

Sanibel & Captiva Islands, Fort Myers Beach, Fort Myers, Bonita Springs, Estero, Cape Coral, Pine Island, Boca Grande & Outer Islands, North Fort Myers, Lehigh Acres

# October 2011 Visitor Profile and Occupancy Analysis December 9, 2011

# Prepared for:

Lee County Board of County Commissioners

Lee County Visitor and Convention Bureau

# Prepared by:







# **Executive Summary October 2011**

Throughout this report, statistically significant differences between responses for 2010 and 2011 at the 95% confidence level are noted with an A,B lettering system. For example:

| 2010 | 2011 |  |  |
|------|------|--|--|
| A    | B    |  |  |
| 60%  | 70%A |  |  |

In the table above 70% in Column B is statistically greater than 60% in Column A.







# **Executive Summary**

# Visitor Estimates

- Lee County hosted nearly 166,000 visitors staying in paid accommodations during the month of October 2011, and nearly 106,000 staying with friends or relatives while visiting the County, for a total of 271,795 visitors.
- October 2011 visitation was down 8.4% year-over-year. The decrease in visitation was driven primarily by a <u>decrease</u> in those staying with friends and relatives (-13.3%), but visitation among those staying in paid accommodations <u>decreased</u> as well (-5.0%). For calendar year-to-date in 2011, estimated paid accommodations visitation was 5.4% higher than the same period the prior year but total visitation decreased 3.9% due to a sizeable decrease in visitation among those staying with friends and relatives (-12.8%).
- Four in five of October 2011 visitors staying in paid accommodations were U.S. residents (79%). Germany and Switzerland contributed the largest share of international visitors staying in paid accommodations (6% and 5% respectively).
- U.S. visitors staying in paid accommodations during October 2011 were most likely to have come from the Midwest (44%). About one-fourth were from the Northeast (26%), or the South (24%), with the West representing 3% of paid visitors. Lee County drew the largest share of its domestic paid accommodations visitors from the New York (10%) and Chicago (8%) DMAs.

# Visitor Expenditures

- The average per person per day expenditure was \$100.42 in October 2011 a 8.9% decrease from October 2010 (\$110.27).
- Expenditures among those staying in paid accommodations were up from October 2010 to October 2011 (+7.0%). Total visitor expenditures for October 2011 are estimated at \$118 million, a 2.1% decrease from \$120 million in October 2010, a result of a 20% decrease in expenditures among those staying with friends and relatives. For calendar year-to-date 2011, total expenditures were up 11.9% due to an increase in spending among those staying in paid accommodations (+19.5%) and expenditures among unpaid accommodations visitors remaining stable (+0.5%).







| Total October Visitation             |       |      |                |                |               |  |  |
|--------------------------------------|-------|------|----------------|----------------|---------------|--|--|
|                                      | 9,    | 6    | Visitor E      | stimates       | % Change      |  |  |
|                                      | 2010  | 2011 | 2010           | 2011           | 2010-2011     |  |  |
| Paid Accommodations                  | 59%   | 61%  | 174,490        | 165,824        | -5.0%         |  |  |
| Friends/Relatives                    | 41%   | 39%  | <u>122,217</u> | <u>105,971</u> | <u>-13.3%</u> |  |  |
| Total Visitation                     |       |      | 296,707        | 271,795        | -8.4%         |  |  |
|                                      |       |      |                |                |               |  |  |
| October Visitor Origin - Visitors St |       |      |                |                |               |  |  |
|                                      | 2010  | 2011 | 2010           | 2011           |               |  |  |
| United States                        | 72%   | 79%  | 126,355        | 130,914        | 3.6%          |  |  |
| Germany                              | <16%> | 6%   | 27,678         | 9,974          | -64.0%        |  |  |
| Switzerland                          | 1%    | 5%   | 2,407          | 8,728          | 262.6%        |  |  |
| UK                                   | 6%    | 4%   | 9,627          | 6,234          | -35.2%        |  |  |
| Scandinavia                          | -     | 2%   | -              | 3,740          | -             |  |  |
| Canada                               | 1%    | 2%   | 2,407          | 2,494          | 3.6%          |  |  |
| France                               | 1%    | 2%   | 1,203          | 2,494          | 107.2%        |  |  |
| BeNeLux                              | 1%    | 1%   | 1,203          | 1,247          | 3.6%          |  |  |
| Ireland                              | 1%    | -    | 1,203          | -              | -             |  |  |
| Other                                | 1%    | -    | 2,407          | -              | -             |  |  |
| U.S. Region (Paid Accommodatio       | ns)   |      |                |                |               |  |  |
|                                      | 2010  | 2011 | 2010           | 2011           |               |  |  |
| Florida                              | <17%> | 5%   | 21,661         | 6,234          | -71.2%        |  |  |
| South (including Florida)            | <38%> | 24%  | 48,135         | 31,170         | -35.2%        |  |  |
| Midwest                              | 31%   | 44%  | 39,712         | 57,353         | 44.4%         |  |  |
| Northeast                            | 23%   | 26%  | 28,881         | 33,664         | 16.6%         |  |  |
| West                                 | 4%    | 3%   | 4,814          | 3,740          | -22.3%        |  |  |
| No Answer                            | 4%    | 4%   | 4,814          | 4,987          | 3.6%          |  |  |

|                                     |     | .,00   |  |  |  |  |  |
|-------------------------------------|-----|--------|--|--|--|--|--|
| 2011 Top DMAs (Paid Accommodations) |     |        |  |  |  |  |  |
| New York                            | 10% | 12,468 |  |  |  |  |  |
| Chicago                             | 8%  | 9,974  |  |  |  |  |  |
| Pittsburgh                          | 7%  | 8,728  |  |  |  |  |  |
| Washington, DC (Hagerstown)         | 7%  | 8,728  |  |  |  |  |  |
| Saint Louis                         | 6%  | 7,481  |  |  |  |  |  |
| Kansas City                         | 4%  | 4,987  |  |  |  |  |  |
| Minneapolis-Saint Paul              | 4%  | 4,987  |  |  |  |  |  |
| Cleveland-Akron (Canton)            | 3%  | 3,740  |  |  |  |  |  |
| Dayton                              | 3%  | 3,740  |  |  |  |  |  |
| Hartford-New Haven                  | 3%  | 3,740  |  |  |  |  |  |
| Indianapolis                        | 3%  | 3,740  |  |  |  |  |  |
| Philadelphia                        | 3%  | 3,740  |  |  |  |  |  |



<sup>\*</sup> On this page statistically significant differences between percentages for 2010 and 2011 using a confidence level of 95% are noted by <>.





# Trip Planning

- The trip planning window was similar for October 2011 and October 2010 visitors. Two-thirds of October 2011 visitors (67%) chose Lee County three or more months prior to their trip (vs. 62% October 2010) although less made the decision more than a year ago (12% vs 20% October 2010). More than half of October 2011 visitors booked their lodging three or more months in advance of their trip (55% vs. 47% October 2010).
- Only a quarter (25%) of October 2011 visitors reported requesting information about Lee County prior to making the trip, down from last year (36%). October 2011 visitors not recalling Lee County promotions over the past 6 months increased year-over-year (64% vs. 53% October 2010).
- When deciding to visit Lee County, October 2011 visitors were most likely to say warm weather (90%), peaceful/relaxing (89%) and white sandy beaches (82%) influenced their selection.

# Visitor Profile

- Four in ten October 2011 visitors said they either were staying in a hotel/motel (44%) or in a condo/vacation home (39%), and one in ten at the home of a friend or family member (14%). Half felt that the quality of accommodations far exceeded or exceeded their expectations (53%) in October 2011.
- The top activities enjoyed while in Lee County during October 2011 were *beaches*, *relaxing*, *dining out*, *swimming*, and *shopping*, with at least half of visitors claiming to have participated in one of these activities during their stay.
- Visitors in October 2011 report staying in Lee County for an average of 9.0 days, slightly longer than visitors in October 2010 (8.4 days).
- Visitor satisfaction remains extremely high. Almost all (95%) October 2011 visitors reported being *very satisfied* (66%) or *satisfied* (29%) with their visit. The vast majority indicated they are likely to return to Lee County (88%), and close to three fourths of them are likely to return next year (73%), a marked increase over those saying the same in October 2010 (60%).
- When asked what they liked least about the Lee County area, *insects* was cited most frequently but by less than one third of October 2011 visitors (29%). Visitors' concerns about *weather* (14%) were more common during October 2011 than during the prior year (3%).
- The demographic profile of October 2011 visitors resembled that of October 2010 visitors. October 2011 visitors averaged 53 years of age with an average household income of approximately \$104,000. The majority of visitors are married (78%) but only one in four were traveling with children (25%).

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# **Lodging Property Manager Assessments**

• For the Lee County lodging industry in total, available room nights decreased slightly from October 2010 to October 2011 (-1.8%), and occupied room nights was on par year-over-year (+0.9%). Hotels/motels available room nights were down 2.9% from a year ago while occupied room nights increased 3.2%. Properties in the condo/vacation home category were similar to October 2010 in available room nights (+0.7%) but occupied room nights escalated considerably (+21.0%). For RV parks/campgrounds, available room nights decreased by 2,542 and occupied room nights decreased by 13,855.

|                             | Occu               | pied Room I | Nights | Available Room Nights |          |       |
|-----------------------------|--------------------|-------------|--------|-----------------------|----------|-------|
|                             | 2010 2011 % Change |             | 2010   | 2011                  | % Change |       |
| Hotel/Motel/Resort/B&B      | 157,353            | 162,338     | 3.2%   | 359,957               | 349,464  | -2.9% |
| Condo/Cottage/Vacation Home | 53,508             | 64,733      | 21.0%  | 151,921               | 152,923  | 0.7%  |
| RV Park/Campground          | 52,024             | 38,169      | -26.6% | 151,590               | 149,048  | -1.7% |
| Total                       | 262,885            | 265,240     | 0.9%   | 663,468               | 651,435  | -1.8% |

- Occupancy rates for condos/cottages experienced a large increase (+20.2%) while hotels/motels/resorts rose modestly (+6.3%). However, occupancy rates for RV parks/campgrounds decreased -25.4% likely related to visitors concerns about the weather. As a result, average occupancy rates increased 2.8% from 39.6% in October 2010 to an average of 40.7% in October 2011.
- Overall average daily rates increased from \$89.82 to \$99.29 year-over-year (+10.5%). ADR increases were reported for hotels/motels/resorts and RV parks/campgrounds (+9.3%, both respectively), while condos/vacation homes had a minor decline in ADR (-2.2%) over last year.
- Increases in both average occupancy rates and ADR year-over-year led to an increase in RevPAR of 13.6% over October 2010.
   Hotels/motels/resorts and condo/vacation home properties fared well, posting sizable RevPAR gains over the same period the prior year.
   However, as a result of lower occupancy rates, RevPAR for RV parks/campgrounds decreased 18.4%.

