

# Coronavirus Travel Sentiment Index

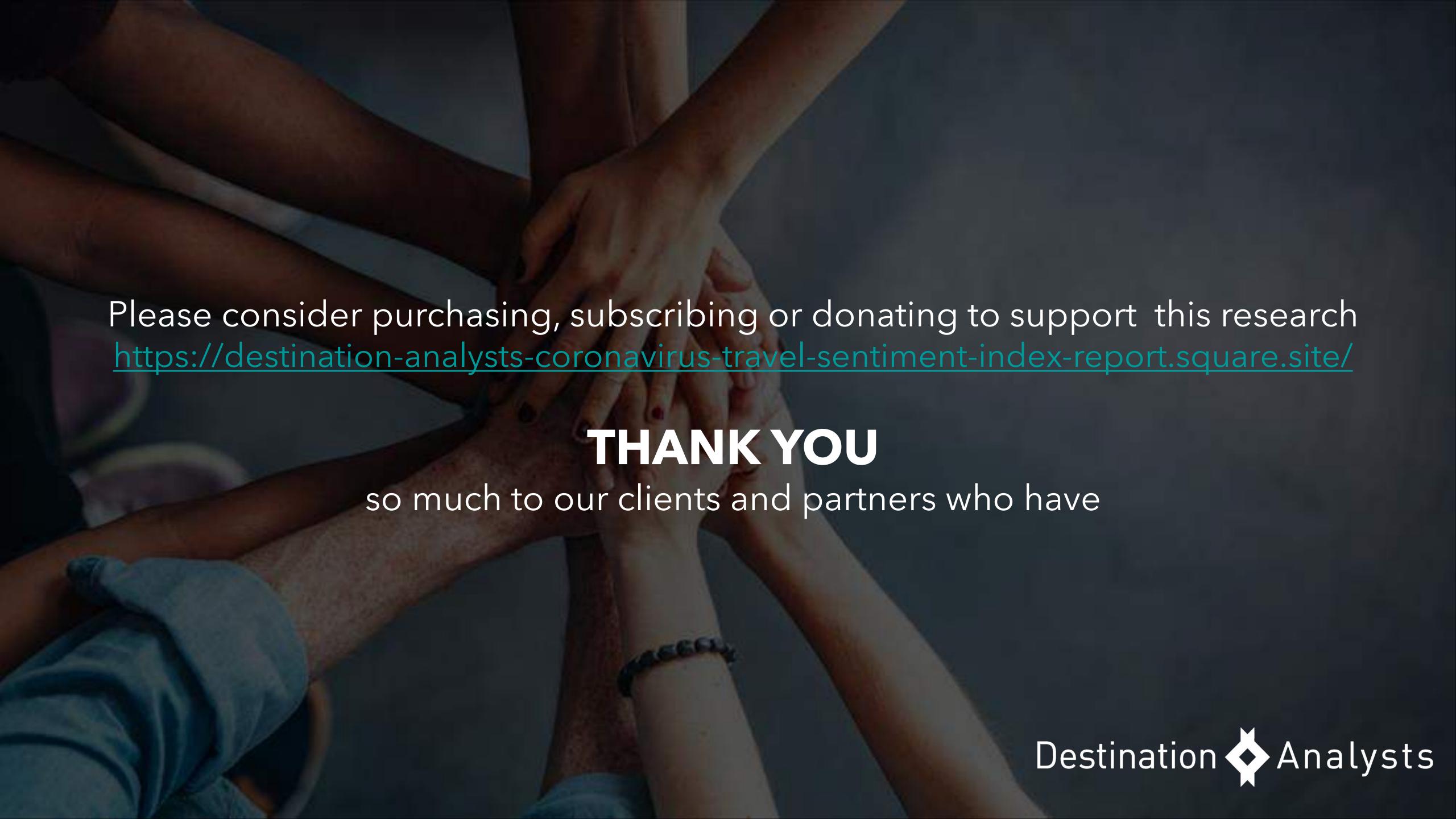
Presentation of Findings

Week of May 25<sup>th</sup>

Destination Analysts

Destination Analysts is a market research company that offers businesses a **breadth of insights**, from the comprehensive understanding of target audiences and customer profile development, to ROI analysis and economic forecasts.

Clients seek us out for unique and more deeply thoughtful analysis, our actionable storytelling of data, high quality and defensible findings, and progressive and open approach to research methodologies.



# For Subscribers

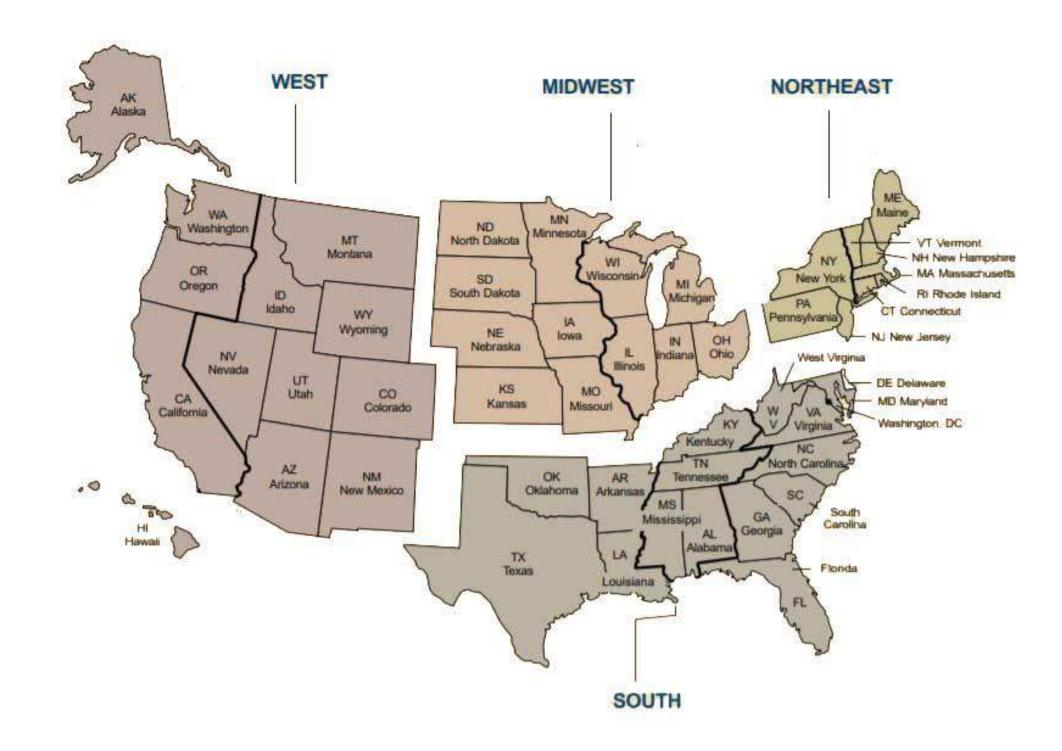
# Enhanced Dashboard Filters Showing Your Destination's Audience

report method Survey result select anausis examine

# Research Overview & Methodology

- Weekly tracking survey of a representative sample of adult American travelers in each of four U.S. regions
- Designed to track traveler sentiment and generate insights into when tourism businesses can expect demand to return and from whom
- Week 11 data (fielded May 22<sup>nd</sup>-24<sup>th</sup>) will be presented today
- 1,200+ fully completed surveys collected each wave
- Confidence interval of +/- 2.8%
- Data is weighted to reflect the actual population of each region

# U.S.Regions





# **IMPORTANT**

The data and findings presented here are from our **independent research**, which is unique in that it is not sponsored, conducted or influenced by any advertising or marketing agency. This means that you can trust that it is not serving any agenda other than to provide you **reliable information** upon which to base decisions for your organization's or tourism community's future.





# Days After Yellowstone National Park Reopens amid Pandemic

The woman was knocked to the ground and injured after officials said she came too close to the wild animal

By Joelle Goldstein | May 21, 2020 03:45 PM









Coronavirus

## Longtime restaurateur is permanently closing all 5 of his Portland restaurants because of COVID-19

Updated 11:46 AM; Today 11:29 AM



Altabira City Tavern, which was situated atop the Hotel Eastlund in the Lloyd

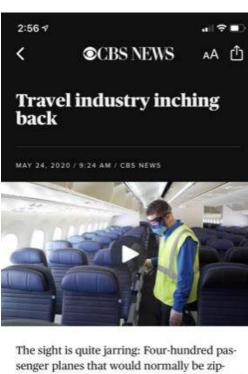
r ------Published: May 22, 2020 at 3:42 p.m. ET

By Quentin Fottrell

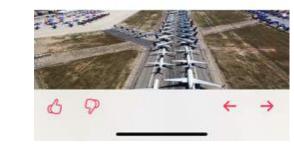
United will use sneeze guards at check-in counters and hand out wipes; JetBlue will block middle seats on Airbus planes







ping through the skies are now parked in the California desert, row after row, with thousands more grounded elsewhere.



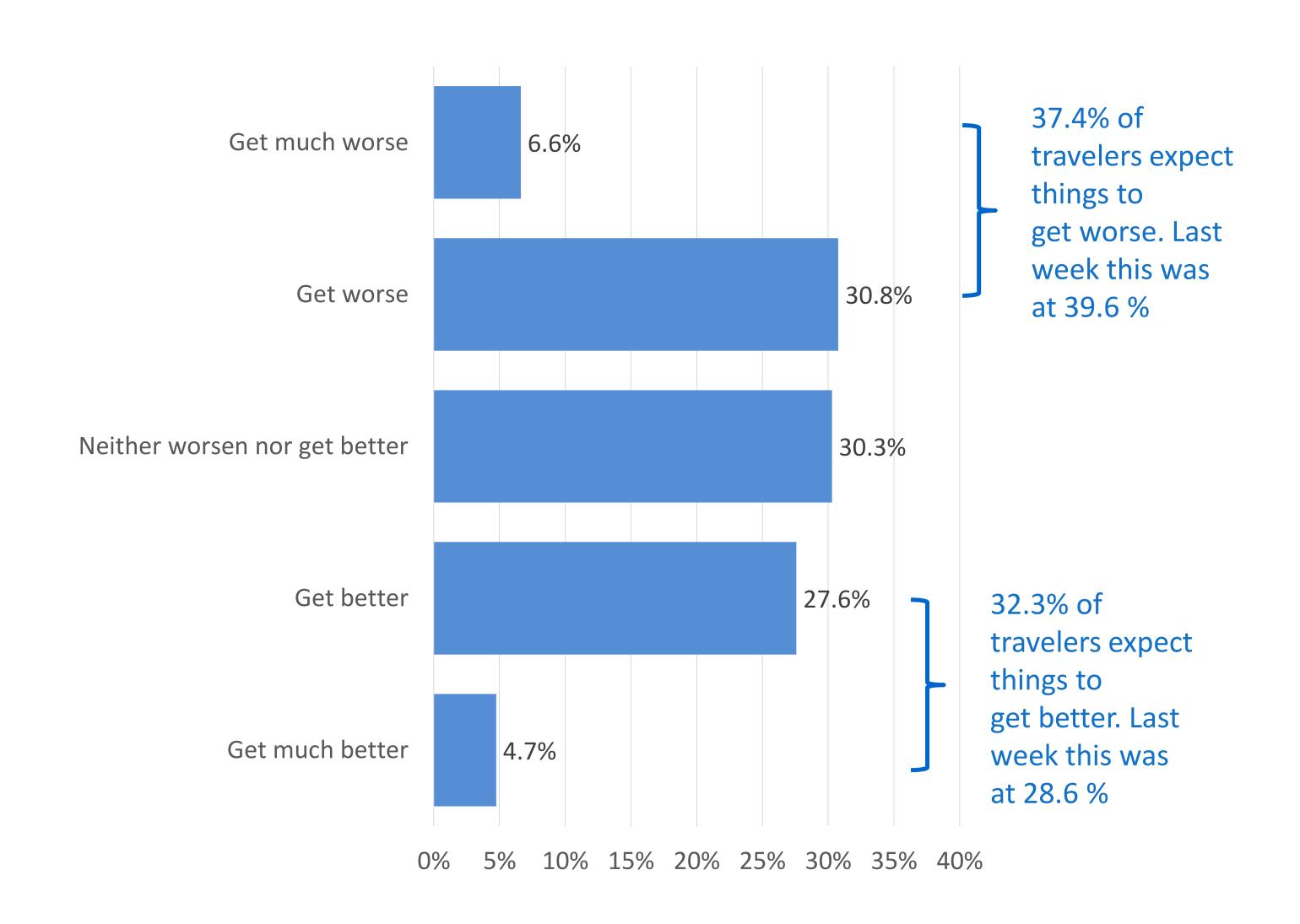


# **Expectations for the Coronavirus Outbreak**

Question: In the NEXT MONTH, how (if at all) do you expect the severity of the coronavirus situation in the United States to change? (Select one)

In the next month the coronavirus situation will \_\_\_\_\_

(Base: All respondents, 1,223 completed surveys. Data collected May 22-24, 2020)

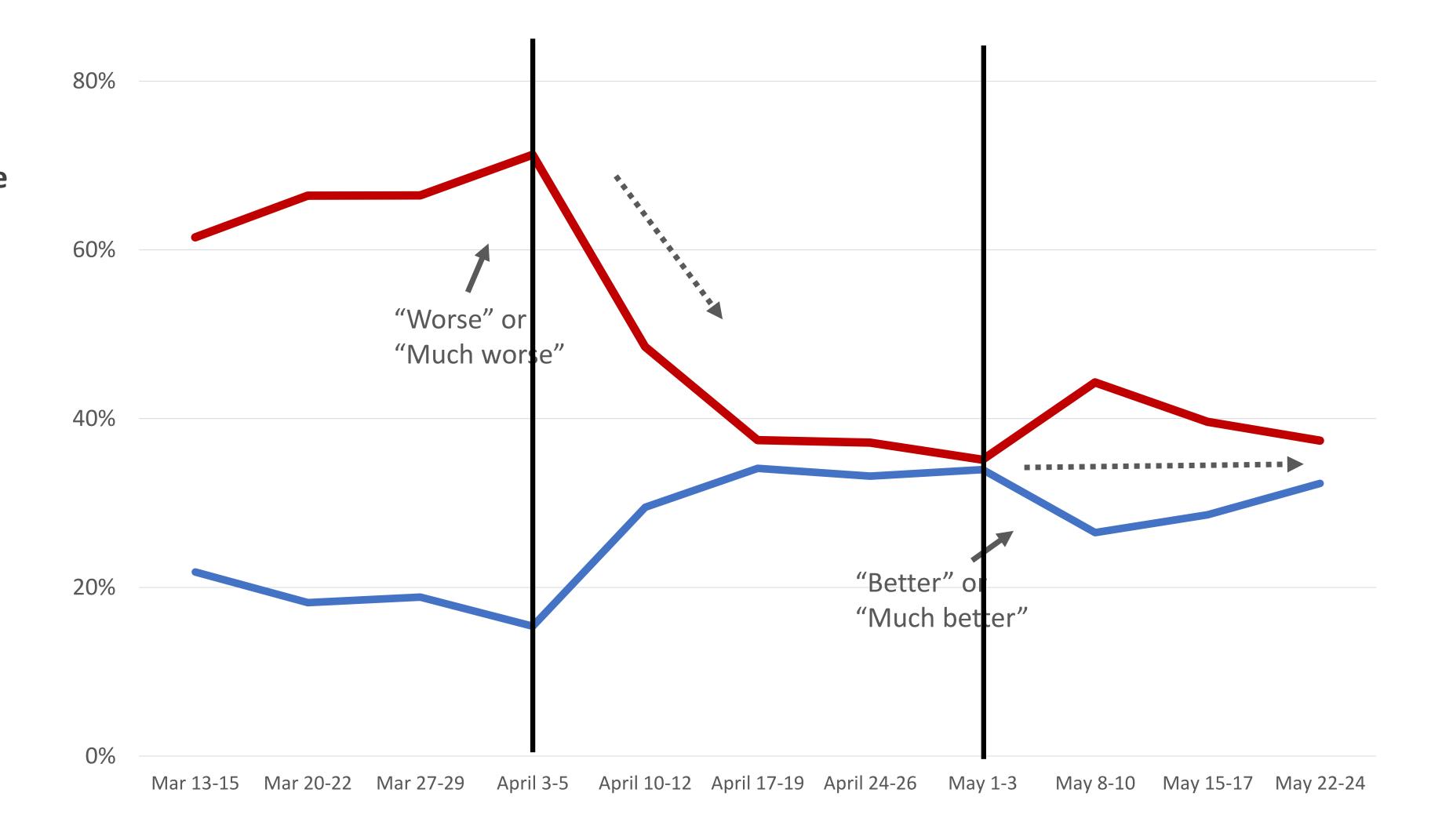




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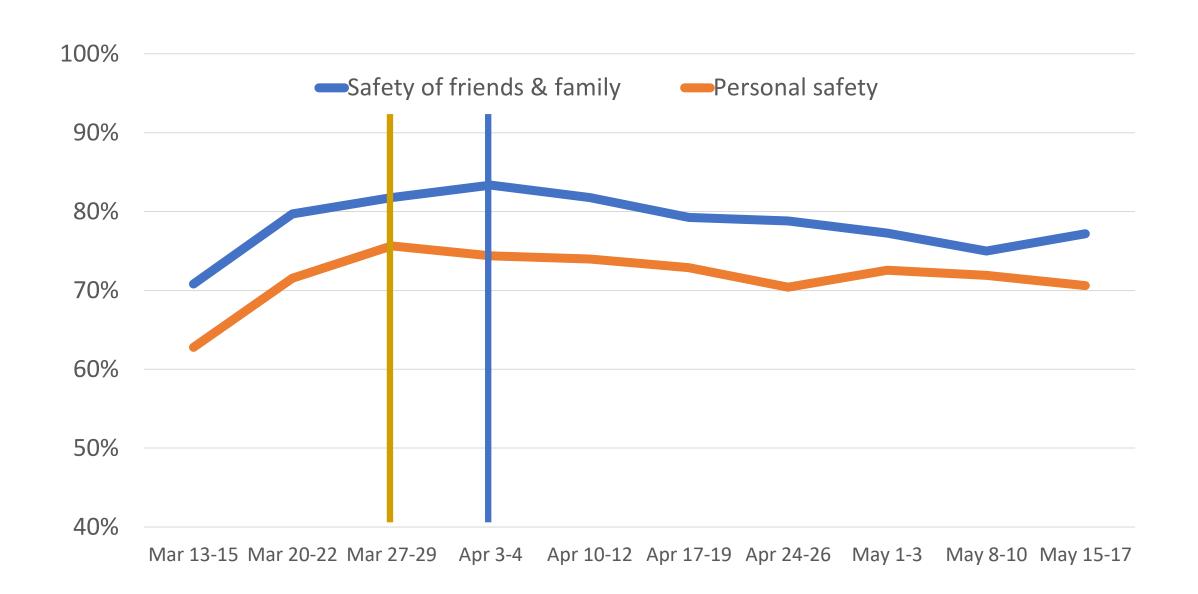




# Summary: Personal vs. External Concerns

# **Safety Concerns**

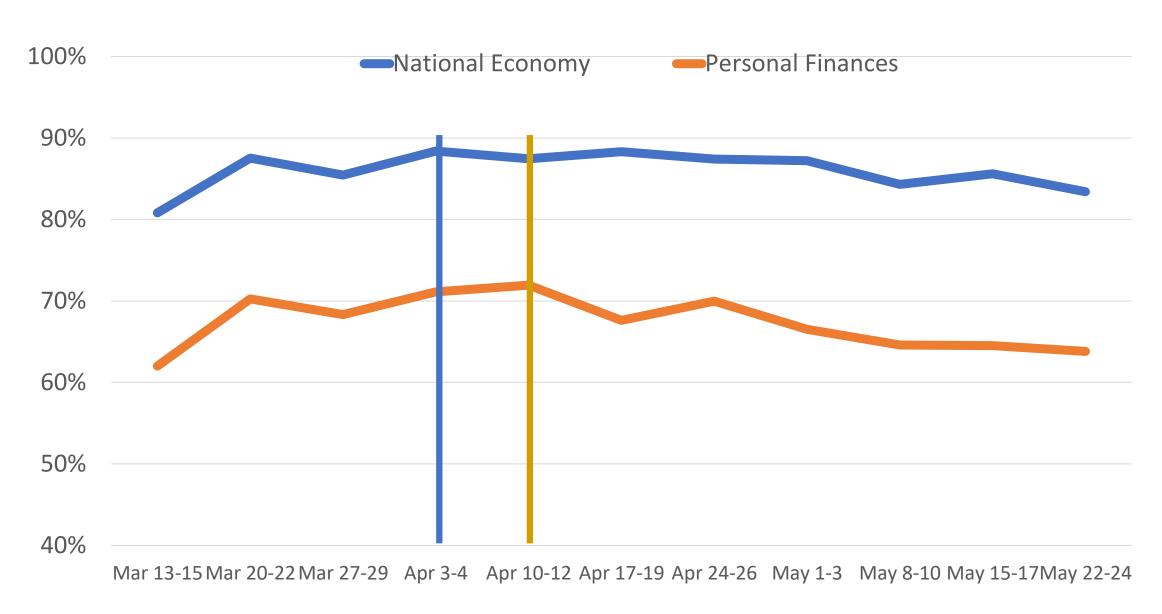
(% answering 10-6 on 11-point scale)



Question: Thinking about the current coronavirus situation, in general, HOW CONCERNED ARE YOU PERSONALLY about contracting the virus? Question: Thinking about the current coronavirus situation, in general, how concerned are you about your FRIENDS OR FAMILY contracting the virus?

### **Economic Concerns**

(% answering 10-6 on 11-point scale)



Question: Thinking about the current coronavirus situation, how concerned are you about the impact it may have on the NATIONAL ECONOMY? Question: Thinking about the current coronavirus situation, how concerned are you about the impact it may have on your PERSONAL FINANCES?

(Base: All respondents, 1,201, 1,200, 1,201, 1,216, 1,263, 1,238, 1,208, 1,204, 1,200, 1,212 and 1,223 completed surveys. Data collected March 13-15, 20-22, 27-29, April 3-5, 10-12, 17-19, 24-26, May 1-3, 8-10, 15-17 and 22-24, 2020)

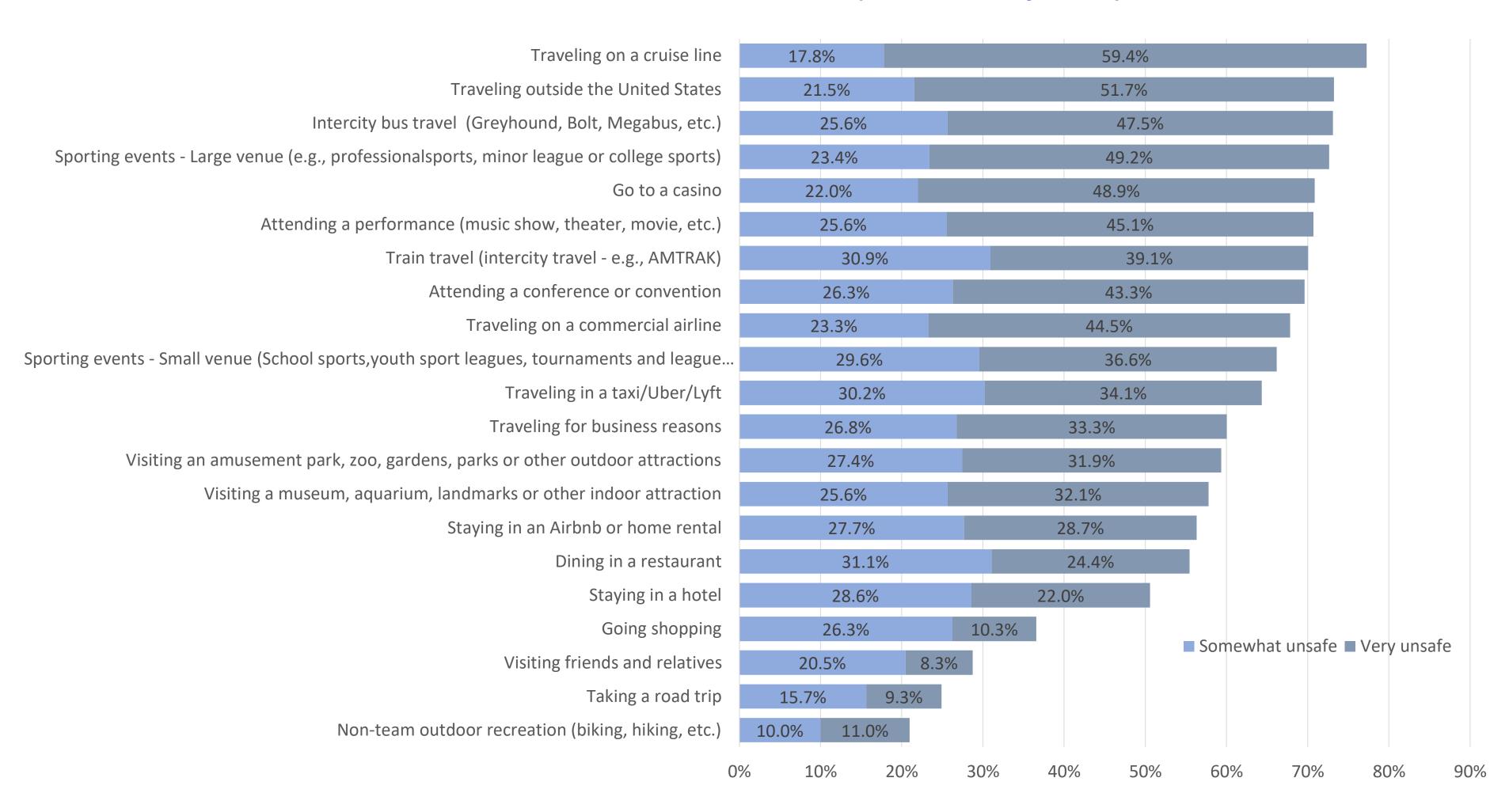


# Perceived Safety of Travel Activities

Question: At this moment, how safe would you feel doing each type of travel activity?

