Fort Myers – Islands, Beaches and Neighborhoods

Lee County VCB

Apr - Jun 2024

Visitor Tracking, Occupancy & Economic Impact Study







Introduction







STUDY OBJECTIVES: MAP THE VISITOR JOURNEY

Pre-Visit

- Planning cycle
- Planning sources
- Information requests
- Other destinations considered
- Trip influencers
- Reasons for visiting
- Exposure to promotions
- Booking
- Mode of transportation

Travel Party Profile

- Visitor origin
- Party size
- Party composition
- Demographics

Trip Experience

- Accommodations
- Length of stay
- Number of times in destination
- Activities in destination
- Attractions visited
- Area stayed

Post-Trip Evaluation

- Likelihood of recommending
- Likelihood of returning
- Satisfaction with overall stay & customer service
- Evaluation of destination attributes
- Visitor concerns
- Painting a picture for others

Economic Impact on Destination

- Number of visitors
- Expenditures
- Economic impact
- Room nights generated
- Occupancy, ADR, RevPAR
- Jobs, wages and taxes supported by tourism





Executive Summary



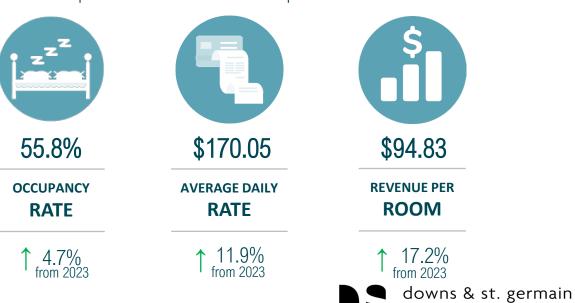




QUARTERLY SNAPSHOT

Apr - Jun 2024

- Visitation was up 36.7% and room nights were up 19.1%.
 - The steep increase in visitation was due largely to an increased number of units available, but also partially due to increases in occupancy and travel party size.
- The proportion of visitors who stayed with friends or relatives during their trip increased from 30% in Apr-Jun 2023 to 33% in Apr-Jun 2024.
- → Direct Spending was up 31.4% and Economic Impact of Tourism was up 30.8%, when compared to Apr-Jun 2023, which was the third quarter after the impact of Hurricane Ian.
- In-State Visitation saw the largest year-over-year increase (+95%) of any visitor origins, going from 36k visitors in Apr-Jun 2023 to 70k visitors in Apr-Jun 2024.





VISITOR JOURNEY: ECONOMIC IMPACT ON DESTINATION

Pre-Visit

Travel Party
Profile

Trip
Experience

Post-Trip
Evaluation

Destination





TOURISM SNAPSHOT: KEY METRICS APR-JUN 2023 VS. 2024

Visitor & Lodging Statistics	Apr - Jun 2023 ³	Apr - Jun 2024	% Change '23-'24
Visitors	591,600	808,900	+ 36.7%
Visitor Days	3,622,600	4,999,000	+ 38.0%
Room Nights	864,200	1,029,300	+ 19.1%
Direct Expenditures ¹	\$568,611,600	\$747,288,600	+ 31.4%
Total Economic Impact ²	\$910,347,200	\$1,190,430,700	+ 30.8%

³ Data has been revised to reflect updated unit figures for RV Parks & Campgrounds as determined in a survey of Lee County RV Parks & Campgrounds conducted by DSG Research.





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

² Economic impact includes indirect and induced effects of visitor spending. Indirect effects are increased business spending resulting from tourism dollars. Induced effects are increased household spending resulting from tourism dollars.

TOURISM SNAPSHOT: KEY METRICS APR-JUN 2022 VS. 2024

Visitor & Lodging Statistics	Apr - Jun 2022 ³	Apr - Jun 2024	% Change '22-'24
Visitors	1,342,800	808,900	-39.8%
Visitor Days	7,008,500	4,999,000	-28.7%
Room Nights	1,467,600	1,029,300	-29.9%
Direct Expenditures ¹	\$1,062,290,900	\$747,288,600	-29.7%
Total Economic Impact ²	\$1,692,229,400	\$1,190,430,700	-29.7%

³ Data has been revised to reflect updated unit figures for RV Parks & Campgrounds as determined in a survey of Lee County RV Parks & Campgrounds conducted by DSG Research.





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

² Economic impact includes indirect and induced effects of visitor spending. Indirect effects are increased business spending resulting from tourism dollars. Induced effects are increased household spending resulting from tourism dollars.

TOURISM SNAPSHOT: KEY METRICS FISCAL YEAR-TO-DATE

Visitor & Lodging Statistics	FYTD 2023 ³	FYTD 2024 ³	% Change '23-'24
Visitors	1,744,800	2,443,200	+ 40.0%
Visitor Days	12,541,000	15,595,000	+ 24.4%
Room Nights	2,811,800	3,457,000	+ 22.9%
Direct Expenditures ¹	\$1,915,701,100	\$2,453,510,000	+ 28.1%
Total Economic Impact ²	\$3,062,864,000	\$3,913,710,400	+ 27.8%

³ Data has been revised to reflect updated unit figures for RV Parks & Campgrounds as determined in a survey of Lee County RV Parks & Campgrounds conducted by DSG Research.





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

² Economic impact includes indirect and induced effects of visitor spending. Indirect effects are increased business spending resulting from tourism dollars. Induced effects are increased household spending resulting from tourism dollars.