|                              | Average Occupancy Rate |       | Aver        | Average Daily Rate |          |             | RevPAR  |         |             |
|------------------------------|------------------------|-------|-------------|--------------------|----------|-------------|---------|---------|-------------|
|                              | 2010                   | 2011  | %<br>Change | 2010               | 2011     | %<br>Change | 2010    | 2011    | %<br>Change |
| Property Managers Responding | 135                    | 98    |             | 137                | 97       |             | 135/137 | 98/97   |             |
| Hotel/Motel/Resort/B&B       | 43.7%                  | 46.5% | 6.3%        | \$94.99            | \$103.80 | 9.3%        | \$41.53 | \$48.22 | 16.1%       |
| Condo/Cottage/Vacation Home  | 35.2%                  | 42.3% | 20.2%       | \$124.12           | \$121.45 | -2.2%       | \$43.71 | \$51.41 | 17.6%       |
| RV Park/Campground           | 34.3%                  | 25.6% | -25.4%      | \$38.91            | \$42.54  | 9.3%        | \$13.35 | \$10.89 | -18.4%      |
| AVERAGE                      | 39.6%                  | 40.7% | 2.8%        | \$89.82            | \$99.29  | 10.5%       | \$35.59 | \$40.43 | 13.6%       |







# Lodging Industry Assessments (cont'd)

- As was the case in several previous months, property managers in October 2011 continued to report very favorably when comparing their current month's occupancy and revenue year-over-year. About three-fourths of them reported their October 2011 occupancy was the <u>same</u> or <u>better</u> than the prior year (77% vs. 53% October 2010). Likewise, four-fifths reported their revenue was the <u>same</u> or <u>better</u> than the prior year (79% vs. 50% October 2010).
  - o Close to half reported their occupancy (45%) or revenue (49%) was better than October 2011.
  - More than one-quarter said their occupancy (32%) or revenue (29%) was the same as October 2011.
- Projections for the next three months (November-January 2012) are quite optimistic as well. Better than one-third of managers reported that their total level of reservations for the next three months are <u>up</u> over the same period last year (39%), with a similar number reporting reservations for the next three months are the <u>same</u> as last year (38%). Only about one-fifth claimed that their reservations are <u>down</u> for the next three months (21%). In contrast, reports from property managers for the same time period last year were much more grim, with more than half (50%) indicating that their reservations were <u>down</u> over the prior year.







# October 2011 Lee County Snapshot

| Total October Visitation                                         |      |          |                   |         |  |  |  |  |
|------------------------------------------------------------------|------|----------|-------------------|---------|--|--|--|--|
|                                                                  | · ·  | %        | Visitor Estimates |         |  |  |  |  |
|                                                                  | 2010 | 2011     | 2010              | 2011    |  |  |  |  |
| Paid Accommodations                                              | 59%  | 61%      | 174,490           | 165,824 |  |  |  |  |
| Friends/Relatives                                                | 41%  | 39%      | 122,217           | 105,971 |  |  |  |  |
| Total Visitation                                                 |      |          | 296,707           | 271,795 |  |  |  |  |
|                                                                  |      |          |                   |         |  |  |  |  |
| October Visitor Origin - Visitors Staying in Paid Accommodations |      |          |                   |         |  |  |  |  |
|                                                                  | (    | stimates |                   |         |  |  |  |  |
|                                                                  | 2010 | 2011     | 2010              | 2011    |  |  |  |  |
| Florida                                                          | 17%  | 5%       | 21,661            | 6,234   |  |  |  |  |
|                                                                  |      |          |                   |         |  |  |  |  |
| United States                                                    | 72%  | 79%      | 126,355           | 130,914 |  |  |  |  |
| Germany                                                          | 16%  | 6%       | 27,678            | 9,974   |  |  |  |  |
| Switzerland                                                      | 1%   | 5%       | 2,407             | 8,728   |  |  |  |  |
| UK                                                               | 6%   | 4%       | 9,627             | 6,234   |  |  |  |  |
| Scandinavia                                                      | -    | 2%       | -                 | 3,740   |  |  |  |  |
| Canada                                                           | 1%   | 2%       | 2,407             | 2,494   |  |  |  |  |
| France                                                           | 1%   | 2%       | 1,203             | 2,494   |  |  |  |  |
| BeNeLux                                                          | 1%   | 1%       | 1,203             | 1,247   |  |  |  |  |
| Ireland                                                          | 1%   | -        | 1,203             | -       |  |  |  |  |

| Total Visitor Expenditures |               |               |       |  |  |  |
|----------------------------|---------------|---------------|-------|--|--|--|
| 2010 2011 Change           |               |               |       |  |  |  |
| Total Visitor Expenditures | \$120,331,695 | \$117,773,491 | -2.1% |  |  |  |
| Paid Accommodations        | \$79,572,325  | \$85,165,279  | 7.0%  |  |  |  |

| Average Per Person Per Day Expenditures |           |       |  |  |  |
|-----------------------------------------|-----------|-------|--|--|--|
| 2010                                    | 2010 2011 |       |  |  |  |
| \$110.27                                | \$100.42  | -8.9% |  |  |  |

| First-Time/Repeat Visitors to Lee County |           |     |  |  |  |  |
|------------------------------------------|-----------|-----|--|--|--|--|
|                                          | 2010 2011 |     |  |  |  |  |
|                                          | Α         | В   |  |  |  |  |
| First-time                               | 32%       | 26% |  |  |  |  |
| Repeat                                   | 67%       | 74% |  |  |  |  |

|                          |       |                        | , -   |             |           |          |             |         |         |             |
|--------------------------|-------|------------------------|-------|-------------|-----------|----------|-------------|---------|---------|-------------|
|                          |       | Average Occupancy Rate |       | Avei        | age Daily | Rate     | RevPAR      |         |         |             |
|                          |       | 2010                   | 2011  | %<br>Change | 2010      | 2011     | %<br>Change | 2010    | 2011    | %<br>Change |
| Property Managers Respo  | nding | 135                    | 98    |             | 137       | 97       |             | 135/137 | 98/97   |             |
| Hotel/Motel/Resort/B&B   |       | 43.7%                  | 46.5% | 6.3%        | \$94.99   | \$103.80 | 9.3%        | \$41.53 | \$48.22 | 16.1%       |
| Condo/Cottage/Vacation F | lome  | 35.2%                  | 42.3% | 20.2%       | \$124.12  | \$121.45 | -2.2%       | \$43.71 | \$51.41 | 17.6%       |
| RV Park/Campground       |       | 34.3%                  | 25.6% | -25.4%      | \$38.91   | \$42.54  | 9.3%        | \$13.35 | \$10.89 | -18.4%      |
| AVERAGE                  |       | 39.6%                  | 40.7% | 2.8%        | \$89.82   | \$99.29  | 10.5%       | \$35.59 | \$40.43 | 13.6%       |







# **Calendar YTD 2011 Lee County Snapshot**

| Total Calendar YTD Visitation                            |      |      |                  |                  |  |  |  |  |
|----------------------------------------------------------|------|------|------------------|------------------|--|--|--|--|
|                                                          | C    | %    | Visitor E        | stimates         |  |  |  |  |
|                                                          | 2010 | 2011 | 2010             | 2011             |  |  |  |  |
| Paid Accommodations                                      | 49%  | 53%  | 1,972,979        | 2,079,424        |  |  |  |  |
| Friends/Relatives                                        | 51%  | 47%  | <u>2,075,738</u> | <u>1,811,044</u> |  |  |  |  |
| Total Visitation                                         |      |      | 4,048,717        | 3,890,468        |  |  |  |  |
|                                                          |      |      |                  |                  |  |  |  |  |
| Visitor Origin - Visitors Staying in Paid Accommodations |      |      |                  |                  |  |  |  |  |
|                                                          | d    | %    | Visitor E        | stimates         |  |  |  |  |
|                                                          | 2010 | 2011 | 2010             | 2011             |  |  |  |  |
| Florida                                                  | 15%  | 13%  | 236,375          | 222,074          |  |  |  |  |
|                                                          |      |      |                  |                  |  |  |  |  |
| United States                                            | 80%  | 81%  | 1,574,011        | 1,675,652        |  |  |  |  |
| Canada                                                   | 4%   | 5%   | 84,712           | 112,479          |  |  |  |  |
| Germany                                                  | 6%   | 4%   | 122,970          | 82,196           |  |  |  |  |
| UK                                                       | 5%   | 4%   | 92,910           | 79,312           |  |  |  |  |
| Scandinavia                                              | 1%   | 1%   | 16,396           | 25,957           |  |  |  |  |
| Switzerland                                              | 1%   | 1%   | 12,297           | 25,957           |  |  |  |  |
| France                                                   | 1%   | 1%   | 10,931           | 20,189           |  |  |  |  |
| BeNeLux                                                  | 2%   | 1%   | 31,426           | 17,304           |  |  |  |  |
| Austria                                                  | <1%  | <1%  | 8,198            | 7,210            |  |  |  |  |
| Ireland                                                  | <1%  | <1%  | 8,198            | 5,768            |  |  |  |  |
| Latin America                                            | <1%  | <1%  | 2,733            | 4,326            |  |  |  |  |
| Other                                                    | <1%  | <1%  | 8,198            | 5,768            |  |  |  |  |

| Total Visitor Expenditures |                 |                 |        |  |  |  |
|----------------------------|-----------------|-----------------|--------|--|--|--|
| %                          |                 |                 |        |  |  |  |
|                            | 2010            | 2011            | Change |  |  |  |
| Total Visitor Expenditures | \$2,074,186,967 | \$2,320,330,996 | 11.9%  |  |  |  |
| Paid Accommodations        | \$1,239,068,539 | \$1,481,228,306 | 19.5%  |  |  |  |

| Average Per Person Per Day Expenditures |          |          |  |  |  |  |
|-----------------------------------------|----------|----------|--|--|--|--|
| 2010                                    | 2011     | % Change |  |  |  |  |
| \$118.44                                | \$113.25 | -4.4%    |  |  |  |  |

| First-Time/Repeat Visitors to Lee County |      |     |  |  |  |
|------------------------------------------|------|-----|--|--|--|
|                                          | 2010 |     |  |  |  |
|                                          | Α    | В   |  |  |  |
| First-time                               | 26%  | 26% |  |  |  |
| Repeat                                   | 73%  | 72% |  |  |  |

|                             | Average Occupancy Rate |       | Aver        | Average Daily Rate |          | RevPAR      |         |         |             |
|-----------------------------|------------------------|-------|-------------|--------------------|----------|-------------|---------|---------|-------------|
|                             | 2010                   | 2011  | %<br>Change | 2010               | 2011     | %<br>Change | 2010    | 2011    | %<br>Change |
| Hotel/Motel/Resort/B&B      | 52.9%                  | 58.4% | 10.3%       | \$129.64           | \$134.63 | 3.8%        | \$68.59 | \$78.55 | 14.5%       |
| Condo/Cottage/Vacation Home | 53.3%                  | 56.6% | 6.3%        | \$172.73           | \$170.59 | -1.2%       | \$92.03 | \$96.58 | 4.9%        |
| RV Park/Campground          | 49.3%                  | 49.3% | -0.1%       | \$45.60            | \$46.82  | 2.7%        | \$22.49 | \$23.07 | 2.6%        |
| AVERAGE                     | 52.2%                  | 55.8% | 6.8%        | \$123.08           | \$124.62 | 1.3%        | \$64.29 | \$69.55 | 8.2%        |

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# Visitor Profile Analysis October 2011

A total of 198 interviews were conducted with visitors in Lee County during the month of October 2011. A total sample of this size is considered accurate to plus or minus 7.0 percentage points at the 95% confidence level.