(Base: Wave 11 data. All respondents, 1,223 completed surveys. Data collected May 22-24, 2020)

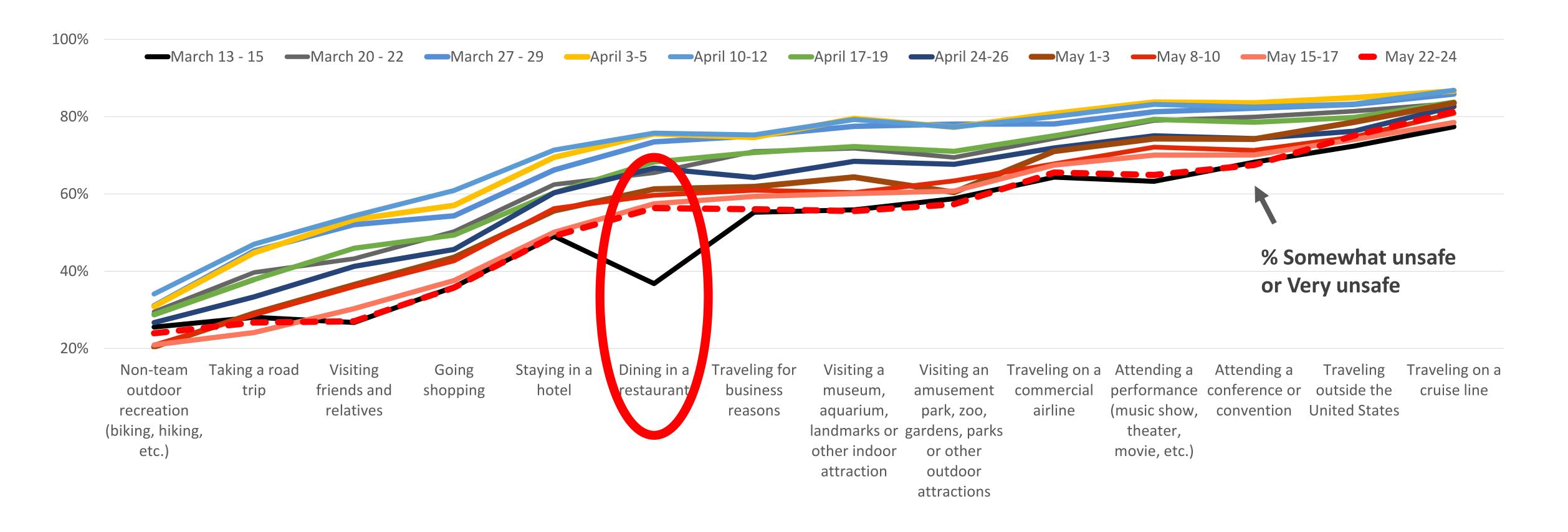
## Wave 11 (Collected May 22-24)





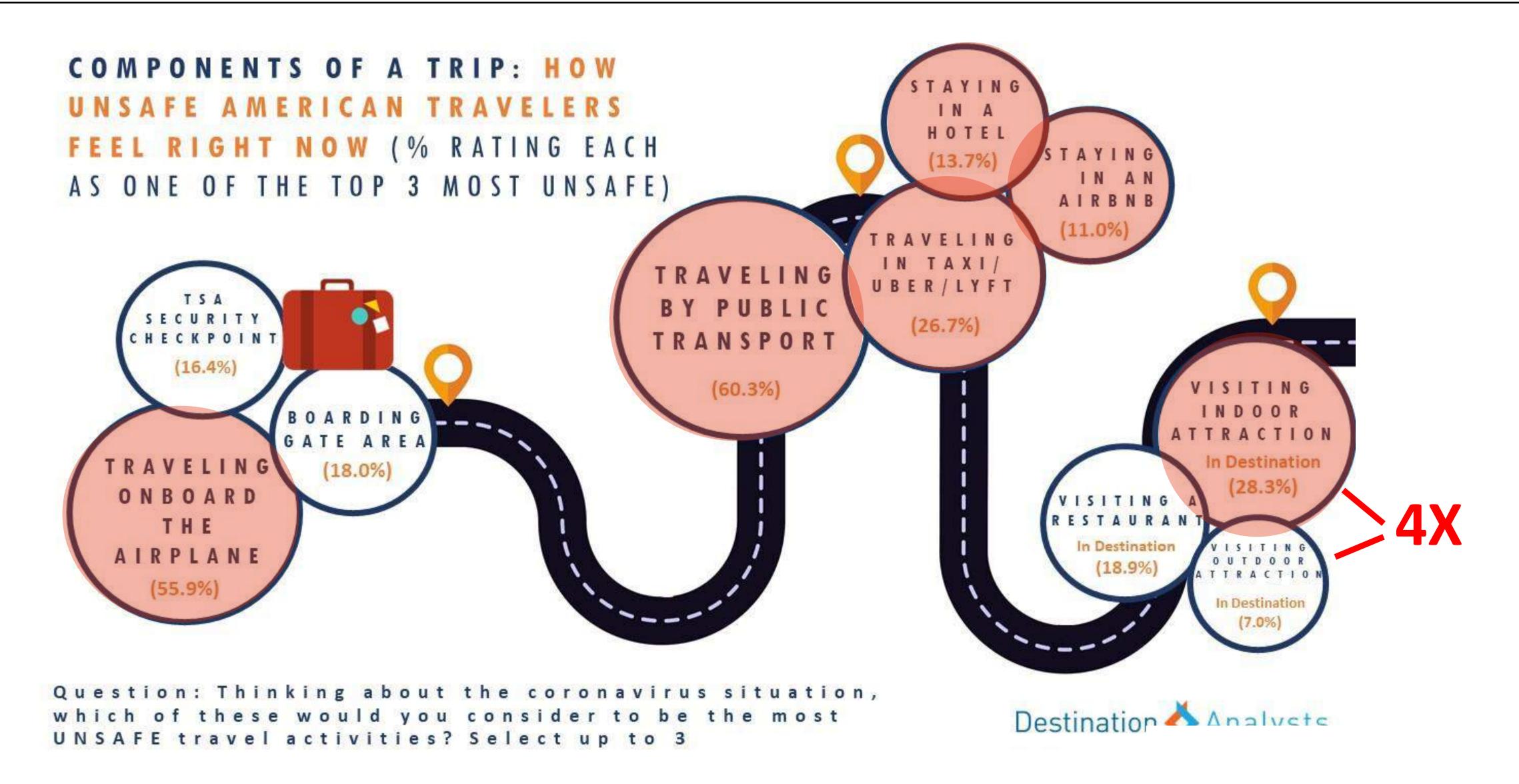
# Perceived Safety of Travel Activities (Waves 1-11 Comparison)

Question: At this moment, how safe would you feel doing each type of travel activity?





# Safety Along the Travel Path



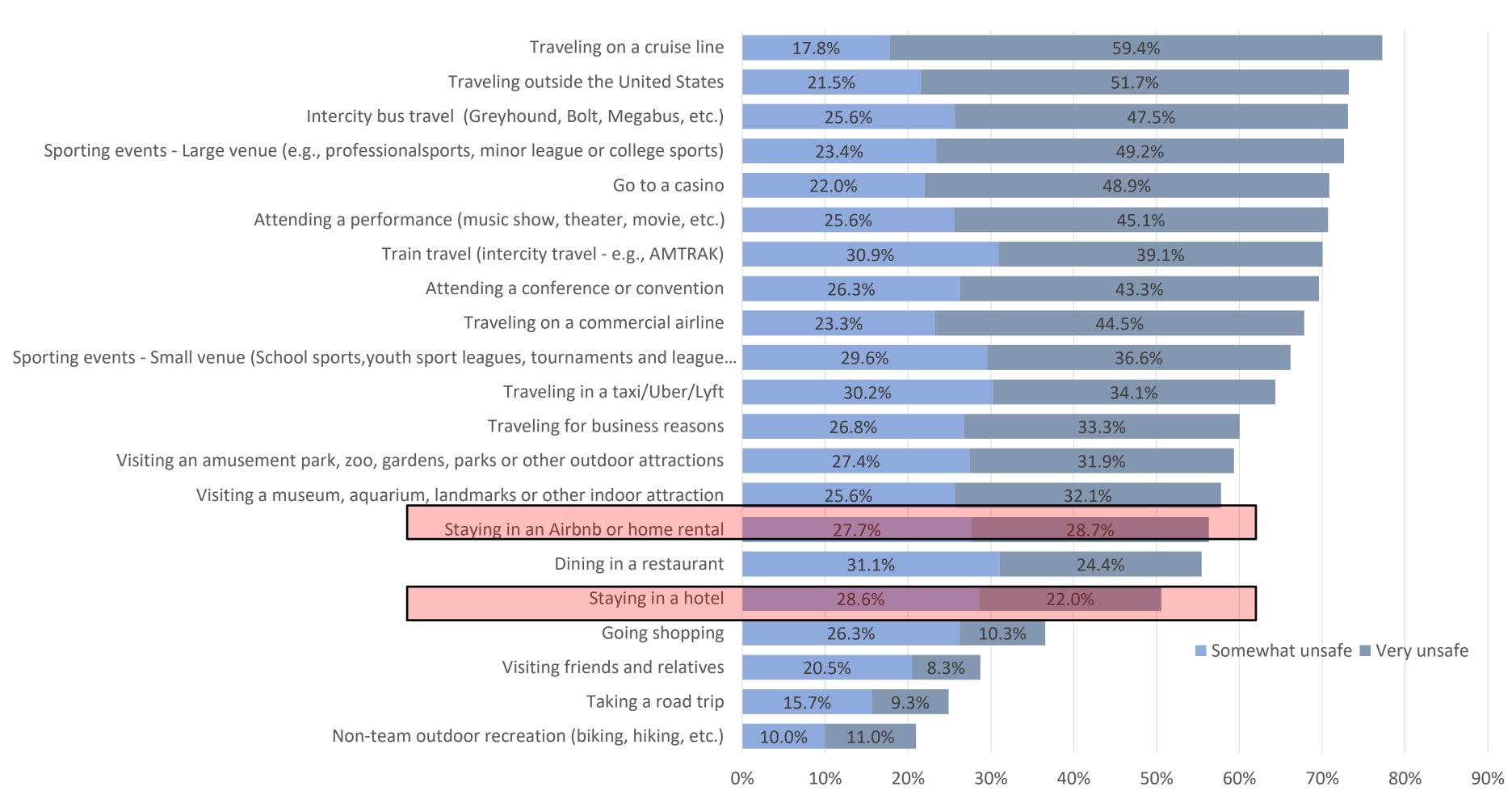


# Perceived Safety of Travel Activities

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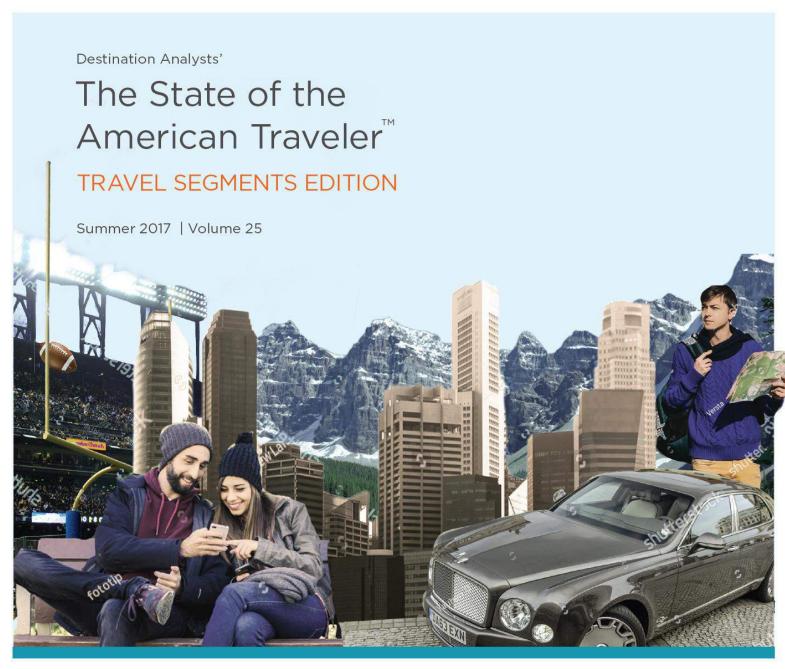
# KEYTAKEAWAYS

- This week saw continued gradual improvements in concerns about the severity of the pandemic's future course and its impact on travelers' health and finances
- With the exception on restaurants, safety concerns about travel activities—while still high—have retreated to levels seen at the early stages
- The most anxiety producing aspects of the travel journey are enclosed spaces, and often transportation related
- Outdoor attractions tend to generate lower levels of safety concern. Remember this in your creative choices





# The State of the American Traveler





- Online survey conducted since 2006
- Quarterly examination of traveler sentiment, motivations, perceptions & behaviors
- Survey invitation sent to a nationally representative sample of US adults—Total sample of 2,000 American leisure travelers
- Last conducted in January 2020



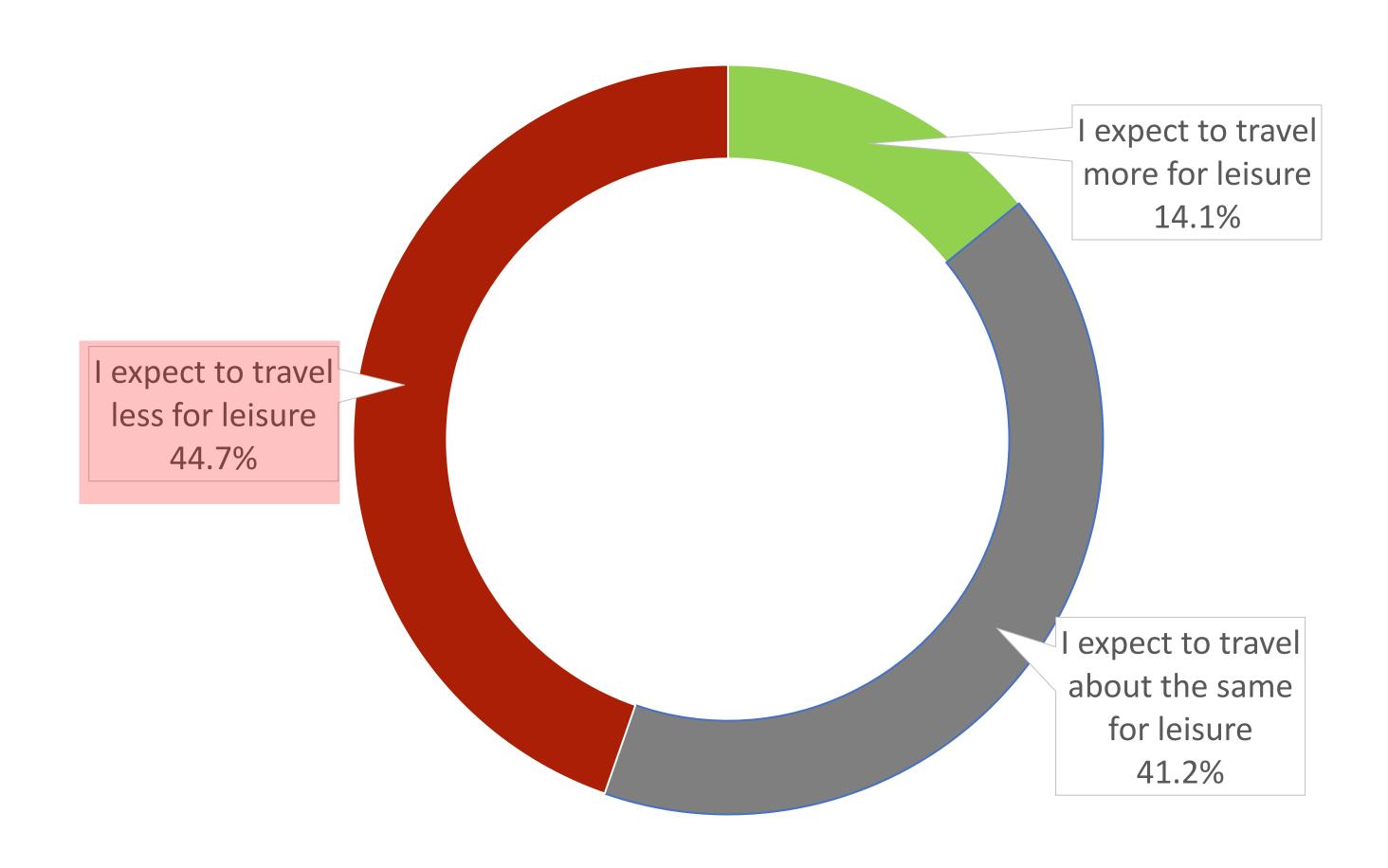
# Some viewers may find this disturbing, viewer discretion is advised.

# Leisure Travel Expectations (Trips Taken)

Question: In the next 12 months, do you expect to travel more or less for leisure than you did in the most recent 12-month period? (Select one)

(Base: All respondents, 1,223 completed surveys. Data collected May 22-24, 2020)

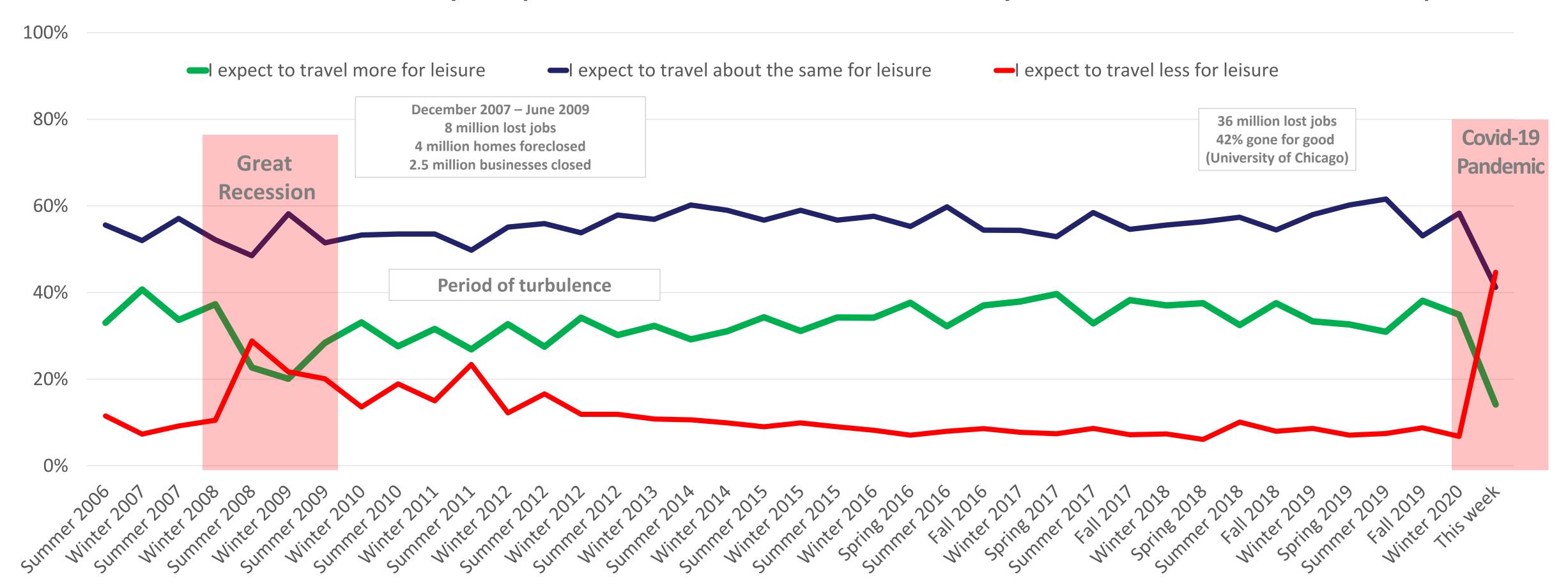
**Question added in Wave 11** 





# Historical Perspective: Leisure Travel Expectations (Trips Taken)

Question: In the next 12 months, do you expect to travel more or less for leisure than you did in the most recent 12-month period?



(Base: All respondents, 1,223 completed surveys. Data collected May 22-24, 2020) Source for historical data, The State of the American Traveler, Destination Analysts, Inc.

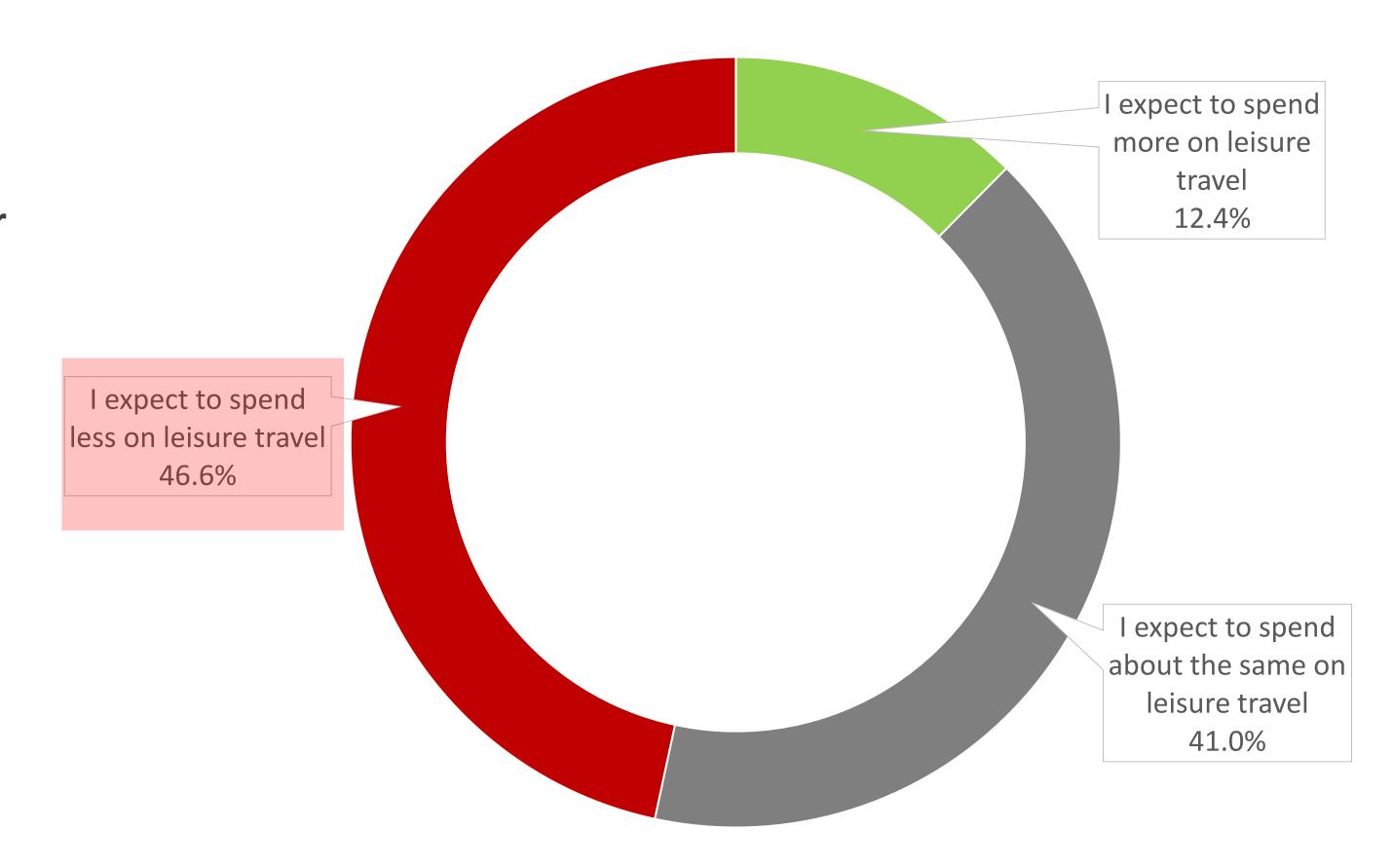


# Leisure Travel Expectations (Trips Taken)

Question: In the next 12 months, do you expect to spend more or less for leisure travel than you did in the most recent 12-month period? (Select one)

(Base: All respondents, 1,223 completed surveys. Data collected May 22-24, 2020)

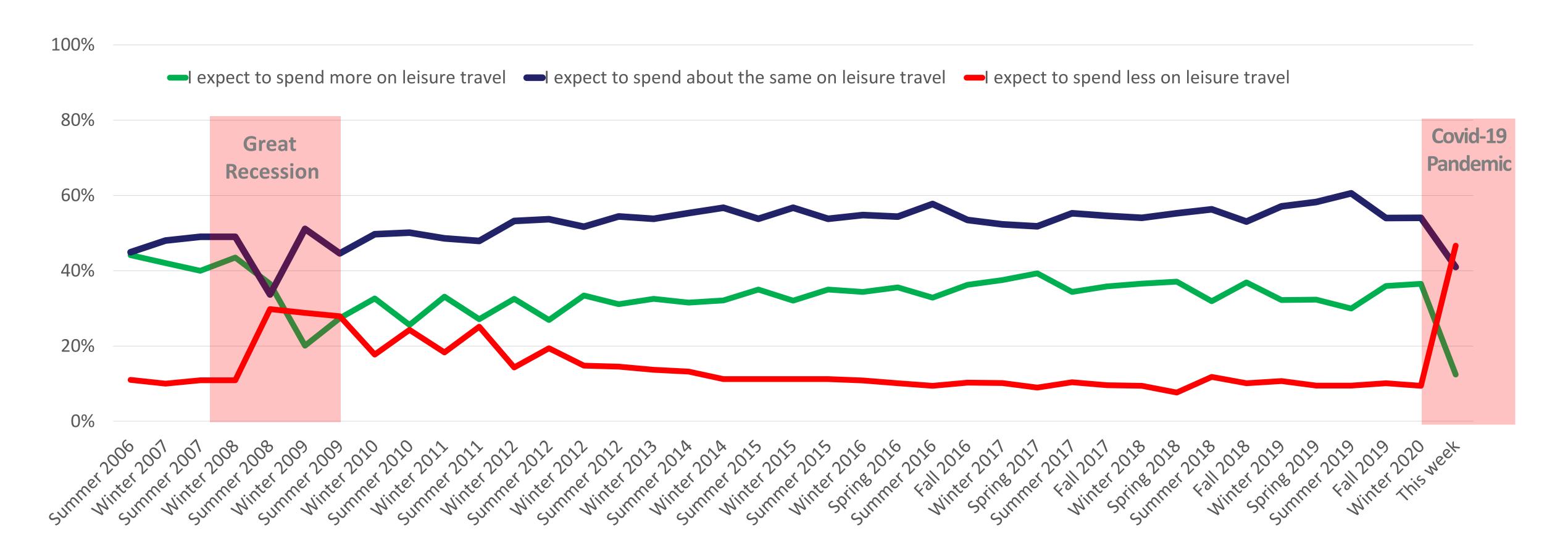
**Question added in Wave 11** 





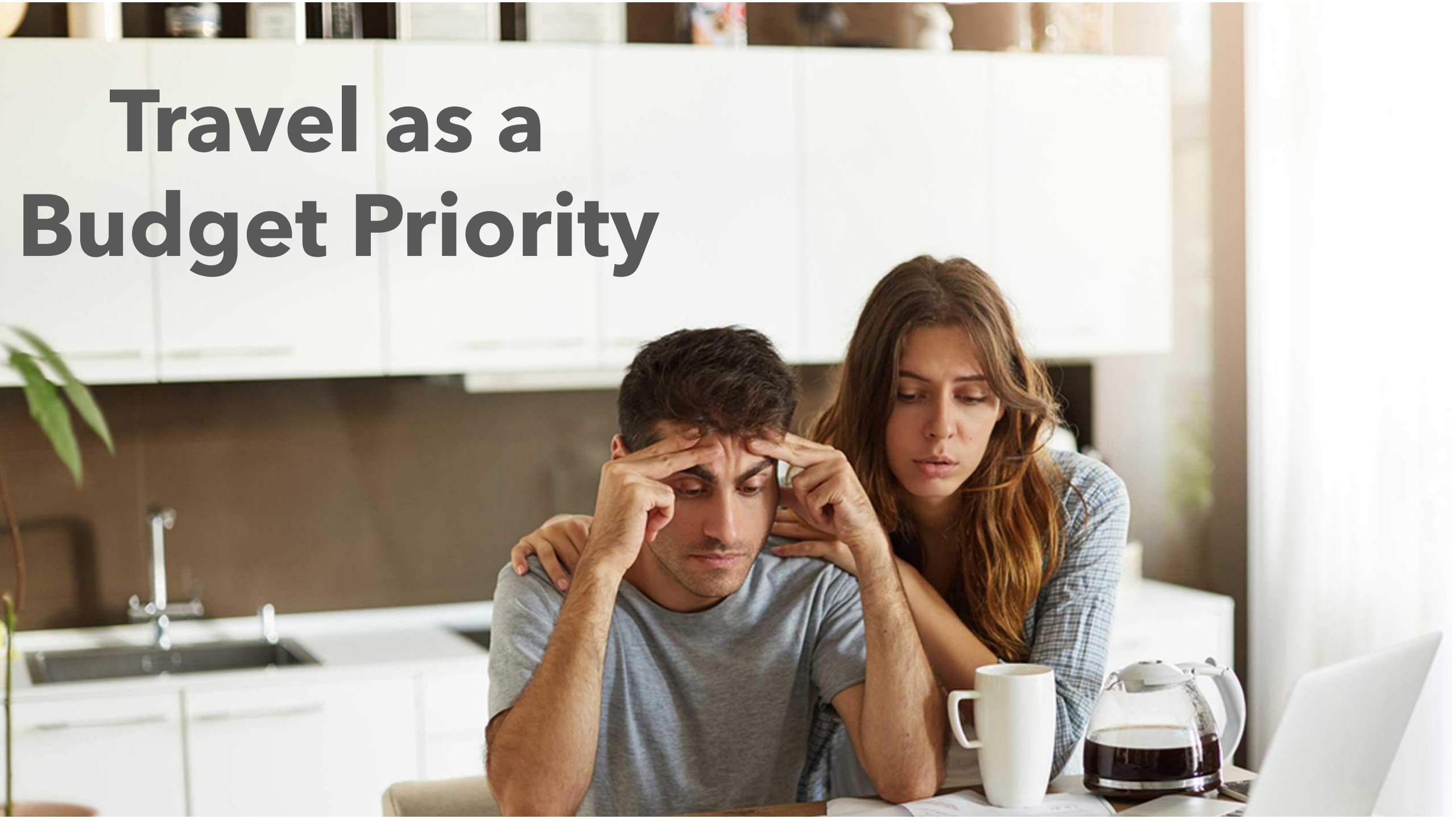
# Historical Perspective: Leisure Travel Expectations (Spending)

Question: In the next 12 months, do you expect to travel more or less for leisure than you did in the most recent 12-month period?



(Base: All respondents, 1,223 completed surveys. Data collected May 22-24, 2020) Source for historical data, The State of the American Traveler, Destination Analysts, Inc.



