





**National Data Surveys** 

Art House Convergence 2020, Midway, Utah

January 20, 2020

### AHC National Audience Study 2019

7<sup>th</sup> Year of the National Audience Study
45 Theaters and Film Organizations
16,900 Theater Patrons
Representing 39 States and Provinces

### Sources and Methods: National Audience Survey



45 Theaters and Film Organizations simultaneously fielded the survey with common questions and customized language

- Fmail invitations
- Social media posts
- Local press releases
- Etc.



### **TODAY:**

Report of overall findings and implications

- Trends
- Story lines
- Key takeaways

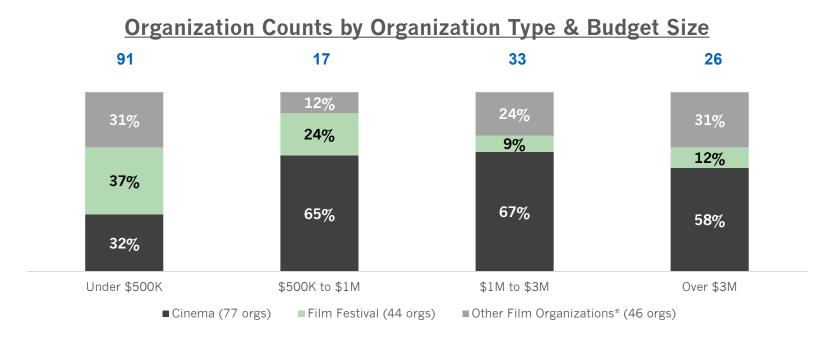
Each participating organization will receive a customized individual report showing theater-specific findings and how these compare to overall Art House Convergence averages, along with patron comments and requests.

### INTRODUCTION



We will also share some results today of an operations study completed by SMU DataArts and Art House Convergence with funding provided by an NEA Artworks Research grant. 167 cinemas, film festivals and other film organizations ranging in size provided financial and operational data for this study.

Full study results (e.g. financials, salaries) can be found at arthouseconvergence.org.



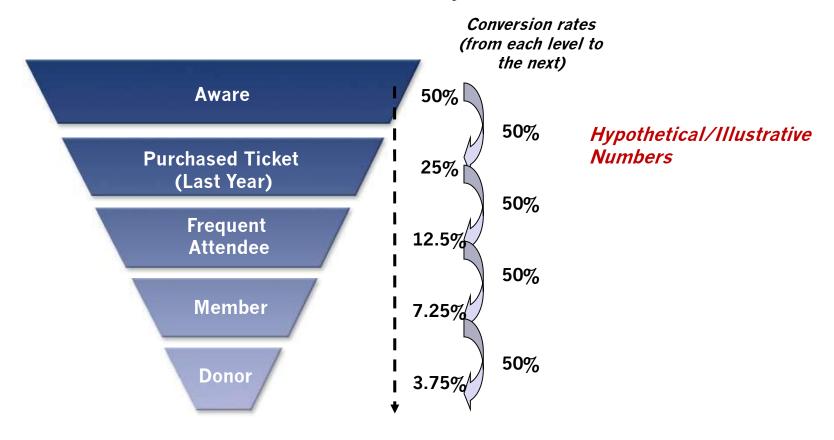
- Goals of the project included:
  - Collecting additional data from Art House members
  - Demonstrating economic and social impact on communities through new questions to the existing survey module
  - Making the research accessible via an online report

For more information on SMU DataArts, visit www.culturaldata.org

### Introducing...The Patron Conversion Funnel

- Patron Conversion Funnel is a framework for understanding our mix of patrons and supporters
- Ideally we move patrons from being unaware that we existing at all to become regular attendees and then members and contributors

### **Conversion From Unaware to Loyal Donor**



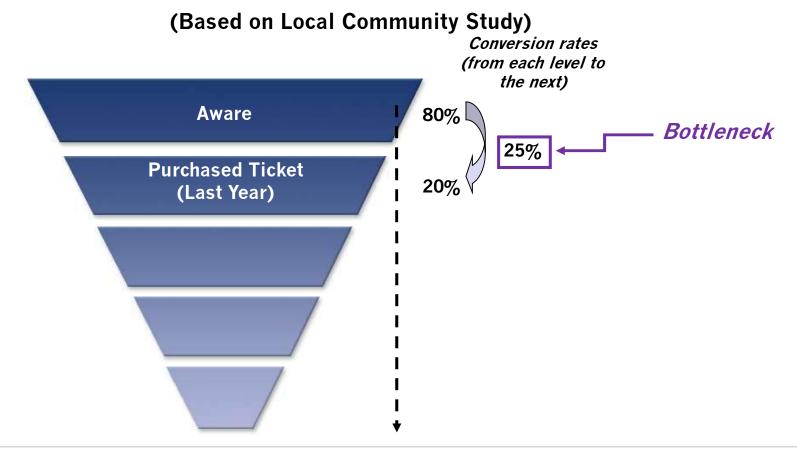
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- II. Deepening Engagement
- **III. Membership and Financial Support**
- **IV.** Community Impact

### Step 1: Load "The Top of the Funnel"

- An analysis of past studies conducted by Avenue ISR with community owned theaters show that art house theaters tend to be relatively well known (80%) by adults in their market areas
- Roughly 20% of a national panel of U.S. residents report watching a movie at "an independent movie theater often locally-owned, often a stand-alone theater" in the past year; there is an opportunity for more!

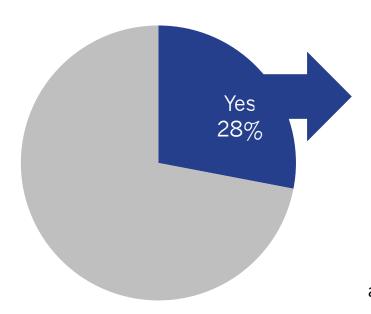
### **Conversion From Unaware to Loyal Donor**



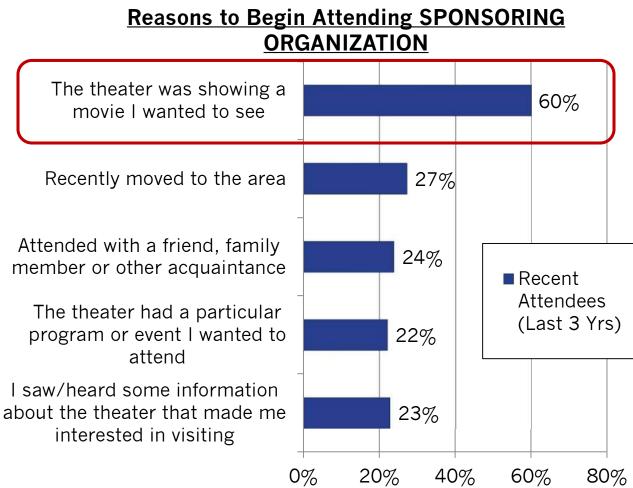
### For the 28% of respondents who indicate they began attending a given art house theater in the past 3 years, programming is most important.

"Showing a movie I wanted to see" was the top draw to bring in new audiences.