A total of 202 interviews were conducted with visitors in Lee County during the month of October 2010. A total sample of this size is considered accurate to plus or minus 6.9 percentage points at the 95% confidence level.

Due to the short time period and the sample size involved, monthly results will fluctuate and should be viewed with caution for decision-making purposes.







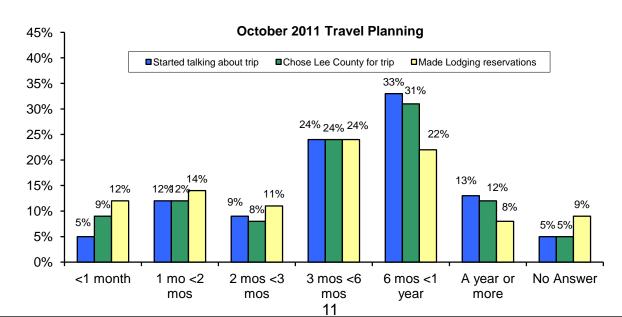
# **Travel Planning**

|                            | Started Talking<br>About Trip |            | Chose Lee County<br>for Trip |            | Made Lodging<br>Reservations |            |
|----------------------------|-------------------------------|------------|------------------------------|------------|------------------------------|------------|
|                            | 2010                          | 2011       | 2010                         | 2011       | 2010                         | 2011       |
|                            | Α                             | В          | Α                            | В          | Α                            | В          |
| Total Respondents          | 202                           | 198        | 202                          | 198        | 202                          | 198        |
| <1 month - <3 months (NET) | <u>28%</u>                    | <u>25%</u> | <u>31%</u>                   | <u>28%</u> | <u>42%</u>                   | <u>36%</u> |
| <1 month                   | 6%                            | 5%         | 7%                           | 9%         | 10%                          | 12%        |
| 1 month - <2 months        | 15%                           | 12%        | 18%                          | 12%        | 23%B                         | 14%        |
| 2 months - <3 months       | 8%                            | 9%         | 7%                           | 8%         | 9%                           | 11%        |
| 3 months or more (NET)     | <u>68%</u>                    | <u>70%</u> | <u>62%</u>                   | <u>67%</u> | <u>47%</u>                   | <u>55%</u> |
| 3 months - <6 months       | 25%                           | 24%        | 23%                          | 24%        | 17%                          | 24%        |
| 6 months - <1 year         | 23%                           | 33%A       | 19%                          | 31%A       | 16%                          | 22%        |
| A year or more             | 20%                           | 13%        | 20%B                         | 12%        | 14%                          | 8%         |
| No Answer                  | 4%                            | 5%         | 7%                           | 5%         | 12%                          | 9%         |

Q3: When did you "start talking" about going on this trip?

Q4: When did you choose Lee County for this trip?

Q5. When did you make lodging reservations for this trip?







# **Travel Planning**



| Reserved Accommodations           |                   |     |  |  |  |
|-----------------------------------|-------------------|-----|--|--|--|
|                                   | October 2010 2011 |     |  |  |  |
|                                   |                   |     |  |  |  |
|                                   | Α                 | В   |  |  |  |
| Total Respondents Staying in Paid |                   |     |  |  |  |
| Accommodations                    | 145               | 133 |  |  |  |
| Before leaving home               | 87%               | 84% |  |  |  |
| After arriving in Florida         | 8%                | 7%  |  |  |  |
| On the road, but not in Florida   | -                 | 2%  |  |  |  |
| No Answer                         | 6%                | 6%  |  |  |  |

Q6: Did you make accommodation reservations for your stay in Lee County?





# **Travel Planning**



| Travel Web Sites Visited by October Travelers |            |            |  |  |
|-----------------------------------------------|------------|------------|--|--|
|                                               | 2010       | 2011       |  |  |
|                                               | Α          | В          |  |  |
| Total Respondents with computer access        | 188        | 186        |  |  |
| Visited web sites (net)                       | <u>81%</u> | <u>77%</u> |  |  |
| Airline web sites                             | 36%        | 39%        |  |  |
| Search Engines                                | 35%        | 26%        |  |  |
| Hotel web sites                               | 26%        | 24%        |  |  |
| Booking web sites                             | 23%        | 19%        |  |  |
| www.fortmyers-sanibel.com                     | 16%        | 15%        |  |  |
| Trip Advisor                                  | 12%        | 9%         |  |  |
| AAA                                           | 5%         | 5%         |  |  |
| Visit Florida                                 | 14%B       | 3%         |  |  |
| Travel Channel                                | 3%         | 1%         |  |  |
| Other                                         | 20%        | 17%        |  |  |
| Did not visit web sites                       | <u>17%</u> | 20%        |  |  |
| No Answer                                     | 3%         | 3%         |  |  |

Q9. While planning this trip, which of the following web sites did you visit? (Please mark ALL that apply)

# Airline web sites Search Engines Hotel web sites Booking web sites Www.fortmyers-sanibel.com Visit Florida Trip Advisor AAA Travel Channel Travel Channel

Base: Respondents with Computer Access

10% 15% 20% 25% 30% 35% 40%





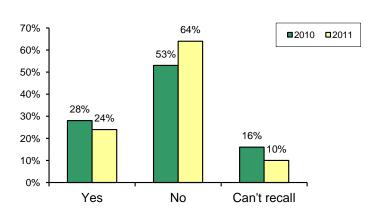




| October Travelers Requesting Information |             |            |  |  |
|------------------------------------------|-------------|------------|--|--|
|                                          | 2010        | 2011       |  |  |
|                                          | Α           | В          |  |  |
| Total Respondents                        | 202         | 198        |  |  |
| Requested information (NET)              | <u>36%B</u> | <u>25%</u> |  |  |
| Hotel Web Site                           | 18%B        | 10%        |  |  |
| VCB Web Site                             | 7%          | 6%         |  |  |
| Call hotel                               | 6%          | 4%         |  |  |
| Visitor Guide                            | 4%          | 4%         |  |  |
| Clipping/mailing coupon                  | 1%          | 1%         |  |  |
| Other                                    | 13%         | 9%         |  |  |
| Did not request information              | <u>52%</u>  | <u>61%</u> |  |  |
| No Answer                                | 12%         | 14%        |  |  |

Q10: For this trip, did you request any information about our area by... (Please mark ALL that apply.)

# **Recall of Promotions**



| Travel Agent Assistance |     |     |  |  |  |
|-------------------------|-----|-----|--|--|--|
| 2010 2011               |     |     |  |  |  |
|                         | Α   | В   |  |  |  |
| Total Respondents       | 202 | 198 |  |  |  |
| Yes                     | 10% | 5%  |  |  |  |
| No                      | 88% | 92% |  |  |  |

Q11: Did a travel agent assist you with this trip?

| Recall of Lee County Promotions |      |      |  |  |  |
|---------------------------------|------|------|--|--|--|
| 2010 2011                       |      |      |  |  |  |
|                                 | Α    | В    |  |  |  |
| Total Respondents               | 202  | 198  |  |  |  |
| Yes                             | 28%  | 24%  |  |  |  |
| No                              | 53%  | 64%A |  |  |  |
| Can't recall                    | 16%B | 10%  |  |  |  |

Q13: Over the past six months, have you seen, read or heard any travel stories, advertising or promotions for the Lee County area?



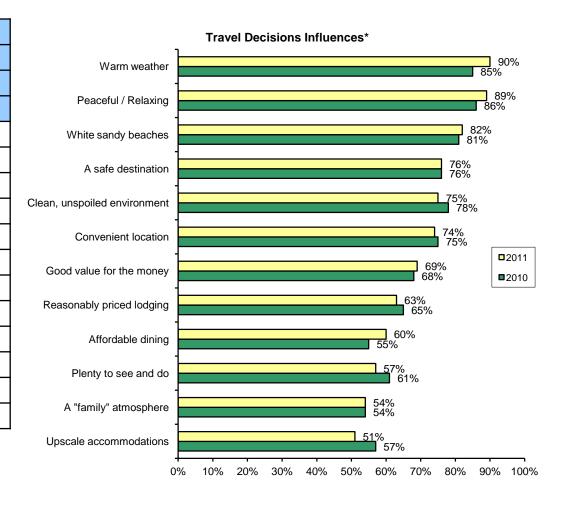






| October Travel Decision Influences* |      |      |  |  |  |
|-------------------------------------|------|------|--|--|--|
|                                     | 2010 | 2011 |  |  |  |
|                                     | Α    | В    |  |  |  |
| Total Respondents                   | 202  | 198  |  |  |  |
| Warm weather                        | 85%  | 90%  |  |  |  |
| Peaceful / Relaxing                 | 86%  | 89%  |  |  |  |
| White sandy beaches                 | 81%  | 82%  |  |  |  |
| A safe destination                  | 76%  | 76%  |  |  |  |
| Clean, unspoiled environment        | 78%  | 75%  |  |  |  |
| Convenient location                 | 75%  | 74%  |  |  |  |
| Good value for the money            | 68%  | 69%  |  |  |  |
| Reasonably priced lodging           | 65%  | 63%  |  |  |  |
| Affordable dining                   | 55%  | 60%  |  |  |  |
| Plenty to see and do                | 61%  | 57%  |  |  |  |
| A "family" atmosphere               | 54%  | 54%  |  |  |  |
| Upscale accommodations              | 57%  | 51%  |  |  |  |

Q14: When you were talking about coming to Lee County, if one (1) is "Not at All Influential" and five (5) is "Definitely Influential," how strongly did the following influence your selection?





<sup>\*</sup> Percentages shown reflect top 2 box scores (rating of 4 or 5)



### **Mode of Transportation** 2010 2011 Α В Total Respondents 202 198 Fly 68% 69% Drive a personal vehicle 25% 23% Drive a rental vehicle 3% 6% Drive an RV 2% 2% Travel by bus 1% Other/No Answer (NET) 1%

Q1: How did you travel to our area? Did you...

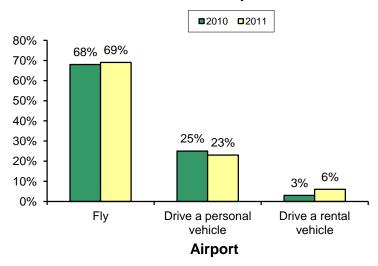
| Airport                            |      |      |  |  |  |
|------------------------------------|------|------|--|--|--|
|                                    | 2010 | 2011 |  |  |  |
|                                    | Α    | В    |  |  |  |
| Respondents who flew into the area | 138  | 136  |  |  |  |
| SW Florida Int'l (Fort Myers)      | 81%  | 76%  |  |  |  |
| Miami Int'l                        | 11%  | 7%   |  |  |  |
| Orlando Int'l                      | 4%   | 6%   |  |  |  |
| Ft. Lauderdale Int'l               | -    | 5%   |  |  |  |
| Tampa Int'l                        | 3%   | 3%   |  |  |  |
| Sarasota / Bradenton               | -    | 1%   |  |  |  |
| West Palm Beach Int'l              | -    | -    |  |  |  |
| Other/No Answer (NET)              | 1%   | 2%   |  |  |  |

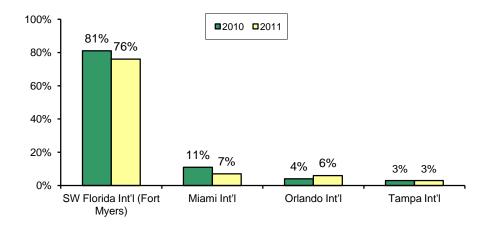
Q2: At which Florida airport did you land?