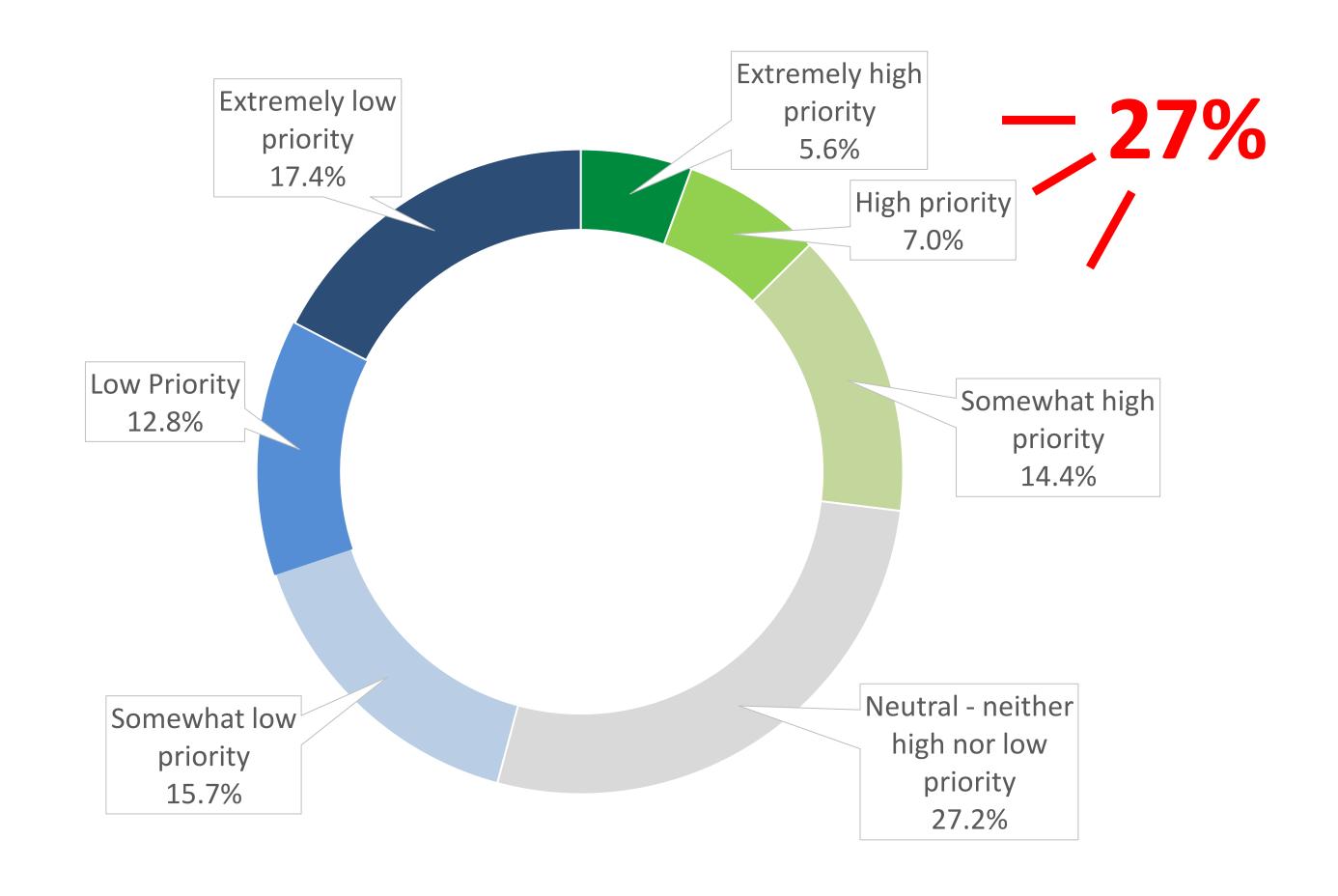


# Leisure Travel as a Budget Priority

Question: Thinking carefully about how you expect to spend your income in the NEXT 12 MONTHS, please use the scale below to describe your spending priorities in next year.

(Base: All respondents, 1,223 completed surveys. Data collected May 22-24, 2020)

**Question added in Wave 11** 

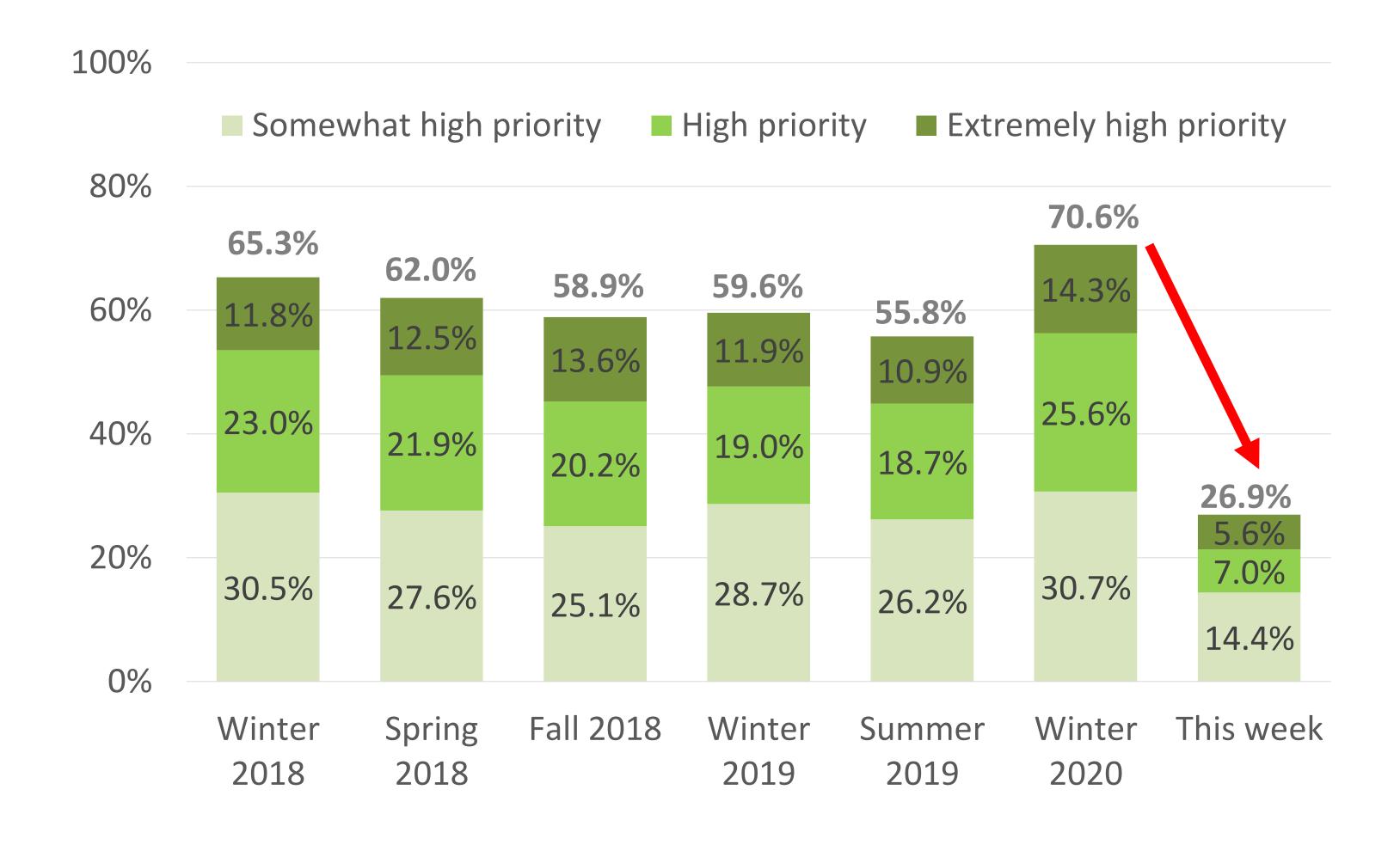




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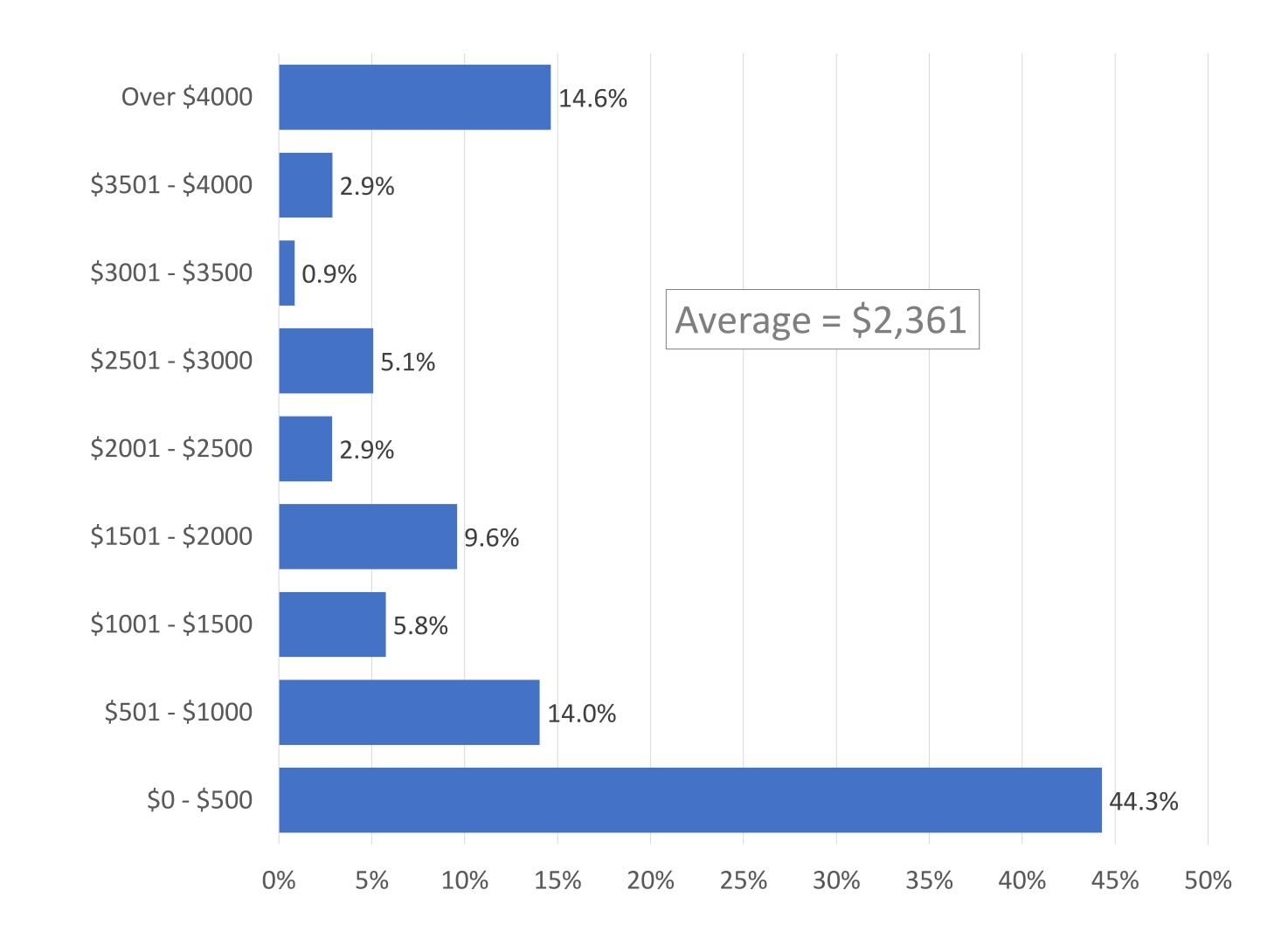


# Expected Leisure Travel Spending (Next 12 Months)

Question: How much IN TOTAL is the maximum you will spend on leisure travel (including airfare, accommodations and all other trip related spending) during the NEXT TWELVE (12) MONTHS?

(Base: All respondents, 1,223 completed surveys. Data collected May 22-24, 2020)

**Question added in Wave 11** 





# Expected Leisure Travel Spending (Next 12 Months)

Question: How much IN TOTAL is the maximum you will spend on leisure travel (including airfare, accommodations and all other trip related spending) during the NEXT TWELVE (12) MONTHS?

### **Average Expected Spending** \$4,500 \$3,882 \$4,000 \$3,500 \$3,000 \$2,500 \$2,000 \$2,361 \$1,500 \$1,000 \$500 \$0 2015 2016 Fall 201 Summer 201 Summer Summer Summer Spr Spr Spr Win Spr

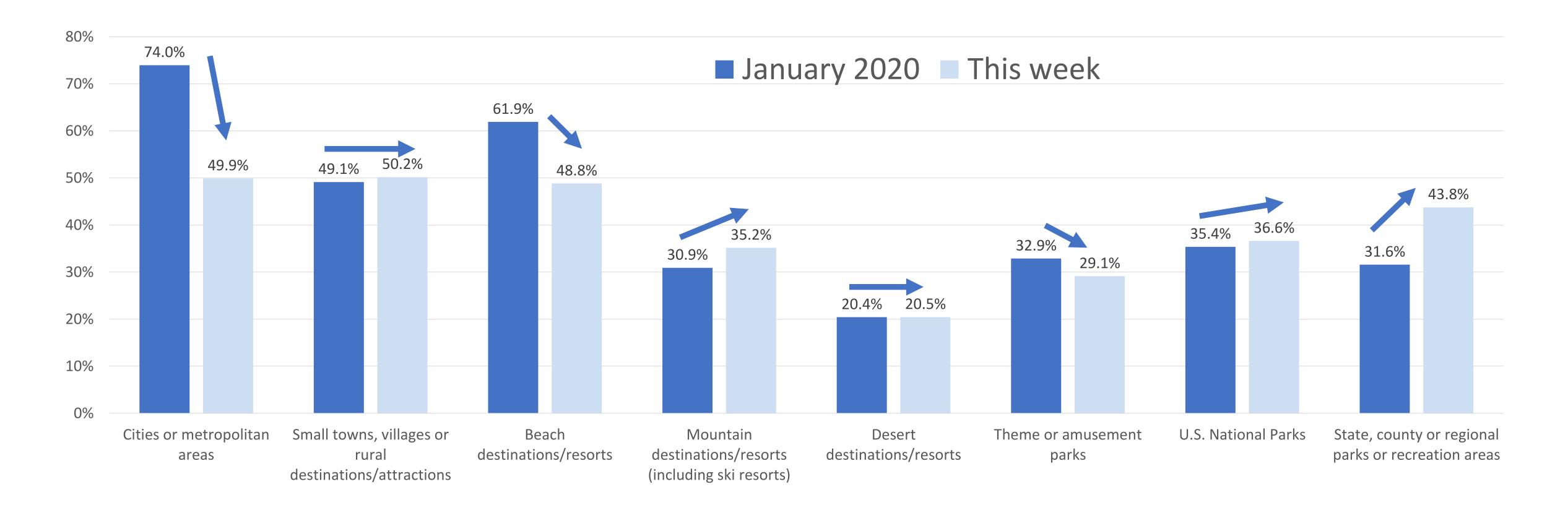






# Leisure Travel by Destination Type (Intent to Visit, Next 12 Months)

Question: In the next 12 months, HOW MANY TRIPS will you take that will include each of the following types of leisure destinations?

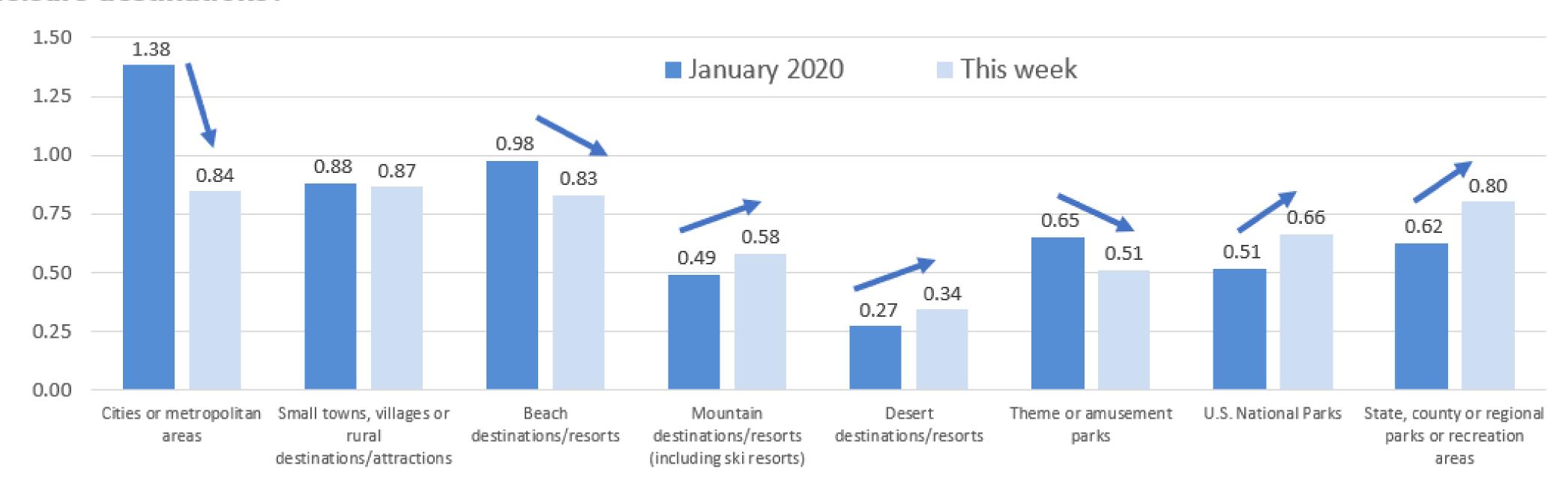


(Base: All respondents, 1,223 completed surveys. Data collected May 22-24, 2020) Source for historical data, The State of the American Traveler, Destination Analysts, Inc.



# Leisure Travel by Destination Type (Expected # of Trips 12 Months)

Question: In the next 12 months, HOW MANY TRIPS will you take that will include each of the following types of leisure destinations?





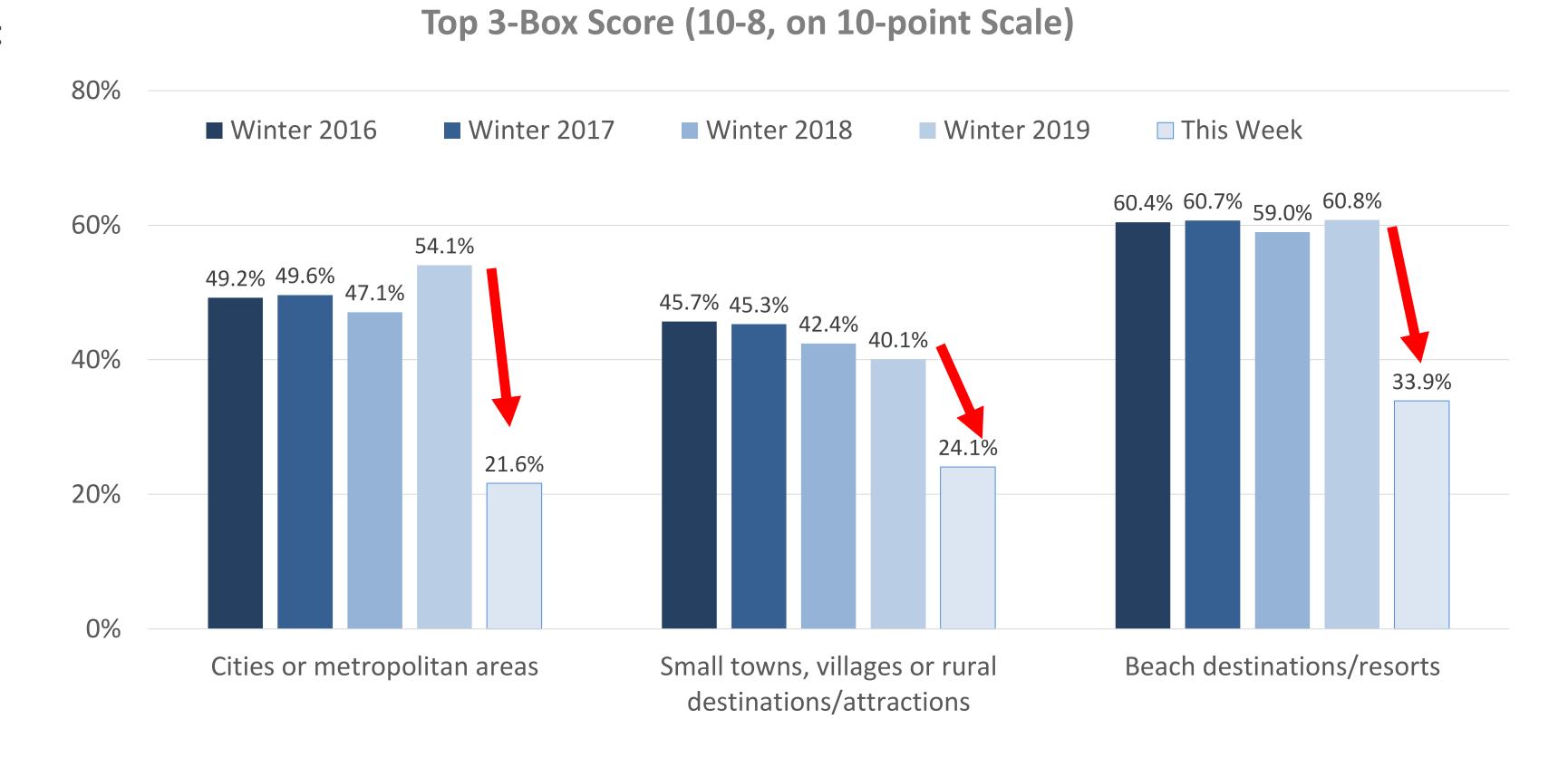




# Excitement for Each Destination Type (Top 3-Box Score)

Question: Thinking carefully about the destinations you are MOST EXCITED TO VISIT IN THE NEXT TWELVE (12) MONTHS for leisure reasons.

Use the 10-point scale where 10 = "Very excited" and 1 = "Not at all excited" to state how generally excited you are to visit each in the upcoming year?



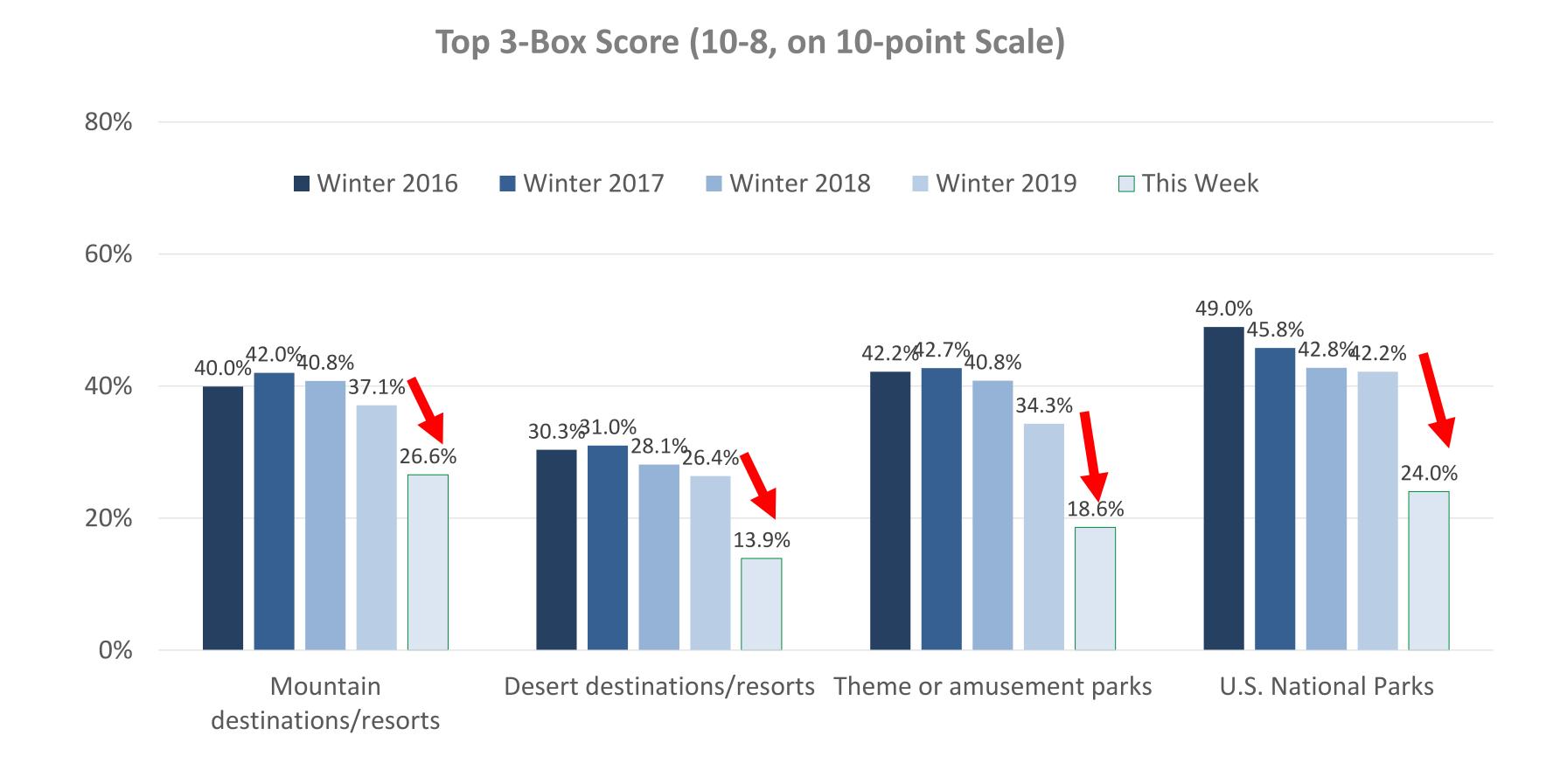
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# General Interest in Travel Experiences (Top 2-Box Score)

Question: In general how interested are you in taking LEISURE TRIPS which would include the following:

Top 2-Box Score (Interested or Very interested)	January 2020	This Week	% CHNG
Visit State, local or regional parks	48.7%	45.2%	-7.2%
Outdoor activities (winter)	25.1%	23.1%	-8.1%
Take Road Trips	57.4%	50.5%	-12.1%
Small towns, villages or rural destinations/attractions	47.4%	40.6%	-14.4%
Visits to mountain destinations/resorts (including ski resort	40.6%	34.1%	-16.0%
Visit U.S. National Parks	57.0%	46.7%	-18.1%
Cuisine and food experiences	58.3%	47.4%	-18.6%
Enjoying scenic beauty	76.1%	61.7%	-19.0%
Theme or amusement parks	38.3%	30.1%	-21.5%
Outdoor activities (warm weather)	68.7%	53.4%	-22.3%
Visits to beach destinations or resorts	66.2%	51.0%	-23.0%
Attend Festivals and Special Events	43.4%	33.2%	-23.5%
Visiting historical attractions	62.2%	46.5%	-25.2%
Arts & culture	47.8%	31.7%	-33.7%
Visits to desert destinations or resorts	36.8%	23.8%	-35.3%
Big city experiences	53.8%	34.3%	-36.3%
Visits to foreign countries	58.0%	30.4%	-47.6%



Question: What is the first U.S. destination that comes to mind when thinking about places you would like to visit in the next 12 months?



# Excitement for Each Destination Type (Top 3-Box Score)

Question: On the last page you said you would like to visit <<DESTINATION NAME>> in the next year.

Which of the following are reasons you want to visit <<DESTINATION NAME>> this year?

	January 2020	This Week	% CHNG
Beaches or water sports	19.5%	22.7%	16.4%
Friends or family are there	28.0%	30.4%	8.5%
Connecting with nature	20.4%	18.2%	-10.6%
Shopping	15.8%	13.7%	-12.8%
Music scene	8.8%	7.3%	-16.8%
Theme or amusement park	12.9%	9.7%	-25.1%
Adventure	22.0%	16.0%	-27.2%
It's mysterious or exotic	7.8%	5.5%	-29.2%
Special event, sporting event or festival	12.8%	8.8%	-31.2%
Winter fun (skiing, snowboarding etc.)	4.9%	3.3%	-31.8%
Bucket list destination	14.7%	9.7%	-34.2%
History	19.4%	12.7%	-34.3%
Visited before and want to return	40.1%	25.7%	-35.8%
Food & cuisine	32.3%	20.5%	-36.4%
Arts & culture	17.3%	10.3%	-40.6%
Nightlife	15.5%	9.2%	-41.0%
General atmosphere	36.6%	21.4%	-41.4%
Word of mouth	8.9%	4.9%	-44.9%
Romance	12.2%	6.7%	-45.0%

Only two reasons increased between January to this week.