## Recent Attendee: 3 Years of Less Seeing Movies at SPONSORING ORGANIZATION



**Question:** How long have you been attending movies at [SPONSORING ORGANIZATION]?



**Question:** What caused you to first attend a movie at [SPONSORING ORGANIZATION]? (select all that apply)

# SO, WHAT ARE THE TOP 5 FILMS ENTERTAINING OR ENJOYABLE FILMS SHOW AT THEIR ART HOUSE THEATER

### LINDA RONDSTADT: THE SOUND OF MY VOICE



## JOJO RABBIT



### ONCE UPON A TIME...IN HOLLYWOOD



### DOWNTON ABBEY



Source: variety.com

## PARASITE



Source: polygon.com

## THE TOP 5 FILMS THAT MADE PATRONS APPRECIATE THEIR ART HOUSE THEATER

### THE BIGGEST LITTLE FARM



## HARRIET



### ONCE UPON A TIME...IN HOLLYWOOD



Source: variety.com

### LINDA RONDSTADT: THE SOUND OF MY VOICE

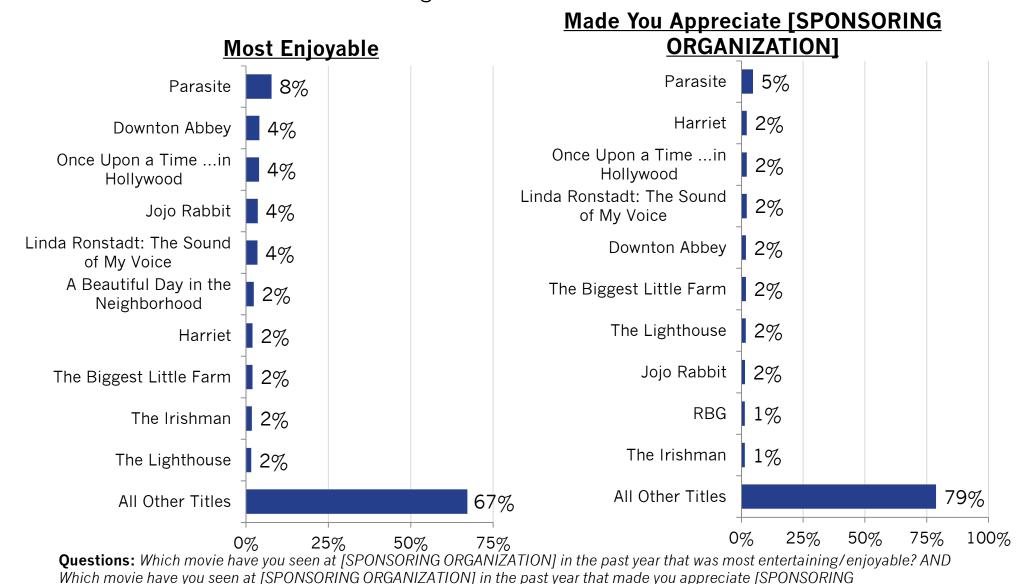


## PARASITE



### But different titles are drive enjoyment and appreciation for different people

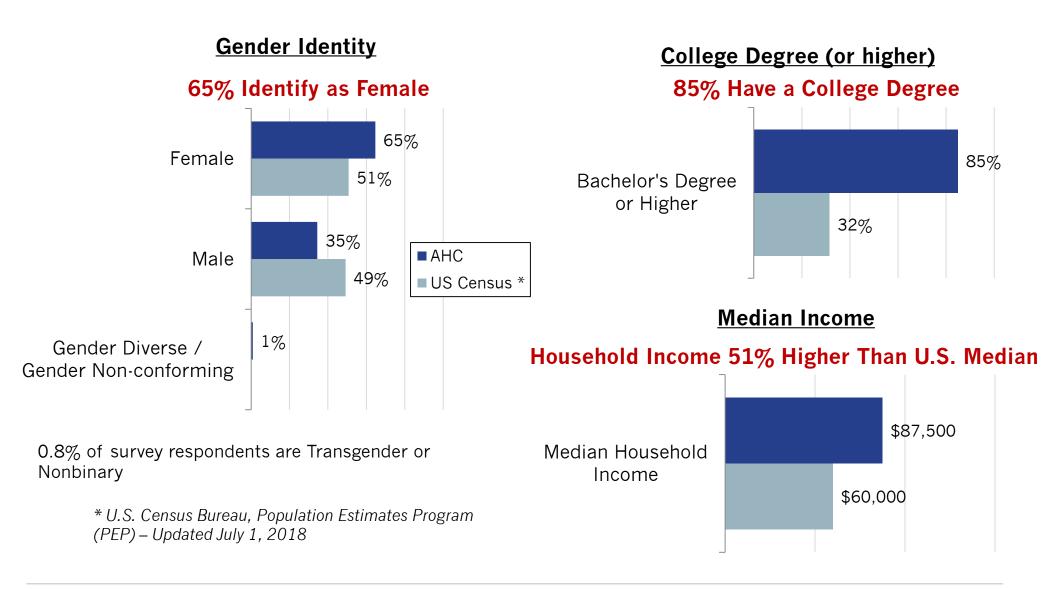
 The "Top 10" films in each category account for a small percentage of the total, so...different films are resonating for different audiences



ORGANIZATION1 the most?

### In this context we look at the demographics of these art house patrons.

 Potential theater and festival sponsors may be excited by the higher than average income and education



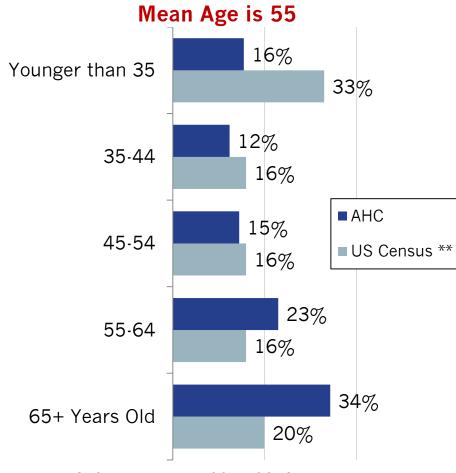
However, for mission driven organizations actively working to build and retain audiences, it is concerning that the audience who responded to the survey skews old and white.

Building a younger and more diverse audience is essential

#### Racial or Ethnic Background **Less Diverse Than U.S. Population** 90% Non-Hispanic White or European-American 60% 3% Latinx or Hispanic American 18% 2% Black or African American AHC 13% ■ US Census\* 2% East Asian, South Asian or Asian American 6% 3% All other Racial/Ethnic Backgrounds 2%

\* U.S. Census Bureau, Population Estimates Program (PEP) – Updated July 1, 2018

### **Age (Adult Population)**

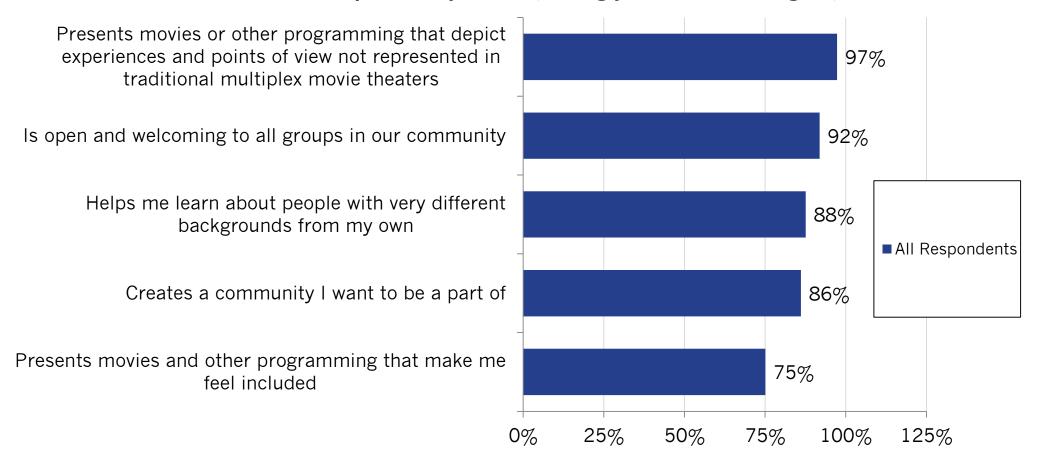


\*\* U.S. Census Bureau, 2014-2018 American Community Survey 5-Year Estimates

### In responses to a variety of questions related to open-ness, community and inclusion, the majority of respondents give art houses fairly high marks.

 Note: These of course reflect the points of view of those who are "already here" and not those who may felt less included

### Personal Impacts: Top 2 Box (Strongly or Somewhat Agree)

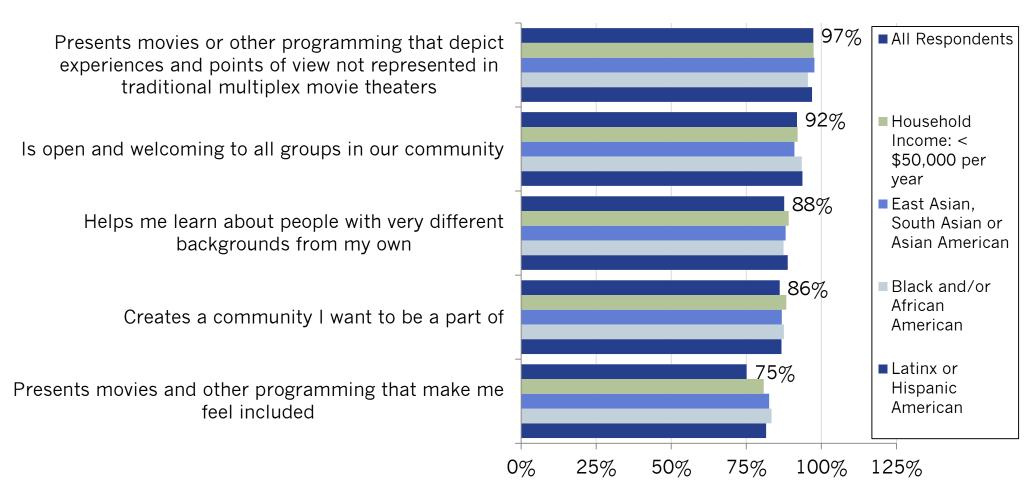


**Question:** To what extent do you agree with the following statements about [SPONSORING ORGANIZATION]?

### Several groups of respondents largely agree with these sentiments.

Additional analyses will explore those who feel <u>less</u> included and less welcome

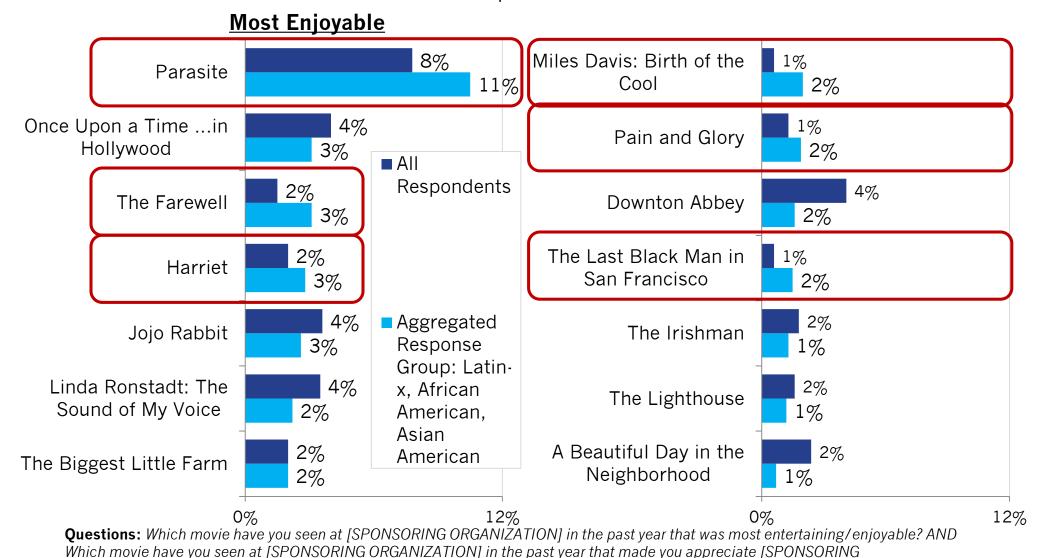
### Personal Impacts: Top 2 Box (Strongly or Somewhat Agree)



