



### Arts360 Tool Demo + Training

Collaboration between the Advisory Board for the Arts, HaystaqDNA, and L2

# Agenda for Today's Presentation

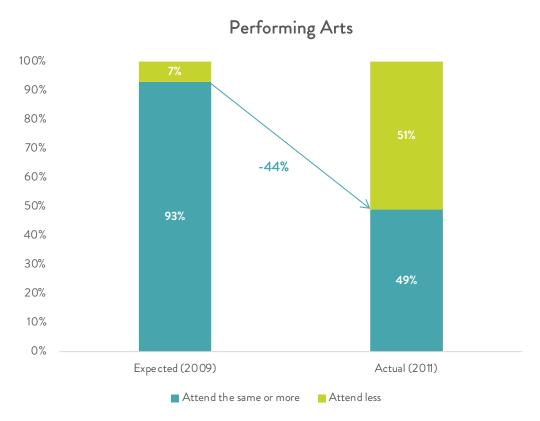
Development

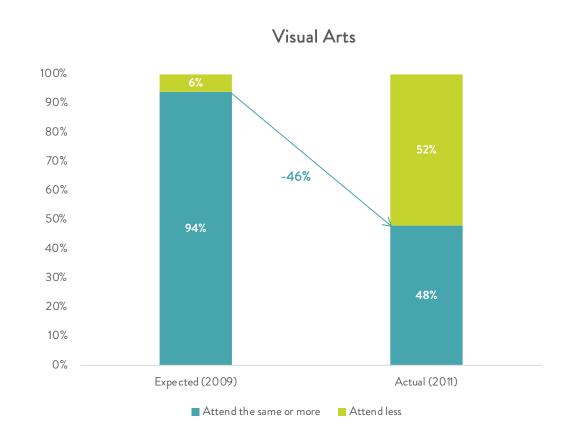
Use Case Examples

Signing Up for the Tool

## Audiences Won't Tell Us What They Want

When performing and visual arts audiences were asked in 2009 about the likelihood of the economy affecting their ability to return after the financial crisis, their expectations were far more optimistic than the reality two years later.





Source: Culture Track 2011

# Advanced Analytics Has Transformed the Business World













https://www.forbes.com/sites/peterpham/2015/08/28/the-impacts-of-big-data-that-you-may-not-have-heard-of/?sh=18bc7de96429 https://www.forbes.com/sites/kashmirhill/2012/02/16/how-target-figured-out-a-teen-girl-was-pregnant-before-her-father-did/?sh=6d3c0a766686 https://www.nytimes.com/2013/02/25/business/media/for-house-of-cards-using-big-data-to-guarantee-its-popularity.html

### Industry Leader in US Voter and Consumer Data Collection





- Founded over 50 years ago
- The nation's leading independent voter data and technology firm, processing voter data around the clock for all 50 states and DC.
- Owner of multiple data products which help focus your research, including US maps for voter, automotive, and consumer databases.
- Data accuracy is their top priority: (1) records go through a rigorous standardized matching process, (2) fields including contact information are cleaned on a regular basis, and (3) uploaded data are ensured the highest privacy and safety.

### Pioneers in Predictive Analytics



## **HAYSTAQ** DNA

- Founded in 2003
- Pioneered the field of predictive analytics to predict and persuade audiences in high stakes environments
- Corporate clients with a combined market capitalization of over \$600 billion
- Political clients including establishing and leading Obama's 2008 microtargeting efforts
- Experienced in customer analytics for sports, education, automotive, television and healthcare

# Revolutionizing Marketing through Microtargeting

Automotive	Sports	Education	
	Dolphing strame	LAUREATE INTERNATIONAL UNIVERSITIES	
<ul> <li>Predict specific customers likely to choose brand over competitors</li> <li>Predict likelihood to persuade customers of other luxury brands</li> </ul>	<ul> <li>Identify attitudes toward Miami         Dolphins and barriers to attending         games     </li> <li>Predict likelihood of buying tickets</li> </ul>	<ul> <li>Identify targets for new PhD program</li> <li>Predict likelihood of applying to the program</li> <li>Test high-likelihood targets versus</li> </ul>	
<ul> <li>Predict readiness to make a purchase</li> </ul>	<ul> <li>Predict likelihood of converting to season tickets</li> </ul>	control group	
Conversion rates on email and direct mail up to 80% higher	Highest increase in ticket sales among all NFL teams that year	Haystaq targets outperform control group by 113%	

