

# CORONAVIRUS **TRAVEL SENTIMENT** INDEX REPORT

**Presentation of Findings** October 13<sup>th</sup>, 2020

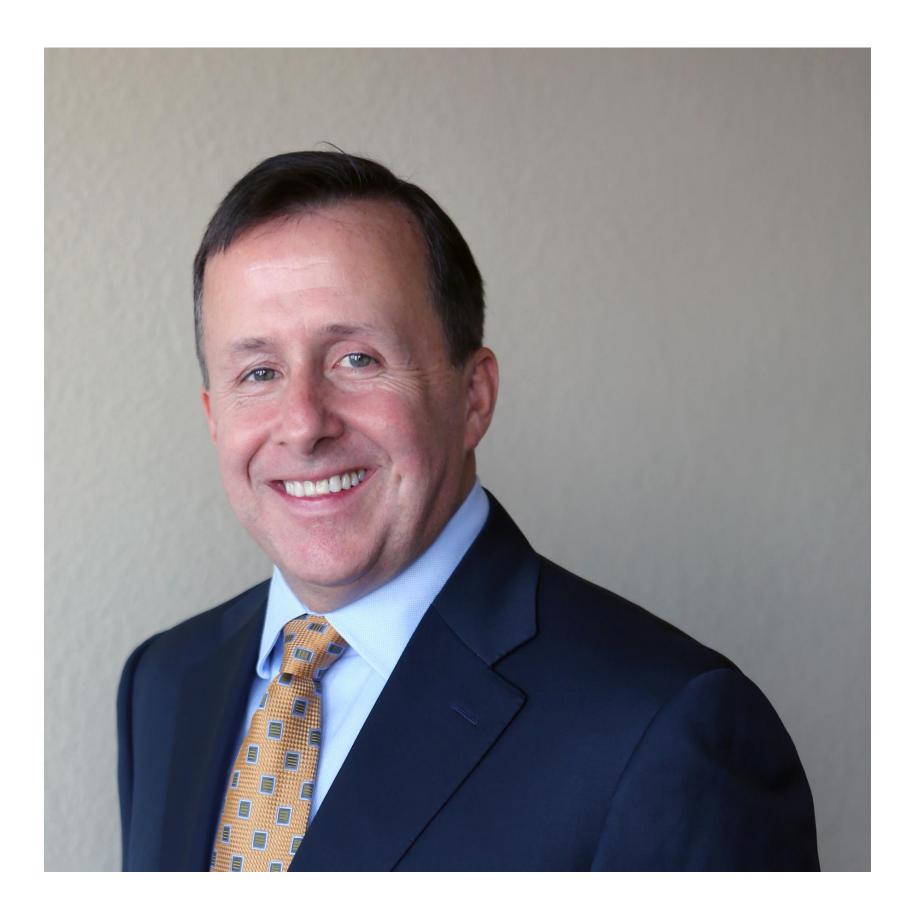
# Destination Analysts



# Online Today



### Erin Francis-Cummings President & CEO



### **Dave Bratton** Founder and Managing Director

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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.



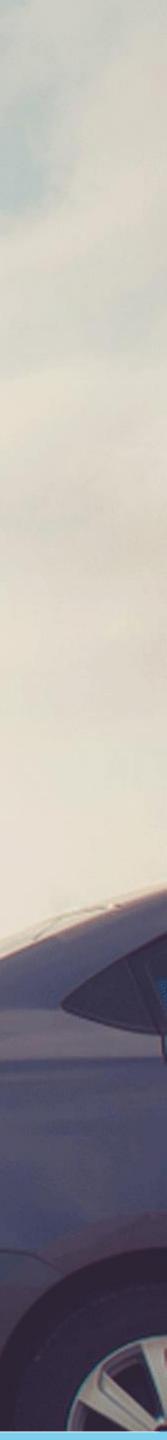


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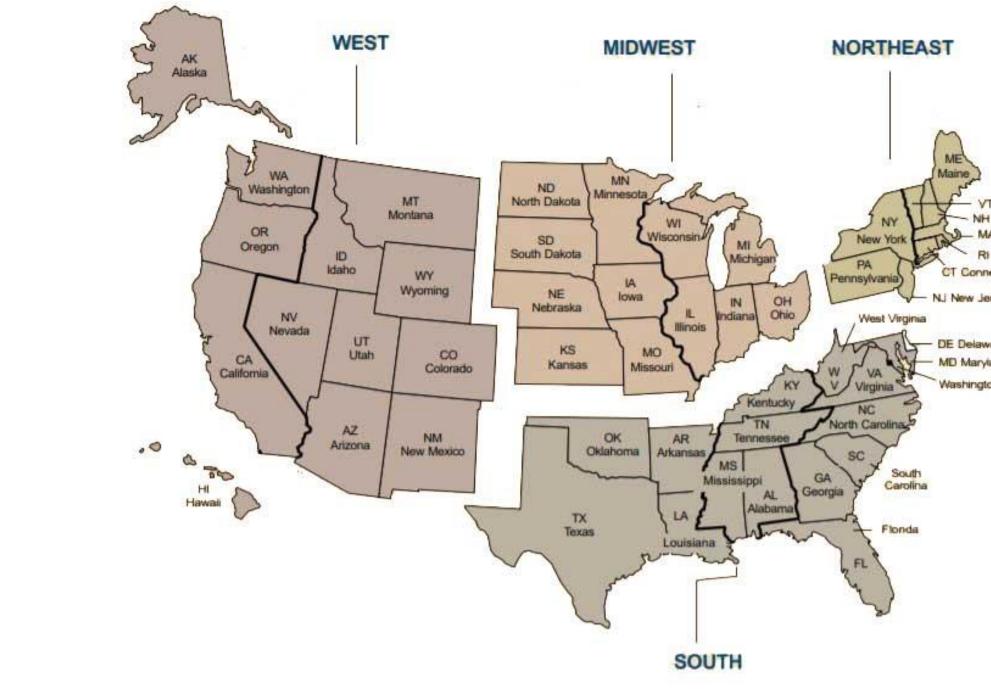


## **RESEARCH OVERVIEW & METHODOLOGY**

- 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 31 data (fielded October 9<sup>th</sup>-11<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



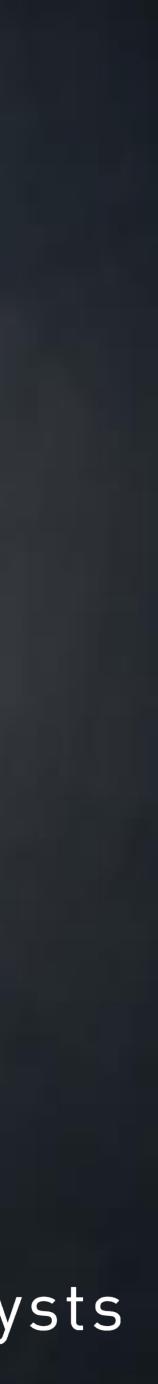
### U.S.Regions



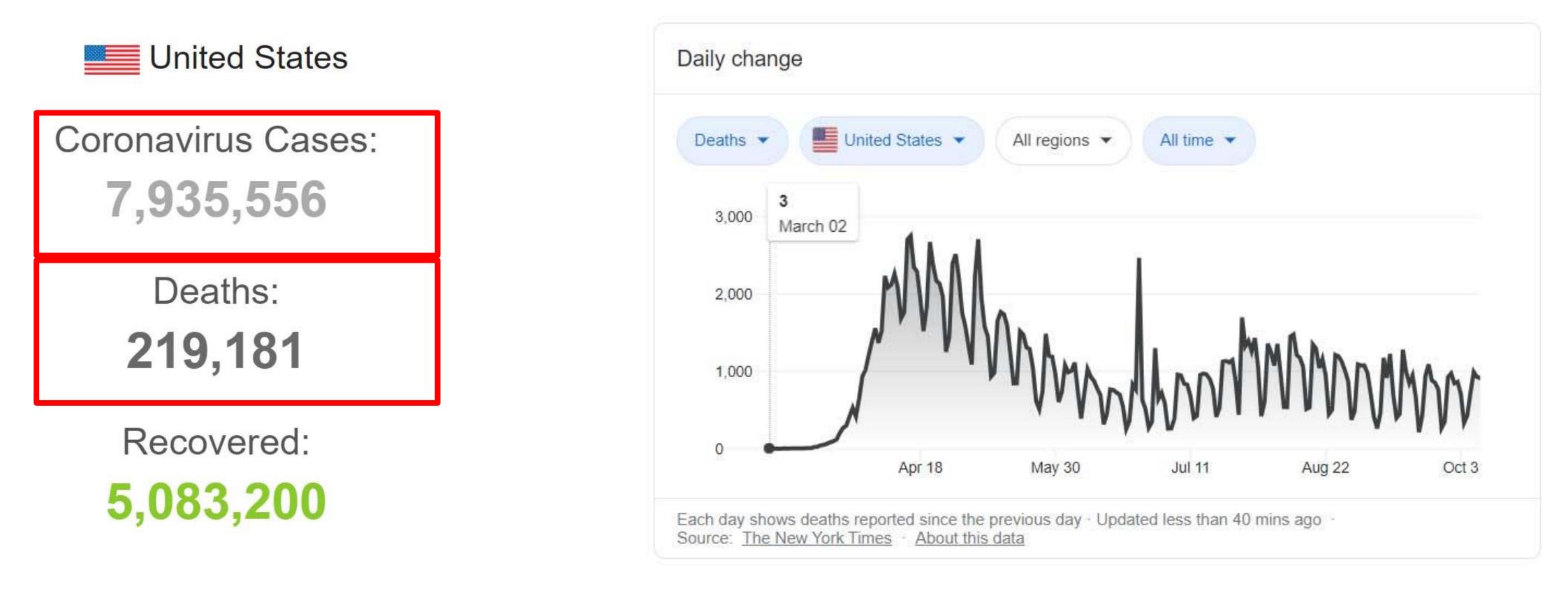
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# US records its third consecutive day of more than 50,000 coronavirus cases

From CNN's Chuck Johnston

Johns Hopkins University (JHU) reported 57,420 new positive cases in the United States on Friday.

The tally is the third consecutive day the US has seen more than 50,000 reported daily cases. Here are the figures:

- Oct. 9: 57,420
- Oct. 8: 56,191
- Oct. 7: 50,341

The last time the US reported more than 50,000 cases for three consecutive days was in mid-August, according to data from the university.

- Aug. 14: 64,601
- Aug. 13: 51,977
- Aug. 12: 57,004

Worrying trends are being recorded across the US. At least 22 states reported more than 1,000 new cases on Thursday. And the country's daily case count average — now more than 46,000 — has surged by 12% since the previous week.

Florida, which over the summer became the country's hotspot, is now "ripe for another large outbreak," an infectious disease expert told CNN. Late last month, the state cleared the way for bars and restaurants to fully reopen and this week reported more than 6,000 cases over a two day-period.

### SFGATE

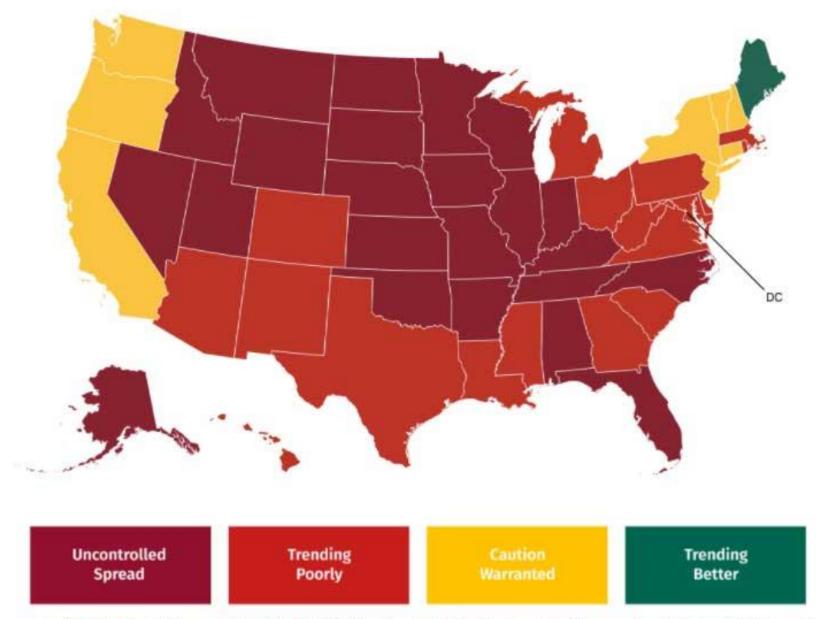
#### News // Science

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#### 41 states have 'uncontrolled spread' of COVID-19 or are trending poorly, data show

#### Mike Moffitt, SFGATE

Oct. 7, 2020 | Updated: Oct. 7, 2020 2:57 p.m.



All of the U.S., with the exception of the the West Coast and part of the Northeast, is either experiencing "uncontrolled spread" of COVID-19 or trending poorly, according to new data from CovidExitStrategy.org covidexitstrategy.org

As the weather turns colder in the months ahead, Americans will spend more time indoors, where the risk of COVID-19 infection is greater.

Unfortunately, most of the country is in poor position to handle a spike in cases over the fall and winter, according to health experts.

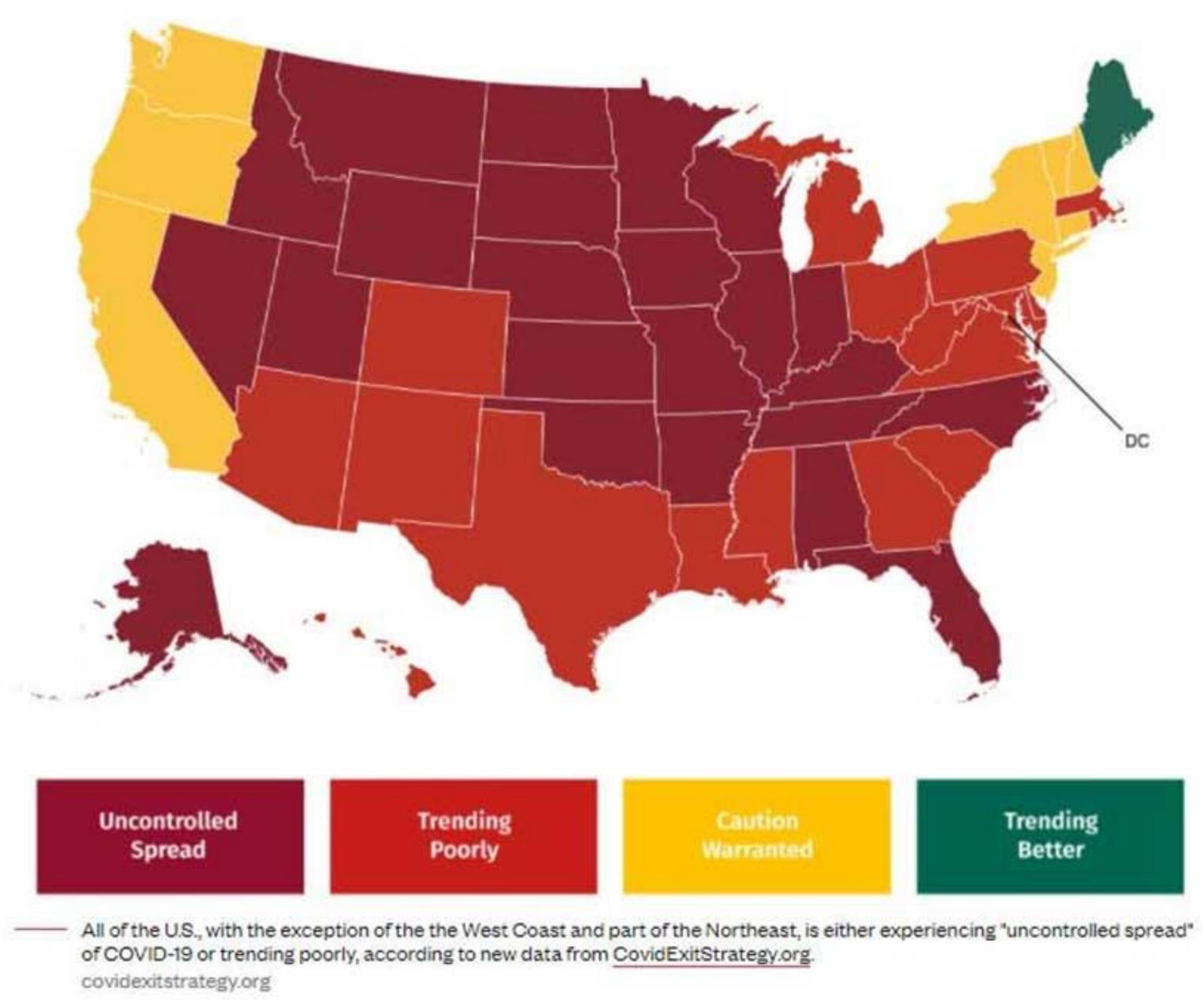
New data from CovidExitStrategy.org, a website that tracks each state's progress to a new normal, shows that 41 states either have uncontrolled spreads of the virus or are trending poorly.

#### What is each measure and how is it scored?

#### 14 Day Trend of COVID+

This is the last 14 days of COVID positive cases using a 7 day rolling average. This data is updated daily and comes from the COVID Tracking Project.

- Dark red: If cases are increasing (>25% change) during the 14 day period
- Red: If cases are increasing (between 5% 25% change) during the 14 day period
- Yellow: If cases are flat (less than 5% change) during the 14 day period
- Green: If cases are decreasing (more than -5% change) during the 14 day period



### TOP 10 MOST TALKED ABOUT DESTINATIONS WITH CORONAVIRUS ISSUES AS OF OCTOBER 11TH

New York

Question: What are the THREE (3) U.S.	Florida	
travel destinations (if any) that have been		
most talked about as places with	California	
Coronavirus issues? PLEASE ONLY	Cumornia	
<b>CONSIDER TRAVEL DESTINATIONS IN THE</b>	_	
UNITED STATES?	Texas	

Los Angeles

Las Vegas

Arizona

Wisconsin

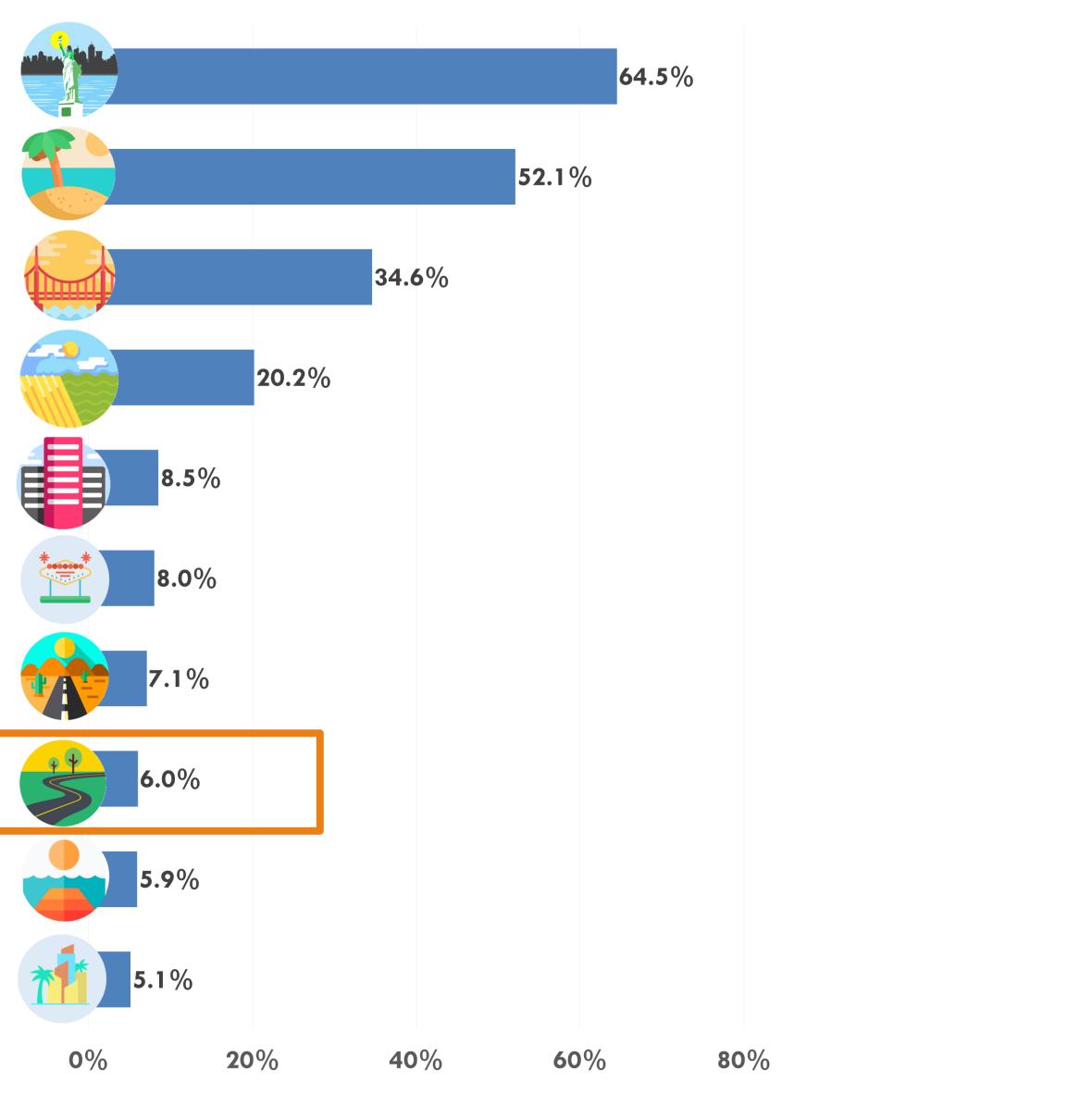
New Jersey

Miami

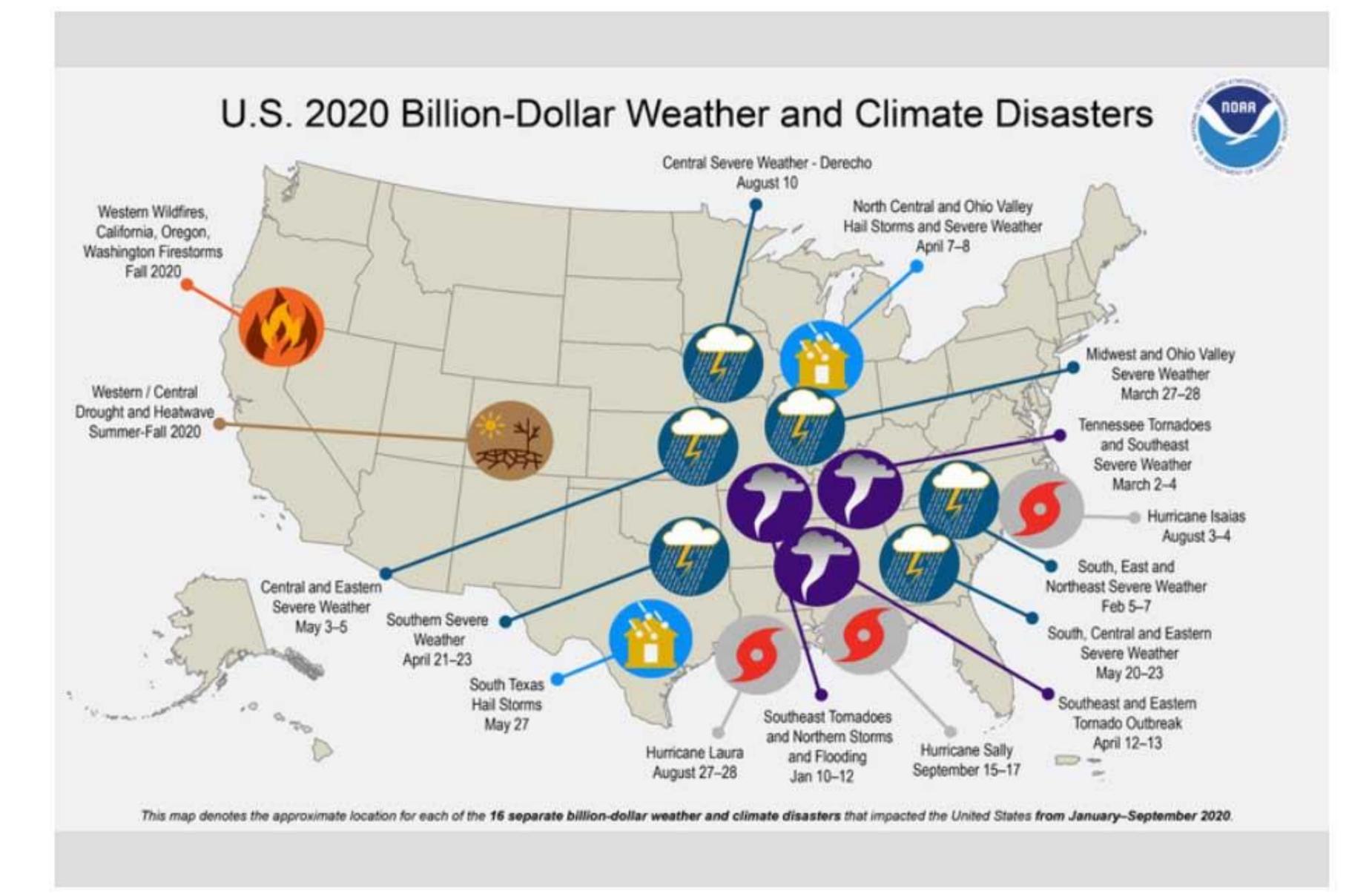


(Base: Wave 31 data. All respondents, 1,203

completed surveys. Data collected Oct 9-11, 2020)







The U.S. has seen 16 costly natural disasters this year, tying an all-time high, a NOAA map shows. NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION



# How Travelers are Feeling Now







### PERSONAL HEALTH CONCERNS

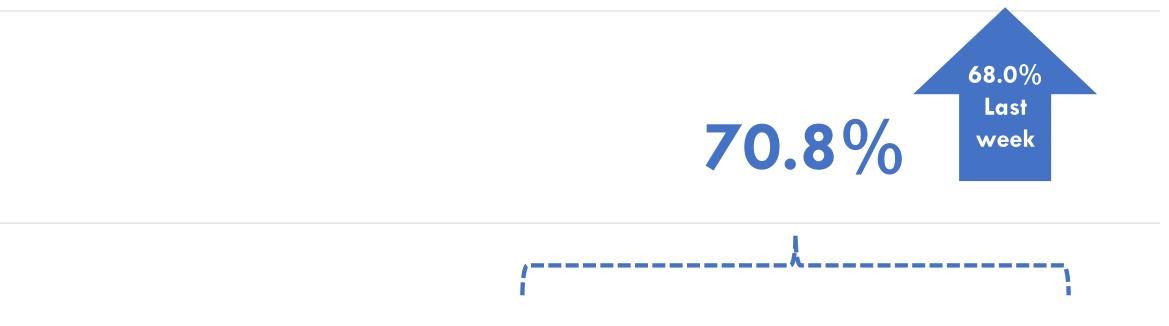
Question: Thinking about the current coronavirus situation, in general, HOW CONCERNED ARE YOU PERSONALLY about contracting the virus? (Please answer using the scale below)

(Base: Wave 31 data. All respondents, 1,203 completed surveys. Data collected

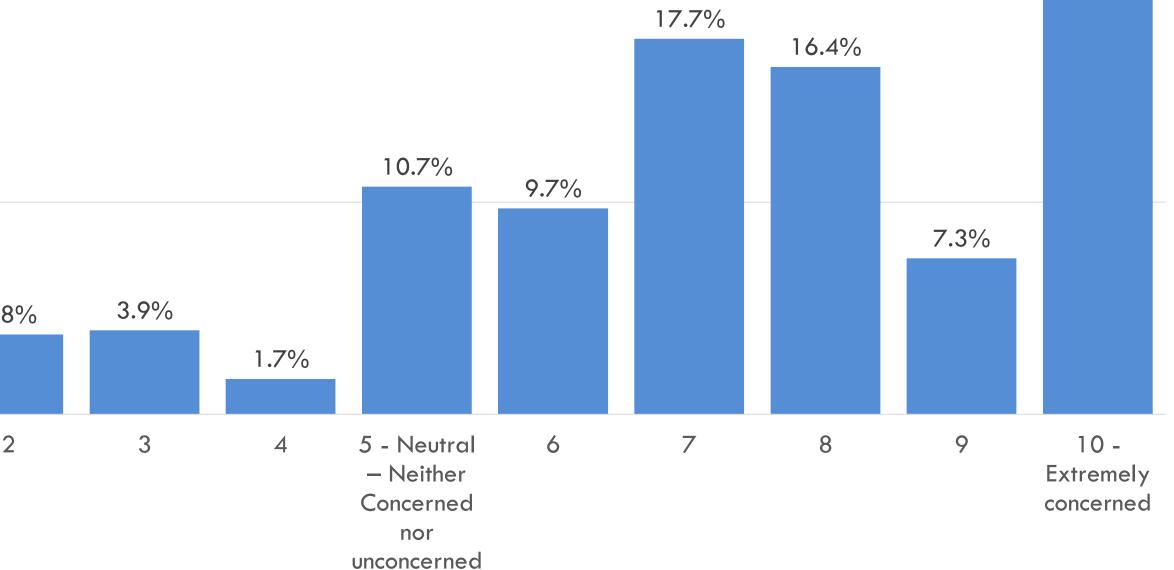
Oct 9-11, 2020)

40%			
-10/0			
30%			
20%			
10%			
	5.00/		
	5.3%	3.8%	3.8
00/			
0%	0 - Not at	1	2
	all		
	concerned		