**Question:** To what extent do you agree with the following statements about [SPONSORING ORGANIZATION]?

### Different communities respond to different titles.

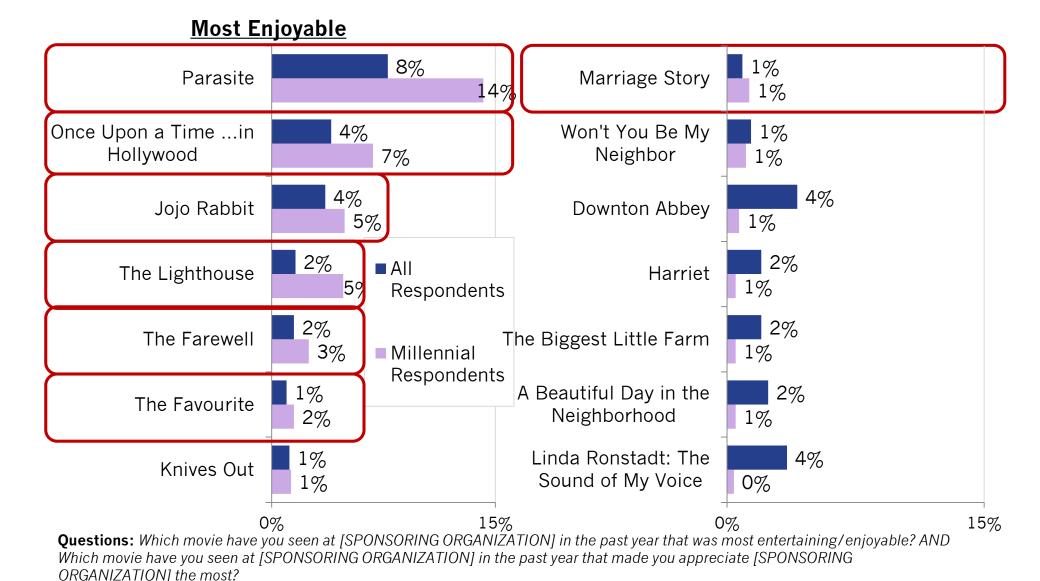
 Parasite, The Farewell, Harriet, Miles Davis: Birth of the Cool, Pain and Glory and The Last Black Man in San Francisco all index much higher for an aggregated group of Latinx, African-American and Asian-American respondents



ORGANIZATION1 the most?

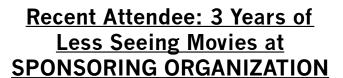
# Several titles are much more enjoyable for Millennial patrons (and ideally for prospective patrons).

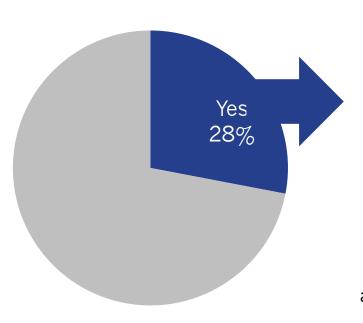
 Parasite, Once Upon a Time...In Hollywood, Jojo Rabbit, The Lighthouse, The Farewell, The Favourite and Marriage Story all index higher for these attendees



# In addition to specific titles, particular programs and events can be motivating ways to draw in new patrons.

 Programs that feature unique film content, enhanced experiences and/or specific topics of interest can win new audiences





Reasons to Begin Attending SPONSORING **ORGANIZATION** The theater was showing a 60% movie I wanted to see Recently moved to the area 27% Attended with a friend, family 24% member or other acquaintance ■ Recent **Attendees** The theater had a particular (Last 3 Yrs) program or event I wanted to 22% attend saw/heard some information about the theater that made me 23% interested in visiting 20% 40% 60% 0% 80%

**Question:** How long have you been attending movies at [SPONSORING ORGANIZATION]?

**Question:** What caused you to first attend a movie at [SPONSORING ORGANIZATION]? (select all that apply)

# First time attendees are sometimes drawn in because of educational content and deeper investigations of directors, genres and themes.

 Tailored to the community, these special film events, series and even festivals can both deepen engagement and win new attendees







- Seminar: The Color of Horror (Belcourt) A brief tour of some of Dario Argento's greatest works, inviting a lively and diverse discussion of the visionary, problematic and jaw-dropping excesses in one of cinematic history's unique genre film voices. www.belcourt.org
- Summer of Bond (Gateway Film Center) One-of-a-kind maverick movie experience: For the very first time anywhere, GFC will present all 26 theatrical Bond films including the two non-canon, non-Eon Productions films chronologically, in one sexy series.
- Artist Spotlight: Oliver Assayas (AFS Cinema) A
  retrospective of his films. French director Olivier
  Assayas is the voice of a generation. His brilliant
  body of work addresses our rapidly globalizing
  and increasingly technological environments, and
  interrogates the meaning of art and artistic
  creation in our finite existence.

www.austinfilm.org

# First time attendees sometimes respond to "enhanced experiences" that bundle film, refreshments and socializing.

 These events create gateway experiences that allow passionate patrons to bring in friends and family







- Movie Bingo (Tampa Theatre) A pre-film happy hour and some fun, film-themed Bingo games. With encyclopedic knowledge of movies (and a little bit of luck), you could win Krispy Kreme doughnut vouchers...and other great prizes!
   www.tampatheatre.org
- Heels and Reels (Robinson Film Center)
   Monthly dinner-and-a-movie series for women
   presents a popular movie and offers an elegant
   buffet dinner with a cash bar. The evening also
   features trivia and prize giveaways.

www.robinsonfilmcenter.org

Music Box of Horrors (Music Box Theatre) annual 24-hour frightfest of the most terrifying, pulse-pounding movies you'll ever see. Vendors and Food Trucks

www.musicboxtheatre.com

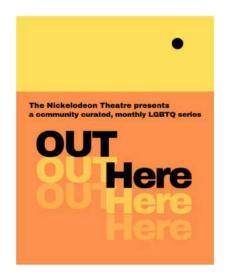
# First time attendees may also respond when art houses participate in and lead important community conversations.

 When coupled with intentional community conversations, co-sponsorship/cocreation with community leaders and mindful outreach, these events broaden the audience while fulfilling a critical community role



Black Lens Program (Oriental Theatre) spotlight the work of African-American filmmakers by bringing their films to the MFF. These filmmakers explore stories and topics that are rooted in the Black community but are relevant to a variety of audiences. Black Lens features fiction and documentary films from emerging and established voices and hosts events that inspire conversation, celebration, and community.

WWW.mkefilm.org



 Out Here (The Nickelodeon) a communitycurated and monthly LGBTQ series screening films of all genres.



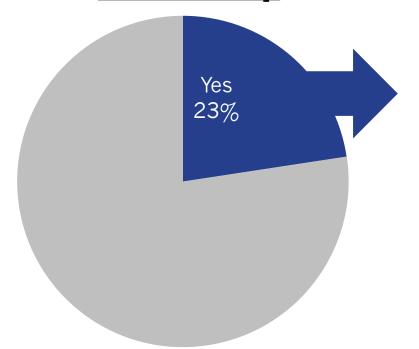
ACT Human Rights Film Festival (The Lyric (Fort Collins, CO) Based out of Colorado State University, ACT Human Rights Film Festival screens artistically excellent films from around the world and fosters conversations about social justice and human rights.

www.actfilmfest.colostate.edu

# Although there is no singular missing perspective, many patrons (about 1 in 4) wish their art house theater could share more diverse perspectives.

 These perspectives and voices range from global to local and communities that are often under-represented in art house cinemas

Are there perspectives and voices you wish were represented in the films and programs of [SPONSORING ORGANIZATION]?



#### Rank Order of Write-In Comments

- 1. LGBTQ+
- 2. Foreign Films
- 3. Native American
- 4. Hispanic/Latin-x
- 5. Christian
- 6. More Diversity
- 7. People of Color
- 8. Documentaries
- 9. Female Directors
- 10. East Asian
- 11. French
- 12. Local Filmmakers

Question: Are there perspectives and voices you wish were represented in the films and programs presented at [SPONSORING ORGANIZATION]?

