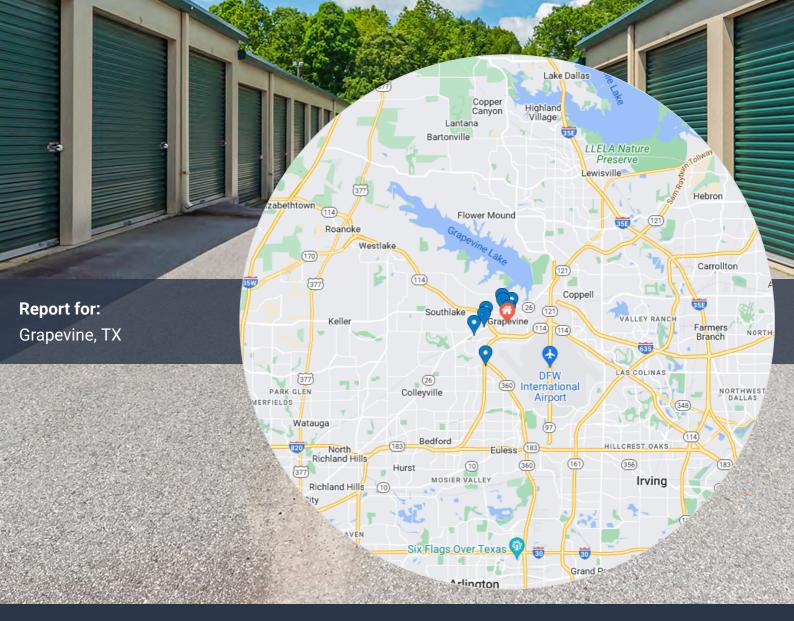
# EXPLORER Market Report

Produced on Oct 12 2022



## stortrack

Questions? 1-800-969-7424 info@stortrack.com www.stortrack.com

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## **Market Summary**

Market: Grapevine, TX

#### Market Type: City

Comparisons are made with: Texas State Total and Averages

This Market Report consists of data gathered from multiple public information sources and proprietary analysis and calculations made by StorTrack Analytics Team. The report includes sections listed below. The executive summary of this report is as follows:

	This Market	National	Texas
No. of Stores in Market	8	60,585	6,539

#### **Current Supply to Market:**

There is 7.44 square feet/capita supply in this market. The US national average is 7.98 sqft/capita, and the Texas state average is 10.53 sqft/capita.

Across all unit types, there is currently 25% of inventory offline (not available). The US national figure at the moment is 41.38% of inventory offline and the Texas state number is 36.69% offline. Therefore, comparing against national and state averages, this market's supply level could be characterized as an over-supply.

#### **Rate Trends in Market:**

The rate in this market has trended low in the last 3 months, by -5.52%. This would indicate a decreased demand against available supply. The current US national rate trend for the past 3 months is up, by 7.03%. The Texas state is showing a rate trend down for the last 3 months of -7.87%.

#### **Use of Promotions:**

StorTrack converts promotional activity into a measurable score so as to be able to make a determination if the promotional 'value' in a market is increasing or decreasing. An increase in promotional activity means the aggregate value of promotions is growing as stores offer better promotional deals to attract customers, whilst a decrease in promotional activity means the aggregate value of promotions is shrinking and less deals are being offered.

In this market, over the past 3 months, promotional activity has decreased by 3.94%.

#### **New Developments:**

There is no known new development in this market.

StorTrack is currently tracking 2,925 new developments across the USA.

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## **Market Snapshot**

The Market Snapshot is a one-look overview of the market.

	This Market	State
Net Rentable Sq Ft	403,089	319,821,562
Sq Ft per Capita		
• 2020 Sq Ft per Capita	7.44	10.53
• 2023 Sq Ft per Capita	7.1	10.7
• 2025 Sq Ft per Capita	6.89	10.41
Sq Ft per Household	18.46	30.47
Total Stores	8	6,539
• REITS	2	1,268
• Mid Ops	3	2,202
Small Ops	3	3,069
New Developments	0	201
Sq Ft of Developments	N/A	15,667,270
Stores opened within the last year	0	72
Demographics		
2020 Population	54,151	30,362,065
2023 Population	56,759 (+4.82% change)	29,878,820 (+4.41% change)
2025 Population	58,498 (+8.03% change)	30,720,361 (+7.35% change)
Households	21,838	10,496,851
Rental Households	10,091	3,737,262