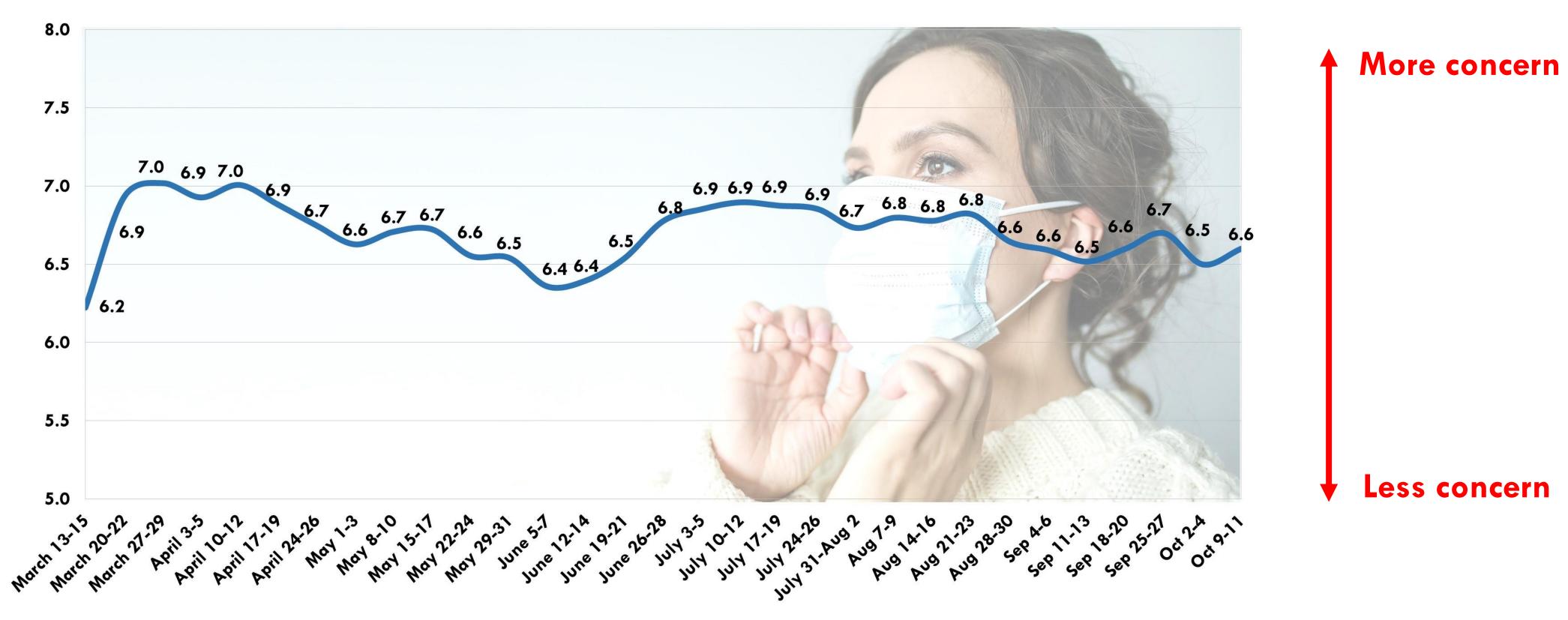
19.7%



### **PERSONAL HEALTH CONCERNS** MARCH 13 - OCTOBER 11



**CONCERNED ABOUT PERSONAL HEALTH** (AVERAGE SCORE ON AN 11-POINT SCALE)



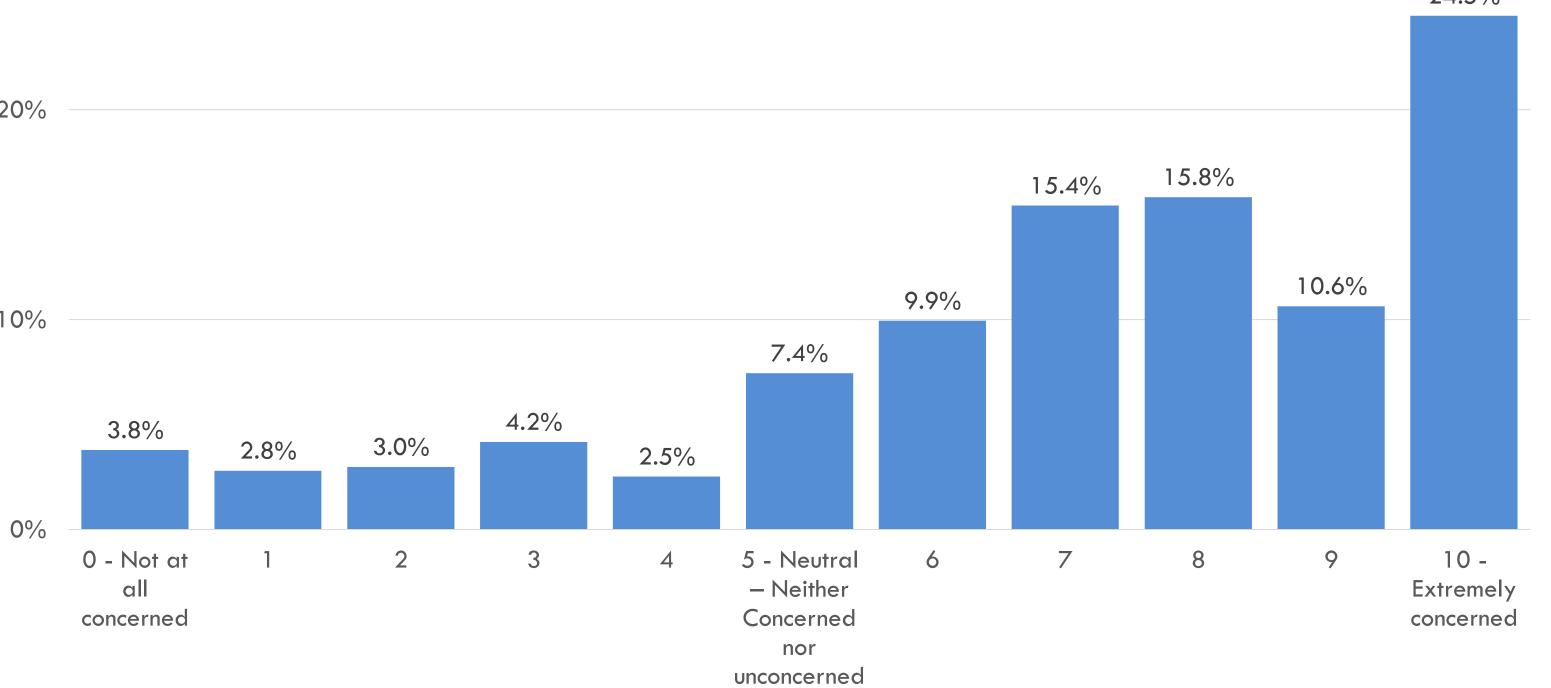
#### QUESTION: THINKING ABOUT THE CURRENT CORONAVIRUS SITUATION, IN GENERAL, HOW CONCERNED ARE YOU PERSONALLY ABOUT CONTRACTING THE VIRUS?

(Base: Waves 1-31. All respondents, 1,201, 1,200, 1,201, 1,216, 1,263, 1,238, 1,208, 1,204, 1,200, 1,212, 1,223, 1,257, 1,214, 1,214, 1,205, 1,231, 1,365, 1,213, 1,200, 1,206, 1,224, 1,201, 1,202, 1,207, 1,250, 1,225, 1,205, 1,200, 1,205, 1,203 and 1,203 completed surveys.



## HEALTH CONCERNS (FAMILY & FRIENDS)

Question: Thinking about the current coronavirus situation, in general, how concerned are you about your FRIENDS OR FAMILY	40%	
contracting the virus? (Please answer using the scale below)	30%	
Base: Wave 31 data. All respondents, 1,203 completed surveys. Data collected	20%	
Oct 9-11, 2020)	10%	



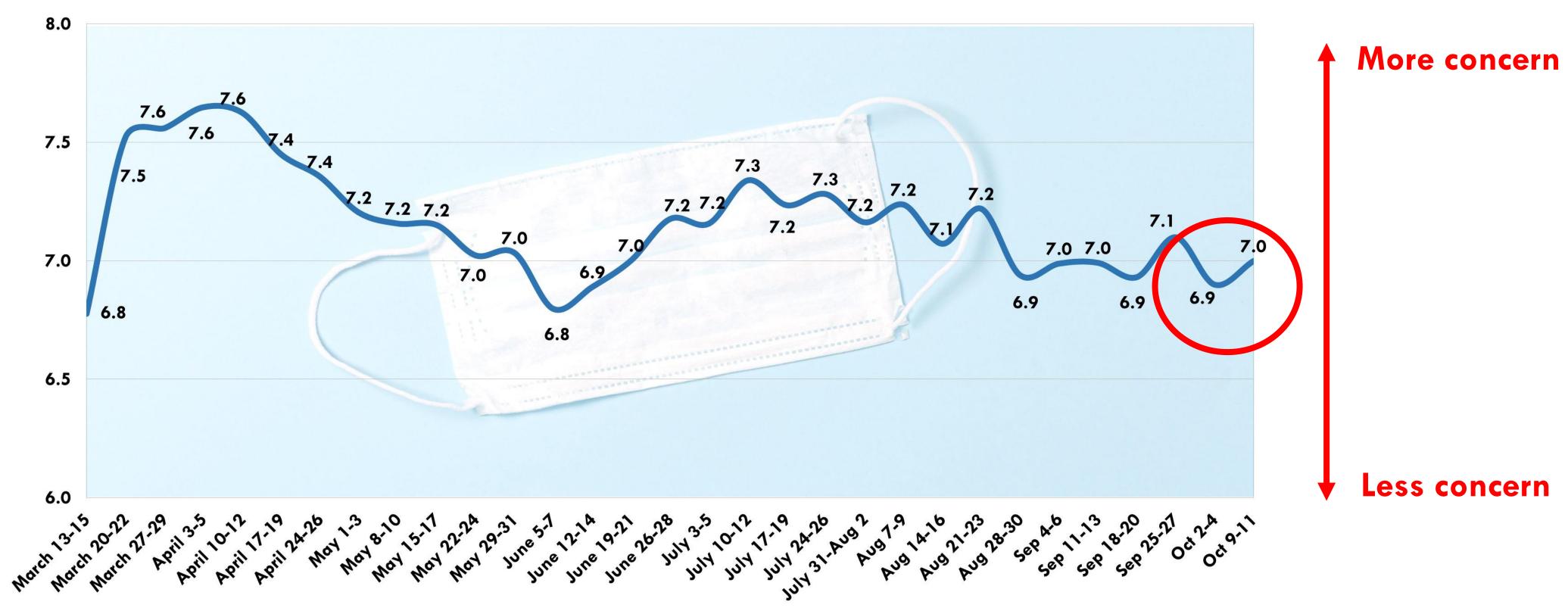




24.5%

### HEALTH CONCERNS (FAMILY & FRIENDS) MARCH 13 - OCTOBER 11

**CONCERNED ABOUT THE HEALTH OF FAMILY OR FRIENDS** 32 (AVERAGE SCORE ON AN 11-POINT SCALE)



#### QUESTION: THINKING ABOUT THE CURRENT CORONAVIRUS SITUATION, IN GENERAL, HOW CONCERNED ARE YOU ABOUT YOUR FRIENDS OR FAMILY CONTRACTING THE VIRUS?

(Base: Waves 1-31. All respondents, 1,201, 1,200, 1,201, 1,216, 1,263, 1,238, 1,208, 1,204, 1,200, 1,212, 1,223, 1,257, 1,214, 1,214, 1,205, 1,231, 1,365, 1,213, 1,200, 1,206, 1,224, 1,201, 1,202, 1,207, 1,250, 1,225, 1,205, 1,200, 1,205, 1,203 and 1,203 completed surveys.



### **CONCERNS ABOUT PERSONAL FINANCES**

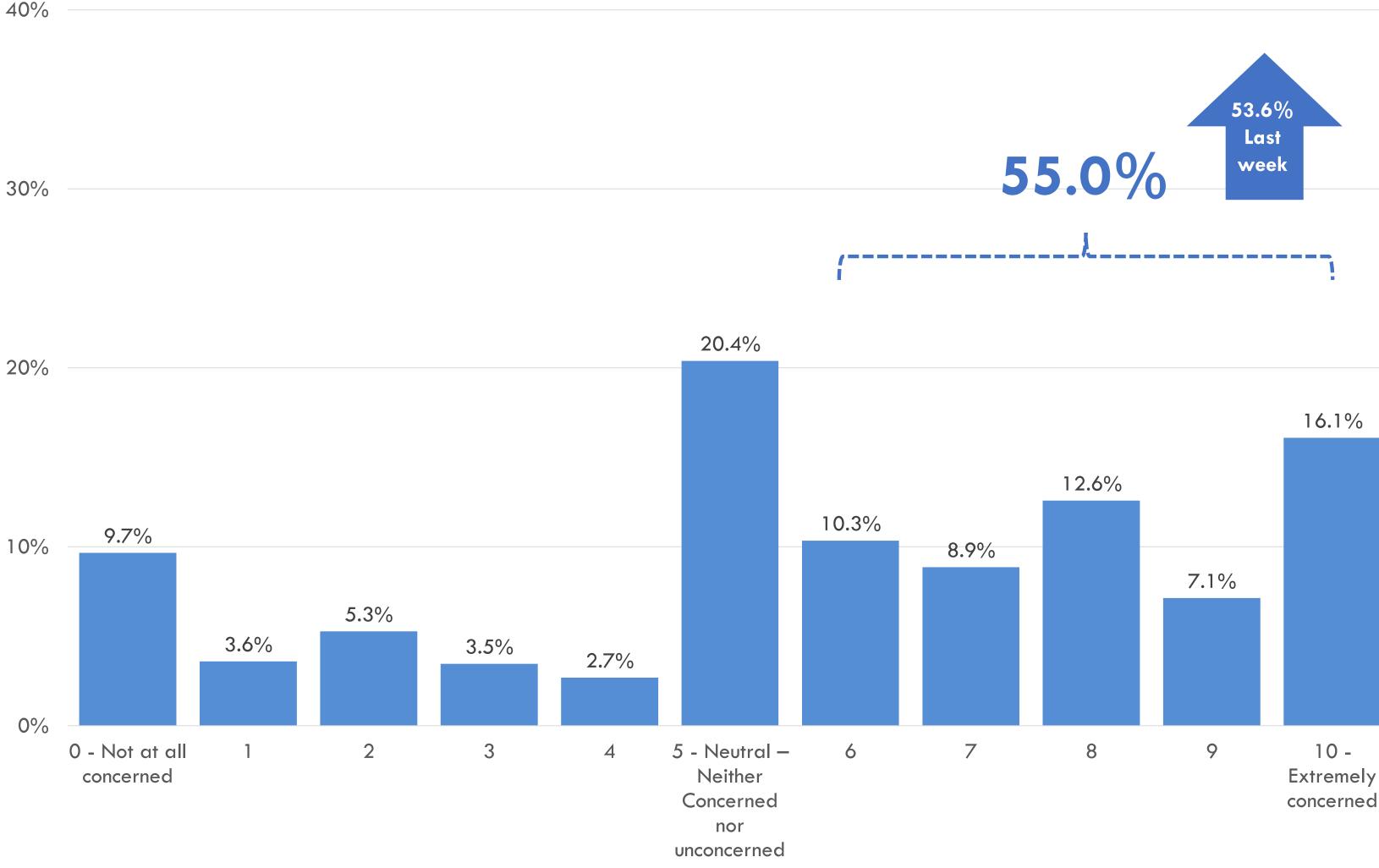
**Question:** Thinking about the current coronavirus situation, how concerned are you about the impact it may have on your **PERSONAL FINANCES?** (Please answer using the scale below)

(Base: Wave 31 data. All respondents,

1,203 completed surveys. Data collected

Oct 9-11, 2020)

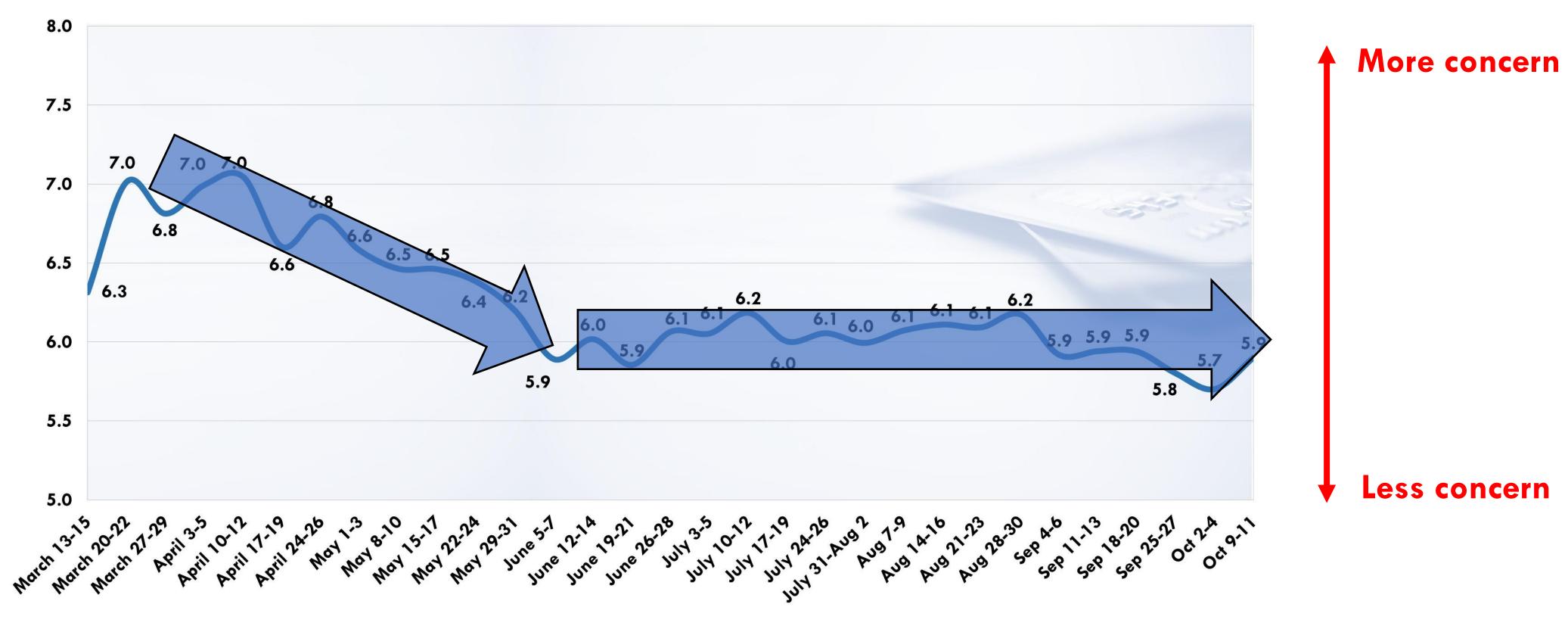
40%			
30%			
5070			
20%			
20/0			





### **CONCERNS ABOUT PERSONAL FINANCES** MARCH 13 - OCTOBER 11





#### QUESTION: THINKING ABOUT THE CURRENT CORONAVIRUS SITUATION, HOW CONCERNED ARE YOU ABOUT THE IMPACT IT MAY HAVE ON YOUR PERSONAL FINANCES?

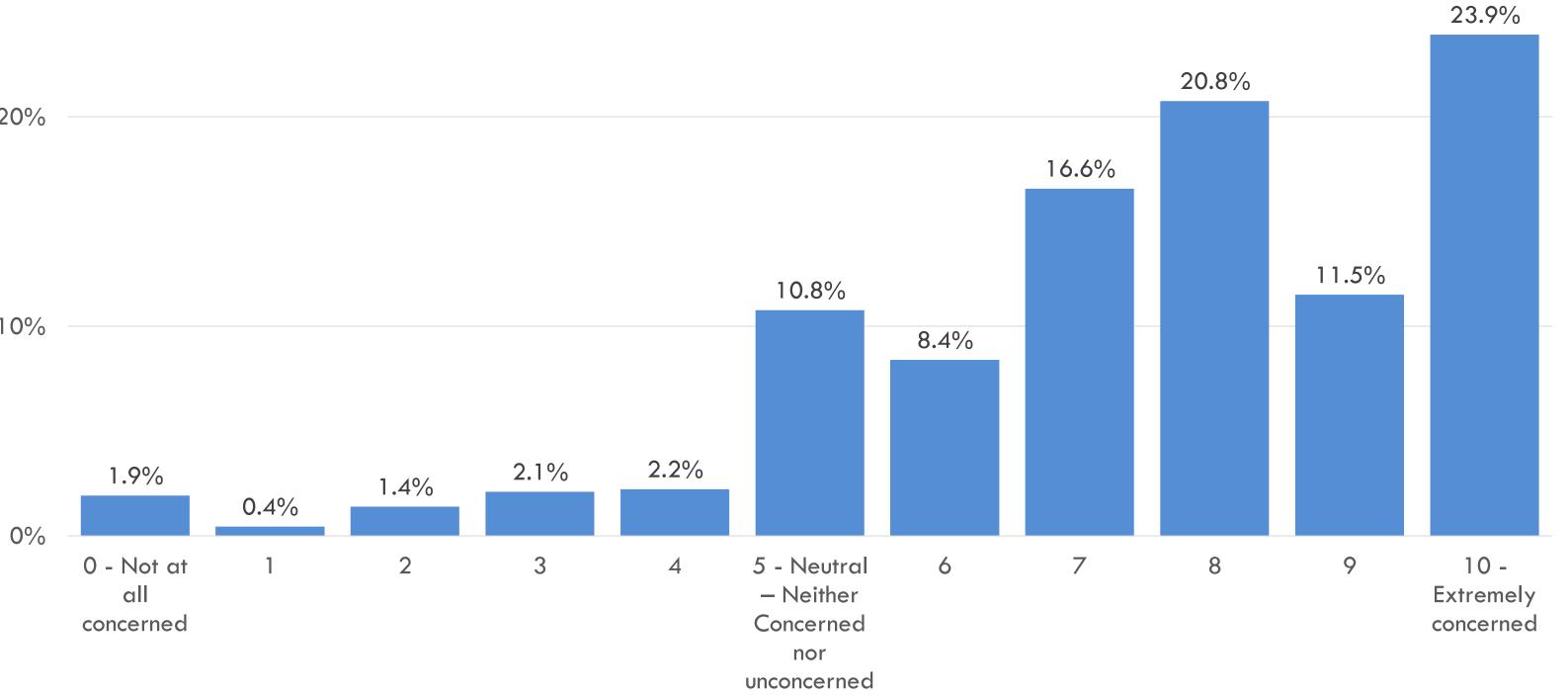
(Base: Waves 1-31. All respondents, 1,201, 1,200, 1,201, 1,216, 1,263, 1,238, 1,208, 1,204, 1,200, 1,212, 1,223, 1,257, 1,214, 1,214, 1,205, 1,231, 1,365, 1,213, 1,200, 1,206, 1,224, 1,201, 1,202, 1,207, 1,250, 1,225, 1,205, 1,200, 1,205, 1,203 and 1,203 completed surveys.

#### CONCERNED ABOUT PERSONAL FINANCES (AVERAGE SCORE ON AN 11-POINT SCALE)

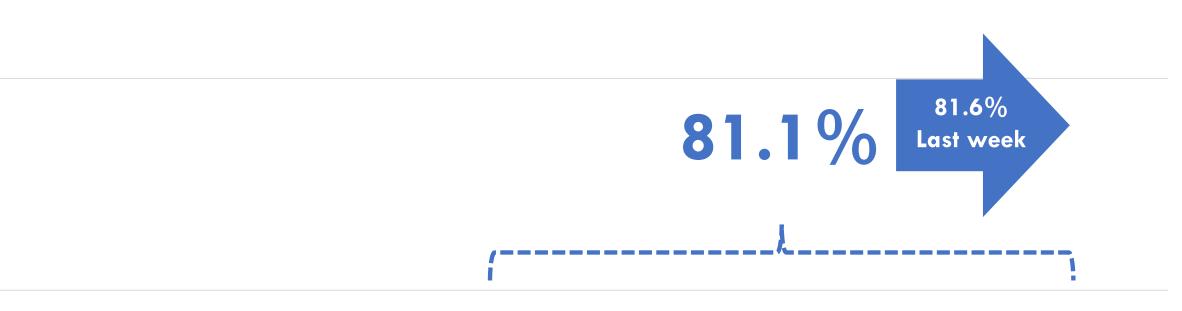


## **CONCERNS ABOUT NATIONAL ECONOMY**

Question: Thinking about the current coronavirus situation, how concerned are you about the	40%	
impact it may have on the NATIONAL ECONOMY?	30%	
(Base: Wave 31 data. All respondents, 1,203 completed surveys. Data collected	20%	
Oct 9-11, 2020)	10%	

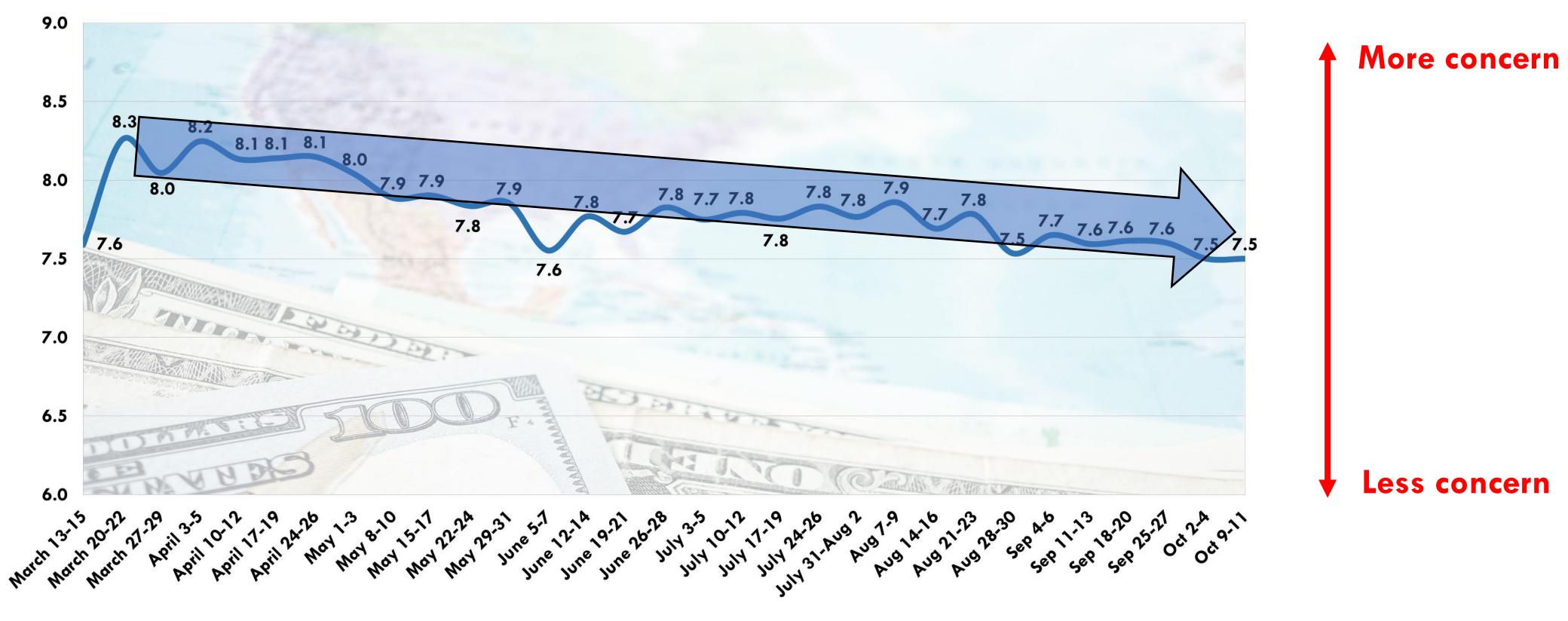






### **CONCERNS ABOUT NATIONAL ECONOMY** MARCH 13 - OCTOBER 11





#### QUESTION: THINKING ABOUT THE CURRENT CORONAVIRUS SITUATION, HOW CONCERNED ARE YOU ABOUT THE IMPACT IT MAY HAVE ON THE NATIONAL ECONOMY?

(Base: Waves 1-31. All respondents, 1,201, 1,200, 1,201, 1,216, 1,263, 1,238, 1,208, 1,204, 1,200, 1,212, 1,223, 1,257, 1,214, 1,214, 1,205, 1,231, 1,365, 1,213, 1,200, 1,206, 1,224, 1,201, 1,202, 1,207, 1,250, 1,225, 1,205, 1,200, 1,205, 1,203 and 1,203 completed surveys.

**CONCERNED ABOUT NATIONAL ECONOMY** (AVERAGE SCORE ON AN 11-POINT SCALE)



## **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 \_\_\_\_\_

Get much worse

Get worse

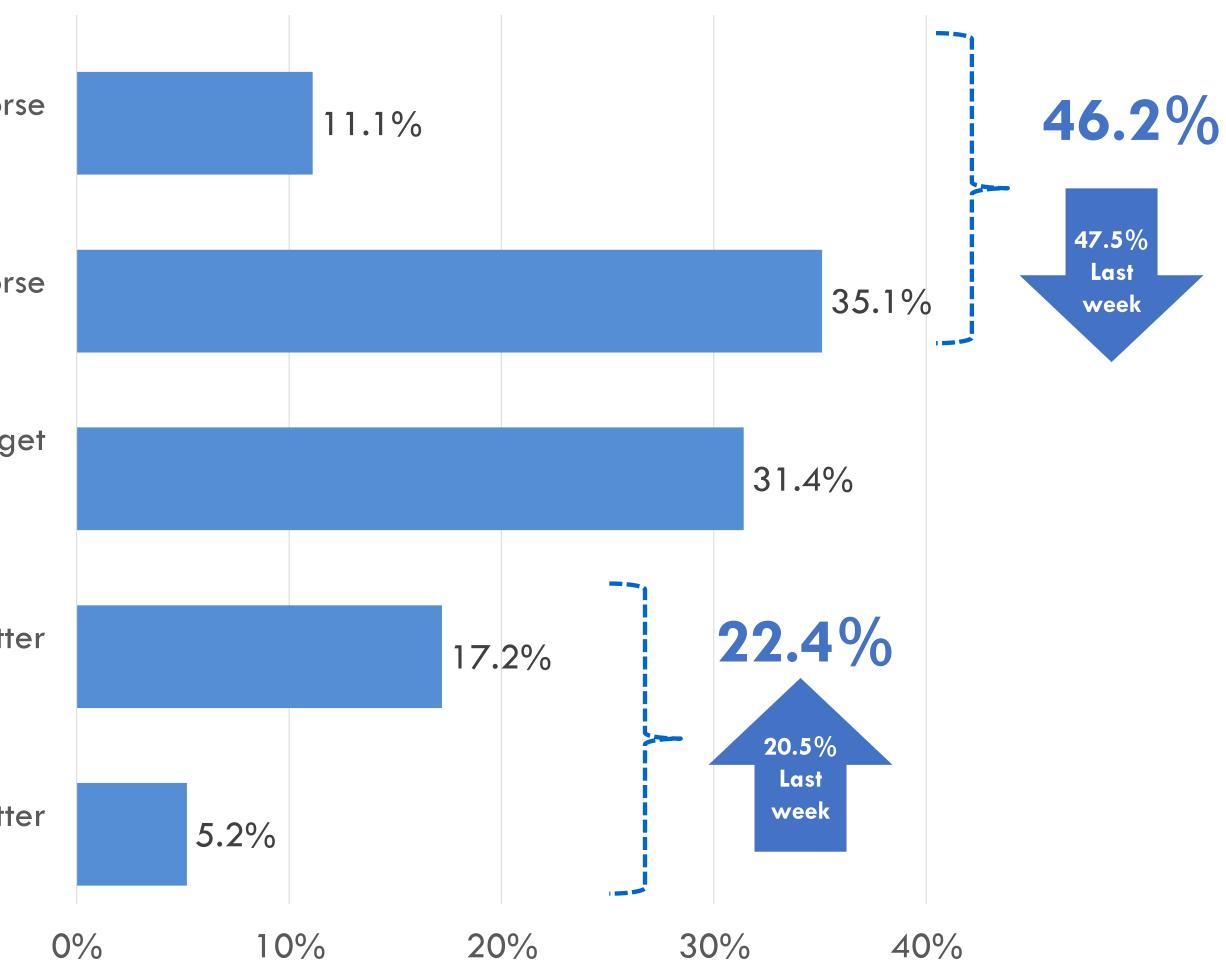
Neither worsen nor get better

Get better

(Base: Wave 31 data. All respondents, 1,203 completed surveys. Data collected Oct 9-11, 2020)

Get much better







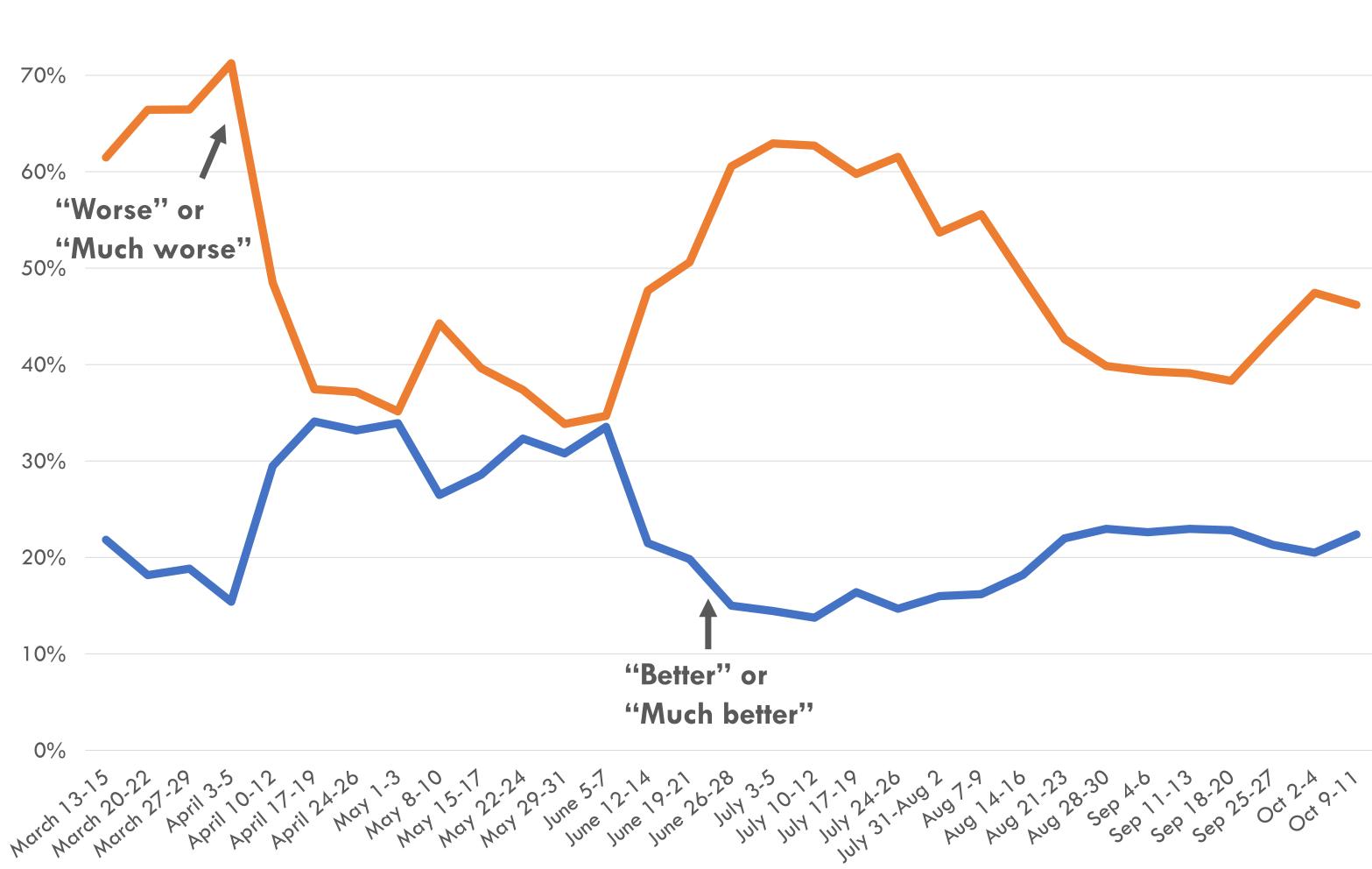
## **EXPECTATIONS FOR THE CORONAVIRUS OUTBREAK (WAVES 1-31)**

80%

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

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

(Base: Waves 1-31. All respondents, 1,201, 1,200, 1,201, 1,216, 1,263, 1,238, 1,208, 1,204, 1,200, 1,212, 1,223, 1,257, 1,214, 1,214, 1,205, 1,231, 1,365, 1,213, 1,200, 1,206, 1,224, 1,201, 1,202, 1,207, 1,250, 1,225, 1,205, 1,200, 1,200, 1,205, 1,203 and 1,203 completed surveys.)





