

Punta Gorda/Englewood Beach VCB Visitor Tracking Report

January – March 2021



Visitor Journey

This report presents the economic impact of visitors to PuntaGorda/Englewood Beach during January to March, 2021. In the report, we follow the 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 experiences in Punta Gorda/Englewood Beach.



Executive Summary



Visitor Journey – Impact of Tourism



Tourism Snapshot: Quarterly Narrative

- » Charlotte County visitor and lodging metrics (visitors, direct spending, economic impact, room nights and TDT collections) increased year over year.
- » Economic Recovery due to the COVID-19 Pandemic in Charlotte County has remained consistently higher than most other counties in the state.
- » More visitors this quarter said one of their primary reasons for visiting Punta Gorda/Englewood Beach was to relax and unwind; likewise, comparatively more visitors did relax and unwind while they were here.



Key Performance Indicators

Visitor Statistics	Jan - Mar 2020	Jan - Mar 2021	Percent Change
<i>Visitors</i>	164,700	167,500	+1.7%
<i>Direct Expenditures¹</i>	\$139,421,300	\$161,848,500	+16.1% ²
<i>Total Economic Impact</i>	\$202,160,900	\$234,680,000	+16.1% ²

Lodging Statistics	Jan - Mar 2020	Jan - Mar 2021	Percent Change
<i>Occupancy³</i>	65.8%	65.6%	-0.3%
<i>Room Rates³</i>	\$149.63	\$145.35	-2.9%
<i>RevPAR³</i>	\$98.51	\$95.35	-3.2%
<i>Room Nights³</i>	329,389	334,396	+1.5%
<i>TDT Collections</i>	\$2,075,186	\$2,224,377	+7.2%

¹ Includes spending for: accommodations, restaurants, entertainment, shopping, transportation, groceries, and "other" expenses.

² Increases in visitor spending outpace the increase in total visitation due to a higher percentage of visitors staying in paid accommodations. These visitors spend more money on average.

³ Sources: STR and All The Rooms - Note: more units available in 2021 vs 2020

Travel Party Spending

- » Visiting travel parties spent **\$207** per day and **\$2,607** on their trip
- » Visitors staying in paid accommodations spent **\$303** per day and **\$4,454** on their trip



Visitor Journey – Pre-Visit



Trip Planning

- » **Nearly 1 in 2** visitors planned their trip 3 months or more in advance
- » Top trip planning sources:



Previous visit (60%)



Internet (39%)



Friend, coworker, etc. (34%)

Punta Gorda/Englewood Beach Promotions

- » **27%** of visitors recalled promotions about the Punta Gorda/Englewood Beach area before their visit
- » **62%** of those who recalled advertising were influenced to come to the area
- » Top sources of noticed promotions:



Television (**30%**)



Online Article (**27%**)



Newspaper (**25%**)



Personal social media (**23%**)

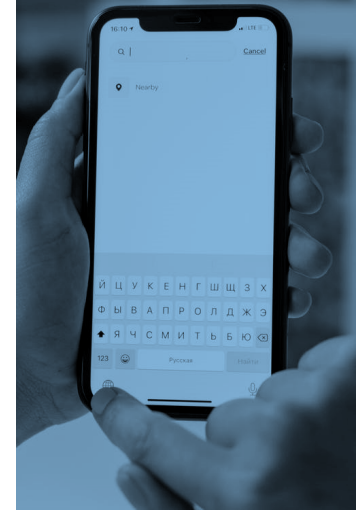
Top Methods of Accommodation Booking¹



40% Directly with hotel/condo



18% Online travel agency



12% Vacation rental company

Transportation



63% of visitors drove to
Punta Gorda/Englewood Beach



16% 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 Visiting¹



Visit friends/relatives (47%)



Relax & unwind (43%)



Family vacation (23%)



Beach (21%)

Concerns with COVID-19

- » 1 in 4 visitors stated that concerns about COVID-19 played a role in them choosing to visit this area
- » Top reasons for choosing the area over others:



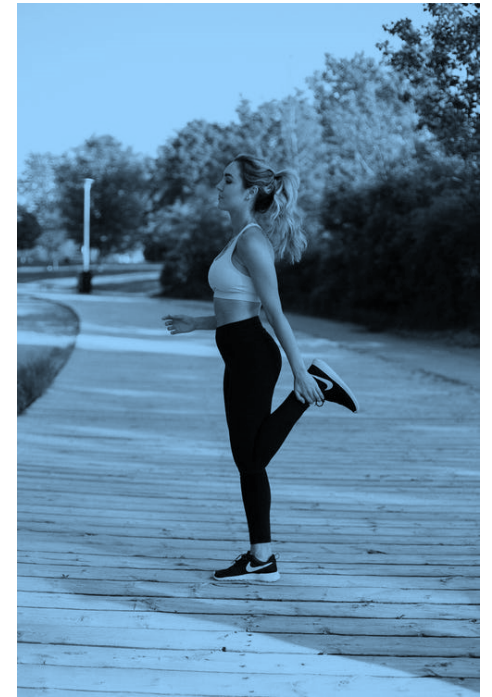
Preferred a smaller town (40%)



Preferred a less crowded destination (39%)



Preferred a destination near the beach (36%)



Preferred a destination with outdoor activities (36%)

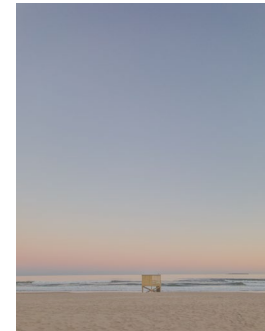
Top Reasons for Choosing Punta Gorda/Englewood Beach Over Other Destinations



Family/friends (63%)



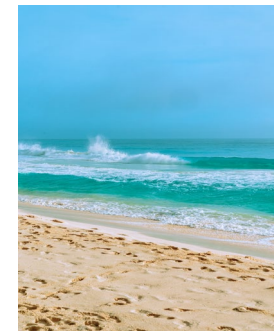
Quiet, peaceful,
laid back (13%)



Previous visit (5%)



Own a second home
here (7%)



Weather (5%)

Other Destinations Considered

- » 69% of visitors only considered visiting Punta Gorda/Englewood Beach when planning their trip
- » Other destinations considered:



Ft. Myers/
Cape Coral (13%)



Sarasota (11%)



Naples (6%)



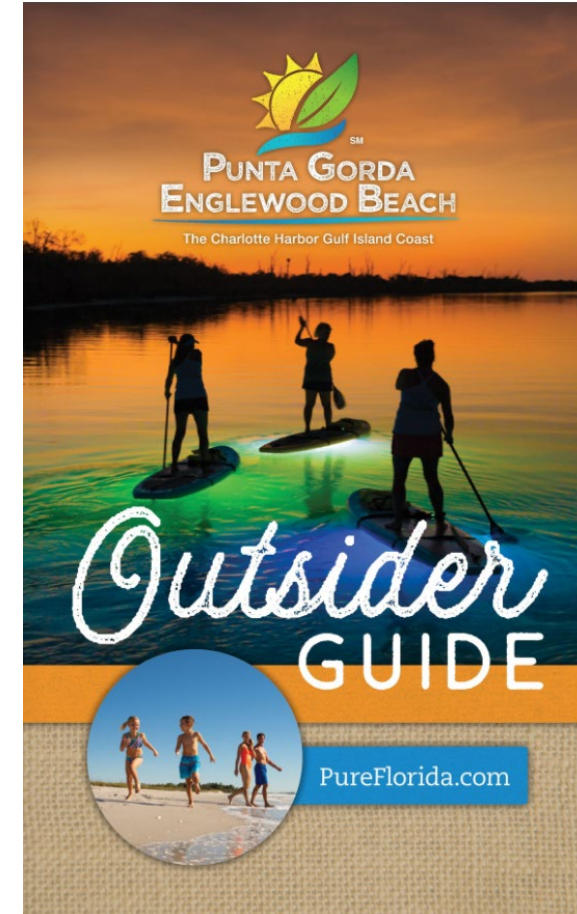
Tampa (5%)



Florida Keys (5%)

Visitors Guide

- » **8%** of visitors requested a Visitors Guide
- » Visitors Guide received a rating of **8.0 out of 10.0**¹



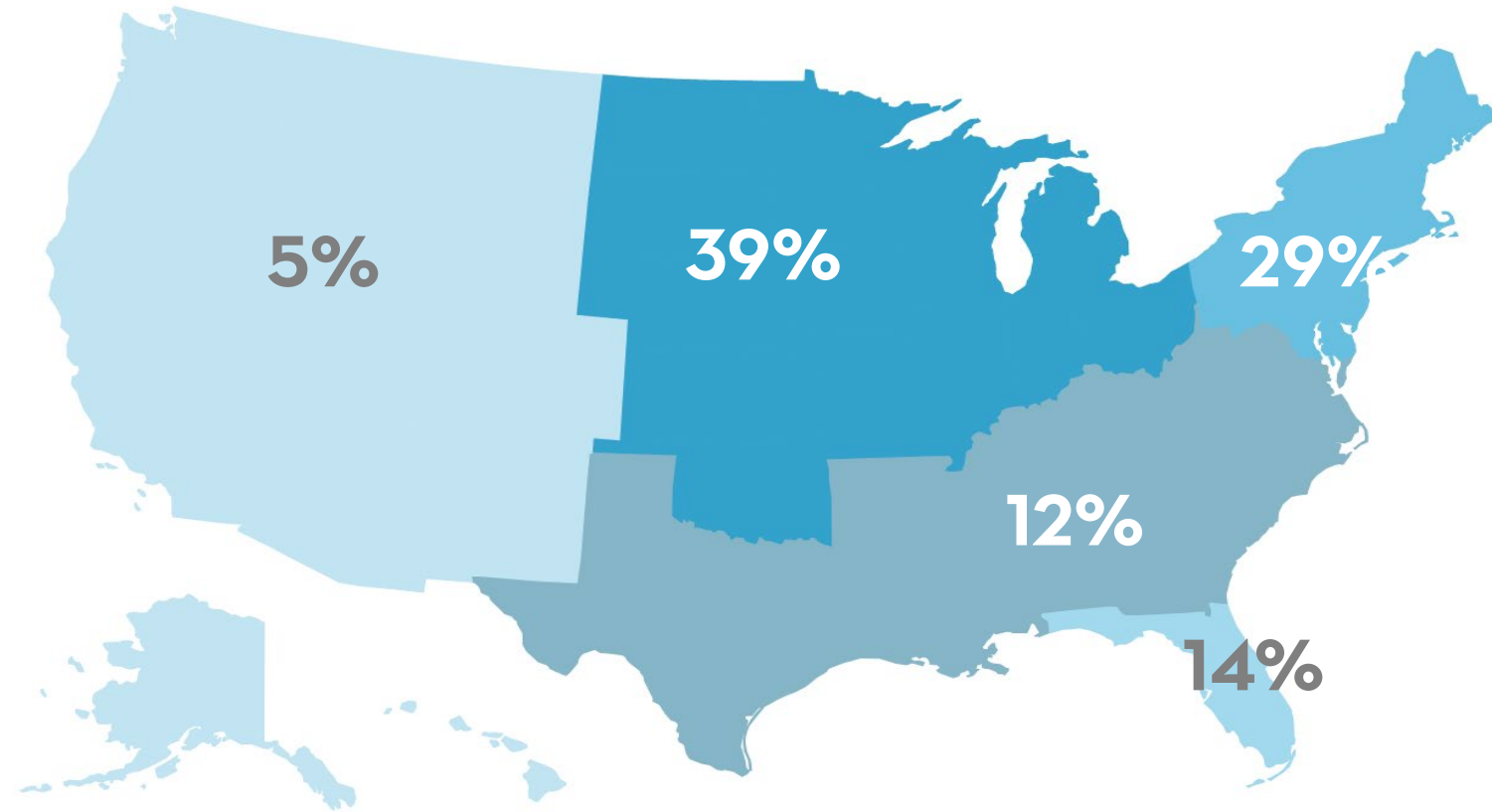
¹Rated on a 10-point scale where 10 is extremely useful and 1 is not at all useful.

Visitor Journey – Traveler Profile

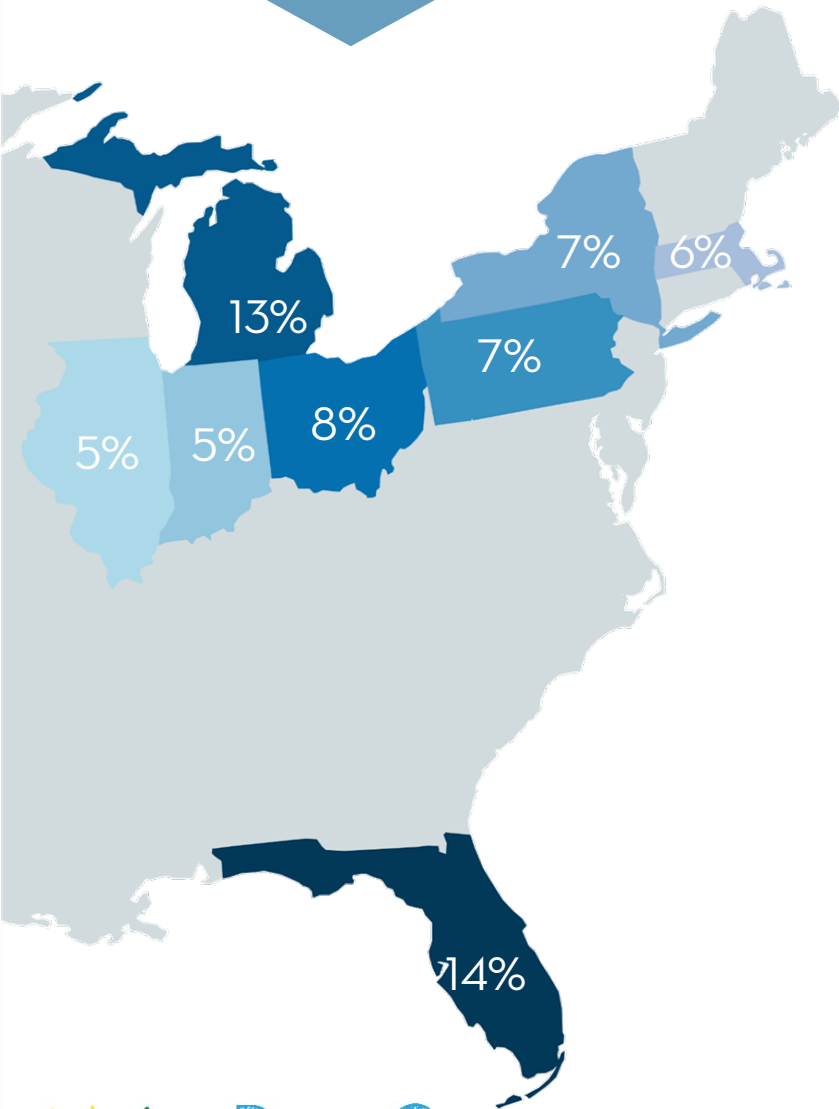


Top Regional Origins of Visitors

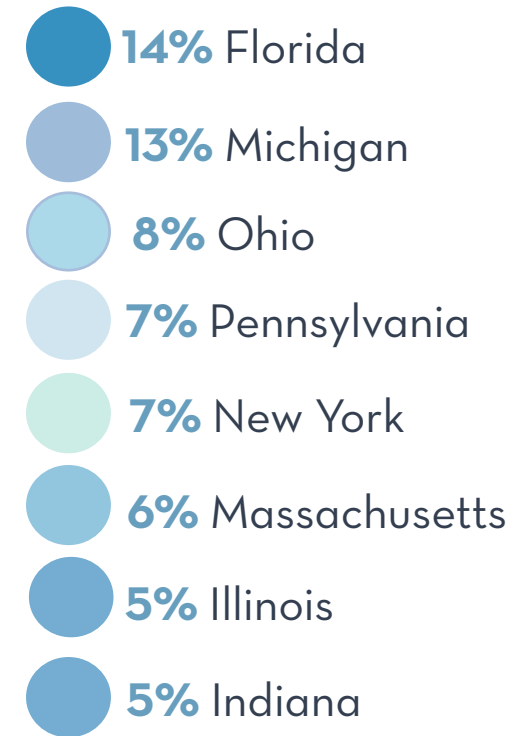
- » **99%** of Charlotte County visitors lived in the United States
- » **1%** of visitors to Charlotte County were from outside of the United States