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## Market Snapshot Continued

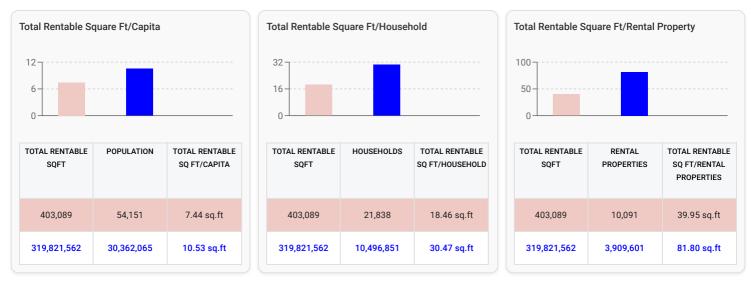
	This Market	State
Rental Households Percentage	46.21%	37.73%
Median Household Income	\$94,363	\$63,826
Average Rate Per Square Feet		
All Units without Parking	\$1.81	N/A
All Units with Parking	\$1.7	\$1.21
Regular Units	\$1.47	\$0.97
Climate Controlled Units	\$2.02	\$1.52
Only Parking	\$0.51	\$0.39
Rate Trend (12 months)	-6%	-7.87%
Units Not Advertised	14%	19%
Market Including Known Developments		
Net Rentable Sq Ft	403,089	335,488,832
Sq Ft per Capita		
• 2020 Sq Ft per Capita	7.44	11.05
• 2023 Sq Ft per Capita	7.1	11.23
• 2025 Sq Ft per Capita	6.89	10.92
Sq Ft per Household	18.46	31.96
Total Stores		
	8	6,740
• REITS	8	6,740 1,285
<ul><li>REITS</li><li>Mid Ops</li></ul>		

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## **Overall Market Supply Metrics**

Analysis of supply metrics in the market. A side-by-side bar chart comparison, shows the Market's Total Rentable Square Footage per Capita, Total Rentable Square Footage per Household and Total Rentable Square Footage per Rental Property.

Demographic data based on the U.S. Census Bureau's 2020 American Community Survey.



This Market Texas State Total and Averages

### **Market Spending Power**

Analysis on the market's spending power. A side-by-side bar chart comparison, shows the Market's Median Household Income, Aggregate Household Income, Household Income per Store, Average Market Property Value, and Average Rental Costs.

Demographic data based on the U.S. Census Bureau's 2020 American Community Survey.



This Market Texas State Total and Averages

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## **12 Month Trailing Average Rate History**

View 12 month trailing average rates for the past one year.

#### Summary - All Units Without Parking (Premium, Any Floor)

		ALL	ALL	ALL REG	ALL CC	ALL	5X5	5X5	5X10	5X10 CC	10X10	10X10	10X15	10X15	10X20	10X20	10X30	10X30	CAR	RV
		UNITS WITHOUT PARKING	UNITS WITH PARKING			PARKING	REG	CC	REG		REG	CC	REG	CC	REG	CC	REG	CC	PARKING	PARKING
	Total /Market	\$168.27	\$162.48	\$151.39	\$173.15	\$129.00	\$69.47	\$73.10	\$74.00	\$93.30	\$134.00	\$180.90	\$179.67	\$240.55	\$254.00	-	\$349.00	\$399.75	-	-
U-Haul Moving & Storage of Grapevine 3501 William D Tate Ave, Grapevine, TX 76051	12 mo. trailing avg.	\$149.70	\$149.70	\$125.90	\$160.51	-	\$84.95	\$89.38	\$134.95	\$136.35	\$181.39	\$211.16	\$228.05	\$266.77	-	-	-	-	-	-
1st Choice Stadium Storage - Grapevine 2713 Ira E Woods Ave, Grapevine, TX 76051	12 mo. trailing avg.	\$189.14	\$179.52	\$168.01	\$200.20	\$150.50	\$56.89	\$64.00	\$79.00	\$76.64	\$141.96	\$167.38	\$209.00	\$274.48	\$258.95	\$299.00	\$301.00	-	-	-
Regional Storage & Lock 171 S Scribner St, Grapevine, TX 76051	12 mo. trailing avg.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Grande Self Storage 410 E Nw Hwy, Grapevine, TX 76051	12 mo. trailing avg.	\$204.14	\$204.14	\$204.14	-	-	-	-	\$69.00	-	-	-	\$194.07	-	\$229.14	-	\$324.34	-	-	-
Extra Space 2044 W State Hwy 114, Grapevine, TX 76051	12 mo. trailing avg.	\$144.43	\$144.41	\$127.47	\$172.07	\$142.50	\$38.43	\$44.32	\$71.43	\$80.66	\$132.87	\$144.66	\$180.66	\$195.43	\$264.45	\$297.43	-	-	-	-
CubeSmart Self Storage of Grapevine 2105 Ira E Woods Ave, Grapevine, TX 76051	12 mo. trailing avg.	\$184.20	\$184.20	-	\$184.20	-	-	\$49.26	-	\$77.06	-	\$145.87	-	\$230.91	-	\$289.52	-	\$398.79	-	-