### **PERCEIVED SAFETY OF TRAVEL ACTIVITIES (WAVE 31)**

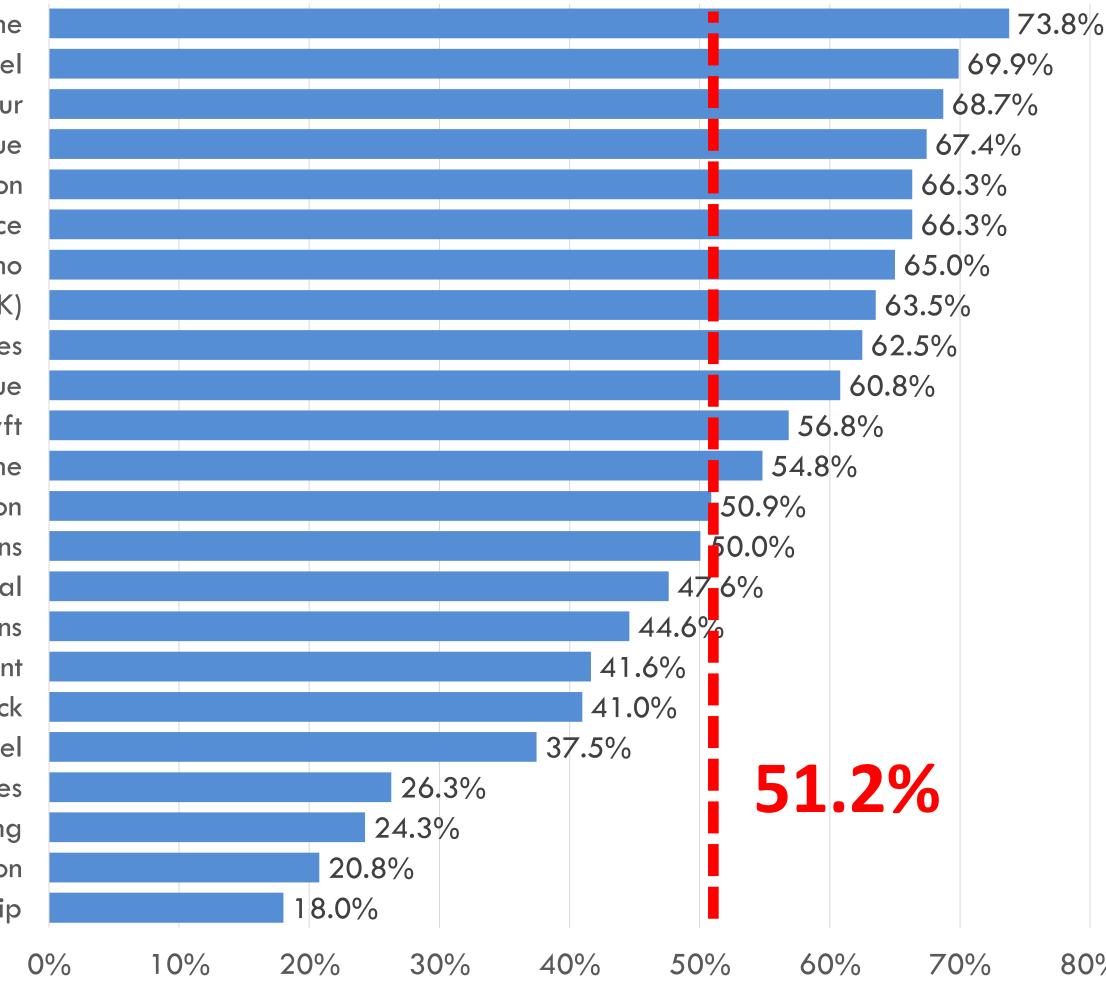
**Question:** At this moment, how safe would you feel doing each type of travel activity?

(Base: Wave 31 data. All respondents, 1,203 completed surveys. Data collected Oct 9-11, 2020)

Traveling on a cruise line Intercity bus travel Traveling by bus or motor coach on a group tour Sporting events - Large venue Attending a conference or convention Attending a performance Go to a casino Train travel (intercity travel - e.g., AMTRAK) Traveling outside the United States Sporting events - Small venue Traveling in a taxi/Uber/Lyft Traveling on a commercial airline Visiting a museum or other indoor attraction Traveling for business reasons Staying in an Airbnb or home rental Visiting an amusement park or other outdoor attractions Dining in a restaurant Visiting an observation deck Staying in a hotel Visiting friends and relatives Going shopping Non-team outdoor recreation Taking a road trip



#### **Top 2-Box Score: Percent Selecting Each as** "Somewhat Unsafe" or "Very Unsafe"



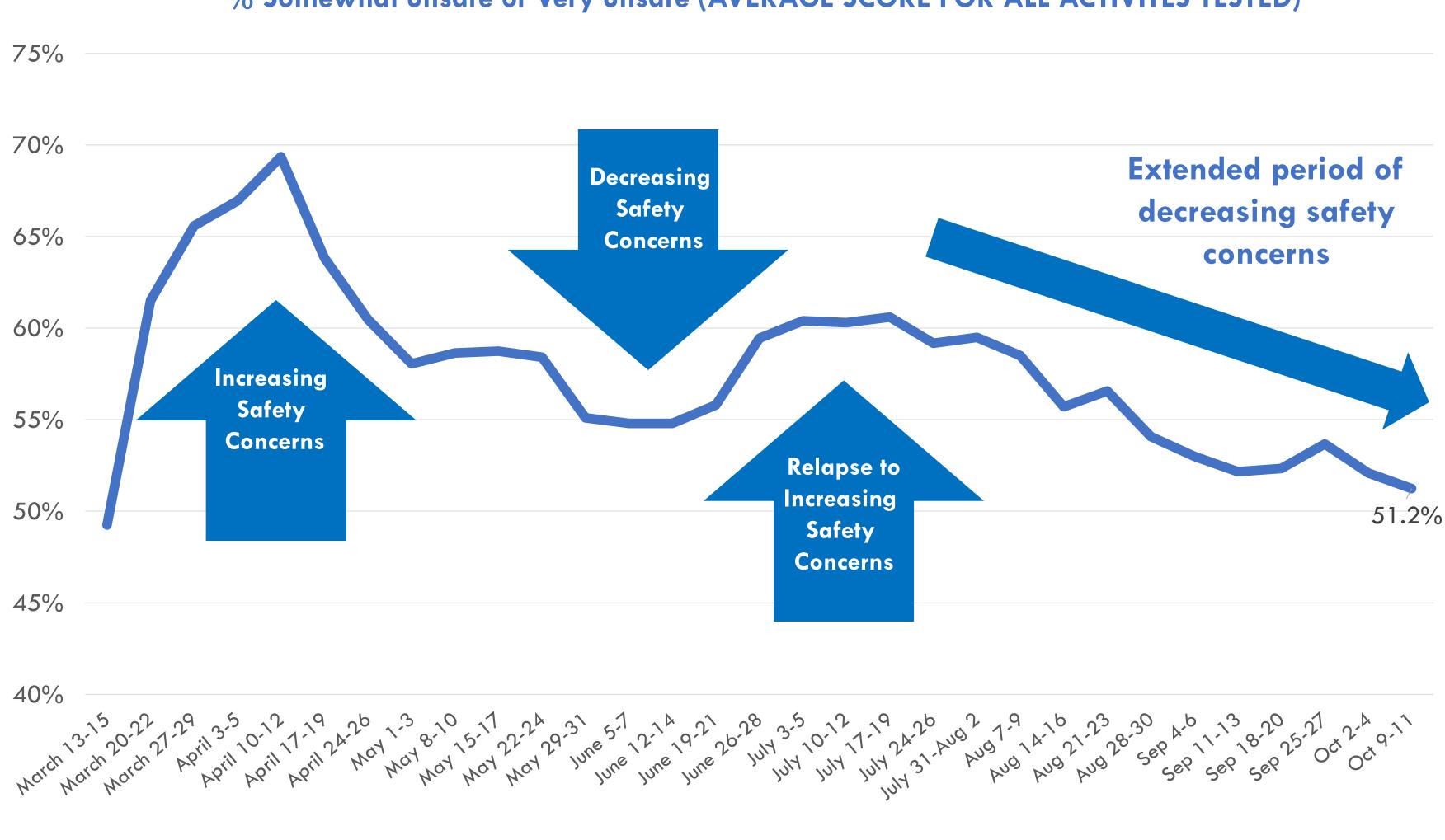




### **PERCEIVED SAFETY OF TRAVEL ACTIVITIES (WAVES 1-31 COMPARISON)**

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

(Base: Waves 1-31. All respondents, 1,201, 1,200, 1,201, 1,216, 1,263, 1,238, 1,208, 1,204, 1,200, 1,212, 1,223, 1,257, 1,214, 1,214, 1,205, 1,231, 1,365, 1,213, 1,200, 1,206, 1,224, 1,201, 1,202, 1,207, 1,250, 1,225, 1,205, 1,200, 1,205, 1,203 and 1,203 completed surveys.)



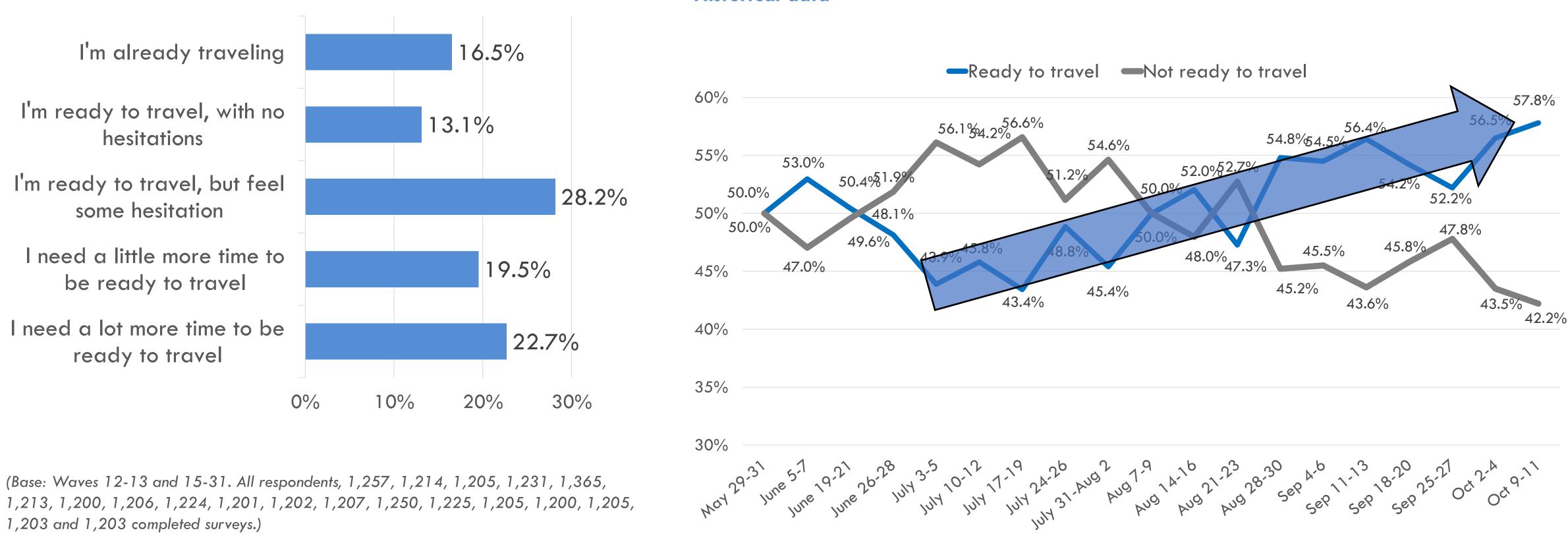


#### % Somewhat unsafe or Very unsafe (AVERAGE SCORE FOR ALL ACTIVITES TESTED)



### **TRAVEL STATE-OF-MIND**

#### Question: When it comes to getting back out and traveling again, which best describes your current state of mind? (Select one)





#### Historical data

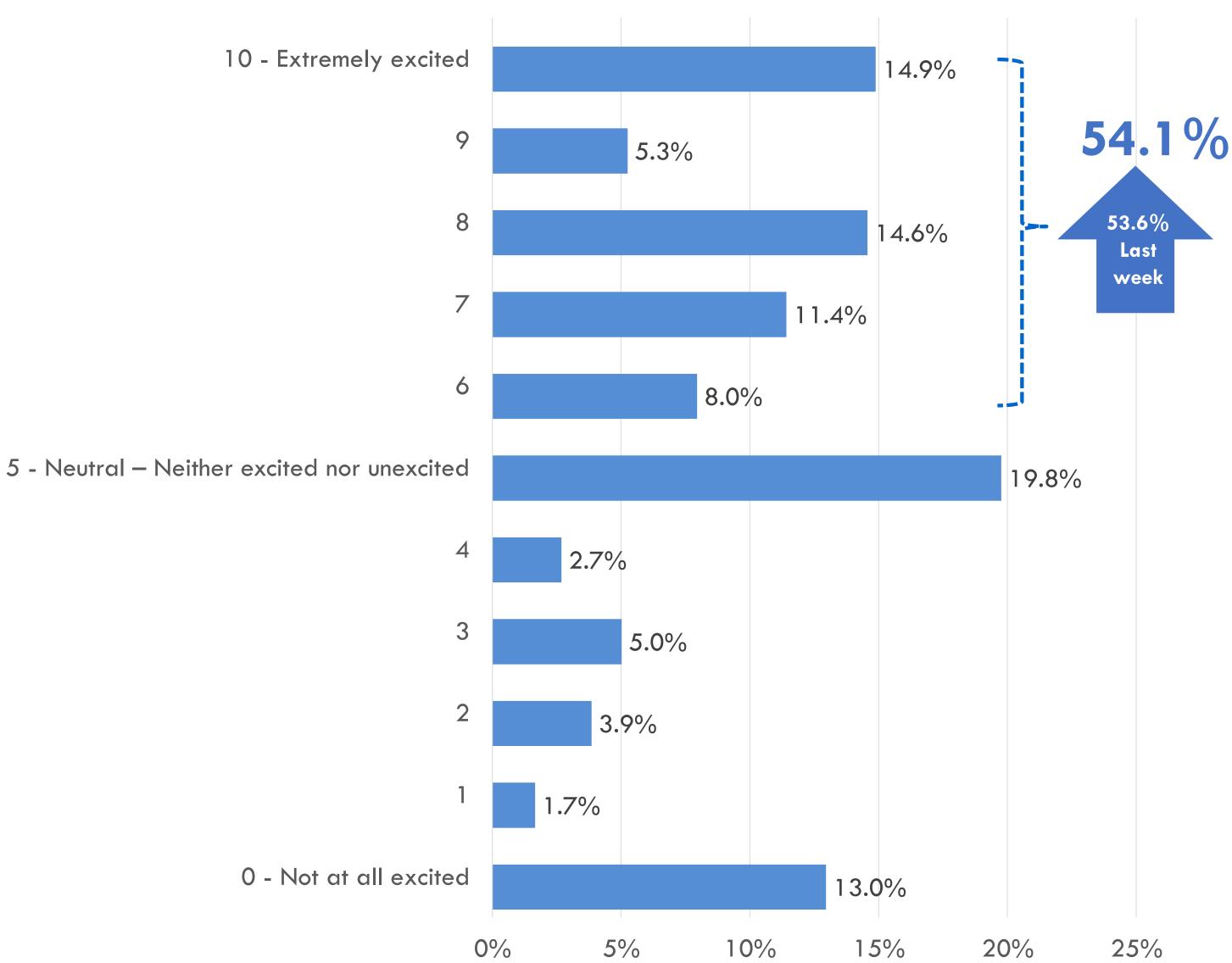
### EXCITEMENT TO TRAVEL NOW

**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: Wave 31 data. All respondents, 1,203 completed surveys. Data collected Oct 9-11, 2020)

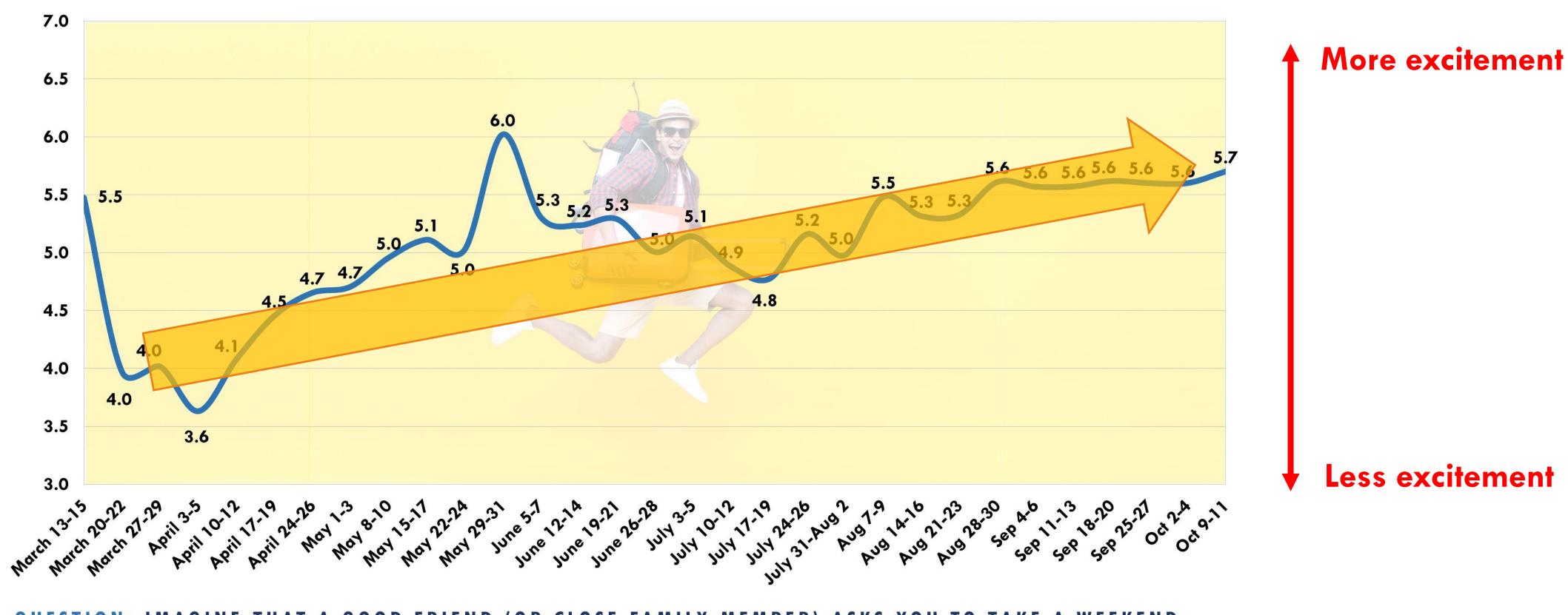




### EXCITEMENT TO TRAVEL RIGHT NOW MARCH 13 - OCTOBER 11



EXCITED TO TRAVEL RIGHT NOW (AVERAGE SCORE ON AN 11-POINT SCALE)



#### 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: Waves 1-31. All respondents, 1,201, 1,200, 1,201, 1,216, 1,263, 1,238, 1,208, 1,204, 1,200, 1,212, 1,223, 1,257, 1,214, 1,214, 1,205, 1,231, 1,365, 1,213, 1,200, 1,206, 1,224, 1,201, 1,202, 1,207, 1,250, 1,225, 1,205, 1,200, 1,205, 1,203 and 1,203 completed surveys.





# **KEY TAKEAWAYS**

- American travelers' concerns about the virus increased this week after a decline last week
- However, consumer aspiration and demand for travel continues to express itself
- Travel clearly took a large brunt of the fears about the coronavirus in the early period of the pandemic, but Americans look to be easing strong perceptions of travel as unsafe and shifting their mindset towards travel readiness
- Don't forget: Safety is still essential to how people think about and consider travel









Question: Thinking now about how you will spend your disposable income during the next three months, tell us about your spending priorities.

However you personally define each, use the scale provided to indicate how you will prioritize these in the next THREE (3) MONTHS.

### **O** Essential priority

- **O** High priority
- **O** Medium priority
- O Low priority
- O Not a priority

## SPENDING PRIORITIES (NEXT 3 MONTHS)

**Question:** Thinking now about how you will spend your disposable income during the next three months, tell us about your spending priorities.

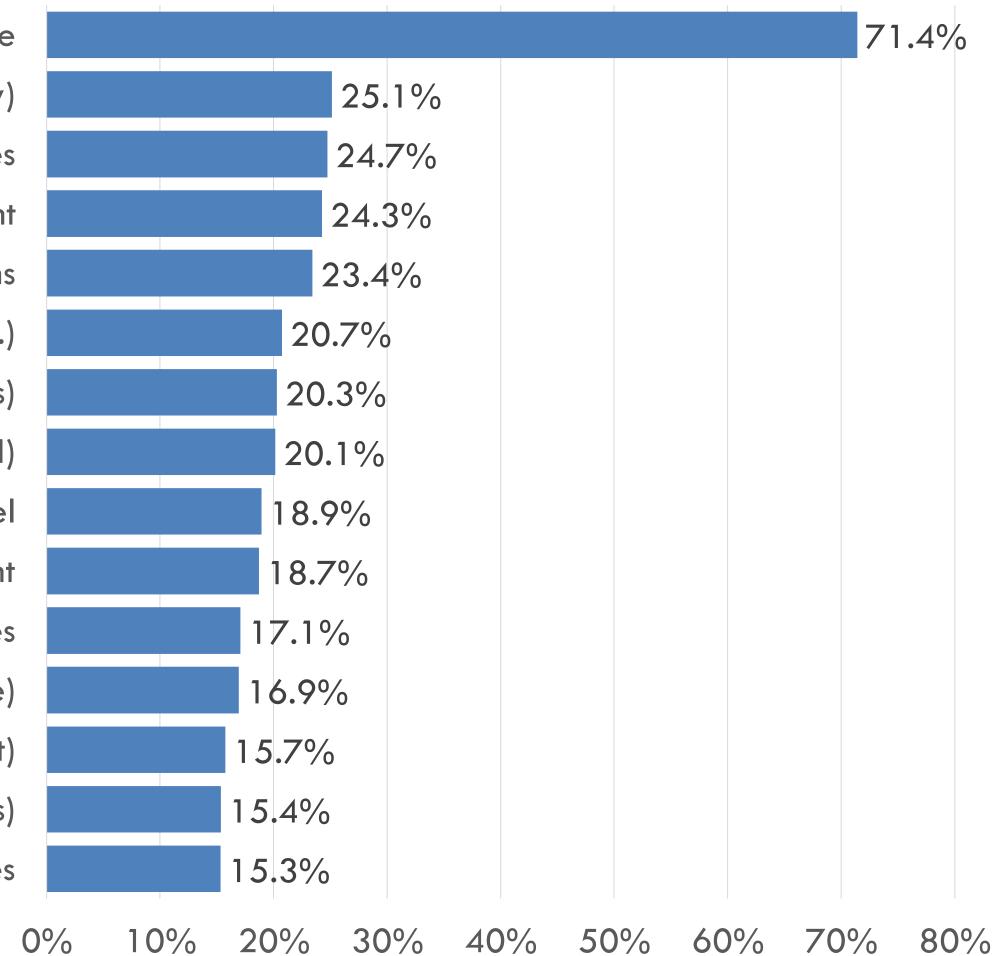
However you personally define each, use the scale provided to indicate how you will prioritize these in the next THREE (3) **MONTHS.** 

(Base: Wave 31 data. All respondents, 1,203 completed surveys. Data collected Oct. 9-11, 2020)

Food to consume at home Leisure travel (to visit friends and family) Gifts for friends and relatives Online entertainment Home improvements or renovations Donations (charitable, political, etc.) Leisure travel (road trips) Automobiles (new or used) Clothing and apparel Home electronics & computer equipment Furniture and home decor items/services Leisure travel (by plane) Leisure travel (to attend an event) Leisure travel (outside the United States) **Recreational equipment or supplies** 



#### **Essential or High Priority**



## SPENDING PRIORITIES (NEXT 3 MONTHS)

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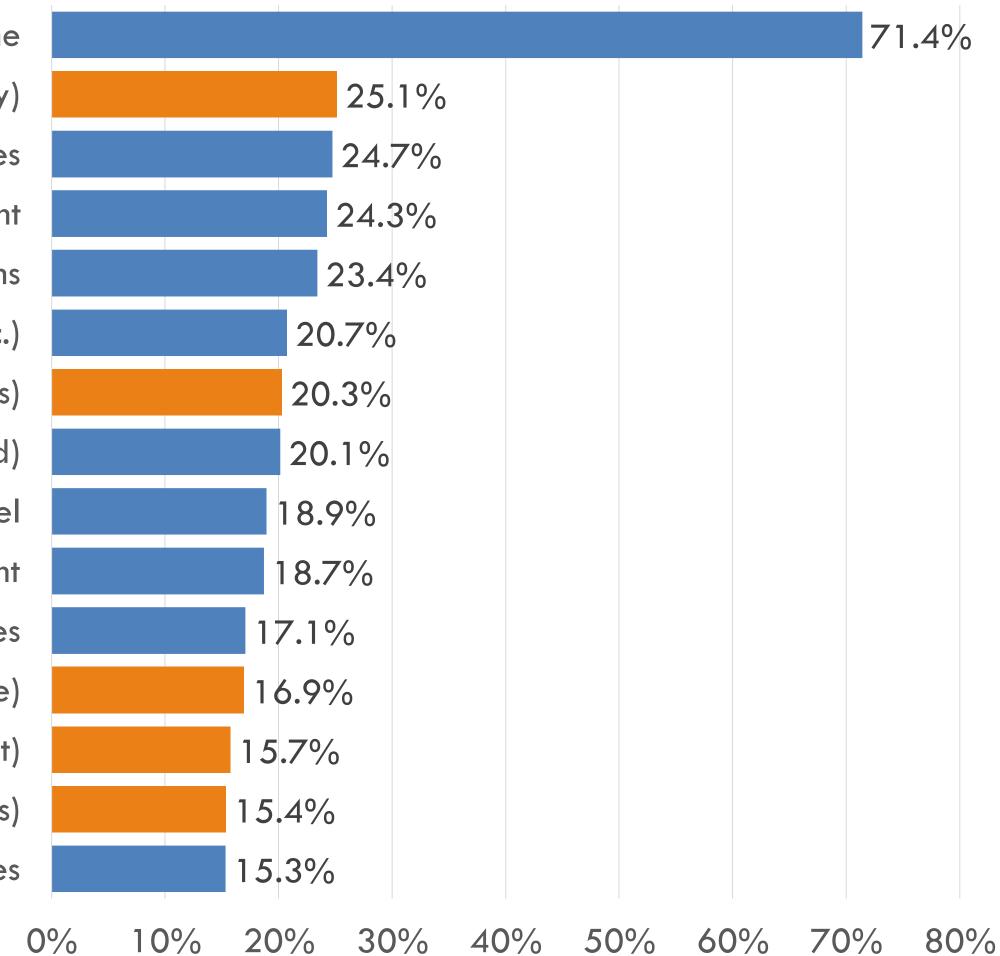
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#### **Essential or High Priority**