## Section Takeaways

- In order to continue to cultivate support, art houses need to fill the "top of the funnel" with new audiences and patrons
- Art houses appear to be effective at refreshing audiences 28% of survey respondents are relatively recent attendees (within the past 3 years)
- To broaden beyond current audiences (which skew older and whiter), art houses should take a portfolio approach to programming in order to include titles that will appeal to different groups
- In addition, programs and events based around film, food, and important community conversations can build new bridges and win new fans

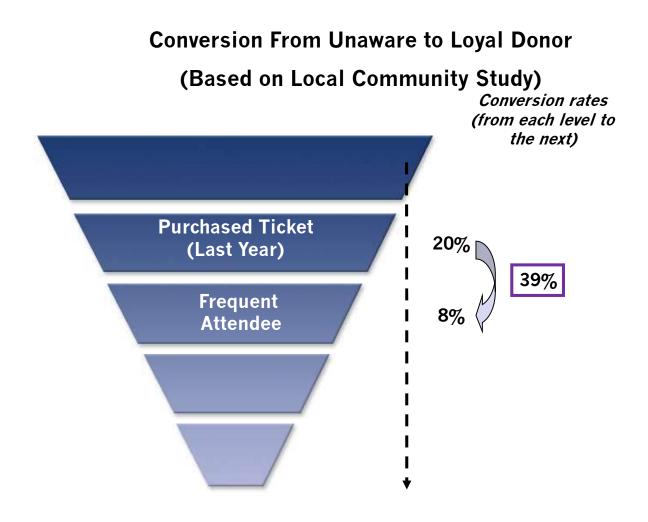


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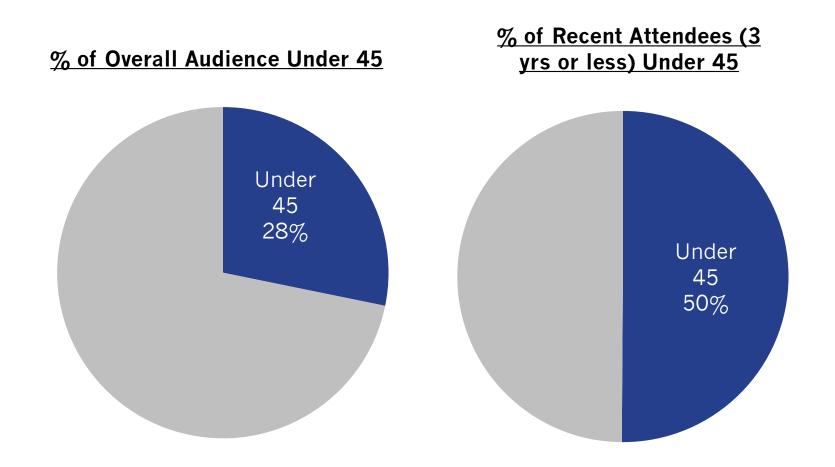
## Step 2: Deepen Engagement to Increase Frequency

 Of survey respondents who saw even one film at the sponsoring art house in the prior year, 39% are frequent attendees who attend once a month or more



## Newer audiences continue to skew younger.

- The art house community appears to be effective at winning over younger audiences
- These results are even more dramatic this year than in years prior

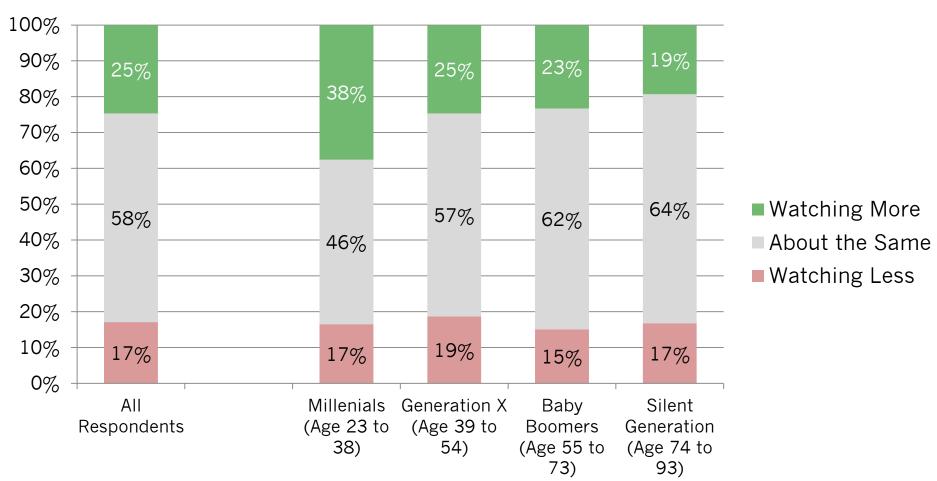


**Question:** How long have you been attending movies at [SPONSORING ORGANIZATION]?

In addition, millennials are the most likely to report watching more movies in movie theaters than 2 years prior.

More than a third (38%) report watching more movies in recent years

### Movie Watching Compared to 2 Years Prior: Generational Breakdown

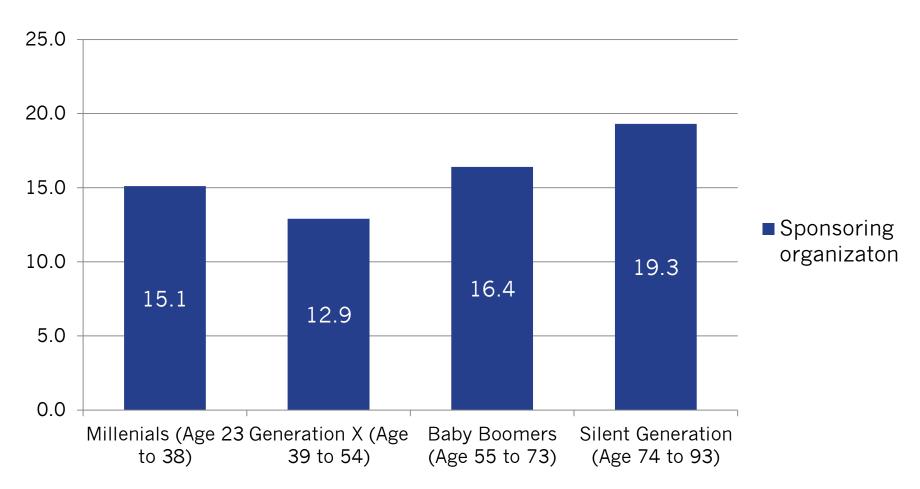


**Question:** Compared to two years ago, would you say you are watching more movies in movie theaters compared to other formats and venues?

The average number of movies that Millennials report seeing at the sponsoring art houses are consistent with other generations.

So Millennial patrons, once won over, can be very good patrons indeed

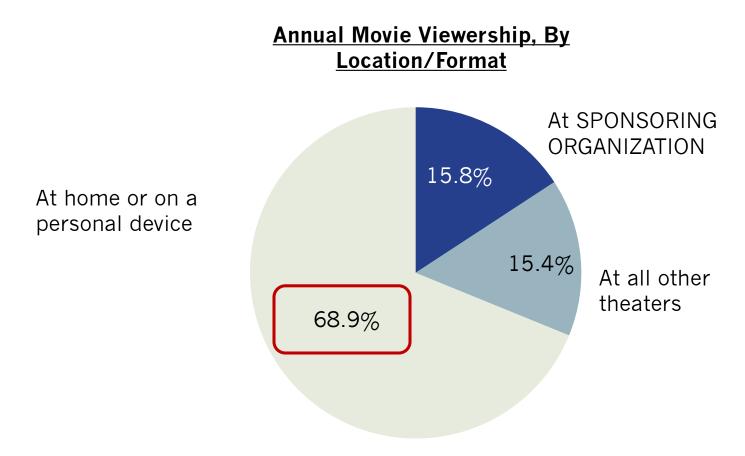
### Number of Films Per Year at Sponsoring Organization



**Question:** How often do you typically see movies at [SPONSORING ORGANIZATION]? How often do you typically see movies at each of the following locations?

# However, the competitive environment for movie watching tends to be dominated by home viewing.

- Just about one out of every six movies that art house patrons see is at their primary art house
- 68.9% of movies they see are at home or on a personal device

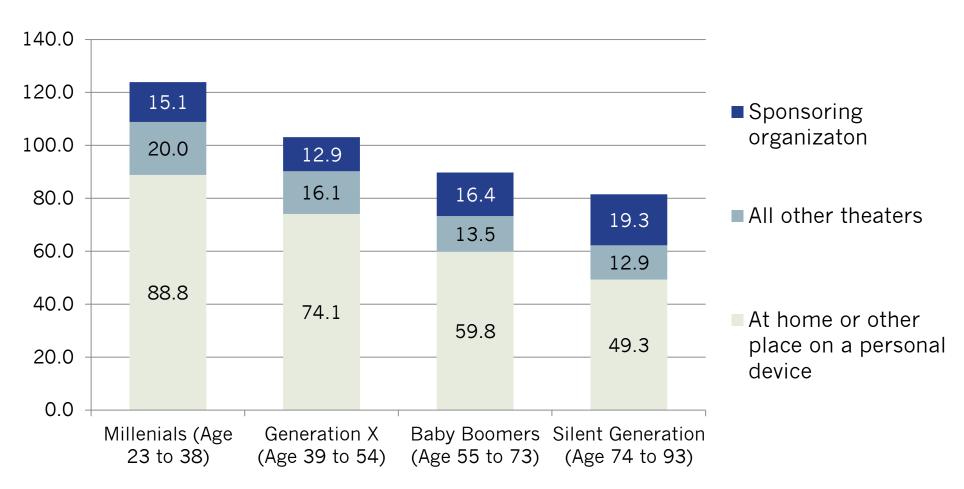


**Question:** How often do you typically see full length feature movies at [SPONSORING ORGANIZATION] compared to other places and formats?

# Although all generations are attending a relatively similar number of movies at art houses, the 'wallet share' is lower among younger generations.