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## 12 Month Trailing Average Rate History Continued

#### Summary - All Units Without Parking (Premium, Any Floor)

		ALL UNITS WITHOUT PARKING	ALL UNITS WITH PARKING	ALL REG	ALL CC	ALL PARKING	5X5 REG	5X5 CC	5X10 REG	5X10 CC	10X10 REG	10X10 CC	10X15 REG	10X15 CC	10X20 REG	10X20 CC	10X30 REG	10X30 CC	CAR PARKING	RV PARKING
Grapevine storage House - Hudgins 131 East Hudgins St, Grapevine, TX 76051	12 mo. trailing avg.	\$114.63	\$114.63	\$114.63	-	-	-	-	\$77.16	-	\$139.00	-	\$191.00	-	-	-	-	-	-	-
Grapevine storage House - Scribner 401 North Scribner, Grapevine, TX 76051	12 mo. trailing avg.	\$78.10	\$78.10	\$78.10	-	-	-	-	\$78.10	-	-	-	-	-	-	-	-	-	-	-

#### Specific Unit - All Units Without Parking (Premium, Any Floor)

		OCT 2021	NOV 2021	DEC 2021	JAN 2022	FEB 2022	MAR 2022	APR 2022	MAY 2022	JUN 2022	JUL 2022	AUG 2022	SEP 2022
	Total /Market	\$146.25	\$152.36	\$159.30	\$163.86	\$166.60	\$168.42	\$171.31	\$171.97	\$171.33	\$171.05	\$171.51	\$171.08
U-Haul Moving & Storage of Grapevine 3501 William D Tate Ave, Grapevine, TX 76051	12 mo. trailing avg.	\$147.65	\$146.54	\$146.36	\$147.21	\$148.00	\$149.15	\$150.41	\$150.24	\$149.82	\$149.69	\$150.45	\$149.70
<b>1 st Choice Stadium Storage -</b> <b>Grapevine</b> 2713 Ira E Woods Ave, Grapevine, TX 76051	12 mo. trailing avg.	\$146.52	\$151.30	\$160.74	\$167.55	\$170.77	\$174.01	\$177.82	\$181.45	\$184.86	\$189.09	\$190.80	\$189.14
CubeSmart Self Storage of Grapevine 2105 Ira E Woods Ave, Grapevine, TX 76051	12 mo. trailing avg.	\$175.13	\$187.11	\$194.45	\$197.07	\$198.65	\$202.33	\$202.61	\$200.37	\$195.30	\$189.12	\$187.16	\$184.20
Regional Storage & Lock 171 S Scribner St, Grapevine, TX 76051	12 mo. trailing avg.	-	-	-	-	-	-	-	-	-	-	-	-
Grapevine storage House - Hudgins 131 East Hudgins St, Grapevine, TX 76051	12 mo. trailing avg.	\$93.83	\$97.73	\$55.00	\$68.60	\$89.00	\$89.59	\$98.19	\$98.95	\$94.46	\$93.72	\$106.93	\$114.63
Grapevine storage House - Scribner 401 North Scribner, Grapevine, TX 76051	12 mo. trailing avg.	\$67.39	\$67.39	\$55.75	\$57.71	\$78.68	\$79.23	\$78.45	\$78.39	\$78.35	\$78.22	\$78.22	\$78.10