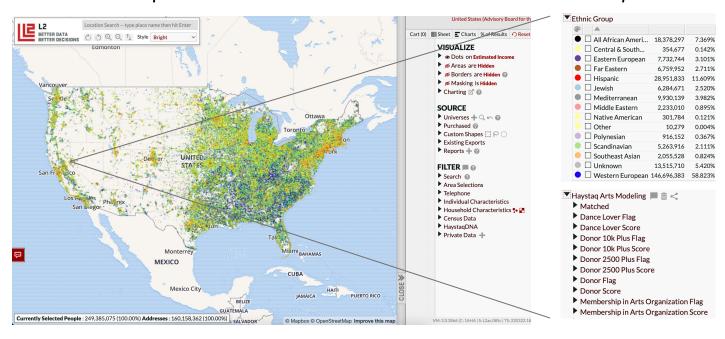
## Arts360 Tool: Visualizing Your Audience Comprehensively

We are giving you the freedom to examine your data in a way that matches your goals. Your audience lists and patron characteristics are combined in the below interface, including 450+ additional points of consumer data from L2 and predictive scores from Haystaq, providing a comprehensive profile of each audience member.

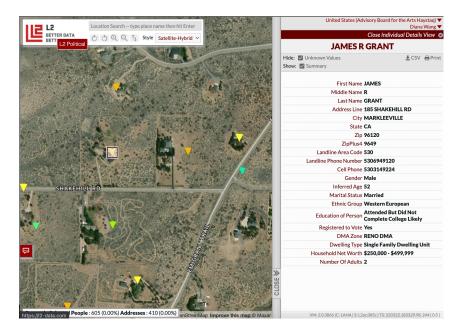
<u>Purpose of the tool:</u> to allow you to select for targeted individual characteristics and then pull detailed contact information for that group of people to help you in new marketing and strategic efforts.

#### Arts360 Visualization and Data Filtering Capabilities

#### Visualization of Full Consumer Database (~250M Americans)



#### Sample Filters Individuals with Desired Characteristics



# Agenda for Today's Presentation

Development

of Arts360 +

Types of

Use Case Examples

Signing Up for the Tool

### What Data Is Visible to Me?

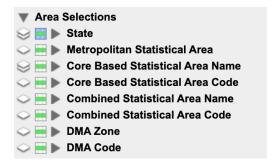
### 3 Types of Information:

- Base L2 Consumer File Information
- Custom Haystaq Arts Predictive
  Modeling Flags/Scores
- Additional Haystaq Behavioral Flags/Scores

### Base L2 Consumer File Information

Pre-loaded data from L2 (including age, demographics, income, purchase characteristics, etc.) on 260 million adult Americans











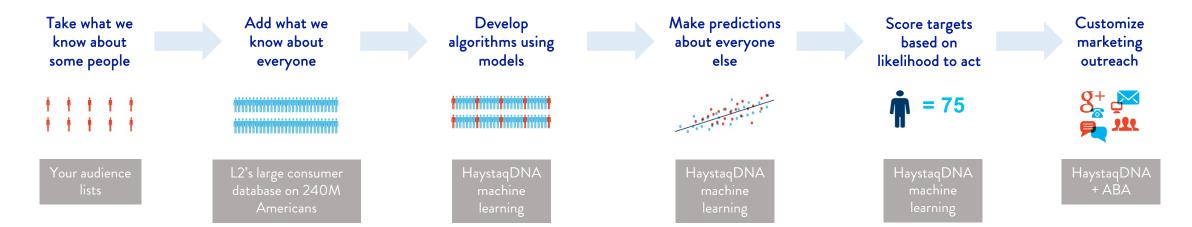


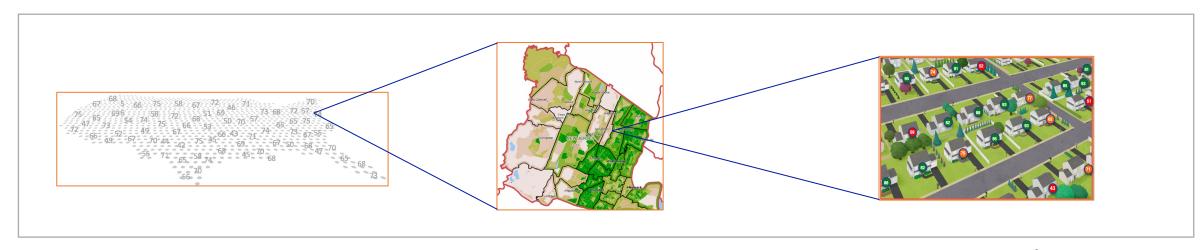
Household Characteristics General Characteristics Household Finances Children In Household Adults Within Household Interests And Buying Habits Within Household Household Contribution Patterns Home Purchase Information Automobile Purchasing