Top State Origins of Visitors



65% of visitors traveled to Charlotte County from 8 states



Top Market Origins of Visitors

31% of visitors come from 9 markets



5% Grand Rapids



4% Detroit



4% New York City¹



3% Naples-Ft. Myers



3% Chicago



3% Boston



3% Minneapolis



3% Pittsburgh



3% Philadelphia

Travel Party Size and Composition

- » The typical visitor traveled in a party composed of **2.8** people
- » **27%** traveled with at least one person under the age of 20
- » **Over 2 in 5** traveled as a couple, while **3 in 10** visitors traveled as a family



Length of Stay – All Visitors*

- » Visitors spent **12.6¹** nights in Punta Gorda/Englewood Beach



¹Nights stayed capped at 30 nights. Average length of stay is 25.2 nights when nights stayed is not capped.

*Nights stayed includes Day Trippers.

First Time Visitors

- » **20%** were first time visitors
- » **26%** had visited more than 10 times



Typical Punta Gorda/Englewood Beach Visitor

» The typical Visitor:

- » Was 55 years old
- » Had a median household income of \$80,400
- » Was female (52%)
- » Was from:
 - » Midwest (39%)
 - » Northeast (29%)



Typical Day Trip Visitor



- » The Typical Day Trip Visitor:
 - » Was 54 years old
 - » Had a median household income of \$72,400
 - » Was female (54%)
 - » Was from:
 - » Naples-Ft. Myers (13%)
 - » Sarasota-Bradenton (11%)

Typical Vacationer Visitor

» The Typical Vacationer¹ Visitor:

- » Was 49 years old
- » Had a median household income of \$79,900
- » Was female (53%)
- » Stayed in Punta Gorda/Englewood Beach for 5.7 nights
- » Was from:
 - » Midwest (44%)
 - » Northeast (27%)



¹Travel parties who stayed 1-10 nights.

Typical Long-Term Visitor

- » The Typical Long-Term¹ Visitor:
 - » Was 59 years old
 - » Had a median household income of \$83,700
 - » Was male (55%)
 - » Stayed in Punta Gorda/Englewood Beach for 37 nights
 - » Was from
 - » Midwest (43%)
 - » Northeast (36%)



¹Travel parties who stayed more than 10 nights.

Visitor Journey – Trip Experience



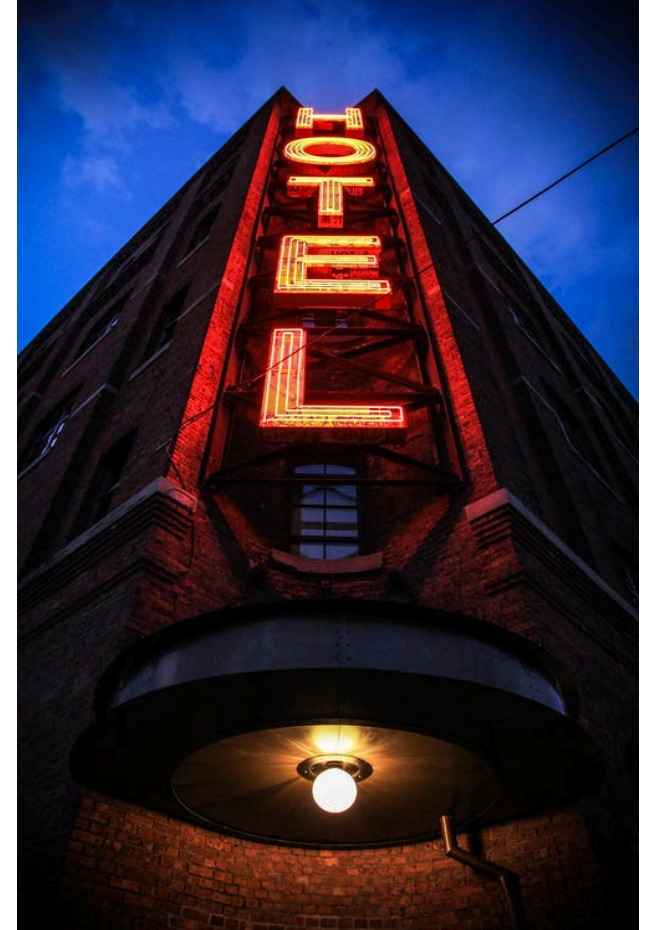
Top Visitor Accommodations



31% Family/friend's residence

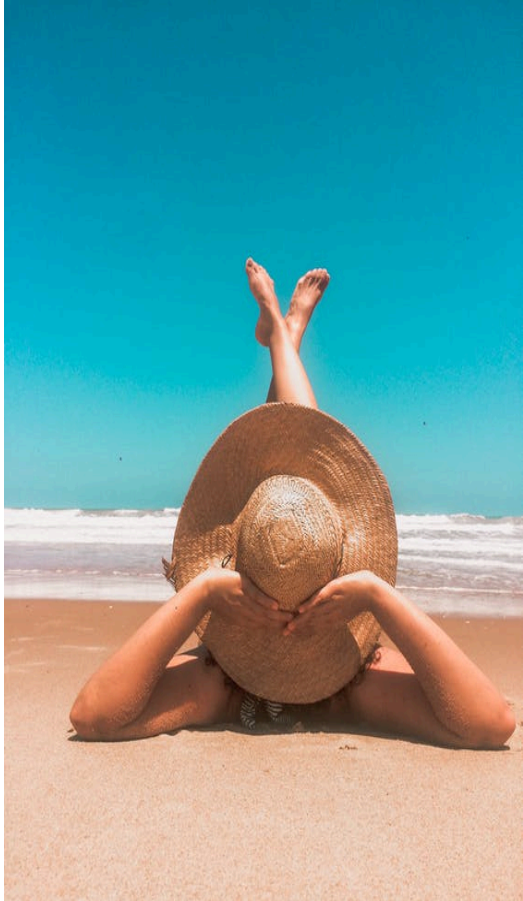


19% Rental condominium,
house



17% Hotel/motel/resort

Top Activities During Visit¹



Relax & unwind (66%)



Beach (60%)



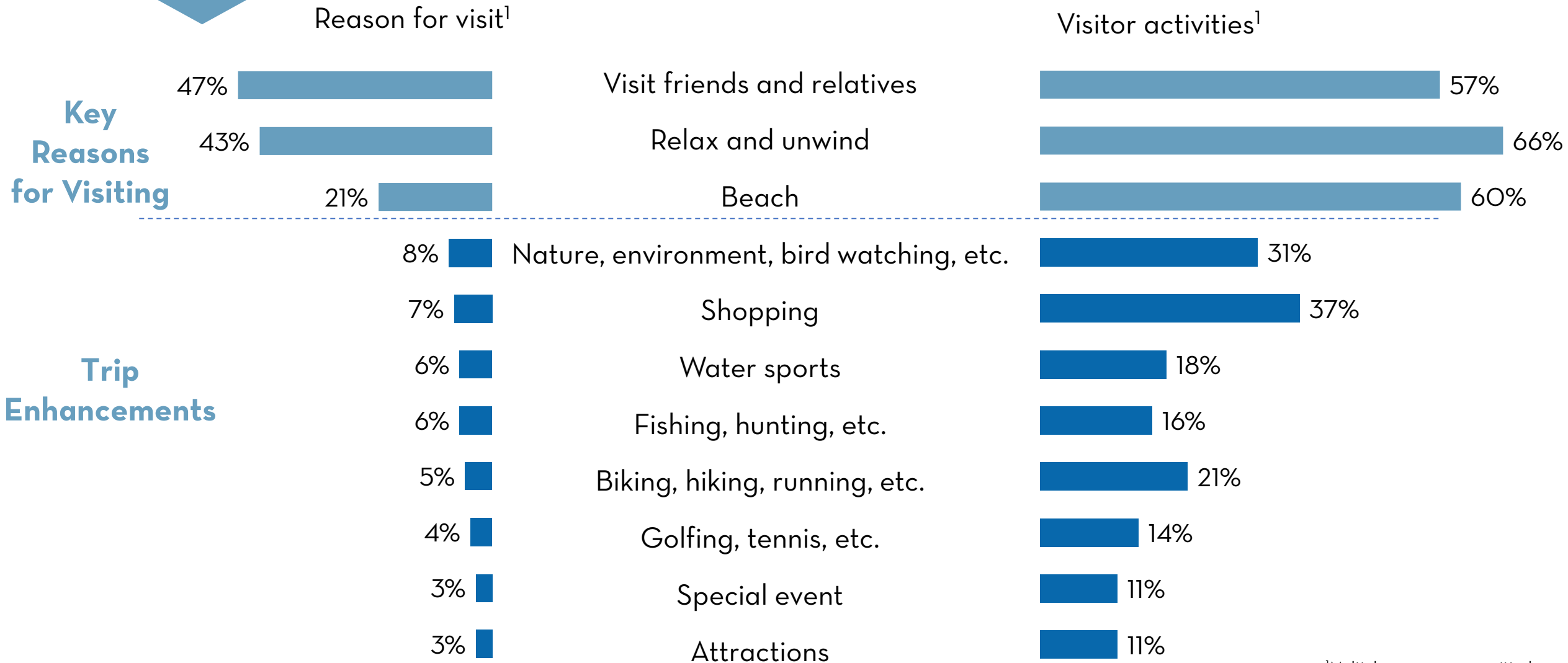
Restaurants (59%)



Visit friends/relatives (57%)

¹Multiple responses permitted

Reason for Visit vs. Visitor Activities



¹Multiple responses permitted.

Visitor Journey – Post-Trip Evaluation



Visitor Satisfaction

- » **96%** of visitors would recommend Punta Gorda/Englewood Beach
- » **97%** will return
- » **99%** were satisfied or very satisfied with their stay



Perceptions of Punta Gorda/Englewood Beach

If a friend asked where you were visiting, what would you call this area?¹

- » Punta Gorda (**30%**)
- » Port Charlotte (**28%**)
- » Englewood Beach (**15%**)
- » Southwest Florida (**15%**)



¹Coded open-ended responses; multiple responses permitted.

Perceptions of Punta Gorda/Englewood Beach



Great Area:

"Punta Gorda is a very lovely and peaceful place to stay and shop."



Beautiful:

"Port Charlotte is beautiful, it's not as busy as other areas, and there's a lot of green space and parks."



Relaxing:

"Charlotte County is the perfect place to relax and enjoy nature and good weather."