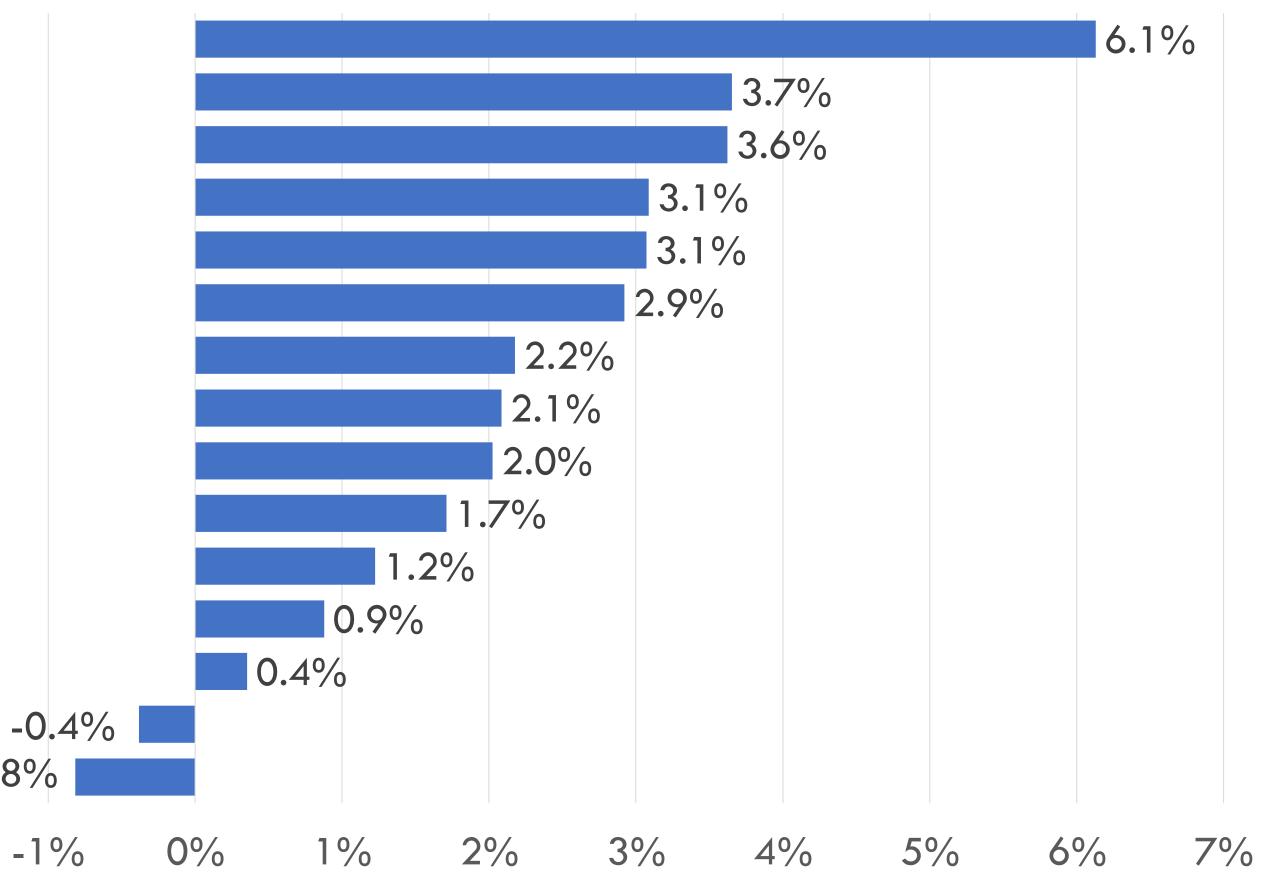
## SPENDING PRIORITIES (NEXT 3 MONTHS)

#### **Absolute Change from August (Wave 23)**

Gifts for friends and relatives Automobiles (new or used) Furniture and home decor items/services Donations (charitable, political, etc.) Recreational equipment or supplies Food to consume at home Home electronics & computer equipment Home improvements or renovations Leisure travel (to attend an event) Clothing and apparel Leisure travel (outside the United States) Leisure travel (to visit friends and family) Leisure travel (by plane) Leisure travel (road trips) Online entertainment (video streaming, video gaming, etc) -2%



-0.8%



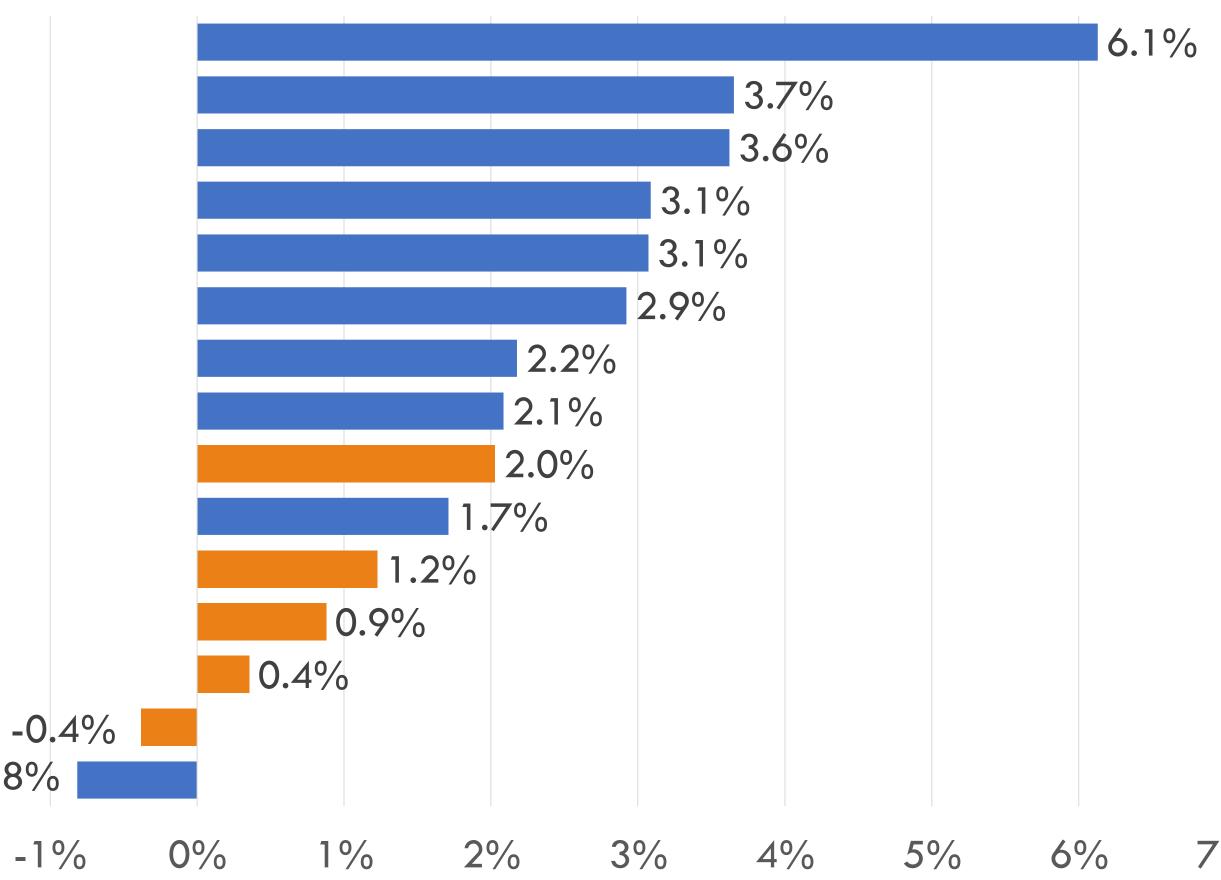
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#### **Absolute Change from August (Wave 23)**

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-0.8%



7%

#### **TRAVEL PRIORITIES**

**Question:** Thinking about your travel during the rest of the year, what travel experiences will you prioritize?

However you personally define each, use the scale provided to indicate how you will prioritize them.

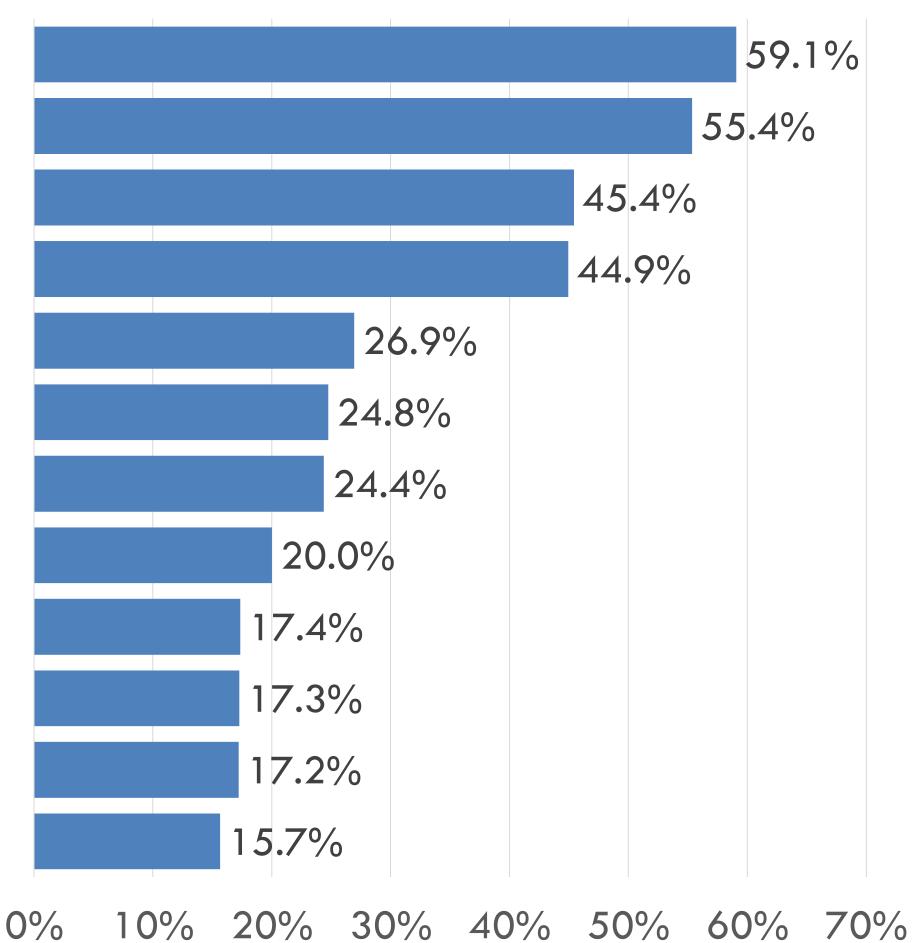
(Base: Wave 31 data. All respondents, 1,203 completed surveys. Data collected Oct. 9-11, 2020)

Spending time with loved ones Getting away from crowds Staying close to home Enjoying nature Excitement and energy Budget travel Bucket list travel Visiting cultural institutions Visiting theme parks Luxury travel Visiting large cities

New places I haven't visited before



#### **Essential or High Priority**



#### TRAVEL PRIORITIES

**Question:** Thinking about your travel during the rest of the year, what travel experiences will you prioritize?

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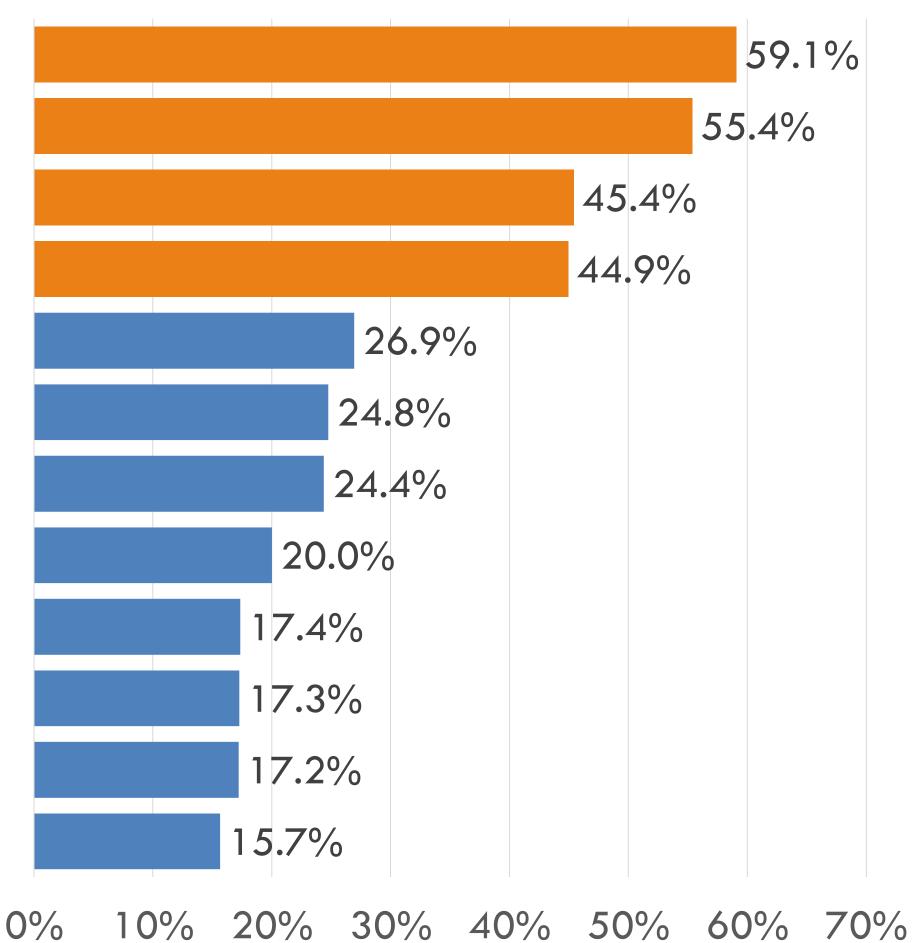
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#### **Essential or High Priority**



#### **TRAVEL PRIORITIES**

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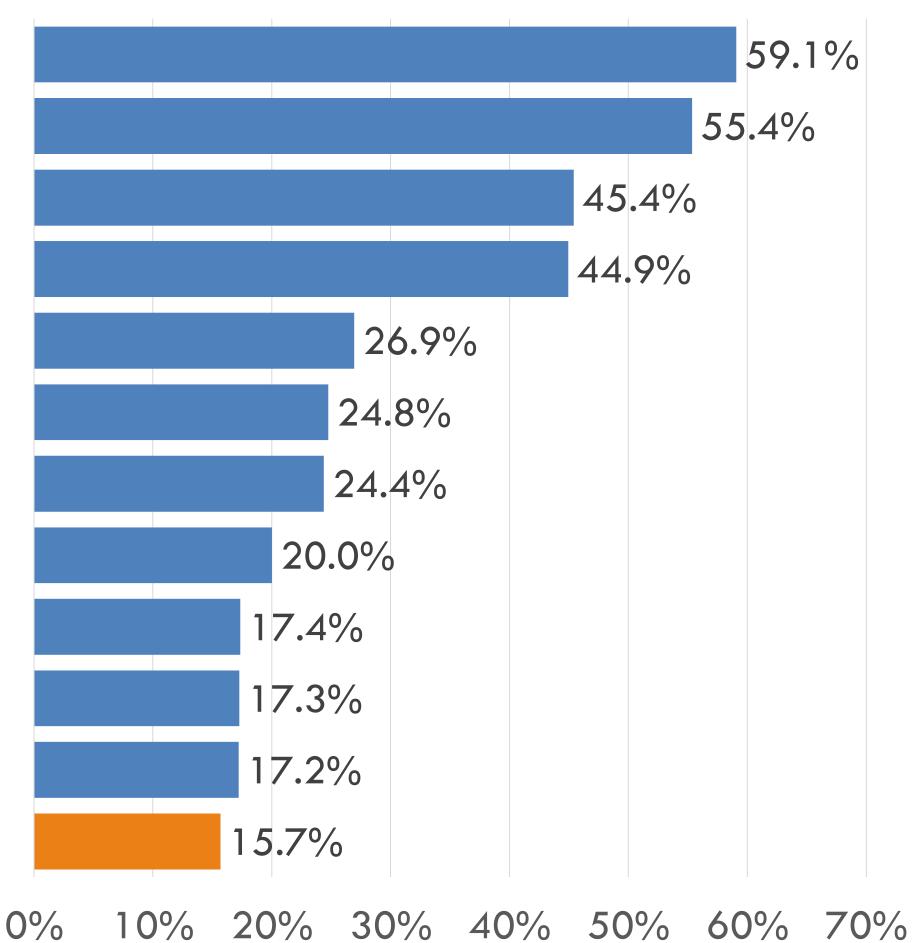
(Base: Wave 31 data. All respondents, 1,203 completed surveys. Data collected Oct. 9-11, 2020)

Spending time with loved ones Getting away from crowds Staying close to home Enjoying nature Excitement and energy Budget travel Bucket list travel Visiting cultural institutions Visiting theme parks Luxury travel Visiting large cities

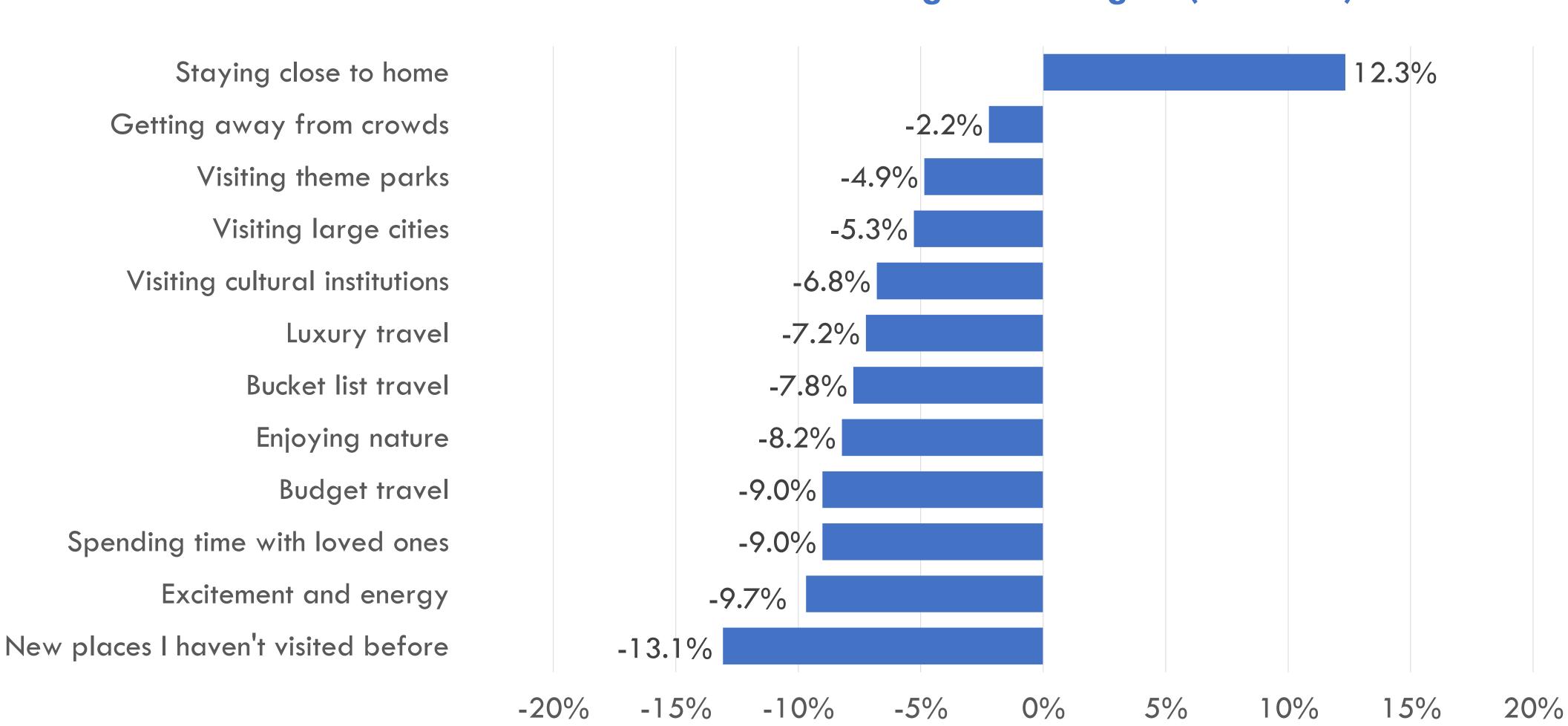
New places I haven't visited before



#### **Essential or High Priority**



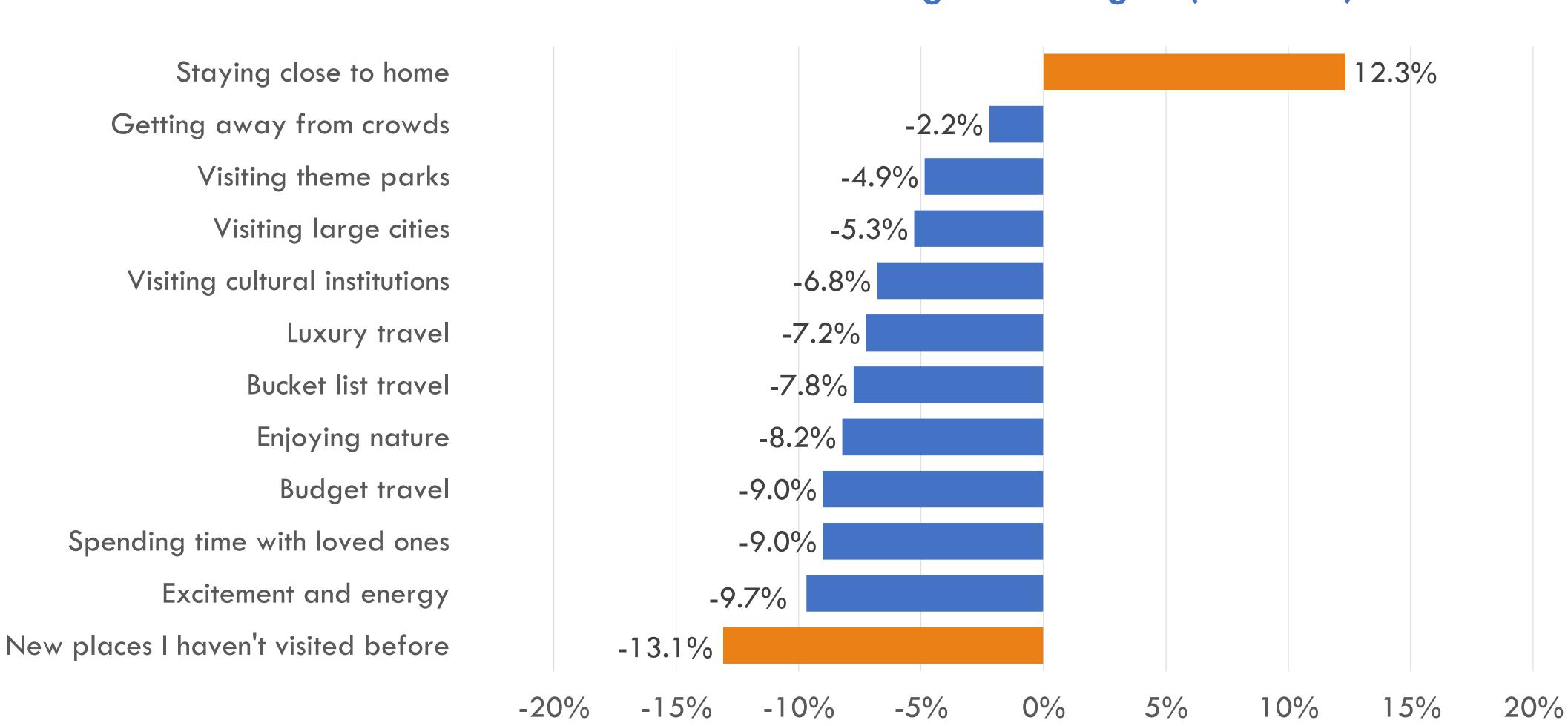
## TRAVEL PRIORITIES (NEXT 3 MONTHS)





#### Absolute Change from August (Wave 23)

## TRAVEL PRIORITIES (NEXT 3 MONTHS)





#### Absolute Change from August (Wave 23)



# **KEY TAKEAWAYS**

- While American travelers will most prioritize spending their disposable income on food, there has been a net positive change in prioritizing leisure travel spending in the next 3 months.
- With the holiday season soon approaching, spending priorities on gifts for family and friends has grown and spending time with loved ones is the top priority relative to other travel experiences.
- Although American travelers most want to visit large cities in the next 12 months, visiting urban centers in the remainder of 2020 is the least prioritized experience, likely due to holiday travel being at the forefront of travelers' minds.



# The Potential Impact of Mandatory Covid-19 Tests

COVID-19 test kit



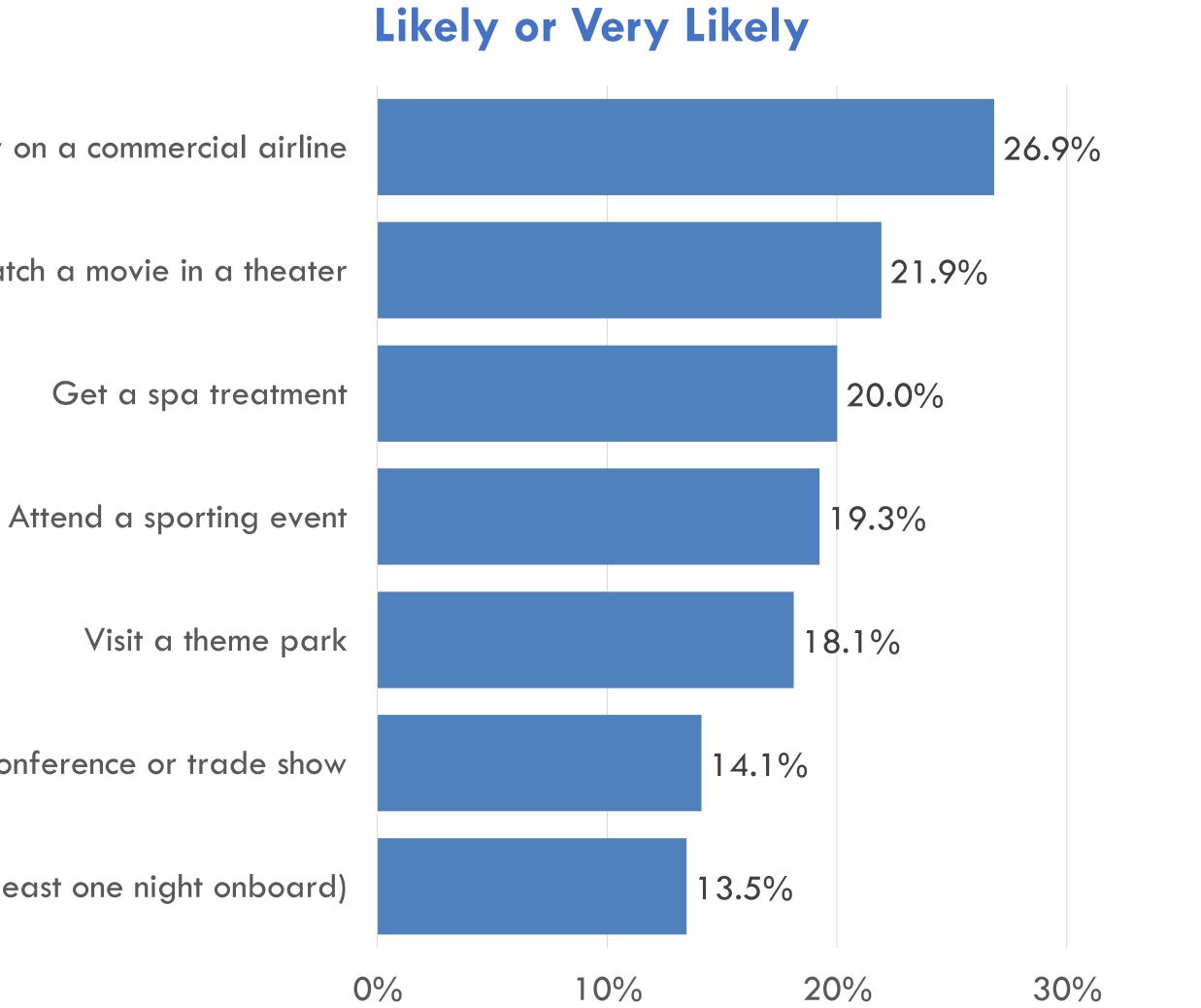
## TRAVEL BEHAVIORS IN NEXT THREE MONTHS

Question: How likely are you to do each of the following in the next THREE (3) MONTHS?	Fly on a comme
(Base: Wave 31 data. All respondents, 1,203 completed surveys. Data collected Oct. 9-11,	Watch a movie
2020)	Get a sp

Attend a convention, conference or trade show

Take a cruise (At least one night onboard)





40%

### MANDATORY COVID TESTS' IMPACT ON TRAVEL BEHAVIORS

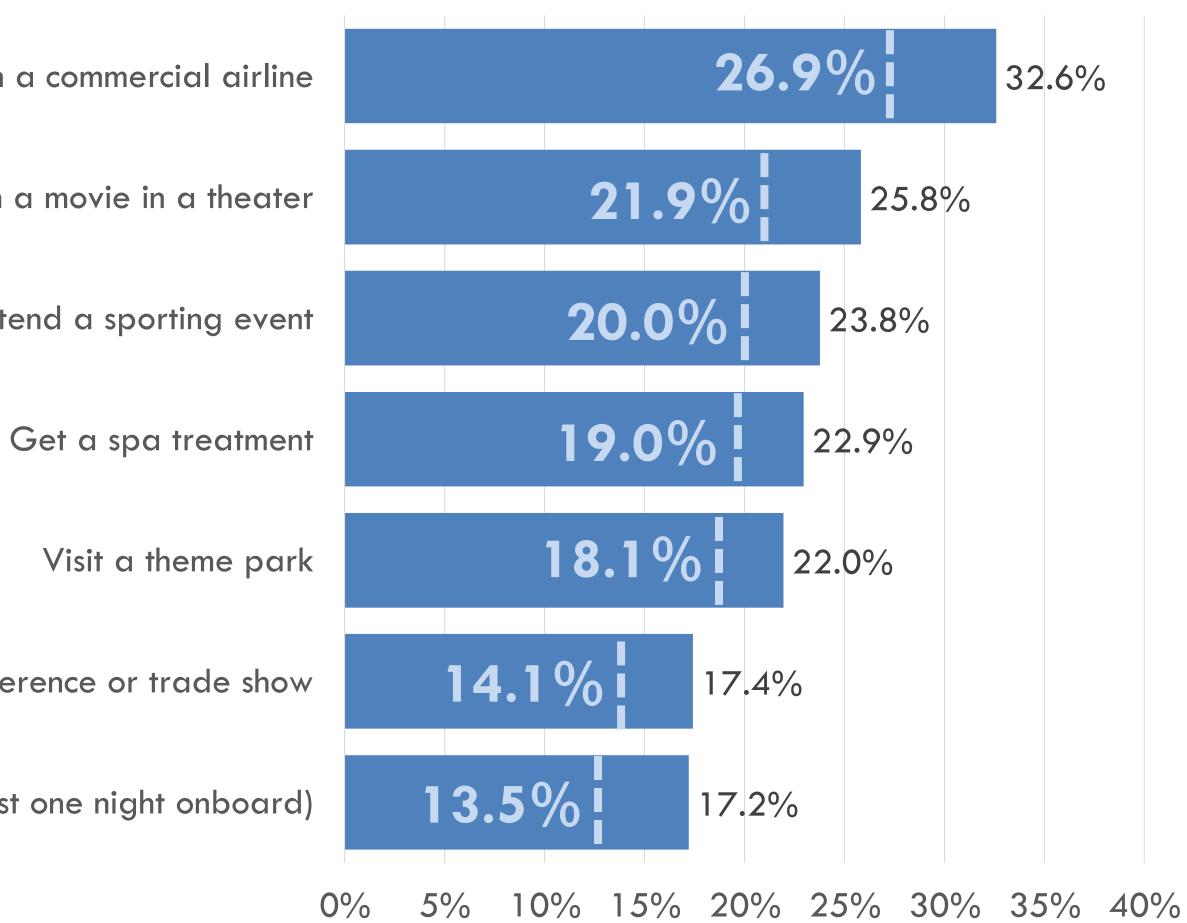
Question: If all customers were required to pass a COVID-19 test prior to entry, how likely would	
you be to do each in the next THREE (3) MONTHS?	Fly on a
	Watch a
(Base: Wave 31 data. All respondents, 1,203	
completed surveys. Data collected Oct. 9-11,	Atten
2020)	
	~