# **Trip Profile**



# **Mode of Transportation**









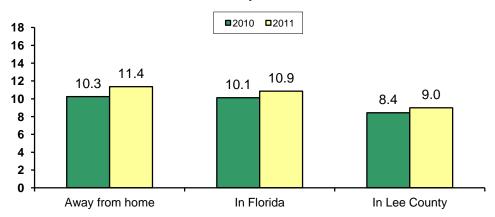




| October Trip Length  Mean # of Days |                    |      |       |  |  |
|-------------------------------------|--------------------|------|-------|--|--|
|                                     | Total Respondents  |      |       |  |  |
|                                     | 2010 2011 % Change |      |       |  |  |
| Total Respondents                   | ndents 202 198     |      |       |  |  |
|                                     | A B                |      |       |  |  |
| Away from home                      | 10.3               | 11.4 | 10.7% |  |  |
| In Florida                          | 10.1               | 10.9 | 7.9%  |  |  |
| In Lee County                       | 8.4                | 9.0  | 7.1%  |  |  |

Q7: On this trip, how many days will you be:

Trip Length (mean # of days)
Total Respondents







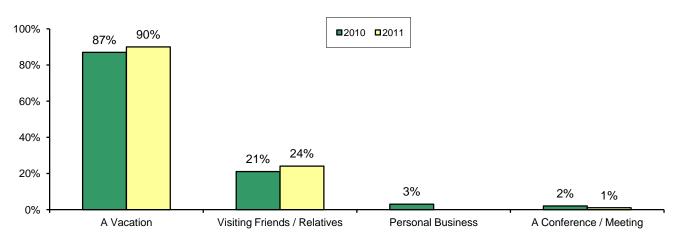


# **Trip Profile**

| Reason for October Visit     |      |      |  |
|------------------------------|------|------|--|
|                              | 2010 | 2011 |  |
|                              | Α    | В    |  |
| Total Respondents            | 202  | 198  |  |
| A Vacation                   | 87%  | 90%  |  |
| Visiting Friends / Relatives | 21%  | 24%  |  |
| Personal Business            | 3%   | 1    |  |
| Sporting Event(s)            | 2%   | 3%   |  |
| A Conference / Meeting       | 2%   | 1%   |  |
| Other Business Trip          | 1%   | -    |  |
| A Convention / Trade Show    | 1%   | -    |  |
| Other/No Answer (NET)        | 3%   | 3%   |  |

Q15: Did you come to our area for...(Please mark all that apply.)

# **Reason for October Visit**









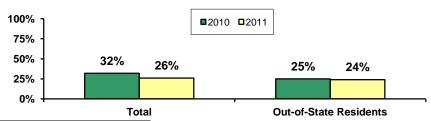


| First Time Visitors to Lee County |      |      |           |           |              |             |             |              |
|-----------------------------------|------|------|-----------|-----------|--------------|-------------|-------------|--------------|
|                                   | тот  | ΓAL  | Florida F | Residents | Out-of-State | e Residents | Internation | nal Visitors |
|                                   | 2010 | 2011 | 2010      | 2011      | 2010         | 2011        | 2010        | 2011         |
| Total Respondents                 | 202  | 198  | 21**      | 12**      | 130          | 140         | 44**        | 41**         |
|                                   | Α    | В    | Α         | В         | Α            | В           | Α           | В            |
| Yes                               | 32%  | 26%  | N/A       | N/A       | 25%          | 24%         | N/A         | N/A          |
| No                                | 67%  | 74%  | N/A       | N/A       | 73%          | 76%         | N/A         | N/A          |
| No Answer                         | 1%   | -    | N/A       | N/A       | 1%           | -           | N/A         | N/A          |

Q20: Is this your first visit to Lee County?

\*Note: Small sample size. (N<70) Please interpret results with caution.

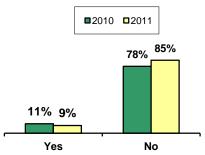
# **First Time Visitors to Lee County**



| First Time Visitors to Florida |      |      |  |
|--------------------------------|------|------|--|
|                                | 2010 | 2011 |  |
| Total Respondents              | 202  | 198  |  |
|                                | Α    | В    |  |
| Yes                            | 11%  | 9%   |  |
| No                             | 78%  | 85%  |  |
| No answer                      | 1%   | -    |  |
| FL Residents*                  | 10%  | 6%   |  |

Q18: Is this your first visit to Florida?

# First Time Visitors to Florida





<sup>\*\*</sup>N/A: Insufficient number of responses for statistical analysis (N<30).

<sup>\*</sup>Florida residents are shown as a proportion of total visitor interviews conducted, though FL residents are <u>not</u> asked this question.





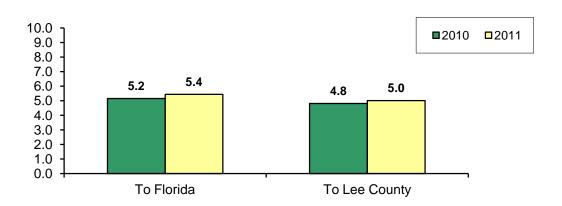
# **Trip Profile**

| Previous Visits in Five Years |                                                            |                     |      |      |
|-------------------------------|------------------------------------------------------------|---------------------|------|------|
|                               | Mean # of Visits to Florida Mean # of Visits to Lee County |                     |      |      |
|                               | 2010                                                       | 2011                | 2010 | 2011 |
| Base: Repeat Visitors         | 158 (FL res. Excl.)                                        | 168 (FL res. Excl.) | 136  | 146  |
|                               | Α                                                          | В                   | A    | В    |
| Number of visits              | 5.2                                                        | 5.4                 | 4.8  | 5.0  |

Q19: Over the past five (5) years, how many times have you visited Florida?

Q21: Over the past five (5) years, how many times have you visited Lee County?

# **Previous Visits in Five Years**





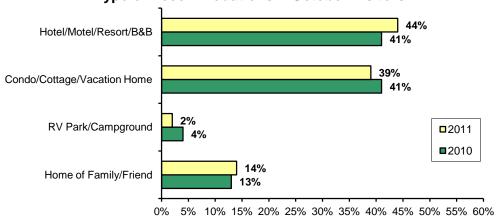




| Type of Accommodations - October Visitors |            |            |  |
|-------------------------------------------|------------|------------|--|
|                                           | 2010       | 2011       |  |
| Total Respondents                         | 202        | 198        |  |
|                                           | Α          | В          |  |
| Hotel/Motel/Resort/B&B                    | <u>41%</u> | <u>44%</u> |  |
| Hotel/motel/inn                           | 23%        | 27%        |  |
| Resort                                    | 18%        | 18%        |  |
| B&B                                       | 12%        | 14%        |  |
| Condo/Cottage/Vacation Home               | <u>41%</u> | <u>39%</u> |  |
| Rented home/condo                         | 27%        | 20%        |  |
| Borrowed home/condo                       | 2%         | 5%         |  |
| Owned home/condo                          | 12%        | 14%        |  |
| RV Park/Campground                        | 4%         | 2%         |  |
| Home of family/friend                     | 13%        | 14%        |  |
| Day trip (no accommodations)              | 1%         | -          |  |

Q25: Are you staying overnight (either last night or tonight)...

**Type of Accommodations -- October Visitors** 







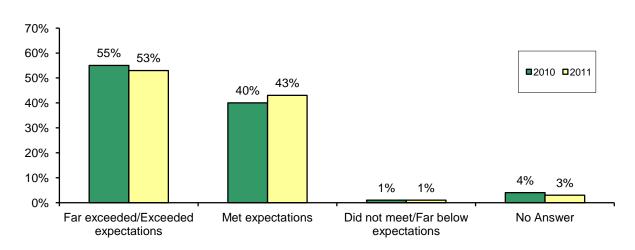




| Quality of Accommodations           |     |     |  |  |
|-------------------------------------|-----|-----|--|--|
| 2010 2011                           |     |     |  |  |
| Total Respondents                   | 202 | 198 |  |  |
|                                     | Α   | В   |  |  |
| Far exceeded/Exceeded expectations  | 55% | 53% |  |  |
| Met your expectations               | 40% | 43% |  |  |
| Did not meet/Far below expectations | 1%  | 1%  |  |  |
| No Answer                           | 4%  | 3%  |  |  |

Q26: How would you describe the quality of your accommodations? Do you feel they:

# **Quality of Accommodations**



22



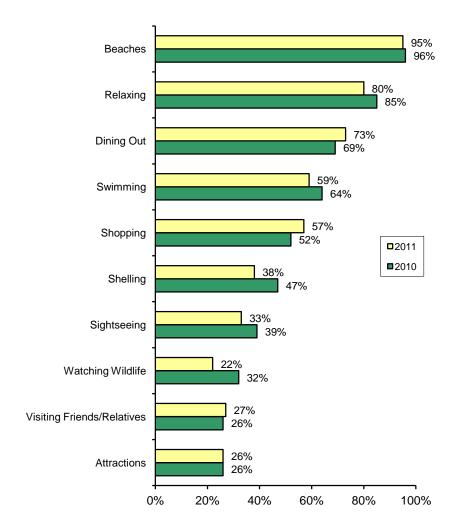


### **October Activities Enjoyed** 2010 2011 Α В Total Respondents 202 198 96% 95% Beaches 85% 80% Relaxing **Dining Out** 73% 69% 64% 59% Swimming Shopping 52% 57% 47% 38% Shelling 39% 33% Sightseeing Watching Wildlife 32%B 22% Visiting Friends/Relatives 26% 27% 26% 26% Attractions 26% 20% Photography Birdwatching 21% 16% Bicycle Riding 17% 15% Exercise / Working Out 15% 13% Bars / Nightlife 13% 12% **Guided Tour** 10%B 3% 10% 6% **Boating** 9% 8% Fishing Golfing 7% 7% Kayaking / Canoeing 7%B 3% Miniature Golf 6% 3% Parasailing / Jet Skiing 5% 3% 4% 3% Sporting Event Tennis 3% 2% Cultural Events 3% 6% 2% 1% Scuba Diving / Snorkeling Other 5% 3%

Q28: What activities or interests are you enjoying while in Lee County? (Please mark ALL that apply.)