APR-JUN LODGING STATISTICS¹

55.8%

Occupancy

1 4.7%

From 2023

\$170.05

ADR

11.9%

From 2023

\$94.83

RevPAR

17.2% From 2023

¹ Sources: STR, KeyData, & DSG Occupancy Study





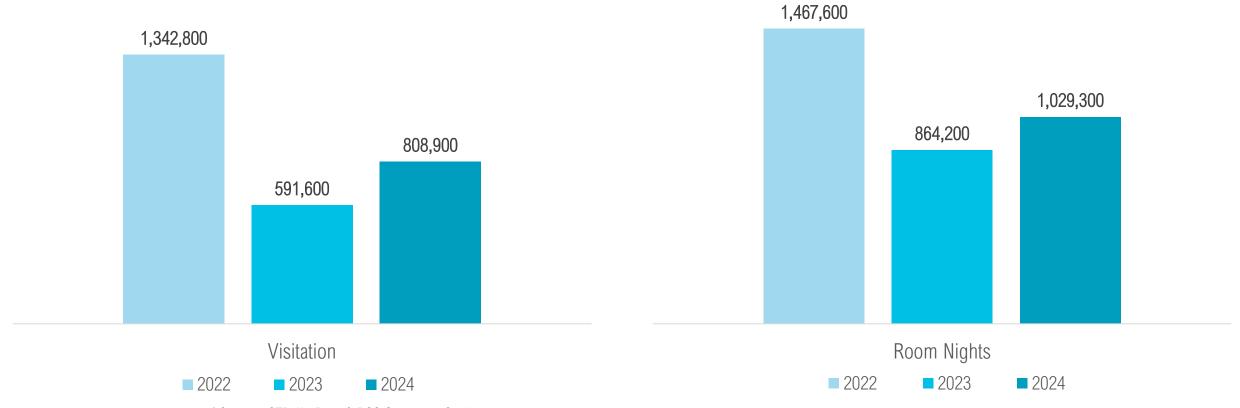
APR-JUN 2022-2024 OVERALL LODGING METRICS^{1,2}

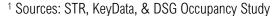






APR-JUN 2022-2024 VISITATION & ROOM NIGHTS^{1,2}



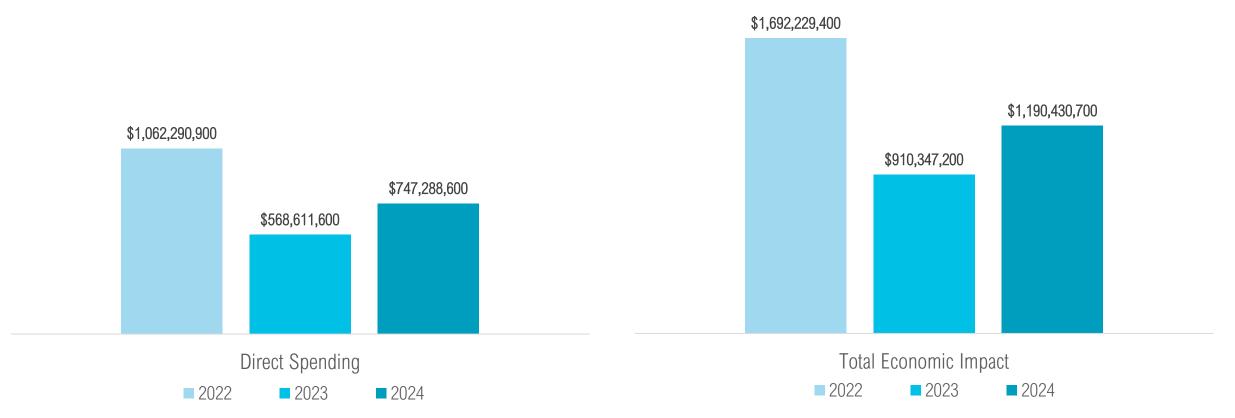


² 2022 & 2023 data has been revised to reflect updated unit figures for RV Parks & Campgrounds as determined in a survey of Lee County RV Parks & Campgrounds conducted by DSG Research.





APR-JUN 2022-2024 SPENDING & ECONOMIC IMPACT^{1,2}



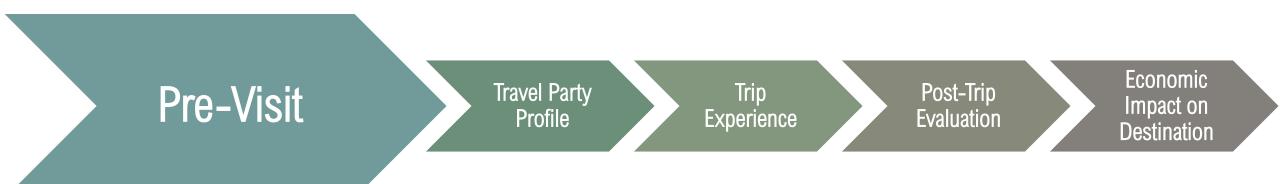
¹ Sources: STR, KeyData, & DSG Occupancy Study





² 2022 & 2023 data has been revised to reflect updated unit figures for RV Parks & Campgrounds as determined in a survey of Lee County RV Parks & Campgrounds conducted by DSG Research.

VISITOR JOURNEY: PRE-VISIT







TRIP PLANNING

- Nearly 2 in 5 visitors planned their trips to the Fort Myers area 1-2 months in advance
- The median trip planning cycle lasted nearly 2 months
- 1 in 4 visitors requested information to plan their trips
 - 1 in 5 visitors called a hotel, motel, or condo
 - 5% of visitors requested a visitor guide or called the CVB
- 29% of visitors considered choosing other destinations when planning their trips





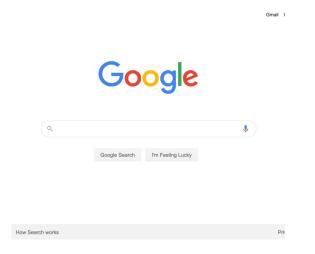


TRIP PLANNING: WEBSITES/APPS USED

- Over 3 in 4 visitors used websites and apps to plan their trips to the Fort Myers area
- Top websites and apps used to plan their trips include¹:



33% Airline Websites/Apps



28% Search Engines



22% Airbnb, Vrbo, etc.



19% Booking websites

¹Multiple responses permitted.





TOP TRIP INFLUENCES

Visitors were heavily influenced by the following when choosing where to vacation¹:



91% Warm weather



90% Peaceful/relaxing



86% A safe destination

¹Top 2 box scores. Attributes rated on a scale from 1 to 5 where 1 is Not at All Influential and 5 is Definitely Influential.





TOP REASONS FOR VISITING

Visitors' top reasons for visiting the Fort Myers area include¹:



50% Relax & Unwind



42% Beach



35% Visiting Friends & Relatives

¹Three responses permitted.





PROMOTION RECALL

- Nearly 2 in 5 visitors recalled promotions in the past 6 months for the Fort Myers area
- o 19% of all visitors were influenced to come to the Fort Myers area by these promotions
- Top sources of recall include¹:



44% Internet



35% Social media



18% Traveler reviews, blogs



14% Television



¹Multiple responses permitted.



BOOKING

Visitors used the following to book their trips:



42% Directly with hotel/condo



16% Vrbo







14% Online travel agency





TRANSPORTATION



- 66% of visitors flew to the Fort Myers area
- 53% of all visitors traveled to the Fort Myers area via RSW





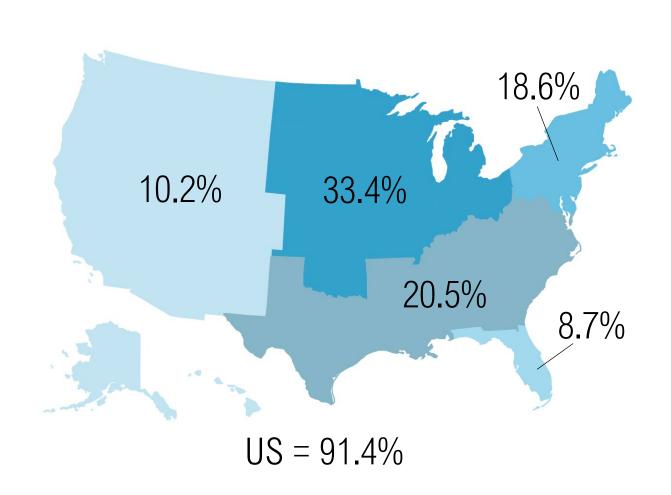
VISITOR JOURNEY: TRAVEL PARTY PROFILE

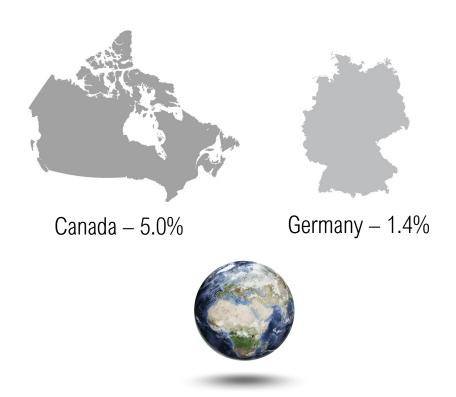






ORIGIN REGION¹





2.2% Other International Markets (UK, Other Europe, etc.)

¹Includes visitors who stayed in paid accommodations, VFRs, and day trippers. Based on data from the Visitor Tracking Study.





TOP ORIGIN MARKETS¹



5% New York



5% Chicago



4% Minneapolis – Saint Paul



4% Atlanta



¹Includes visitors who stayed in paid accommodations, VFRs, and day trippers. Based on data from the Visitor Tracking Study.



TRAVEL PARTY SIZE AND COMPOSITION

- Visitors traveled in a party composed of 3.0 people¹
- 34% traveled with children
- 2 in 5 visitors traveled as a family, and nearly 2 in 5 visitors traveled as a couple

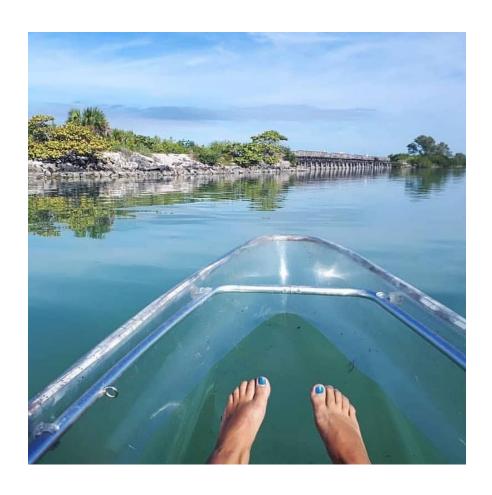


¹Sources: Occupancy Study and Visitor Tracking Study





DEMOGRAPHIC PROFILE¹



April - June Visitors:

- Median age of 50 years old
- Median household income of \$106,800
- Married (78%)
- College educated (70%)
- Caucasian/white (80%)





Visitor Journey: Trip Experience







TOP ACCOMMODATIONS



32% Vacation Rental



31% Hotel/Motel/Resort



18% Personal second home, etc.