Attend a convention, conference or trade show

Take a cruise (At least one night onboard)



Likely or Very Likely



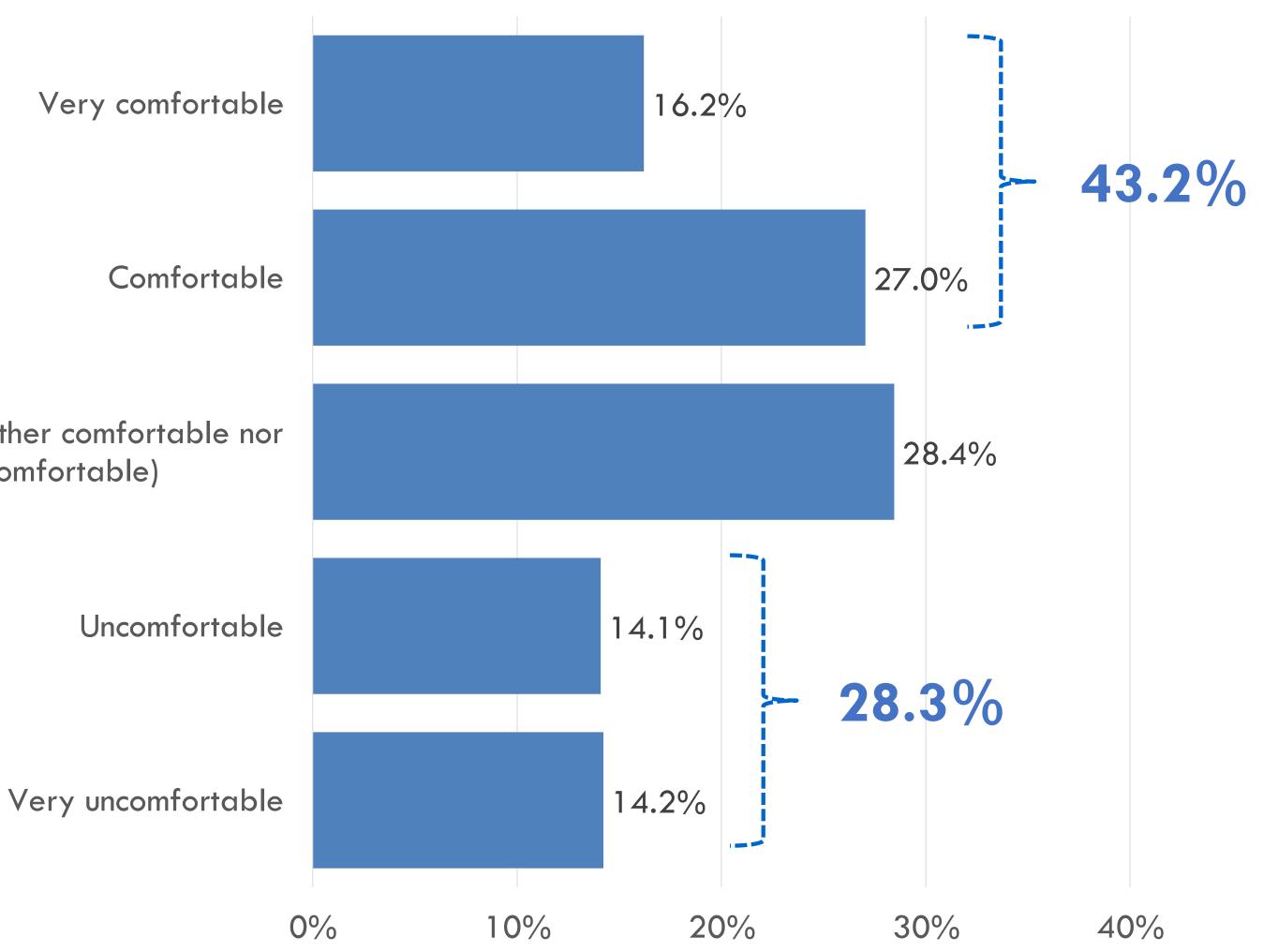
## MANDATORY TESTS AND COMFORT WITH AIR TRAVEL

**Question:** If a commercial airline required all passengers to take a **COVID-19** test prior to boarding the plane, how comfortable would you be taking a flight? (Select one)

(Base: Wave 31 data. All respondents, 1,203 completed surveys. Data collected Oct. 9-11, 2020)

Neutral (Neither comfortable nor uncomfortable)





## **IMPORTANCE TO TAKING A FLIGHT**

**Question: How important would** each of the following be to getting you to take a flight on a commercial airline in the NEXT SIX (6) MONTHS?

Mandatory facemasks during travel

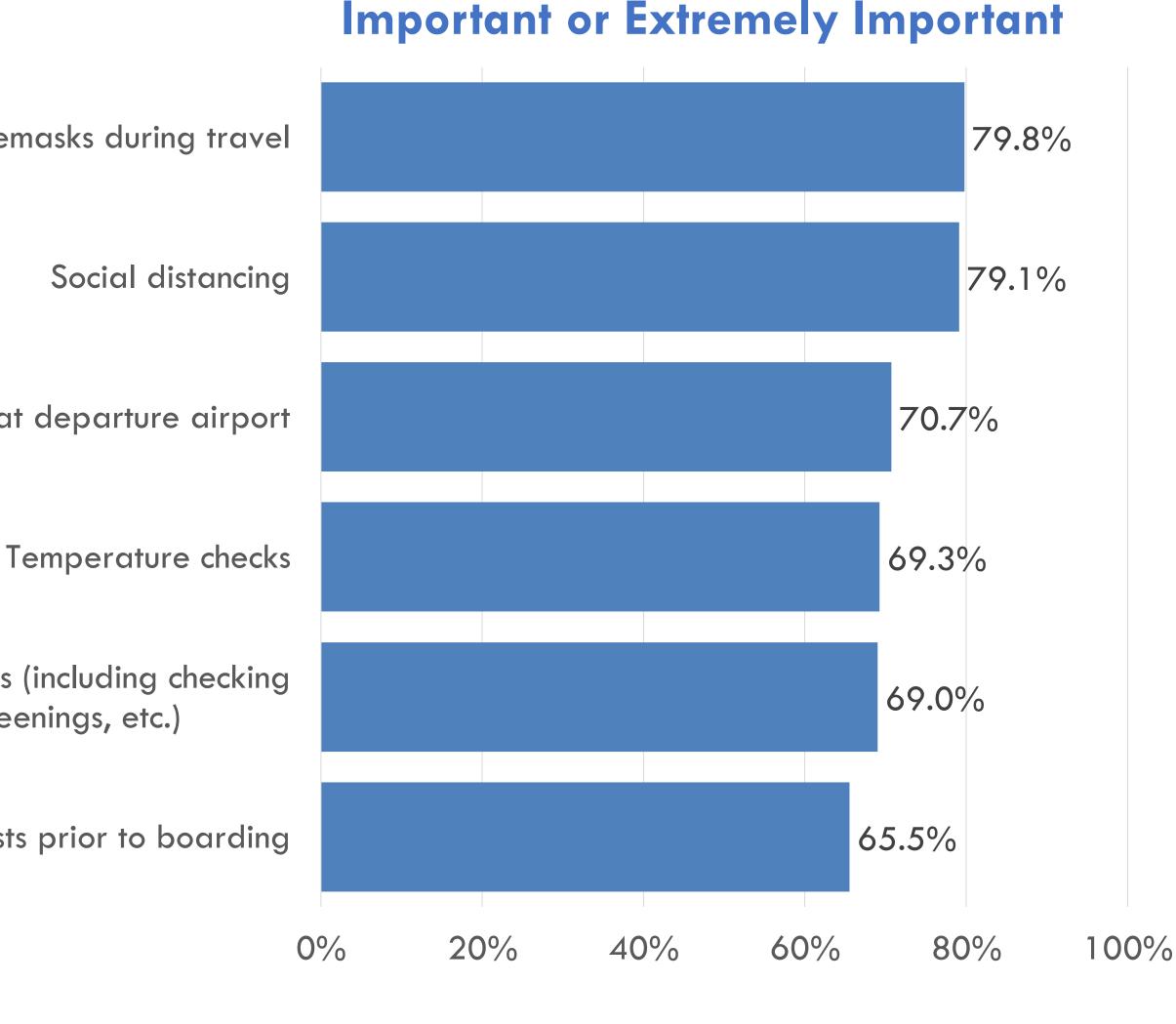
(Base: Wave 31 data. All respondents, 1,203 completed surveys. Data collected Oct. 9-11, 2020)

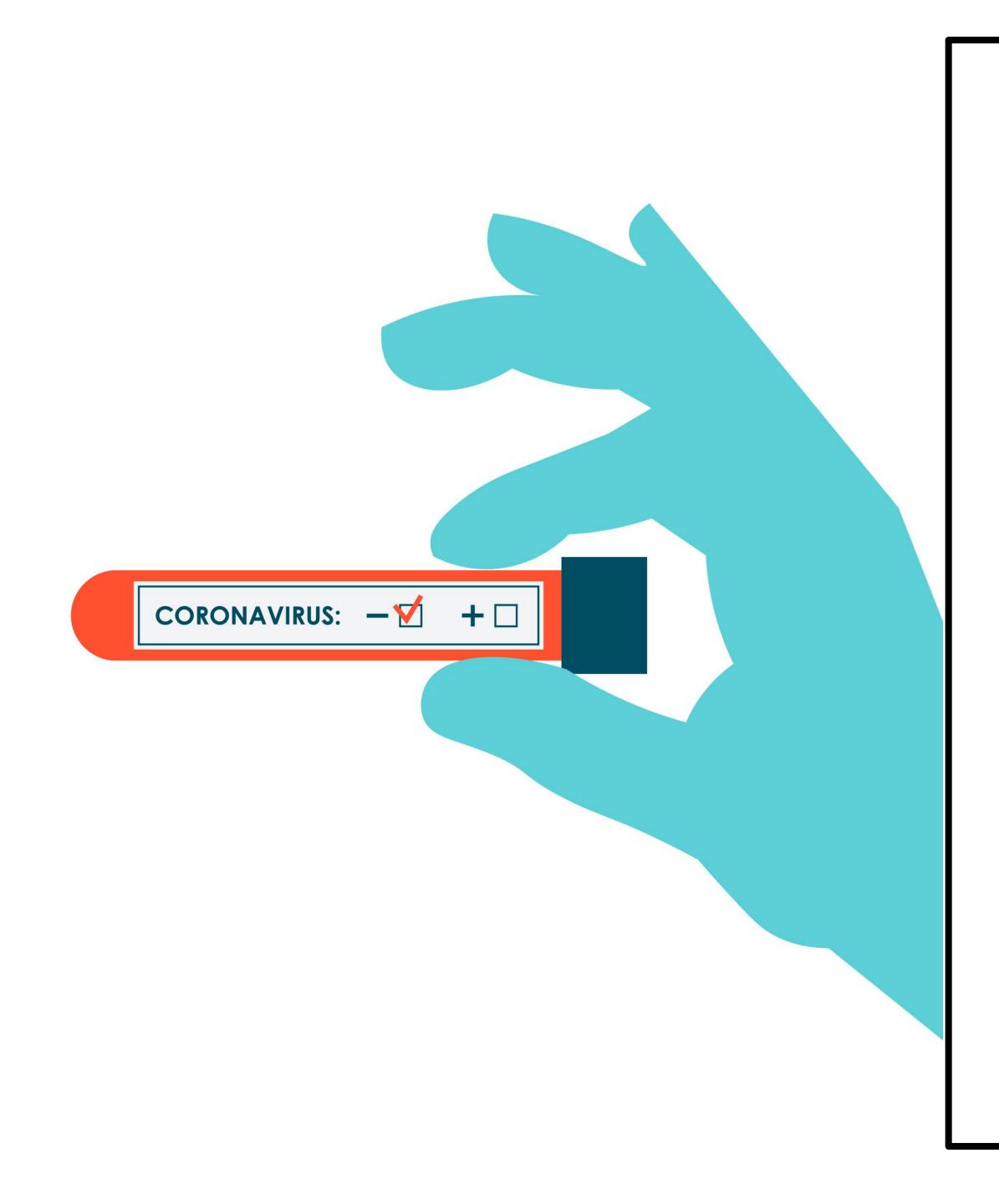
COVID-19 screening at departure airport

Contactless processes at airports (including checking in, boarding, airport screenings, etc.)

Mandatory COVID-19 tests prior to boarding



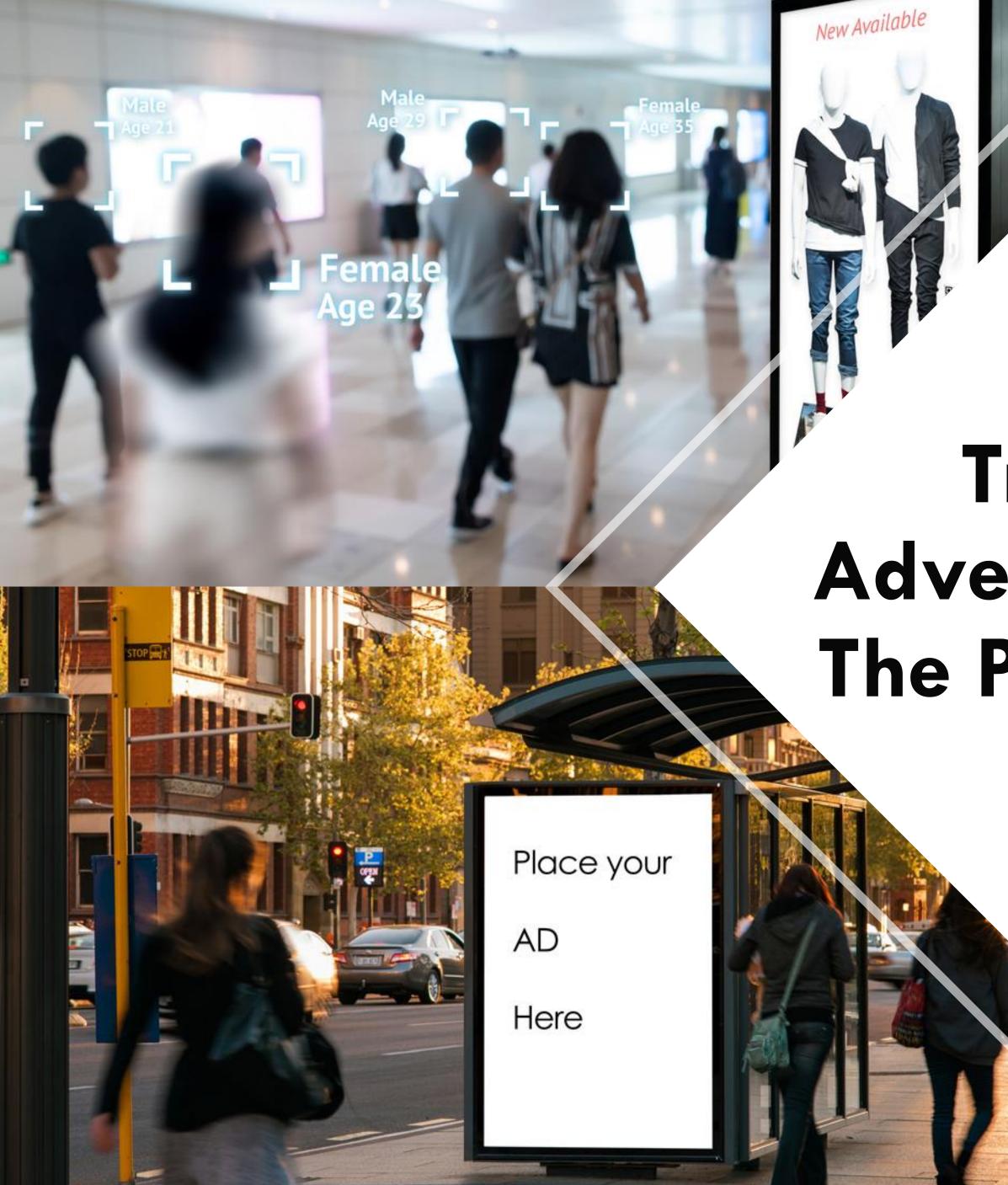




# KEY TAKEAWAYS

- It appears that requiring a negative COVID test would result in an increase in travel and travel related behaviors, although quite modestly
- When asked how important certain COVID-19 protocols potentially instituted by the airlines would be to getting them to take a flight in the next six months, the strong majority of American travelers place a notable degree of importance on them
- These protocols are especially important for motivating those more hesitant about travel to consider traveling by air again

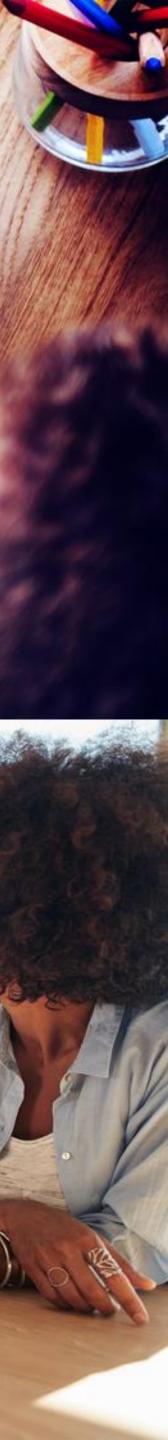




# Travel Advertising in The Pandemic

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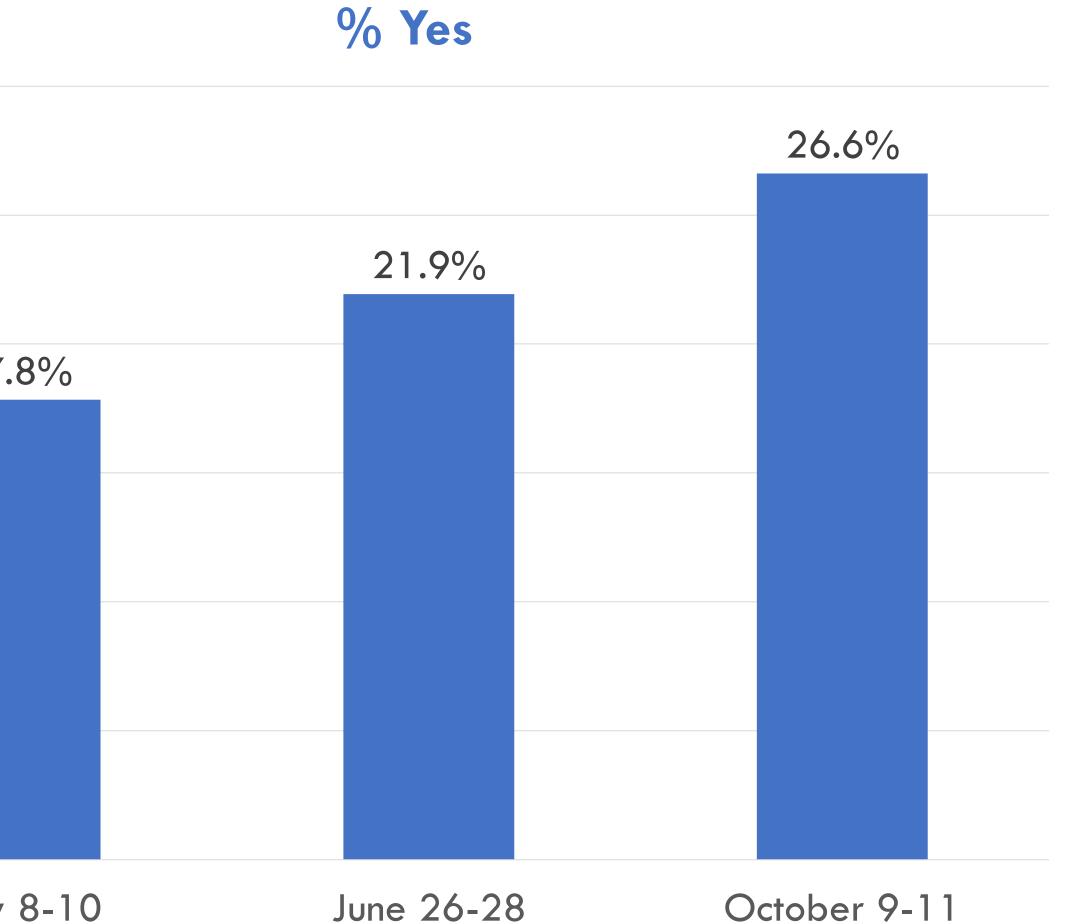


#### **RECALL OF TRAVEL ADVERTISEMENTS**

Question: Do you recall seeing any specific advertisements for any travel destinations in the past	30%	
month?	25%	
(Base: Wave 31 data. All respondents, 1,203		
completed surveys. Data collected Oct. 9-11, 2020)	20%	17.
	15%	
	10%	
	5%	
	00/	
	0%	Мау





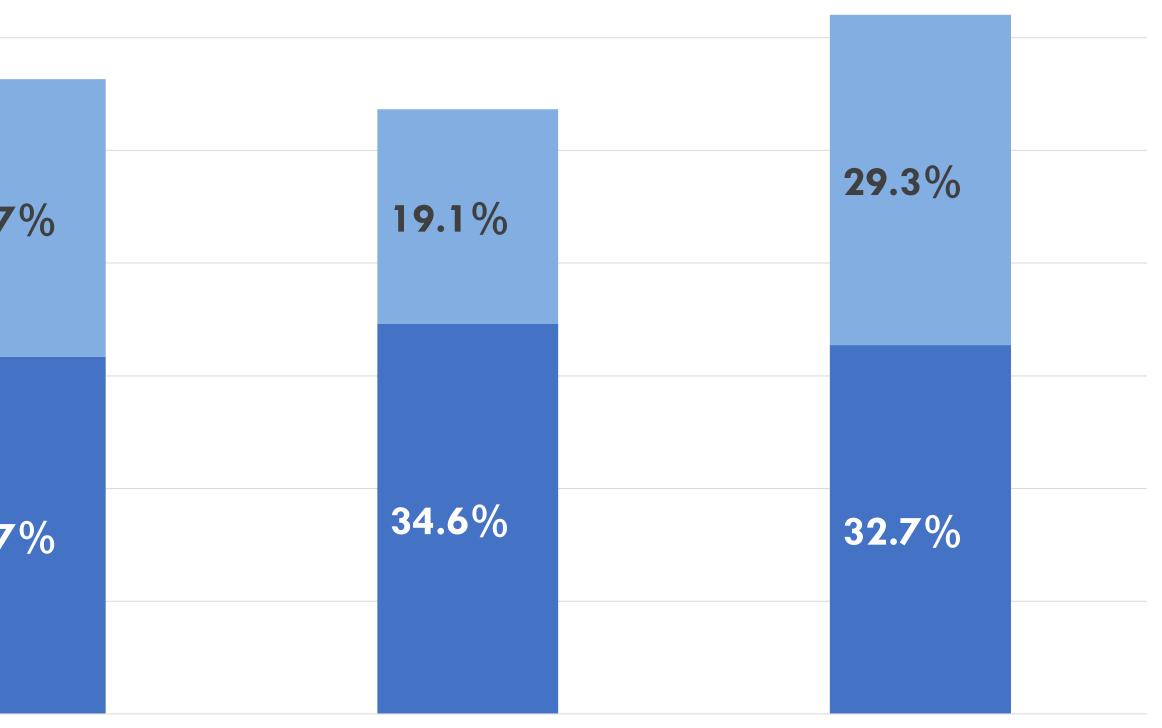


#### FEELINGS GENERATED BY TRAVEL ADVERTISEMENTS

Question: Please think about the most recent travel destination advertisement you saw. In general, how did that	70%	
advertisement make you feel?	60%	
(Base: Wave 31 data. All respondents, 1,203 completed surveys. Data collected Oct. 9-11, 2020)	50%	
	<b>40</b> %	24.7
	30%	
	20%	31.7
	10%	
	0%	Mav



Happy
Very happy



May 8-10

June 26-28

October 9-11

### **OPENNESS TO TRAVEL INSPIRATION**

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

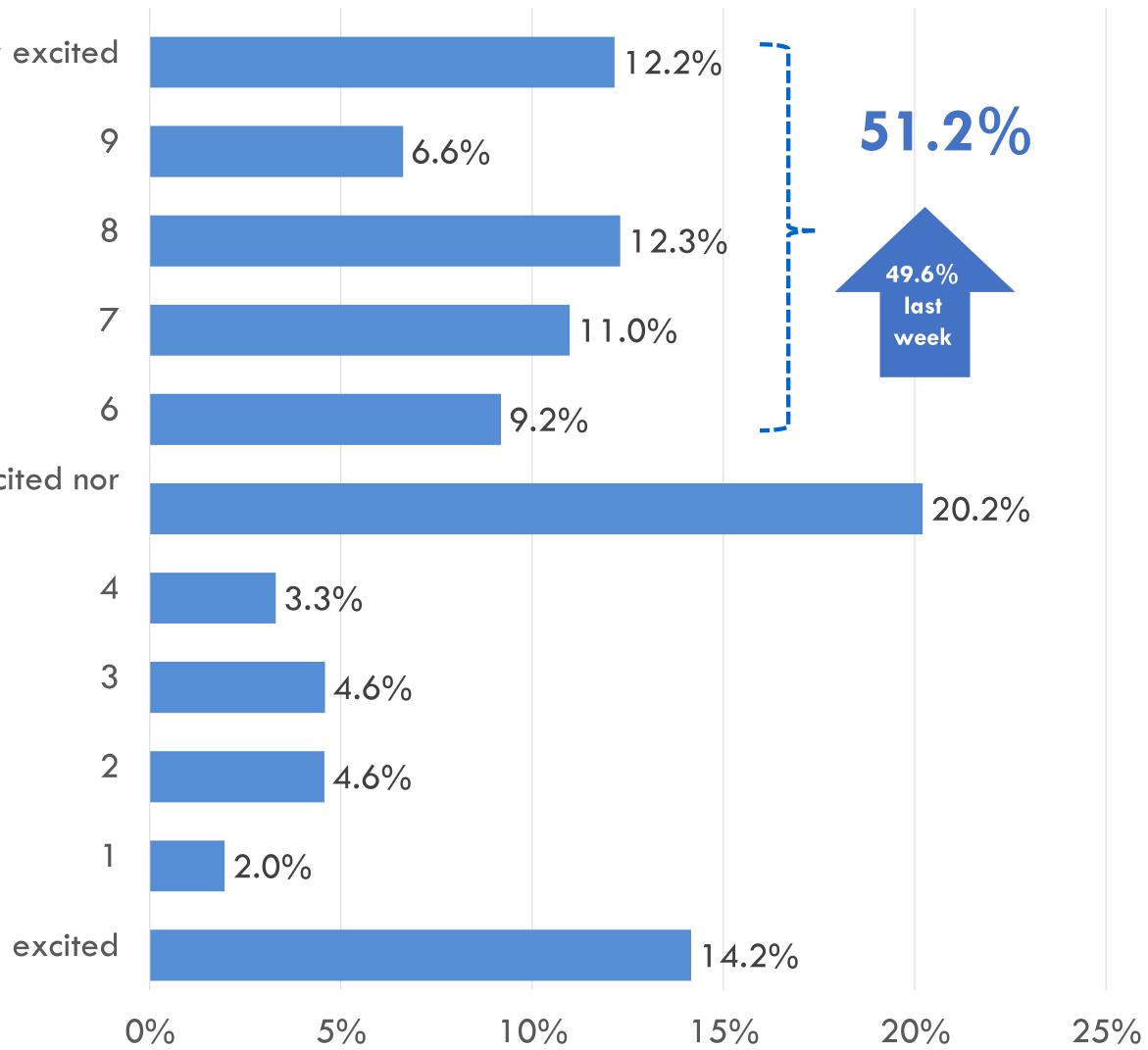
10 - Extremely excited

(Base: Wave 31 data. All respondents, 1,203 completed surveys. Data collected Oct 9-11, 2020)

5 - Neutral – Neither excited nor unexcited

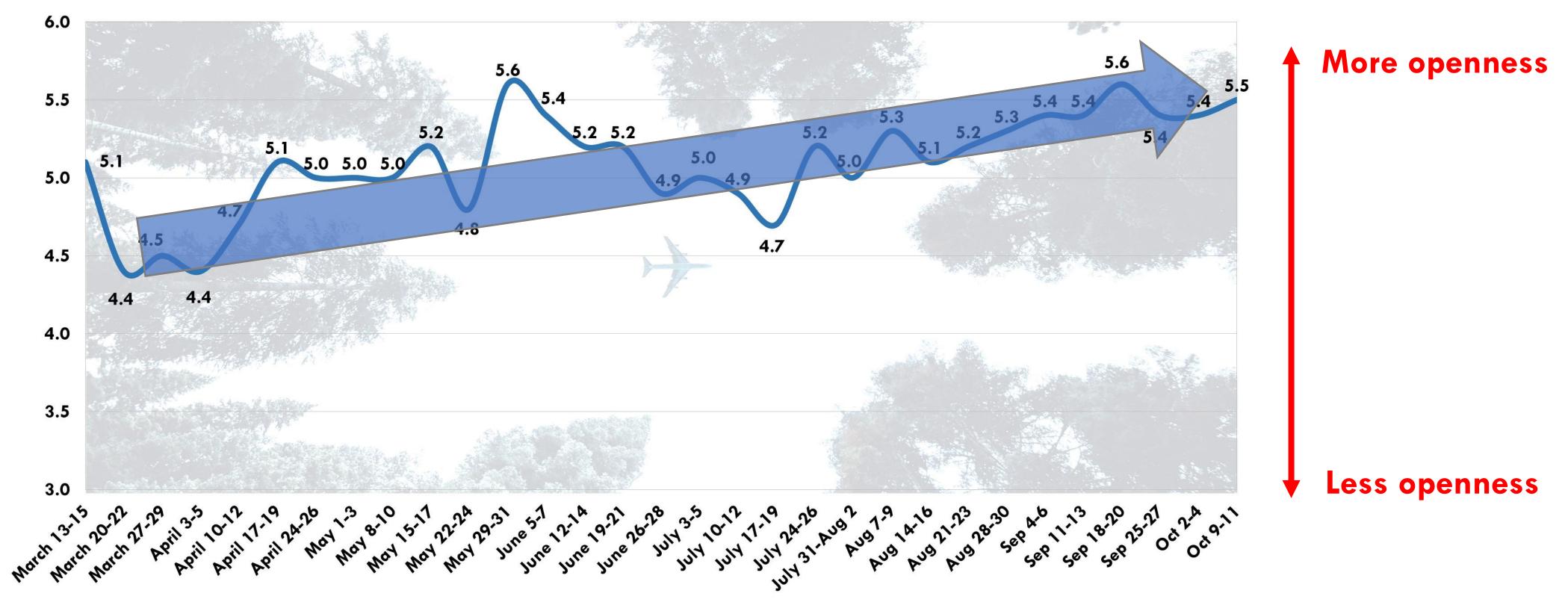
0 - Not at all excited





#### **OPENNESS TO TRAVEL INSPIRATION** MARCH 13 - OCTOBER 11





#### QUESTION: AT THIS MOMENT, HOW INTERESTED ARE YOU IN LEARNING ABOUT NEW, EXCITING TRAVEL **EXPERIENCES OR DESTINATIONS TO VISIT?**

(Base: Waves 1-31. All respondents, 1,201, 1,200, 1,201, 1,216, 1,263, 1,238, 1,208, 1,204, 1,200, 1,212, 1,223, 1,257, 1,214, 1,214, 1,205, 1,231, 1,365, 1,213, 1,200, 1,206, 1,224, 1,201, 1,202, 1,207, 1,250, 1,225, 1,205, 1,200, 1,205, 1,203 and 1,203 completed surveys.