Patrons of all ages watch more movies at home than in theaters

### Frequency of Movie Watching by Location

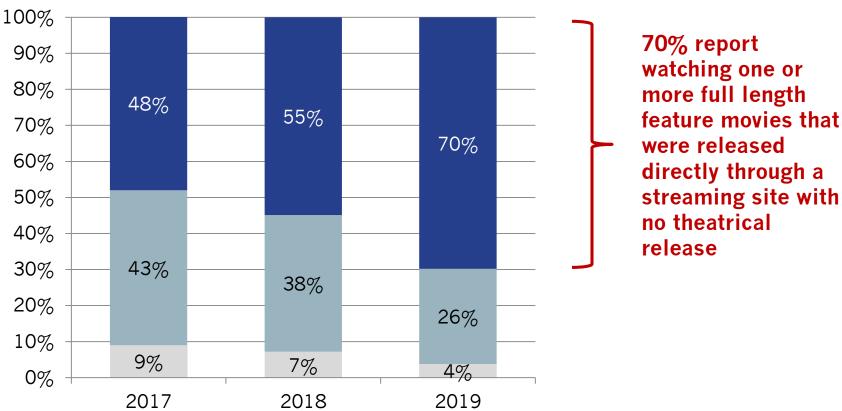


**Question:** How often do you typically see movies at [SPONSORING ORGANIZATION]? How often do you typically see movies at each of the following locations?

# An increasing number of art house patrons are watching new releases that are only released through streaming services.

 The proportion of respondents who have watched movies released directly through streaming sites has increased by 22 percentage points since 2017





**Question:** In the past 3 months have you watched one or more full length feature movies that were released directly through a streaming site (e.g. Netflix) with no theatrical release?

# Subscription to streaming services is widespread across generations for these art house patrons.

- Even among the oldest patrons, use of streaming services is widespread
- Patrons tend to use main-stream services, though some use specialty sites
   <u>Use of Streaming Services By Generation</u>

STREAMING SERVICE	ALL	MILLENNIALS	GEN X	BOOMERS	SILENT
Netflix	75%	91%	83%	70%	58%
Amazon Prime	67%	76%	75%	64%	51%
Hulu	33%	68%	45%	21%	7%
HBO Go/HBO Now	27%	46%	34%	20%	15%
Disney +	12%	29%	20%	4%	1%
Kanopy	8%	16%	9%	6%	5%
Criterion Channel	6%	15%	8%	2%	1%
Shudder	2%	6%	5%	0%	0%
MUBI	1%	3%	1%	0%	0%
Fandor	0%	1%	1%	0%	0%
IndieFlix	0%	0%	0%	0%	0%
Filmatique	0%	0%	0%	0%	0%
Docsville	0%	0%	0%	0%	0%
Other	8%	6%	8%	8%	9%
None of these	14%	2%	7%	17%	30%

**Question:** To which, if any, of the following streaming services do you subscribe?

## How can art houses compete?

 By offering superior curation, an immersive and superior patron experience, and genuine connection to community, art houses offer much more

#### **Curation**

- "Enjoy seeing the types of films I like without going to a multiplex." (The Plaza Cinema & Media Arts Center)
- "All films make me appreciate PC Film!" (Park City Film Series)
- "Amazing diversity of films." (Gene Siskel Film Center)
- "All movies that I see at Tryon Theater make me love the theater!" (Tryon Theater)
- "Excellently curated current and old movies." (Jacob Burns Film Center)

#### **The Patron Experience**

- "A great venue, unique setting and atmosphere" (Rodeo Cinema)
- "Member benefits-discounts, emails about coming attractions, popcorn" (The Grand Cinema)
- "Ambiance, big screen, beautiful historic bldg, Brewers yeast for popcorn" (Oriental Theatre)
- "Affiliation, great programming, real butter and wine" (SIFF Cinema)

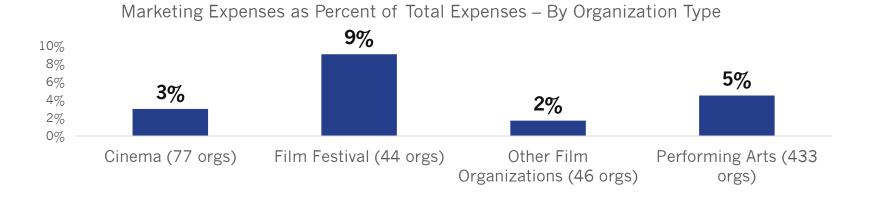
#### **Connection to Community**

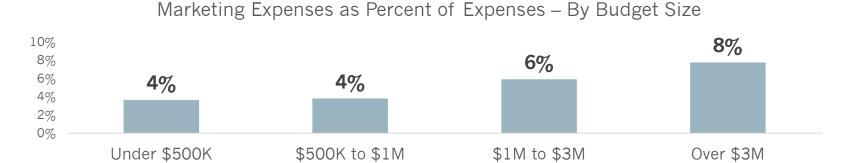
- "Community of like minded film nerds. People respect the movie going experience." (Brattle Theater)
- "All of the movie programs (Heels and Reels, Date Night, Rewind)" (Robinson Film Center)
- "As a nonprofit theater, FilmScene is supported, run, attended, and all-around loved by the community. The works they bring are bar-none the best in the state and they strive for accessibility, equality, diversity, and honesty in their programming." (FilmScene)

### MARKETING EXPENSES



- Are film organizations spending enough on marketing to promote themselves to patrons and the community?
- Cinemas and other film organizations spend less as a percent of overall expenses compared to comparable Performing Arts organizations



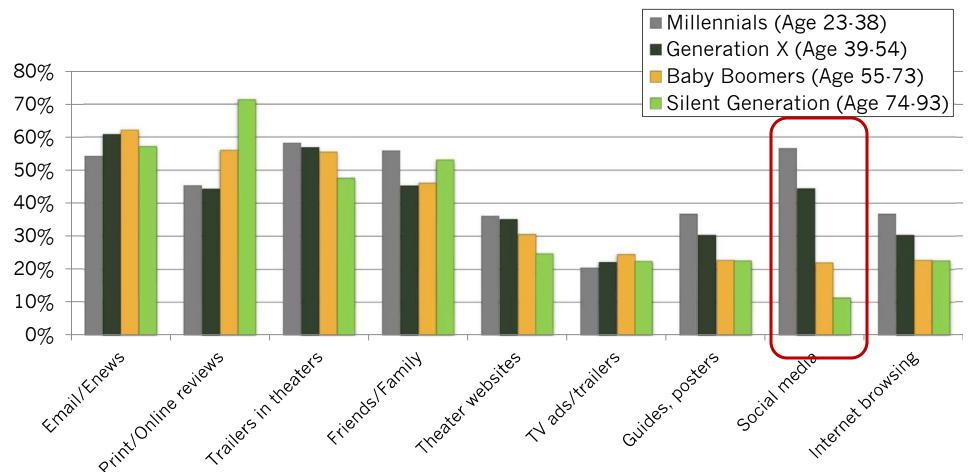


Marketing Expenses as % of Total Expenses is calculated by dividing total marketing expenses by total expenses. It is a helpful ratio to use to determine how much is being spent on marketing relative to other expenses.

# As we've seen in recent years, although many communications media can reach all generations, some are more specific to particular age groups.

 Email, reviews, trailers in theaters and word of mouth tend to cut across all groups

### Ways of Learning About Movies 2019 (by Generation)



**Question:** How do you typically learn about which movies you might be interested in seeing away from home (in theaters, at festivals, etc.)? (select all that apply)

## Some specific sites and outlets continue to inform movie-going choices.

 These may present opportunities for digital advertising re-targeting or other linkages

### Print or Online Movie Reviews (Used by 52.7%) - Rank Order

- Rotten Tomatoes
- NY Times
- IMDB
- New Yorker
- Washington Post
- NPR
- Letterboxd
- Metacritic
- Entertainment Weekly

### Online Movie Listing/Ticketing Sites (Used by 18%) - Rank Order

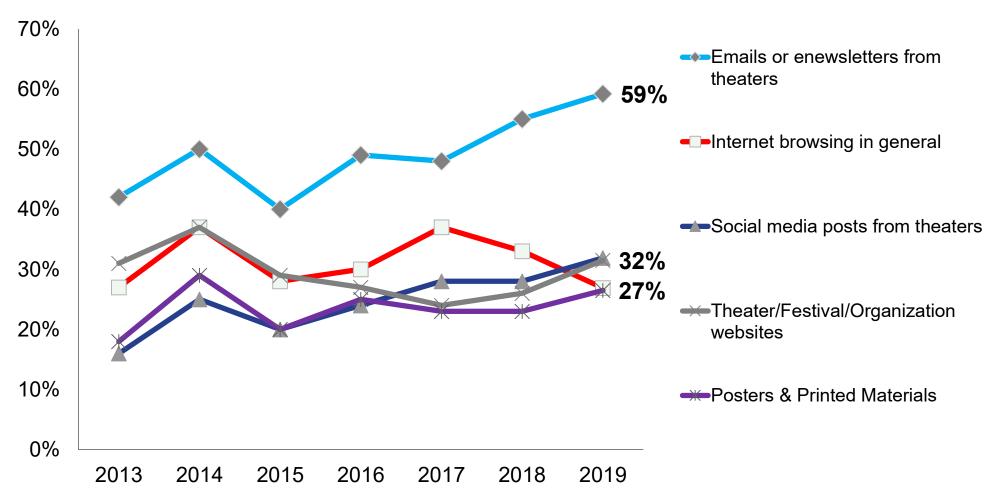
- Fandango
- IMDB
- Flixster
- Rotten Tomatoes
- Google

**Question:** Please provide a bit more detail for the following. Which sites, publications and/or social media do you use to learn about movies?