- Property Characteristics Building Construction Characteristics Building Accessibility Characteristics Property Exterior Structures Characteristics Property Parking Characteristics
  - Property Water Front Characteristics Building Interior Structures
  - Building Rooms Characteristics Property Appliances Characteristics
  - Property Valuation Characteristics

# The Power of Big Data – A Short Primer on Microtargeting



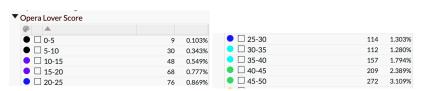


Source: HaystaqDNA; ABA

### **SCORE**

More precision and thresholding in data output Ex: 0%-100% likelihood that you are an opera lover

Yes/No variable
Applies to a subset of the population
Ex: Are you likely to be an opera lover?

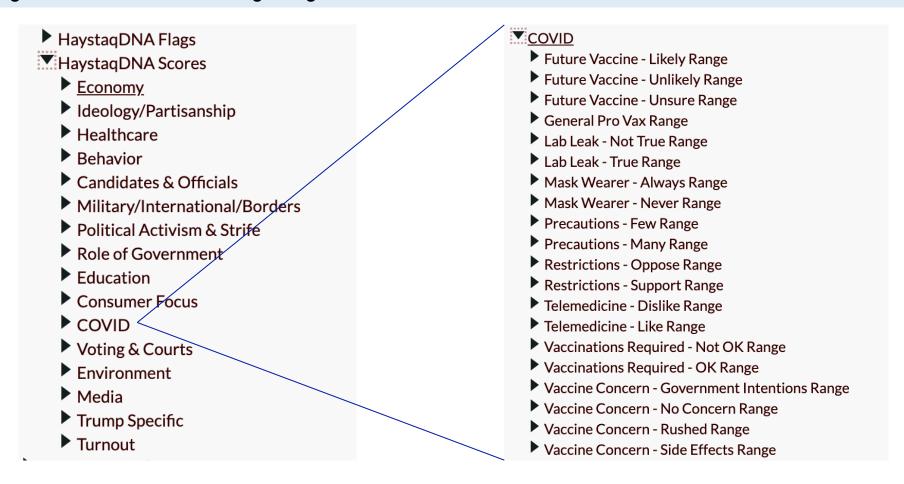


Opera Lover Flag		
● □ No	178,973,322	72.007%
Unknown	45,502,157	18.307%
● □ Yes	24,075,413	9.686%

Performing Arts Factors	Genre Enthusiasts	Loyal Arts Purchaser	Donor Classes	Responsiveness
Performing Arts Lover Flag Performing Arts Lover Score  Likelihood to have an interest in the	<ul> <li>Dance Lover Flag</li> <li>Dance Lover Score</li> <li>Likelihood to be a ballet lover</li> <li>Opera Lover Flag</li> <li>Opera Lover Score</li> <li>Likelihood to be an opera lover</li> <li>Symphony Lover Flag</li> </ul>	<ul> <li>▶ Repeat Arts Buyer Flag</li> <li>▶ Repeat Arts Buyer Score</li> <li>Likelihood to purchasing         many arts tickets – modeled         after individuals who bought         10+ tickets in the past</li> <li>▶ Membership In Arts Organization Flag</li> </ul>	<ul><li>Donor Flag</li><li>Donor Score</li><li>Likelihood to be an arts donor</li></ul>	<ul><li>Responsiveness Flag</li><li>Responsiveness Score</li><li>Likelihood to be be</li></ul>
Performance Center Attendee Flag  Performance Center Attendee Score			Donor 2500 Plus Flag Donor 2500 Plus Score  Likelihood to donate \$2500+	reactive to surveys and emails
Likelihood to visit a performing arts center  Symphony Lover Score  Likelihood to be a symphony lover  Theater Lover Flag Theater Lover Score  Likelihood to be a theater lover	Membership In Arts Organization Score  Likelihood to be a subscriber of an arts organization	<ul> <li>▶ Donor 10k Plus Flag</li> <li>▶ Donor 10k Plus Score</li> <li>► Likelihood to donate \$10K+</li> </ul>		

# Additional Haystaq Behavioral Flags/Scores

Recently generated voter attitudes regarding COVID-19, Black Lives Matter, and related forms. Available as both flags and scores.