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## 12 Month Trailing Average Rate History Continued

Specific Unit - All Units Without Parking (Premium, Any Floor)

		OCT 2021	NOV 2021	DEC 2021	JAN 2022	FEB 2022	MAR 2022	APR 2022	MAY 2022	JUN 2022	JUL 2022	AUG 2022	SEP 2022
<b>Extra Space</b> 2044 W State Hwy 114, Grapevine, TX 76051	12 mo. trailing avg.	\$113.48	\$118.85	\$127.63	\$134.28	\$138.36	\$139.92	\$147.14	\$148.06	\$146.60	\$145.05	\$144.56	\$144.43
Grande Self Storage 410 E Nw Hwy, Grapevine, TX 76051	12 mo. trailing avg.	\$187.54	\$192.51	\$192.70	\$191.37	\$191.77	\$192.20	\$194.51	\$196.41	\$197.96	\$200.18	\$202.49	\$204.14

### Rate per Square Foot by Unit Type

Analysis of the average rate per square foot by each of the most common unit types.

ALL UNITS WITHOUT PARKING	ALL UNITS WITH PARKING	ALL Parking	ALL REG	ALL CC	5X5 REG	5X5 CC	5X10 REG	5X10 CC	10X10 REG	10X10 CC	10X15 REG	10X15 CC	10X20 REG	10X20 CC	10X30 REG	10X30 CC	CAR PARKING	RV PARKING
\$1.81	\$1.62	\$0.65	\$1.20	\$2.02	\$2.78	\$3.21	\$1.48	\$1.87	\$1.34	\$1.81	\$1.05	\$1.68	\$1.27	N/A	\$1.16	\$1.33	\$0.43	\$0.51
\$1.29	\$1.20	\$0.39	\$0.97	\$1.52	\$1.99	\$2.30	\$1.36	\$1.71	\$1.04	\$1.37	\$0.92	\$1.23	\$0.84	\$1.19	\$0.80	\$1.14	\$0.40	\$0.38

This Market Texas State Total and Averages

#### **Average Unit Type Rates**

Comparison of each of the most common unit types and the average Advertised Online rate for each.

ALL UNITS WITHOUT PARKING	ALL UNITS WITH PARKING	ALL PARKING	ALL REG	ALL CC	5X5 REG	5X5 CC	5X10 REG	5X10 CC	10X10 REG	10X10 CC	10X15 REG	10X15 CC	10X20 REG	10X20 CC	10X30 REG	10X30 CC	CAR PARKING	RV PARKING
\$172.53	\$167.50	\$126.00	\$149.82	\$182.53	\$69.47	\$80.27	\$74.00	\$93.30	\$134.00	\$180.90	\$157.75	\$251.74	\$254.00	N/A	\$349.00	\$399.75	\$129.00	\$125.00
\$135.62	\$137.35	\$152.13	\$130.11	\$147.66	\$49.87	\$57.49	\$68.08	\$85.27	\$104.48	\$137.27	\$138.35	\$183.89	\$167.82	\$238.55	\$238.53	\$342.19	\$139.57	\$153.83

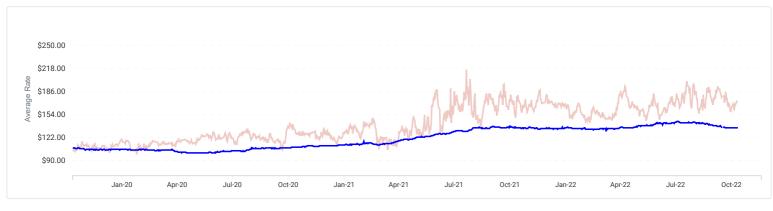
This Market Texas State Total and Averages

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### **Average Rates History**

Historical graphs showing the average rate over the past 36 months for each of the most common unit types.

