#### Punta Gorda/Englewood Beach VCB Visitor Tracking Report January – March 2024







# **Visitor Journey**

ENGLEWOOD

The Charlotte Harbor Gulf Island Coa

This report presents the economic impact of visitors to Punta Gorda/Englewood Beach during January through March 2O24. In the report, we follow visitors in their journeys from pre-trip planning to the economic impact of their expenditures in our destination. Along the way, we examine profiles of visitors, their experiences in our destination, and how they evaluate those experiences in Punta Gorda/Englewood Beach.

Pre-Visit	Traveler	Trip	Post-Trip	Impact of
	Profile	Experience	Evaluation	Tourism
<ul> <li>Planning cycle</li> <li>Promotion/Influence</li> <li>Planning sources</li> <li>Transportation</li> <li>Reasons for visiting</li> <li>Destinations considered</li> <li>Visitor guide</li> </ul>	<ul> <li>Visitor origin</li> <li>Party size</li> <li>Party composition</li> <li>First time visitors</li> <li>Demographics</li> </ul>	<ul> <li>Accommodations</li> <li>Length of stay</li> <li>Top activities</li> <li>Comparisons</li> </ul>	<ul> <li>Visitor satisfaction</li> <li>Perceptions</li> <li>Amenities for a desirable return</li> </ul>	<ul> <li>Spending by visitor type</li> <li>Key performance indicators</li> </ul>

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# **Executive Summary**







# Visitor Journey: Impact of Tourism







#### **Quarterly Snapshot**



The area has seen a significant rise in the number of visitors earning between \$100k and \$149k annually, indicating a growing appeal among the considering any other area. upper-middle class.

Charlotte County is emerging as a top-of-mind destination, evidenced by nearly 80% of visitors prioritize it without

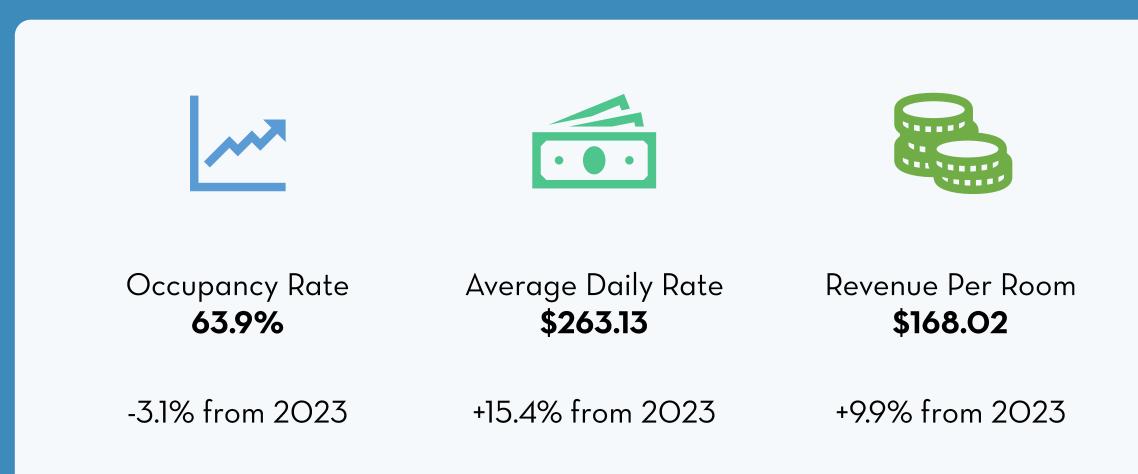






Visitors wish to see more outdoor activity options as well as more family friendly activities in Charlotte County. A much lower percentage requested more hotel/motel options, likely due to recent hotel openings.

#### **Quarterly Snapshot**



## **Key Performance Indicators**

Visitor Statistics	January – March 2023	January – March 2024	Percent Change
Visitors	221,100	222,600	+0.7% <sup>3</sup>
Direct Expenditures <sup>1</sup>	\$239,961,400	\$268,495,200	+11.9%
Total Economic Impact	\$352,010,700	\$393,868,300	+11.9%

Lodging Statistics	January – March 2023	January – March 2024	Percent Change
Occupancy <sup>2</sup>	67.0%	63.9%	-3.1%
Room Rates <sup>2</sup>	\$228.10	\$263.13	+15.4%
RevPAR <sup>2</sup>	\$152.83	\$168.O2	+9.9%
Room Nights <sup>2</sup>	356,400 <sup>3</sup>	358,300	+0.5%
TDT Collections <sup>2</sup>	\$3,000,218	\$3,734,737	+24.5%

<sup>1</sup>Includes spending for: accommodations, restaurants, entertainment, shopping, transportation, groceries, and "other" expenses <sup>2</sup>Sources: Charlotte County Tax Collector, STR and All of the Rooms



<sup>3</sup> This data was updated



# Travel Party Spending

- Overall, visiting travel parties spent \$314 per day and \$2,893 on their trip
- Visiting travel parties staying in paid accommodations spent
   \$494 per day and \$5,662 on their trip



#### Visitor Journey: Pre-Visit







#### Top Trip Planning<sup>1</sup>

**Over 1 in 3** visitors planned their trip 1 month or less in advance

- Average trip planning cycle was **81 days**
- Top trip planning sources:



Internet (53%)



Previous visit (50%)



Friend, coworker, etc. (24%)

<sup>1</sup>Multiple responses permitted





# Punta Gorda/Englewood Beach Promotions<sup>1</sup>

17% of visitors recalled promotions about the Punta Gorda/Englewood Beach area before their visit

**53%** of those who recalled advertising were influenced by it to visit the area

Top sources of recalled promotions:



Personal social media (22%)



Television (18%)



Newspaper (18%)



Online article (16%)





### Transportation



**57%** of visitors drove to Punta Gorda/Englewood Beach





**26%** of all visitors flew in via the Punta Gorda Airport



10% of all visitors flew in via the Southwest Florida International Airport



#### Top Reasons for Visiting<sup>1</sup>



Vacation (50%)



Visit friends/relatives (38%)



Beach (26%)

<sup>1</sup>Multiple responses permitted





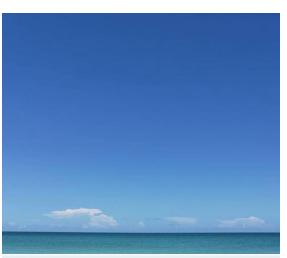
#### Why did you choose to come to this area over other vacation destinations?<sup>1</sup>



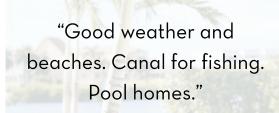
"Good location, close proximity to Naples and Tampa."



The Charlotte Harbor Gulf Island Coast

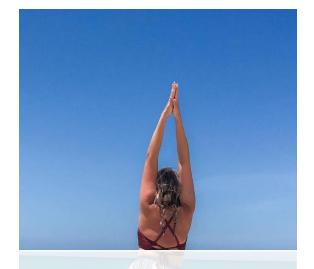








<sup>1</sup>Coded open-ended responses; multiple responses permitted.



"We came for the warm weather; and we have some friends here."



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14

#### Other Destinations Considered<sup>1</sup>

79% of visitors only considered visiting Punta Gorda/Englewood Beach when planning their trip
 Other destinations considered:



Ft. Myers/Cape Coral (7%) Sarasota (6%)

Orlando (**4%**)

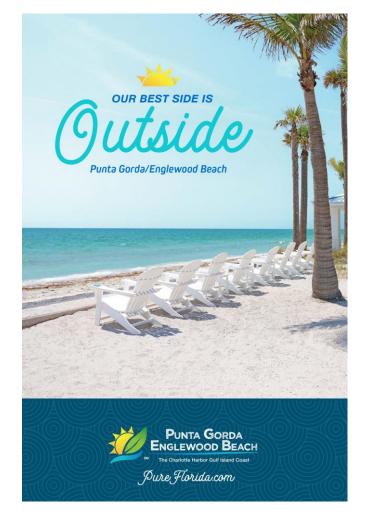
Florida Keys (4%)

1Multiple responses permitted.





- » **5%** of visitors requested a Visitors Guide
- » The Visitors Guide received a rating of **7.3 out of 10**<sup>1</sup>



<sup>1</sup>Rated on a 10-point scale where 10 is extremely useful and 1 is not at all useful.