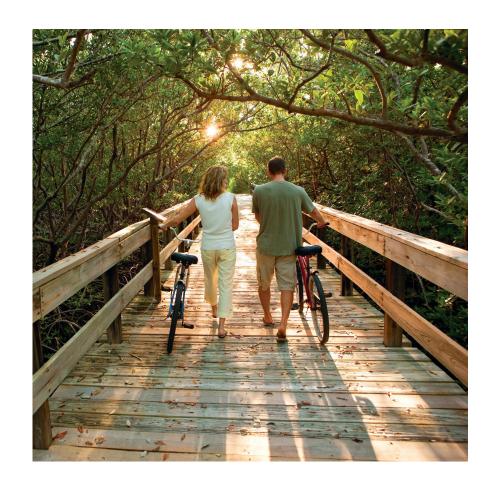
15% Staying with friends/relatives





LENGTH OF STAY & NUMBER OF TIMES IN DESTINATION

- Visitors¹ spent an average of 6.2 nights in the Fort Myers area
- o 26% were first time visitors
- 20% have visited more than 10 times



¹Sources: Occupancy Study and Visitor Tracking Study





VISITOR ACTIVITIES

Top visitor activities include¹:



72% Relaxing & unwinding



68% Beach



63% Dining out



51% Visit friends/relatives



39% Shopping

¹Multiple responses permitted.



TOP ATTRACTIONS VISITED¹



68% Beaches



29% Bell Tower Shops



26% Edison & Ford Estates



26% Sanibel Lighthouse

¹Multiple responses permitted.





TOP COMMUNITIES STAYED



33% Fort Myers



18% Cape Coral



11% Fort Myers Beach



11% Bonita Springs





VISITOR JOURNEY: POST-TRIP EVALUATION

Pre-Visit Travel Party Profile

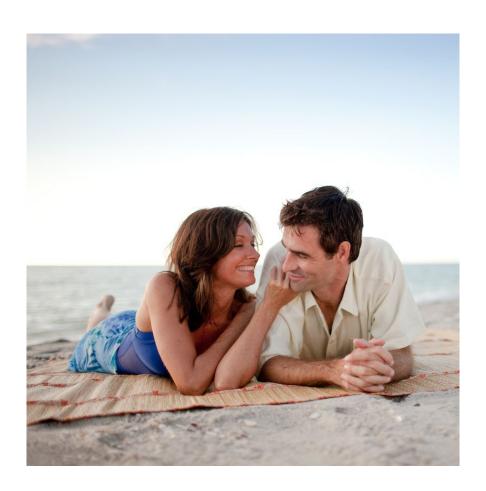
Trip Experience Post-Trip Evaluation

Economic Impact on Destination





SATISFACTION



- 93% of visitors are likely to recommend the area
 - o 49% are very likely to recommend
- 91% of visitors are likely to return
 - o 53% are very likely to return
- 73% of visitors are likely to return next year
 - o 47% are very likely to return next year





SATISFACTION



- 96% of visitors were satisfied or very satisfied with their overall visit to the Fort Myers area (57% were very satisfied)
- 95% of visitors were satisfied or very satisfied with customer service on their visit (56% were very satisfied)
- 95% of visitors said paid accommodations at least met their expectations (45% said they exceeded expectations)





TOP ATTRIBUTE RATINGS

→ Visitors gave the highest ratings to the following destination attributes¹:



96% Warm weather

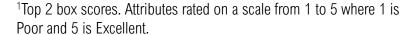


95% Peaceful/relaxing



93% A safe destination







VISITOR CONCERNS

- 1 in 3 visitors mentioned traffic as their least favorite part of their visit
- Nearly 1 in 4 visitors mentioned damaged buildings, etc. from lan, while 16% of visitors mentioned construction noise or insects.
- Nearly 1 in 4 visitors said there was nothing they disliked about the area during their visit.







AREA DESCRIPTIONS

Warm Weather

"Wonderful time on vacation in our favorite destination, with great weather, sunshine, beautiful beaches, and gorgeous coastline."



Peaceful/relaxing



"Resort was peaceful and relaxing. Great place to chill and unwind in the beautiful warm weather."



Safe Destination

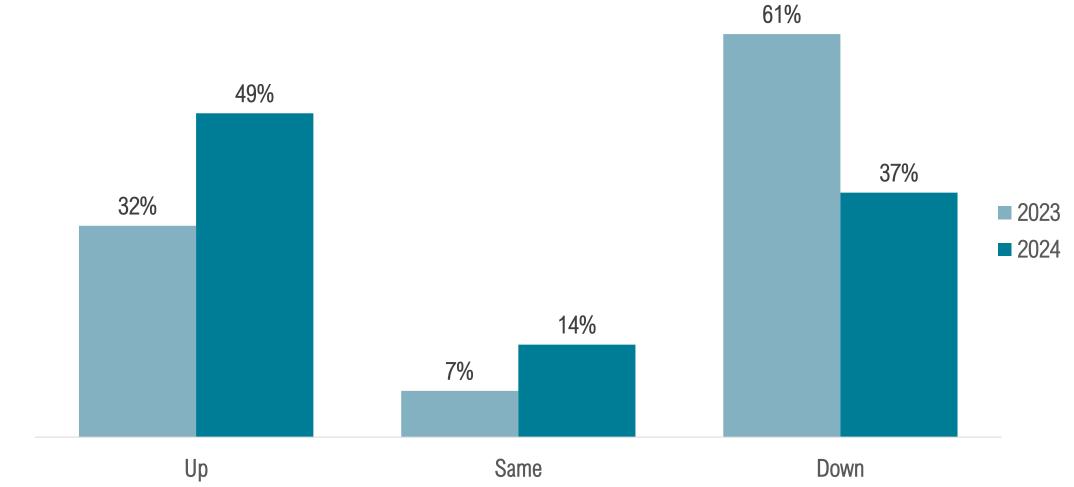
"It is a very friendly and safe, familyoriented area, but there is quite a bit of seaweed on the beaches. The restaurants and shopping are great, and the attractions are very interesting."

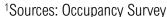






OCCUPANCY BAROMETER1: JUL – SEP RESERVATIONS





Accommodations partners were asked the following, "Please think about your reservations for the next three months. Compared to July through September of 2023, would you say the total level of reservations are up, the same, or down?"

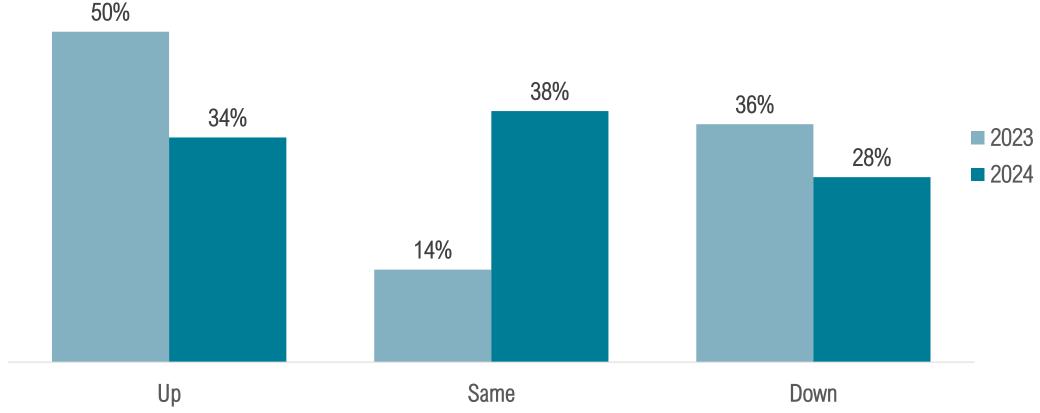
MYERS

ISLANDS, BEACHES

& NEIGHBORHOODS



OCCUPANCY BAROMETER1: OCT – DEC RESERVATIONS





Accommodations partners were asked the following, "Please think about your reservations for the next three months. Compared to October through December of 2023, would you say the total level of reservations are up, the same, or down?"