# **Trip Activities**









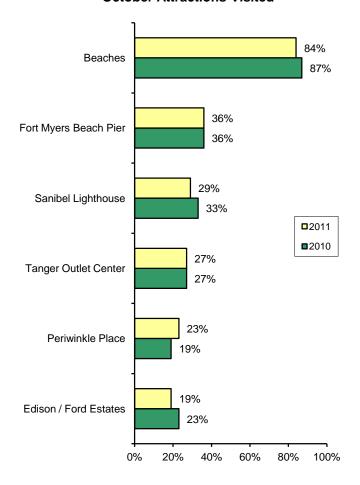
24



| October Attractions Visited           |      |      |  |  |
|---------------------------------------|------|------|--|--|
|                                       | 2010 | 2011 |  |  |
|                                       | Α    | В    |  |  |
| Total Respondents                     | 202  | 198  |  |  |
| Beaches                               | 87%  | 84%  |  |  |
| Fort Myers Beach Pier                 | 36%  | 36%  |  |  |
| Sanibel Lighthouse                    | 33%  | 29%  |  |  |
| Tanger Outlet Center                  | 27%  | 27%  |  |  |
| Periwinkle Place                      | 19%  | 23%  |  |  |
| Edison / Ford Estates                 | 23%  | 19%  |  |  |
| Miromar Outlets Mall                  | 21%  | 17%  |  |  |
| Ding Darling National Wildlife Refuge | 18%  | 14%  |  |  |
| Edison Mall                           | 9%   | 12%  |  |  |
| Bell Tower Shops                      | 10%  | 10%  |  |  |
| Coconut Point Mall                    | 8%   | 8%   |  |  |
| Gulf Coast Town Center                | 6%   | 7%   |  |  |
| Shell Factory and Nature Park         | 9%   | 5%   |  |  |
| Bailey-Matthews Shell Museum          | 5%   | 4%   |  |  |
| Broadway Palm Dinner Theater          | 1%   | 2%   |  |  |
| Manatee Park                          | 3%   | 1%   |  |  |
| Babcock Wilderness Adventures         | 1%   | 1%   |  |  |
| Barbara B. Mann Perfoming Arts Hall   | <1%  | 1%   |  |  |
| Other                                 | 7%   | 5%   |  |  |
| None/No Answer (NET)                  | 3%   | 4%   |  |  |

Q29. On this trip, which attractions are you visiting? (Please mark ALL that apply.)

# **October Attractions Visited**





October 2011

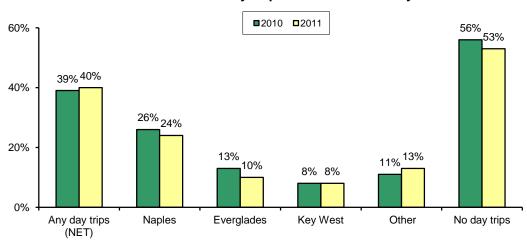




| October Day Trips Outside Lee County |            |            |  |
|--------------------------------------|------------|------------|--|
|                                      | 2010       | 2011       |  |
|                                      | Α          | В          |  |
| Total Respondents                    | 202        | 198        |  |
| Any day trips (NET)                  | <u>39%</u> | <u>40%</u> |  |
| Naples                               | 26%        | 24%        |  |
| Everglades                           | 13%        | 10%        |  |
| Key West                             | 8%         | 8%         |  |
| Sarasota                             | 6%         | 6%         |  |
| Other                                | 11%        | 13%        |  |
| No day trips                         | <u>56%</u> | <u>53%</u> |  |
| No Answer                            | 5%         | 7%         |  |

Q30: Where did you go on day trips outside Lee County?

# **October Day Trips Outside Lee County**





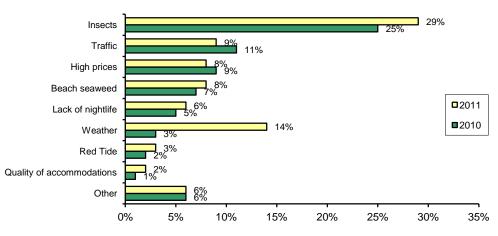




| Least Liked Features      |      |      |  |
|---------------------------|------|------|--|
|                           | 2010 | 2011 |  |
|                           | Α    | В    |  |
| Total Respondents         | 202  | 198  |  |
| Insects                   | 25%  | 29%  |  |
| Traffic                   | 11%  | 9%   |  |
| High prices               | 9%   | 8%   |  |
| Beach seaweed             | 7%   | 8%   |  |
| Lack of nightlife         | 5%   | 6%   |  |
| Weather                   | 3%   | 14%A |  |
| Red Tide                  | 2%   | 3%   |  |
| Quality of accommodations | 1%   | 2%   |  |
| Other                     | 6%   | 6%   |  |
| Nothing/No Answer (NET)   | 48%B | 37%  |  |

Q34: During the specific visit, which features have you liked least about our area? (Please mark ALL that apply.)

# **Least Liked Features**



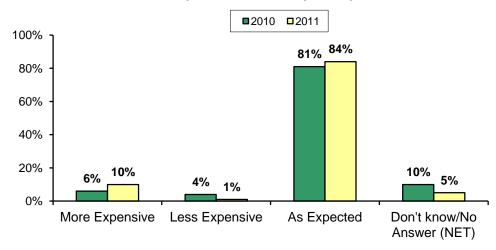




| Perception of Lee County as Expensive |     |     |  |
|---------------------------------------|-----|-----|--|
| 2010 2011                             |     |     |  |
|                                       | А   | В   |  |
| Total Respondents                     | 202 | 198 |  |
| More Expensive                        | 6%  | 10% |  |
| Less Expensive                        | 4%  | 1%  |  |
| As Expected                           | 81% | 84% |  |
| Don't know/No Answer                  | 10% | 5%  |  |

Q31: From your experience, would you say that our area is more expensive, less expensive, or as expensive as you had expected?

# Perception of Lee County as Expensive







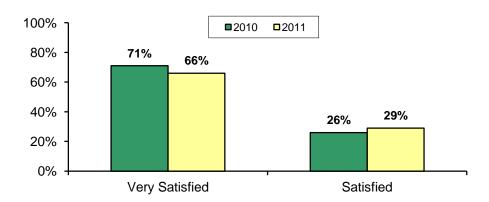


# **Lee County Experience**

| Satisfaction with Visit        |            |            |  |  |  |
|--------------------------------|------------|------------|--|--|--|
| 2010 2011                      |            |            |  |  |  |
| Total Respondents              | 202        | 198        |  |  |  |
|                                | A          | В          |  |  |  |
| Satisfied                      | <u>97%</u> | <u>95%</u> |  |  |  |
| Very Satisfied                 | 71%        | 66%        |  |  |  |
| Satisfied                      | 26%        | 29%        |  |  |  |
| Neither                        | 1%         | 2%         |  |  |  |
| Dissatisfied/Very Dissatisfied | -          | -          |  |  |  |
| Don't know/no answer           | 3%         | 4%         |  |  |  |

Q33: How satisfied are you with your stay in Lee County?

# **Satisfaction with Visit**









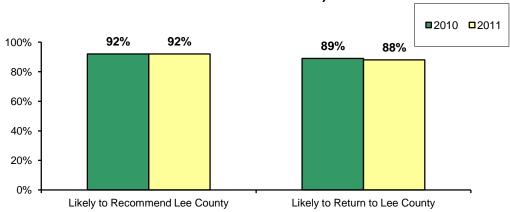
# **Future Plans**

| Likelihood to Recommend/Return to Lee County |     |      |  |
|----------------------------------------------|-----|------|--|
| 2010 20                                      |     |      |  |
| Total Respondents                            | 202 | 198  |  |
|                                              | Α   | В    |  |
| Likely to Recommend Lee County               | 92% | 92%  |  |
| Likely to Return to Lee County               | 89% | 88%  |  |
| Base: Total Respondents Planning to Return   | 179 | 175  |  |
|                                              | Α   | В    |  |
| Likely to Return Next Year                   | 60% | 73%A |  |

Q32: Would you recommend Lee County to a friend over other vacation areas in Florida?

Q35: Will you come back to Lee County? Q36: Will you come back next year?

# Likelihood to Recommend/Return to Lee County (Responded "Yes")



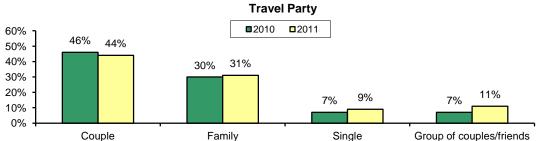






# **Visitor and Travel Party Demographic Profile**

| October Travel Party        |      |      |  |  |
|-----------------------------|------|------|--|--|
|                             | 2010 | 2011 |  |  |
|                             | A    | В    |  |  |
| Total Respondents           | 202  | 198  |  |  |
| Couple                      | 46%  | 44%  |  |  |
| Family                      | 30%  | 31%  |  |  |
| Single                      | 7%   | 9%   |  |  |
| Group of couples/friends    | 7%   | 11%  |  |  |
| Other                       | 5%   | 3%   |  |  |
|                             |      |      |  |  |
| Mean travel party size      | 3.0  | 3.1  |  |  |
| Mean adults in travel party | 2.6  | 2.7  |  |  |



|                                   | •          |            |  |  |  |  |  |
|-----------------------------------|------------|------------|--|--|--|--|--|
| Travel Parties with Children      |            |            |  |  |  |  |  |
|                                   | 2010 2011  |            |  |  |  |  |  |
|                                   | Α          | В          |  |  |  |  |  |
| Total Respondents                 | 202        | 198        |  |  |  |  |  |
| Traveling with any Children (net) | <u>20%</u> | <u>25%</u> |  |  |  |  |  |
| Any younger than 6                | 9%         | 11%        |  |  |  |  |  |
| Any 6 - 11 years old              | 10%        | 9%         |  |  |  |  |  |
| Any 12 - 17 years old             | 9%         | 10%        |  |  |  |  |  |

Q22: On this trip, are you traveling:

Q23: Including yourself, how many people are in your immediate travel party?

Q24: How many of those people are:

Younger than 6 years old/6-11 years old/12-17 years old/Adults





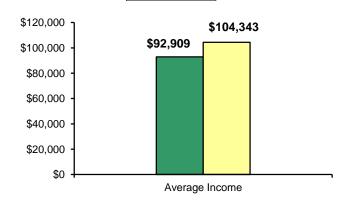


# **Visitor and Travel Party Demographic Profile**

| October Visitor Demographic Profile |          |            |  |  |  |
|-------------------------------------|----------|------------|--|--|--|
| 2010 2011                           |          |            |  |  |  |
| Total Respondents                   | 202      | 198        |  |  |  |
|                                     | Α        | В          |  |  |  |
| Vacations per year (mean)           | 2.8      | 2.8        |  |  |  |
| Short getaways per year (mean)      | 3.6      | 3.7        |  |  |  |
| Age of respondent ( mean)           | 51.7     | 53.0       |  |  |  |
| Annual household income (mean)      | \$92,909 | \$104,343A |  |  |  |
| Martial Status                      |          |            |  |  |  |
| Married                             | 78%      | 78%        |  |  |  |
| Single                              | 12%      | 8%         |  |  |  |
| Other                               | 9%       | 14%        |  |  |  |

## **Annual Household Income**

**■**2010 **■**2011



Q37: How many vacations, lasting FIVE (5) OR MORE NIGHTS AWAY FROM HOME, do you take in an average year?

Q38: And how many short getaway trips lasting AT LEAST (1) BUT NOT MORE THAN FOUR (4) NIGHTS AWAY FROM HOME, do you take in an average year?