# Agenda for Today's Presentation

Development of Arts360 + the Tool's Purpose

02

Types of Data Included in the Interface 03

Use Case Examples

04

Signing Up for the Tool + More Resources

### Overview of Use Cases\*

- 1. Educational/Community Outreach for Children
- 2. Finding Non-Traditional Targets
- 3. Understanding Your Cultural Demographic Distribution
- 4. Targeting New Loyal Ticket Buyers
- 5. Searching for Large Donors and Board Members

\*For all use cases, we showcase the data of an arts organization based in DC in order to show the tool in play. Their name has been anonymized for confidentiality.

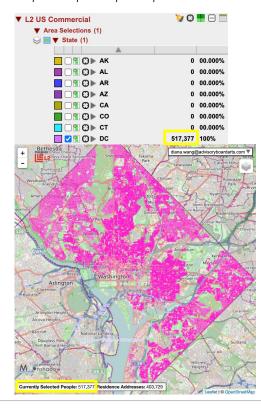
### Use Case 1: Educational/Community Outreach for Children

#### Objective: Target your educational outreach to households with children for an after-school arts class



#### Select Your State/Area

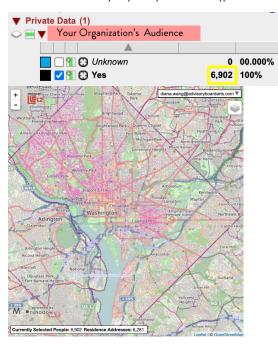
Locally focus your search to find individuals who can physically commute to your space. Important to look at 'Currently Selected People' to keep track of the # of individuals who are selected.





#### Filter for Your Audience

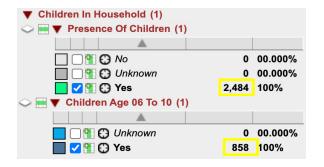
Start with audience members who already have visited your institution and are likely to participate in more offered activities





#### Search for Households with Children

Age ranges offered include 0-2, 3-5, 6-10. 11-15, and 16-17





N=858 of this organization's existing audience members have children between the ages of 6 and 10

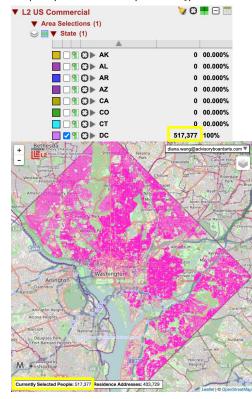
## Use Case 2: Finding Non-Traditional Targets

#### Objective: Increase attendance from LatinX population



#### Select Your State/Area

Always good practice to narrow your search — this not only speeds up the map's processing speed but will force you to be clear on your strategy





#### Identify All LatinX Individuals

Under 'Hispanic Country of Origin',' select the countries that fall under the LatinX categorization





#### Flag and Score for Performing Arts Lover Likelihood

Use Haystag's arts-specific predictive flags to filter for LatinX individuals most likely to be potential arts lovers and target with mailings for existing cultural works





N=503 potential LatinX individuals to target \*includes both individuals within and outside of this organization's audience

## Use Case 3: Your Cultural Demographic Distribution

Objective: Understand the cultural demographic distribution (age, gender, ethnicity, etc.) of your audience v. that of your surrounding area > useful data for grant proposals and benchmarking metrics

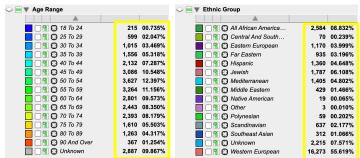






Use the 'Individual Characteristics' dropdown lists to find the % and count of your audience by age, gender, ethnicity, etc.