MYERS

ISLANDS, BEACHES
& NEIGHBORHOODS



Detailed Findings







VISITOR JOURNEY: ECONOMIC IMPACT ON DESTINATION

Pre-Visit

Travel Party Trip Experience

Post-Trip Evaluation

Post-Trip Destination

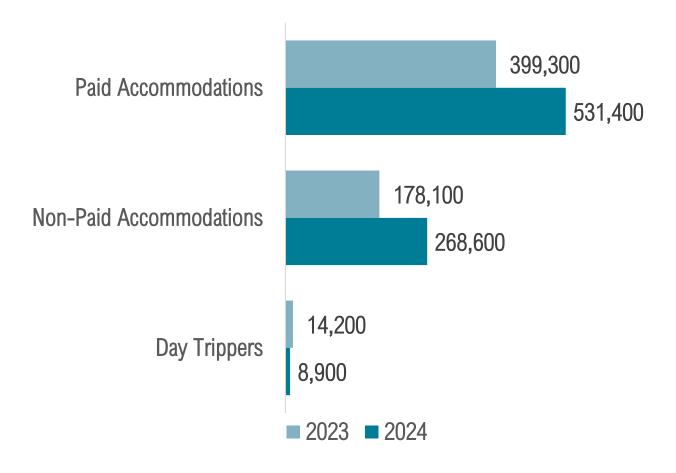
Destination





NUMBER OF VISITORS

There were 808,900¹ visitors to the Fort Myers area in Apr - Jun 2024 (+36.7% from 2023).

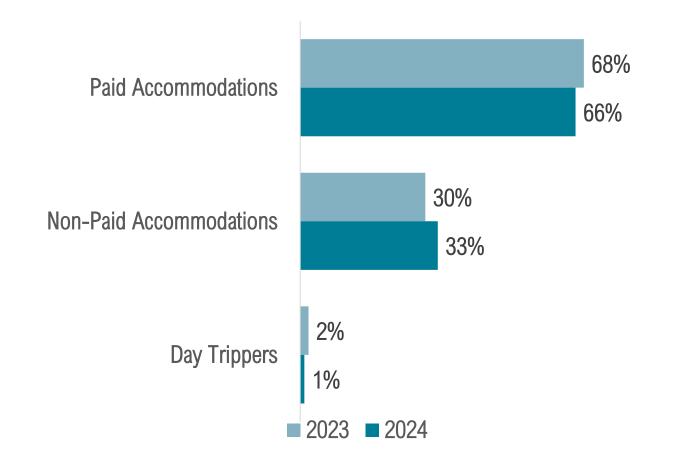






VISITOR TYPE

Visitors staying in paid accommodations accounted for **2 in 3** visitors.







VISITOR EXPENDITURES BY VISITOR TYPE

Apr - Jun visitors spent \$747,288,600 in the Fort Myers area, resulting in a total economic impact of \$1,190,430,700, up 30.8% from 2023.

Paid Accommodations

\$434,854,500 \$542,187,400

Direct Spending

Non-Paid Accommodations

\$132,204,800 \$203,878,000

Day Trippers

\$1,552,300

\$1,223,200

2023 2024

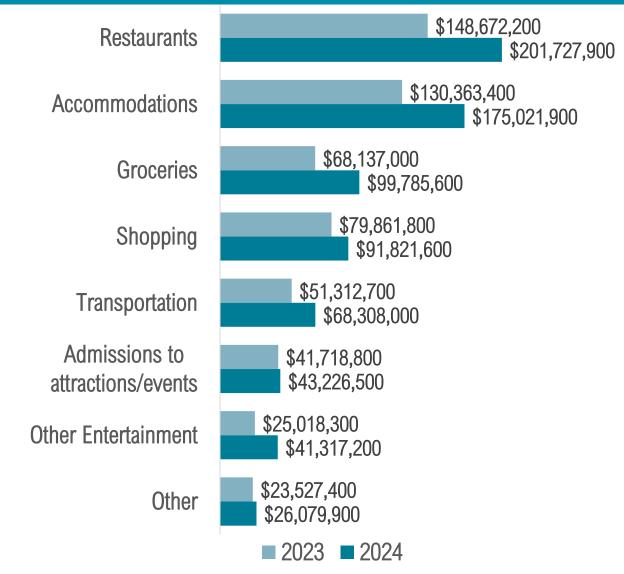
Visitors staying in paid accommodations accounted for 66% of all visitors and 73% of all spending.





VISITOR EXPENDITURES BY SPENDING CATEGORY

Of the \$747,288,600 visitors spent in the Fort Myers area, 27% was spent on **restaurants** and 23% was spent on **accommodations**, accounting for **half** of **all visitor spending**.

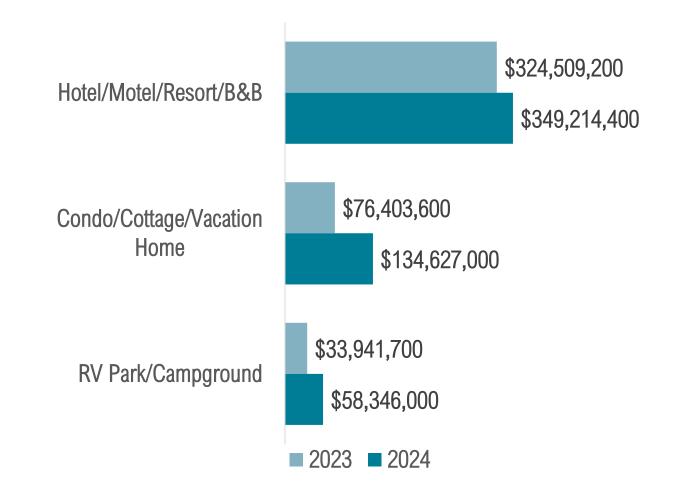






VISITOR EXPENDITURES BY LODGING TYPE

Apr - Jun visitors staying in paid accommodations spent \$542,187,400 in the Fort Myers area.







ROOM NIGHTS GENERATED

Apr-Jun visitors spent

1,029,300¹ nights in Fort Myers area hotels, resorts, condos, rental houses, RV parks, etc. (+19.1% from 2023).

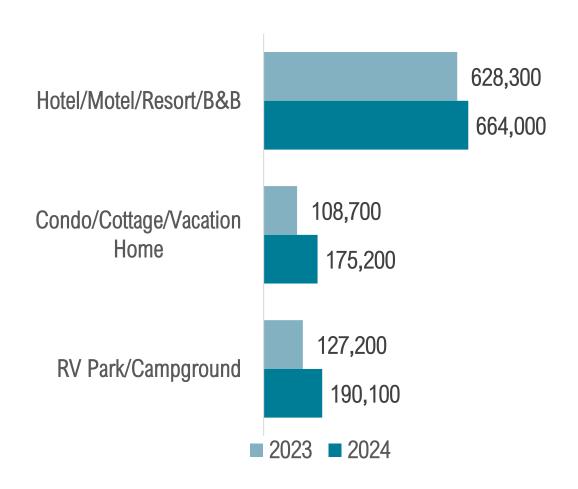






ROOM NIGHTS GENERATED

Hotels, motels, etc. accounted for nearly 2 in 3 room nights spent in the Fort Myers area, while RV parks/campgrounds accounted for 19% and vacation rentals accounted for the remaining 17% of nights that visitors spent in the area.

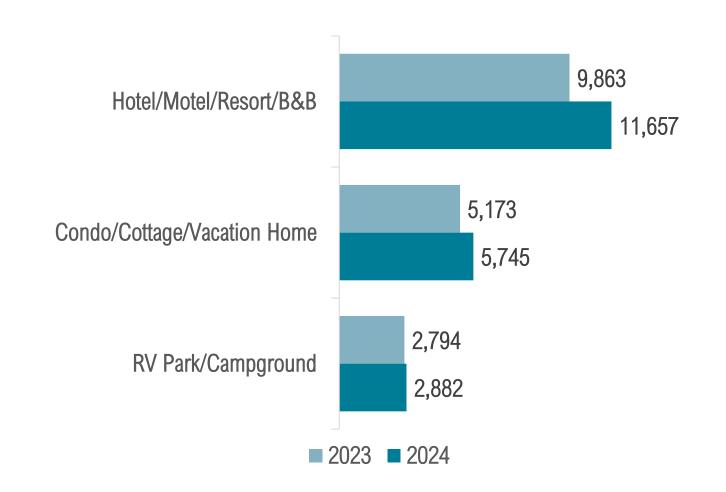






AVAILABLE UNITS

There were **20,284**¹ available units in Apr - Jun 2024 vs. 17,830 in 2023 (+13.8%). Nearly 3 in 5 units available were from hotels, motels, etc.