#### All Units Without Parking (Last 3 Years)

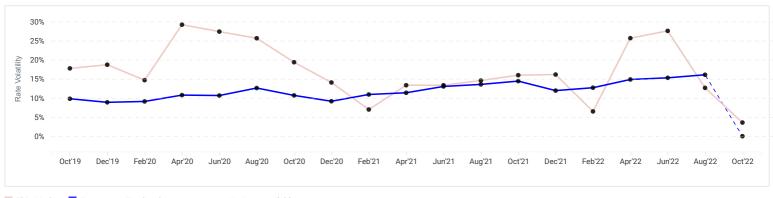


This Market Zexas State Total and Averages

#### **Rate Volatility History**

Graphs with the average rate volatility over the last 12 months for each of the most common unit types. rate volatility measures the number of rate changes (by a store or a market) over a period of time. A higher rate volatility percentage indicates a more aggressive operator or market.

10x10 CC (Last 3 Years)



This Market Texas State Total and Averages ---- No Data Available

Grapevine, TX

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## **Current Inventory Availability by Unit Type**

Current number of Stores in the market offering each of the most common unit types.

UNIT TYPES	THIS M	ARKET	TEXAS STATE TOTA	AL AND AVERAGES
UNIT TYPES	ONMARKET	OFFMARKET	ONMARKET	OFFMARKET
ALL UNITS WITHOUT PARKING	6(86%)	1(14%)	3,849(82%)	832(18%)
ALL UNITS WITH PARKING	6(86%)	1(14%)	4,140(81%)	965(19%)
ALL REG	5(71%)	2(29%)	3,738(75%)	1,259(25%)
ALL CC	4(67%)	2(33%)	2,416(73%)	882(27%)
ALL PARKING	2(40%)	3(60%)	911(26%)	2,595(74%)
5X5 REG	2(40%)	3(60%)	1,009(41%)	1,452(59%)
5X5 CC	2(33%)	4(67%)	1,445(57%)	1,111(43%)
5X10 REG	2(29%)	5(71%)	2,307(60%)	1,525(40%)
5X10 CC	4(67%)	2(33%)	1,959(65%)	1,035(35%)
10X10 REG	2(40%)	3(60%)	2,793(66%)	1,461(34%)
10X10 CC	3(50%)	3(50%)	2,003(64%)	1,112(36%)
10X15 REG	3(50%)	3(50%)	2,289(60%)	1,524(40%)
10X15 CC	4(67%)	2(33%)	1,734(60%)	1,180(40%)
10X20 REG	2(33%)	4(67%)	2,528(60%)	1,665(40%)
10X20 CC	0(0%)	6(100%)	1,469(53%)	1,293(47%)
10X30 REG	1(17%)	5(83%)	1,307(45%)	1,629(55%)
10X30 CC	1(33%)	2(67%)	546(34%)	1,057(66%)
CAR PARKING	1(20%)	4(80%)	164(8%)	1,932(92%)
RV PARKING	2(40%)	3(60%)	881(35%)	1,640(65%)

This Market Texas State Total and Averages

### **All Stores List**

Profile information on every store in the market. Store profile information includes the Store Name, Store Address, Total Rentable Square Footage, Year Opened, Company owner and/or Operating Company, Rate Volatility over the past 30 days.

Total Square Feet values displayed here are obtained from public sources, including city and county property records. When this information is unavailable, StorTrack uses mapping tools or internal models to estimate the size of the property - such properties have an asterisk (\*) next to their Total Square Feet value.

How is Rentable Square Feet (RSF) calculated for each property?

RSF is 95% of TSF if the property has 1 floor | RSF is 85% of TSF if the property has 2 floors | RSF is 75% of TSF if the property has 3 or more floors | RSF is 95% of TSF if the property has an unknown number of floors

The class type is a proprietary store classification system. Facilities are categorized based on data concerning rental rates, population, median household income and more.

	mile	<b>ne storage H</b> ludgins St, Grap			Total Square Fo Rentable Squar Owned by		41,9	260 sqft 940 sqft pevine storage	House		ceting Score ctability earch	ecard	33/100 3/11 5/35
Monday - S Sunday	Saturday	09:00 AM Closed	1 - 05:00 PM		Class Type Store Type Rate Volatility		B Seli 0%	fStorage		Search Social Websit	Media		10/15 0/14 15/25
5x5 Reg	5x5 CC	5x10 Reg	5x10 CC	10x10 Reg	10x10 CC	10x15 Reg	10x15 CC	10x20 Reg	10x20 CC	10x30 Reg	10x30 CC	Car Parking	RV Parking
×	×	Ø	×	✓	×	8	×	×	×	×	×	×	×
	9	l Storage & L oner St, Grapevin			Total Square For Rentable Squar Owned by Class Type Store Type Rate Volatility		11,4 Reg B	520 sqft 394 sqft jional Storage f Storage	& Lock		n Media	ecard	0/100 0/11 0/35 0/15 0/14 0/25
5x5 Reg	5x5 CC	5x10 Reg	5x10 CC	10x10 Reg	10x10 CC	10x15 Reg	10x15 CC	10x20 Reg	10x20 CC	10x30 Reg	10x30 CC	Car Parking	RV Parking