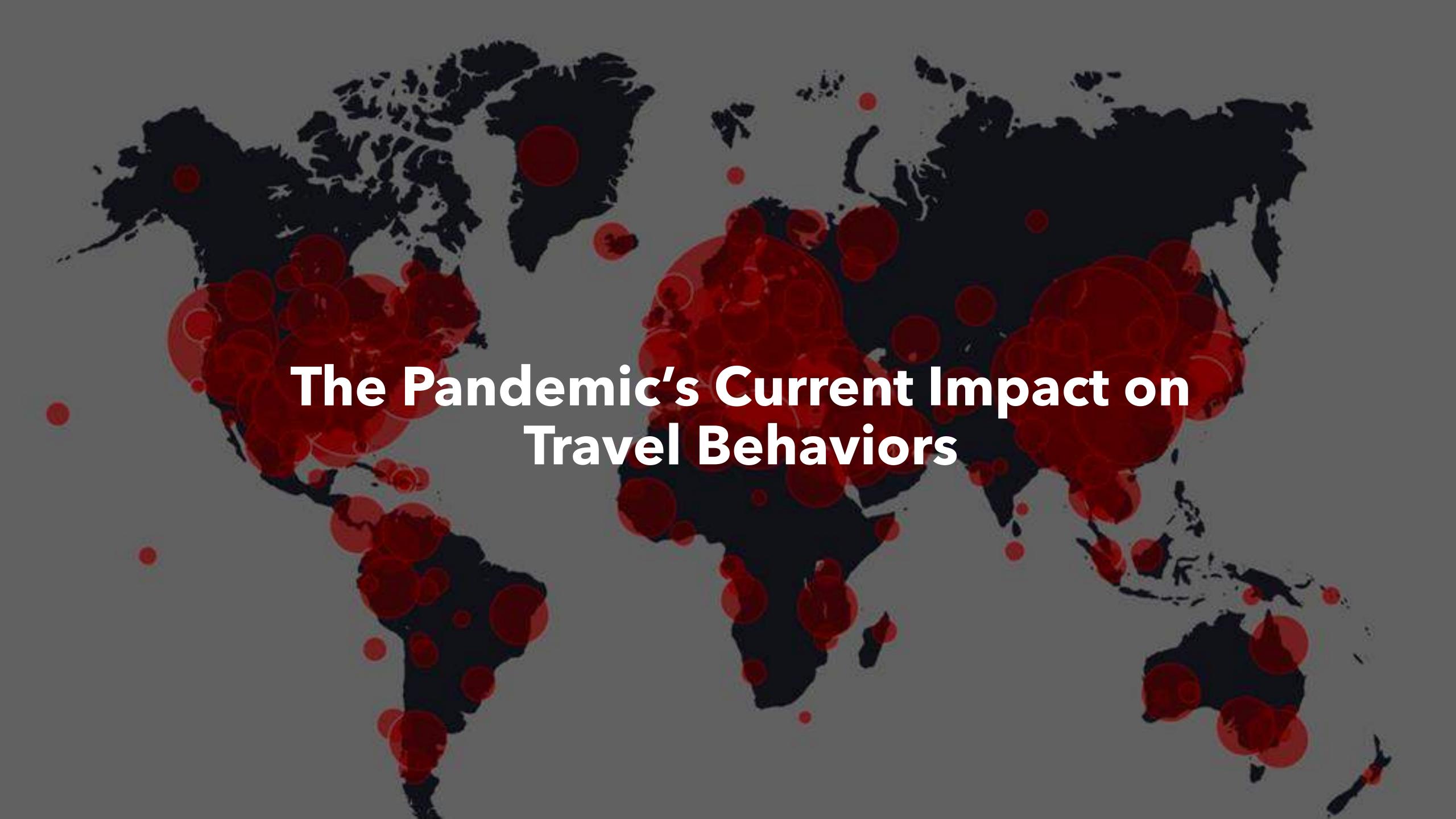
(Base: All respondents, 1,223 completed surveys. Data collected May 22-24, 2020) Source for historical data, The State of the American Traveler, Destination Analysts, Inc.



# KEY TAKEAWAYS

- The pandemic has dropped a bomb into American travel aspirations, far exceeding the damage done to traveler sentiment during the Great Recession.
- Travelers expect to spend far less this year on leisure travel and have demoted travel significantly in their budget priorities
- In terms of traveler priorities, mountain, desert and park-oriented destinations have increased in how they are valued
- The pandemic appears to be sucking the joy out of travel, with Americans exhibiting depressed levels of excitement and interest

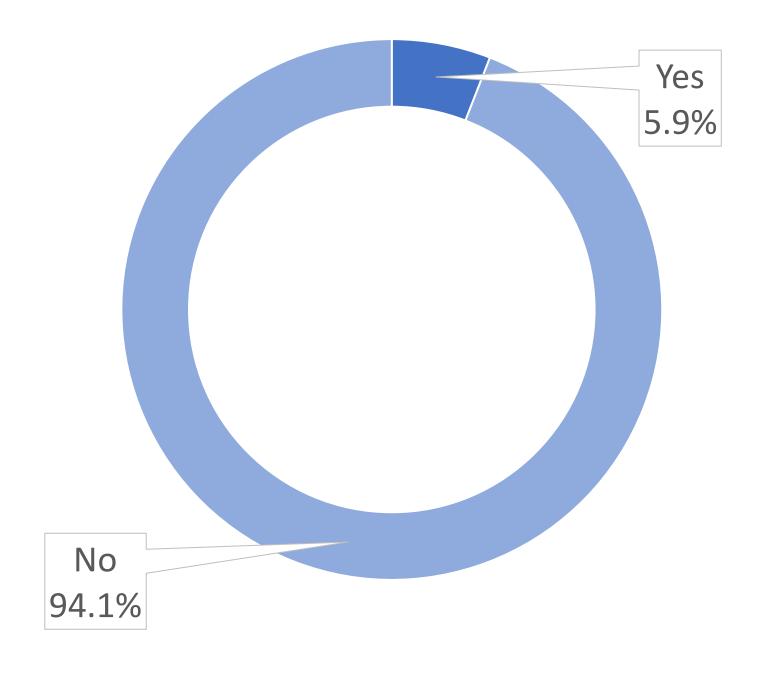


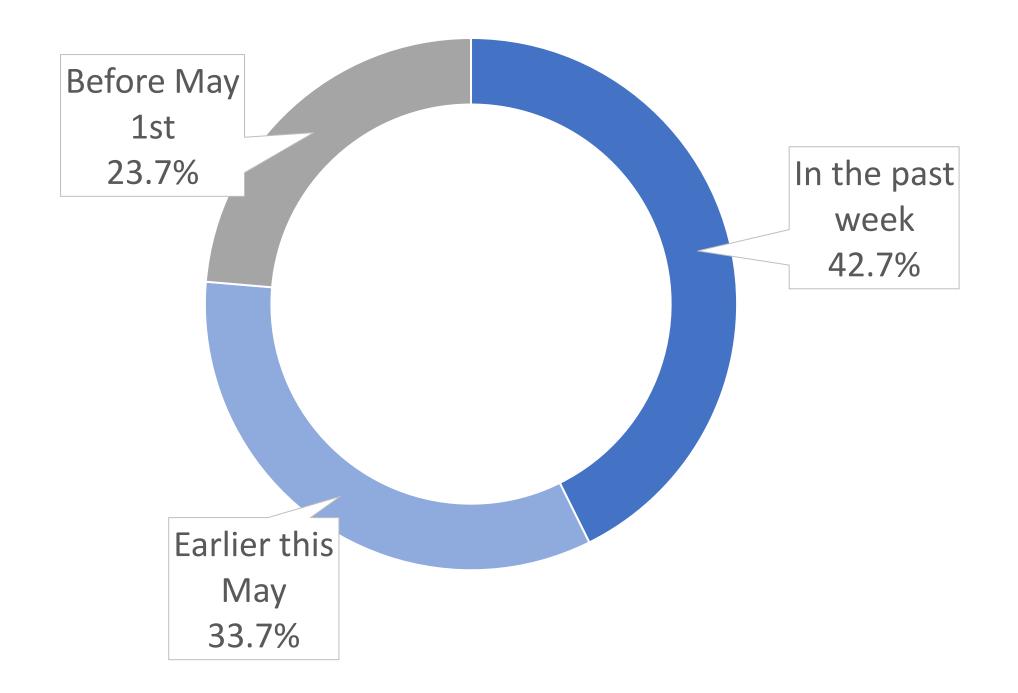






# Memorial Day Travel





Question: Are you taking a trip the Memorial Day weekend?

Question: When did you decide to take this trip?

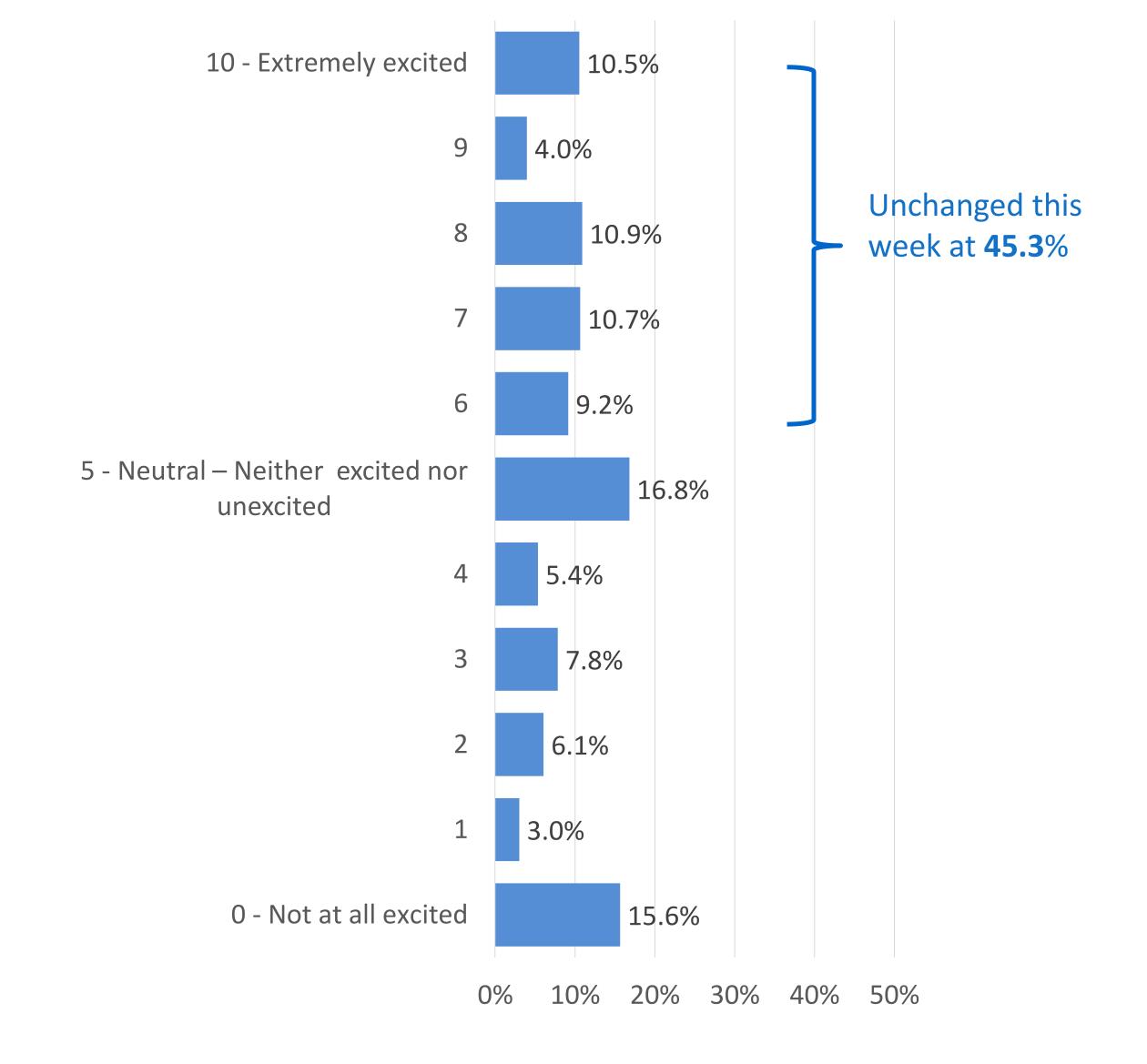


#### **Excitement to Travel Now**

Question: Imagine that a good friend (or close family member) asks you to take a weekend getaway with them sometime in the next month.

How excited would you be to go? (Assume the getaway is to a place you want to visit)

(Base: All respondents, 1,223 completed surveys. Data collected May 22-24, 2020)



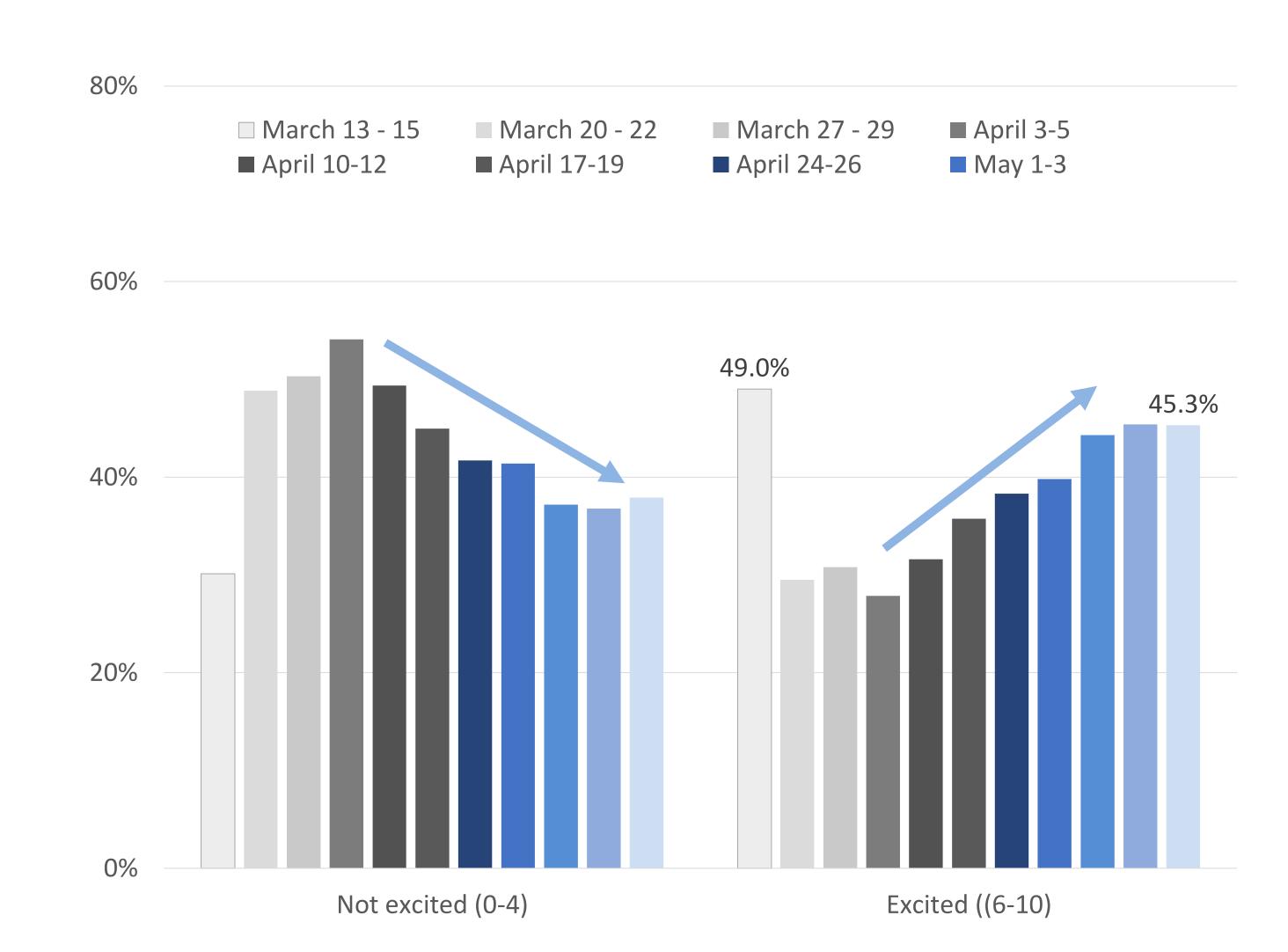


# Excitement to Travel Now (Excited vs. Not Excited)

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(Base: All respondents, 1,201, 1,200, 1,201, 1,216, 1,263, 1,238, 1,208, 1,204, 1,200, 1212 and 1,223 completed surveys. Data cd March 13-15, 20-22, 27-29, April 3-5, 10-12, 17-19, 24-26, May 1-3, 8-10, 15-17 and 22-24, 2020)

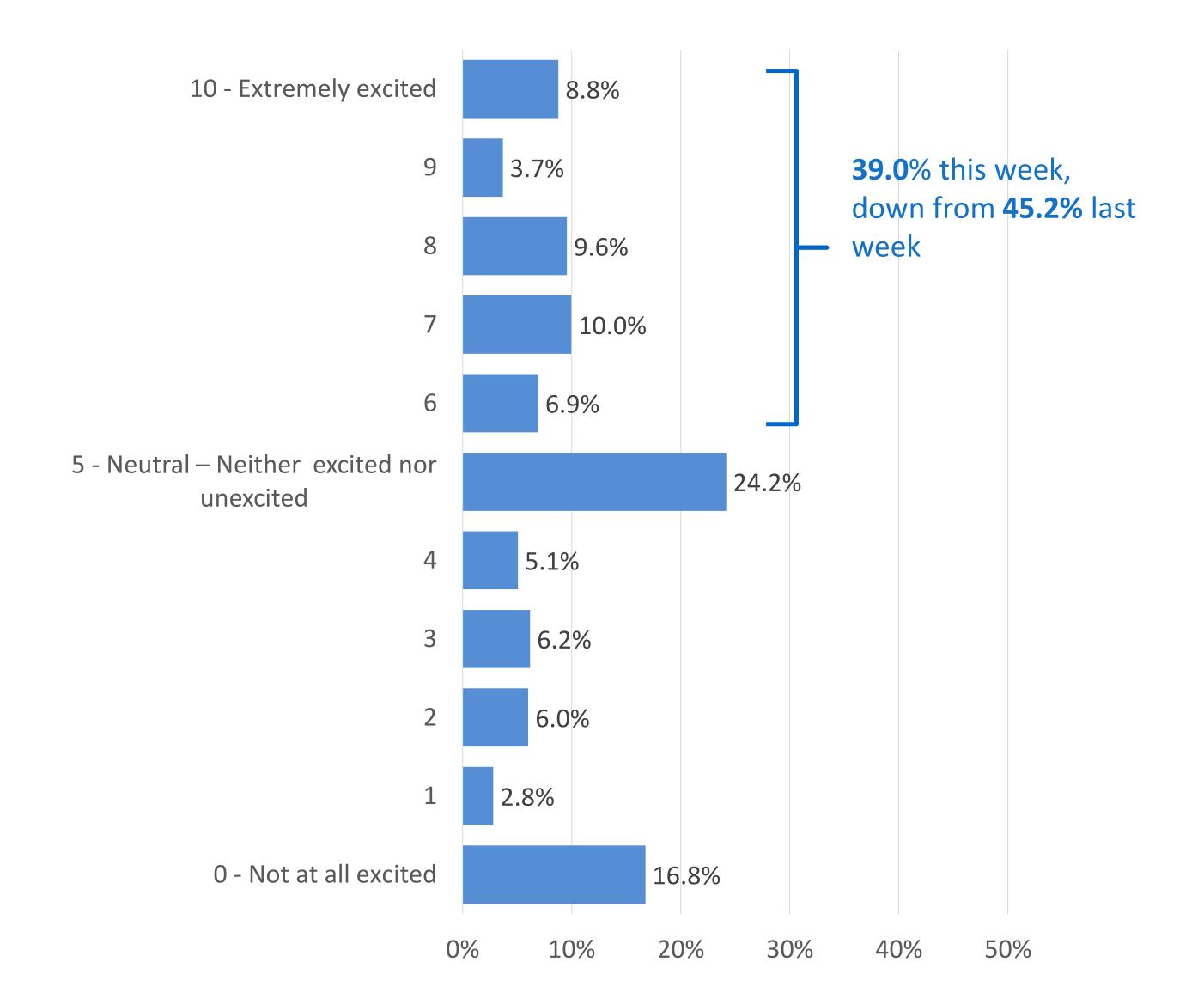




# Openness to Travel Information

Question: At this moment, how excited are you in learning about new, exciting travel experiences or destinations to visit?

(Base: All respondents, 1,223 completed surveys. Data collected May 22-24, 2020)

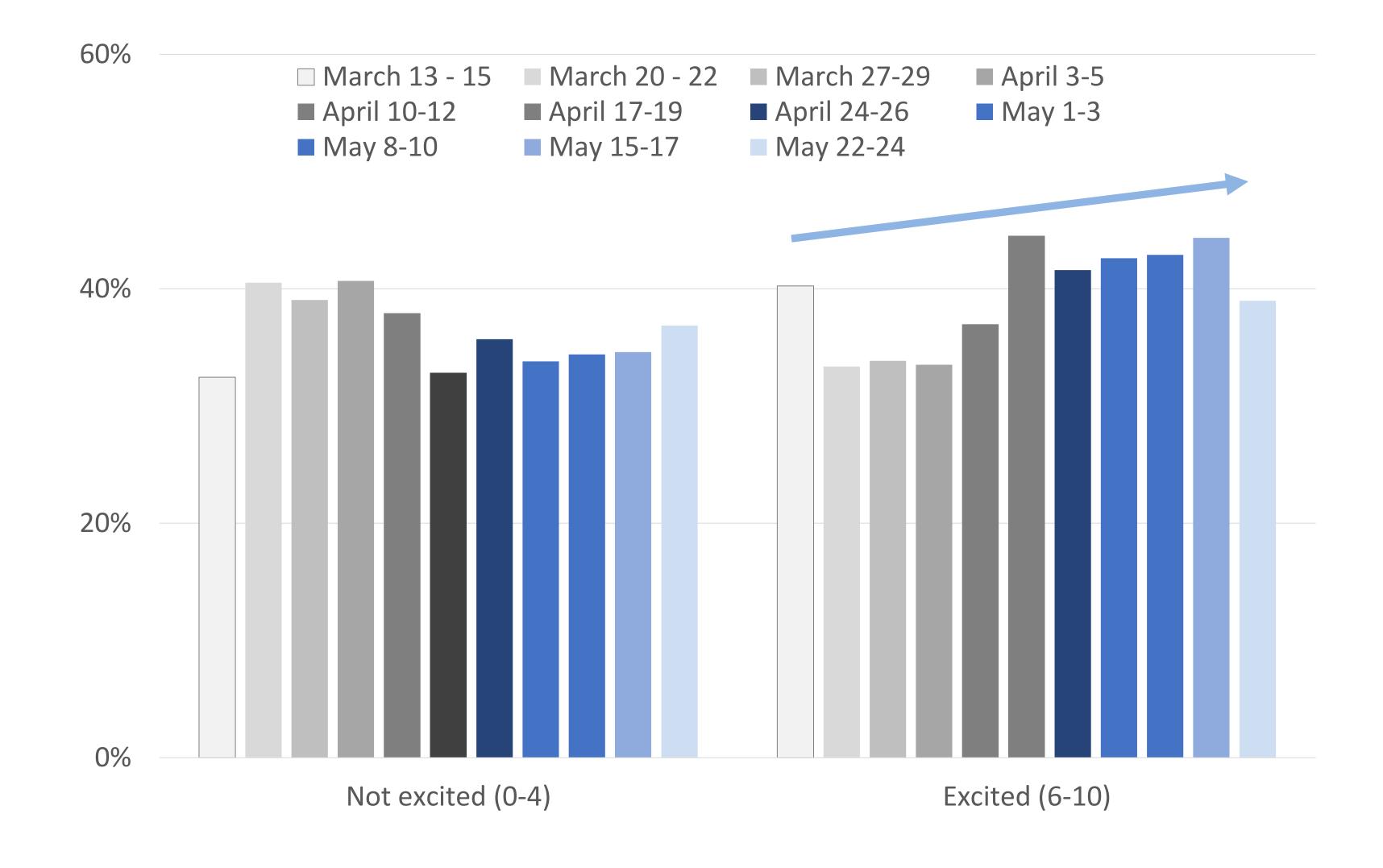




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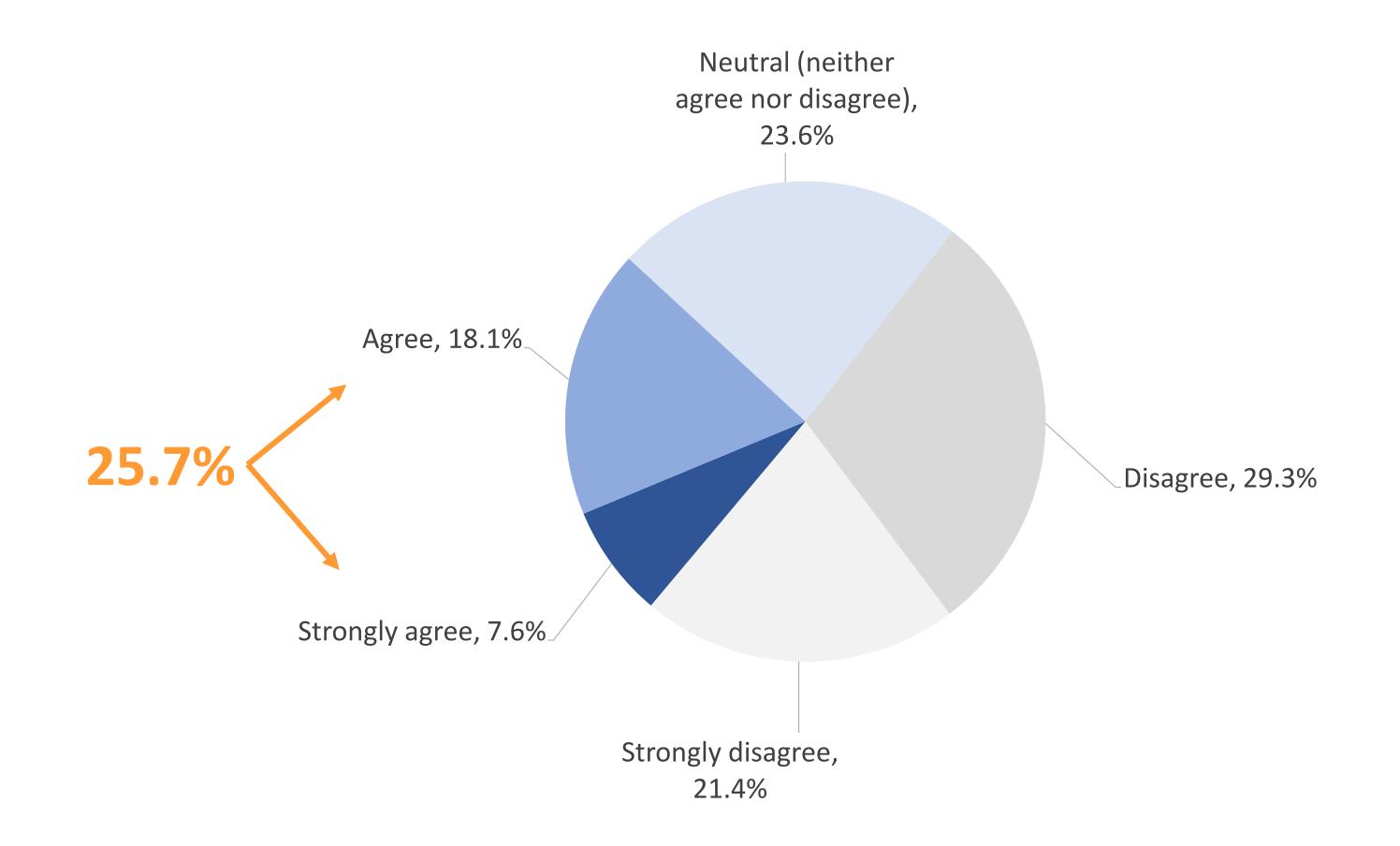
# **Expectations for Fall Travel Season**

# How much do you agree with the following statement?

Statement: I expect the coronavirus situation will be resolved before the fall travel season.