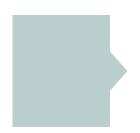
OCCUPANCY, ADR AND REVPAR



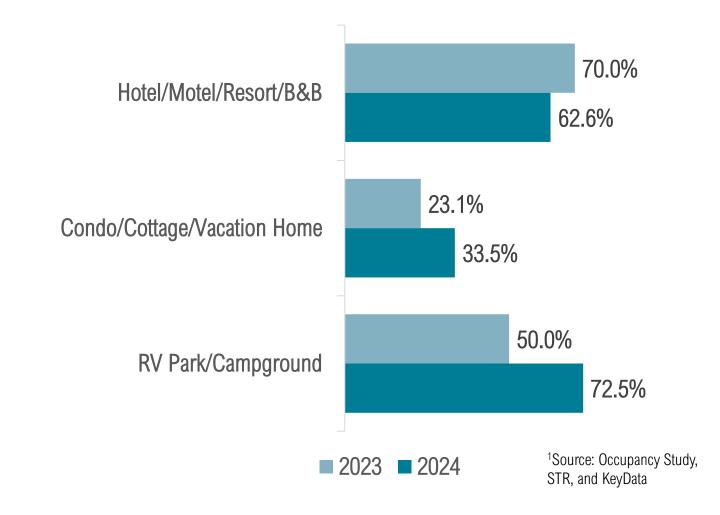




OCCUPANCY



Average occupancy in April-June was **55.8%**¹ (53.3% in 2023).

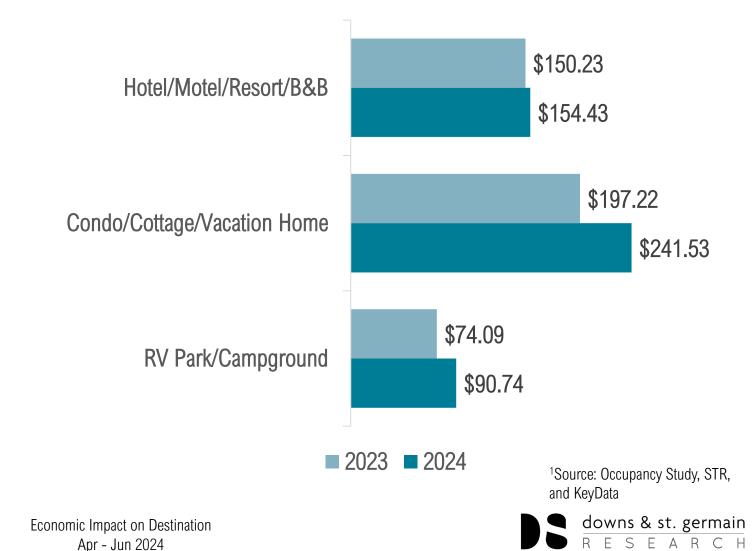






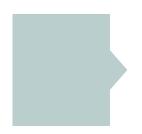
ADR



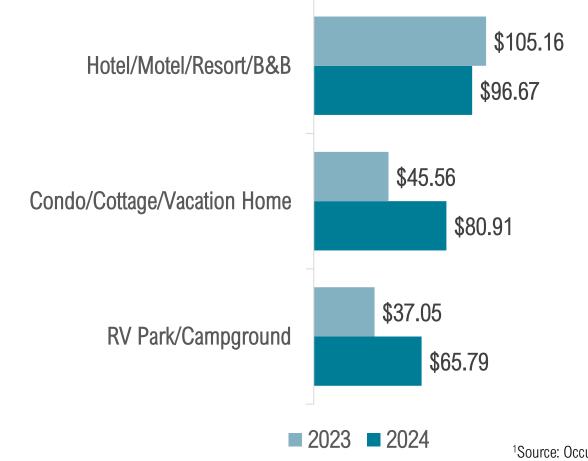




REVPAR



Average RevPAR in April-June was \$94.83¹ (\$80.92 in 2023).

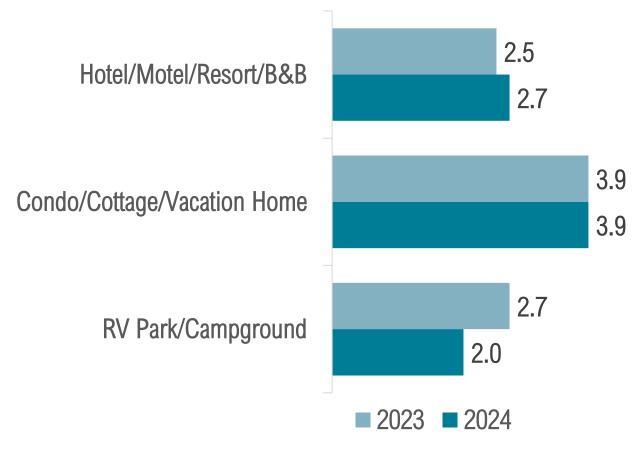






TRAVEL PARTY SIZE

For visitors in paid accommodations, average travel party size in April-June was 2.9 people¹ (2.7 people in 2023).

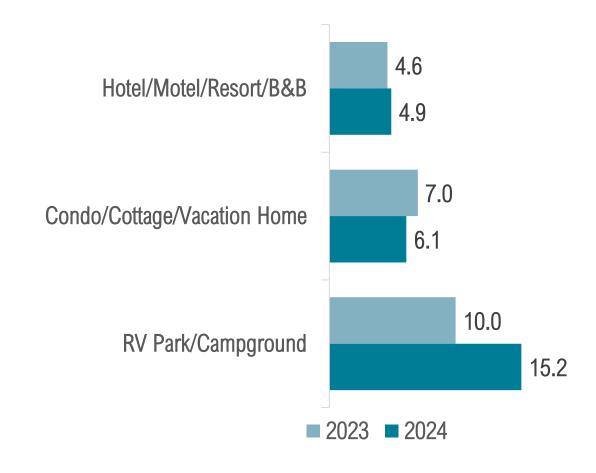






LENGTH OF STAY

For visitors in paid accommodations, average length of stay in April-June was **5.7 nights**¹ (5.9 nights in 2023).







Visitor Journey: Pre-Visit

Pre-Visit

Travel Party
Profile

Trip
Experience

Post-Trip
Evaluation
Destination

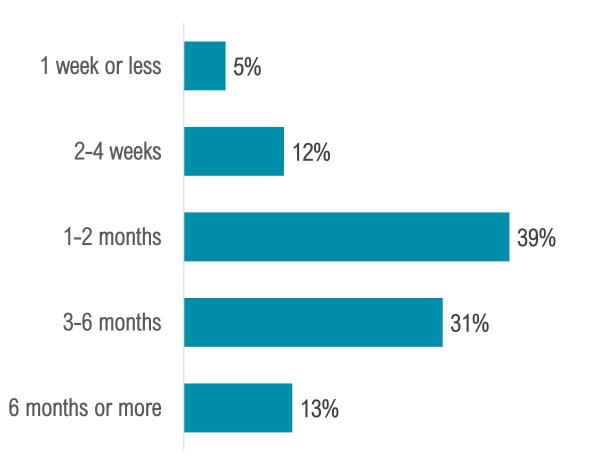




TRIP PLANNING CYCLE

Nearly 2 in 5 visitors planned their trip 1-2 months in advance, while nearly 1 in 3 visitors planned their trip 3-6 months in advance.

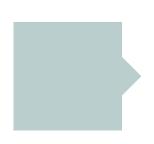
The median trip planning cycle lasted nearly 2 months (55 days).