### Visitor Journey: Traveler Profile



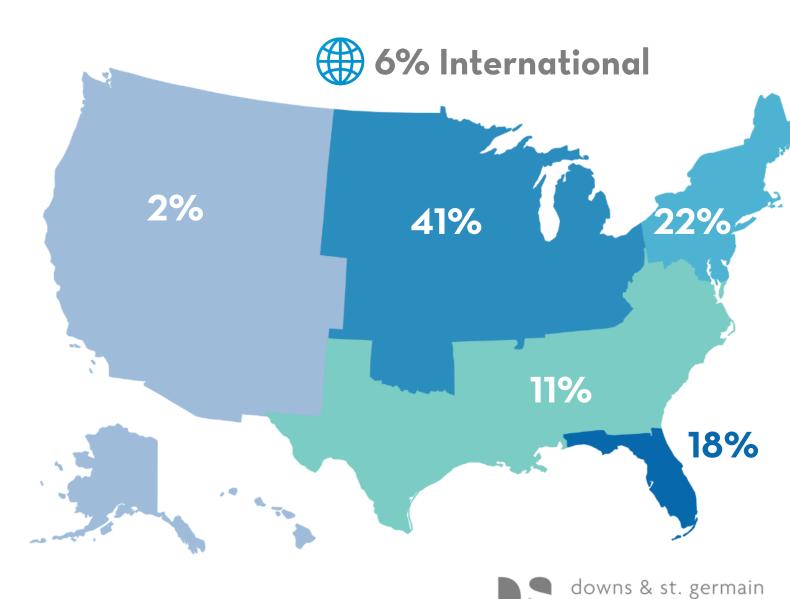




# **Top Origin Regions of Visitors**

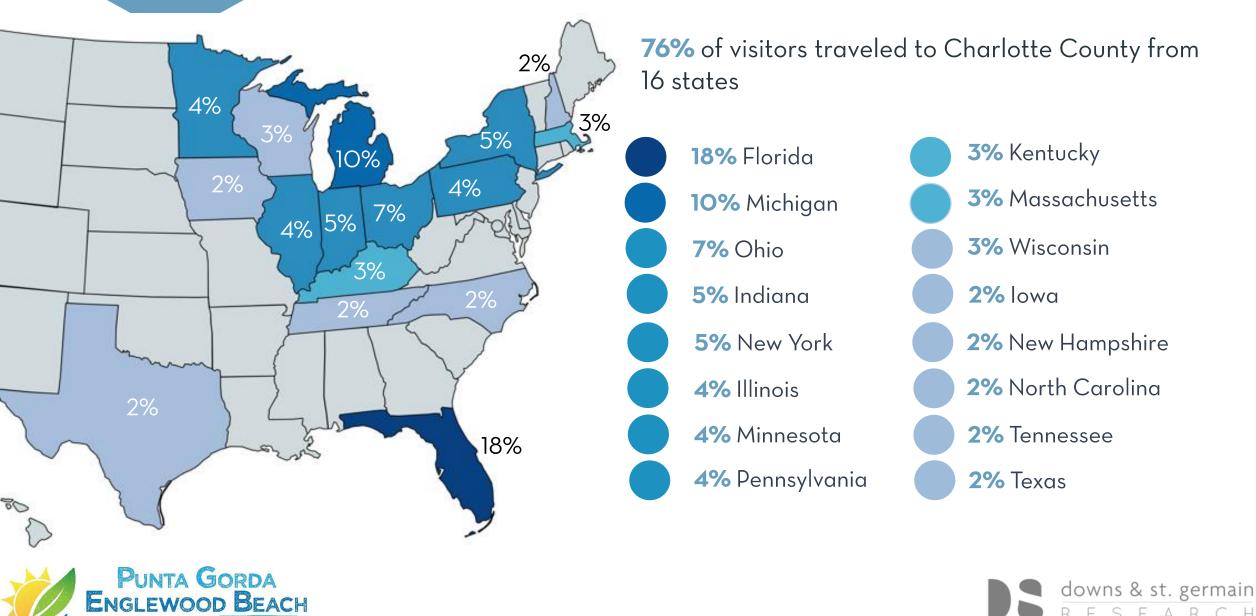
- » 94% of Charlotte County visitors lived in the United States
- » 6% of visitors were from outside of the United States, mostly from Canada and the United Kingdom
- » The Midwest and Northeast accounted for nearly 2 in 3 visitors





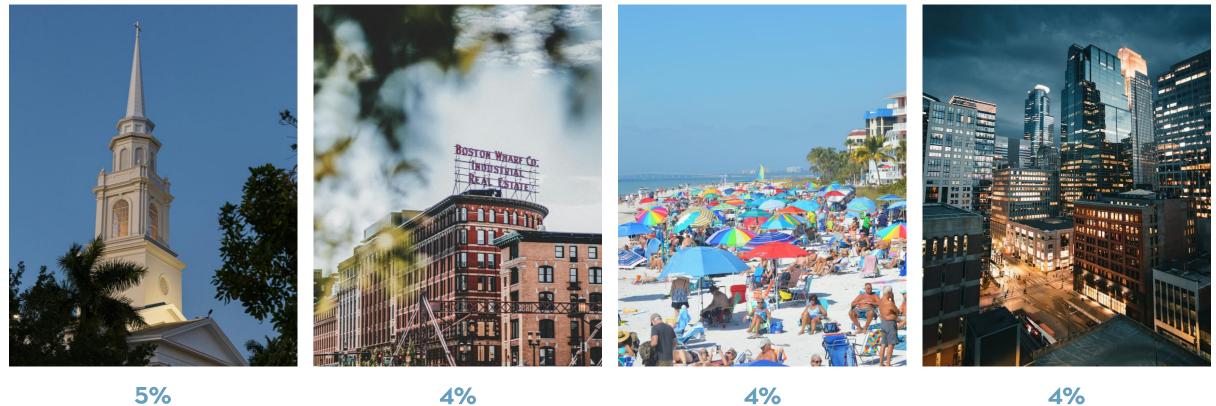
# **Top Origin States of Visitors**

The Charlotte Harbor Gulf Island Coast



#### **Top Origin Markets of Visitors**

#### 17% of visitors come from 4 markets



#### 5% Sarasota

4%

Boston

Fort Myers-Naples

4% Minneapolis-Saint Paul



# **Travel Party Size and Composition**

- » The typical visitor traveled in a party composed of **2.5** people
- » 26% traveled with at least one person under the age of 21
- » Nearly half of visitors traveled as a couple







# Length of Stay – All Visitors<sup>1</sup>

#### » Visitors spent 9.2<sup>1</sup> nights in Punta Gorda/Englewood Beach



<sup>1</sup>Nights stayed capped at 30 nights. Nights stayed includes day trippers.





# Typical Punta Gorda/Englewood Beach Visitor

#### » 16% were first time visitors

» **25%** had visited more than 10 times







# Typical Punta Gorda/Englewood Beach Visitor

- » The typical visitor:
  - » Was **54** years old
  - » White/Caucasian (94%)
  - » Had a median household income of **\$110,600**







# Visitor Journey: Trip Experience







#### **Top Visitor Accommodations**



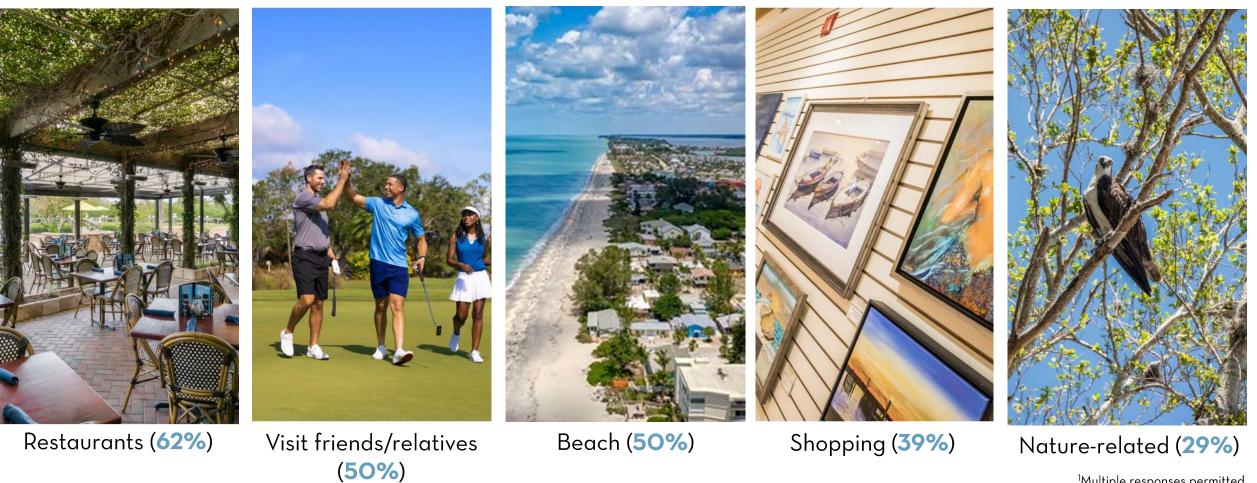
**28%** Family/friend's residence

**19%** Hotel/motel/resort **19%** Day Tripper

16% Personal second home, condo, timeshare **15%** Vacation rentals (Airbnb, Vrbo, etc.)