(Base: All respondents, 1,223 completed surveys. Data collected, May 22-24, 2020)

**Question Added in Wave 11** 

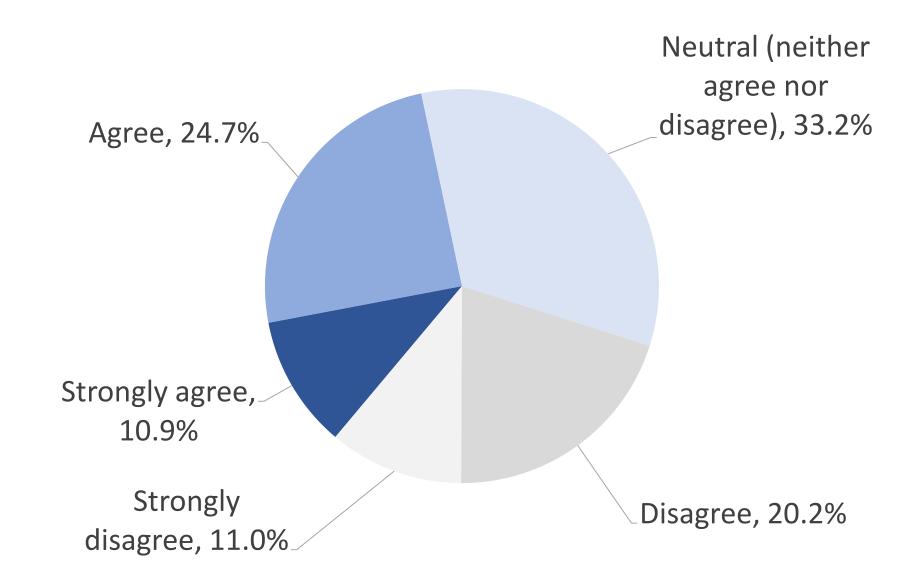




# **Expectations for Traveling in the Fall**

#### How much do you agree with the following statement?

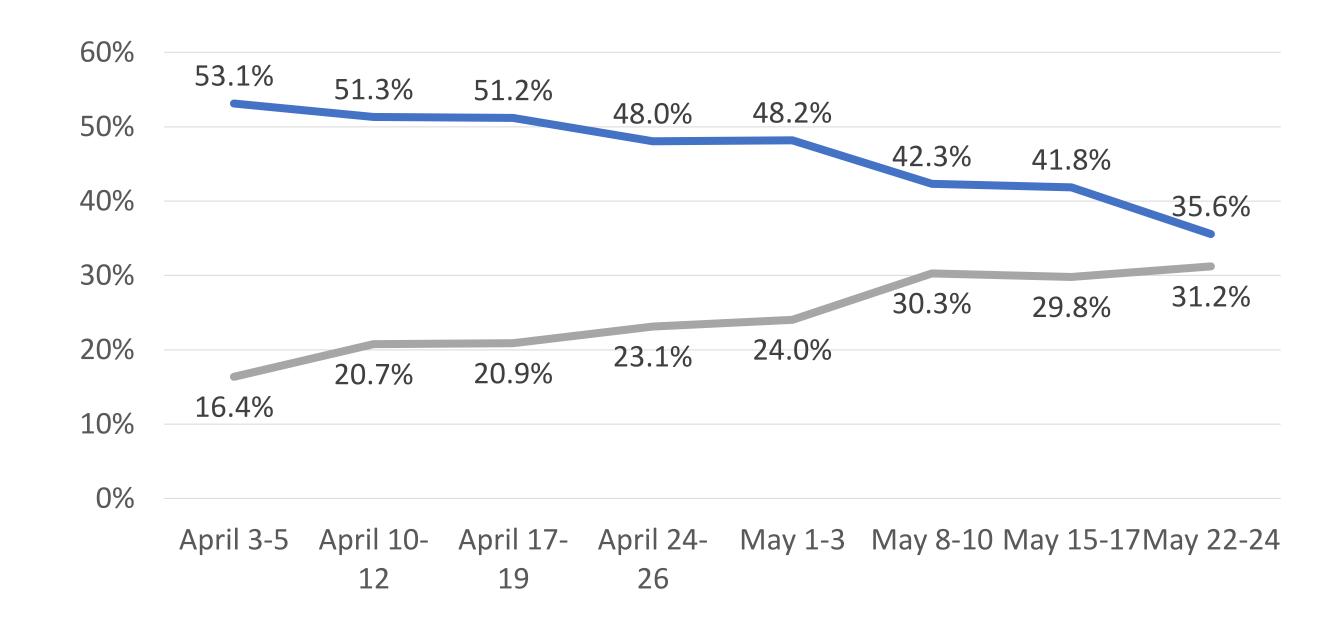
Statement: I expect that I will be traveling in the Fall of 2020.



(Base: All respondents, 1,216, 1,263, 1238 1,208, 1,204, 1,200, 1,212 and 1,223 completed surveys. Data collected April 3-5, 10-12, 17-19, 24-26, May 1-3, 8-10, 15-17 and 22-24, 2020)

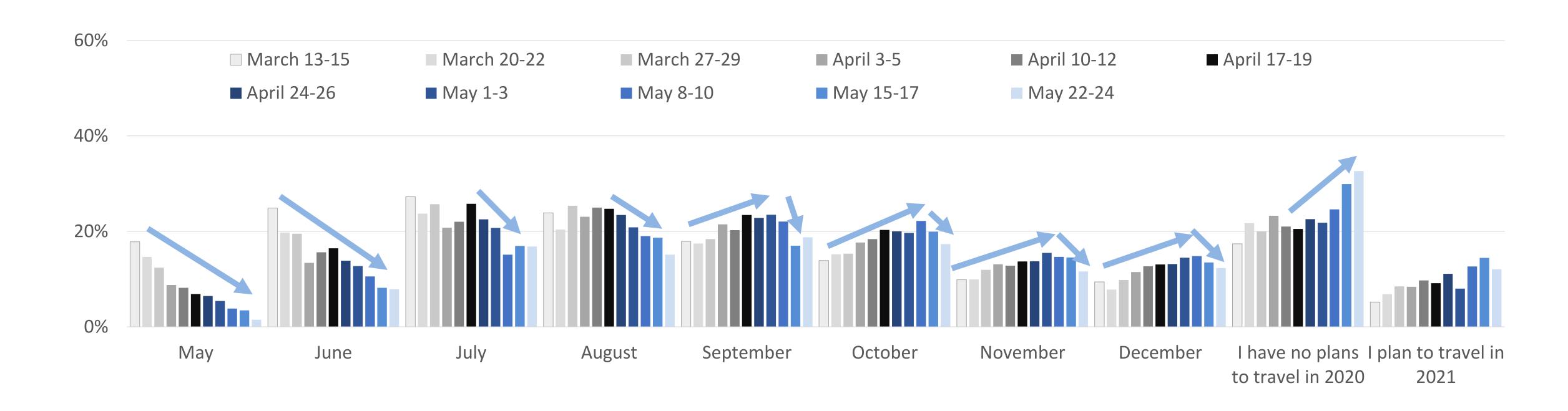






# **Upcoming Travel Plans**

Question: Even if only tentatively scheduled, in which months of this year do you currently plan to take any leisure trips?



(Base: All respondents, 1,201, 1,200, 1,201, 1,216, 1,263, 1,238, 1,208, 1,204, 1,200, 1212 and 1,223 completed surveys. Data cd March 13-15, 20-22, 27-29, April 3-5, 10-12, 17-19, 24-26 May 1-3, 8-10 and 15-17, 2020)



#### Month of Next Road and Commercial Airline Trip

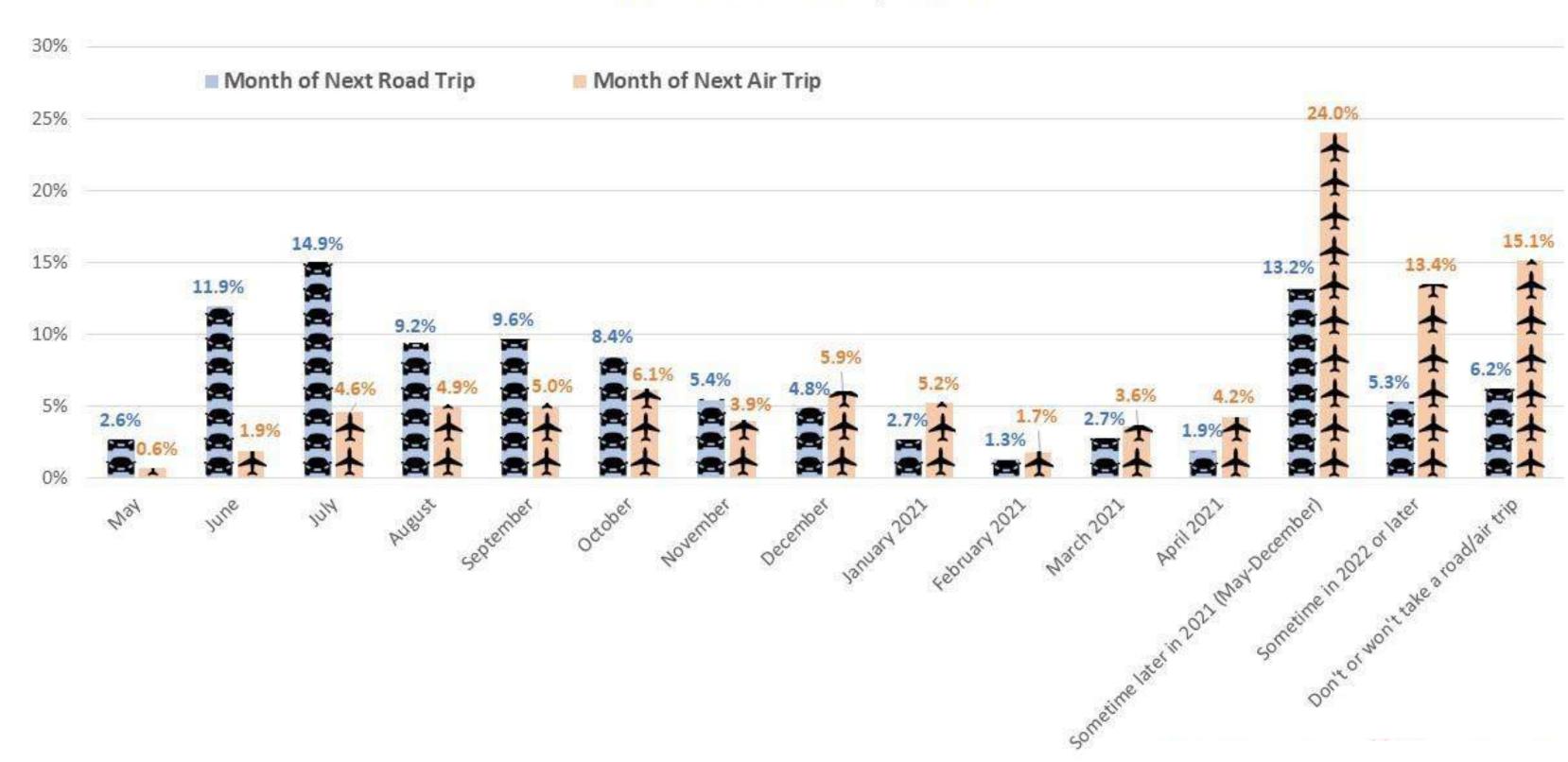
Question: In what month do you expect you will take your NEXT TRIP on a commercial airline?

Question: In what month do you expect you will take your NEXT ROAD TRIP (Traveling in a personal automobile)?

(Base: Wave 11. All respondents, 1,223 completed surveys. Data collected May 22-24, 2020)

#### WONTH OF NEXT ROAD TRIP & AIR TRIP

AS OF MAY 24TH, 2020

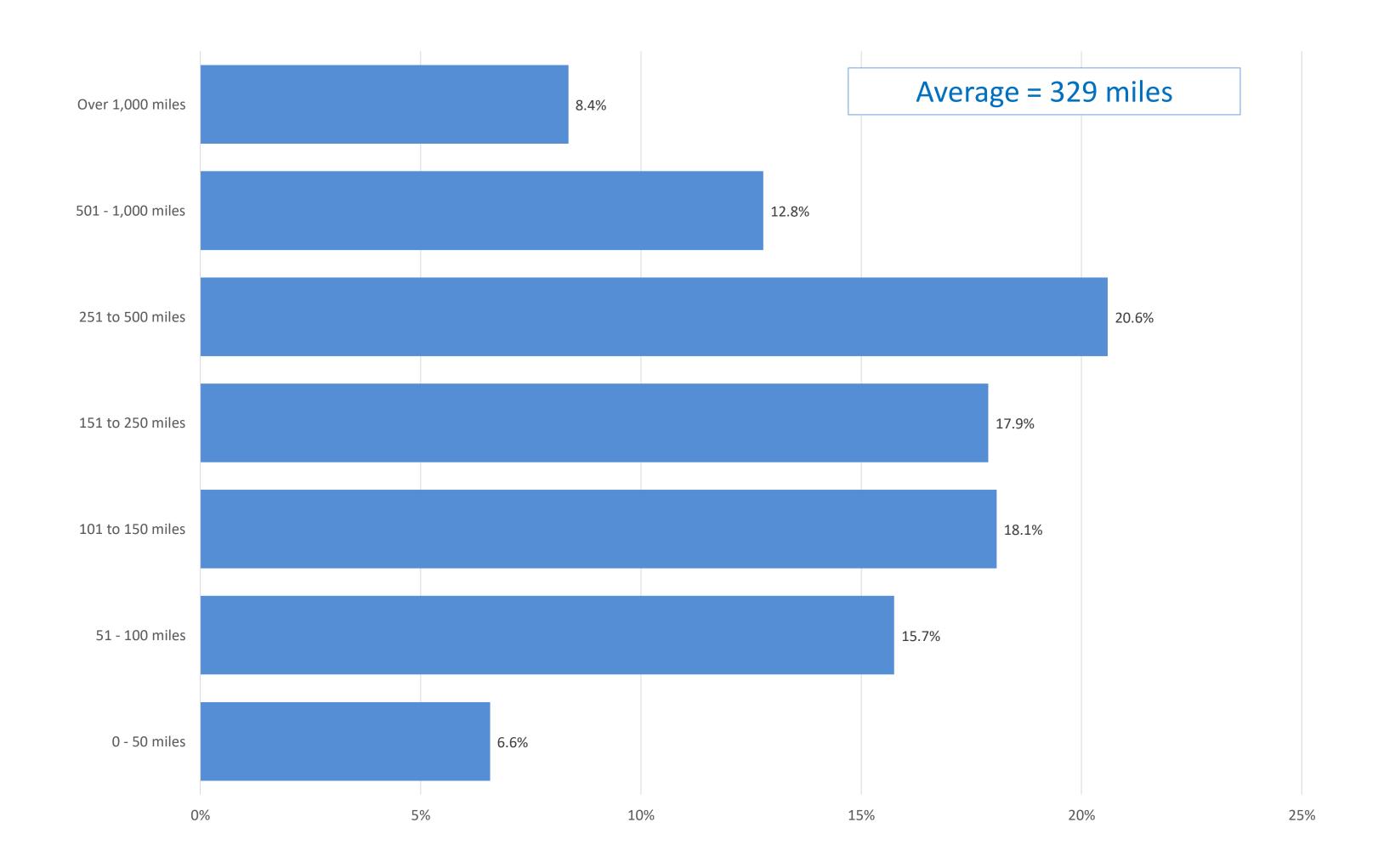




# Distance of Next Road Trip

Question: On your next ROAD TRIP, how far away from home will you be likely to travel?

(Base: Wave 11. Respondents who said they would take a road trip, 1,146 completed surveys. Data collected May 22-24, 2020)

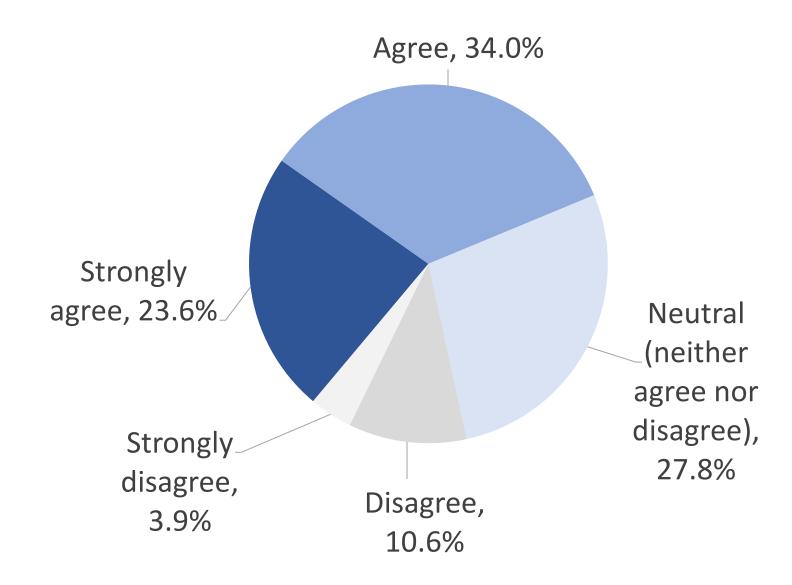




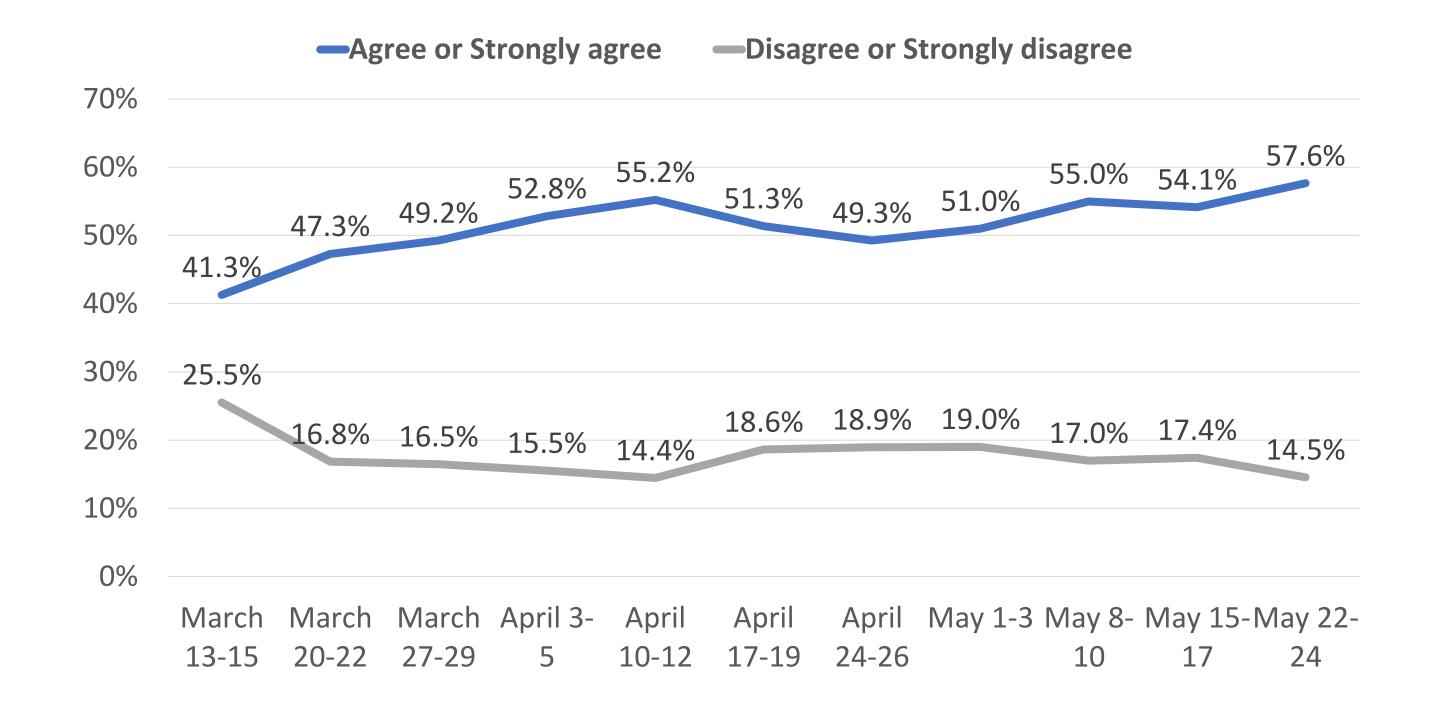
# Staycations as a Replacement for Vacations

# How much do you agree with the following statement?

Statement: Because of the coronavirus, I'll probably take a staycation(s) this summer rather than a vacation(s).



(Base: All respondents, 1,201, 1,200, 1,201, 1,216, 1,263, 1,238, 1,208, 1,204, 1,200, 1,212 and 1.223 completed surveys. Data collected March 13-15, 20-22, 27-29, April 3-5, 10-12, 17-19, 24-26, May 1-3, 8-10, 15-17 and 22-24, 2020)

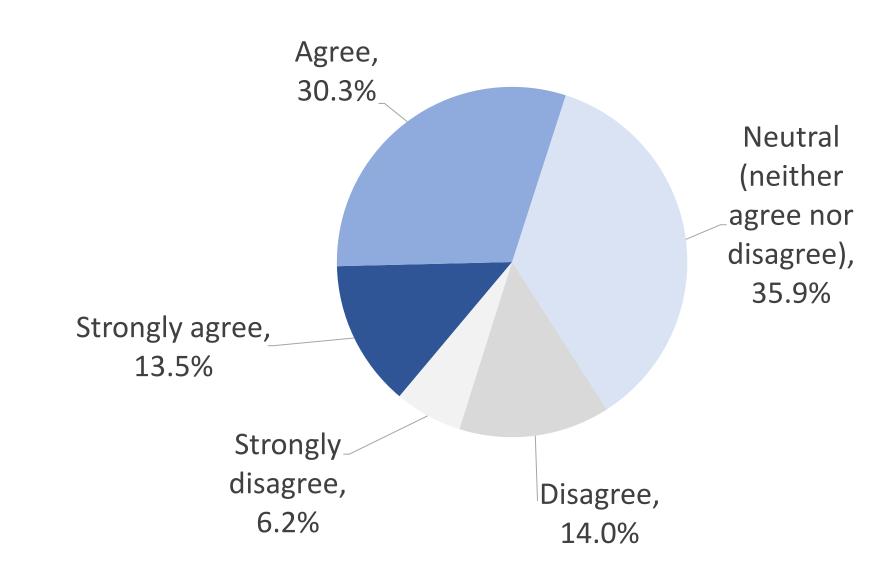




# Replacing Air Travel With Road Trips

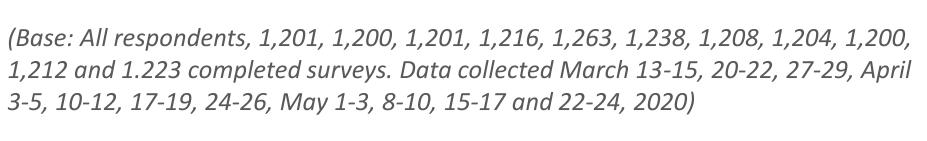
#### How much do you agree with the following statement?

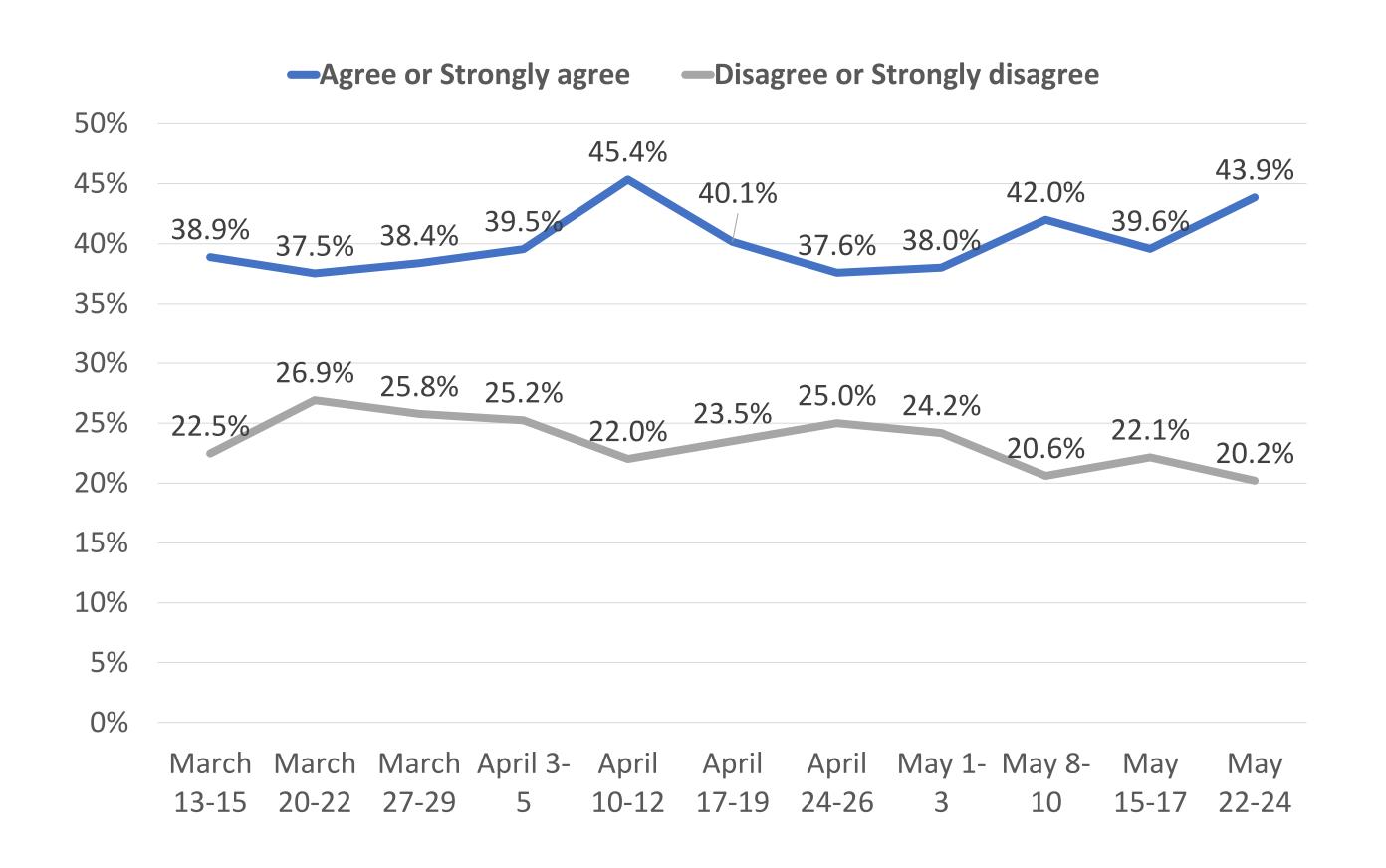
**Statement:** Because of the coronavirus, I'll probably be taking more road trips this year to avoid airline travel.