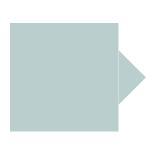




TRIP PLANNING: INFORMATION REQUESTS¹



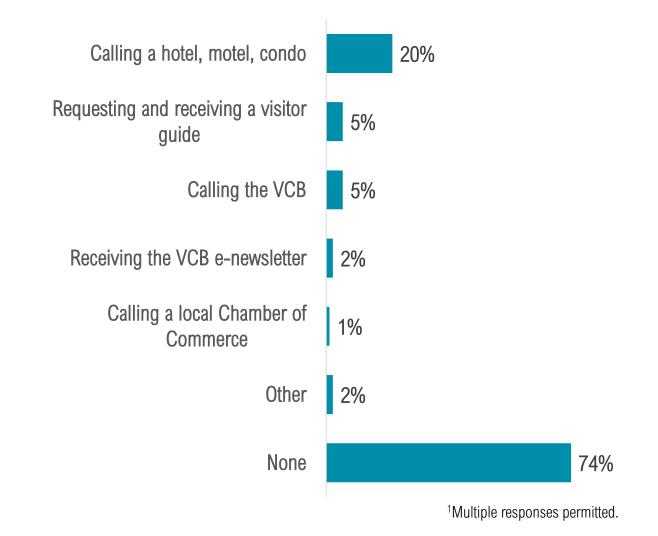
1 in 4 visitors made information requests while planning their trip to the Fort Myers area.



Visitors who sought information prior to their trips were most likely to rely on **lodging properties** for that information.



The share of visitors requesting information in Q2 2024 was lower than in Q2 2023.







TRIP PLANNING: OTHER DESTINATIONS CONSIDERED¹

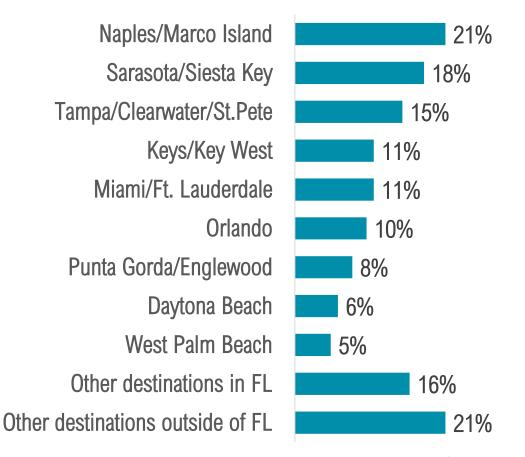


Most alternate destinations considered were in **Florida**.



Over 1 in 5 visitors considered visiting the Naples/Marco Island area.

BASE: 29% of visitors who considered other destinations



¹Multiple responses permitted.



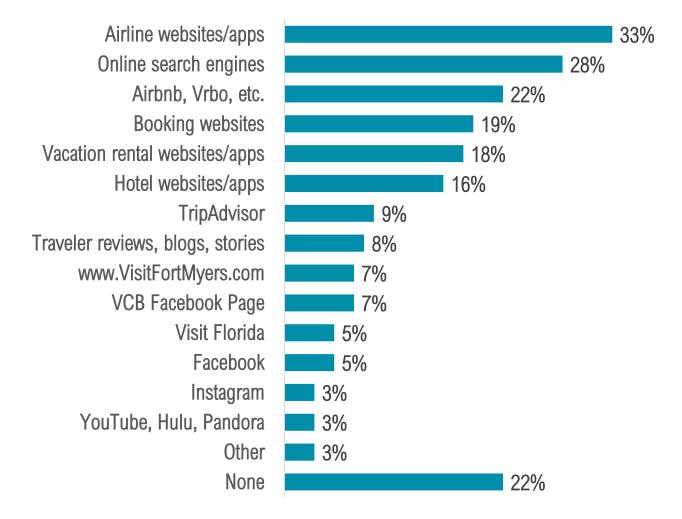


TRIP PLANNING: WEBSITES/APPS USED¹

Over 3 in 4 visitors used websites and apps to plan their trip to the Fort Myers area.

Visitors were most likely to use airline websites/apps or online search engines to plan their trips.

Visitors also utilized Airbnb & Vrbo (22%), booking websites/apps (19%), and vacation rental websites/apps (18%) to plan their trips.



¹Multiple responses permitted.



Pre-Visit Apr - Jun 2024



91%

90%

86%

83%

79%

78%

78%

76%

74%

71%

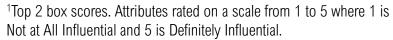
65%

TRIP INFLUENCERS¹

Visitors were heavily influenced by the warm weather, peacefulness, and safety in the Fort Myers area when thinking about visiting.

The beaches (+11% points), the environment (+10% points), and the value for travel dollar (+7% points) saw the largest increases.

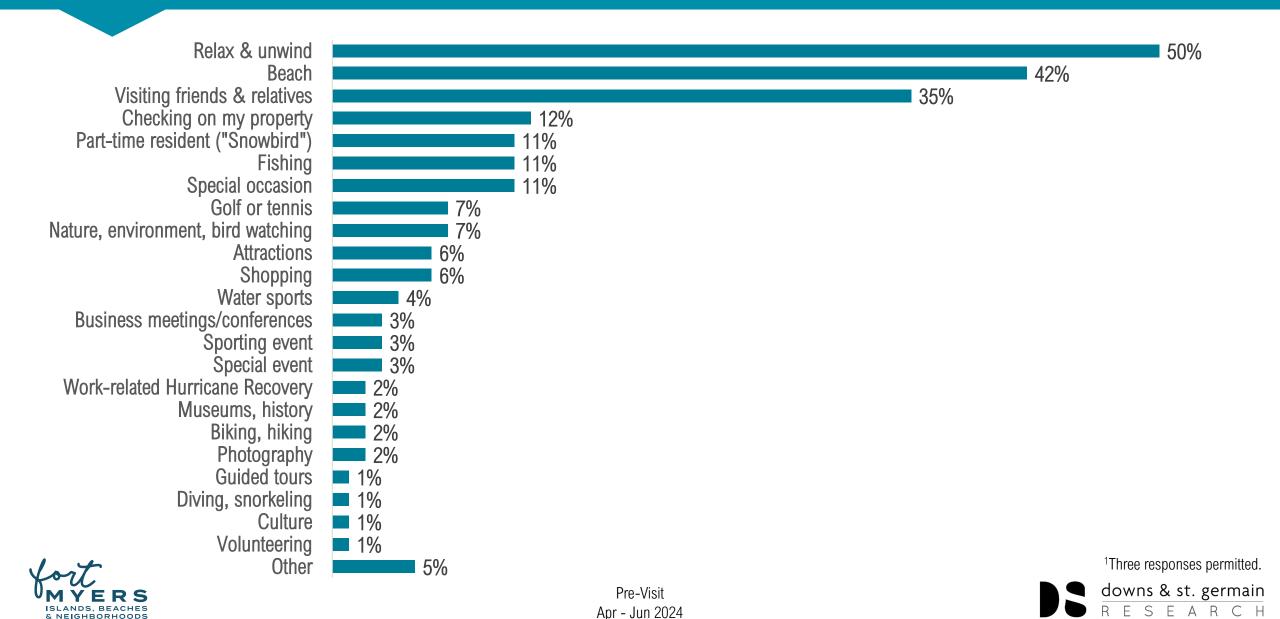




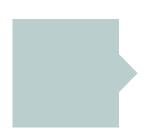




REASON FOR VISITING¹



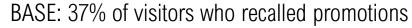
PROMOTIONS RECALL¹

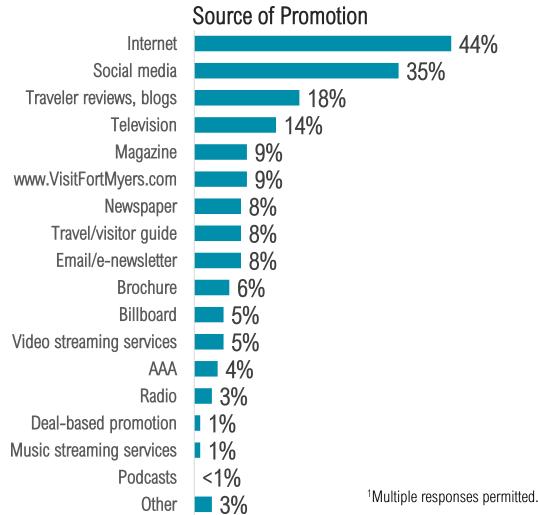


37% of visitors **recalled promotions** in the past 6 months for the Fort Myers area.