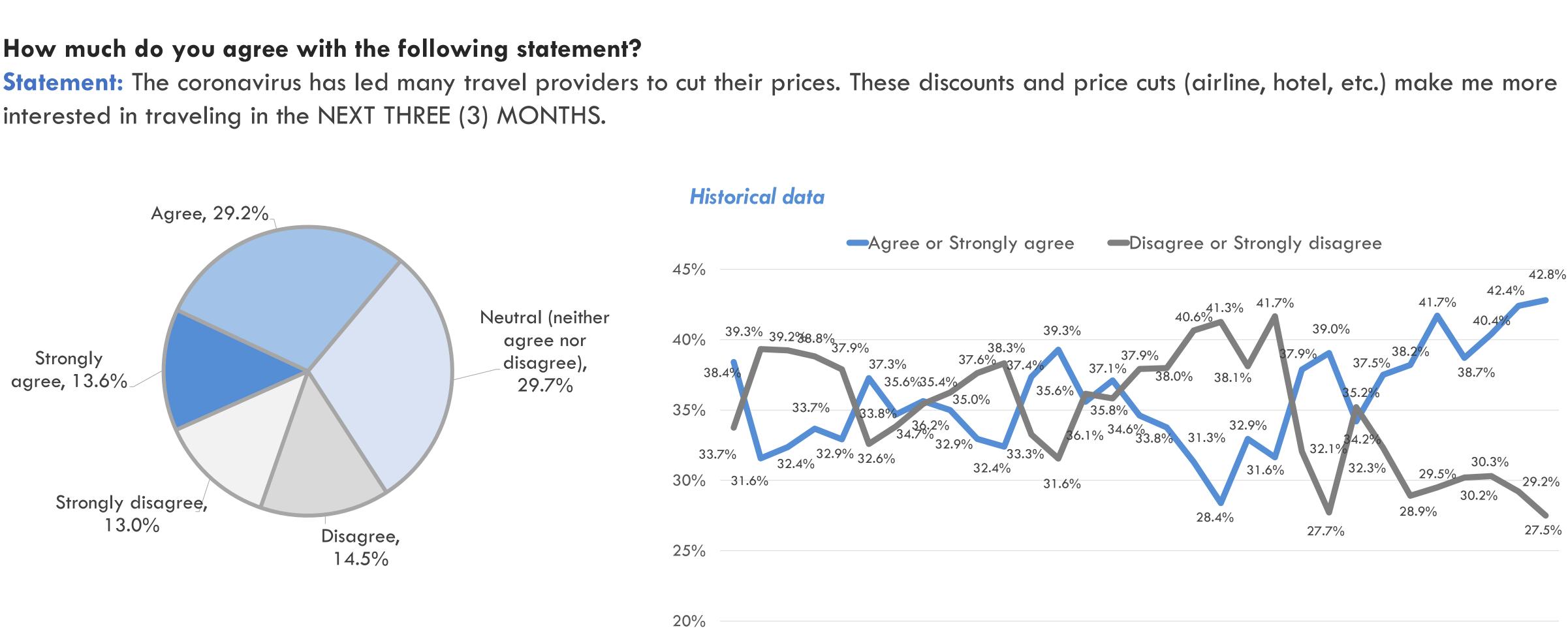
#### **OPEN TO TRAVEL INSPIRATION** (AVERAGE SCORE ON AN 11-POINT SCALE)



## **DISCOUNTS AND PRICE CUTS**

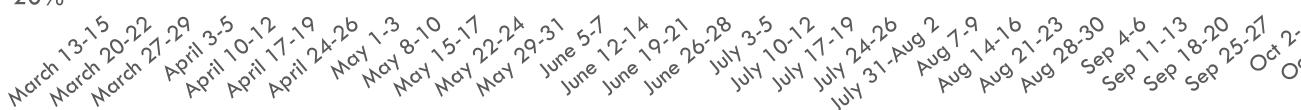
#### How much do you agree with the following statement?

interested in traveling in the NEXT THREE (3) MONTHS.



(Base: Waves 1-31. All respondents, 1,201, 1,200, 1,201, 1,216, 1,263, 1,238, 1,208, 1,204, 1,200, 1,212, 1,223, 1,257, 1,214, 1,214, 1,205, 1,231, 1,365, 1,213, 1,200, 1,206, 1,224, 1,201, 1,202, 1,207, 1,250, 1,225, 1,205, 1,200, 1,205, 1,203 and 1,203 completed surveys.)







Question: Thinking about planning your travel in the next TWELVE (12) MONTHS, how much would you trust each of the following to provide you with the information you need to travel safely? (For each, select the answer to fill in the blank)

l would \_\_\_\_\_

(Base: Wave 31 data. All respondents, 1,203 completed surveys. Data collected Oct. 9-11, 2020) Friends or relatives

Official state tourism offices

Official local tourism offices

Hotels

Travel review websites

Restaurants

Online Travel Agencies

Airlines

Government agencies

Attractions or theme parks

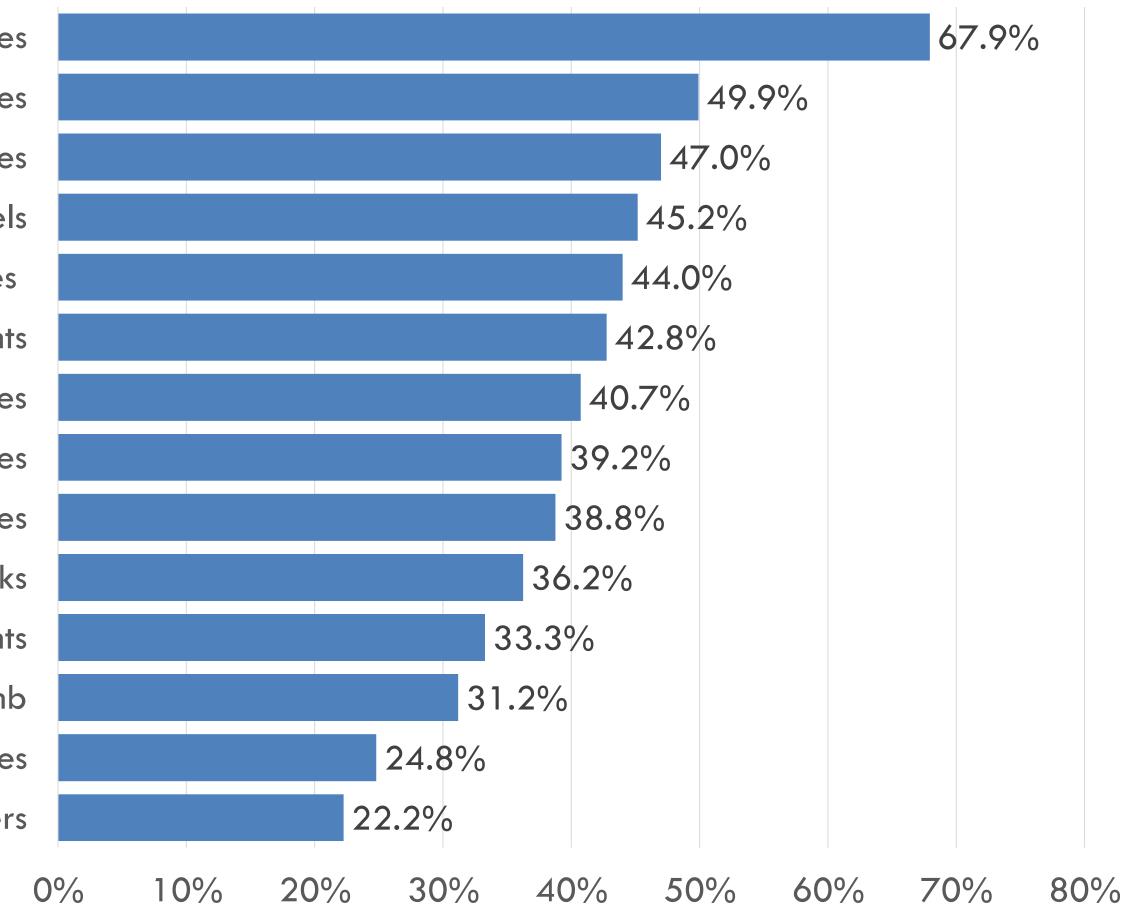
Travel advertisements

Airbnb

Cruise lines

Digital influencers





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Government agencies

Attractions or theme parks

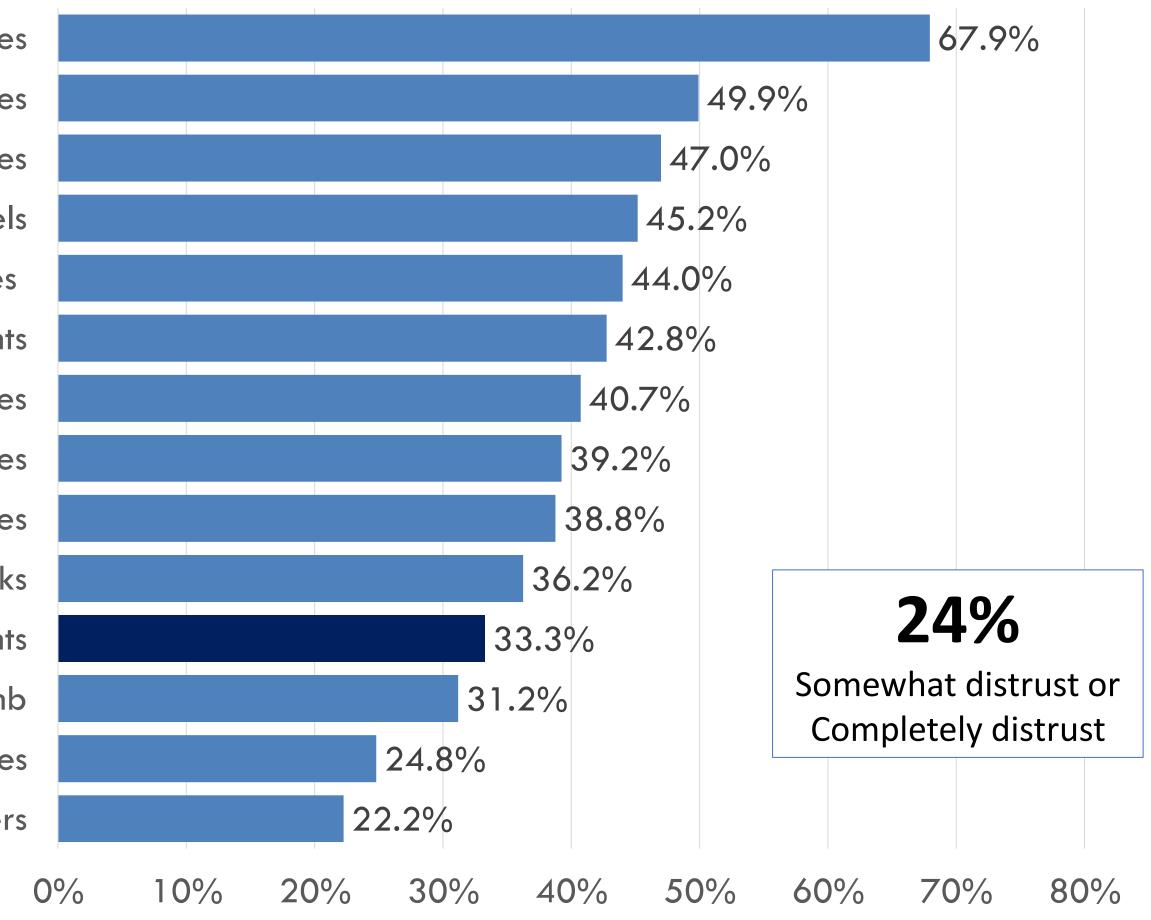
Travel advertisements

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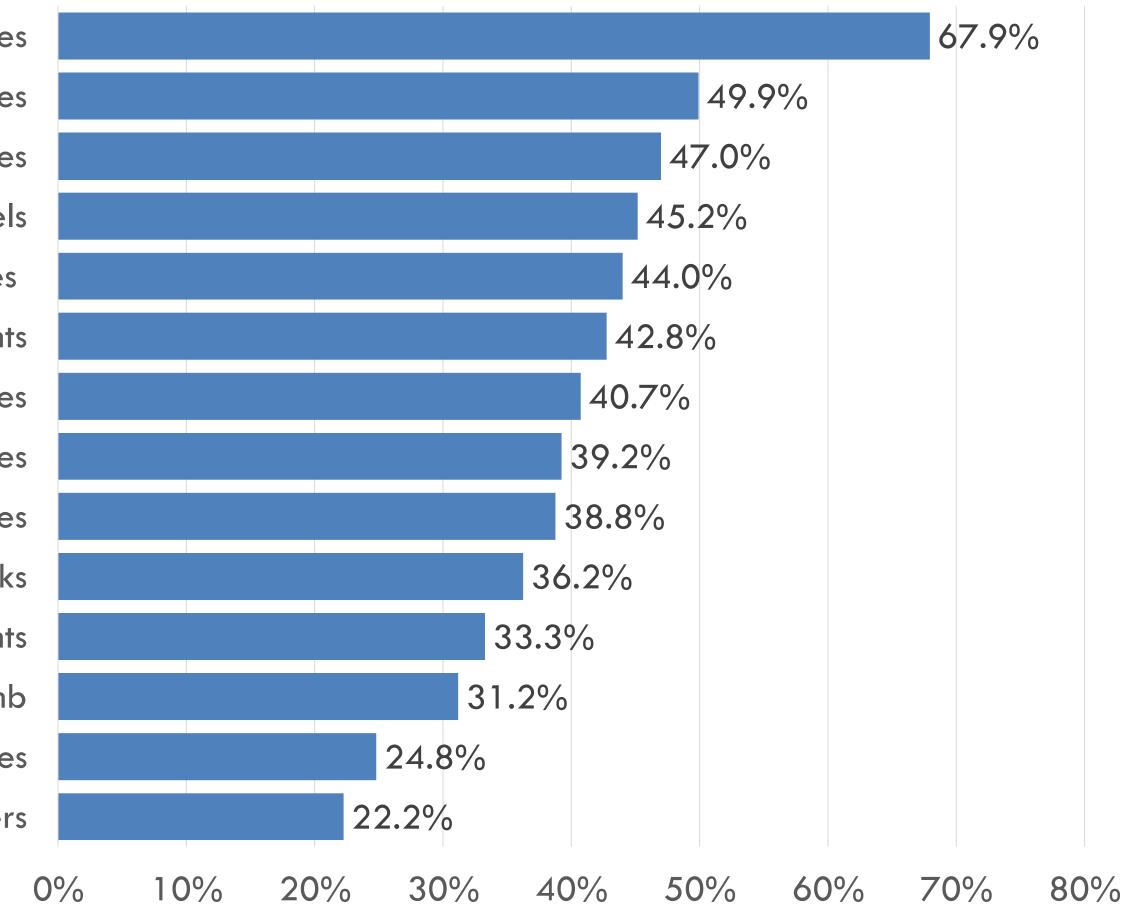
Travel advertisements

Airbnb

Cruise lines

Digital influencers





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(Base: Wave 31 data. All respondents, 1,203 completed surveys. Data collected Oct. 9-11, 2020) Friends or relatives

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Hotels

Travel review websites

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Airlines

Government agencies

Attractions or theme parks

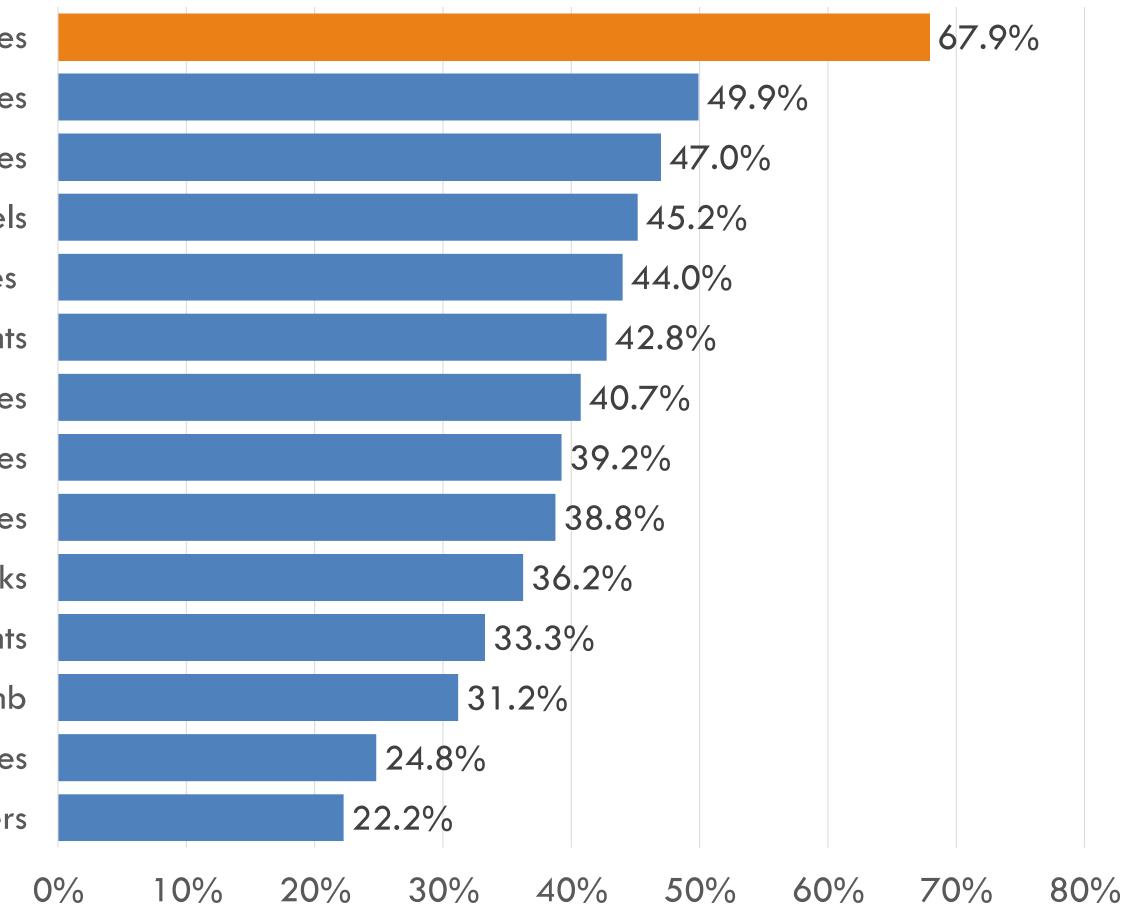
Travel advertisements

Airbnb

Cruise lines

Digital influencers





Question: Thinking about planning your travel in the next TWELVE (12) MONTHS, how much would you trust each of the following to provide you with the information you need to travel safely? (For each, select the answer to fill in the blank)

l would \_\_\_\_\_

(Base: Wave 31 data. All respondents, 1,203 completed surveys. Data collected Oct. 9-11, 2020) Friends or relatives

Official state tourism offices

Official local tourism offices

Hotels

Travel review websites

Restaurants

Online Travel Agencies

Airlines

Government agencies

Attractions or theme parks

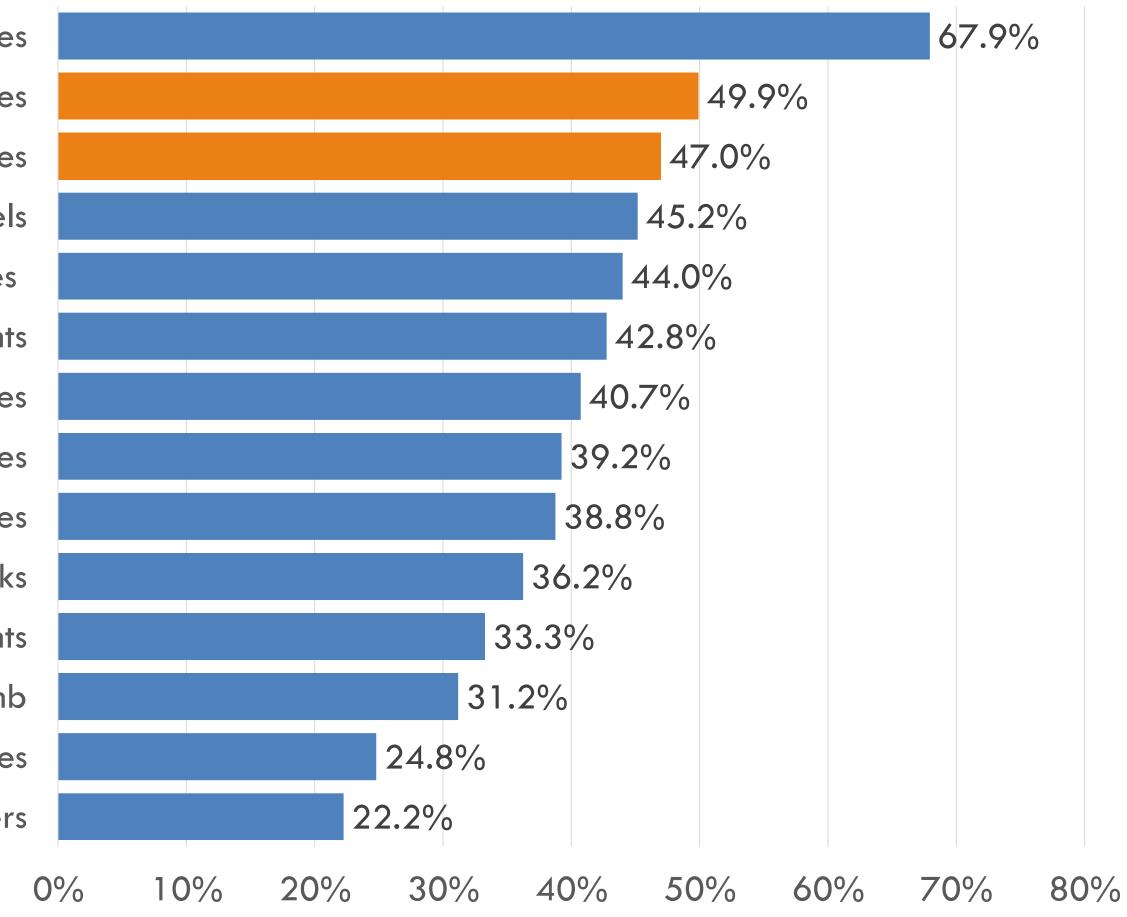
Travel advertisements

Airbnb

Cruise lines

Digital influencers





## **BEST WAYS TO REACH TRAVELERS NOW**

**Question:** Please think about how travel destinations could best reach you with their messages right now.

Where would you generally be **MOST RECEPTIVE to learning** about new destinations to visit? (Please select all that apply)

(Base: Wave 31 data. All respondents, 1,203 completed surveys. Data collected Oct. 9-11, 2020)

Websites found via a search engine

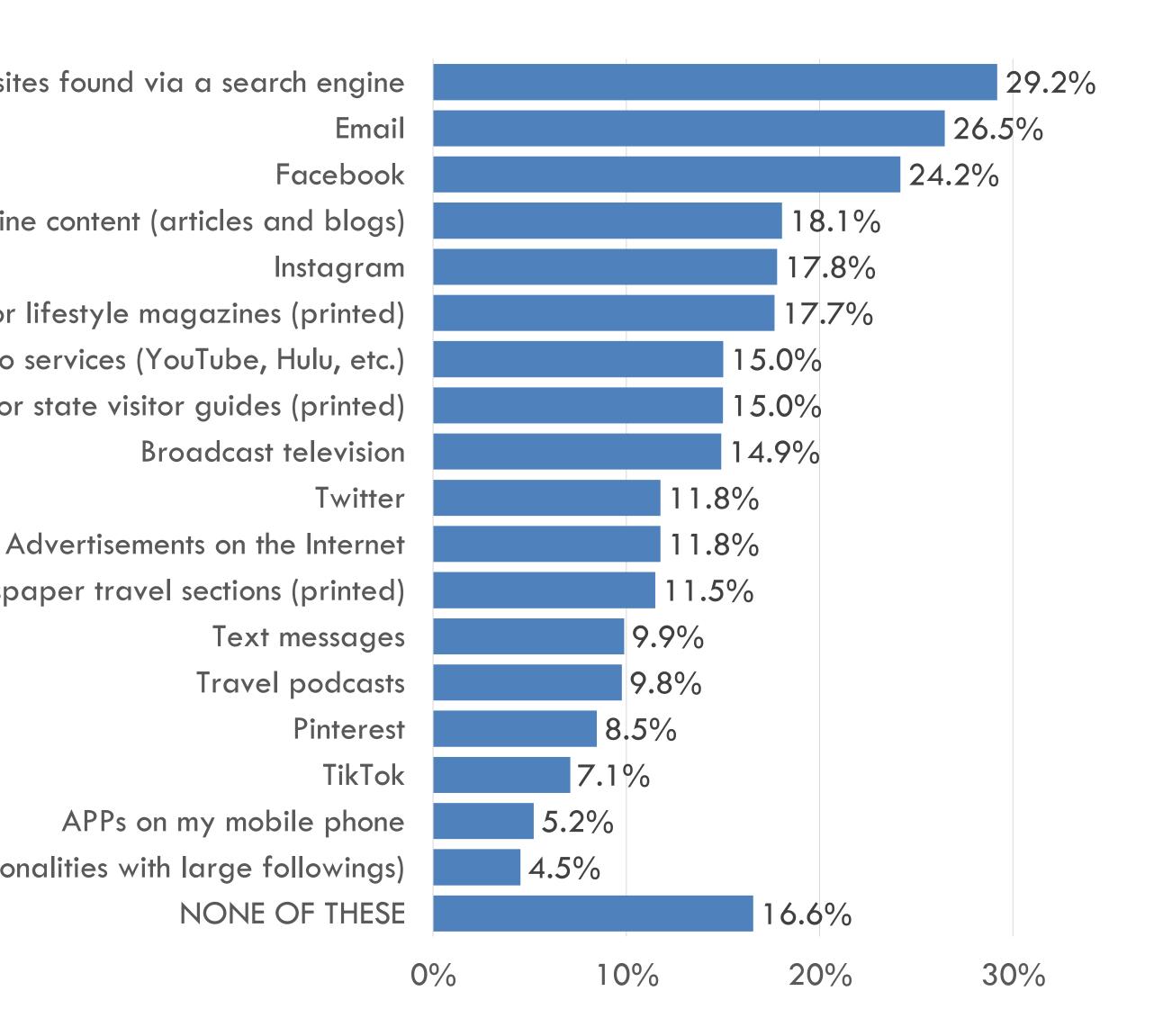
Online content (articles and blogs)

Travel or lifestyle magazines (printed) Streaming video services (YouTube, Hulu, etc.) Official local or state visitor guides (printed)

Newspaper travel sections (printed)

Digital influencers (online personalities with large followings)





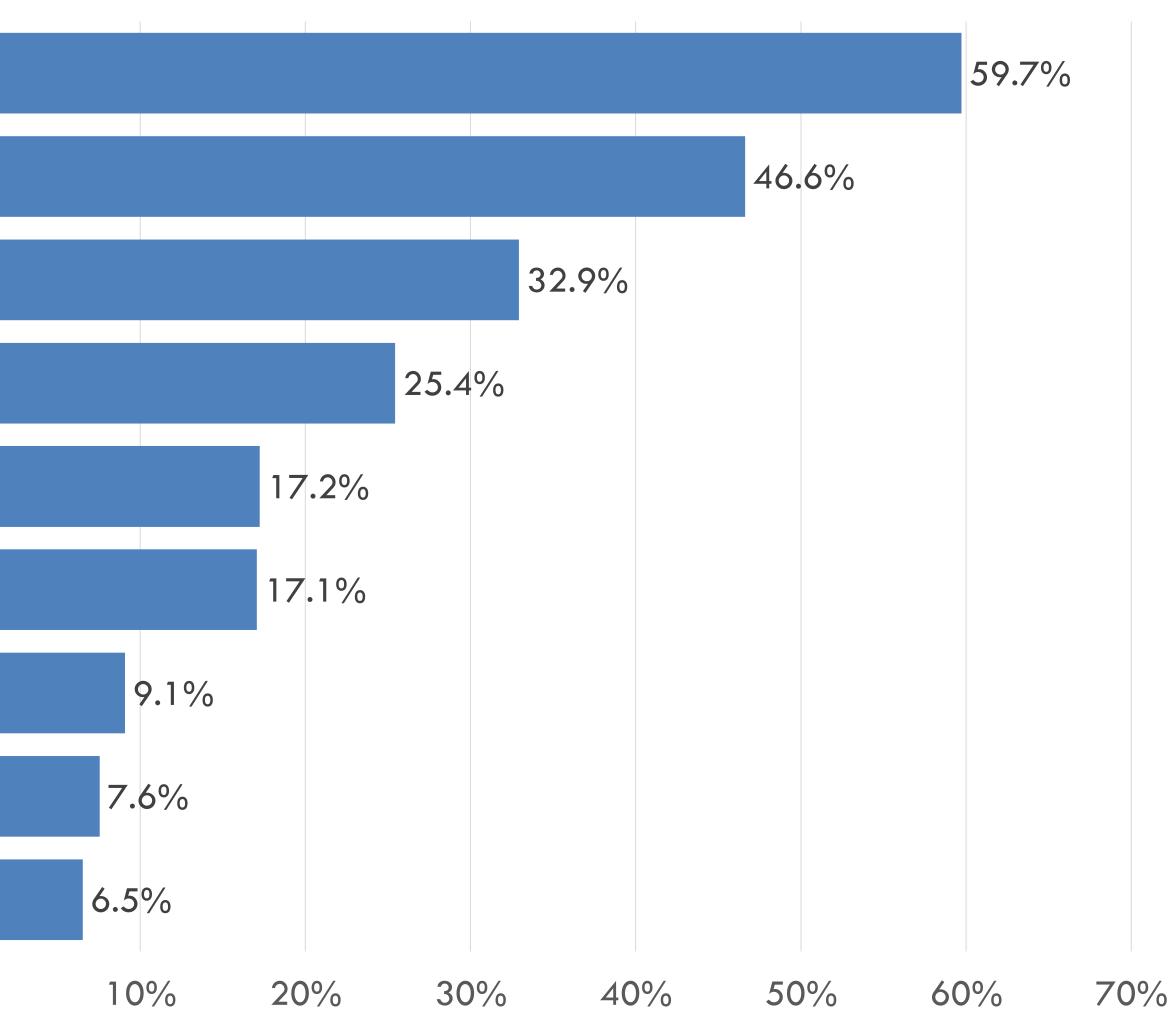


### PREFERRED TONES IN TRAVEL ADVERTISEMENTS

Honest
Friendly
Direct/no nonsense
Fun/entertaining
Inspirational
Humble
Serious
Intimate
Authoritative



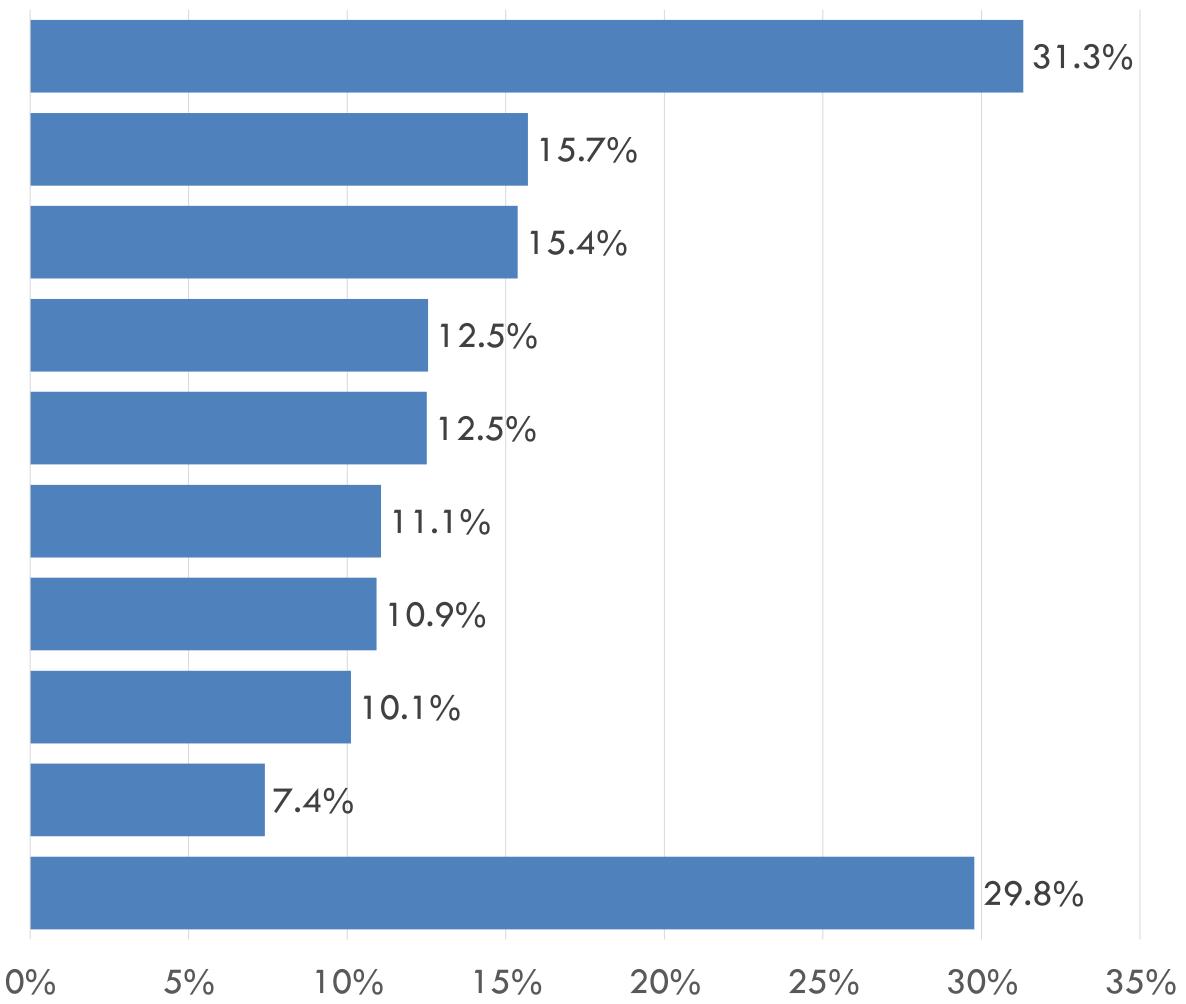
0%



## **TURN-OFFS IN TRAVEL ADVERTISEMENTS**

Question: Would any of these tones (if used by a travel destination) turn you off? (Select	Authoritative
all that apply)	Intimate
(Base: Wave 31 data. All respondents, 1,203	Serious
completed surveys. Data collected Oct. 9-11,	Inspirational
2020)	Friendly
	Honest
	Fun/entertaining
	Direct/no nonsense
	Humble
	NONE OF THESE
	0







## FIRST REACTION TO DENVER VIDEO ADVERTISEMENT

<b>Question: Which best describes</b>	
your first reaction to this	
advertisement?	