Reset Selections



Filter for Your State or Metropolitan Area

> Repeat Steps 1-2 but now filtering for your relevant state or surrounding area to understand the overall distribution of the same demographic variables and compare



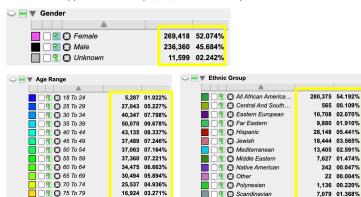
Get Breakdown of Your State/Area

₹ €3 80 To 89

Unknown

🐧 😝 90 And Over

Use the 'Individual Characteristics' dropdown lists to find the % and count of your audience by age, gender, ethnicity, etc.



19.096 03.691%

9,911 01.916%

103.146 19.936%



🐒 🔾 Southeast Asiar

Western European

M Unknown

4.922 00.951%

25,026 04.837%

109,798 21.222%

Compare these percentages with the percentages in Step 2 (the organization's audience breakdown) for a quick benchmarking

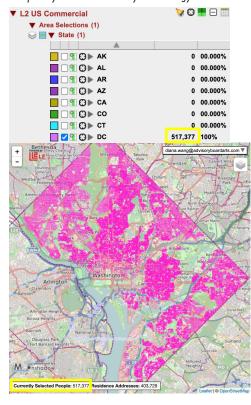
## Use Case 4: Targeting New Loyal Ticket Buyers

#### Objective: Pull a list of potential new loyal audiences to your organization



#### Select Your State/Area

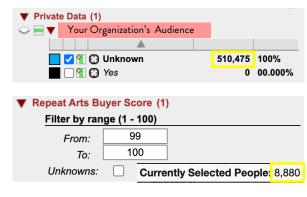
Always good practice to narrow your search — this not only speeds up the map's processing speed but will force you to be clear on your strategy





#### Find Repeat Arts Buyers **Outside Your Audience**

You want to find potential loyal audience members (i.e., those that would likely buy 10+ tickets) outside of your existing audience list





#### Focus New Subscriber Campaign based on Proximity to Your Space

Use the Shape Tool to find potential subscribers who live closest to your space and may be cheaper to market to based on proximity





N=3396 individuals outside this organization's audience list (within a 1.5 radius) who are 99%-100% likely to become repeat arts buyers

### Use Case 5: Finding Large Donors and Board Members

Objective: Find individuals with a proclivity to be a large donor and/or potential board member

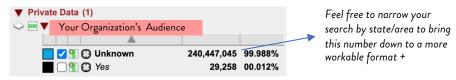
Within Your Audience List

Filter for Your Audience Members



Outside of Your Audience List

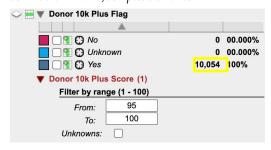
Filter Out Your Audience Members



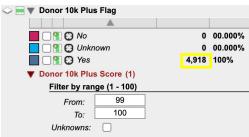
...and perform step 2

Select Donor 10K Plus Flag and Adjust the Score Accordingly

> Use the score function to narrow down search of possible \$10K donor candidates. 95%-100%  $\rightarrow$  N=10,054 possible names



Use the score function to narrow down search. 99%-100% → N=4,918 possible names





N=4918 individuals within this organization's audience list who are 99%-100% likely to be \$10K+ donors

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Use Case Examples 04

Signing Up for the Tool + More

# Setting You Up for Success and Supporting You

For organizations who sign up to use the Arts360 tool, ABA will work closely with your staff to set up accounts, upload and match your audience lists to the tool's extensive consumer database so your patrons are in the system, as well as provide training and ongoing service of purchasing and exporting lists of targeted individuals.

#### Demonstration



Before engaging with the tool, ABA will provide a full demonstration of the tool's capabilities.

Here we can answer questions about specific use cases, adding records to your CRM, self-service capabilities and those managed by the ABA team.

#### Audience Matching



Tool participation begins with receipt of your organization's audience list.

We will provide an excel template with fields required for a successful match of your audience members, which includes at a minimum unique ID, name and address.

Matching the list enables searches to include/exclude those already in your CRM.

#### Training & Ongoing Service



Once audience list has been matched and uploaded to the tool, ABA will:

- Conduct an initial training with your organization's users and provide resources for self-service use of the tool
- 2. Hold regular check-ins with your staff to plan your use cases, support download lists for targeted campaigns, and provide updates on your account status
- 3. Be available for ad-hoc list pulls ondemand

Questions at any time? Email arts360@advisoryarts.com.