Detailed Findings



Visitor Journey – Impact of Tourism



Visitor Spending Influences

- » All visitors spent **\$161,848,500** over the course of their visits
- » Visitors who stayed in paid accommodations spent considerably more money than visitors who stayed in non-paid accommodations (VFRs, etc.) or day trippers

	Paid Accommodations	Non-paid Accommodations	Day Trippers	Total
<i>Visitors</i>	<i>69,100</i>	<i>75,600</i>	<i>22,800</i>	167,500
<i>Spending</i>	<i>\$106,055,500</i>	<i>\$54,536,600</i>	<i>\$1,256,400</i>	\$161,848,500

Daily Travel Party Spending

	Paid Accommodations	Non-paid Accommodations	Day Trippers	All Visitors
<i>Lodging</i>	<i>\$124</i>	<i>\$0</i>	<i>\$0</i>	<i>\$52</i>
<i>Restaurants</i>	<i>\$56</i>	<i>\$40</i>	<i>\$55</i>	<i>\$49</i>
<i>Groceries</i>	<i>\$26</i>	<i>\$26</i>	<i>\$19</i>	<i>\$25</i>
<i>Shopping</i>	<i>\$37</i>	<i>\$26</i>	<i>\$37</i>	<i>\$32</i>
<i>Entertainment</i>	<i>\$31</i>	<i>\$21</i>	<i>\$14</i>	<i>\$24</i>
<i>Transportation</i>	<i>\$22</i>	<i>\$16</i>	<i>\$18</i>	<i>\$19</i>
<i>Other</i>	<i>\$7</i>	<i>\$6</i>	<i>\$5</i>	<i>\$6</i>
Total	\$303	\$135	\$148	\$207

Total Travel Party Spending

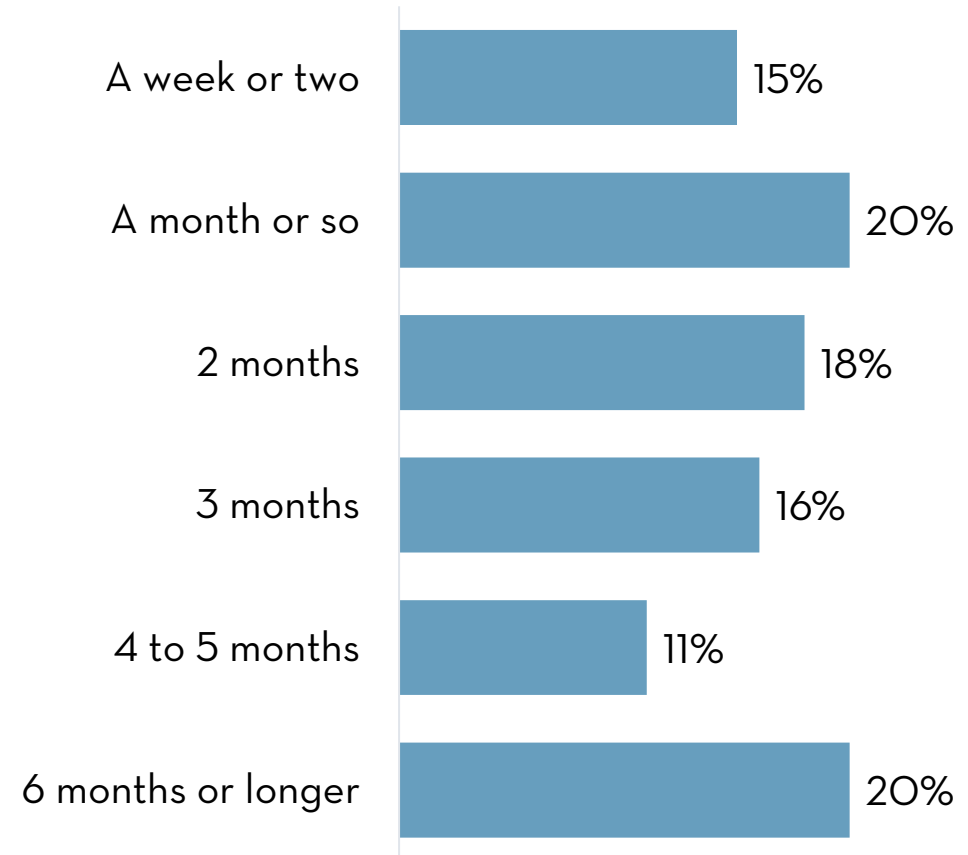
	Paid Accommodations	Non-paid Accommodations	Day Trippers	All Visitors
<i>Lodging</i>	<i>\$1,823</i>	<i>\$0</i>	<i>\$0</i>	<i>\$655</i>
<i>Restaurants</i>	<i>\$823</i>	<i>\$564</i>	<i>\$55</i>	<i>\$617</i>
<i>Groceries</i>	<i>\$382</i>	<i>\$367</i>	<i>\$19</i>	<i>\$315</i>
<i>Shopping</i>	<i>\$544</i>	<i>\$367</i>	<i>\$37</i>	<i>\$403</i>
<i>Entertainment</i>	<i>\$456</i>	<i>\$296</i>	<i>\$14</i>	<i>\$302</i>
<i>Transportation</i>	<i>\$323</i>	<i>\$226</i>	<i>\$18</i>	<i>\$239</i>
<i>Other</i>	<i>\$103</i>	<i>\$85</i>	<i>\$5</i>	<i>\$76</i>
Total	\$4,454	\$1,905	\$148	\$2,607

Visitor Journey – Pre-Visit



Trip Planning Cycle

- » **Nearly 1 in 2** visitors planned their trips at least 3 months in advance
- » **Over 1 in 3** visitors had **short planning windows** (less than a month)



Trip Planning Sources¹

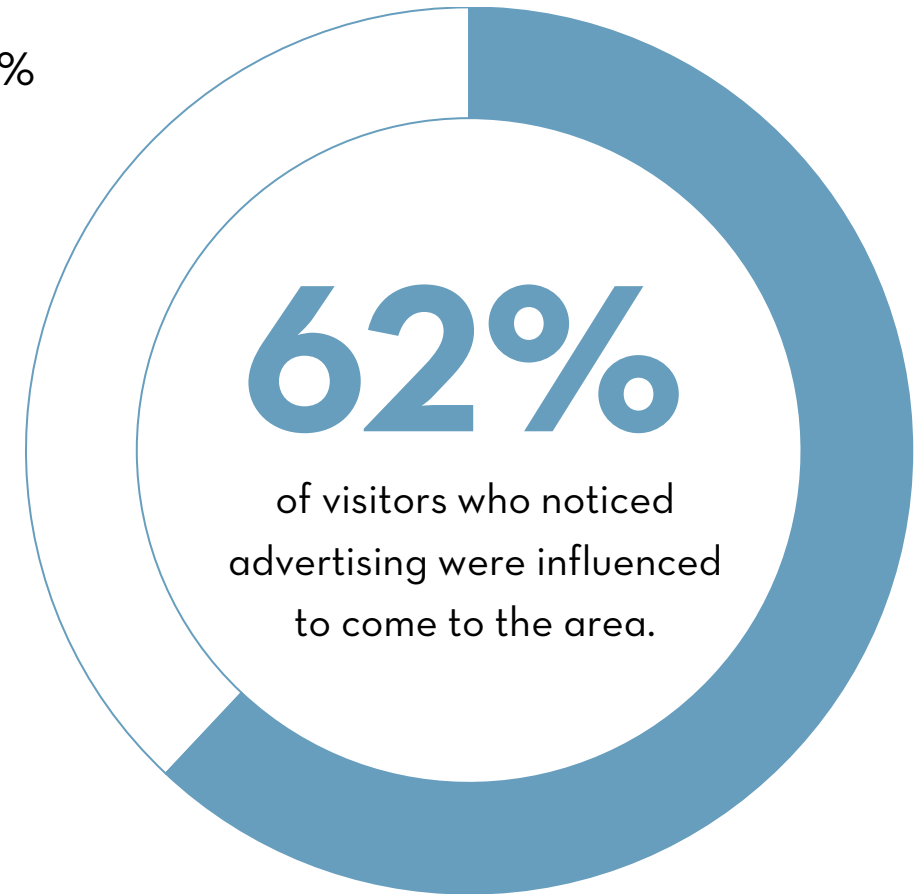
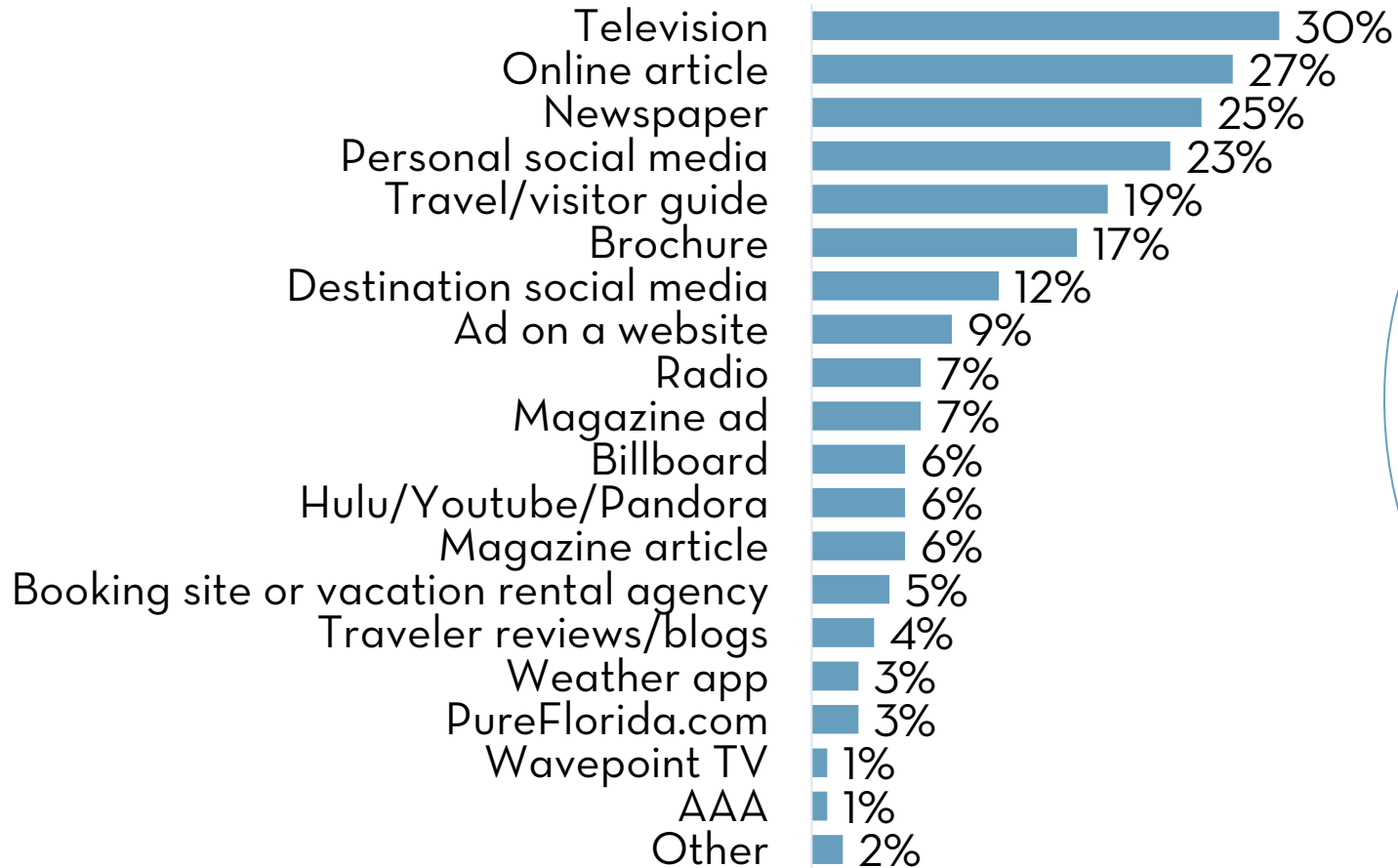
- » **Nearly 2 in 5** visitors planned their trips on the **internet**
 - » **Social networking sites, booking sites** and **rating/review sites** were the top sources among internet users

Trip Planning Source	
Previous Visit	60%
Internet	39%
Social networking sites	13%
Booking websites	9%
Rating/review websites/apps	7%
Friend, co-worker, etc.	34%
Brochures/travel guides/visitor guides	7%
Newspapers	3%
Television	2%
Special events	2%
Magazines	2%
Other	4%
None/don't know	2%

¹Multiple responses permitted.

Punta Gorda/Englewood Beach Promotions¹

» **27%** of visitors noticed promotions or travel stories about the Punta Gorda/Englewood Beach area on the following sources:



¹Multiple responses permitted.

Charlotte County Promotion Influences

- » Awareness of promotions for the destination was highest among overnight visitors

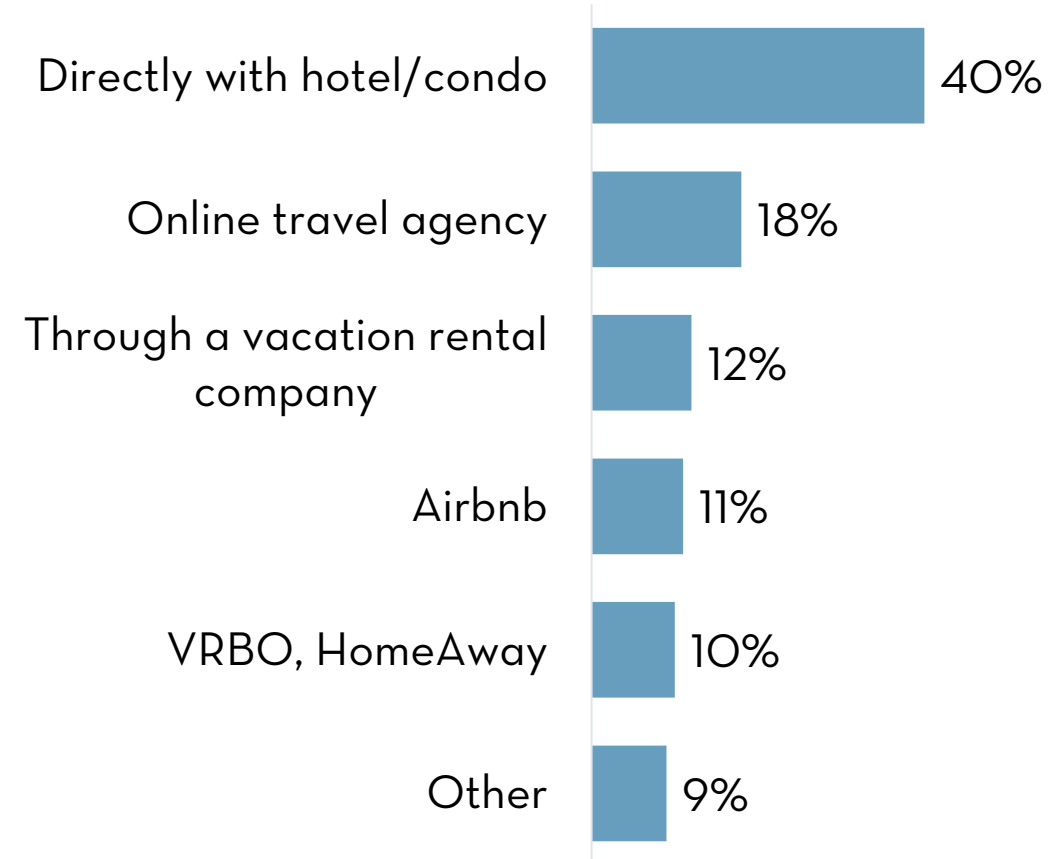
Saw Advertising	Paid Accommodations	Non-paid Accommodations	Day Trippers	All Visitors
Yes	29%	28%	22%	27%
No	67%	65%	71%	67%
Don't know	4%	7%	7%	6%

- » Visitors who came for the day were more impacted by promotions

Influenced by Advertising	Paid Accommodations	Non-paid Accommodations	Day Trippers	All Visitors
Yes	73%	48%	80%	62%
No	23%	48%	16%	34%
Don't know	4%	4%	4%	4%