Very positive

(Base: Wave 31 data. All respondents, 1,203 completed surveys. Data collected Oct. 9-11, 2020)

Positive

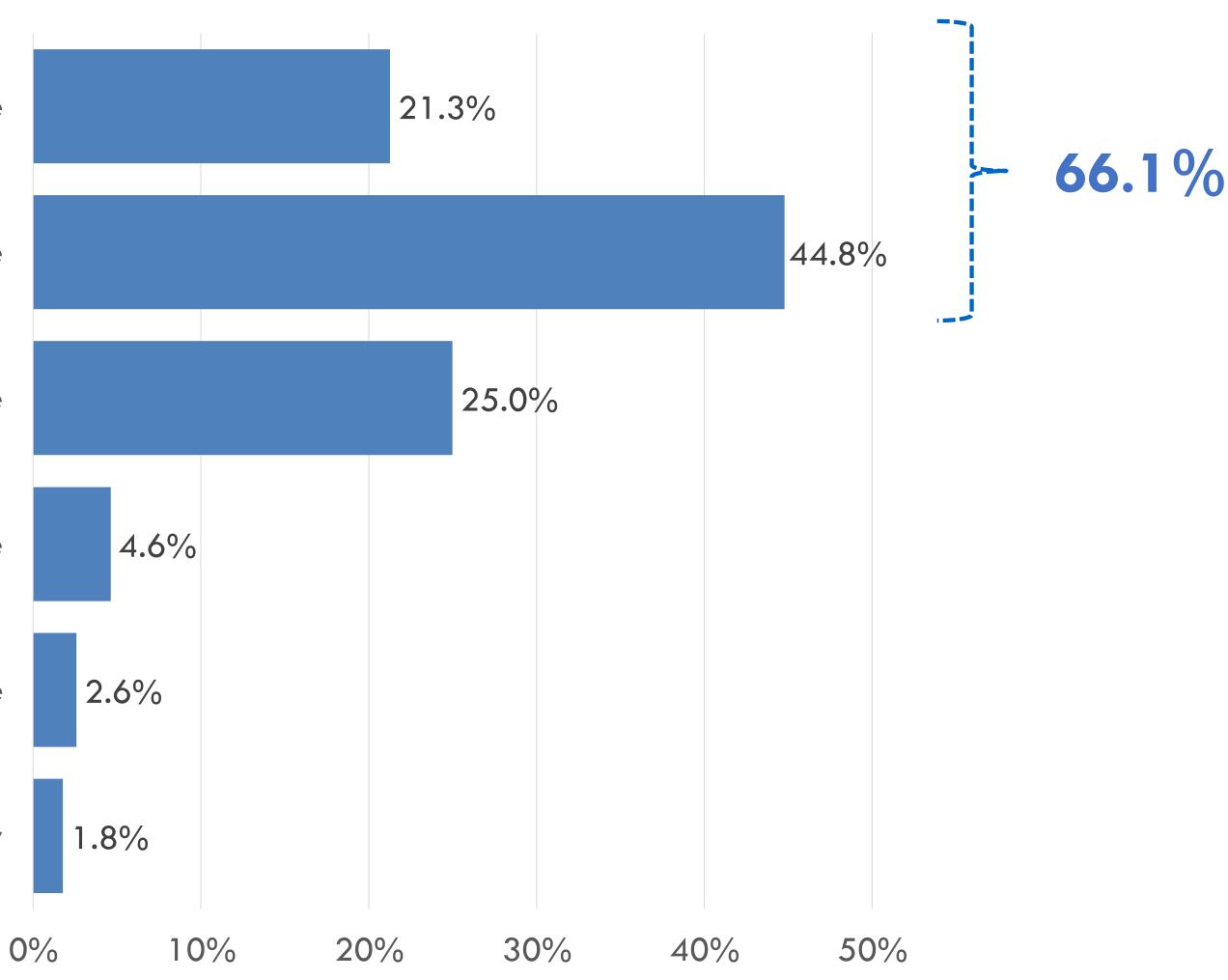
Neither positive nor negative

Negative

Very negative

I don't know







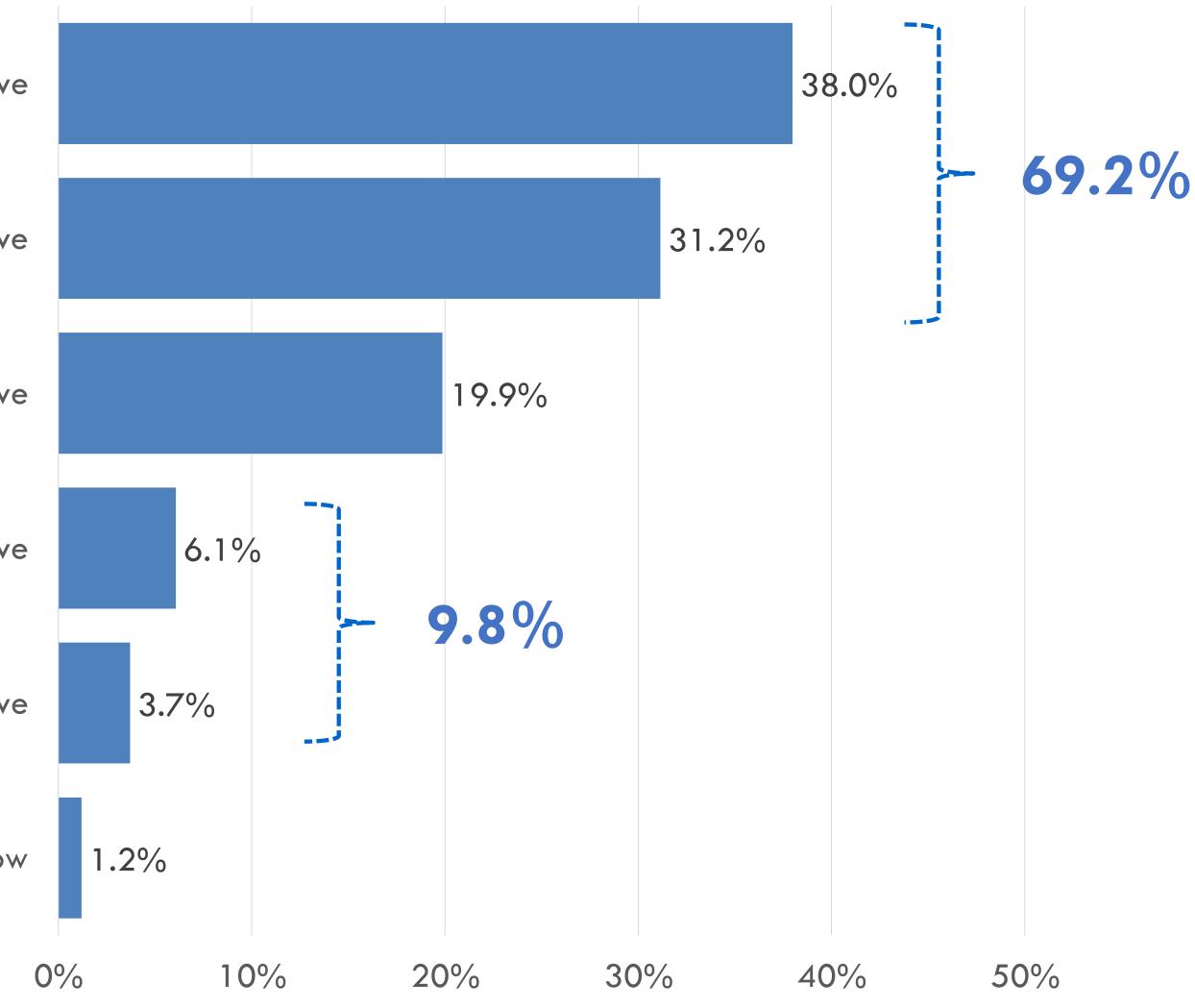
## **OPINIONS OF FACE MASKS IN TRAVEL ADVERTISEMENTS**

Question: The people appearing in this advertisement were wearing masks.	Very positive
Which best describes how you feel about use of masks in this advertisement?	Positive
	Neither positive nor negative
(Base: Wave 31 data. All respondents, 1,203	
completed surveys. Data collected Oct. 9-11,	
2020)	Negative

Very negative

I don't know







## **OPINIONS ON OUTDOOR MESSAGING IN TRAVEL ADVERTISEMENTS**

**Question:** The advertisement describes Denver as having "more room", being "open" and as an "outdoor city".

In this time of COVID-19, how do you find this particular messaging?

(Base: Wave 31 data. All respondents, 1,203 completed surveys. Data collected Oct. 9-11, 2020)

Very appealing

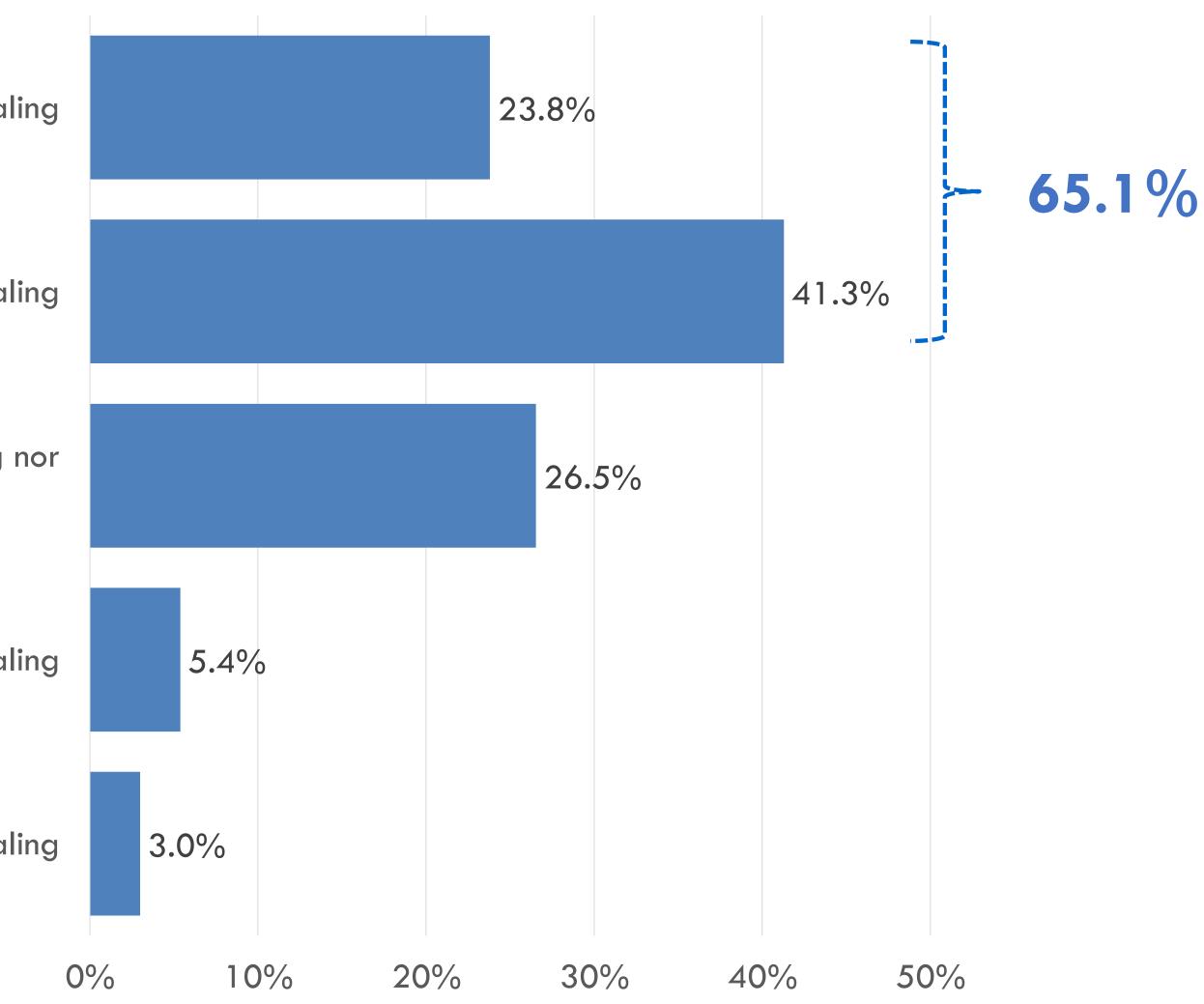
Appealing

Neutral (neither appealing nor unappealing)

Unappealing

Very unappealing









## **ADVERTISEMENT'S IMPACT ON INTEREST IN VISITATION**

**Question:** Which best describes how this advertisement affected your interest in visiting Denver? (Select one to fill in the blank)

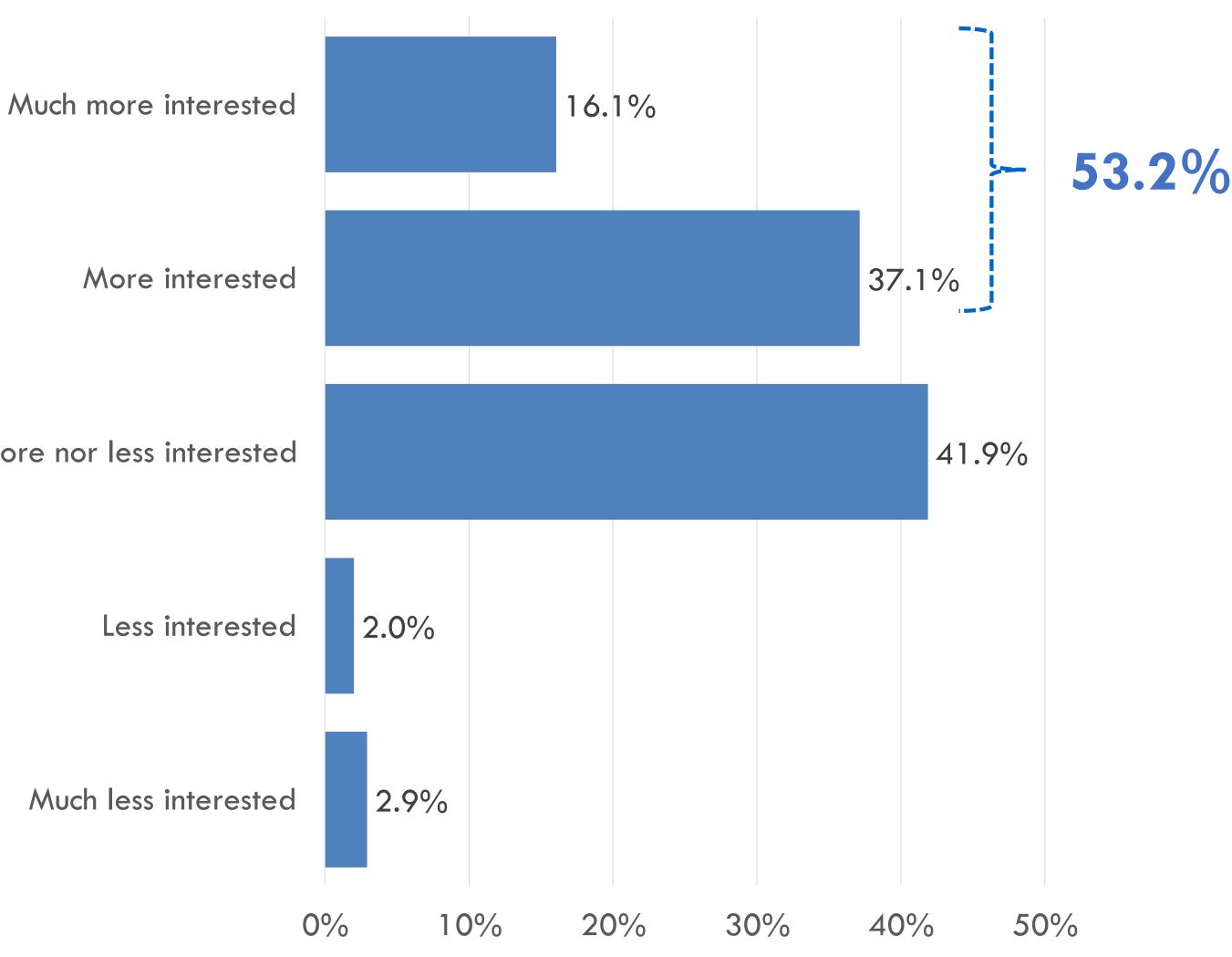
The advertisement makes me in visiting

Denver.

Unchanged - neither more nor less interested

(Base: Wave 31 data. All respondents, 1,203 completed surveys. Data collected Oct. 9-11, 2020)









# **KEY TAKEAWAYS**

- More American travelers than ever during the pandemic period are now able to recall recent travel advertising and, more importantly, there has also been a 10% increase in the last three months of the number of American travelers who say the most recent travel ad they saw made them "very happy".
- Americans are seeking honesty but friendliness in their travel advertising; something that strikes an authoritative tone is largely seen as a turn-off.
- Nearly 70% feel positive or very positive about seeing travelers with facemasks in travel ads, while less than 10% have a negative response.
- In looking at trust to provide the information needed to travel safely, in addition to their friends and relatives, traveling Americans are placing the relatively highest degrees of trust in official tourism organizations, including state tourism offices and local convention & visitors bureaus.



1 1 1 0 0 1 1 0 1 0 1 0 0 0 1 1 V Coronavirus Travel Sentiment Index Measuring the Potential Influence of Travel Marketing

Highlights from the Week of October 12th



# What is a Predictive Index?

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

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 datadriven predictions.

The goals are to identify:

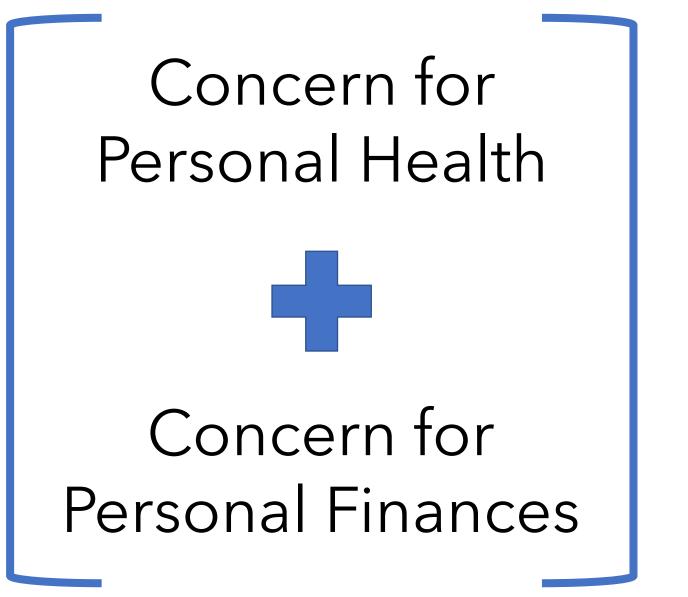
- WHO are the traveler segments that appear receptive to travel marketing and
- WHEN will they be ready to travel