### **Top Activities During Visit<sup>1</sup>**



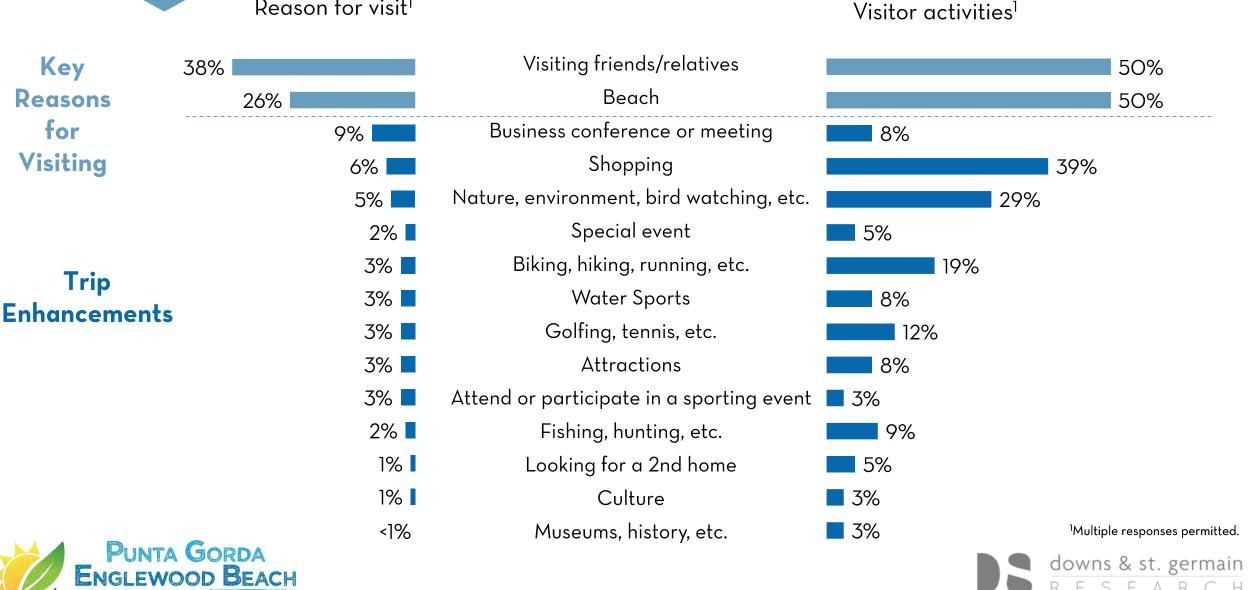
<sup>1</sup>Multiple responses permitted



PUNTA GORDA ENGLEWOOD BEACH The Charlotte Harbor Gulf Island Coast

#### **Reason for Visit vs. Visitor Activities**

Reason for visit<sup>1</sup>



The Charlotte Harbor Gulf Island Coast

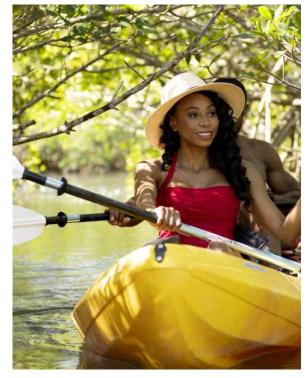
### Visitor Journey: Post-Trip Evaluation







#### Top Requested Amenities<sup>1</sup>



**28%** More outdoor activities



**26%** More family friendly activities



**18%** More transportation options

<sup>1</sup>Multiple responses permitted



#### **Visitor Satisfaction**

- » 97% of visitors would recommend Punta Gorda/Englewood Beach (79% would definitely recommend)
- » 94% plan on returning (83% will definitely return)
- » 98% were satisfied or very satisfied with their stay (84% were very satisfied)







#### Perceptions of Punta Gorda/Englewood Beach<sup>1</sup>

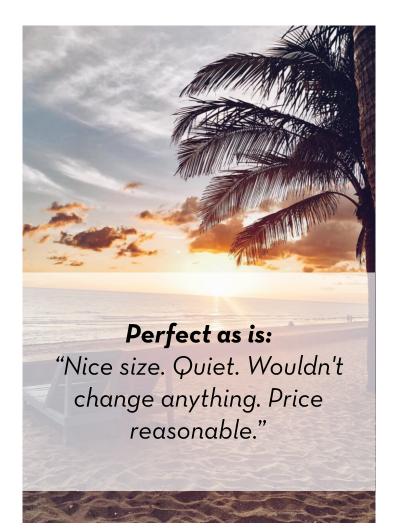


**Good facilities:** "Friendly. Lots of arts and restaurants. Great weather. Beaches are roomy. Facilities are good."





Friendly small town: "Tropical. Easy travel. Small town feel. Friendly."



<sup>1</sup>Coded open-ended responses.



# **Detailed Findings**







# Visitor Journey: Impact of Tourism







# Visitor Spending by Visitor Type

- » Total spending for the quarter across all visitors was **\$267,291,000**
- » While the number of visitors staying in paid accommodations was only **O.8 times** the number of visitors in non-paid accommodations, those staying in paid accommodations spent **1.4 times** more

	Paid Accommodations	Non-paid Accommodations	Day Trippers	Total
Visitors	80,100	100,400	42,100	222,600
Spending	\$156,209,800	\$108,678,900	\$2,402,300	\$268,495,200





# Daily Travel Party Spending

	Paid Accommodations	Non-Paid Accommodations	Day Trippers	All Visitors
Accommodations	\$263	\$O	\$O	\$95
Restaurants	\$84	\$78	\$68	\$78
Groceries	\$40	\$43	\$13	\$36
Shopping	\$31	\$41	\$29	\$35
Entertainment	\$36	\$42	\$23	\$36
Transportation	\$31	\$26	\$18	\$26
Other	\$9	\$9	\$2	\$8
Total	\$494	\$239	\$153	\$314



### **Total Travel Party Spending**

	Paid Accommodations	Non-Paid Accommodations	Day Trippers	All Visitors
Accommodations	\$3,015	\$O	\$O	\$871
Restaurants	\$958	\$848	\$68	\$718
Groceries	\$459	\$464	\$13	\$333
Shopping	\$354	\$447	\$29	\$323
Entertainment	\$412	\$461	\$23	\$336
Transportation	\$358	\$281	\$18	\$242
Other	\$106	\$93	\$2	\$70
Total	\$5,662	\$2,594	\$153	<b>\$2,893</b>





#### Visitor Journey: Pre-Visit

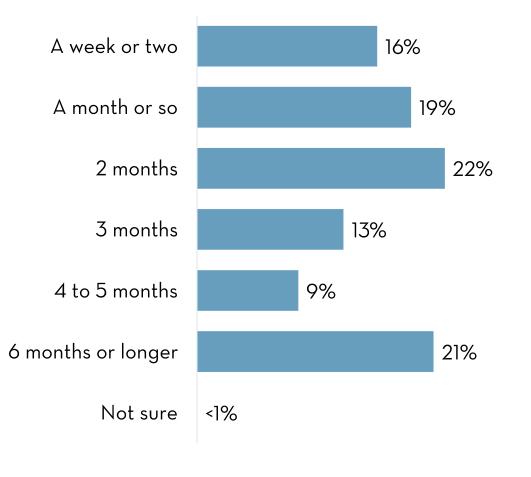






### **Trip Planning Cycle**

- » Over 1 in 3 visitors had short planning windows (1 month or less in advance)
- » Over 2 in 5 visitors planned their trips at least 3 months in advance
- » Average trip planning cycle was 81 days, compared to 80 days in 2023





### **Trip Planning Sources**

#### » Half of visitors planned their trips based on previous visits

- » Over half of visitors used the Internet to plan their trip. Google was the top site used
- » Nearly 1 in 4 asked their friends, family and coworkers to help plan their trip

nip Plaining Source	
Internet <sup>1</sup>	53%
Google Search	33%
Airline websites/apps	18%
Rental car websites/apps	15%
Previous Visit	50%
Friend, co-worker, etc.	24%
Newspapers	4%
Brochures/travel guides/visitor guides	4%
Television	2%
Magazines	2%
Special Events	2%
Business/conference/meeting information	2%
PureFlorida Website	2%
Travel agent	1%
Radio	1%
ААА	1%
Convention and Visitors Bureau	1%
Other	2%
None/don't know	6%

Trip Dlapping Source



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#### Accessing PureFlorida.com Website for Info