Q41: What is your age, please?

Q43: What is your total annual household income before taxes?

Q40. Are you: Married/Single/Other









# **Visitor Origin and Visitation Estimates**

| Total October Visitation            |                     |           |            |         |               |  |
|-------------------------------------|---------------------|-----------|------------|---------|---------------|--|
|                                     | % Visitor Estimates |           |            |         | % Change      |  |
|                                     | 2010                | 2011      | 2010       | 2011    | 2010-2011     |  |
| Paid Accommodations                 | 59%                 | 61%       | 174,490    | 165,824 | -5.0%         |  |
| Friends/Relatives                   | 41%                 | 39%       | 122,217    | 105,971 | <u>-13.3%</u> |  |
| Total Visitation                    |                     |           | 296,707    | 271,795 | -8.4%         |  |
|                                     |                     |           |            |         |               |  |
| October Visitor Origin - Visitors S | taying in F         | Paid Acco | mmodations |         |               |  |
|                                     | 2010                | 2011      | 2010       | 2011    |               |  |
| United States                       | 72%                 | 79%       | 126,355    | 130,914 | 3.6%          |  |
| Germany                             | <16%>               | 6%        | 27,678     | 9,974   | -64.0%        |  |
| Switzerland                         | 1%                  | 5%        | 2,407      | 8,728   | 262.6%        |  |
| UK                                  | 6%                  | 4%        | 9,627      | 6,234   | -35.2%        |  |
| Scandinavia                         | -                   | 2%        | -          | 3,740   | -             |  |
| Canada                              | 1%                  | 2%        | 2,407      | 2,494   | 3.6%          |  |
| France                              | 1%                  | 2%        | 1,203      | 2,494   | 107.2%        |  |
| BeNeLux                             | 1%                  | 1%        | 1,203      | 1,247   | 3.6%          |  |
| Ireland                             | 1%                  | -         | 1,203      | -       | -             |  |
| Other                               | 1%                  | -         | 2,407      | -       | -             |  |
| U.S. Region (Paid Accommodation     | ns)                 |           |            |         |               |  |
|                                     | 2010                | 2011      | 2010       | 2011    |               |  |
| Florida                             | <17%>               | 5%        | 21,661     | 6,234   | -71.2%        |  |
| South (including Florida)           | <38%>               | 24%       | 48,135     | 31,170  | -35.2%        |  |
| Midwest                             | 31%                 | 44%       | 39,712     | 57,353  | 44.4%         |  |
| Northeast                           | 23%                 | 26%       | 28,881     | 33,664  | 16.6%         |  |
| West                                | 4%                  | 3%        | 4,814      | 3,740   | -22.3%        |  |
| No Answer                           | 4%                  | 4%        | 4,814      | 4,987   | 3.6%          |  |

| 170 170                             | 1,011 | 1,00   |  |  |  |  |
|-------------------------------------|-------|--------|--|--|--|--|
| 2011 Top DMAs (Paid Accommodations) |       |        |  |  |  |  |
| New York                            | 10%   | 12,468 |  |  |  |  |
| Chicago                             | 8%    | 9,974  |  |  |  |  |
| Pittsburgh                          | 7%    | 8,728  |  |  |  |  |
| Washington, DC (Hagerstown)         | 7%    | 8,728  |  |  |  |  |
| Saint Louis                         | 6%    | 7,481  |  |  |  |  |
| Kansas City                         | 4%    | 4,987  |  |  |  |  |
| Minneapolis-Saint Paul              | 4%    | 4,987  |  |  |  |  |
| Cleveland-Akron (Canton)            | 3%    | 3,740  |  |  |  |  |
| Dayton                              | 3%    | 3,740  |  |  |  |  |
| Hartford-New Haven                  | 3%    | 3,740  |  |  |  |  |
| Indianapolis                        | 3%    | 3,740  |  |  |  |  |
| Philadelphia                        | 3%    | 3.740  |  |  |  |  |



<sup>\*</sup> On this page statistically significant differences between percentages for 2010 and 2011 using a confidence level of 95% are noted by <>.





# Occupancy Data Analysis October 2011

Property managers representing 99 properties in Lee County were interviewed for the October 2011 Occupancy Survey between November 1 and November 15, 2011, a sample considered accurate to plus or minus 9.8 percentage points at the 95% confidence level.

Property managers representing 144 properties in Lee County were interviewed for the October 2010 Occupancy Survey between November 1 and November 15, 2010, a sample considered accurate to plus or minus 8.2 percentage points at the 95% confidence level.







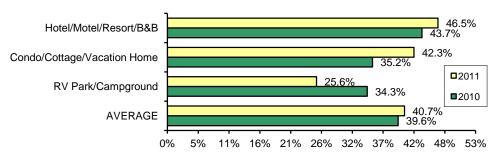
**October Occupancy/Daily Rates** 

|                              | Average Occupancy Rate |       | Average Daily Rate |          |          | RevPAR      |         |         |             |
|------------------------------|------------------------|-------|--------------------|----------|----------|-------------|---------|---------|-------------|
|                              | 2010                   | 2011  | %<br>Change        | 2010     | 2011     | %<br>Change | 2010    | 2011    | %<br>Change |
| Property Managers Responding | 135                    | 98    |                    | 137      | 97       |             | 135/137 | 98/97   |             |
| Hotel/Motel/Resort/B&B       | 43.7%                  | 46.5% | 6.3%               | \$94.99  | \$103.80 | 9.3%        | \$41.53 | \$48.22 | 16.1%       |
| Condo/Cottage/Vacation Home  | 35.2%                  | 42.3% | 20.2%              | \$124.12 | \$121.45 | -2.2%       | \$43.71 | \$51.41 | 17.6%       |
| RV Park/Campground           | 34.3%                  | 25.6% | -25.4%             | \$38.91  | \$42.54  | 9.3%        | \$13.35 | \$10.89 | -18.4%      |
| AVERAGE                      | 39.6%                  | 40.7% | 2.8%               | \$89.82  | \$99.29  | 10.5%       | \$35.59 | \$40.43 | 13.6%       |

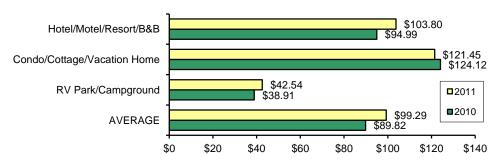
Q16: What was your overall average occupancy rate for the month of October?

Q17: What was your average daily rate (ADR) in October?

# **Average Occupancy Rate**



# **Average Daily Rate**





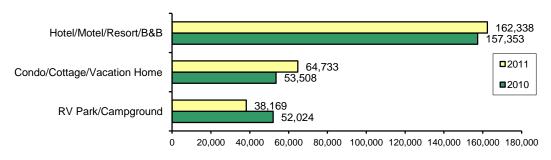




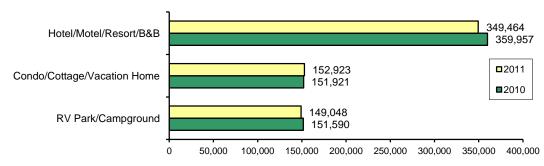
# **October Room/Unit/Site Nights**

|                             | Occupied Room Nights |         |          | Available Room Nights |         |          |
|-----------------------------|----------------------|---------|----------|-----------------------|---------|----------|
|                             | 2010                 | 2011    | % Change | 2010                  | 2011    | % Change |
| Hotel/Motel/Resort/B&B      | 157,353              | 162,338 | 3.2%     | 359,957               | 349,464 | -2.9%    |
| Condo/Cottage/Vacation Home | 53,508               | 64,733  | 21.0%    | 151,921               | 152,923 | 0.7%     |
| RV Park/Campground          | 52,024               | 38,169  | -26.6%   | 151,590               | 149,048 | -1.7%    |
| Total                       | 262,885              | 265,240 | 0.9%     | 663,468               | 651,435 | -1.8%    |

# **Occupied Room Nights**



# **Available Room Nights**







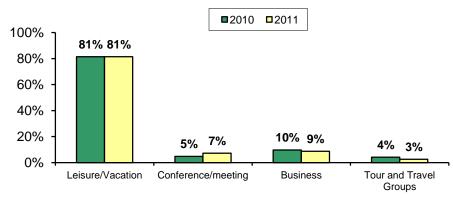




| October Guest Profile            |      |      |  |  |  |
|----------------------------------|------|------|--|--|--|
|                                  | 2010 | 2011 |  |  |  |
|                                  | Α    | В    |  |  |  |
| Property Managers Responding     | 117  | 84   |  |  |  |
| Purpose of Visit                 |      |      |  |  |  |
| Leisure/Vacation                 | 81%  | 81%  |  |  |  |
| Conference/meeting               | 5%   | 7%   |  |  |  |
| Business                         | 10%  | 9%   |  |  |  |
| Tour and Travel Groups           | 4%   | 3%   |  |  |  |
| Property Managers Responding     | 129  | 88   |  |  |  |
| Average guests per room          | 2.4  | 2.5  |  |  |  |
| Property Managers Responding     | 126  | 87   |  |  |  |
| Average length of stay in nights | 5.0  | 5.1  |  |  |  |

Q23: What percent of your October room/site/unit occupancy was generated by: Q18: What was your average number of guests per room/site/unit in October? Q19: What was the average length of stay (in nights) of your guests in October?

# **Purpose of Visit**



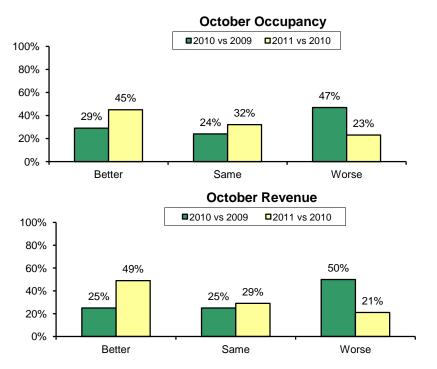






|                              | October C  | ccupancy    | October Revenue |             |  |
|------------------------------|------------|-------------|-----------------|-------------|--|
|                              | 2010 2011  |             | 2010            | 2011        |  |
|                              | Α          | В           | Α               | В           |  |
| Property Managers Responding | 136        | 96          | 131             | 95          |  |
| Better/Same (Net)            | <u>53%</u> | <u>77%A</u> | <u>50%</u>      | <u>79%A</u> |  |
| Better                       | 29%        | 45%A        | 25%             | 49%A        |  |
| Same                         | 24%        | 32%         | 25%             | 29%         |  |
| Worse                        | 47%B       | 23%         | 50%B            | 21%         |  |

Q25: Was your October occupancy better, the same, or worse than it was in October 2010? How about your property's October revenue – better, the same, or worse than October 2010?