Paid Accommodation Booking¹

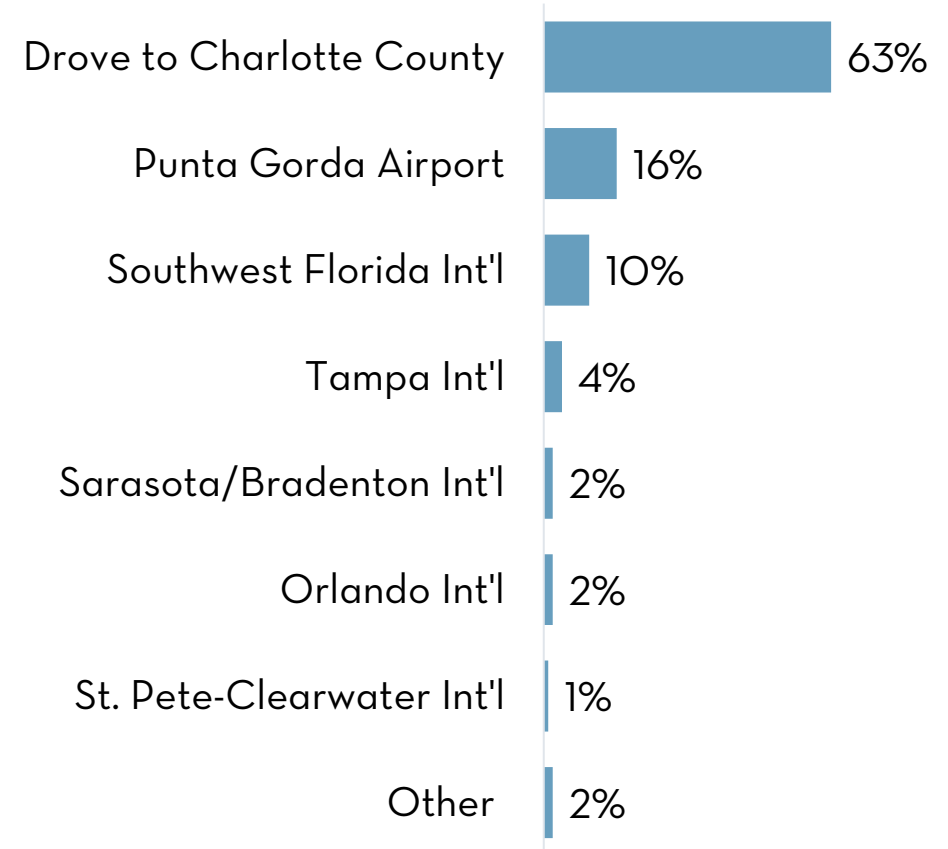
- » **2 in 5** of the visitors who stayed in paid accommodations booked directly with a hotel/condo
- » Online travel agencies accounted for **almost 1 in 5** bookings



¹ Visitors staying in paid accommodations.

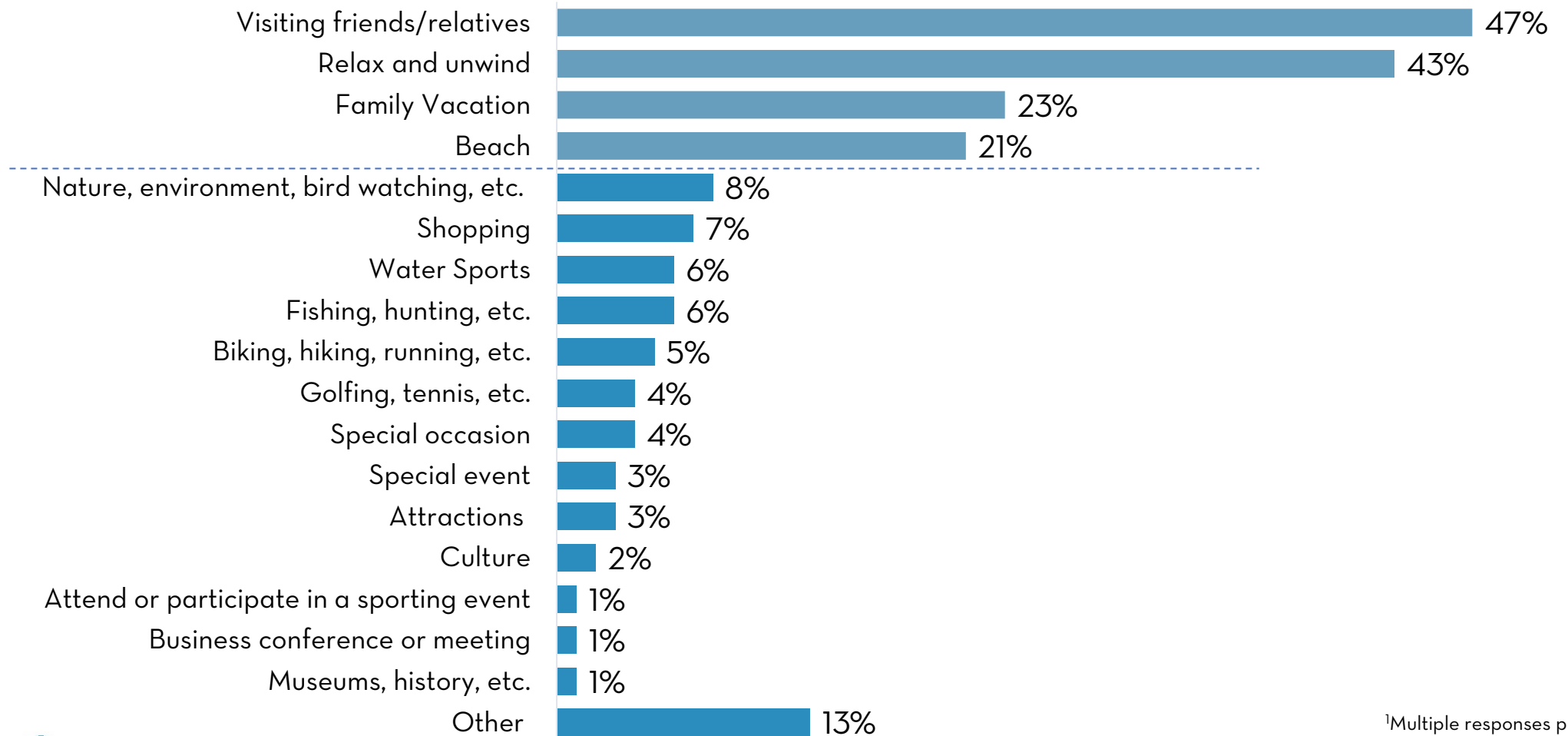
Visitor Transportation

- » **3 in 5** visitors **drove** to Punta Gorda/Englewood Beach (**63%**)
- » **Nearly 1 in 6** visitors flew into the Punta Gorda Airport (**16%**)
- » **1 in 10** visitors flew into Southwest Florida International Airport (**10%**)



Reasons for Visiting¹

People come to Charlotte County to hang out with family or friends and to relax.

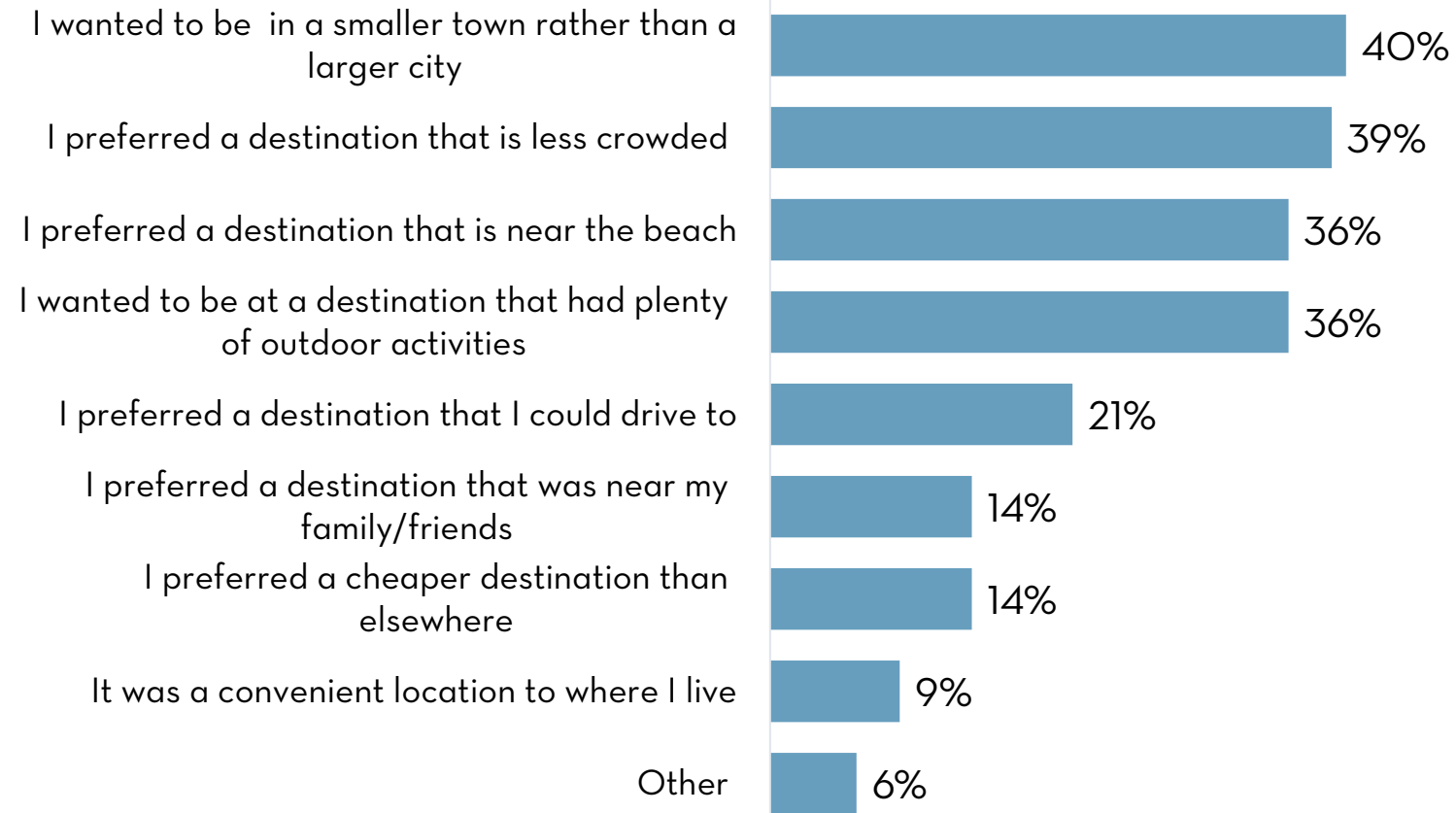


¹Multiple responses permitted.

Concerns over COVID-19¹

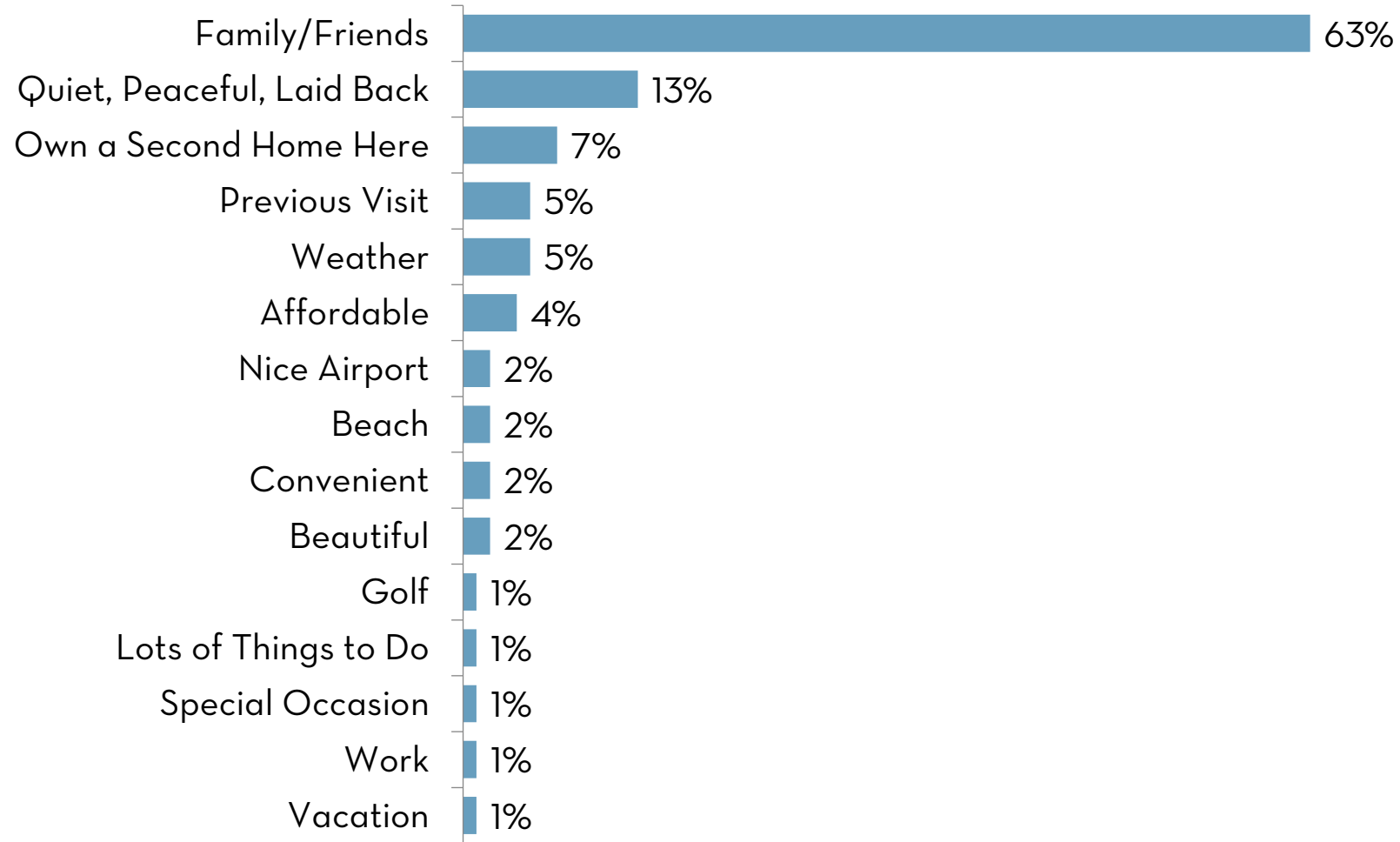
» **Over 1 in 4** visitors stated that concerns about COVID-19 played a role in them choosing to visit this area as opposed to other destinations

Reasons for choosing the Punta Gorda/Englewood Beach area over other destinations during the COVID-19 Pandemic:



¹Multiple responses permitted.