» 1 in 20 visitors have accessed PureFlorida.com, a Punta Gorda/Englewood Beach/Port Charlotte area website, for information





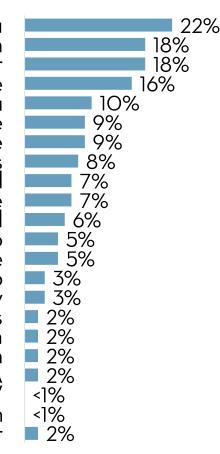
#### Punta Gorda/Englewood Beach Promotions<sup>1</sup>

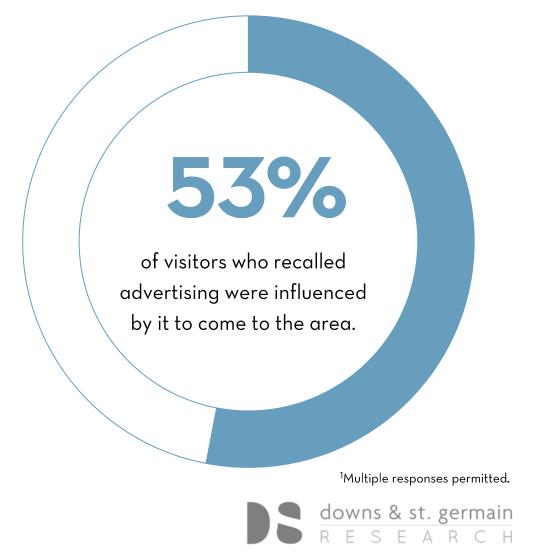
» 17% of visitors recalled promotions or travel stories about the area from the following sources:

Base = 17% who recalled promotions

Personal social media Television Newspaper Online article Destination social media Travel/visitor guide Ad on a website Travel reviews/blogs Billboard 8% 7% Brochure 7% Magazine ad Radio 6% 5% Magazine article 5% 3% 3% 2% 2% Weather app Vacation rental agency Streaming services PureFlorida.com 2% 2% Deal based promotion AAA Waypoint TV CharlotteHarborTravel.com <1% <1% Other 2%







#### **Charlotte County Promotion Influences**

#### » Recall of promotions was highest among day trippers

Saw Advertising	Paid Accommodations	Non-paid Accommodations	Day Trippers	All Visitors
Yes	18%	17%	12%	17%
No	78%	78%	82%	78%
Don't know	4%	5%	6%	5%

#### » Visitors staying in paid accommodations were the most influenced by advertising

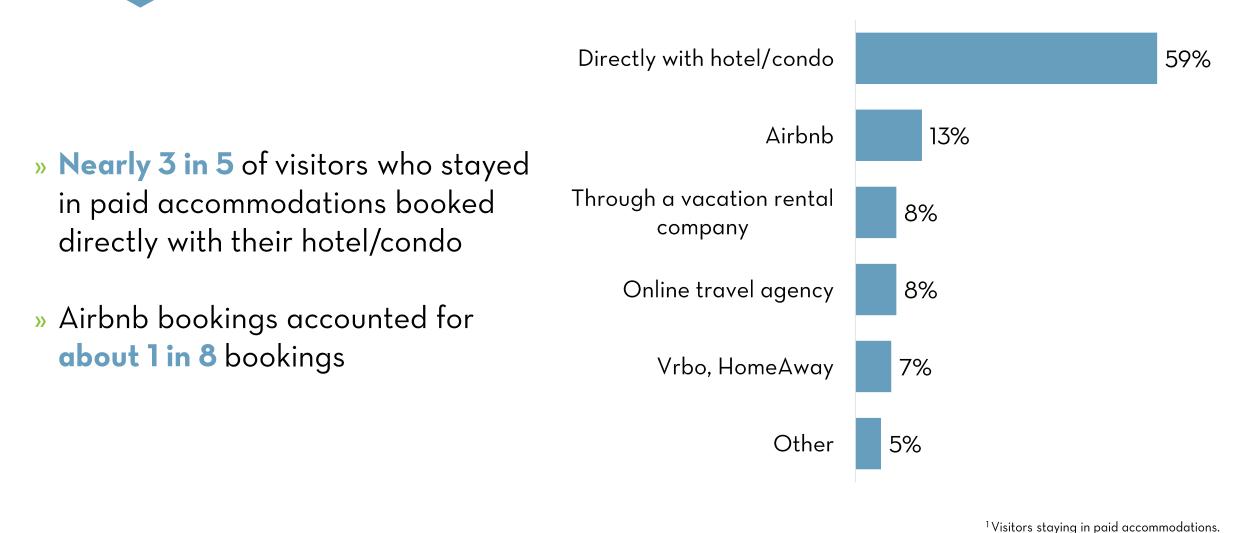
Influenced by Advertising	Paid Accommodations	Non-paid Accommodations	Day Trippers	All Visitors
Yes	74% <sup>1</sup>	39%1	51% <sup>1</sup>	53% <sup>1</sup>
No	26%	60%	49%	46%
Don't know	O%	1%	0%	1%



 $^{\rm 1}{\rm Base}$  is percentage of visitors who recalled advertising



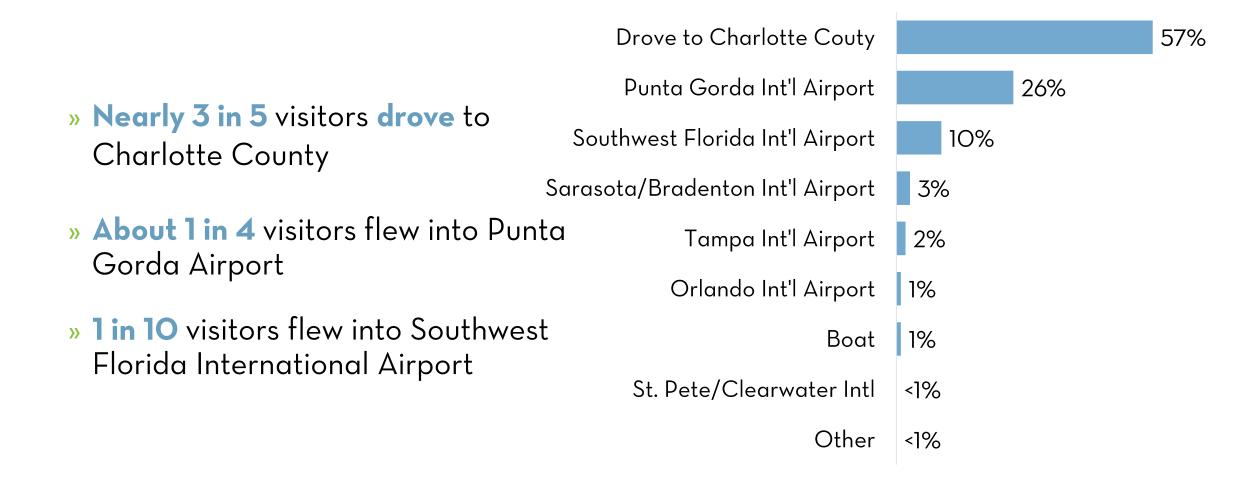
### Paid Accommodation Booking<sup>1</sup>





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#### **Visitor Transportation**

