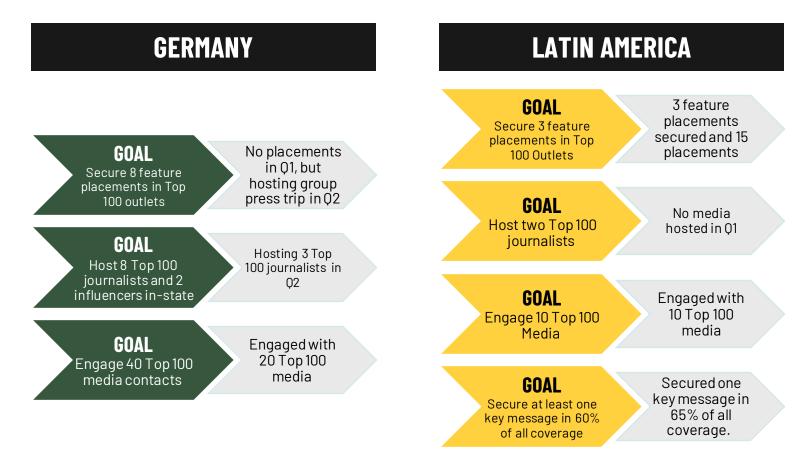
This Expansive Adventure is dedicated to helping you have the best time in the outdoors.



EARNED MEDIA KPI TRACKING

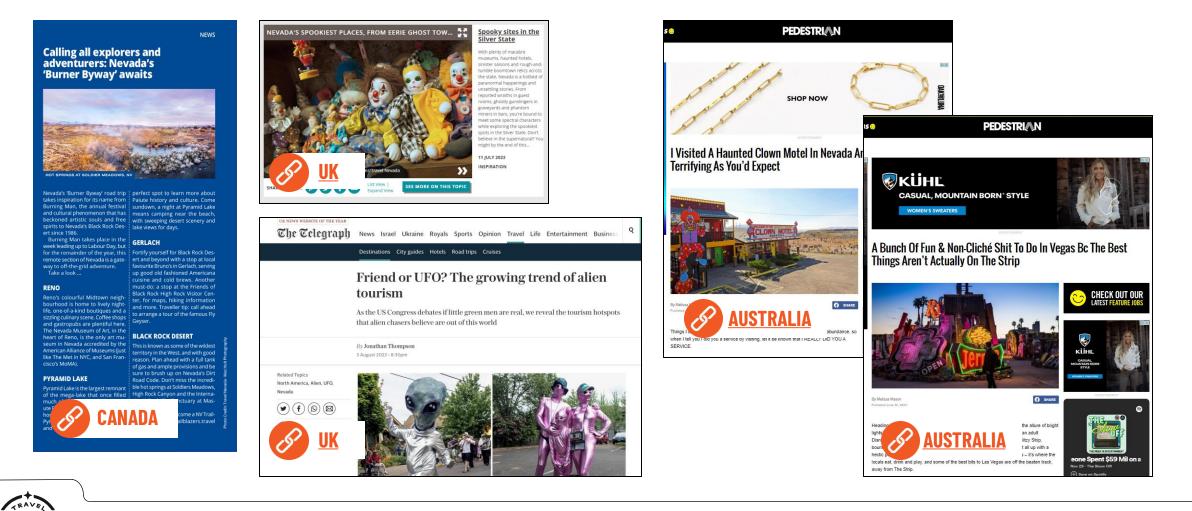


EARNED MEDIA KPI TRACKING





INTERNATIONAL EARNED MEDIA HIGHLIGHTS



TRADE INITIATIVES

AUSTRALIA

- **Qantas** webinar
- United Airlines Trivia Night in Melbourne
- Visit USA webinar
- Alignment of Expedia and
 Nine Traveller campaign
- Travel Agent Finder
 engagement

CANADA

- Neon to Nature
 webinar
- Extended **Expedia** partnership

GERMANY

- Visit USA Germany Roadshow
- Visit USA monthly newsletter and website relaunch



LOOKING AHEAD



UPCOMING INITIATIVES

BRAND EVOLUTION

Brand Campaign Rollout:

• Phase 1 & 2 Launch

Video and Photo:

- Production shoot
- Post-production photo and video editing

DESTINATION DEVELOPMENT

- **Cohort 1:** Presentation of complete 10 Destination Development Strategy
- **Cohort 2:** Boulder City, Carson Valley Cultural Corridor, and Nevada Indian Territory
- Steering Committee Meeting and Community Listening: Cultural Corridor November 7th
- Steering Committee Meeting: Nevada Indian Territory on November 9th

INDUSTRY DEVELOPMENT

Battle Born Insiders:

- Complete content
- New production schedule for launch at the Roundup
- Start development

Territory Meetings:

- Las Vegas Territory Sept 26 in Las Vegas
- Cowboy Country Territory October 16 inJackpot
- Nevada Silver Trails November 3rd in Pahrump
- Pony Express Territory November 13th on Zoom



UPCOMING INITIATIVES

DISCOVER YOUR NEVADA

- Paranormal Passport earned media coverage
- Influencer: Mama & Minis
- GALOT in-state swag boxes and press release
- LG: Great Basin Highway Road Trip/Eclipse

DOMESTIC MARKET DEVELOPMENT

- Influencers: HoneyTrek, PrettyfnSpooky
- Annular Solar Eclipse Group Press Trip(October)
- NYC media mission (November)
- Reno-Tahoe Experience Oct 10-12
- IMEX Las Vegas October 17-20 in Las Vegas
- Super Southern Nevada Press Trips
- Custom Broadcast Segment with Deryk Engelland

INTERNATIONAL MARKET DEVELOPMENT

- German Press Trip: Eclipse
- Australia press visit with 2 media reps
- UK press visit



THANK YOU $\langle V / [] \rangle$

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