1,212 and 1.223 completed surveys. Data collected March 13-15, 20-22, 27-29, April 3-5, 10-12, 17-19, 24-26, May 1-3, 8-10, 15-17 and 22-24, 2020)

Destination Analysts

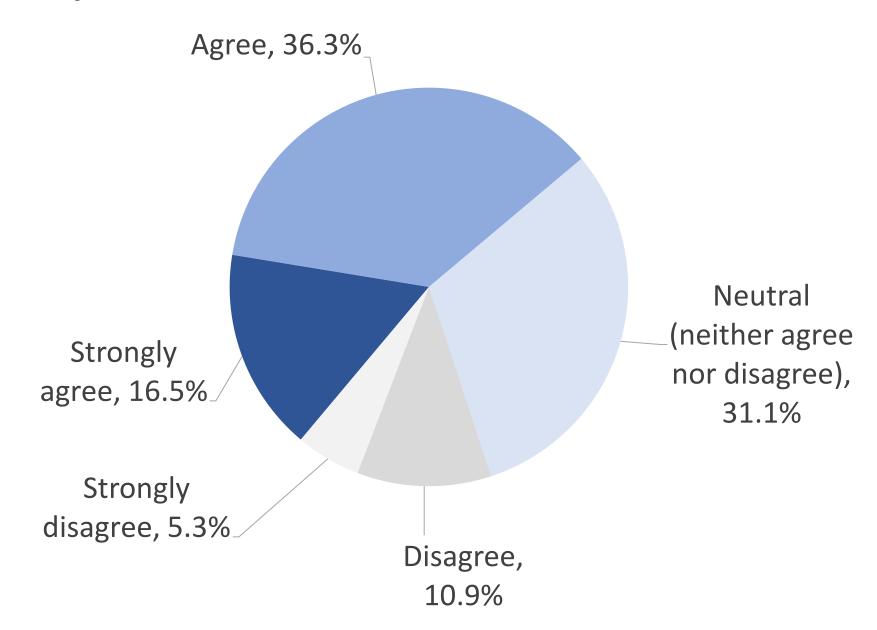




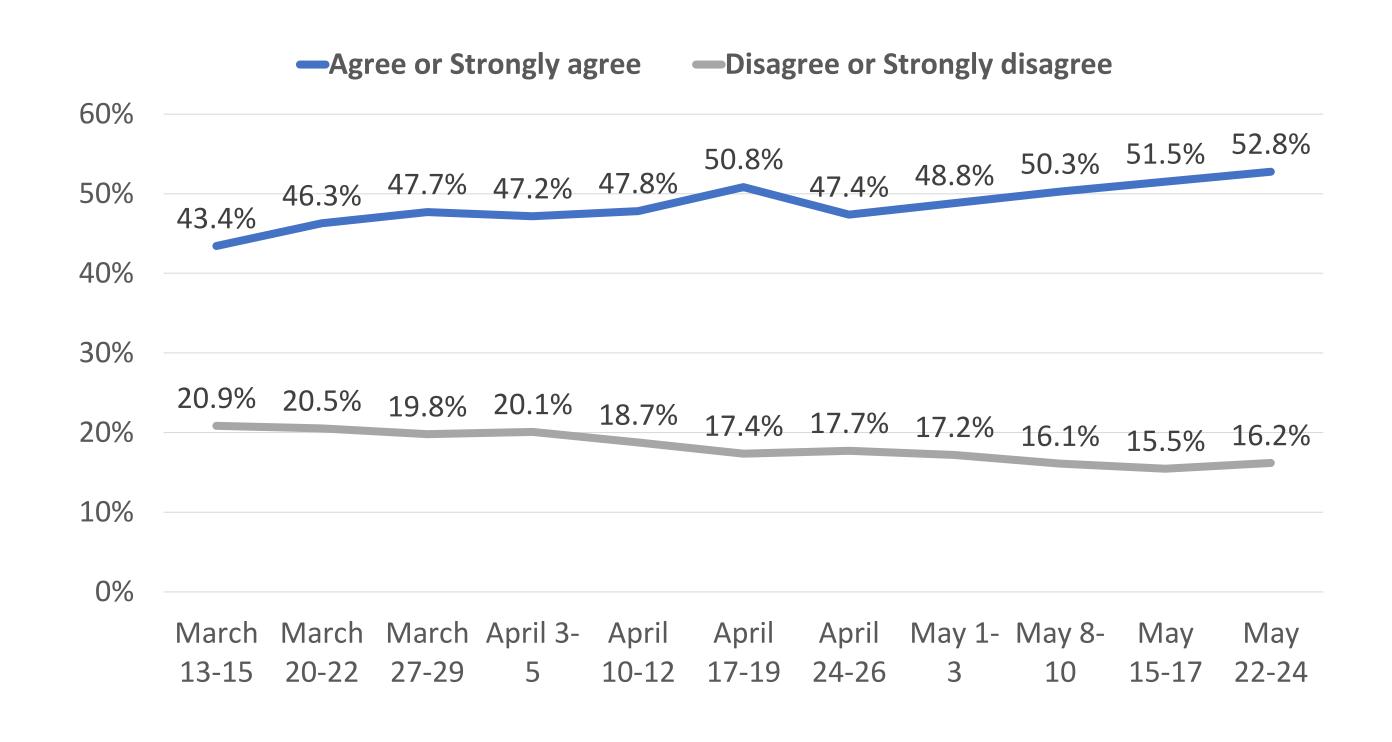
# Replacing Long-Haul Travel with Regional Trips

# How much do you agree with the following statement?

Statement: Because of the coronavirus, I'll probably be taking more regional trips (near my home) and avoid long-haul travel (further from home).



(Base: All respondents, 1,201, 1,200, 1,201, 1,216, 1,263, 1,238, 1,208, 1,204, 1,200, 1,212 and 1.223 completed surveys. Data collected March 13-15, 20-22, 27-29, April 3-5, 10-12, 17-19, 24-26, May 1-3, 8-10, 15-17 and 22-24, 2020)

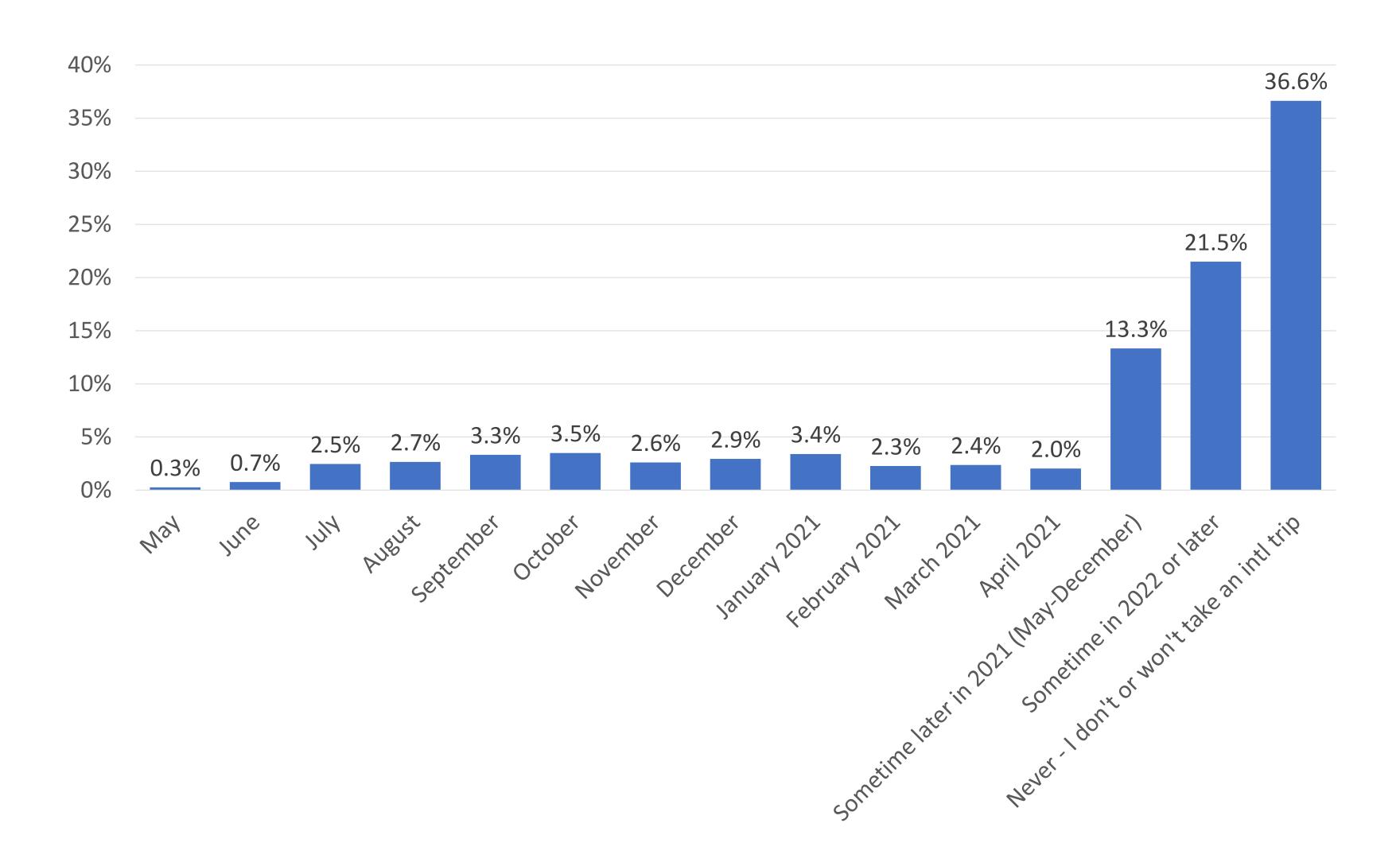




# Month of Next International Trip

Question: In what month do you expect you will take your NEXT INTERNATIONAL TRIP (Traveling outside the United States)?

(Base: Wave 11. All respondents, 1,223 completed surveys. Data collected May 22-24, 2020)

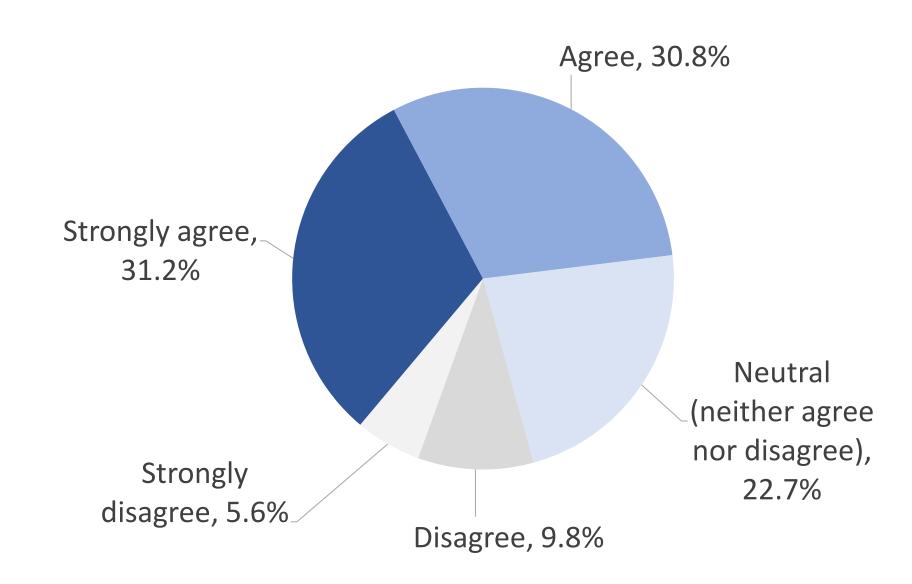


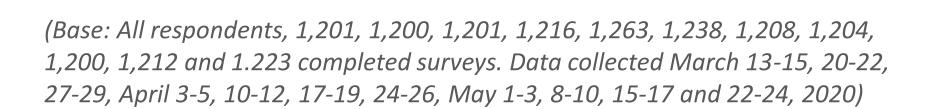


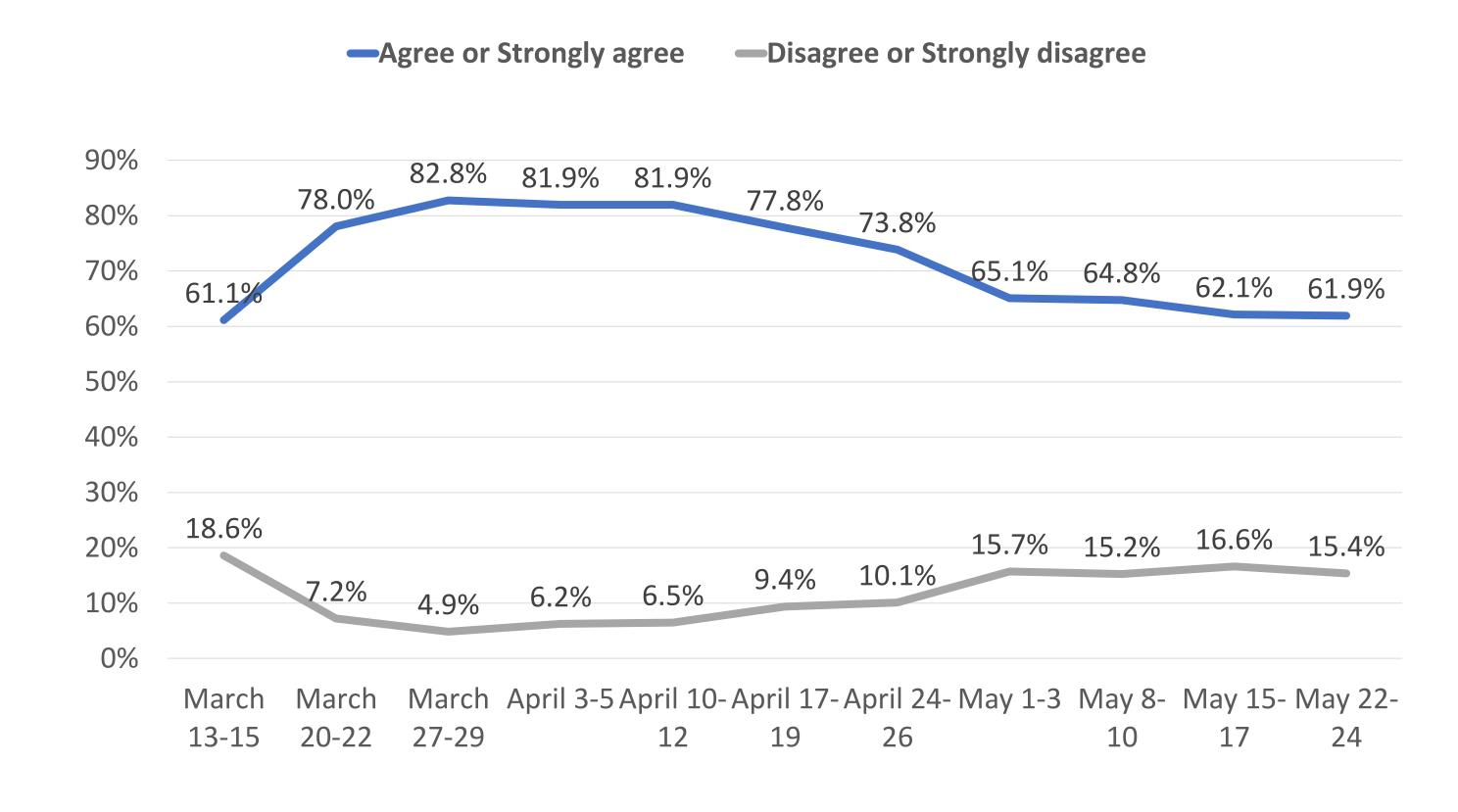
#### Avoiding Travel Until the Crisis Blows Over

# How much do you agree with the following statement?

Statement: I'm planning to avoid all travel until the coronavirus situation blows over.





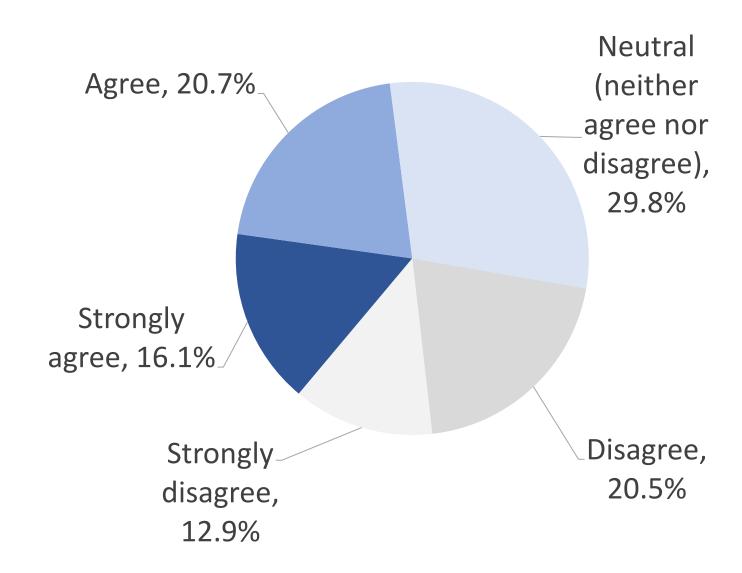




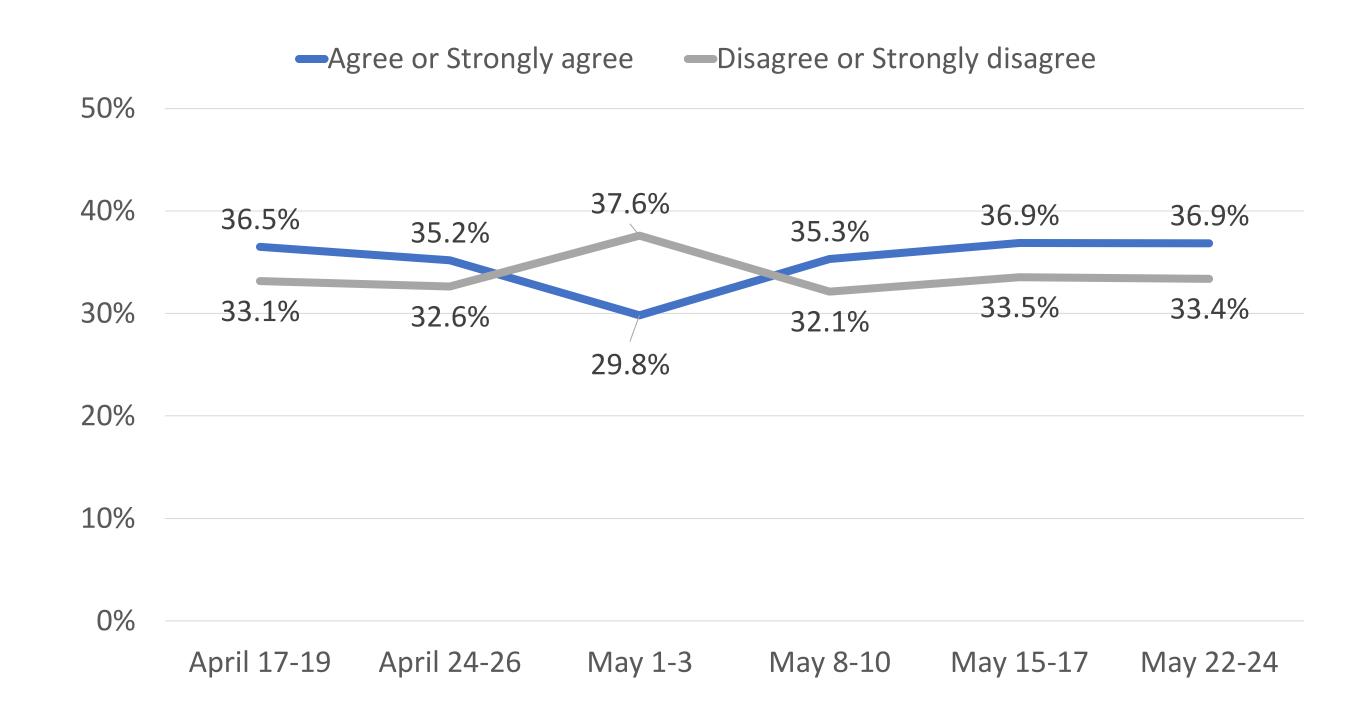
#### Won't Travel Without Vaccine

# How much do you agree with the following statement?

Statement: I'm not traveling until there is a vaccine.



(Base: All respondents, 1,238, 1,208, 1,204, 1,200, 1,212 and 1,223 completed surveys. Data collected April 17-19,24-26, May 1-3, 8-10, 15-17 and 22-24, 2020)







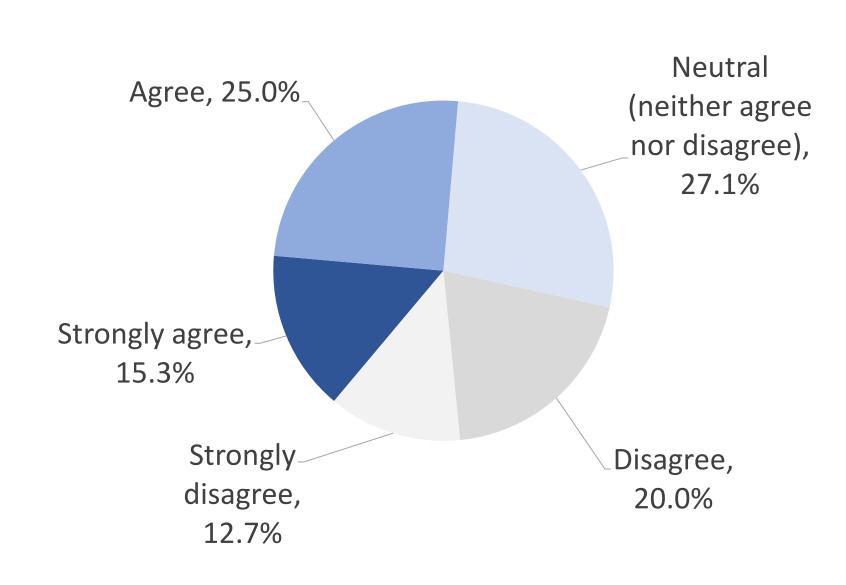
# KEY TAKEAWAYS

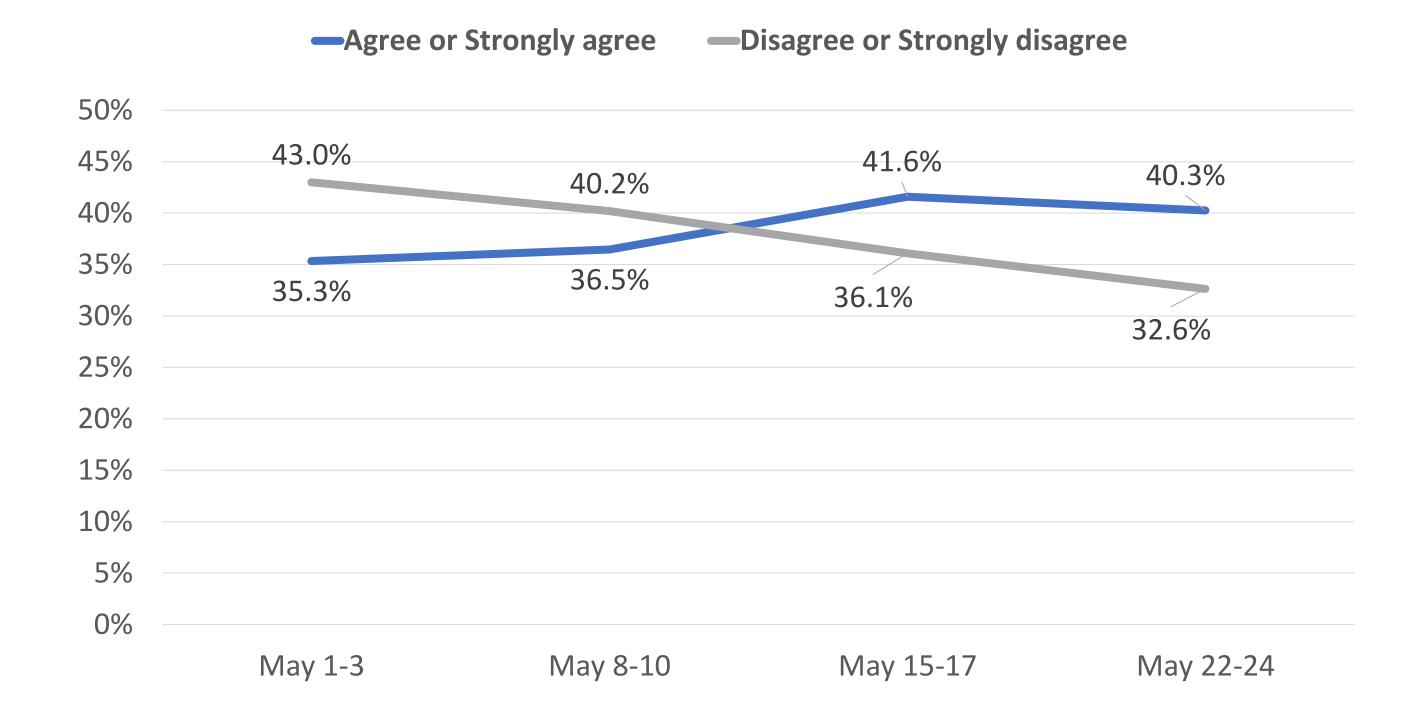
- Most travelers seem to have accepted that the coronavirus is going to be part of our travel lives for the remainder of the year
- Impacts on travel continue unabated, with many now putting off travel further
- Road trips and staycations are becoming more likely this summer
- While travelers anticipate their next road trip in the near months, there appears to largely be a waiting out on commercial air travel
- Hurrying back to international travel appears to be a low priority for most Americans.

# Comfort with Home State Re-Opening

How much do you agree with the following statement?

Statement: I am comfortable with my home state re-opening its economy right now.





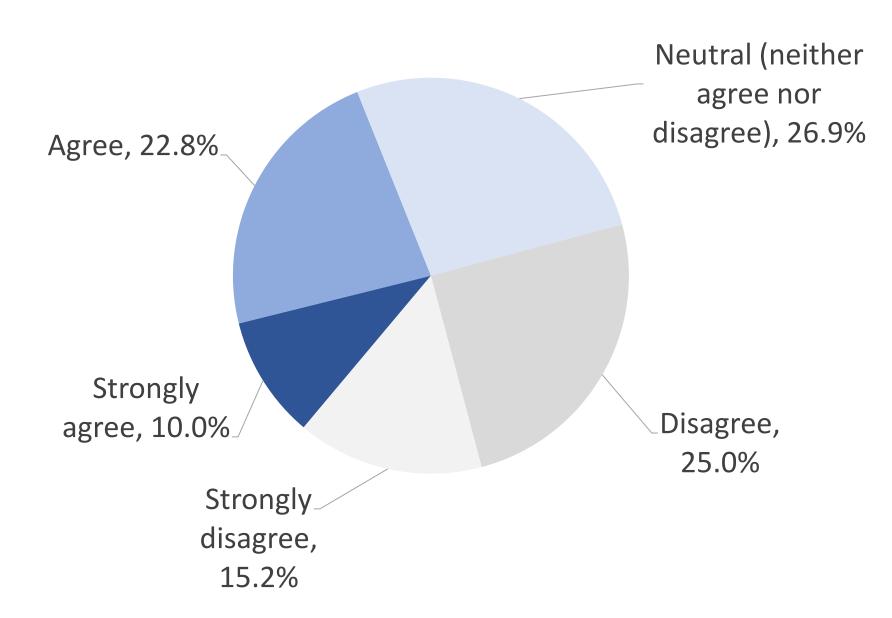
(Base: All respondents, 1,204, 1,200, 1,212 and 1,223 completed surveys. Data collected May 1-3, 8-10, 15-17 and 22-24, 2020)



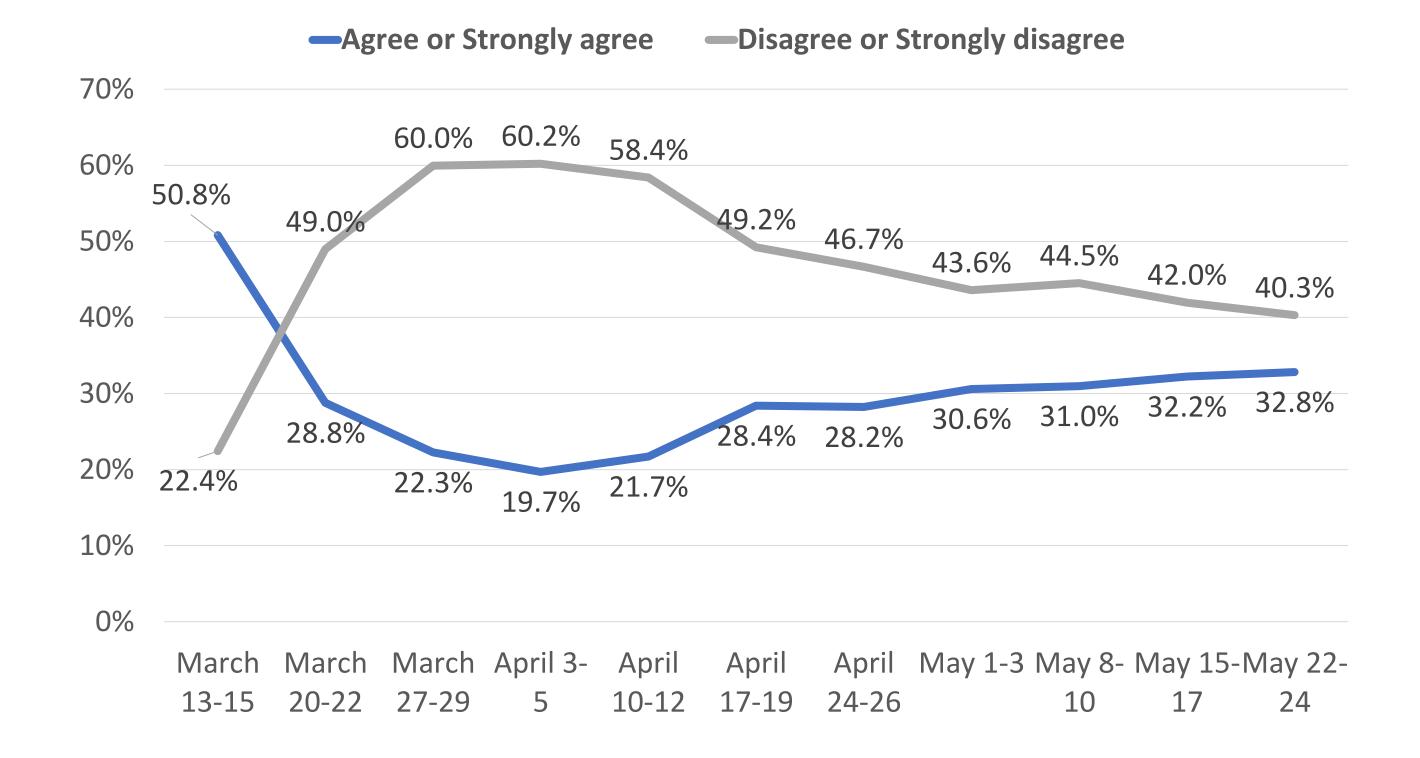
# Comfort Enjoying Home Community

How much do you agree with the following statement?