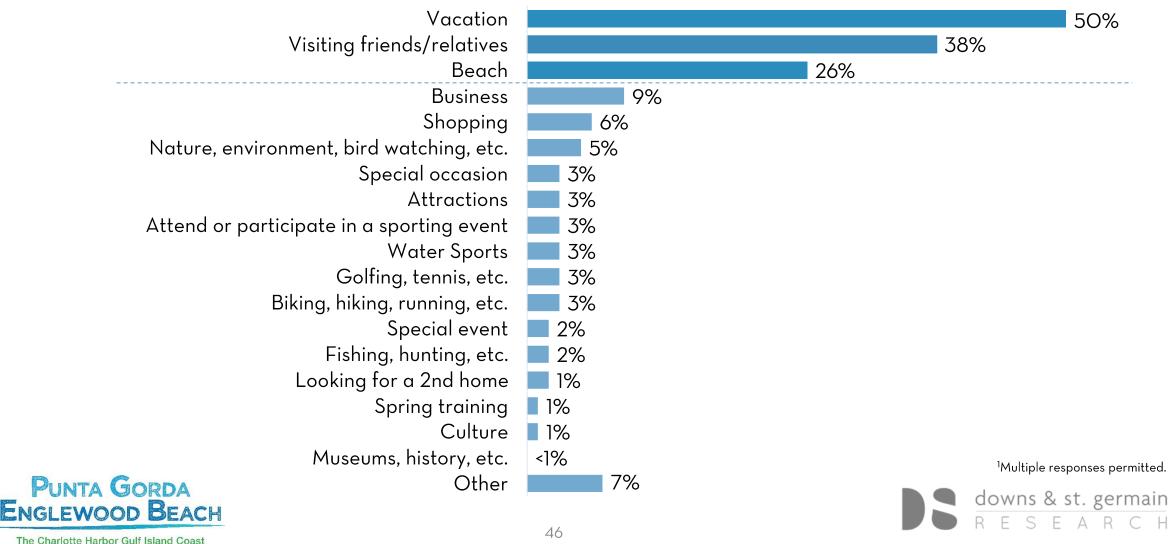






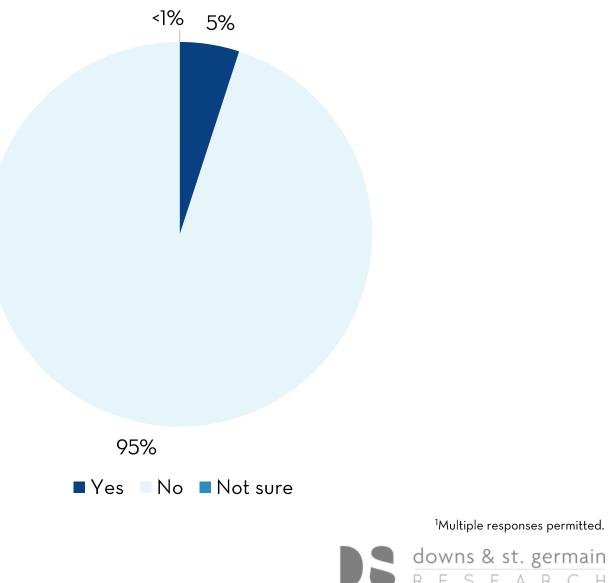
#### Reasons for Visiting<sup>1</sup>

People come to Charlotte County mainly for vacations, visiting friends or relatives, and going to the beach.



#### Vacation replacement<sup>1</sup>

» 5% of visitors came to the Punta Gorda/Englewood Beach area rather than a previously planned destination





#### Why did you choose to come to this area over other vacation destinations?<sup>1</sup>



"Good location, close proximity to Naples and Tampa."



The Charlotte Harbor Gulf Island Coast



"We went to visit a friend and generally just enjoy the atmosphere."

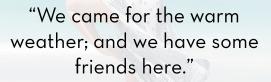




"Good weather and beaches. Canal for fishing. Pool homes."



<sup>1</sup>Coded open-ended responses; multiple responses permitted.

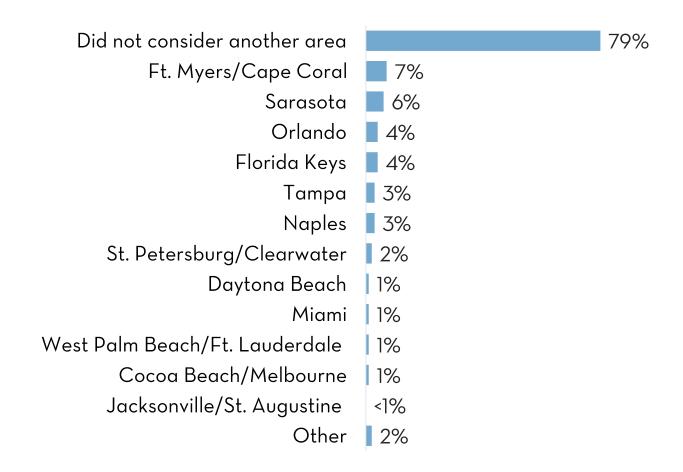






#### Other Destinations Considered<sup>1</sup>

- » About 4 in 5 visitors only considered visiting Punta Gorda/Englewood Beach when planning their trip
- » Ft. Myers/Cape Coral and Sarasota are some of the top destinations people consider when visiting

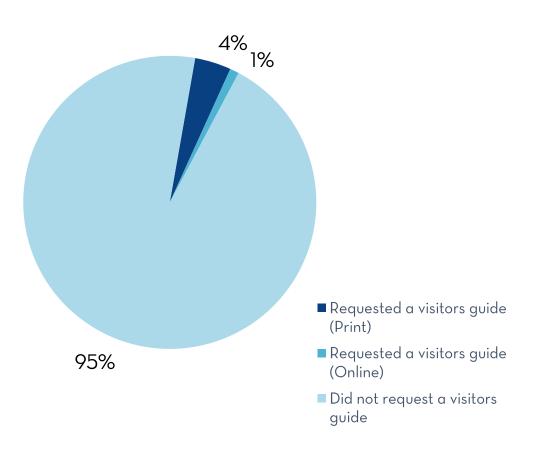






#### Visitors Guide<sup>1</sup>

- » 5% of visitors requested a Visitors Guide before their trip
  - » 4% requested a print version
  - » 1% requested an online version
  - » The Visitors Guide received a rating of 7.3 out of 10<sup>1</sup>



<sup>1</sup>Rated on a 10-point scale where 10 is extremely useful and 1 is not at all useful.





#### Visitor Journey: Traveler Profile

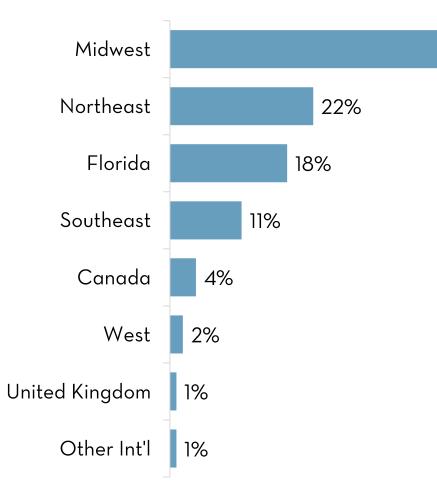






#### **Origin of Visitors - By Region**

41%









#### Origin of Visitors – By State/Country

State	Percentage of Visitors
Florida	18%
Michigan	10%
Ohio	7%
Indiana	5%
New York	5%
Illinois	4%
Minnesota	4%
Pennsylvania	4%
Kentucky	3%
Massachusetts	3%
Wisconsin	3%
lowa	2%
New Hampshire	2%
North Carolina	2%
Tennessee	2%
Texas	2%







#### Origin of Visitors – By Market

Market	% of All Visitors
Sarasota	5%
Boston	4%
Fort Myers-Naples	4%
Minneapolis-Saint Paul	4%
Chicago	3%
Detroit	3%
Grand Rapids-Kalamazoo-Battle Creek	3%
New York <sup>1</sup>	3%
Cincinnati	2%
Cleveland-Akron	2%
Indianapolis	2%
Orlando-Daytona Beach-Melbourne	2%
Philadelphia	2%
Tampa-St Petersburg	2%

Market	% of Overnight Visitors
Boston	5%
Minneapolis-Saint Paul	5%
Grand Rapids-Kalamazoo-Battle Creek	3%
Cleveland-Akron	3%
Philadelphia	3%
Detroit	3%
Chicago	3%
Indianapolis	2%
Orlando-Daytona Beach-Melbourne	2%
Buffalo	2%
Tampa-St Petersburg	2%
Traverse City-Cadillac	2%
New York	2%
Lexington	2%
Nashville	2%

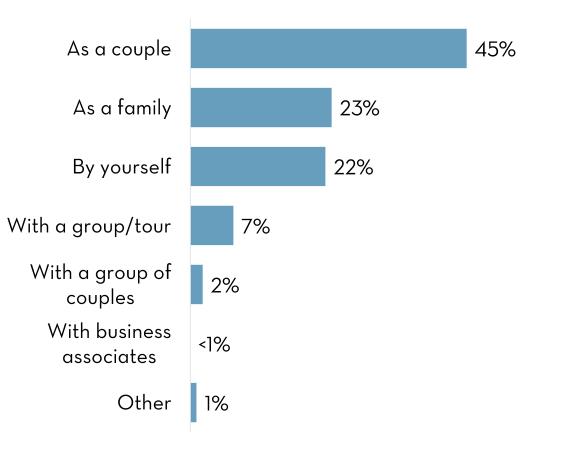
<sup>1</sup>NYC metro area includes parts of New York, New Jersey & Connecticut.