Why did you choose to come to this area over other vacation destinations?¹

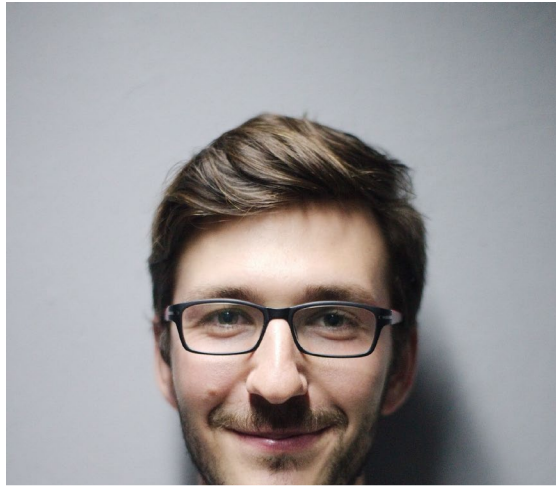


¹Coded open-ended responses; multiple responses permitted.

Why did you choose to come to this area over other vacation destinations?



"A friend of mine bought a condo here and now I never want to leave!"



"I usually stay here to visit my parents in Naples. It's less crowded and has a small town feel!"



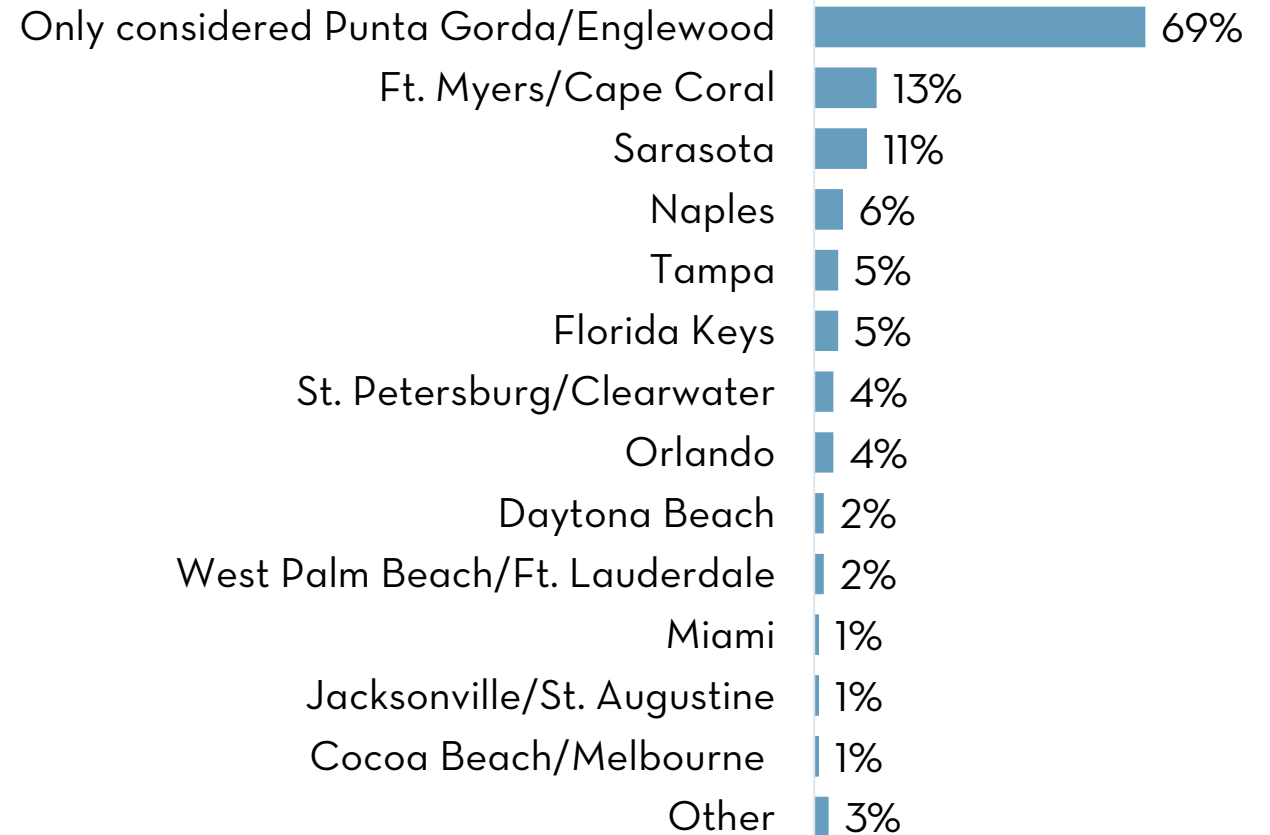
"It's less crowded, the weather is beautiful and there are still plenty of great dining options. What more could I ask for?"



"We own a second home down here and come for the winter. I love how secluded and relaxing Punta Gorda is."

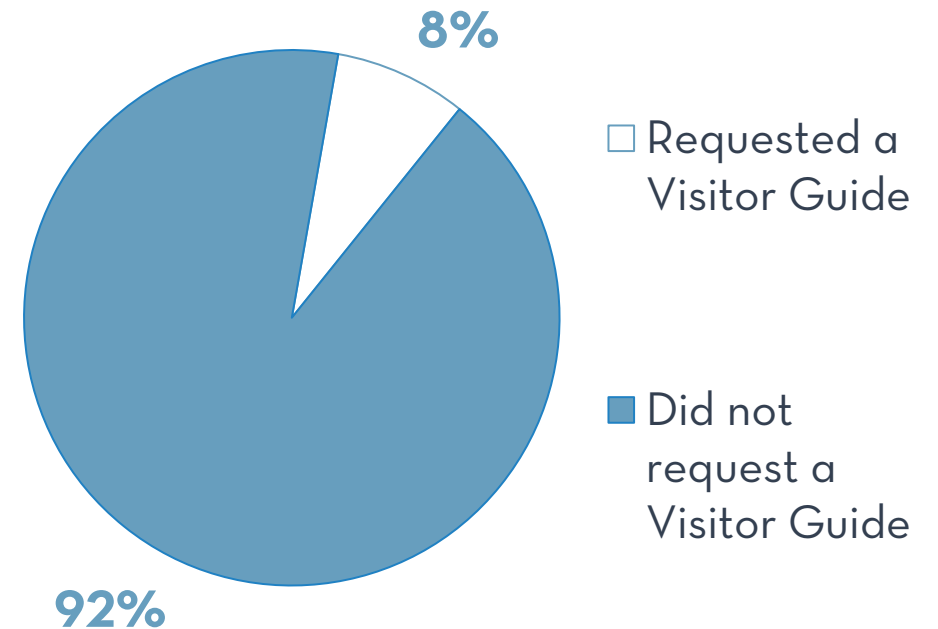
Other Destinations Considered¹

- » **Nearly 7 in 10** visitors only considered visiting Punta Gorda/Englewood Beach when planning their trip
- » Ft. Myers/Cape Coral and Sarasota are the main competitors with **1 in 8** visitors considering one of these destinations



Visitors Guide

- » **8%** of visitors requested a Visitors Guide before their trip
 - » **4%** requested a print version
 - » **4%** requested an online version
- » Visitors Guide received a rating of **8.0 out of 10.0**¹

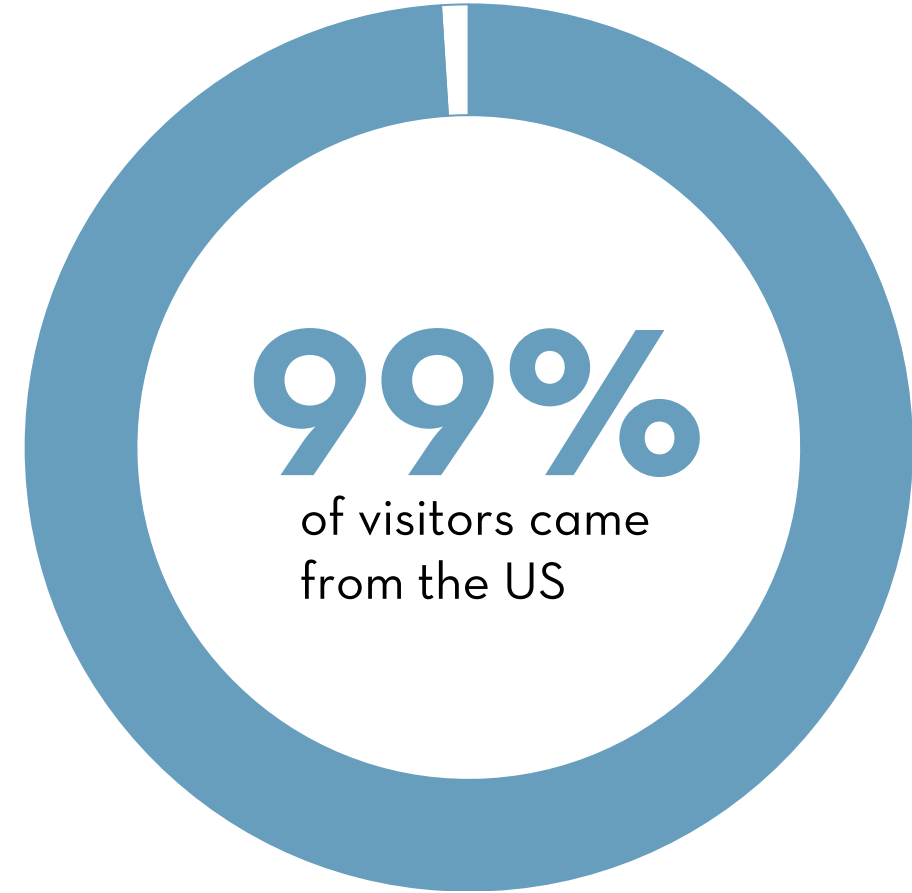
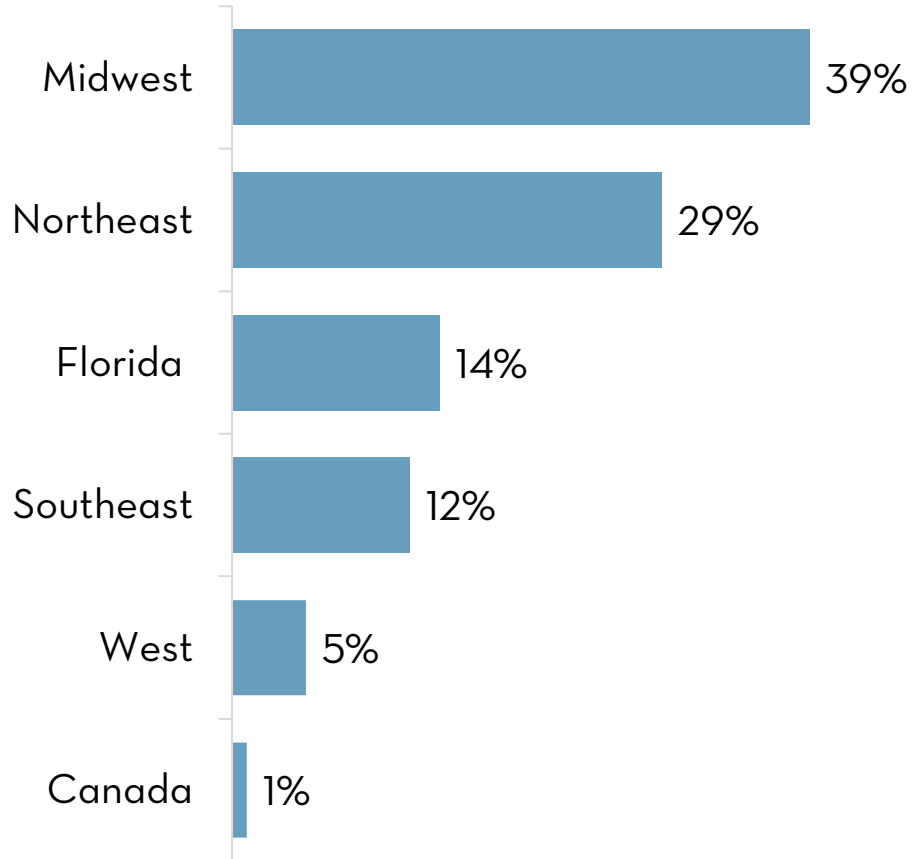


¹Rated on a 10-point scale where 10 is extremely useful and 1 is not at all useful.