Statement: I still feel comfortable going out in my community to restaurants, local attractions and undertaking local activities.



(Base: All respondents, 1,201, 1,200, 1,201, 1,216, 1,263, 1,238, 1,208, 1,204, 1,200, 1,212 and 1.223 completed surveys. Data collected March 13-15, 20-22, 27-29, April 3-5, 10-12, 17-19, 24-26, May 1-3, 8-10, 15-17 and 22-24, 2020)

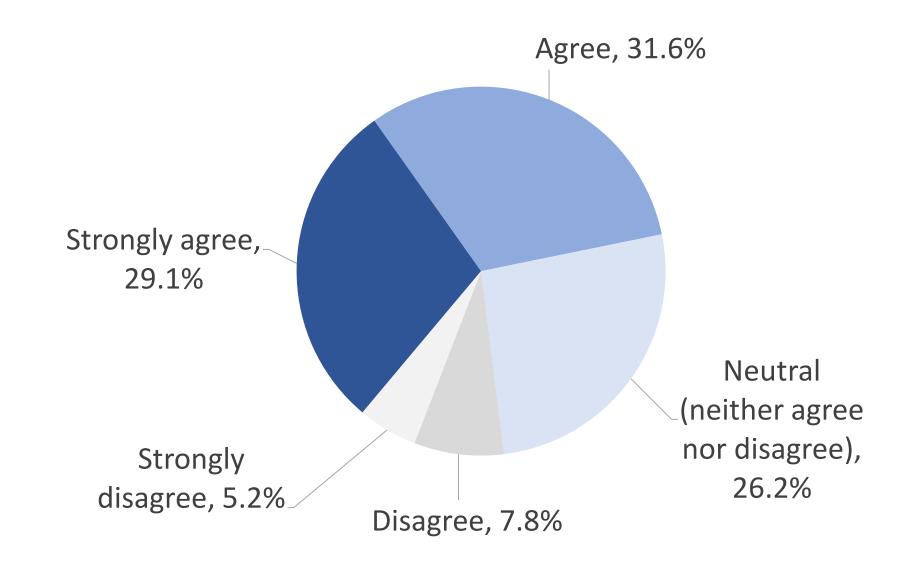




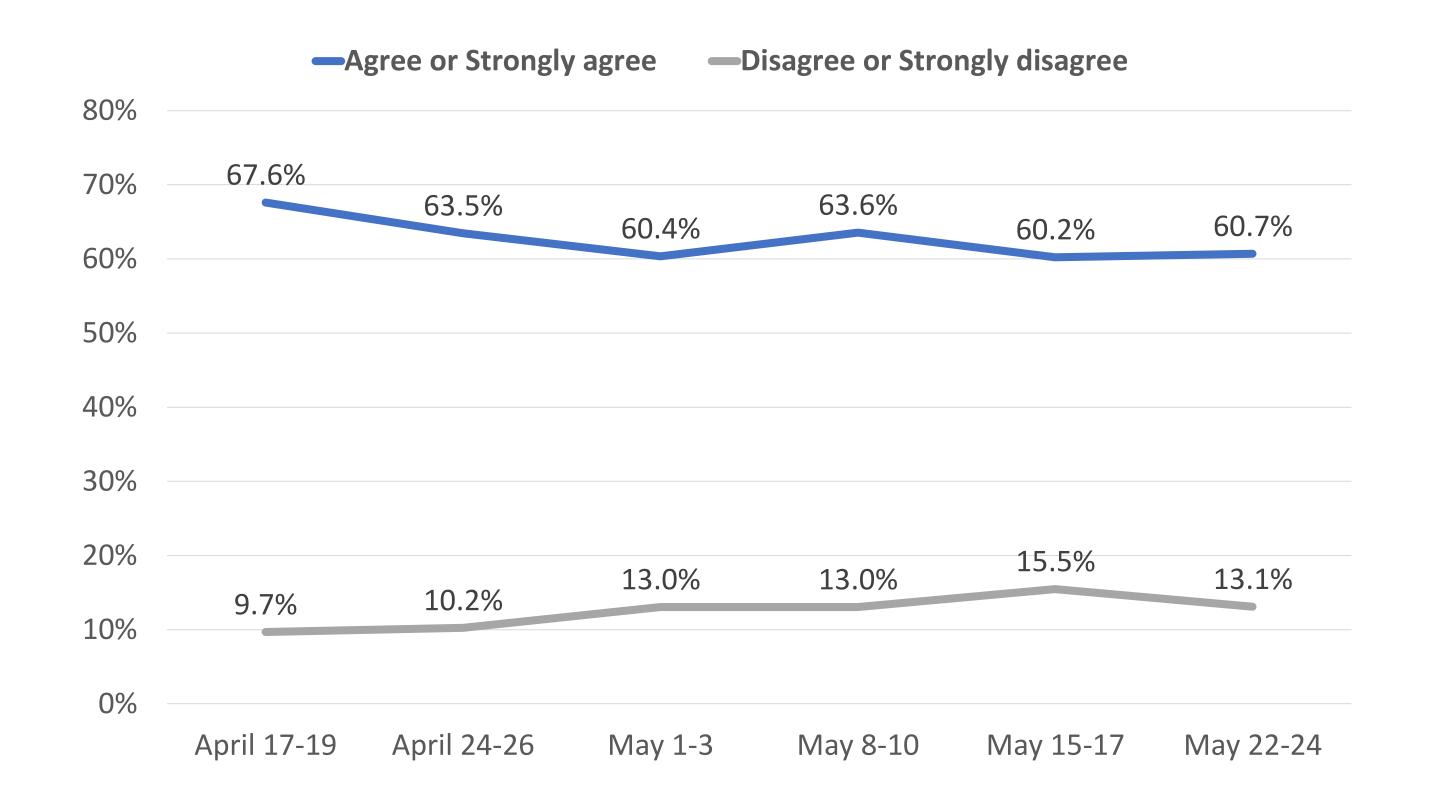
# Travelers in Community are Unwanted

# How much do you agree with the following statement?

Statement: I do not want travelers coming to visit my community right now.



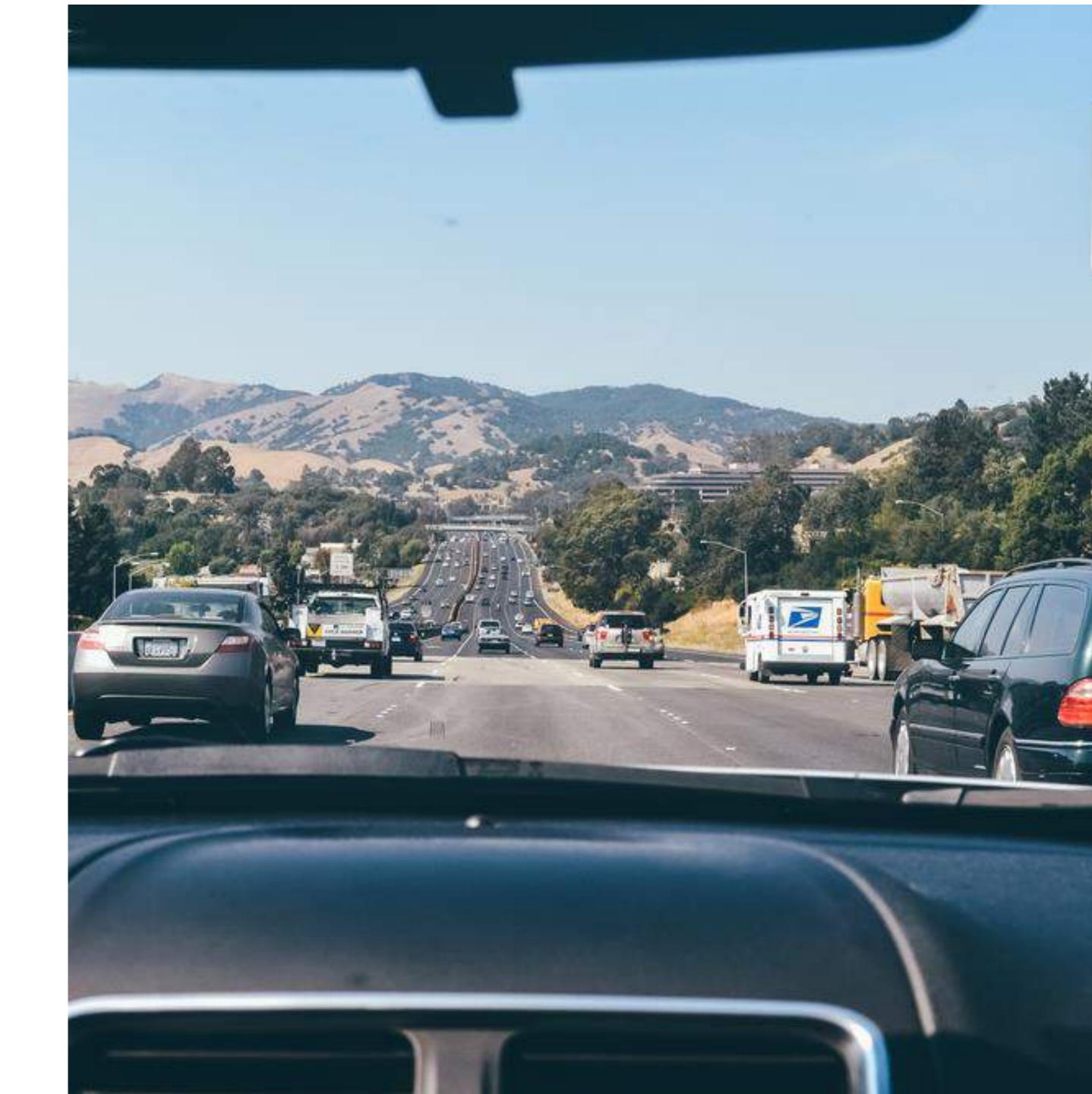
(Base: All respondents, 1,238, 1,208, 1,204, 1,200, 1,212 and 1,223 completed surveys. Data collected April 17-19,24-26, May 1-3, 8-10, 15-17 and 22-24, 2020)





# KEYTAKEAWAYS

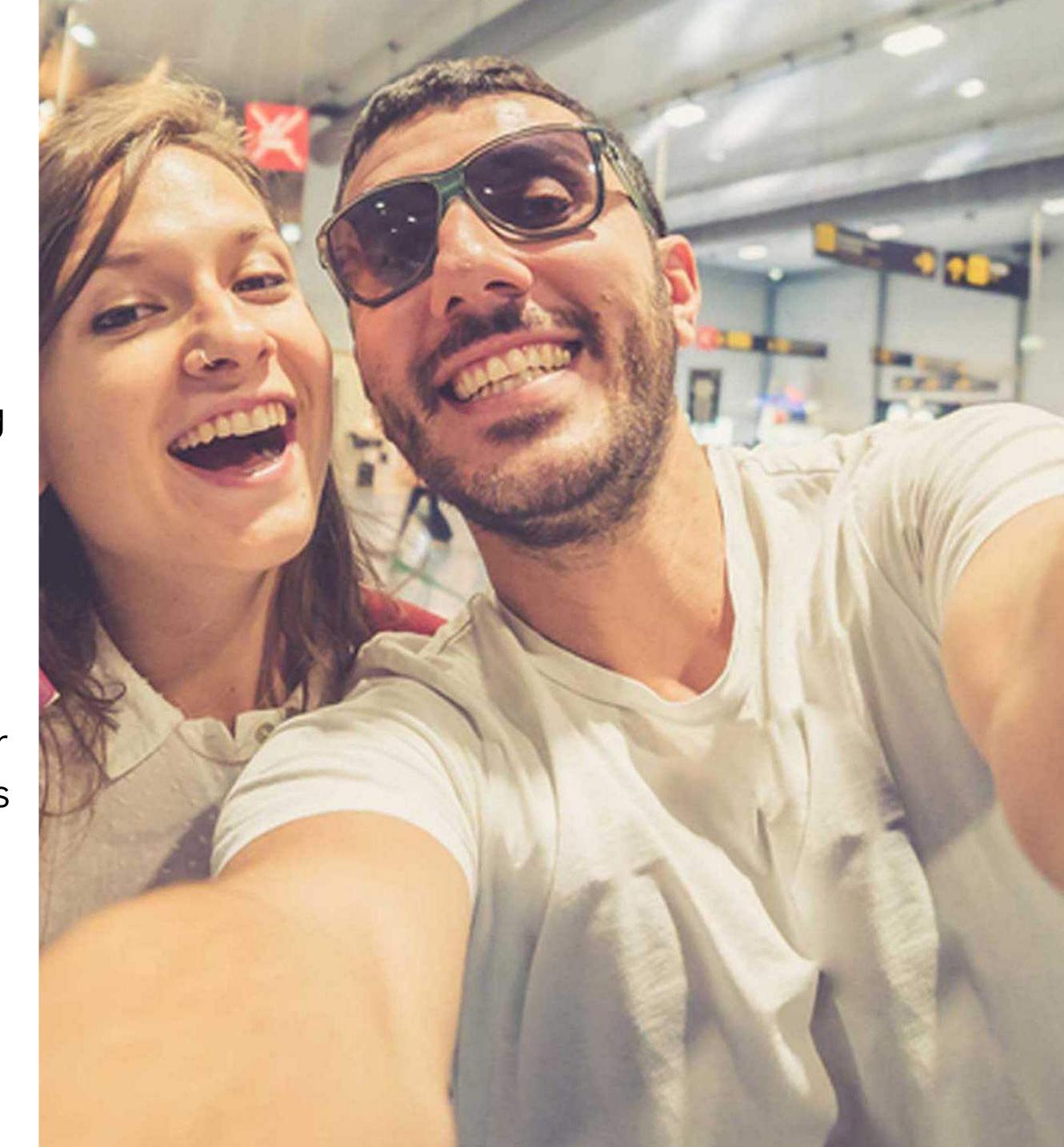
- •The proportion of American travelers who are comfortable with their home state re-opening is largely unchanged from last week
- Comfort going out locally continues to gradually improve
- •Six in ten still don't want visitors in their communities right now

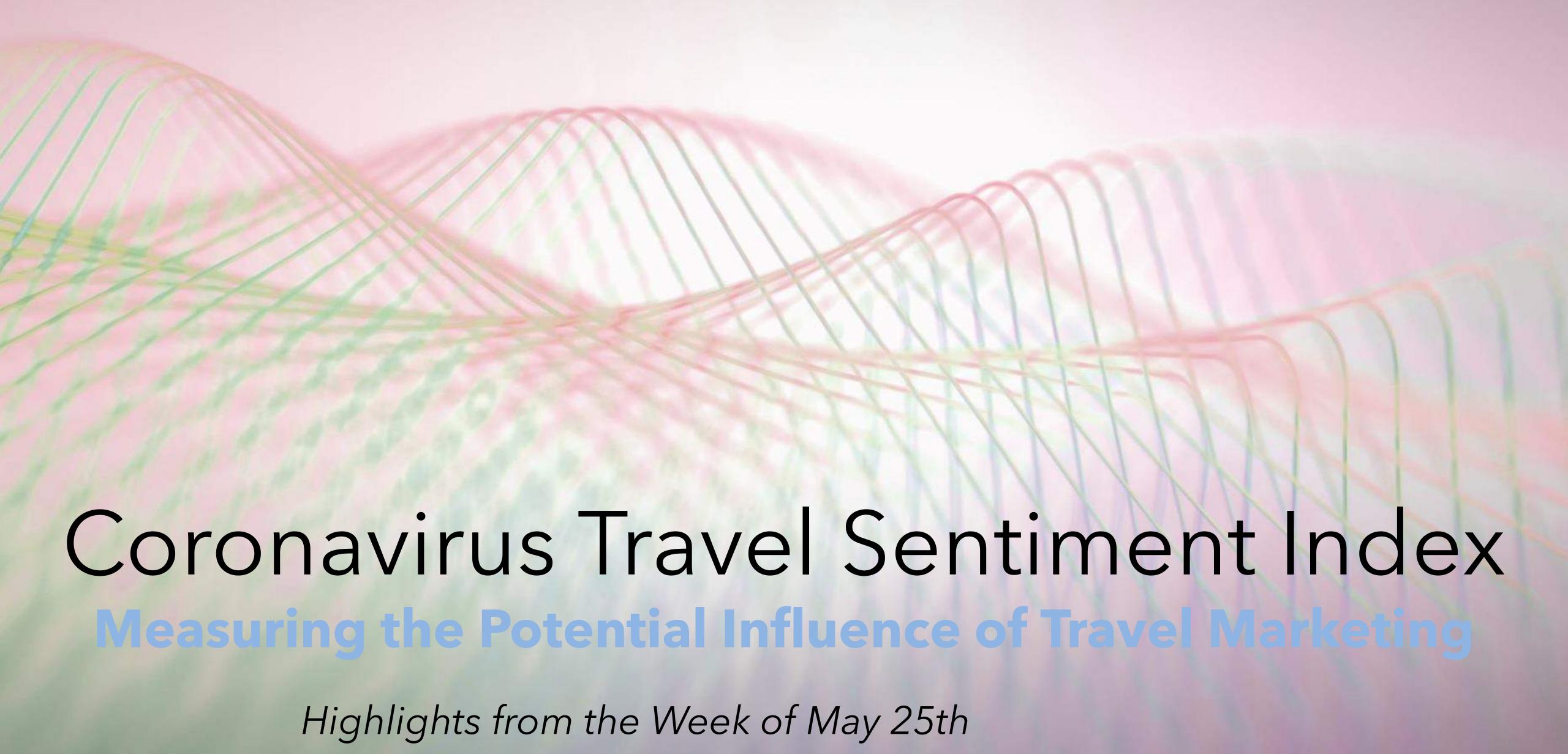




# KEY TAKEAWAYS: Millennial Generation Travelers

- Feel less personal concerns about contracting the virus and its impact on their finances
- Are less fearful of flying, international travel, public transit and other travel activities
- Motivated by travel discounts
- Nearly 40 percent reports they will make travel at least a somewhat high priority in their budget-double the number of Baby Boomers who said the same
- Plan to spend \$3,000 on leisure travel in the next year-\$1,000 more than Baby Boomers
- Plan to visit a more diverse set of destinations in the next year.







Indexing is the practice of compiling data into one single metric.

# What is a Predictive Index?



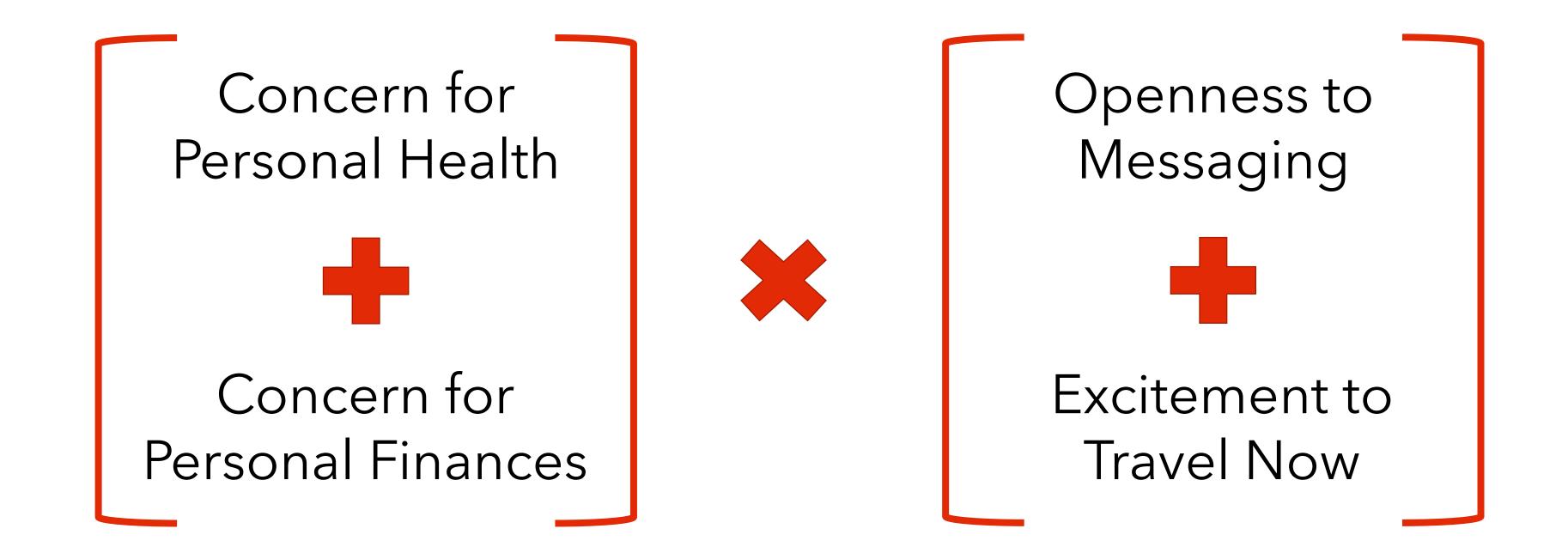
A predictive index is a statistical measure of change in a representative group of data points. The predictive index is then compared to a standard base value in order to make data-driven predictions.



The goals are to identify:

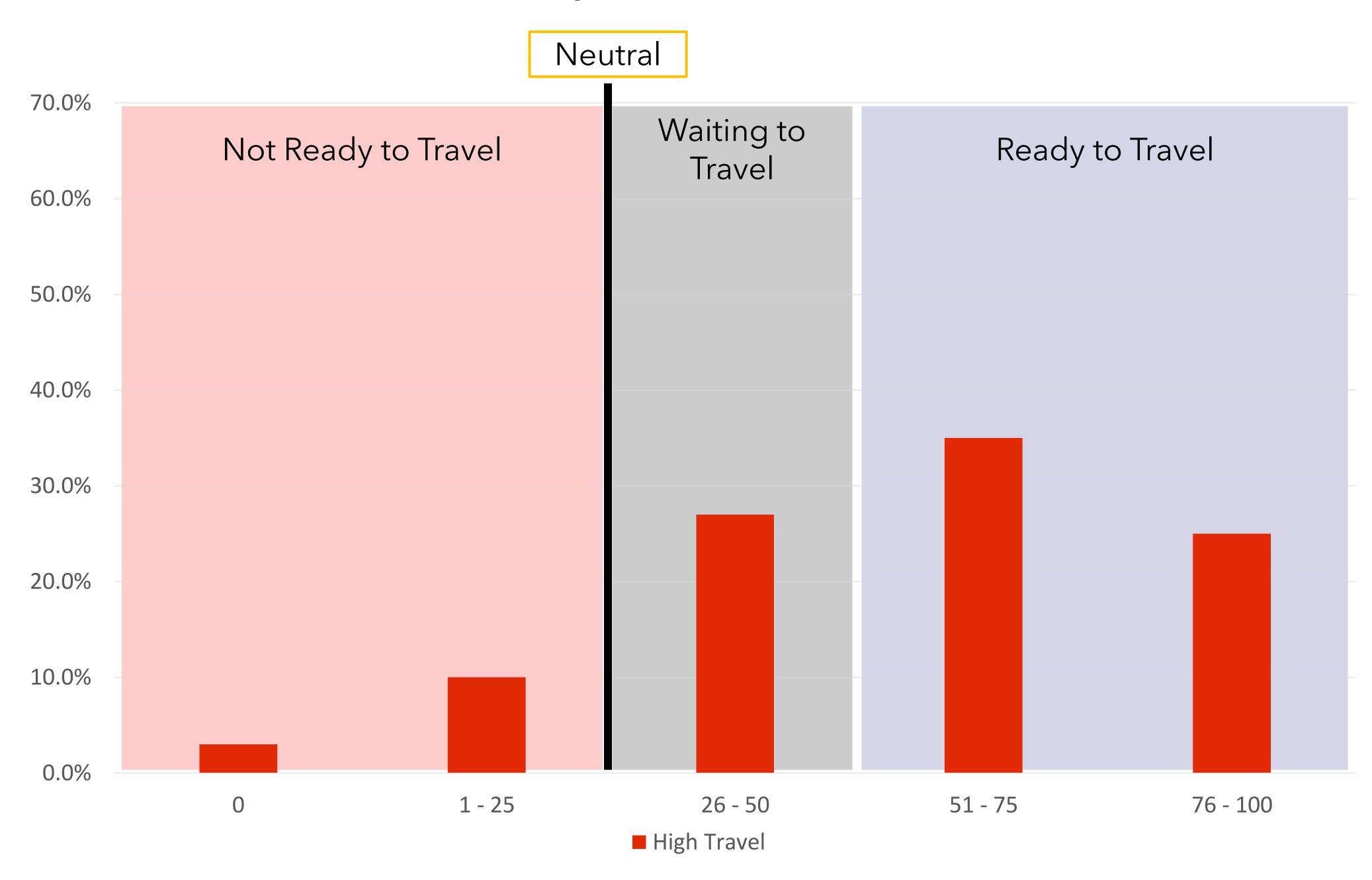
- WHO are the traveler segments that appear receptive to travel marketing and
- WHEN will they be ready to travel