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### All Stores List Continued

Rate avail	lable for this u	nit type	×	Rate not ava	ilable for this u	unit type		💘 Rate pre	viously availa	ble, but not cur	rently advertis	sed	
Grande Self Storage 0.54 mile 410 E Nw Hwy, Grapevine, TX 76051Monday - Wednesday08:00 AM - 04:00 PMThursday - Friday08:00 AM - 12:00 PMSaturday - SundayClosed			TX 76051 - <b>04:00 PM</b>	Total Square Feet Rentable Square Footage Owned by Class Type Store Type Rate Volatility			13,380 sqft 12,711 sqft Grande Self Storage C Self Storage 0%			Marketing Scorecard Contactability Paid Search Search Social Media Website			15/100 6/11 0/35 0/15 0/14 9/25
5x5 Reg	5x5 CC	5x10 Reg	5x10 CC	10x10 Reg	10x10 CC	10x15 Reg	10x15 CC	10x20 Reg	10x20 CC	10x30 Reg	10x30 CC	Car Parking	RV Parking
×	×	×	×	×	×	×	×	×	×	×	×	×	×
Grapevine storage House - Scrimile   mile   401 North Scribner, Grapevine, TX 7605**   Monday - Saturday 09:00 AM - 05:00 PM   Sunday Closed			rine, TX 76051	ner 0.73	Total Square F Rentable Squa Owned by Class Type Store Type Rate Volatility		32,950 sqft 24,712 sqft Grapevine storage House B Self Storage 0%			Marketing Scorecard Contactability Paid Search Search Social Media Website			29/100 3/11 0/35 11/15 0/14 15/25
5x5 Reg	5x5 CC	5x10 Reg	5x10 CC	10x10 Reg	10x10 CC	10x15 Reg	10x15 CC	10x20 Reg	10x20 CC	10x30 Reg	10x30 CC	Car Parking	RV Parking
×	×	Ø	×	×	×	×	×	×	×	×	×	×	×
Extra Space 1.06 miles   2044 W State Hwy 114, Grapevine, TX 76051   Monday - Friday 09:30 AM - 06:00 PM   Saturday 09:00 AM - 05:30 PM   Sunday Closed			051	Total Square Feet Rentable Square Footage Owned by Class Type Store Type Rate Volatility		83,073 sqft 78,919 sqft Extra Space Storage Inc. A Self Storage 56%			Marketing Scorecard Contactability Paid Search Search Social Media Website			44/100 8/11 2/35 4/15 7/14 23/25	
5x5 Reg	5x5 CC	5x10 Reg	5x10 CC	10x10 Reg	10x10 CC	10x15 Reg	10x15 CC	10x20 Reg	10x20 CC	10x30 Reg	10x30 CC	Car Parking	RV Parking
Q	Q	R	~	R	Ø	~	~	Q	Ø	×	×	R	~
Friday Saturday Sunday	miles   2105 Ira E Woods Ave, Grapevine, TX 76051     day   09:30 AM - 06:00 PM     urday   08:30 AM - 05:00 PM				Total Square Feet Rentable Square Footage Owned by Class Type Store Type Rate Volatility		77,493 sqft 58,119 sqft CubeSmart Self Storage A Self Storage 17%		torage	Marketing Scorecard Contactability Paid Search Search Social Media Website			55/100 8/11 17/35 2/15 7/14 21/25
5x5 Reg	5x5 CC	5x10 Reg	5x10 CC	10x10 Reg	10x10 CC	10x15 Reg	10x15 CC	10x20 Reg	10x20 CC	10x30 Reg	10x30 CC	Car Parking	RV Parking
×	~	×	~	×	~	×	~	×	Ø	×	~	×	×
Ist Choice Stadium Storage - Grapevine   1.85 miles   2713 Ira E Woods   Monday Closed   Tuesday - Saturday 09:00 AM - 06:00 PM   Sunday 10:00 AM - 05:00 PM			Total Square Feet Rentable Square Footage Owned by Class Type Store Type Rate Volatility		115,967 sqft 113,309 sqft 1st Choice Stadium Storage B Self Storage 1%		m Storage	Marketing Scorecard Contactability Paid Search Search Social Media Website			18/100 3/11 0/35 4/15 0/14 11/25		
5x5 Reg	5x5 CC	5x10 Reg	5x10 CC	10x10 Reg	10x10 CC	10x15 Reg	10x15 CC	10x20 Reg	10x20 CC	10x30 Reg	10x30 CC	Car Parking	RV Parking