Visitor Journey – Traveler Profile



Origin of Visitors



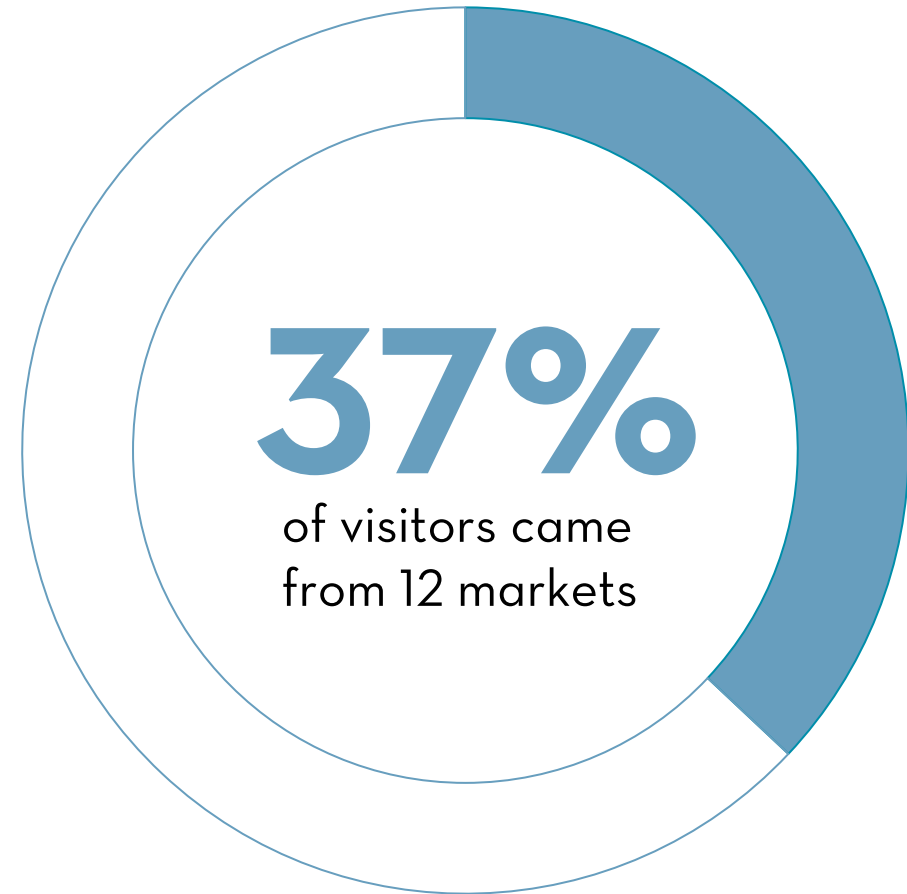
Origin of Visitors

Origin	Percentage of Visitors
Florida	14%
Michigan	13%
Ohio	8%
Pennsylvania	7%
New York	7%
Massachusetts	6%
Illinois	5%
Indiana	5%
Wisconsin	4%
Tennessee	3%



Origin of Visitors

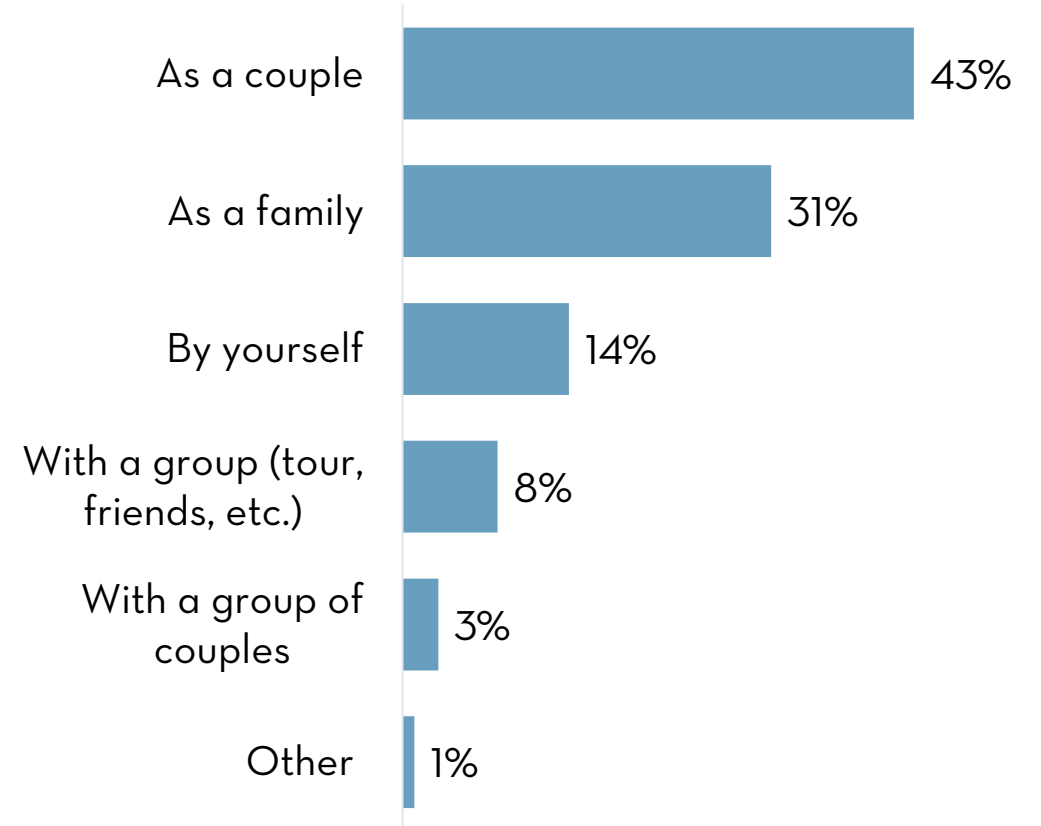
Market	% of Visitors
Grand Rapids	5%
Detroit	4%
New York City ¹	4%
Naples-Ft. Myers	3%
Chicago	3%
Boston	3%
Minneapolis	3%
Pittsburgh	3%
Philadelphia	3%
Sarasota-Bradenton	2%
Columbus, OH	2%
Cincinnati	2%



¹NYC metro area includes parts of New York, New Jersey & Connecticut.

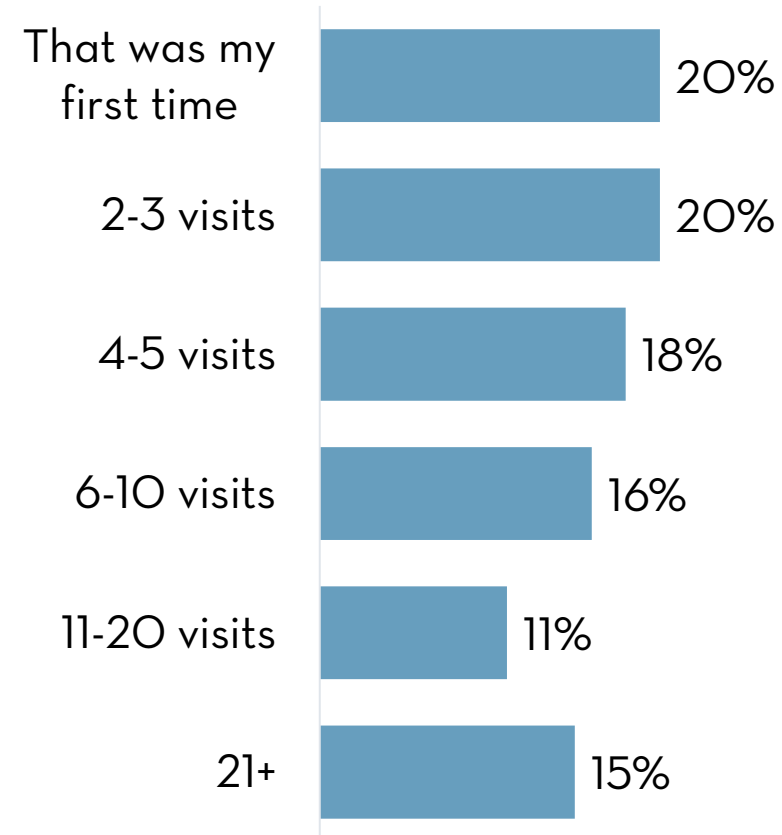
Travel Parties

- » The typical visitor traveled in a party composed of **2.8** people
- » **27%** traveled with children under 20
- » **Over 2 in 5** visitors traveled as a couple



Typical Punta Gorda/Englewood Beach Visitor

- » Typical visitor spent **12.6¹** nights in Punta Gorda/Englewood Beach
 - » When including long term visitors², average nights stayed is **25.2**
- » **20%** were first time visitors
- » **26%** had visited more than 10 times

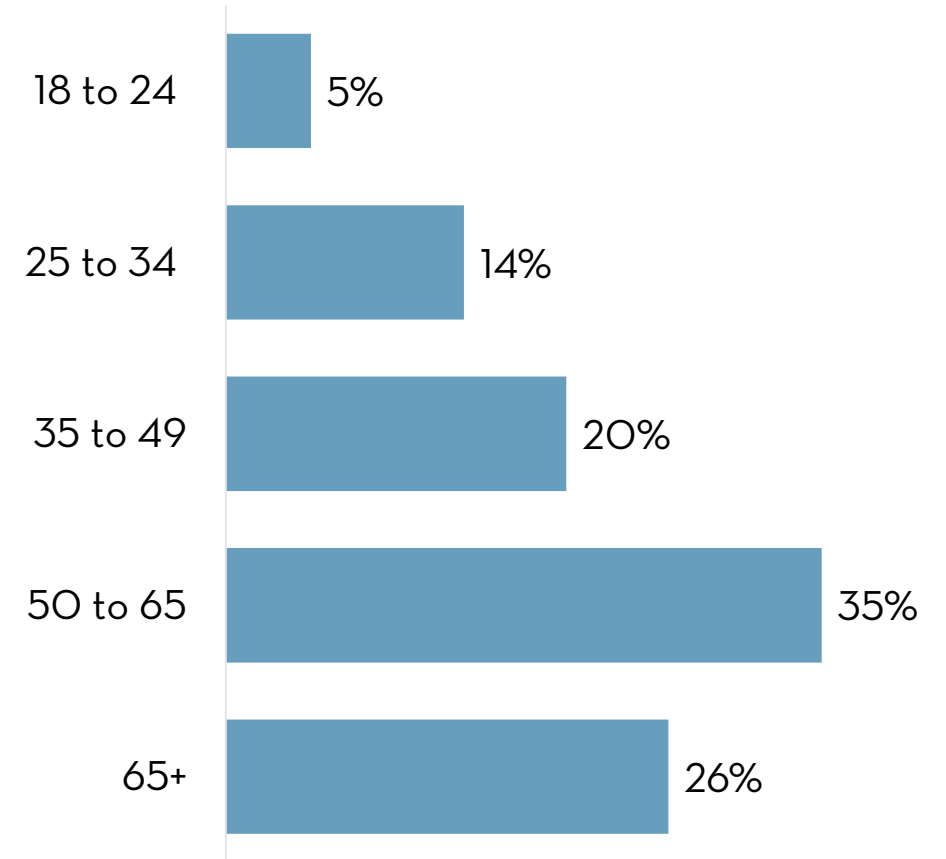


Punta Gorda/Englewood Length of Stay

- » Visitors who stayed in paid accommodations spent more time in Punta Gorda/Englewood Beach than the average visitor

	Paid Accommodations	Non-paid Accommodations	Day Trippers	Average
<i>Length of Stay¹</i>	<i>14.7</i>	<i>14.1</i>	<i>1.0</i>	12.6
<i>Travel Party Size</i>	<i>2.9</i>	<i>2.6</i>	<i>2.7</i>	2.8

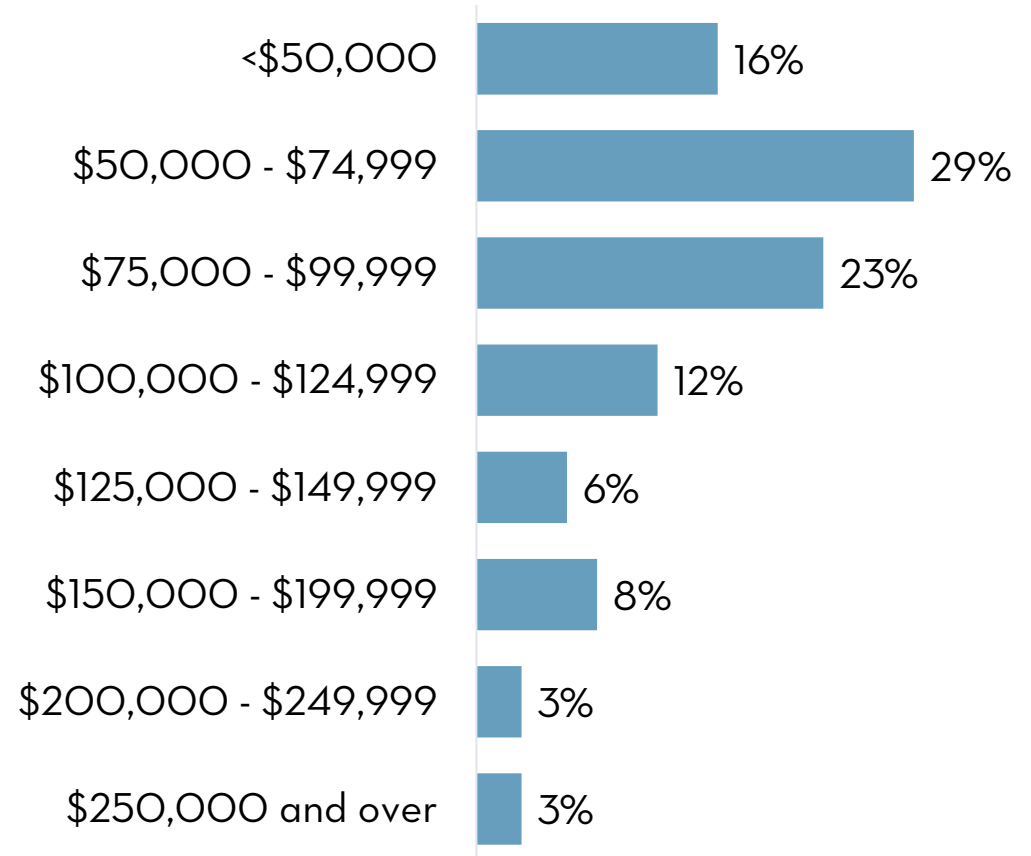
» **55** is the median age of January – March visitors