#### **Travel Parties**

- » The typical visitor traveled in a party composed of **2.5** people
- » 26% traveled with at least one person under the age of 21
- » Nearly half traveled as a couple
   » Nearly 1 in 4 visitors traveled as a family

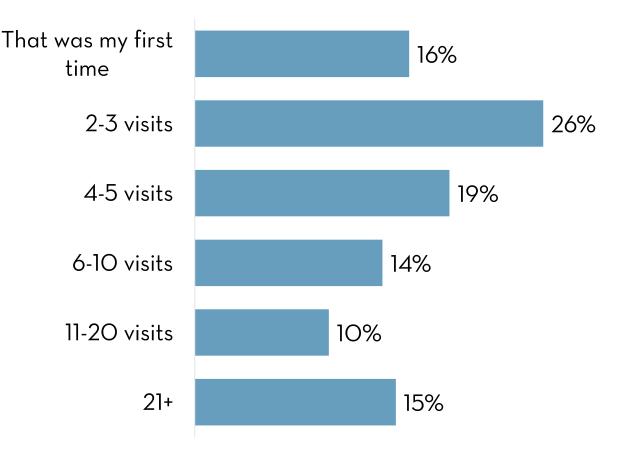






### Typical Punta Gorda/Englewood Beach Visitor

- » Typical visitors spent 9.2 nights in Punta Gorda/Englewood Beach
  - » When including long term visitors<sup>1</sup>, average nights stayed is 18.4
- » 1 in 6 were first time visitors
- » 1 in 4 visited more than 10 times



<sup>1</sup>Visitors who stayed longer than 1 month





### Punta Gorda/Englewood Length of Stay

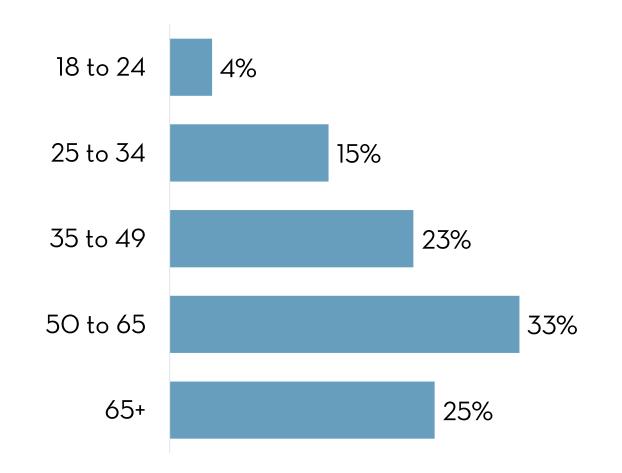
	Paid Accommodations	Non-paid Accommodations	Day Trippers	Average
Length of Stay <sup>1</sup>	11.5	10.9	1.O	9.2
Travel Party Size	2.6	2.4	2.7	2.5







# » **54** is the median age of January – March visitors



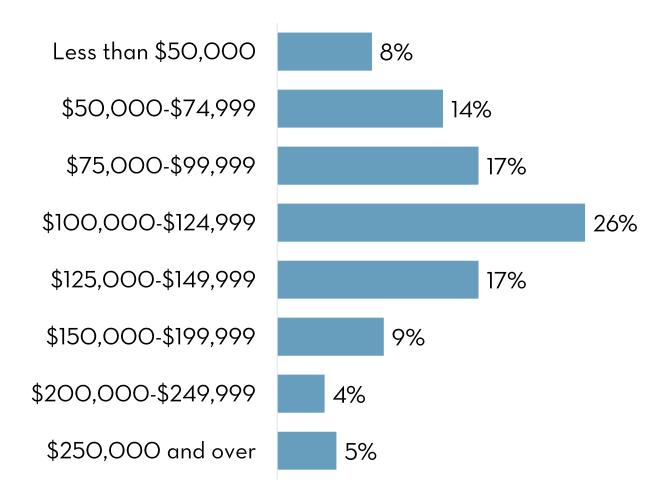




#### Household Income

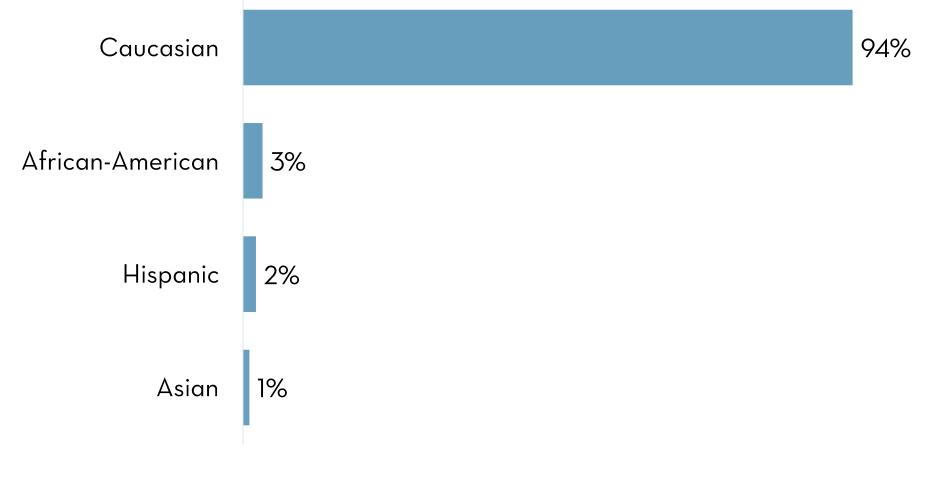
#### Median Household Income

- » \$110,600 is the median household income for January – March visitors
- » Over 1 in 3 visitors had a household income in excess of \$125,000