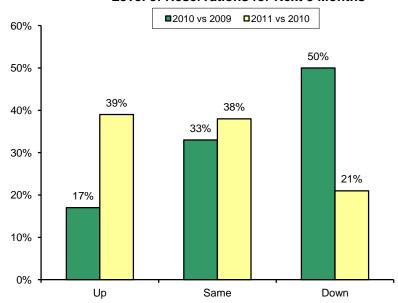




| Level of Reservations for next 3 months Compared to Last Year |            |             |  |  |
|---------------------------------------------------------------|------------|-------------|--|--|
|                                                               | A B        |             |  |  |
|                                                               | 2010       | 2011        |  |  |
| Total Respondents                                             | 132        | 95          |  |  |
| Up/Same (Net)                                                 | <u>50%</u> | <u>77%A</u> |  |  |
| Up                                                            | 17%        | 39%A        |  |  |
| Same                                                          | 33%        | 38%         |  |  |
| Down                                                          | 50%B       | 21%         |  |  |
| N/A                                                           | -          | 2%          |  |  |

Q26: Compared to November, December and January of one year ago, is your property's total level of reservations up, the same or down for the upcoming November, December and January?

#### Level of Reservations for Next 3 Months





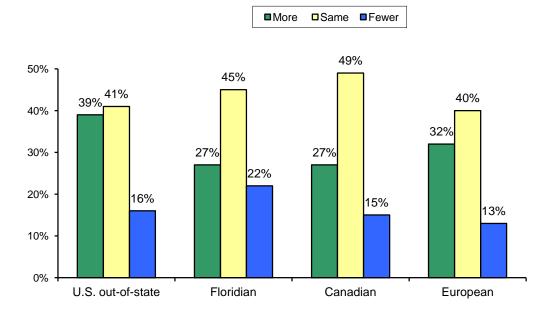




| Origin of Guests for Next 3 Months Compared to Last Year |      |      |      |      |      |      |         |          |
|----------------------------------------------------------|------|------|------|------|------|------|---------|----------|
| Property Managers Responding                             |      |      |      |      |      |      |         |          |
| (114/81 Minimum)                                         | Mo   | ore  | Sa   | me   | Fev  | ver  | Not App | olicable |
|                                                          | 2010 | 2011 | 2010 | 2011 | 2010 | 2011 | 2010    | 2011     |
|                                                          | Α    | В    | Α    | В    | Α    | В    | Α       | В        |
| U.S out-of-state                                         | 20%  | 39%A | 42%  | 41%  | 35%B | 16%  | 3%      | 4%       |
| Floridian                                                | 25%  | 27%  | 38%  | 45%  | 31%  | 22%  | 7%      | 7%       |
| Canadian                                                 | 16%  | 27%  | 50%  | 49%  | 28%B | 15%  | 6%      | 9%       |
| European                                                 | 23%  | 32%  | 40%  | 40%  | 31%B | 13%  | 6%      | 15%      |

Q27: Now thinking about the specific origins of your guests, for the upcoming November, December, January do you expect more, the same, or fewer guests from each of the following areas than you had in November, December, January one year ago?

#### Origin of Guests for Next 3 Months Compared to Last Year October 2011





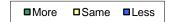


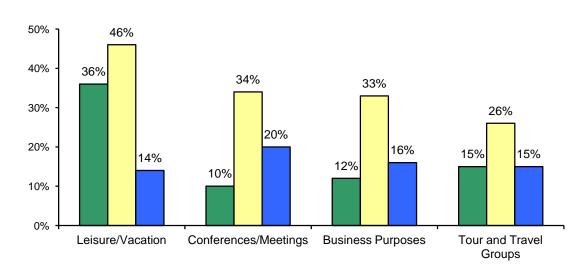


| Type of Travelers for Next 3 Months Compared to Last Year |      |      |      |      |      |      |        |          |
|-----------------------------------------------------------|------|------|------|------|------|------|--------|----------|
| Property Managers Responding                              |      |      |      |      |      |      |        |          |
| (105/81 Minimum)                                          | Mo   | ore  | Sa   | me   | Le   | SS   | Not Ap | olicable |
|                                                           | 2010 | 2011 | 2010 | 2011 | 2010 | 2011 | 2010   | 2011     |
|                                                           | Α    | В    | Α    | В    | Α    | В    | Α      | В        |
| Leisure/Vacation                                          | 25%  | 36%  | 42%  | 46%  | 30%B | 14%  | 3%     | 4%       |
| Conferences/Meetings                                      | 5%   | 10%  | 41%  | 34%  | 30%  | 20%  | 25%    | 36%      |
| Business Purposes                                         | 7%   | 12%  | 50%B | 33%  | 23%  | 16%  | 21%    | 38%A     |
| Tour and Travel Groups                                    | 12%  | 15%  | 38%  | 26%  | 18%  | 15%  | 31%    | 44%      |

Q28: Compared to November, December, January of one year ago will the following types of travelers generate more, the same, or less business for your property in the upcoming November, December, January?

Type of Travelers for Next 3 Months Compared to Last Year October 2011











# **Economic Impact Analysis October 2011**



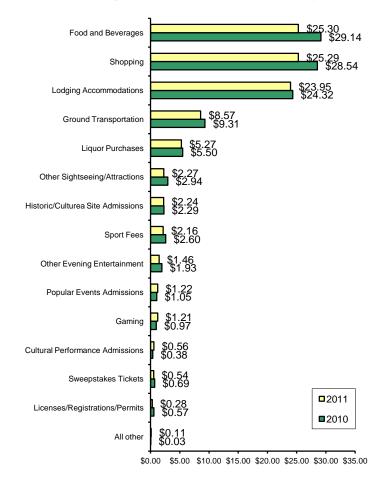




## **Average Expenditures**

| October Average Expenditures per Person per Day |                 |                 |              |  |  |
|-------------------------------------------------|-----------------|-----------------|--------------|--|--|
|                                                 | 2010            | 2011            | %<br>Change  |  |  |
| TOTAL                                           | <u>\$110.27</u> | <u>\$100.42</u> | <u>-8.9%</u> |  |  |
| Food and Beverages                              | \$29.14         | \$25.30         | -13.2%       |  |  |
| Shopping                                        | \$28.54         | \$25.29         | -11.4%       |  |  |
| Lodging Accommodations                          | \$24.32         | \$23.95         | -1.5%        |  |  |
| Ground Transportation                           | \$9.31          | \$8.57          | -7.9%        |  |  |
| Liquor Purchases                                | \$5.50          | \$5.27          | -4.2%        |  |  |
| Other Sightseeing/Attractions                   | \$2.94          | \$2.27          | -22.8%       |  |  |
| Historic/Cultural Site Admissions               | \$2.29          | \$2.24          | -2.2%        |  |  |
| Sport Fees                                      | \$2.60          | \$2.16          | -16.9%       |  |  |
| Other Evening Entertainment                     | \$1.93          | \$1.46          | -24.4%       |  |  |
| Popular Events Admissions                       | \$1.05          | \$1.22          | 16.2%        |  |  |
| Gaming                                          | \$0.97          | \$1.21          | 24.7%        |  |  |
| Cultural Performance Admissions                 | \$0.38          | \$0.56          | 47.4%        |  |  |
| Sweepstakes Tickets                             | \$0.69          | \$0.54          | -21.7%       |  |  |
| Licenses/Registrations/Permits                  | \$0.57          | \$0.28          | -50.9%       |  |  |
| All other                                       | \$0.03          | \$0.11          | 266.7%       |  |  |

#### **Average Expenditures per Person per Day**





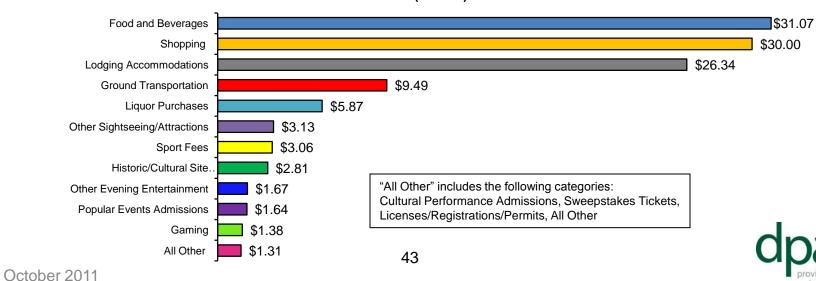




## **Total Visitor Expenditures by Spending Category**

| October TOTAL EXPENDITURES        |                      |                      |              |  |  |  |  |
|-----------------------------------|----------------------|----------------------|--------------|--|--|--|--|
|                                   | 2010                 | 2011                 | % Change     |  |  |  |  |
| TOTAL                             | <u>\$120,331,695</u> | <u>\$117,773,491</u> | <u>-2.1%</u> |  |  |  |  |
| Food and Beverages                | \$33,447,233         | \$31,065,190         | -7.1%        |  |  |  |  |
| Shopping                          | \$30,992,155         | \$29,996,407         | -3.2%        |  |  |  |  |
| Lodging Accommodations            | \$23,612,871         | \$26,336,580         | 11.5%        |  |  |  |  |
| Ground Transportation             | \$11,642,639         | \$9,494,566          | -18.5%       |  |  |  |  |
| Liquor Purchases                  | \$5,341,425          | \$5,868,488          | 9.9%         |  |  |  |  |
| Other Sightseeing/Attractions     | \$3,480,983          | \$3,134,011          | -10.0%       |  |  |  |  |
| Sport Fees                        | \$2,820,837          | \$3,060,711          | 8.5%         |  |  |  |  |
| Historic/Cultural Site Admissions | \$3,399,830          | \$2,809,625          | -17.4%       |  |  |  |  |
| Other Evening Entertainment       | \$1,762,009          | \$1,673,989          | -5.0%        |  |  |  |  |
| Popular Events Admissions         | \$1,580,097          | \$1,640,619          | 3.8%         |  |  |  |  |
| Gaming                            | \$561,073            | \$1,384,100          | 146.7%       |  |  |  |  |
| All Other                         | \$1,690,543          | \$1,309,205          | -22.6%       |  |  |  |  |

# October 2011 Total Expenditures (Millions)







# **Total Visitor Expenditures by Spending Category**

| ALL PROPERTIES                    |                     |                     |             |                                                 |                     |               |  |
|-----------------------------------|---------------------|---------------------|-------------|-------------------------------------------------|---------------------|---------------|--|
|                                   | Staying in          | Paid Accomm         | odations    | Visiting Friends and Relatives/<br>Day Trippers |                     |               |  |
|                                   | 2010                | 2011                | %<br>Change | 2010                                            | 2011                | %<br>Change   |  |
| <u>TOTAL</u>                      | <u>\$79,572,325</u> | <u>\$85,165,279</u> | 7.0%        | <u>\$40,759,370</u>                             | <u>\$32,608,212</u> | <u>-20.0%</u> |  |
| Lodging Accommodations            | \$23,612,871        | \$26,336,580        | 11.5%       | \$0                                             | \$0                 | -             |  |
| Shopping                          | \$18,186,507        | \$19,800,881        | 8.9%        | \$12,805,648                                    | \$10,195,526        | -20.4%        |  |
| Food and Beverages                | \$19,486,882        | \$19,425,275        | -0.3%       | \$13,960,351                                    | \$11,639,915        | -16.6%        |  |
| Ground Transportation             | \$5,932,448         | \$6,461,553         | 8.9%        | \$5,710,191                                     | \$3,033,013         | -46.9%        |  |
| Liquor Purchases                  | \$3,346,205         | \$3,993,907         | 19.4%       | \$1,995,220                                     | \$1,874,581         | -6.0%         |  |
| Other Sightseeing/Attractions     | \$2,085,571         | \$2,333,093         | 11.9%       | \$1,395,412                                     | \$800,918           | -42.6%        |  |
| Sport Fees                        | \$1,968,787         | \$1,824,051         | -7.4%       | \$852,050                                       | \$1,236,660         | 45.1%         |  |
| Historic/Cultural Site Admissions | \$1,596,949         | \$1,530,881         | -4.1%       | \$1,802,881                                     | \$1,278,744         | -29.1%        |  |
| Other Evening Entertainment       | \$1,007,541         | \$979,339           | -2.8%       | \$754,468                                       | \$694,650           | -7.9%         |  |
| Popular Events Admissions         | \$1,068,042         | \$923,510           | -13.5%      | \$512,055                                       | \$717,109           | 40.0%         |  |
| Gaming                            | \$371,204           | \$629,581           | 69.6%       | \$189,869                                       | \$754,519           | 297.4%        |  |
| All Other                         | \$909,318           | \$926,628           | 1.9%        | \$781,225                                       | \$382,577           | -51.0%        |  |