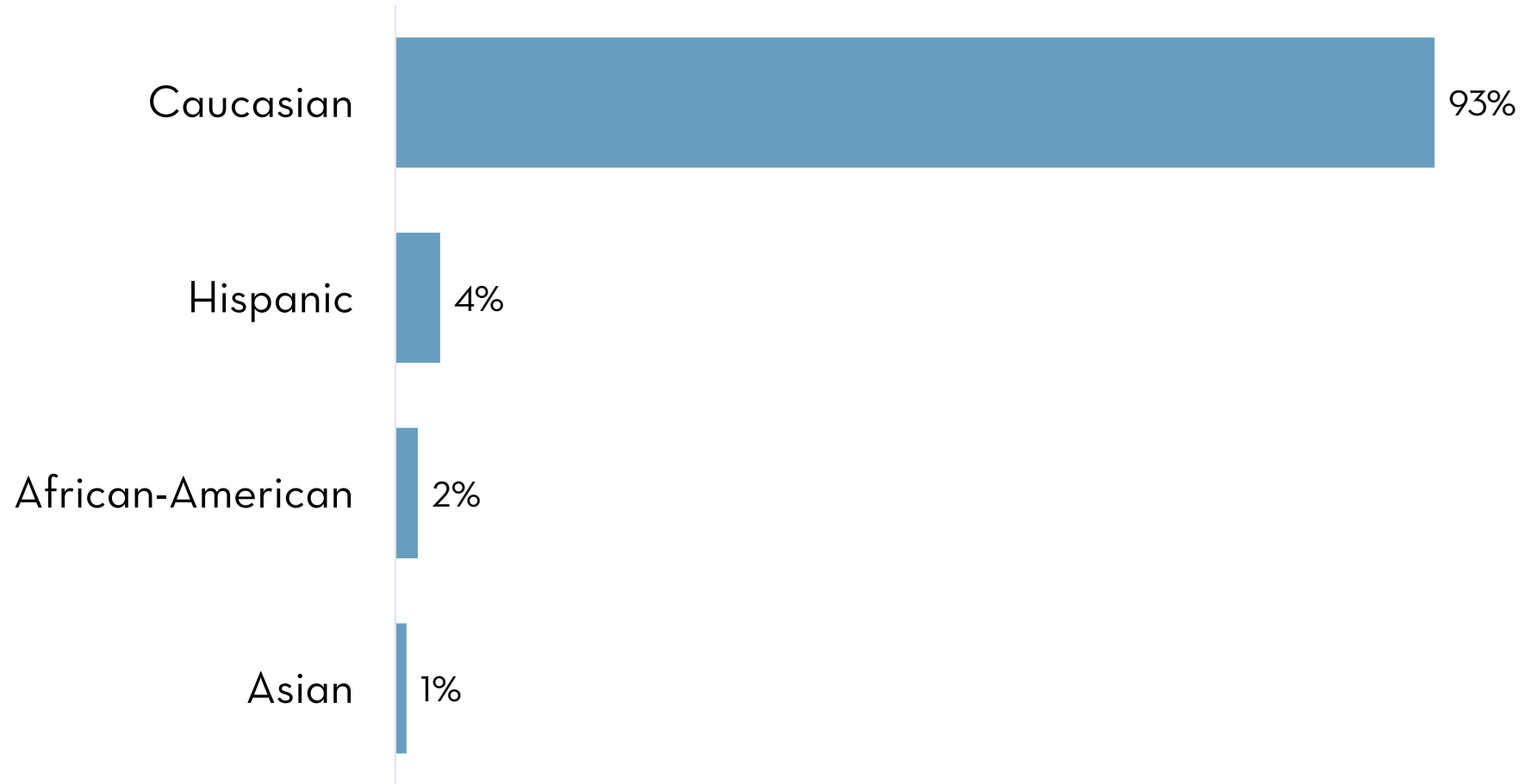
Household Income in 2020

Median Household Income

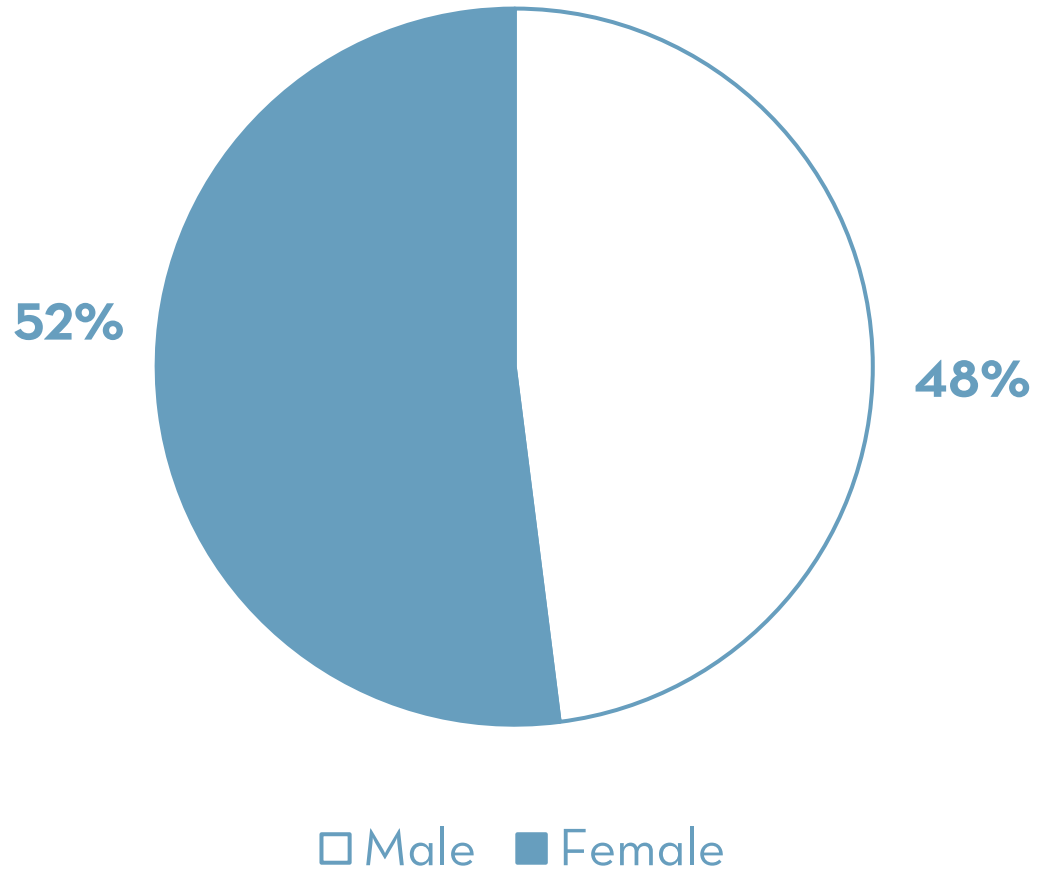
- » **\$80,400** is the median household income for January – March visitors
- » **1 in 3** visitors had a household income in excess of \$100,000



Race/Ethnicity



Gender

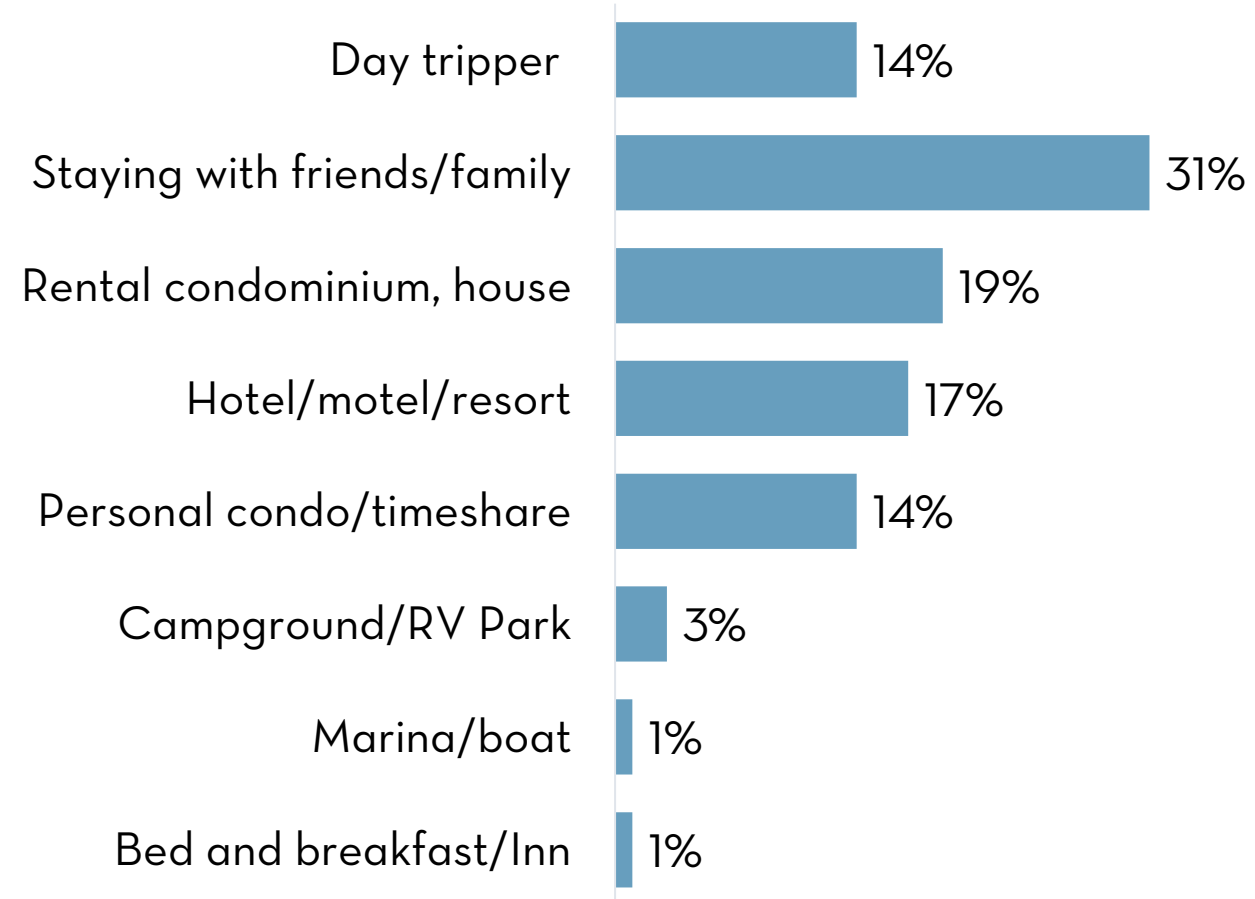


Visitor Journey – Trip Experience

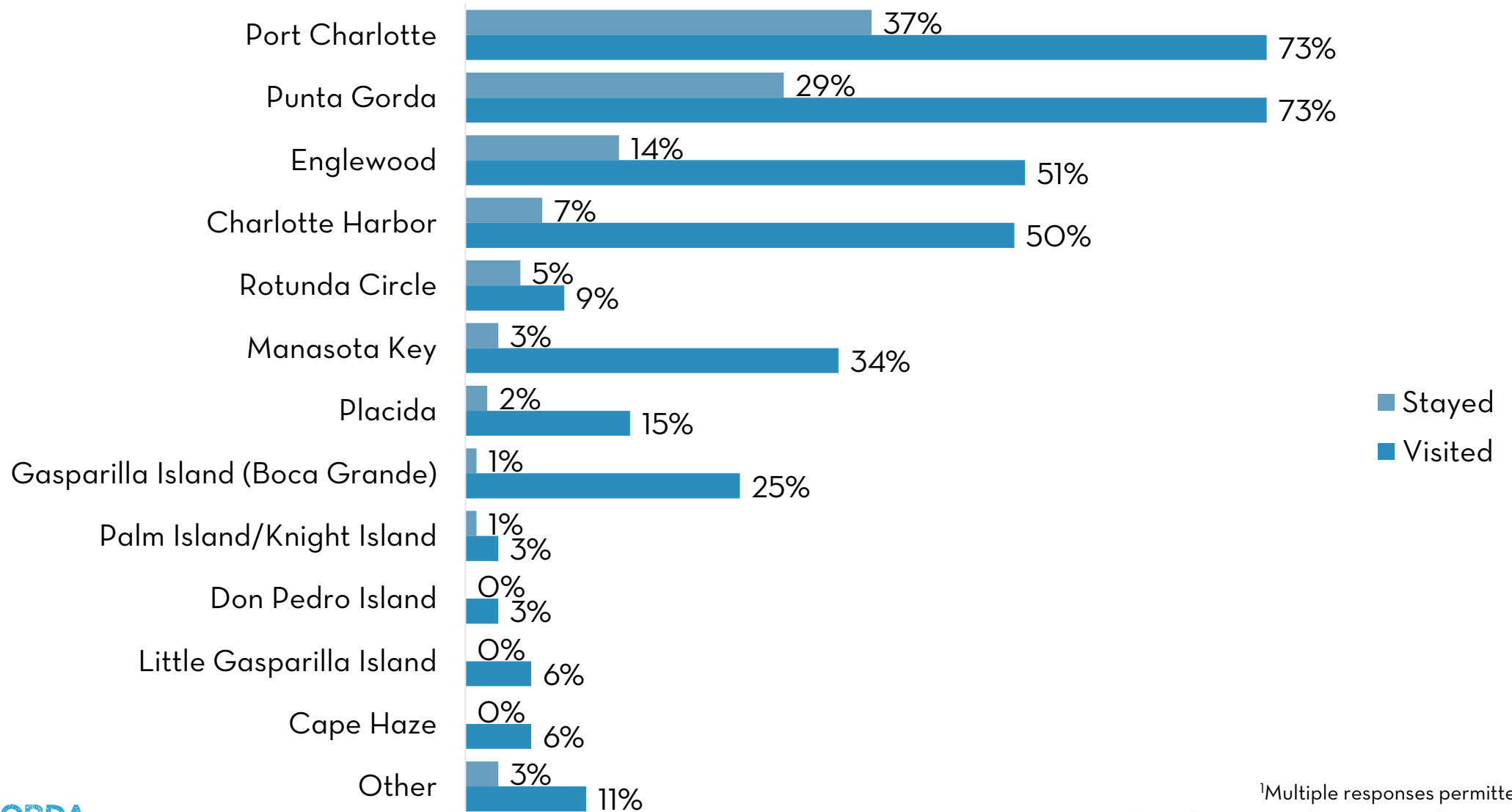


Visitor Accommodations

- » **86%** of visitors stayed overnight in Punta Gorda/Englewood Beach
- » **3 in 10** stayed with friends or family
- » **1 in 5** visitors stayed in a vacation rental home/condominium