# The importance of social media posts from theaters continues to rise, but still is less widely informative than email.

Posters and printed materials remain relatively important as well

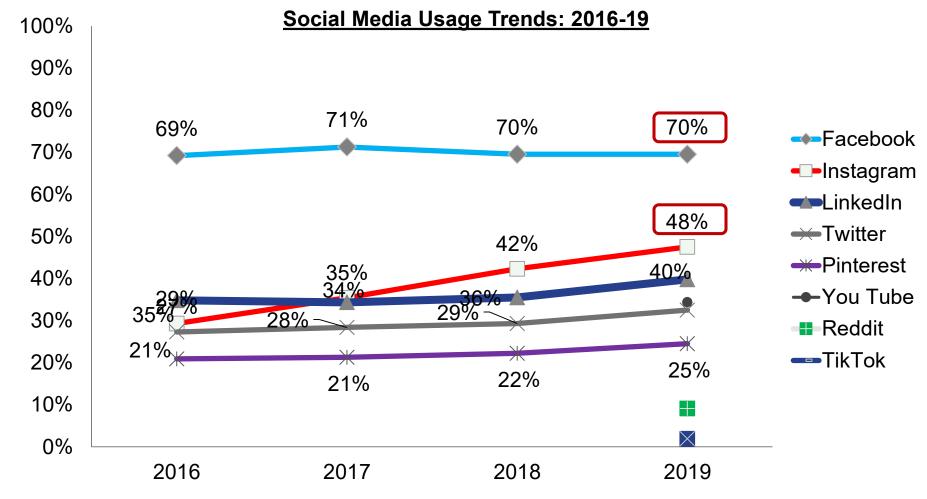
### **Select Communications Vehicles – Finding Out About Movies**



**Question:** How do you typically learn about which movies you might be interested in seeing away from home (in theaters, at festivals, etc.)? (select all that apply)

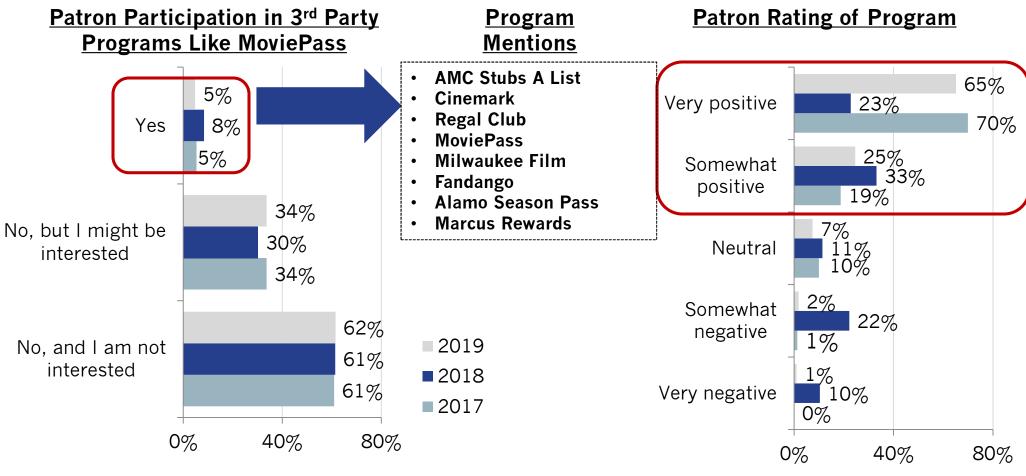
## Participation in Instagram continues to climb.

- Facebook remains the most widely used social media at 70%
- Instagram usage has risen from 13 percentage points in the last 2 years



# After the wane of MoviePass, movie subscription participation has stayed relatively low, but participants report a good experience.

- Overall ratings of positive experiences have bounced back
- Interest in these programs remains relatively stable at 38% using/interested



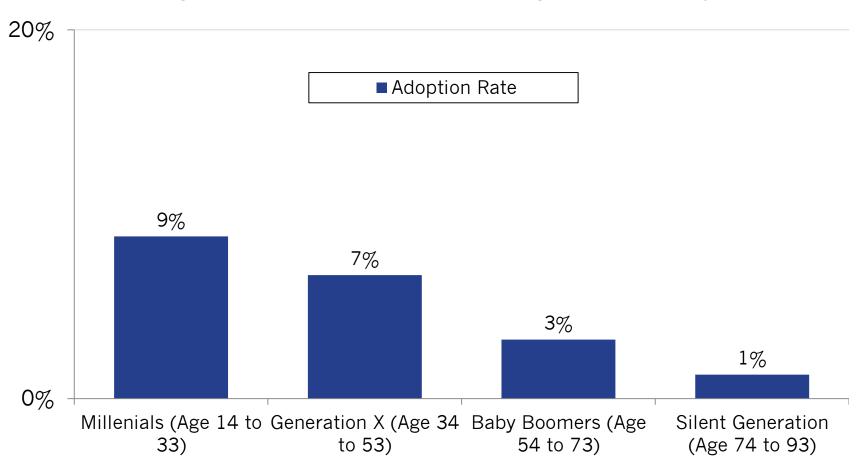
**Question:** Are you currently participating in any third party programs (e.g. MoviePass) that offer a monthly movie admission subscription service charged to a dedicated debit card?

**Question:** How has the experience been?

## Participation in movie subscription programs remains higher among younger attendees.

 Millennials and Gen X moviegoers are more likely than older attendees to subscribe to these programs

#### Participation in Movie Admission Subscription Services by Generation

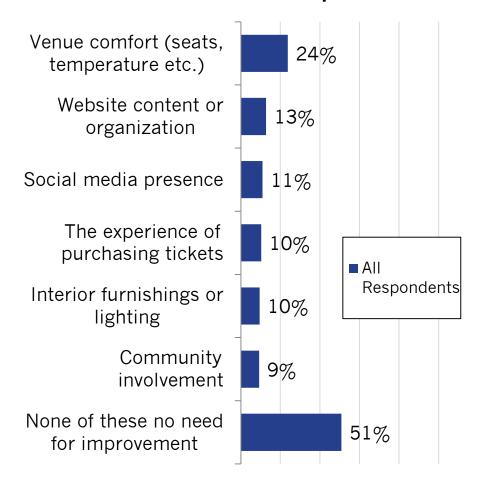


**Question:** Are you currently participating in any third party programs (e.g. MoviePass) that offer a monthly movie admission subscription service charged to a dedicated debit card?

## The majority (51%) like their art house theaters just the way they are.

 The changes most widely sought have to do with venue comfort, website content and social media presence

#### **Potential Areas of Improvement**



**Question:** Would you like to see improvement in any of the following aspects of [SPONSORING ORGANIZATION]

#### **Venue Comfort**

- "Honestly, the seats are old and uncomfortable for me (sadly too narrow for my older frame)"
- "The temperature can either be too hot or too cold."
- "I have a disability. Very little info on the website as to how a disabled person would navigate the space."

#### **Website Content or Organization**

- "Website and online box office experience are outdated and cumbersome."
- "The website is difficult to navigate on mobile"
- "The website could stand to showcase more of what's playing on the homepage (with images)."

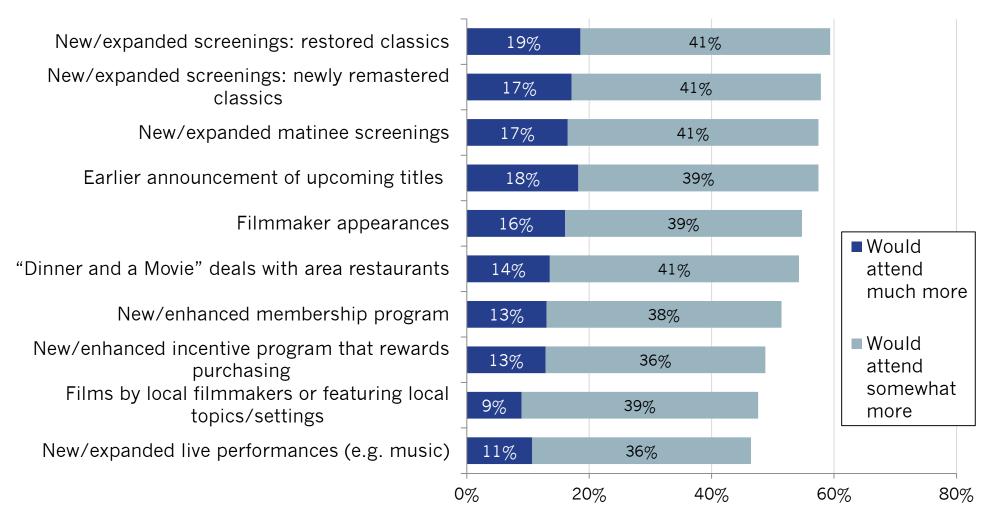
#### **Social Media Presence**

- "Better presence on Instagram more frequent posts, with richer content"
- "Social media giveaways, questions, etc to spark more engagement"
- "[Social media] advertising is the key so we do loose this lost art!"