"All Other" includes the following categories: Cultural Performance Admissions, Sweepstakes Tickets, Licenses/Registrations/Permits, All Other



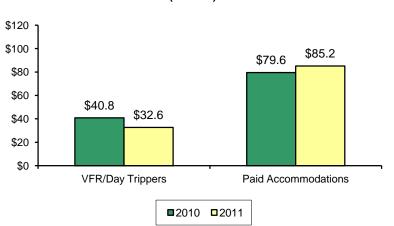




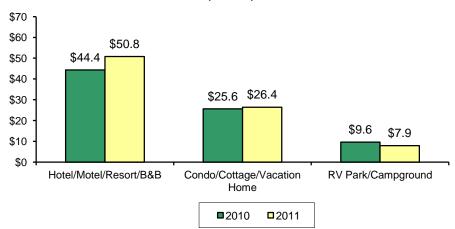
# **Total Visitor Expenditures by Lodging Type**

| October Total Expenditures by Lodging Type |                      |                      |              |             |             |  |  |
|--------------------------------------------|----------------------|----------------------|--------------|-------------|-------------|--|--|
|                                            | 2010                 | 2011                 | % Change     | 2010        | 2011        |  |  |
| TOTAL                                      | <u>\$120,331,695</u> | <u>\$117,773,491</u> | <u>-2.1%</u> | <u>100%</u> | <u>100%</u> |  |  |
| Visiting Friends & Relatives/Day           |                      |                      |              |             |             |  |  |
| Trippers                                   | \$40,759,370         | \$32,608,212         | -20.0%       | 34%         | 28%         |  |  |
| Paid Accommodations                        | <u>\$79,572,325</u>  | <u>\$85,165,279</u>  | <u>7.0%</u>  | <u>66%</u>  | <u>72%</u>  |  |  |
| Hotel/Motel/Resort/B&B                     | \$44,353,847         | \$50,817,640         | 14.6%        | 37%         | 43%         |  |  |
| Condo/Cottage/Vacation Home                | \$25,619,419         | \$26,418,964         | 3.1%         | 21%         | 22%         |  |  |
| RV Park/Campground                         | \$9,599,059          | \$7,928,675          | -17.4%       | 8%          | 7%          |  |  |





# Paid Accommodations Expenditures by Lodging Type (Millions)









### **Direct and Indirect Impact of Visitor Expenditures**

Estimated total visitor expenditures (detailed in 16 expense categories) are entered into an input/output model designed specifically for Lee County. This model classifies the visitor expenditure dollars by industry and identifies how the dollars move through the County economy. This Regional Input-Output Model is based on an economic model designed by the Federal Government, but it is modified using County Business Patterns to reflect how the economy of Lee County actually works.

In the text and figures which follow to describe the impact of visitor expenditures on Lee County, both direct and total impacts are mentioned.

#### DIRECT IMPACTS

Economic benefits due directly to visitor expenditures.

For example, when visitor expenditures pay the salary and benefits for a hotel desk clerk, that amount would be considered in the direct impact for both jobs and income.

#### **TOTAL IMPACTS**

Total impacts are the sum of <u>direct</u> and <u>indirect</u> impacts.

<u>Indirect</u> impacts are the additional economic benefits supported during additional rounds of spending.

For example, the front desk clerk pays income tax and property tax which are an indirect result of visitor expenditures. The front desk clerk also pays his/her utility bills, buys food for his/her family, shops for gifts, etc. Those dollars create the indirect impact of the initial traveler expenditures through many additional rounds of spending in the economy.







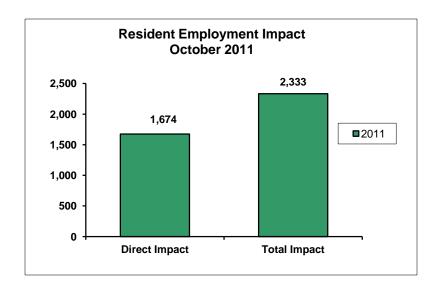
## Impact on Jobs for Lee County Residents

In order to produce the output (food, lodging, entertainment, etc.) purchased by visitors, businesses have to employ people.

The number of jobs necessary to produce what is purchased with visitor expenditures is the employment impact of the visitor expenditures.

<u>Direct employment</u> includes the number of employees necessary to produce the direct output purchased with the visitor expenditures.

<u>Total employment</u> includes the number of employees necessary to produce the direct output purchased with the visitor expenditures <u>PLUS</u> the employees necessary to produce additional output purchased with the recirculation of money in Lee County. For example, wages paid to a hotel desk clerk are then used to purchase food and services for that employee, leading to additional supported jobs (grocery store proprietor, auto mechanic, etc.).









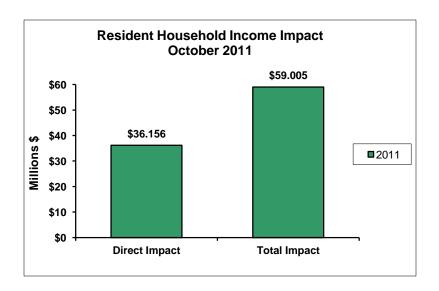
### Impact on Household Income for Lee County Residents

As stated earlier, in order to produce the output (food, lodging, entertainment, etc.) purchased by visitors, businesses have to employ people. This requires business owners to pay wages and salaries to their employees, and also includes proprietary income for the business owner in some cases.

The wages and salaries paid in order to produce what is purchased with visitor expenditures is the household income impact of the visitor expenditures.

<u>Direct household income impact</u> includes the direct wages and salaries paid in order to produce the goods and services purchased with the visitor expenditures.

<u>Total household income</u> includes the wages and salaries paid in order to produce the goods and services purchased with the visitor expenditures <u>PLUS</u> the wages and salaries necessary to produce the additional output purchased with the recirculation of money in Lee County. For example, wages brought home by a hotel desk clerk are then used to purchase food and services for that person and his/her family, leading to additional wages and salaries being paid to others (grocery store employee, utility crews, etc.).









### Impact on State and Local Government Revenues

In producing and selling any goods and services purchased by visitors, both local and state revenues are collected by local and state governments.

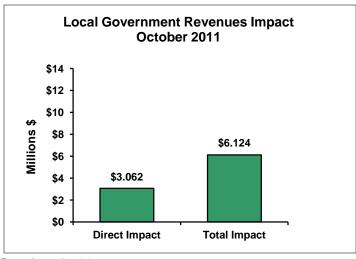
The gross government revenues accruing to governments as a result of producing the output purchased with visitor expenditures is the government revenue impact.

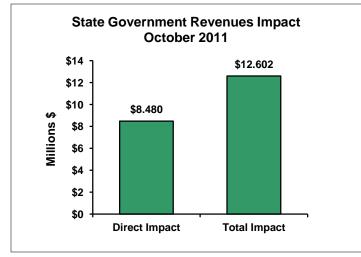
<u>Local government revenue impact</u> is a result of revenues provided to the local (Lee County) government. This includes the bed tax, local property tax, any local-option sales tax, and any operating income for local government agencies.

<u>State government revenue impact</u> is a result of revenues provided to the Florida state government. This includes sales tax and any operating income for state government agencies.

The following are included in government revenues as appropriate for the local area; gasoline taxes, vehicle licenses and registrations, boat registrations, hunting and fishing licenses, liquor taxes, local and state park user fees, etc.

Tax ratios used to calculate these government revenue impacts are adjusted to conform to data reported in State and Local Government Finance Data (SLGF, Bureau of the Census).









# Appendix October 2011







# **October 2011 Interviewing Statistics**

| City             | Event/Location            | Interviewing<br>Dates | Number of Interviews |
|------------------|---------------------------|-----------------------|----------------------|
| Fort Myers Beach | Bel-Air                   | 10/6/2011             | 6                    |
| Fort Myers Beach | Best Western              | 10/6/2011             | 8                    |
| Fort Myers Beach | Neptune Inn               | 10/6/2011             | 8                    |
| Ft. Myers        | Edison Estates            | 10/10/2011            | 11                   |
| North Fort Myers | Shell Factory             | 10/10/2011            | 5                    |
| Sanibel          | Loggerhead Cay            | 10/12/2011            | 5                    |
| Sanibel          | Sanibel Inn               | 10/12/2011            | 5                    |
| Sanibel          | Sanibel Surfside          | 10/12/2011            | 4                    |
| Sanibel          | Sundial Resort            | 10/12/2011            | 7                    |
| Sanibel          | Tortuga Beach Club        | 10/12/2011            | 5                    |
| Bonita Springs   | Bonita Beach              | 10/15/2011            | 25                   |
| Sanibel          | Lighthouse Beach          | 10/21/2011            | 27                   |
| Cape Coral       | Cape Coral Yacht Club     | 10/22/2011            | 10                   |
| Ft. Myers        | Centennial Park           | 10/22/2011            | 9                    |
| Ft. Myers        | Clarion                   | 10/22/2011            | 4                    |
| Ft. Myers        | Edison Estates            | 10/26/2011            | 18                   |
| Ft. Myers        | Summerline Square Trolley | 10/26/2011            | 7                    |
| Fort Myers Beach |                           | 10/27/2011            | 9                    |
| Fort Myers Beach | Estero Beach Club         | 10/27/2011            | 9                    |
| Fort Myers Beach | Neptune Inn               | 10/27/2011            | 5                    |
| Fort Myers Beach | 1                         | 10/27/2011            | 5                    |
| Fort Myers Beach | Times Square              | 10/27/2011            | 6                    |
|                  |                           |                       |                      |
| TOTAL            |                           |                       | 198                  |

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# **Occupancy Interviewing Statistics**

Interviews were conducted from November 1 – November 15, 2011. Information was provided by 99 Lee County lodging properties.

| Lodging Type                          | Number of Interviews |
|---------------------------------------|----------------------|
|                                       |                      |
| Hotel/Motel/Resort/B&Bs               | 65                   |
|                                       |                      |
| Condo/Cottage/Vacation Home/Timeshare | 20                   |
|                                       |                      |
| RV Park/Campground                    | 14                   |
|                                       |                      |
| Total                                 | 99                   |