# Predictive Index Formula

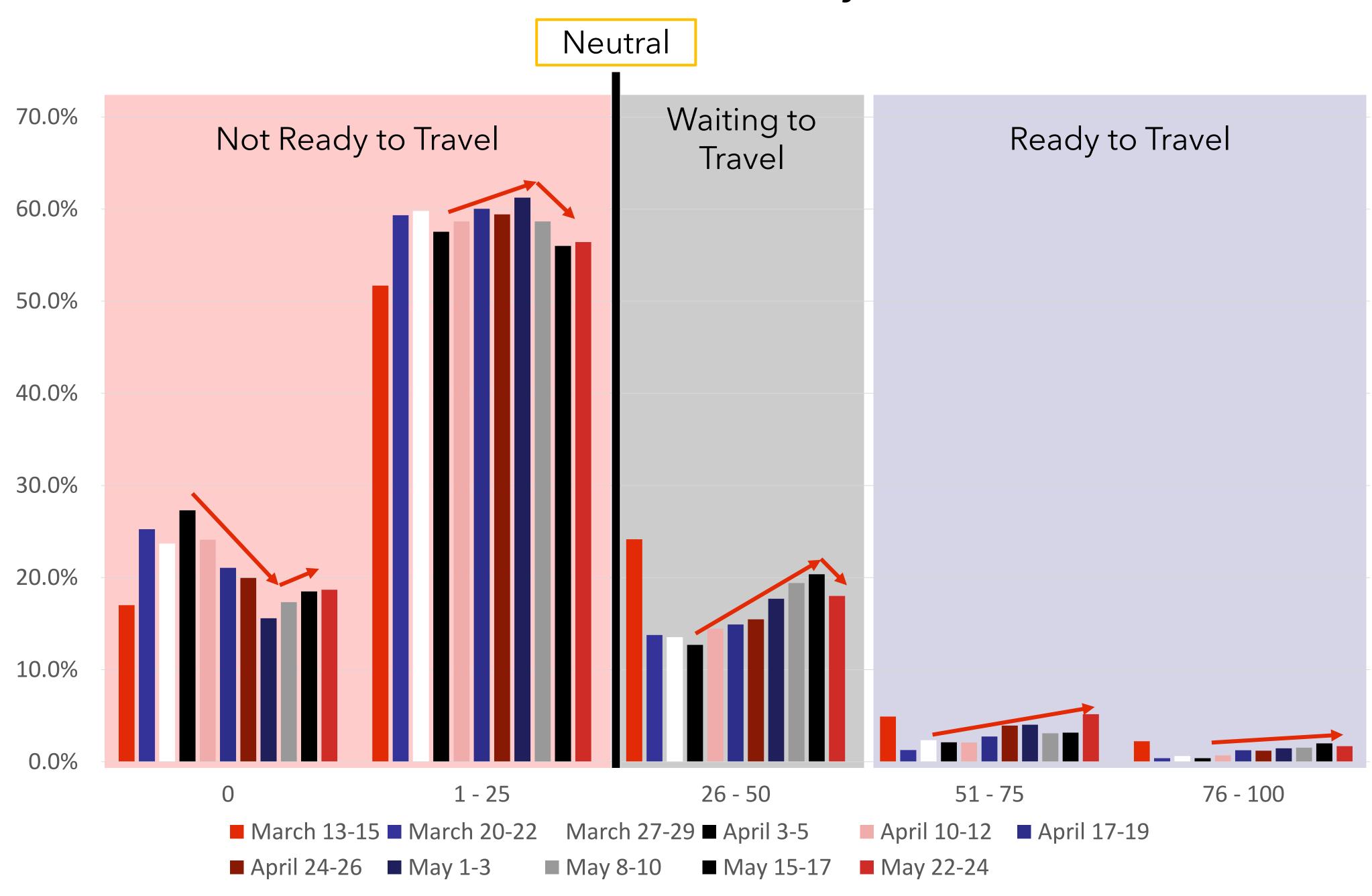


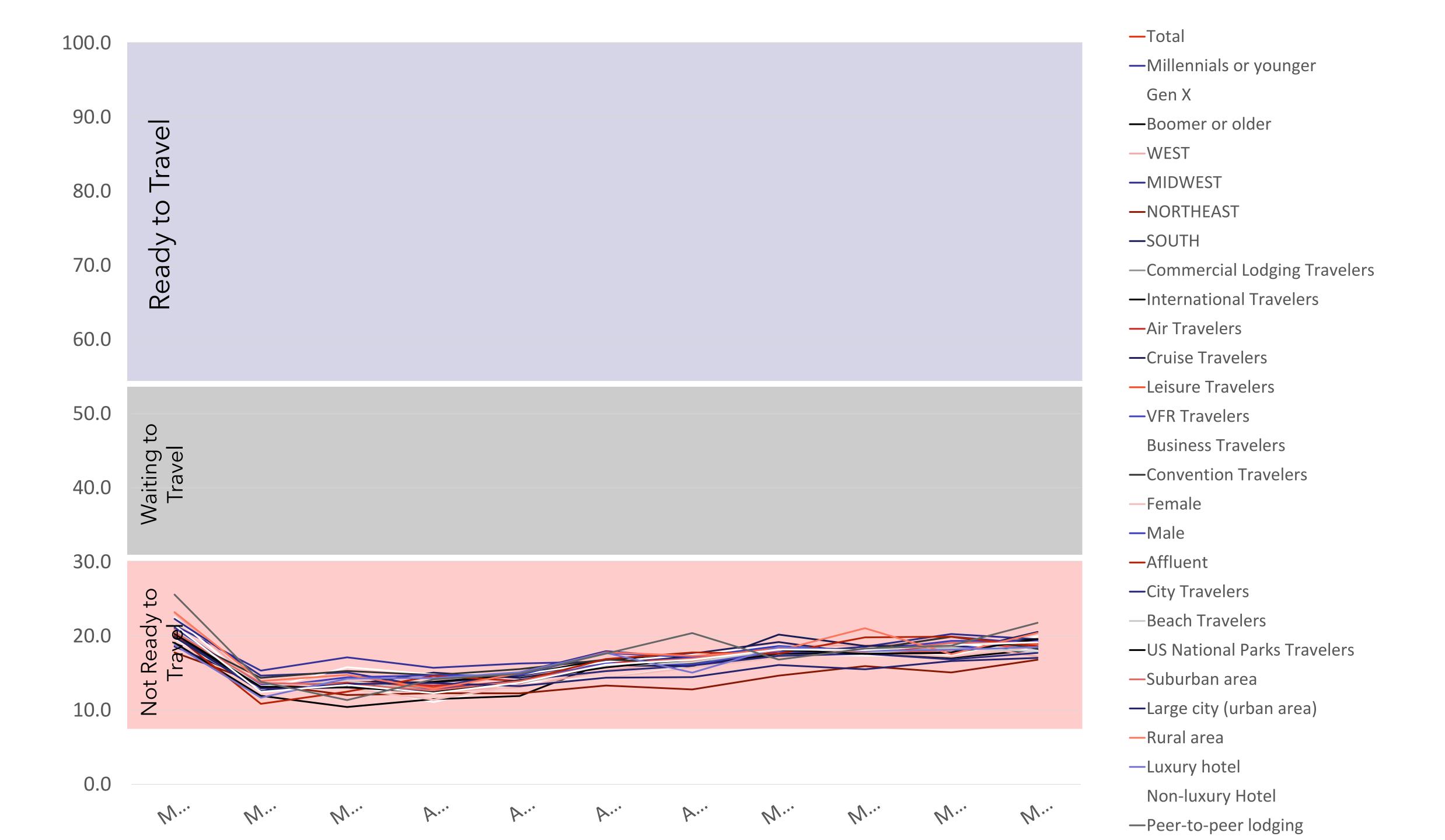
\*Normalized to a 100pt scale

#### **Healthy Travel Outlook**



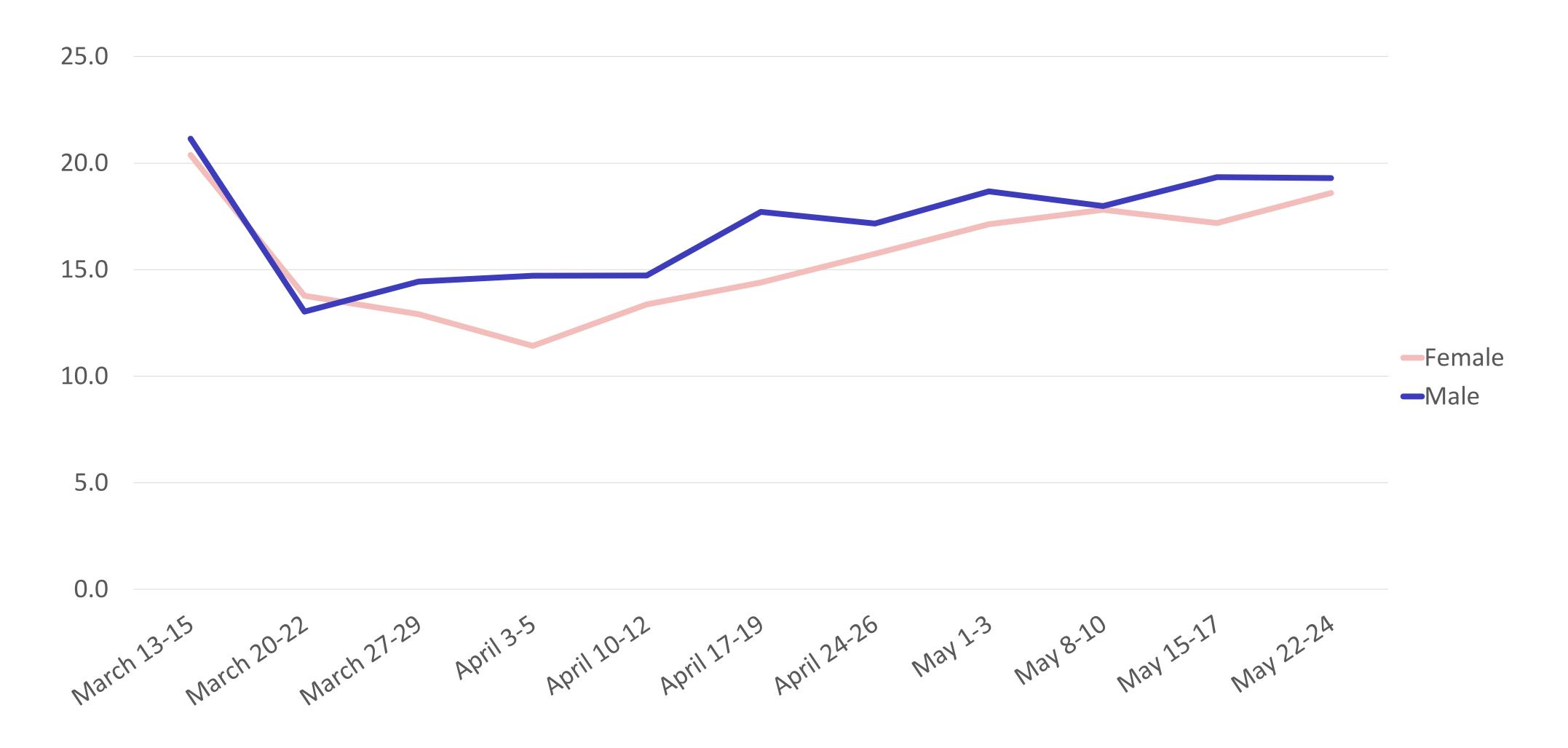
#### **Travel Outlook: Week of May 25<sup>th</sup>**





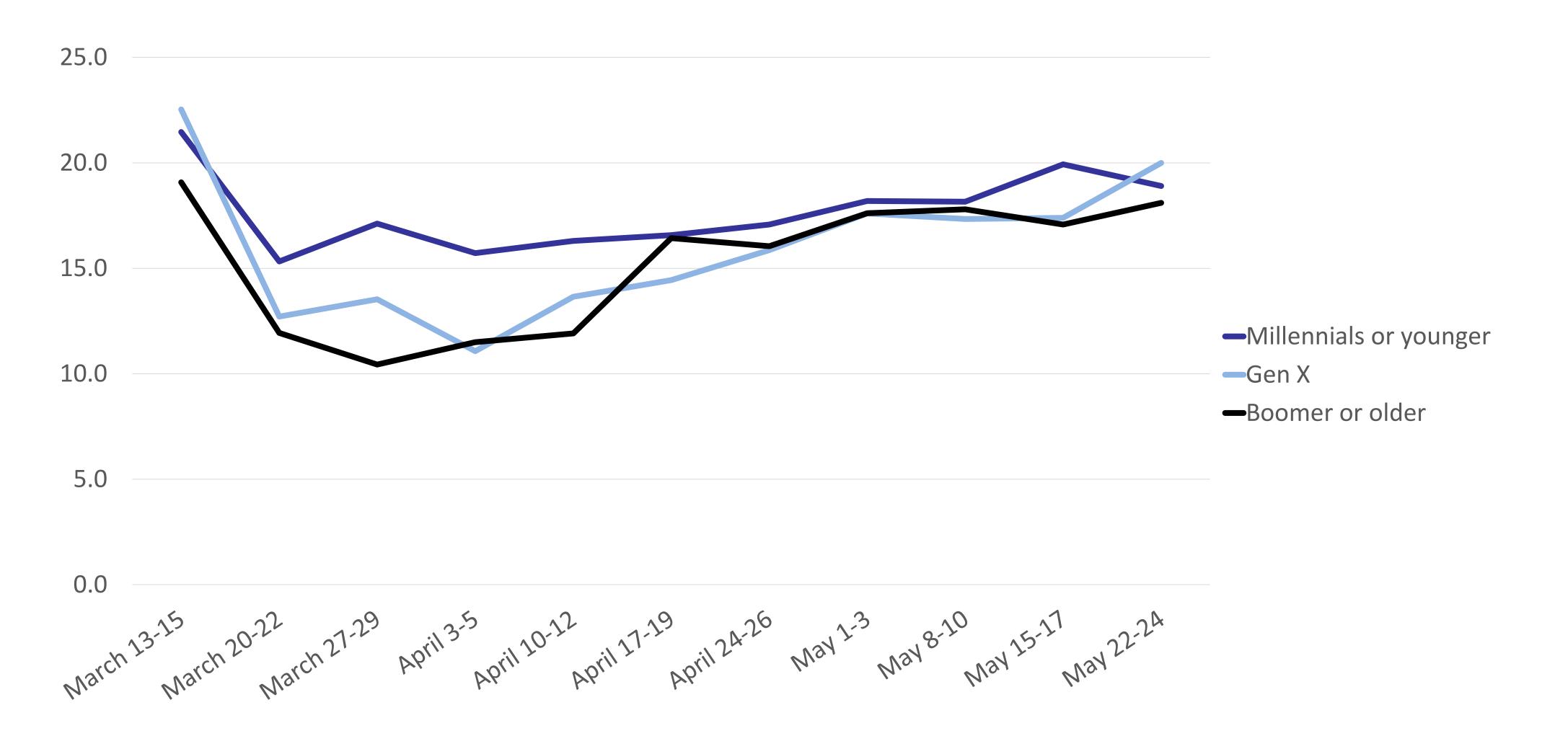
# Gender

- Women continue to report higher levels of safety and financial concerns than Men this week, though concerns for both groups show slight drops.
- A third of women this week again said they have no plans to travel in 2020 (35.2% up from 33.2%) while only a quarter of men (28.8% up from 26.0%) said the same.



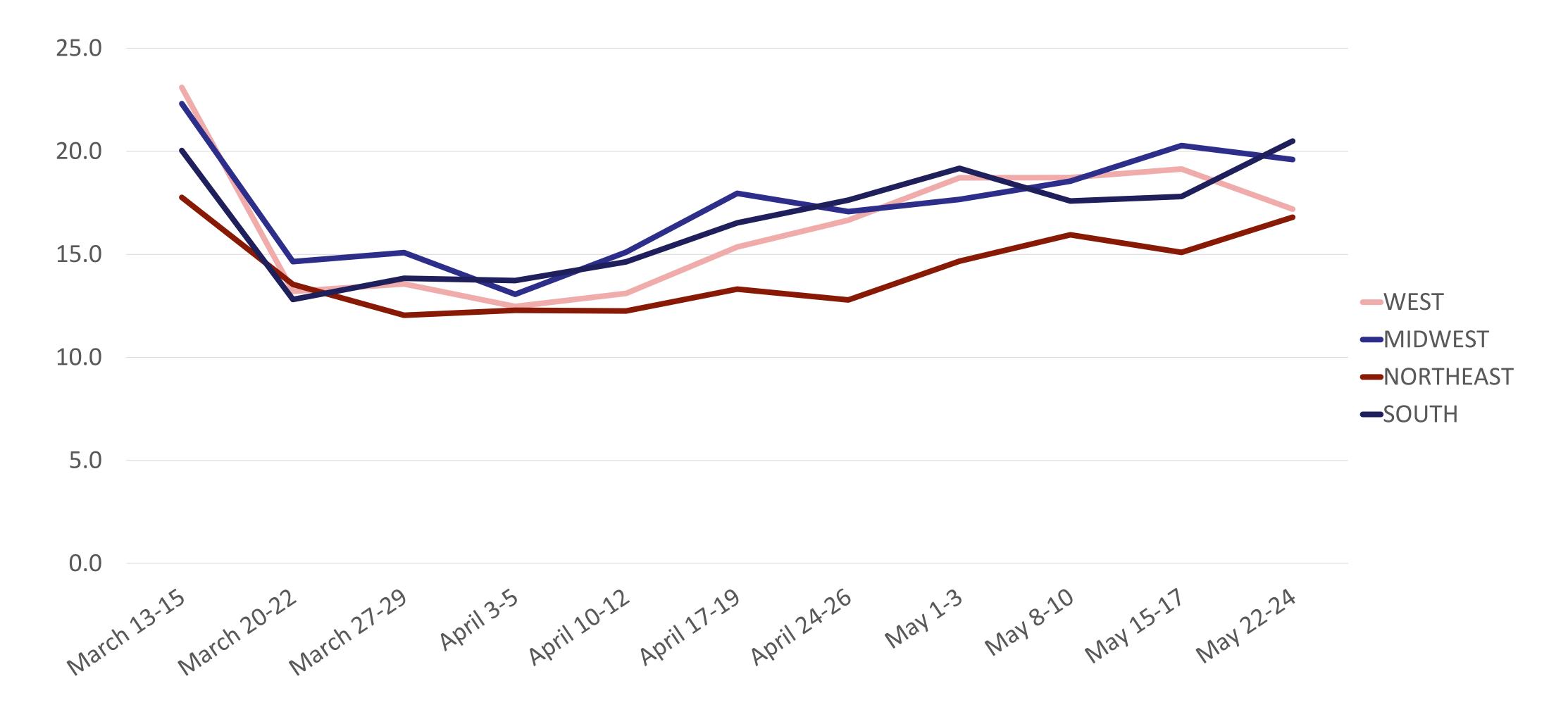
# Generation

- While Millennials and Boomers reported concern levels similar to previous waves, this week Gen X showed a slight drop in safety concerns.
- Contrasting from previous weeks, Gen X and Boomers rather than Millennials this week show the most optimism for the severity of the coronavirus situation.



# US Region

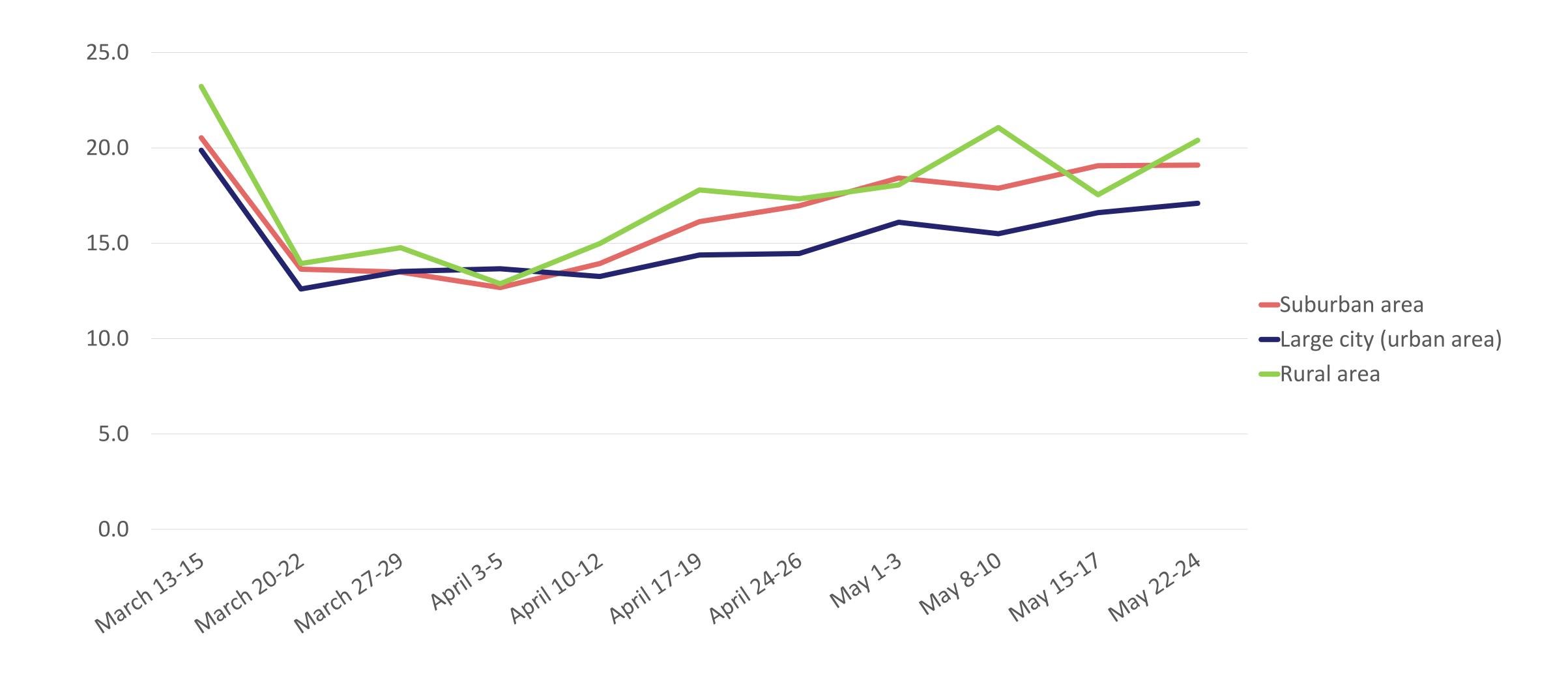
- Safety concerns in the West grew again this week while similar concerns dropped in the South.
- Financial concerns grew in the West and Midwest and dropped in the Northeast and South.
- The South reported their biggest drop this week in openness to travel messaging, but even still remains more open than the Midwest and Northeast.



# Type Of Residence

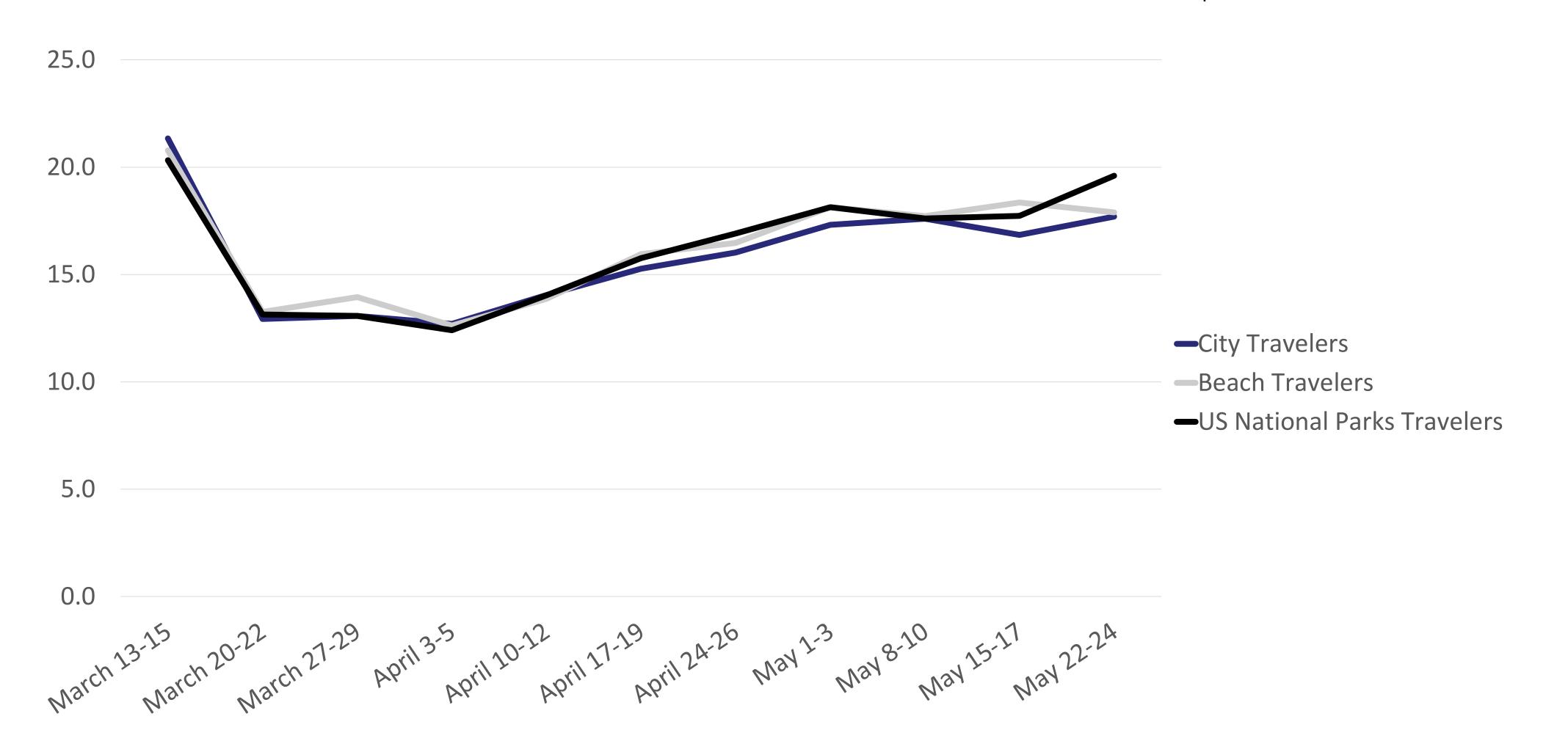
#### Points of Interest Impacting Index Scores:

Urban respondents returned to being the most concerned with both personal safety and financial wellbeing this week. Even with the highest concerns, Urban respondents reported being the most excited to travel and are tied with Rural respondents for the most open to messaging.



# Favorite Destinations

- Travelers who love National Parks reported the lowest comparative levels of safety concerns this week.
- National Park travelers also show the most optimism this week that the Coronavirus situation will improve.
- Beach travelers followed by National Park travelers report being likely to travel the furthest on their next road trip.



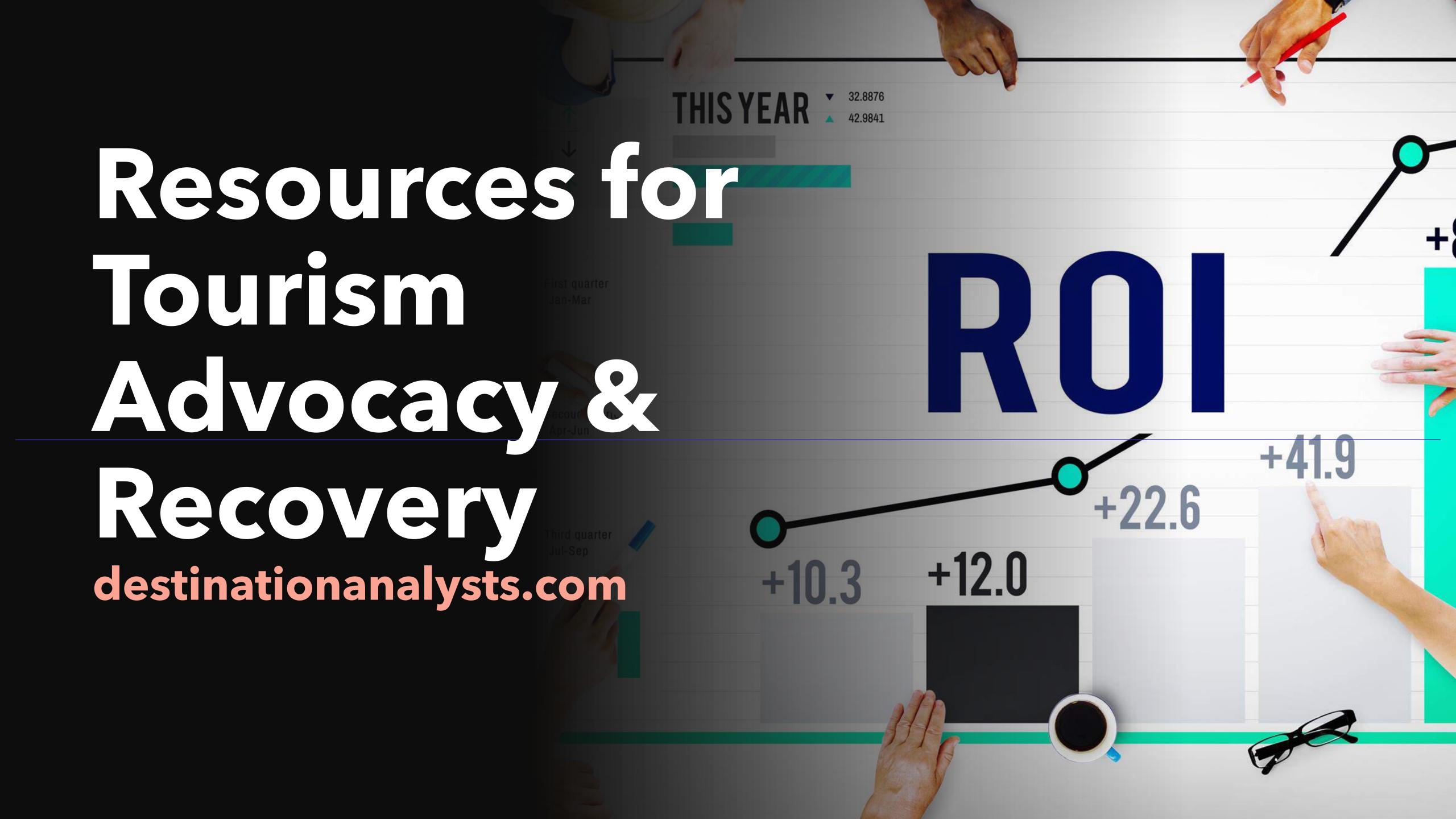


# Upcoming for You

- Meeting Planner Sentiment Survey Findings
- Early Insights from the DMO Website Importance Study
- Online Focus Groups with Travelers
- Traveler Segment Profiles







# Do you have a survey topic you want us to explore?

Send suggestions or requests for questions to:

Info@DestinationAnalysts.com & Myha@DestinationAnalysts.com