## There are a number of changes to programming and outreach that could cause current attendees to attend more often.

 Some of these may be "aspirational" – respondents aspire to be the kind of person who would enjoy these – but others may drive additional attendance

### **Moves to Increase Frequency (Top 10 of 17)**

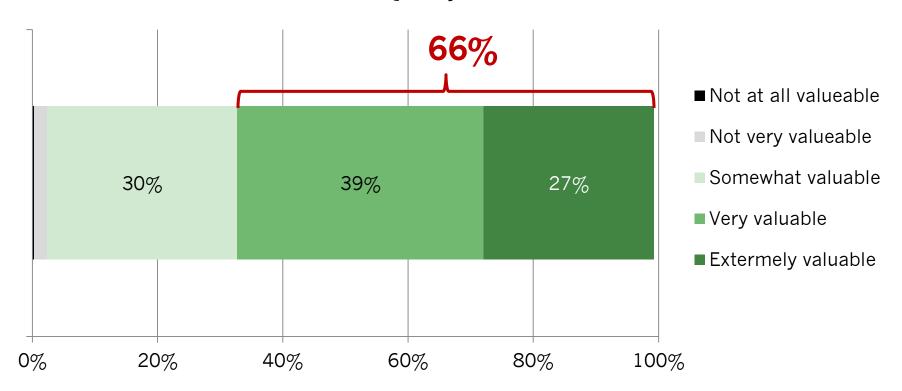


**Question:** Would any of the following changes cause you to attend [SPONSORING ORGANIZATION] more often?

But ultimately, art houses are tremendously valuable to the quality of life of their patrons.

 66% of patrons report that their Art House theater is "extremely" or "very" valuable to their overall quality of life

### Value to Overall Quality of Life



**Question:** How valuable is [SPONSORING ORGANIZATION] to your overall quality of life?

## Section Takeaways

- Of survey respondents, just under 40% report attending monthly or more. There
  are opportunities to increase attendance frequency for many current patrons
- Art house theaters do continue to appear effective at winning over new patrons under the age of 45
- Art house theaters are actively competing with streaming services for the movie watching experience
- To compete, art houses deliver superior curation, an excellent patron experience and connection to community
- Addressing gaps in those core areas, while maintaining and updating marketing strength, is key to ongoing success



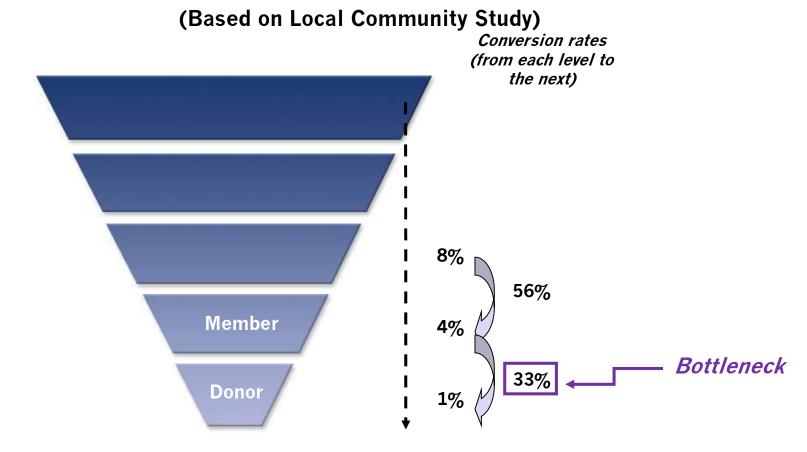
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## Step 3: Build Membership and Financial Support

- The majority of frequent attendees have already made the decision to become members of their art house theater
- Of <u>these</u> members, about a third are financial contributors to the theater...roughly 1% of the available population/community

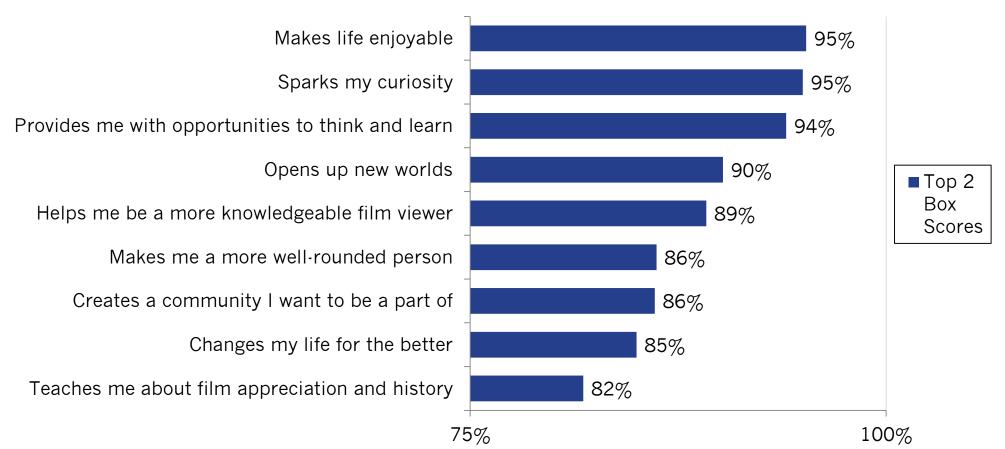
### **Conversion From Unaware to Loyal Donor**



# On a personal level, patrons gain joy, curiosity, knowledge and an expansive understanding of the world through film and community.

 Any one of these attributes is a tremendous personal benefit that can be celebrated in internal and external communications

### Personal Impacts: Top 2 Box (Strongly or Somewhat Agree)



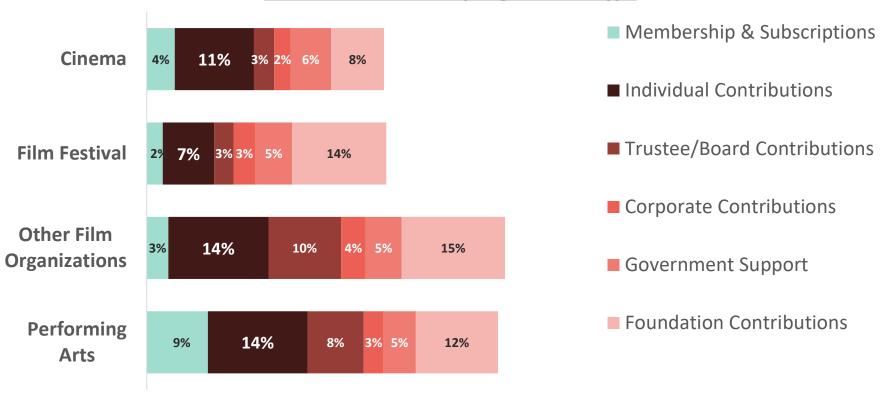
**Question:** To what extent do you agree with the following statements about [SPONSORING ORGANIZATION]?

### SELECT REVENUE DETAILS



- Revenue sources where cinemas and film festivals tend to receive less support than performing arts organizations include
  - Membership & Subscriptions
  - Individual Contributions
  - Board Contributions

#### **Revenue Breakdown by Organization Type**

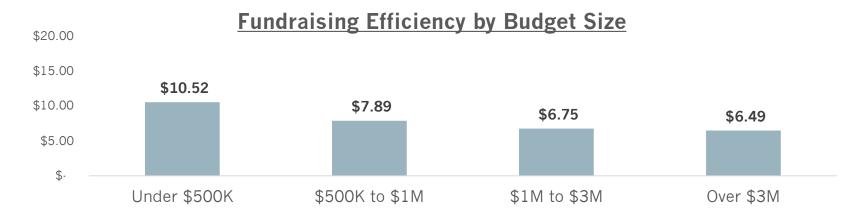


### FUNDRAISING EFFICIENCY



• Cinemas, film festivals and other film organizations are relatively efficient with fundraising compared to performing arts organizations





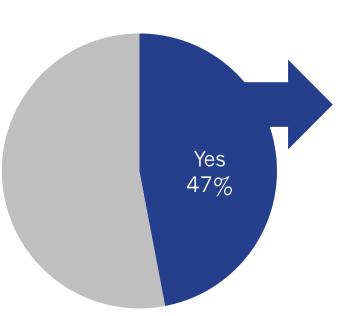
Fundraising Efficiency calculates the average dollar amount of contributions raised from each dollar spent on fundraising.

For findings related to funding by source for organizations of different budget size, visit SMU DataArts' Fundraising Report: <a href="http://smu.edu/fundraisingreport">http://smu.edu/fundraisingreport</a>

# For the 47% of these patrons who have made the membership decision, the decision is balanced by support of the mission and more transactional benefits.