This influenced 19% of all visitors to come to the Fort Myers area.





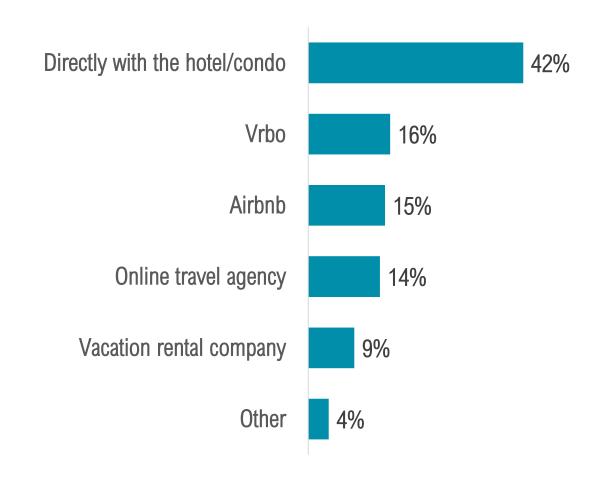




BOOKING



Over 2 in 5 visitors who stayed in paid accommodations booked directly with a hotel/condo.



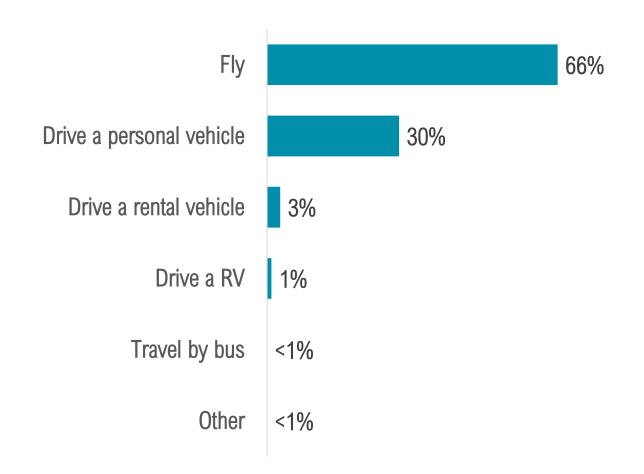




TRANSPORTATION



2 in 3 visitors flew to the Fort Myers area.

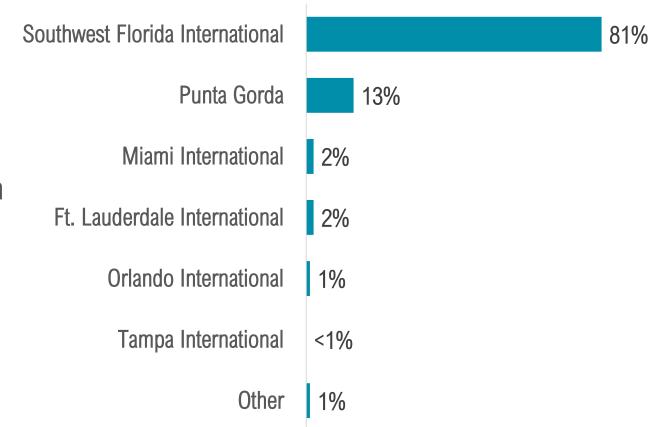






AIRPORT





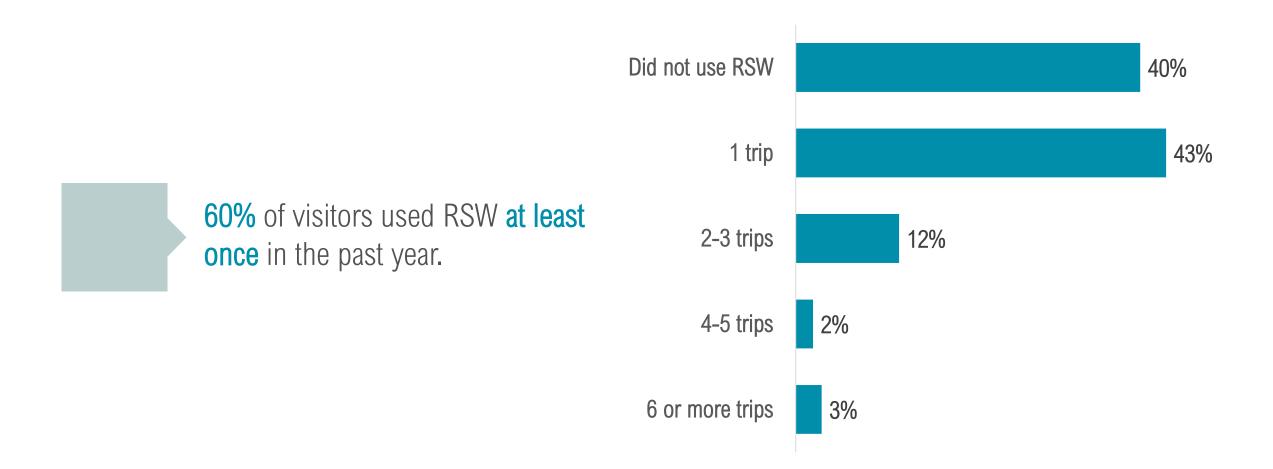
Over 4 in 5 the Fort My RSW.

Over 4 in 5 visitors who flew to the Fort Myers area came through RSW.





USE OF RSW IN THE PAST YEAR







VISITOR JOURNEY: TRAVEL PARTY PROFILE

Pre-Visit

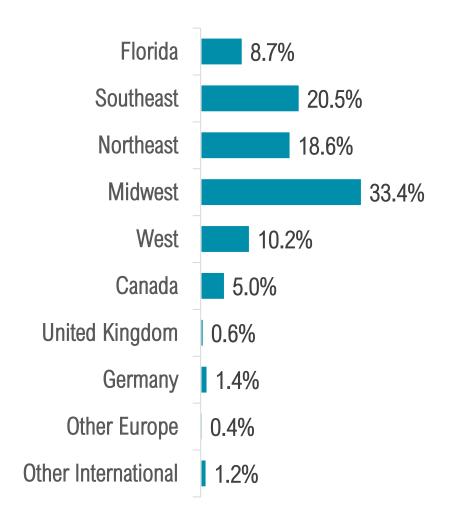
Travel Party
Profile

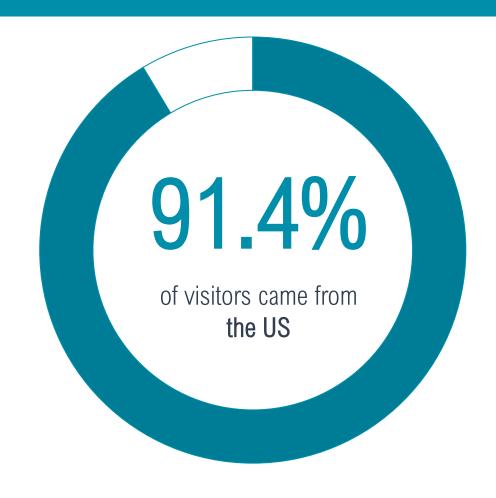
Trip
Experience
Post-Trip
Evaluation
Destination





ORIGIN¹



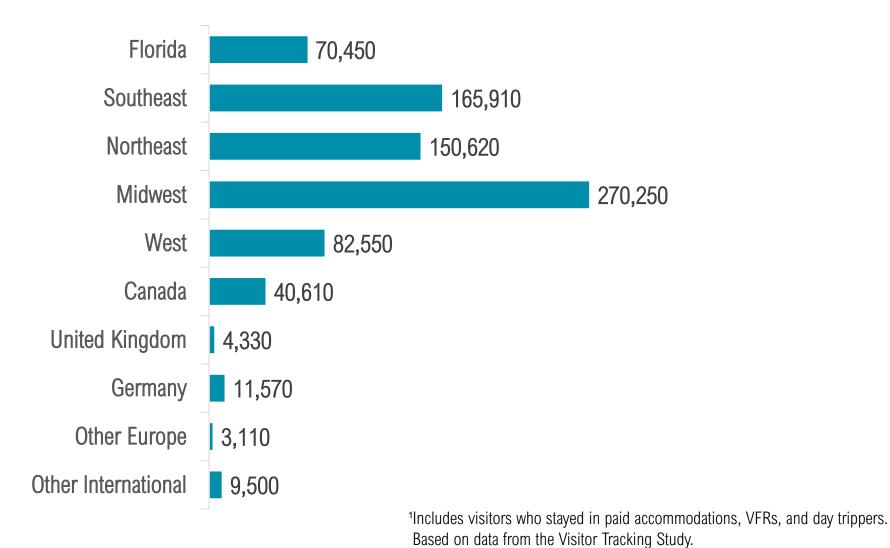


¹Includes visitors who stayed in paid accommodations, VFRs, and day trippers. Based on data from the Visitor Tracking Study.