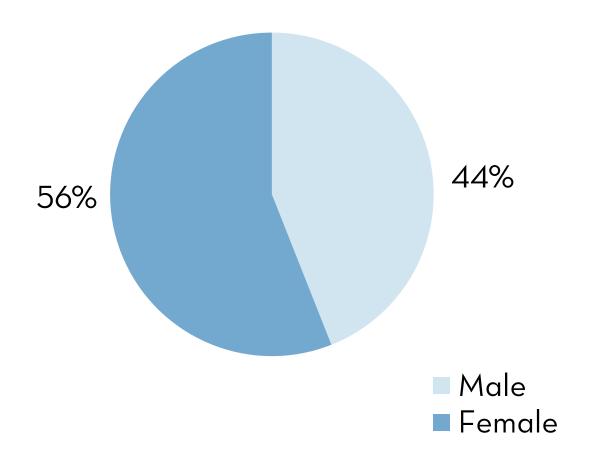
#### **Race/Ethnicity**











<sup>1</sup>May be influenced by the visitor's willingness to complete a survey





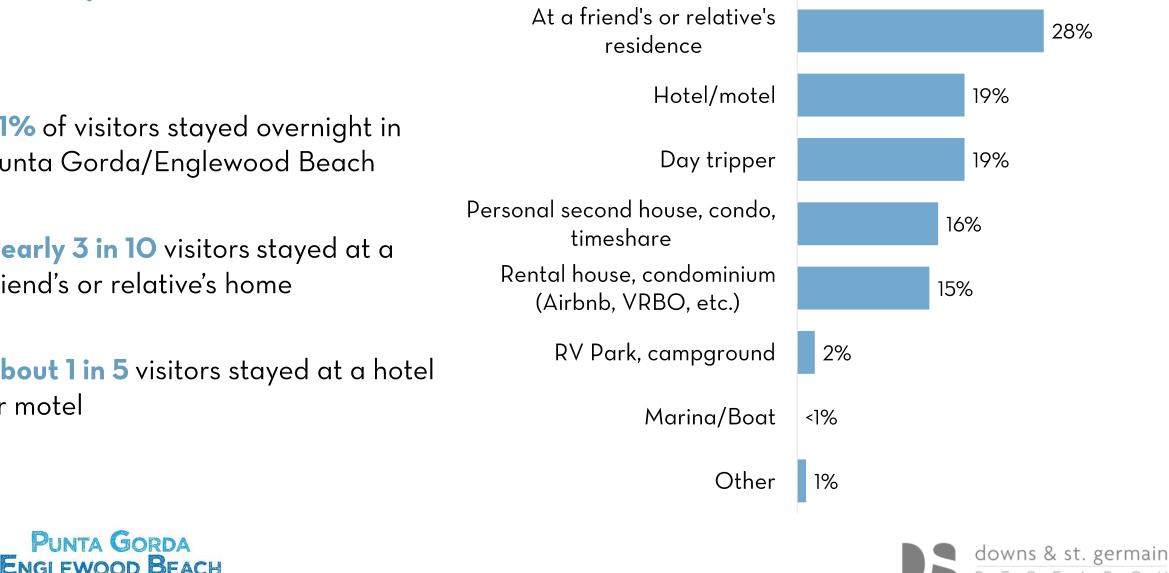
#### Visitor Journey: Trip Experience







#### **Visitor Accommodations**

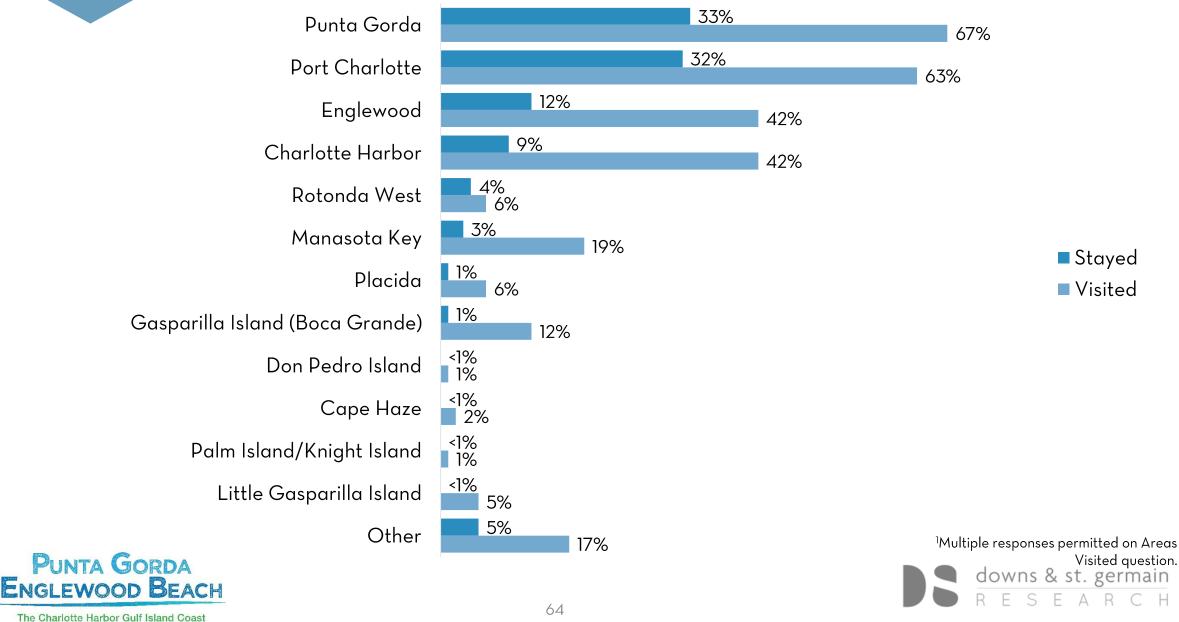


- » 81% of visitors stayed overnight in Punta Gorda/Englewood Beach
- » Nearly 3 in 10 visitors stayed at a friend's or relative's home
- » About 1 in 5 visitors stayed at a hotel or motel

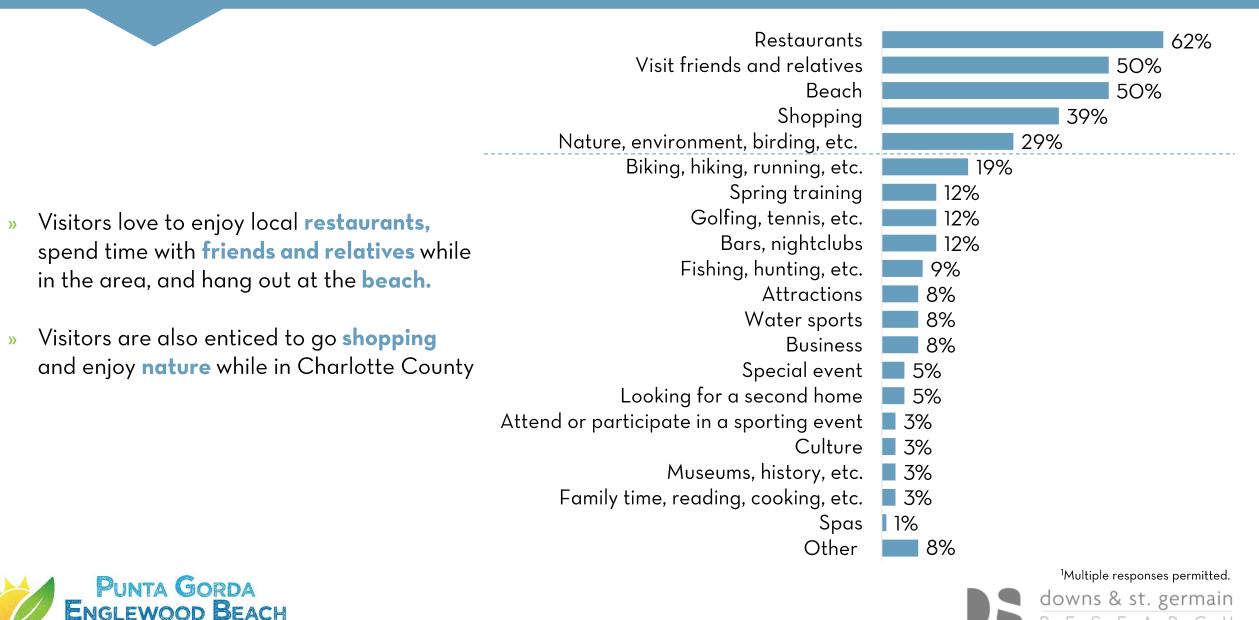
PUNTA GORDA

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#### Area Stayed vs. Areas Visited<sup>1</sup>



#### Visitor Activities<sup>1</sup>



#### Visitor Journey: Post-Trip Evaluation

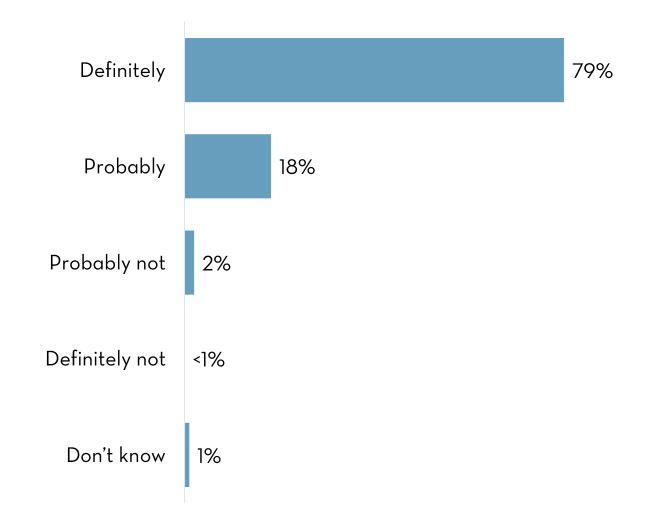






#### Visitor Recommendation

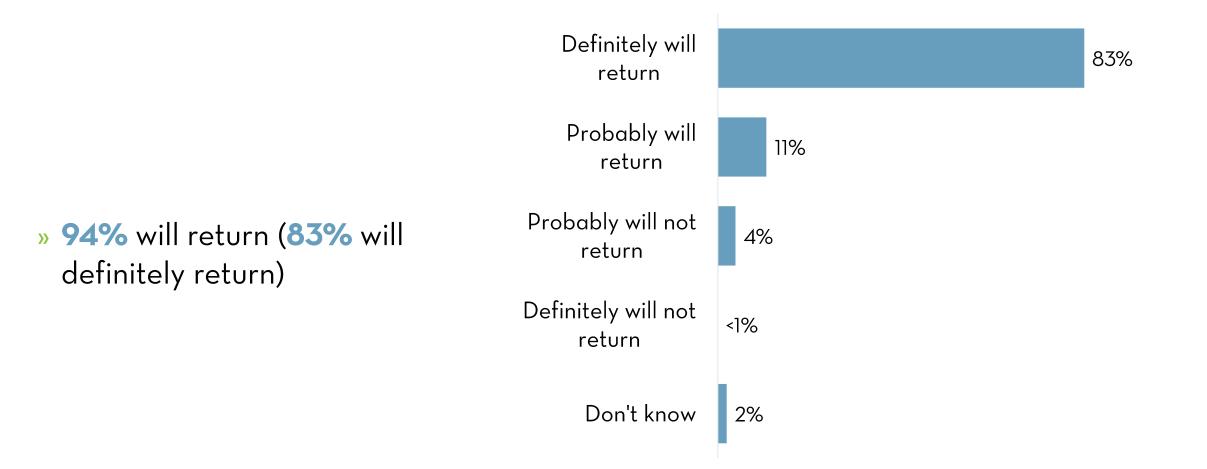
» 97% would recommend Punta Gorda/Englewood Beach to a friend (79% would definitely recommend)