### All Stores List Continued

- Uhren	U-Haul Moving & Storage of Grapevine 2.55 miles					81,980 sqft				Marketing Scorecard			
		3501 William D Tate Ave, Grapevine, TX 76051				Rentable Square Footage Owned by		61,485 sqft U-Haul International Inc.			Contactability Paid Search		6/11 5/35
Monday -	Monday - Thursday 07:00 AM - 07:00 PM			Class Type		Α			Search	Search		0/15	
Friday 07:00 AM - 08:00 PM			Store Type		Self Storage			Social	Social Media		7/14		
Saturday   07:00 AM - 07:00 PM     Sunday   09:00 AM - 05:00 PM			Rate Volatility		5%		Website			23/25			
5x5 Reg	5x5 CC	5x10 Reg	5x10 CC	10x10 Reg	10x10 CC	10x15 Reg	10x15 CC	10x20 Reg	10x20 CC	10x30 Reg	10x30 CC	Car Parking	RV Parking
~	~	Ø	~	Ø	<b>~</b>	Ø	~	×	×	×	×	×	×

## StorTrack's Marketing Scorecard

The StorTrack Marketing Scorecard is a scoring mechanism for judging the activity and effectiveness of a Store's local marketing. This enables us to create a methodology for comparison and competitive insight.

The Scorecard is created by monitoring five different areas of a Store's marketing activities. StorTrack has created a weighted scoring process for each of these five categories. The category scores are what you see on the Marketing Scorecard page.

#### Website (25 Points)

The Website Content scoring is based on the availability of the below factors: M Reviews/Testimonials	ultiple pages, Navigation, Photos, Video, Map/Directions,	0-7 Score
Online Pricing for the store is based on the pricing data available online and the	volatility.	0-7 Score
Online promotions is based on the promotion advertised for the unit types and o	on the Home page of the store website.	0-5 Score
The Metadata score is based on the search options available for finding a locat	on, a sitemap, a search box to identify a specific page, etc.	0-3 Score
Direct booking engine is scored based on the website ability to complete an onl	ine rental/reservation.	0-3 Score

#### Search (Nonorganic) (35 points)

The score for the store is determined based on the order of the search result occurrence and the a results within the Advertisement content section on the first page of the search results. The scores are listed below based searching on the following platforms with the keywords "self-storage [city name]".

Additionally we check if the store is listed on an aggregator website like Sparefoot, SelfStorage.com, Storagefront, etc.

Buys Google Adwords	0-12 Score
Buys Bing Ads	0-8 Score
Buys Yelp Ads	0-5 Score
Buys YellowPages Ads	0-5 Score
Listed on aggregator	0-5 Score

#### Search (organic) (15 points)

The score for the store is determined based on the keywords "self-storage [city name]" and if store appears on the first page of the search results.

First Page on Google	0-4 Score
First Page on Bing	0-3 Score
First Page on Yelp	0-3 Score
First Page on YellowPages	0-3 Score
GoogleMaps	0-2 Score

#### Social Media (14 points)

The social media score is based on the availability of the company profile, location specific profile, and posts within the last week and last month.

Facebook	0-7 Score
Twitter	0-7 Score

#### Contactability (11 points)

This score is based on the ease and methods to contact the store.

Contact Form/Direct Phone Number	0-3 Score
24/7 Customer Support Center	0-3 Score
Chat Support on Website	0-2 Score
1-800/Toll Free Number	0-3 Score