## Access to Arts360 — Member Pricing

Access Fee: \$3000

#### Includes:

- Access to the tool for 1 year (unlimited accounts for your organization)
- Unlimited matches of your audiences, donors, and any other consumer list (up to 3 million names per list) to L2's database
- Ongoing support from ABA team for list pulls and technical help
- \$500 credit towards exports

\$0.10/individual Includes all Data from L2, Excluding Emails

#### Includes:

Over 450 fields of consumer and predictive data for every individual, including contact info, demographics, and predictive attendance/donation scores.

\$0.05/individual; \$250 minimum For Emails Only

#### Includes:

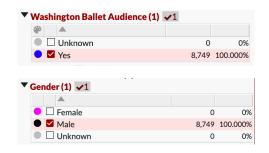
Verified emails for individuals. Specifically, L2 runs multiple verification rounds to see which emails are still active and performs various proprietary processing checks to see if they are opt-in, as well as adding in any additional commercial sources they have (which are also pre-verified) to cull as many emails as possible.

Purchasing of lists is done within the tool. Invoices will be sent directly to the Advisory Board for the Arts who will separately invoice you for the cost.

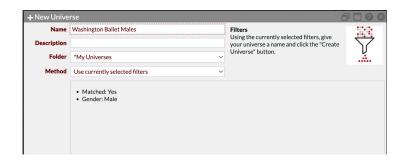
### Exporting Lists and Customization of Fields

For instances when you wish to perform a mailing to a group of prospect ticket buyers for an upcoming show or performance, for example, you will go through the process of purchasing and exporting a list.

#### 1. Select All Wanted Filters



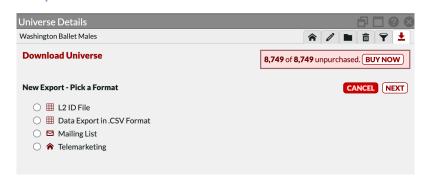
#### 2. Create a Universe to save the selection of chosen filters



#### 3. Purchase the Universe



#### 4. Export the Universe into a Records List



#### DATA EXPORT IN .CSV FORMAT

- Simple: ~25 columns including name, address, phone, and demographics
- Enhanced: all 450+ different pieces of data from within the L2 platform
- Custom List: create your own csv list choosing your own wanted data pieces.

#### L2 ID FILE

Includes the L2 identified which you will send to ABA to pass to L2 to pull verified email addresses.

Note: there is no cost to pull generate and download this L2 ID File list but will cost an extra 5¢ per record for L2 to pull the email addresses.

#### **MAILING EXPORT:**

Limited spreadsheet formatted for sending products via postal mail

### New Features (Tool Update March 21, 2022)

Unlimited List Matching & Creating Private Branches
Now free!

Additional Visualization and Data Reporting Techniques

All free.

Exporting Lists — Setting Custom Fields to Pull Requires a purchase.

#### Automatic Report Building

<u>Use for</u>: create a shareable PDF report showing distribution breakdowns of a population

#### Charting Tool

<u>Use for</u>: create shareable graphs that compare data points across multiple populations

#### Individual Search Functionality

<u>Use for</u>: download comprehensive data profiles of individuals for donor prospecting

#### Miscellaneous Visualization Options

<u>Use for</u>: color code the map by net worth to visualize income spread; search by location and use shape tools to make custom boundaries around the venue

### The Future of the Arts360 Tool

Our team is constantly looking to build to developments to create the most seamless and helpful product for your organization. Here are a few upcoming updates that will be available to users of the tool.

#### New and Updated Arts Predictive Models

As more organizations sign up to use the Arts360 tool and submit their audience data, our analytic teams can both refine existing predictive models and create new models with this wealth of data.

Ex. Additional models for genre affinity, sub-categories within each genre (i.e., new works, classic works), or even models for specific performances like the Nutcracker

#### Case Studies

To provide even more value, we will be sharing how your peers have been using the tool and what impact the tool has had in their prospect and cultivation work.

You will have access to case studies of organizations who have benefited greatly from the tool.

Ex. Case studies will showcase data around conversion rate of prospects, cost of sales and revenue, and additional KPIs around email opens, click throughs, and sign-ups.

## Questions and Next Steps

### Click Here for All Arts360 Materials — ABA Member Login Required



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