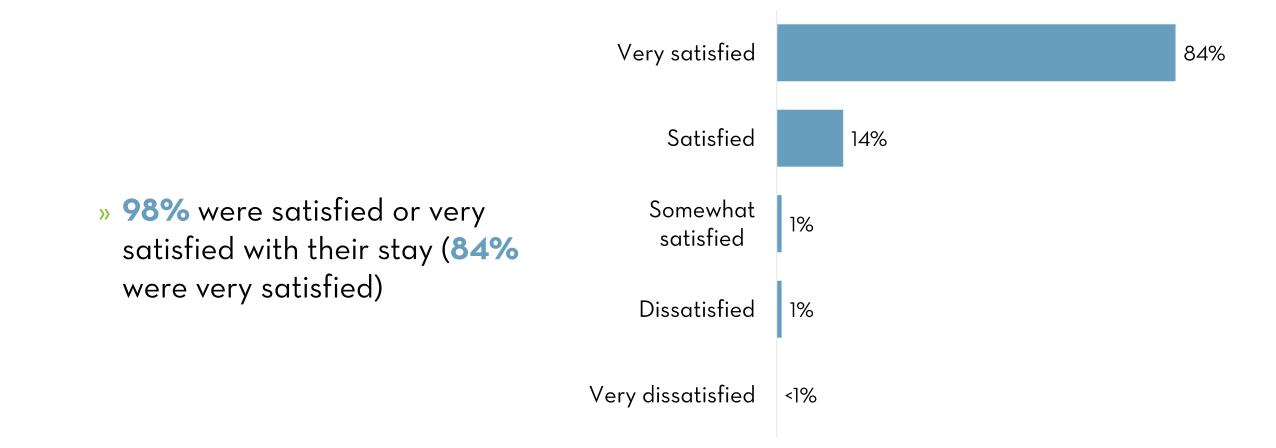
#### **Visitor Return**







#### **Visitor Satisfaction**





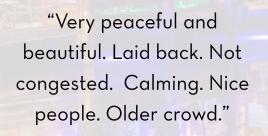


## If you were talking to a friend, how would you describe Charlotte County as a place to visit?



"Charlotte County is less busy than other areas but it's getting busier. We like Punta Gorda Airport for easy access, also small & less busy."

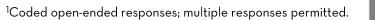






"Quiet. Lots to do. Gorgeous. Old Florida."







"Florida's best kept secret. This area is wonderful."

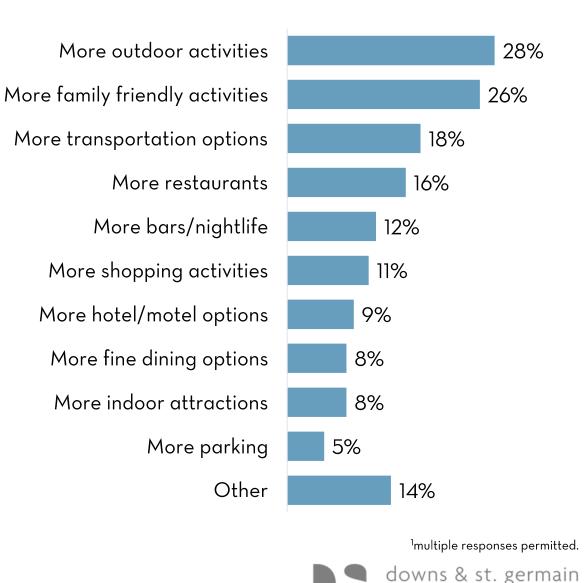




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## What type of attraction or amenity would make your return to the area more desirable if it were available?

- » Nearly 3 in 10 visitors mentioned more outdoor activities would make a return visit more desirable
- » About 1 in 4 visitors said that more family friendly activities would make Charlotte County more desirable





# Year-to-Year Comparisons







Trip Planning Cycle	January – March 2023	January – March 2024
A week or two in advance	21%	16%
A month or so in advance	16%	19%
2 months in advance	18%	22%
3 months in advance	16%	13%
4 to 5 months in advance	9%	9%
6 months or more in advance	20%	21%
Average Trip planning cycle (in days)	80	81

Top Trip Planning Sources	January – March 2023	January – March 2024
Internet	43%	53%
Previous visit	46%	50%
Talk to family/friends/co-workers	29%	24%





Top Reasons for Visiting <sup>1</sup>	January – March 2023	January – March 2024
Vacation	36%	50%
Visiting friends/relatives	37%	38%
Beach	23%	26%
Business	6%	9%
Shopping	8%	6%
Nature, environment, bird watching, etc.	6%	5%

Visitor Guide & Top Transportation	January – March 2023	January – March 2024
Requested a Visitors Guide	7%	5%
Drove to Charlotte County	61%	57%
Flew to Charlotte County	37%	42%



<sup>1</sup>Multiple responses permitted.

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Market of Origin	January – March 2023	January – March 2024
Sarasota	6%	5%
Boston	4%	4%
Fort Myers-Naples	6%	4%
Minneapolis-Saint Paul	3%	4%
Chicago	3%	3%
Detroit	3%	3%
Grand Rapids-Kalamazoo-Battle Creek	2%	3%
New York	3%	3%
Cincinnati	2%	2%
Cleveland-Akron	2%	2%
Indianapolis	2%	2%
Orlando-Daytona Beach-Melbourne	1%	2%
Philadelphia	2%	2%
Tampa-St. Petersburg	3%	2%



<sup>1</sup>NYC metro area includes parts of New York, New Jersey & Connecticut.



Region of Origin	January – March 2023	January – March 2024
Midwest	40%	41%
Northeast	21%	22%
Florida	19%	18%
Southeast	10%	11%
Canada	5%	4%
West	3%	2%
United Kingdom	1%	1%
Other Int'l	1%	1%





Travel Parties	January – March 2023	January – March 2024
Travel Party Size	2.5	2.5
Traveled as a couple	43%	45%
Traveled with children	22%	26%
Traveled as a family	24%	23%

Visitor Profile	January – March 2023	January – March 2024
Median Age	54	54
Gender (Female)	53%	56%
Median Household Income	\$98,800	\$110,600
White/Caucasian	92%	94%
African-American	4%	3%
Hispanic	4%	2%



Accommodations	January – March 2023	January – March 2024
At a friend's or relative's residence	25%	28%
Hotel/motel	19%	19%
Day tripper	27%	19%
Personal second house	12%	16%
Rental house	13%	15%
RV Park, campground	2%	2%
Other	1%	1%

Trips Experience	January – March 2023	January – March 2024
Average nights stayed	9.2	9.2
1 <sup>st</sup> Time Visitor	17%	16%
10+ Prior Visits to Charlotte County	32%	25%
A DUNTA GODDA		



Top Activities <sup>1</sup>	January – March 2023	January – March 2024
Restaurants	56%	62%
Visit friends and relatives	44%	50%
Beach	54%	50%
Shopping	36%	39%
Nature, environment, birding, etc.	25%	29%
Biking, hiking, running, etc.	15%	19%
Spring training	NA	12%
Golfing, tennis, etc.	11%	12%
Bars, nightclubs	12%	12%
Fishing, hunting, etc.	13%	9%
Attractions	9%	8%



<sup>1</sup>Multiple responses permitted.



# YEAR-TO-YEAR COMPARISONS (Cont.)

Top Activities <sup>1</sup>	January – March 2023	January – March 2024
Water sports	11%	8%
Business	6%	8%
Special event	7%	5%
Looking for a second home	5%	5%
Attend or participate in a sporting event	9%	3%
Culture	3%	3%
Museums, history, etc.	3%	3%
Family time, reading, cooking, etc.	5%	3%
Spas	2%	1%
Other	10%	8%





Average Daily Trip Spending	January – March 2023	January – March 2024
Accommodations	\$81	\$95
Restaurants	\$64	\$78
Groceries	\$36	\$36
Shopping	\$36	\$35
Entertainment	\$33	\$36
Transportation	\$27	\$26
Other	\$10	\$8
Total	\$287	\$314

Average Total Trip Spending	January – March 2023	January – March 2024
Accommodations	\$744	\$871
Restaurants	\$590	\$718
Groceries	\$332	\$333
Shopping	\$328	\$323
Entertainment	\$306	\$336
Transportation	\$247	\$242
Other	\$88	\$70
Total	\$2,635	\$2,893
Punta Gorda		



ENGLEWOOD BEACH

Post-Trip Evaluation	January – March 2023	January – March 2024
Will return to Charlotte County	94%	94%
Satisfied or very satisfied with their stay	98%	98%
Would recommend to friend	96%	97%





# Methodology



#### **Visitor Tracking Study**

- » 560 interviews were completed with Charlotte County visitors at public parks, beaches, airports, Spring Training games, Fishermen's Village and with online surveys.
- » Visitor interviews were completed in person and online between January 1st, 2024 and March 31st, 2024.





# Punta Gorda/Englewood Beach VCB Visitor Tracking Report

January - March 2024

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