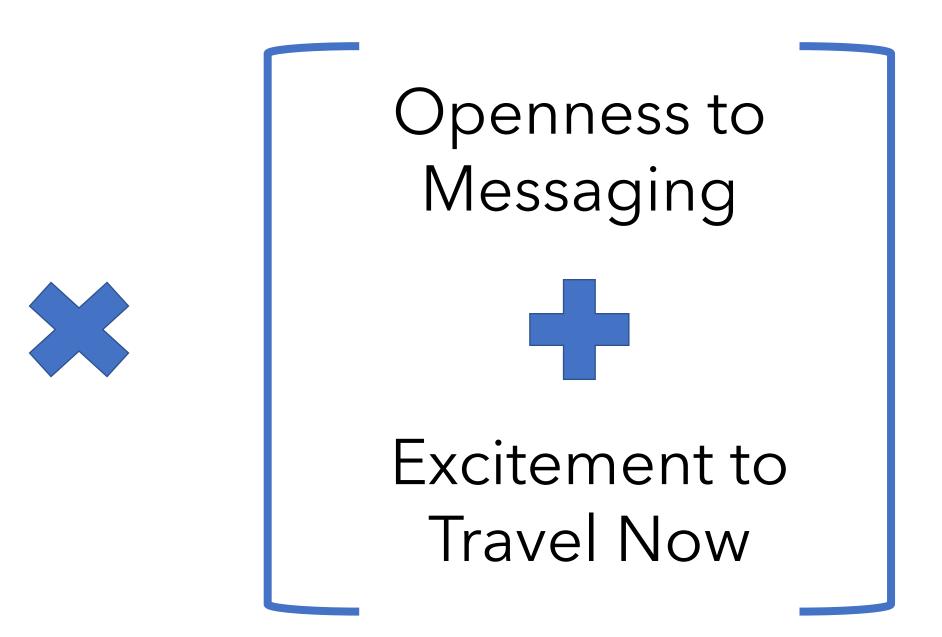




# Predictive Index Formula



## \*Normalized to a 100pt scale

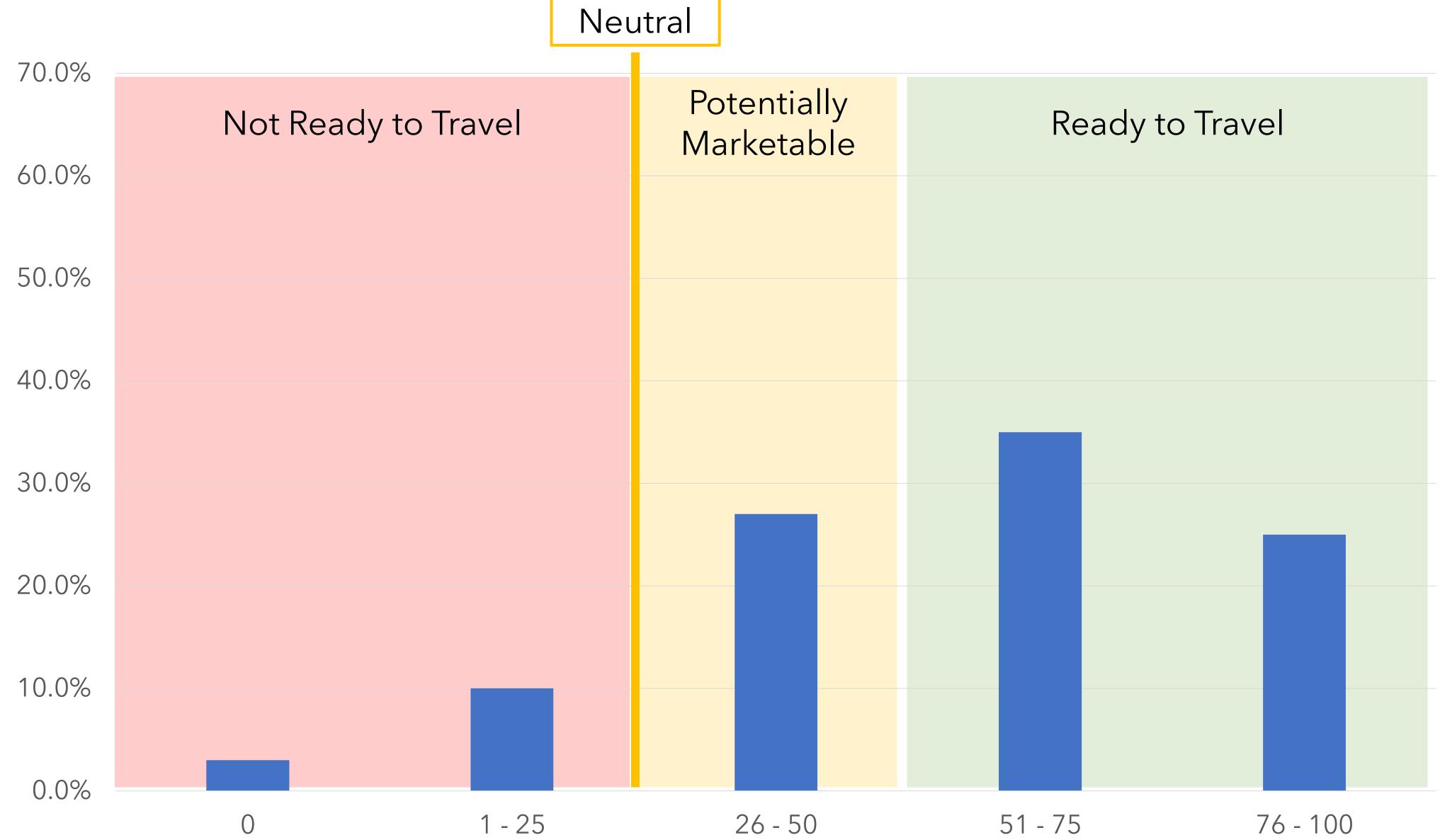








## Healthy Travel Outlook

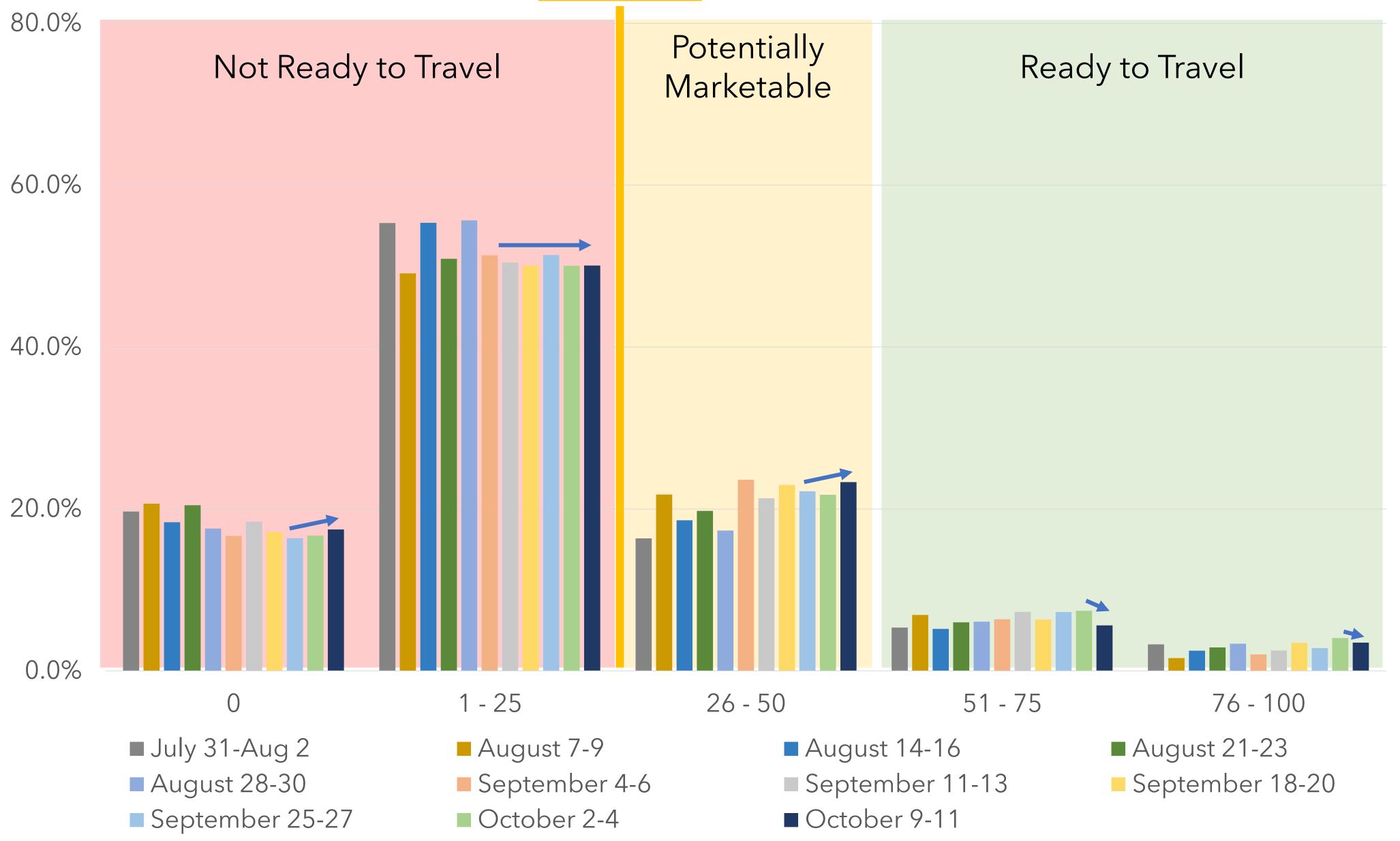


High Travel





## Neutral

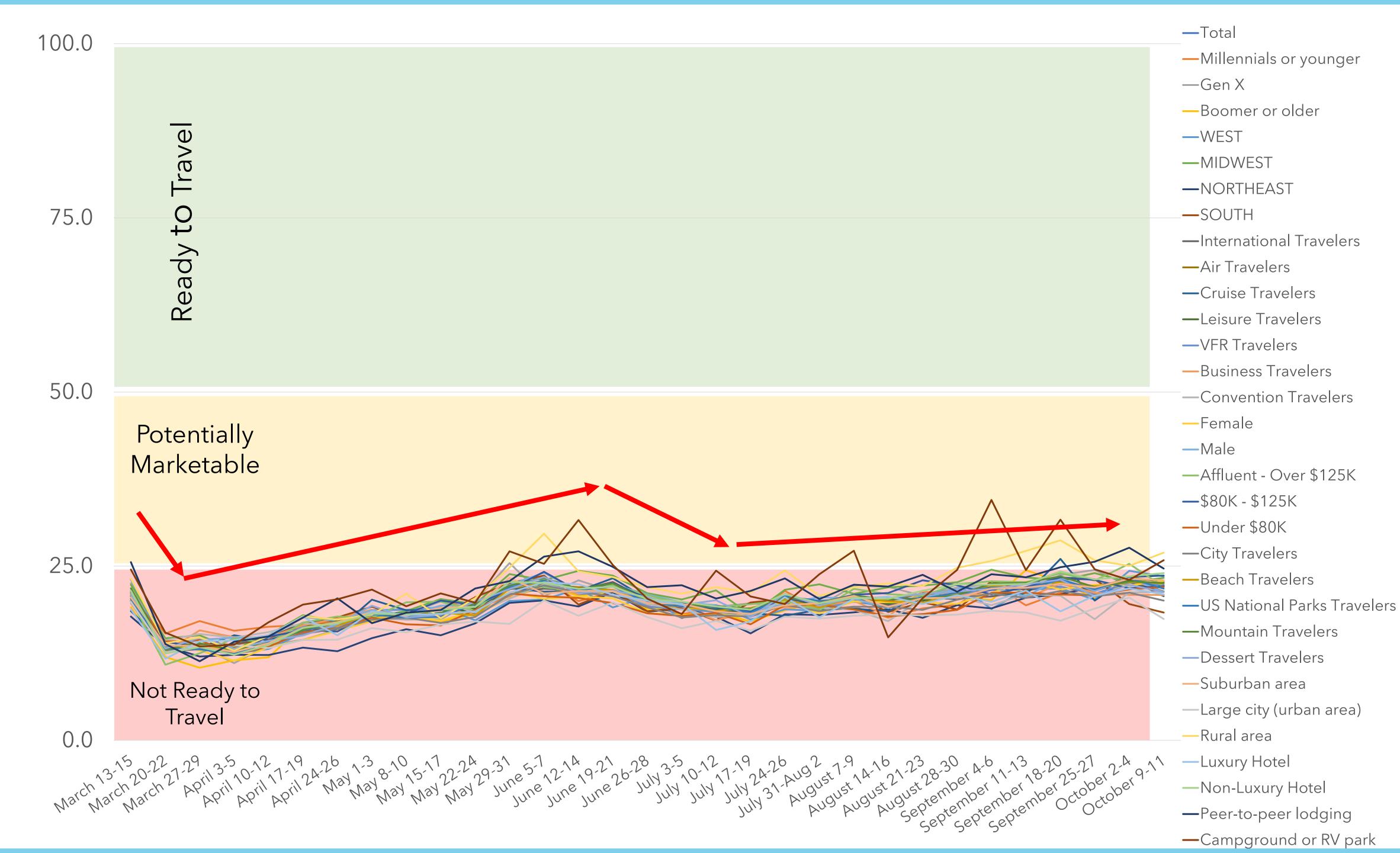






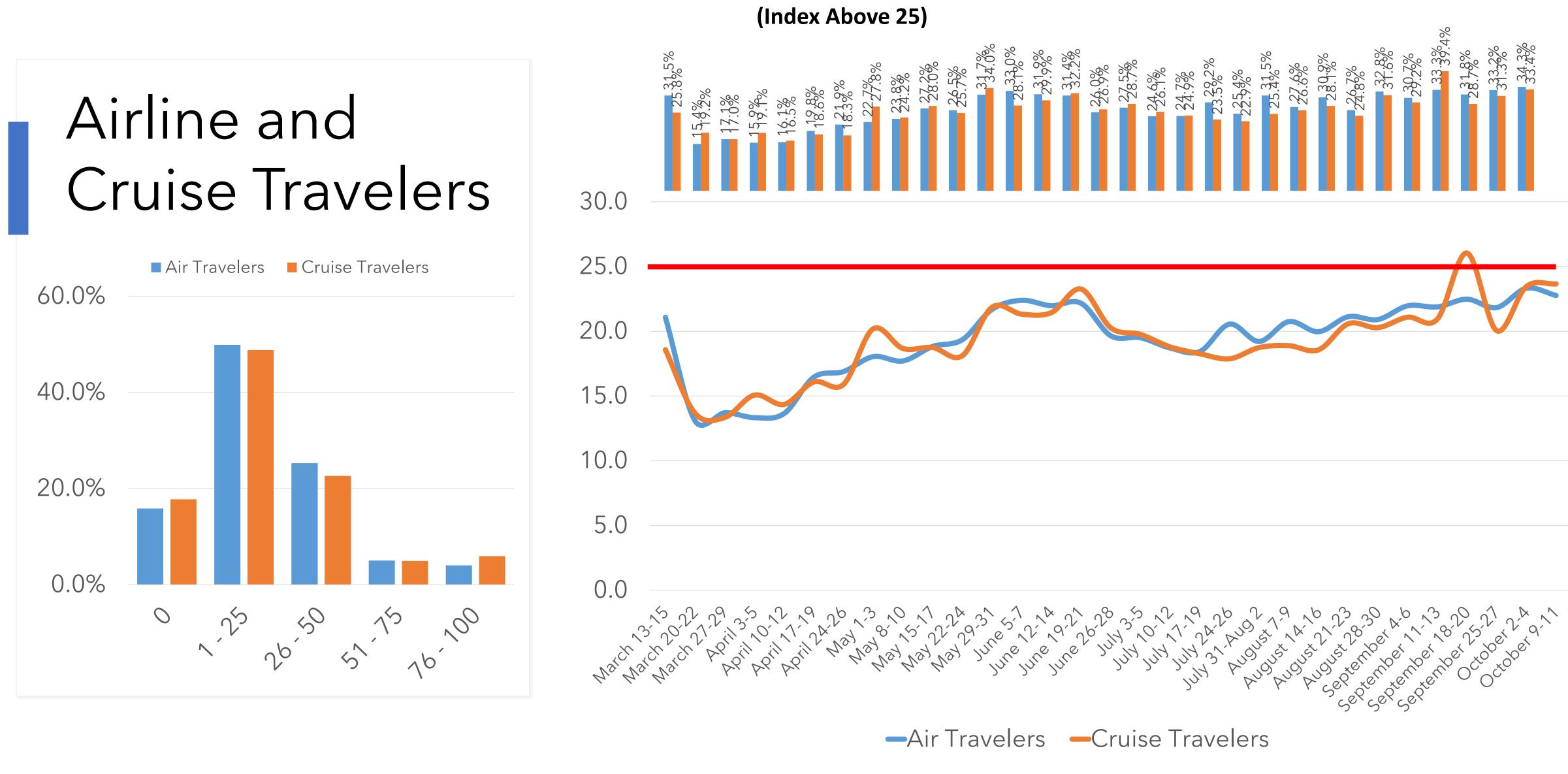






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# **Percent Potentially Marketable**

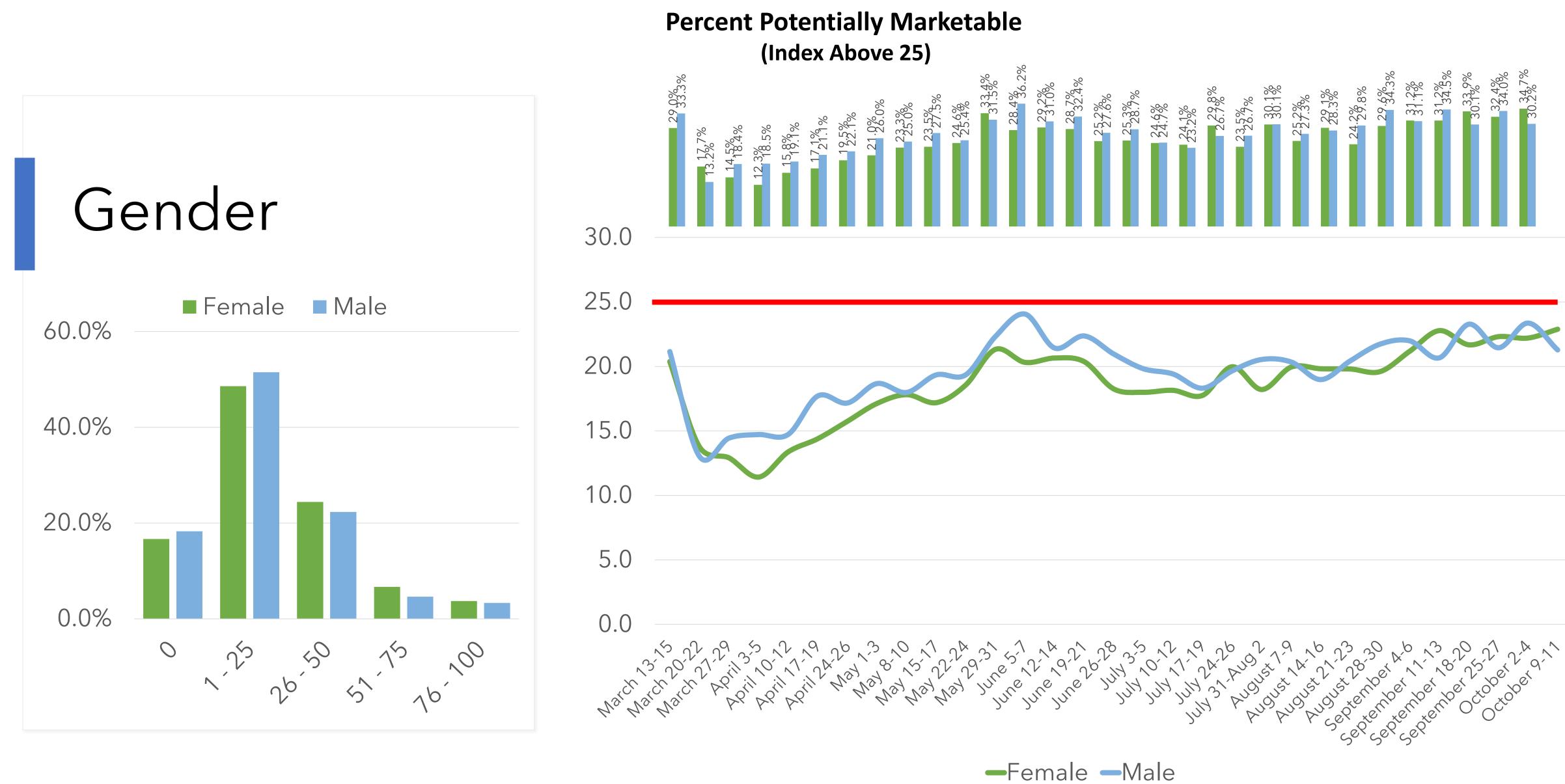












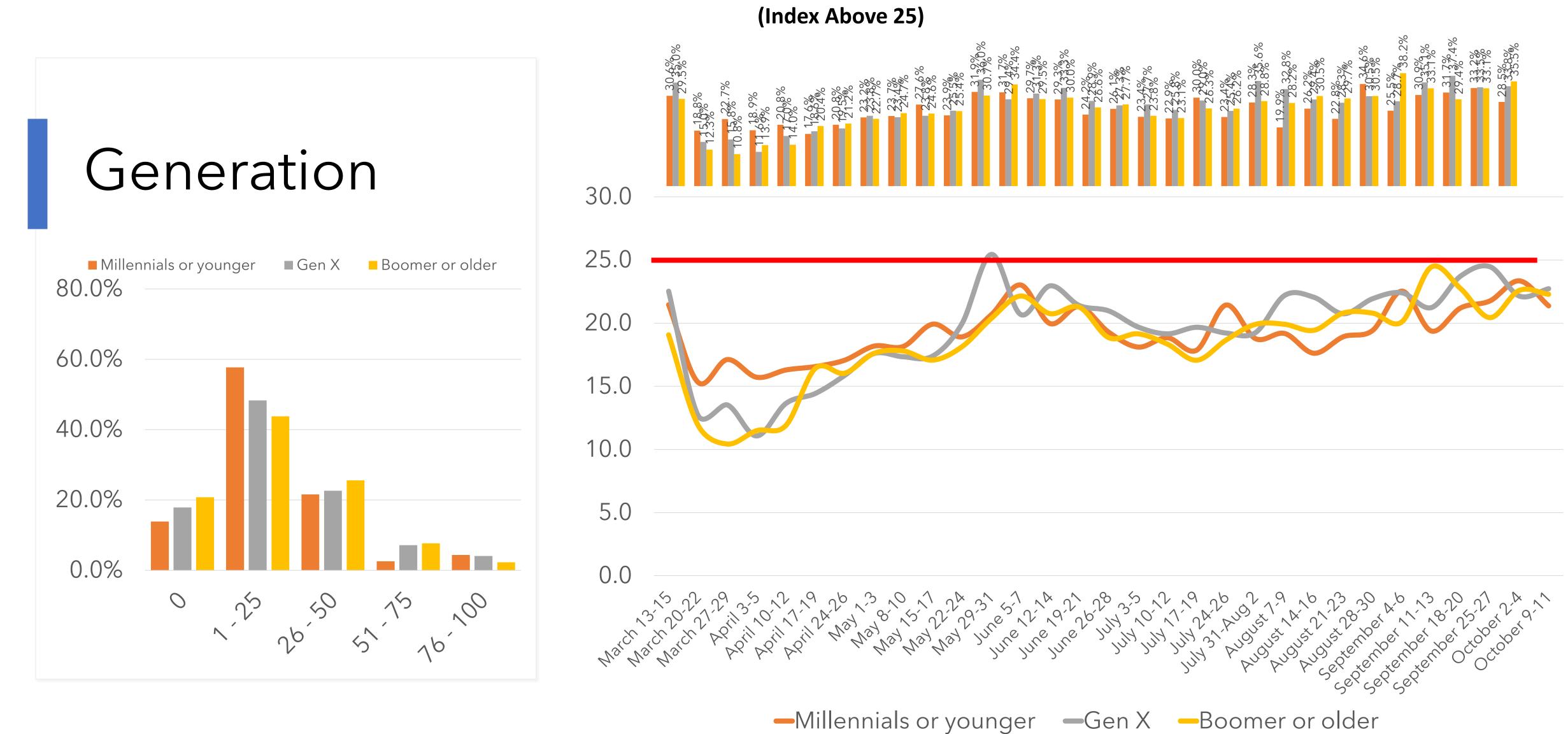








## **Percent Potentially Marketable**



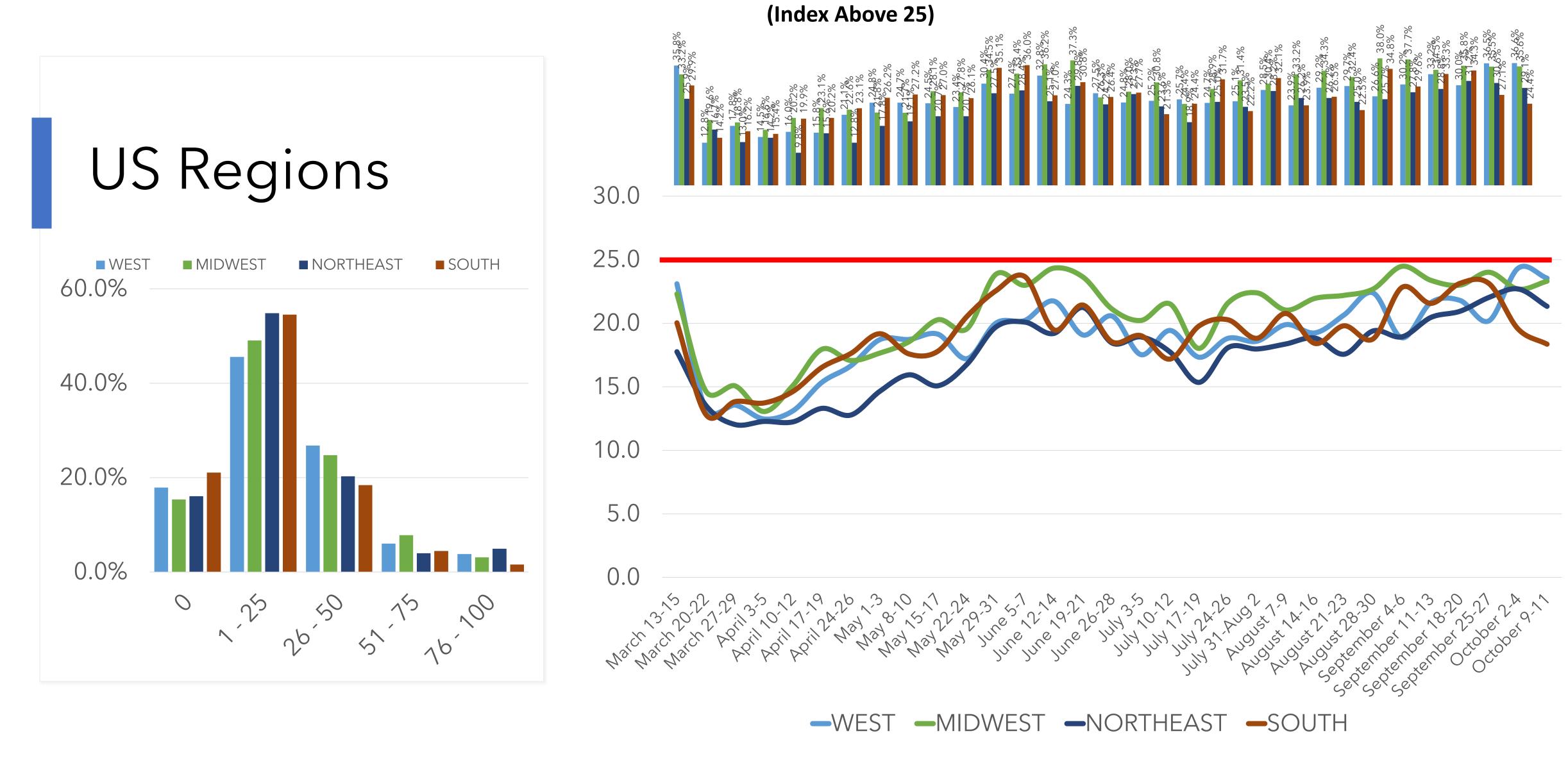








## **Percent Potentially Marketable**



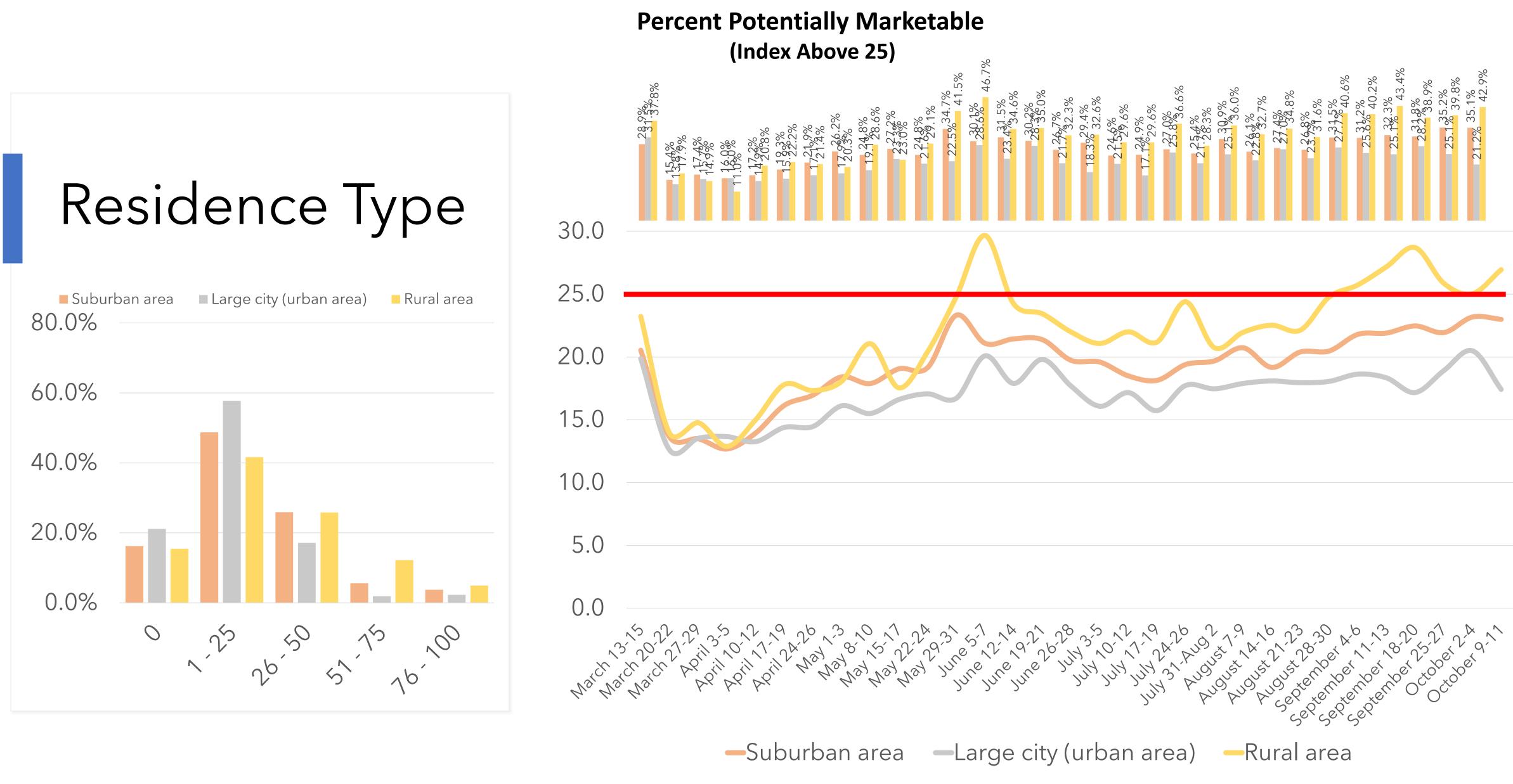
## PAGE 79









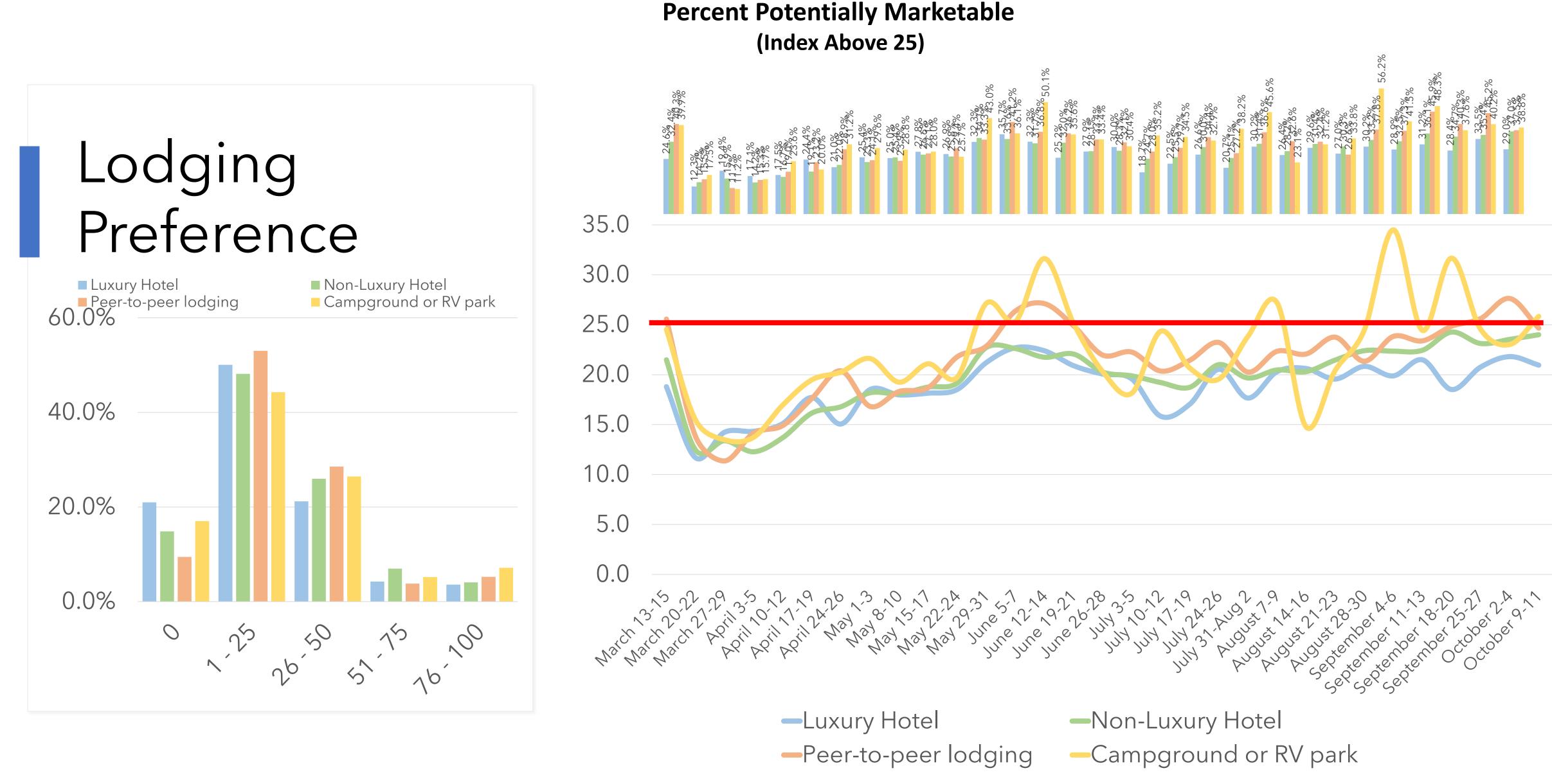
















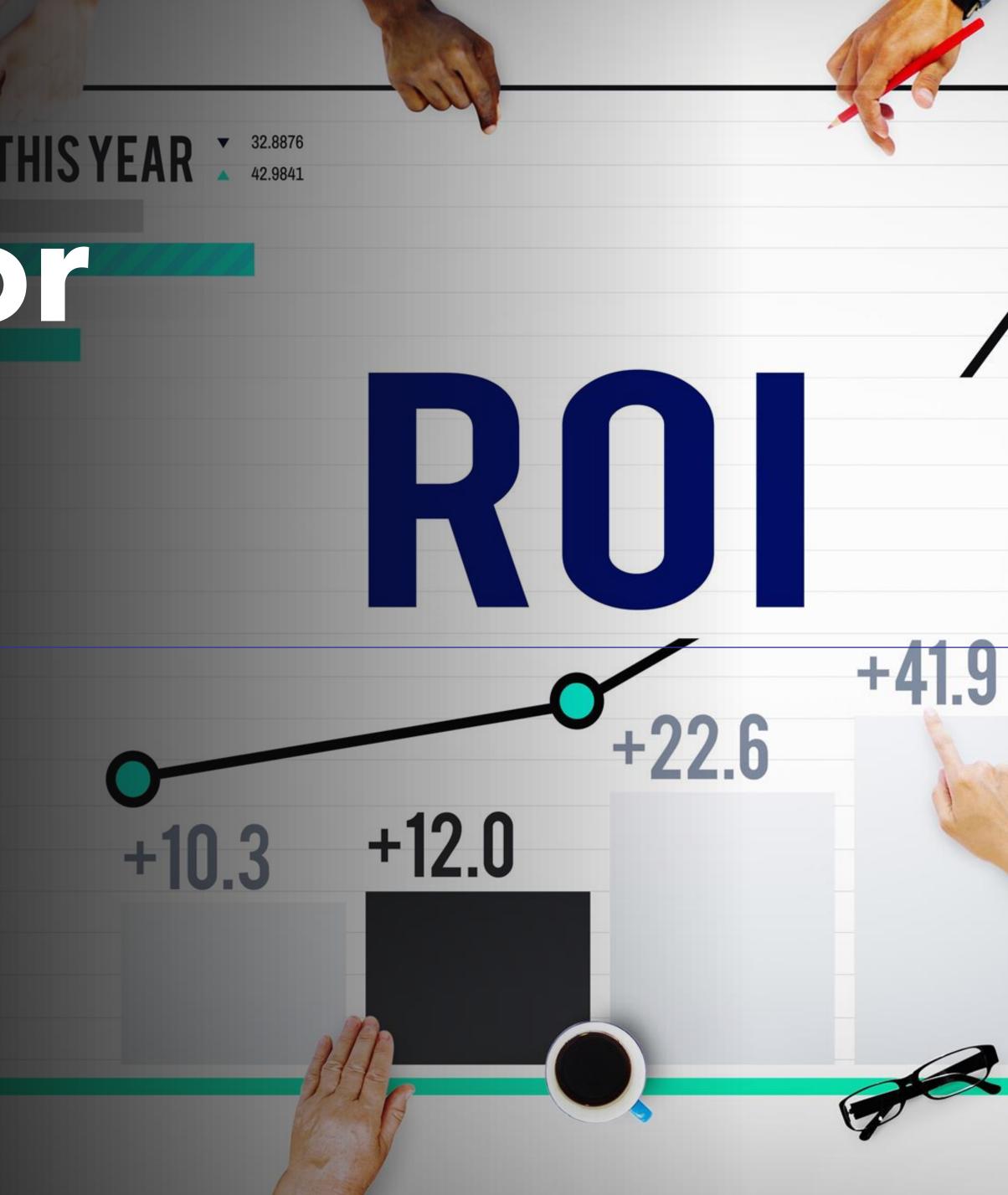




# for vour board af info@destinationanalysis.co



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