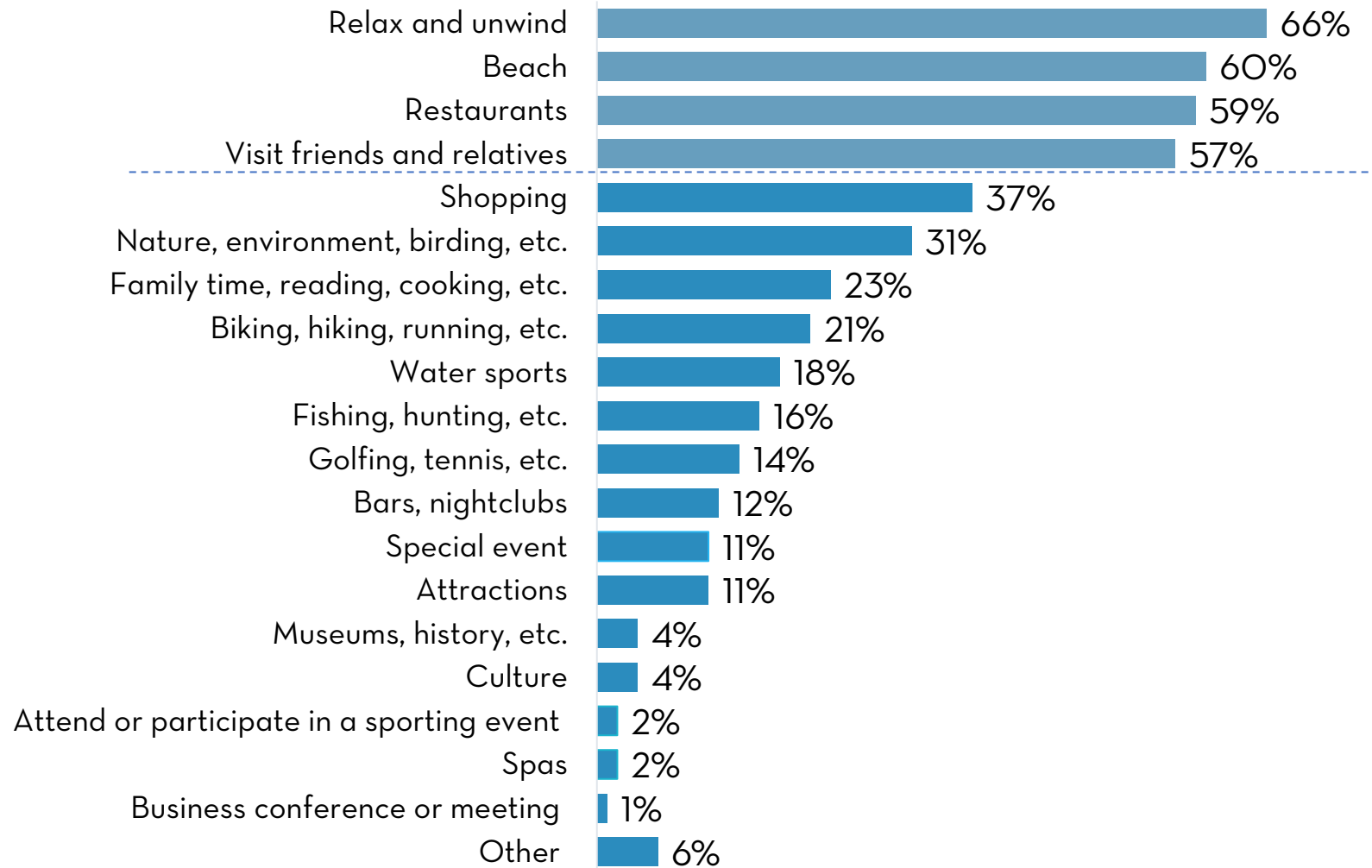
Area Stayed vs. Areas Visited¹



68

Visitor Activities¹

- » Visitors love to relax, hang out at the beach, spend time with friends and relatives, and enjoy area restaurants, shopping and the nature in the area

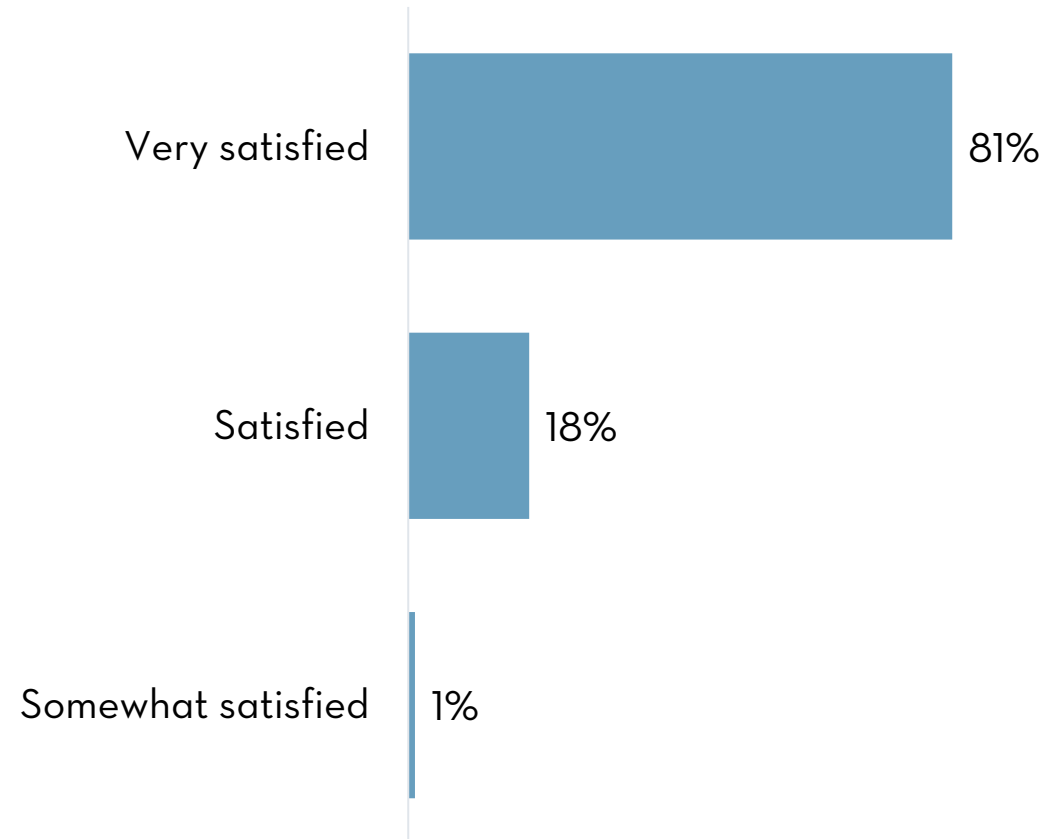


Visitor Journey – Post-Trip Evaluation



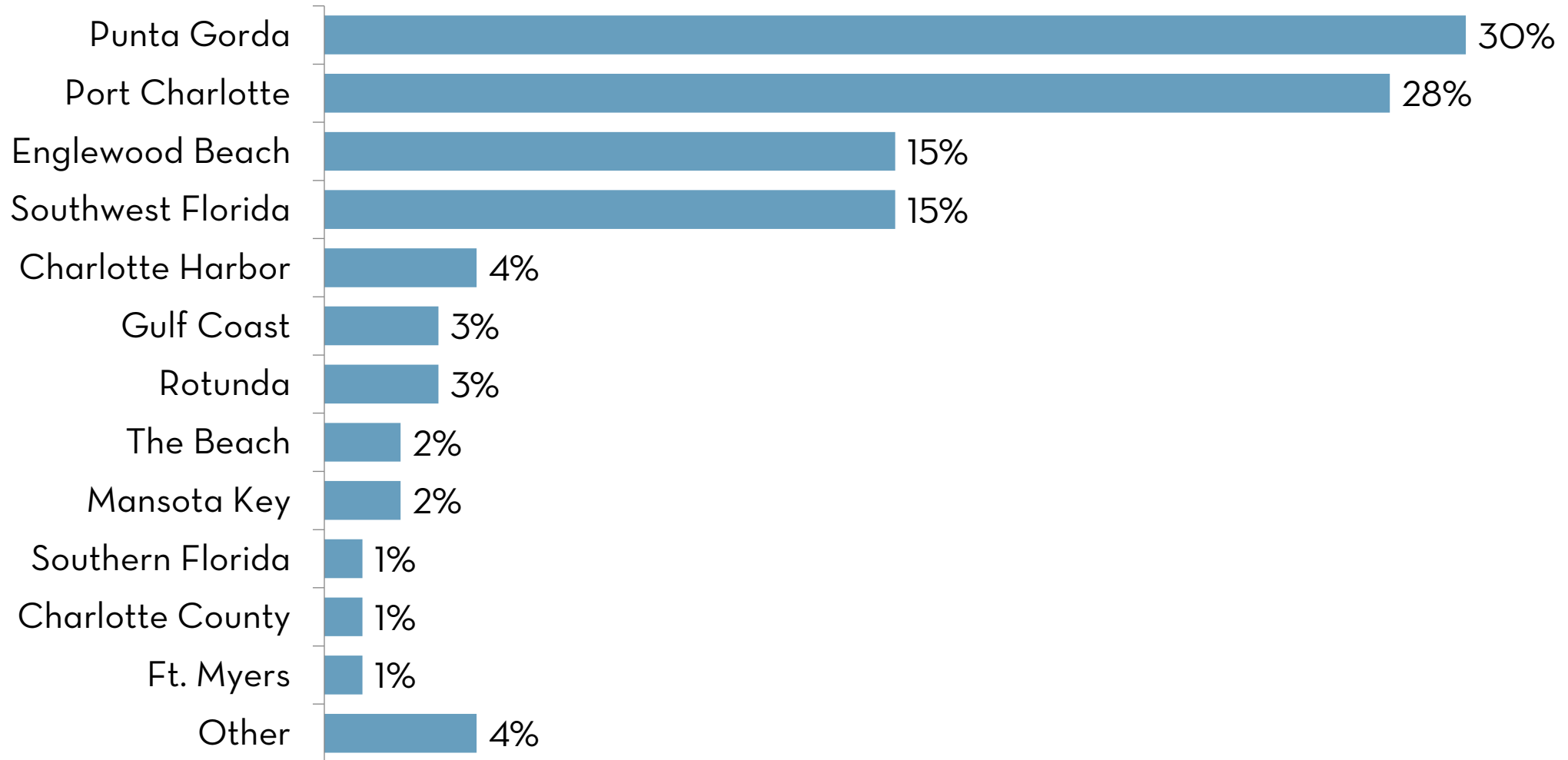
Visitor Satisfaction

- » **96%** would recommend Punta Gorda/Englewood Beach to a friend
- » **97%** will return¹
- » **99%** were satisfied or very satisfied with their stay



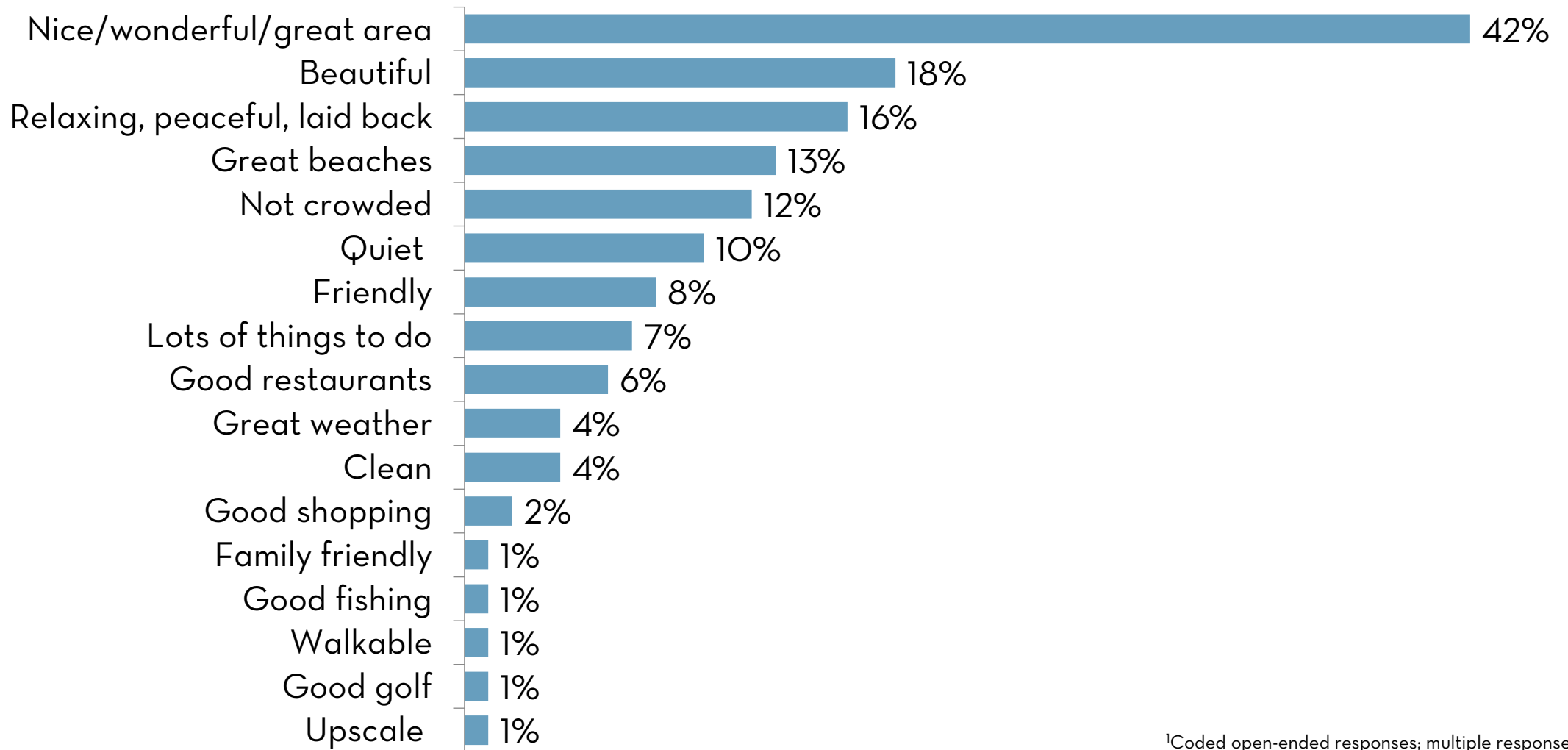
¹3% are not sure about returning for the following reasons:
1. Prefer a variety of vacation spots; 2. Not enough to do during the night; 3. prefer other areas

If a friend asked where you were visiting, what would you call this area?¹



¹Coded open-ended responses; multiple responses permitted.

If you were talking to a friend, how would you describe the Punta Gorda/Englewood Beach/Port Charlotte area as a place to visit?¹



¹Coded open-ended responses; multiple responses permitted.

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



"Punta Gorda is a very lovely and peaceful place to stay and shop."



"Port Charlotte is beautiful, it's not as busy as other areas, and there's a lot of green space and parks."



"Charlotte County is the perfect place to relax and enjoy nature and good weather."



"Punta Gorda has wonderful weather with lots of things to do and tons of friendly people."





Visitor Tracking Study

- » **490** interviews were completed with Charlotte County visitors at public areas, beaches and with online surveys.

Data Collection

- » Visitor interviews were completed in person and online between **January 1st, 2021 and March 31st, 2021**

Punta Gorda/Englewood Beach VCB Visitor Tracking Report

January – March 2021

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