 Connecting members with community impact while delivering tangible benefits is needed to sustain and expand membership



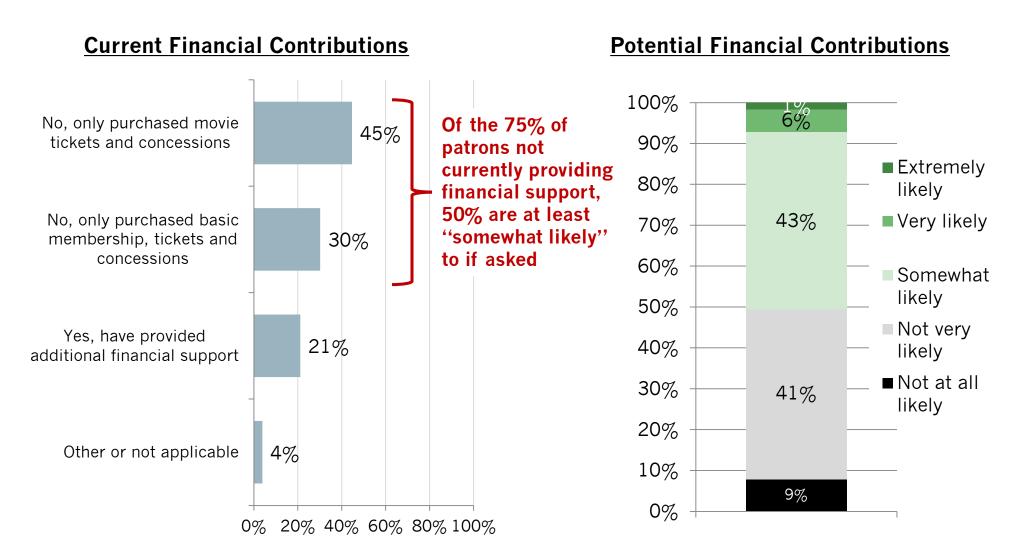


**Question:** Are you currently a "member" of [SPONSORING ORGANIZATION]



**Question:** What are the most important reasons you are a member of [SPONSORING ORGANIZATION] (select no more than 3)

# As we've seen in the past, there are many who are not currently providing financial support who would if asked.



**Question:** In the past two years, have you provided financial support to [SPONSORING ORGANIZATION], aside from purchasing tickets to see movies there or purchasing a basic level of membership?

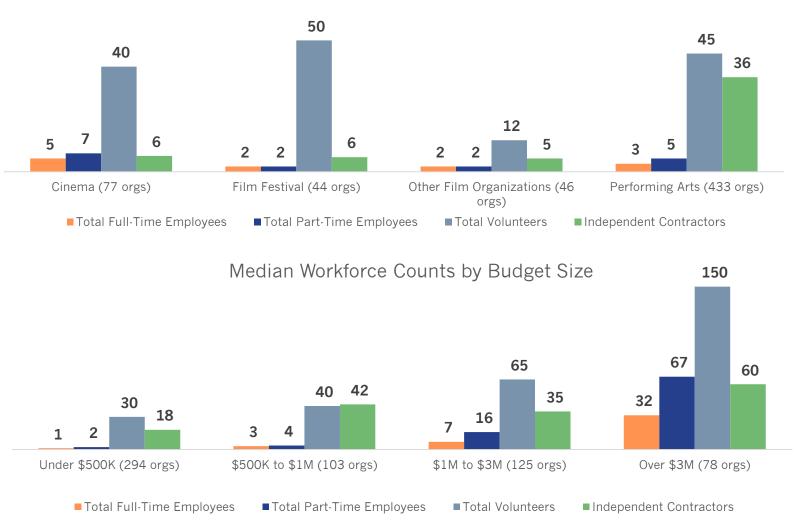
**Question:** How likely would you be to make a financial contribution, if asked?

### MEDIAN WORKFORCE SIZE



• Cinemas, film festivals and other film organizations rely extensively on the help of volunteers to complete their work





## Section Takeaways

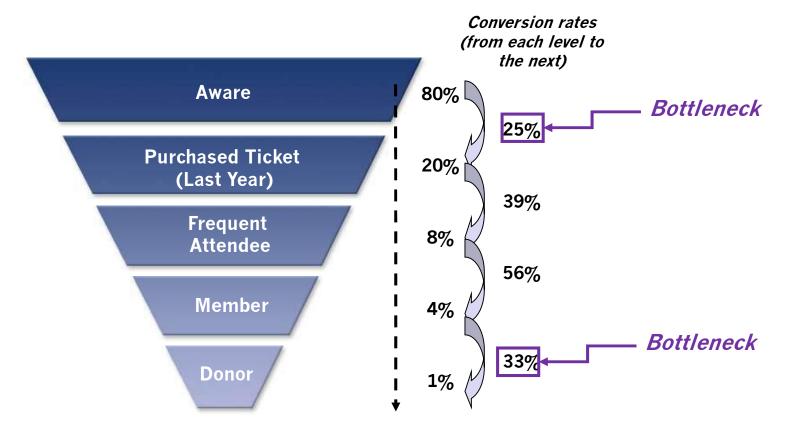
- Patrons give art houses credit for incredible personal value and transformation
- They agree that art house theaters make their lives enjoyable, spark their curiosity, open up new worlds and more
- Comparisons to performing arts organizations indicate there may be opportunities to build membership revenue along with individual and board donations
- Cinema organizations tend to be efficient in terms of fundraising, generally earning more than \$7 for every \$1 invested
- Finding opportunities to broaden contributions can be as simple as asking



There are many opportunities to build more audience and support, but two points of focus are first time purchase and converting members to contributors.

 Broadly speaking, community outreach designed to bring more first-time viewers (including from new and diverse communities) into the organization and approaches to broaden the pool of financial contributors could both yield important bottom line results while strengthening mission

#### **Conversion From Unaware to Loyal Donor**



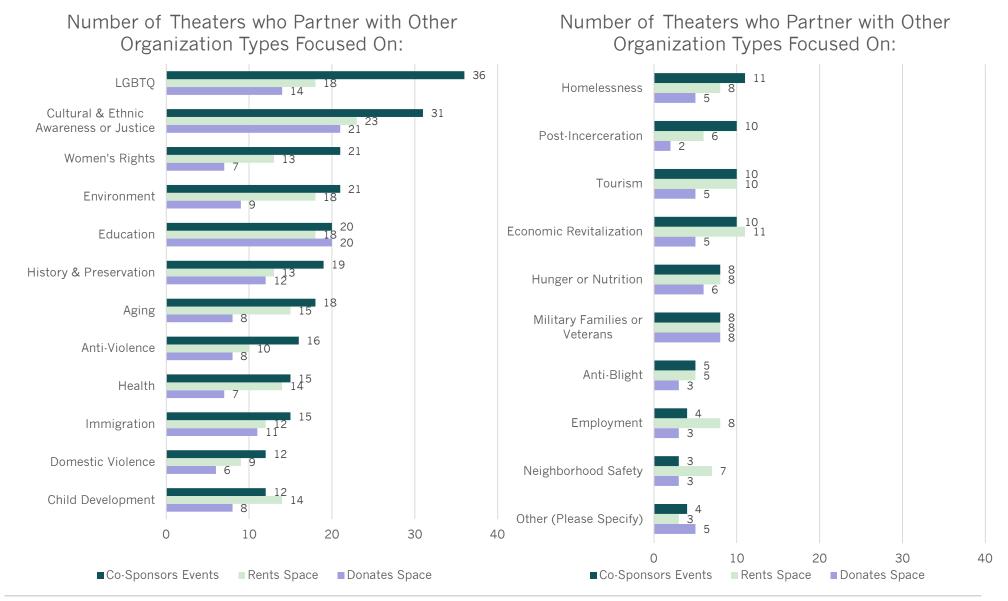
### Table of Contents

- I. Expanding the Audience
- II. Deepening Engagement
- III. Membership and Financial Support
- IV. Community Impact

### SOCIAL IMPACT



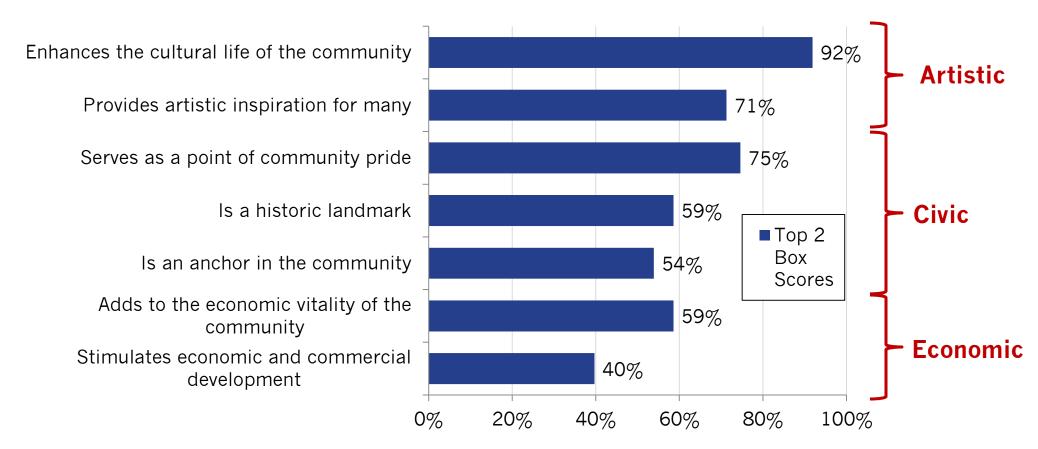
Art houses support and partner with a wide array of community groups and orgs



# Communities benefit from art houses by gaining an enhanced cultural life, economic vitality and community bridge-building.

 When presenting to local governments, civic groups and potential sponsors and funders, there is a strong case to make that art houses serve as the backbone for the artistic, civic and economic vitality of communities

### Role of Art Houses in Their Communities (Select All That Apply)



**Question**: What role would you say [SPONSORING ORGANIZATION] provides to its community? (select all that apply)

### ... and keep it up. You have some allies out there.

"This theater is a vital part of our community."

"I love having a 'good' theater nearby."

"Part of important community cultural context."

"Thrilled to have a thought-provoking film org in our community"

"This community will be eternally grateful to you."

"I believe in them."