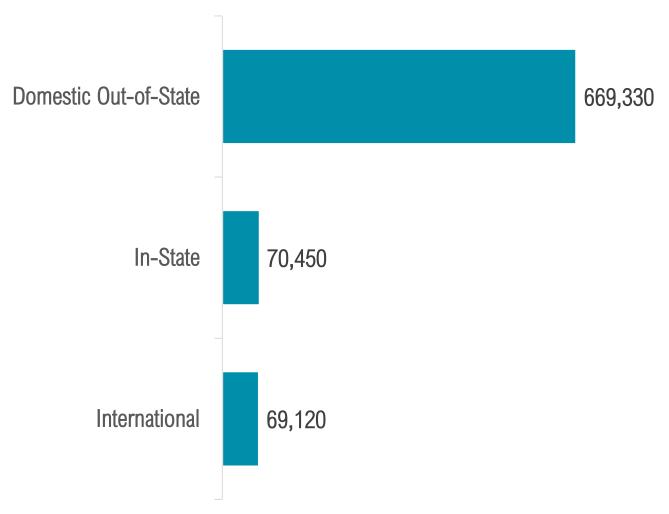
NUMBER OF VISITORS BY ORIGIN¹

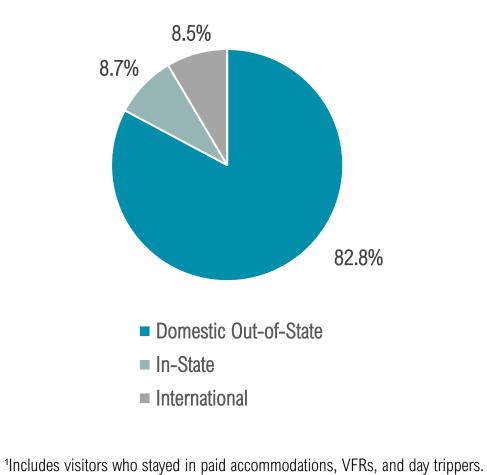






NUMBER OF VISITORS BY ORIGIN





Based on data from the Visitor Tracking Study.





ORIGIN MARKETS¹

Market ²	Percentage of Visitors
New York	5%
Chicago	5%
Minneapolis - Saint Paul	4%
Atlanta	4%
Indianapolis	3%
Boston	3%
Detroit	3%
Washington, DC - Hagerstown	2%
Philadelphia	2%
Naples & Surrounding Areas	2%
Denver	2%
Cincinnati	2%
Orlando - Daytona Beach – Melbourne	2%
Dallas - Fort Worth	2%
Milwaukee	2%
Miami - Fort Lauderdale	2%
Los Angeles	2%
Cleveland - Akron	2%

¹Includes visitors who stayed in paid accommodations, VFRs, and day trippers.

²Based on data from the Visitor Tracking Study.



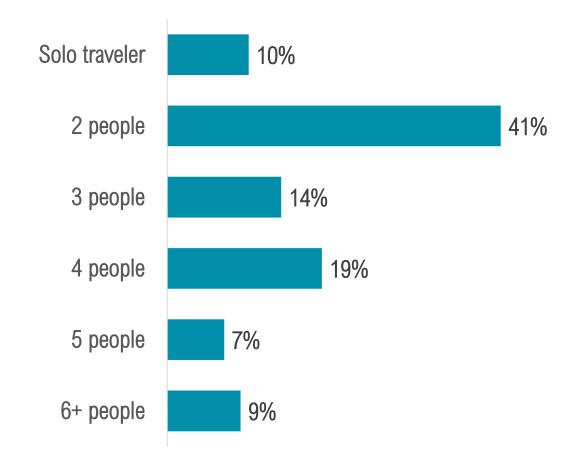


TRAVEL PARTY SIZE AND COMPOSITION



34% of visitors traveled with

children under the age of 18.



¹Sources: Occupancy Study and Visitor Tracking Study

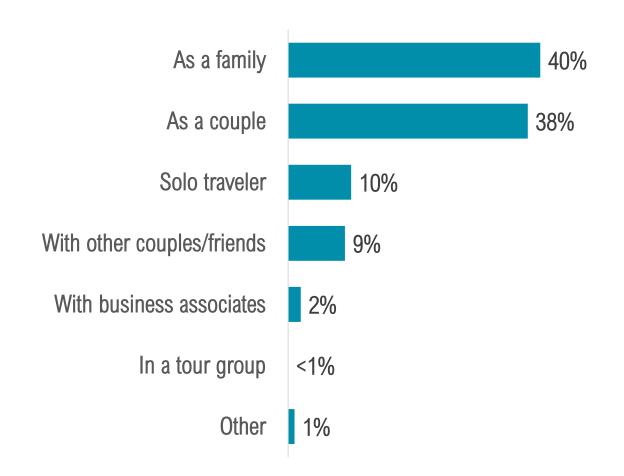




TRAVEL PARTY TYPE



Nearly 4 in 5 visitors traveled either as a family or as a couple, while 10% of visitors traveled alone.





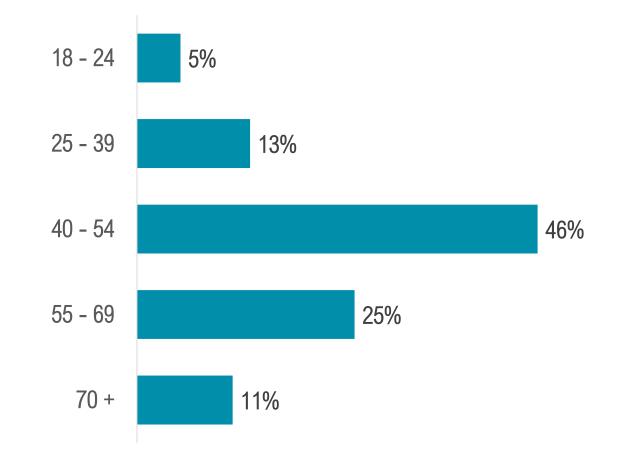


Average Age

The average age of Apr – Jun visitors was **50 years old.**

Median Age

The median age of Apr - Jun visitors was **50 years old.**





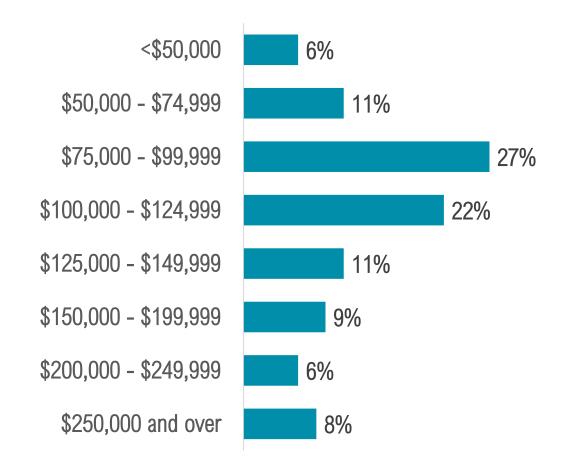


HOUSEHOLD INCOME



Apr - Jun visitors had a median household income of \$106,800.

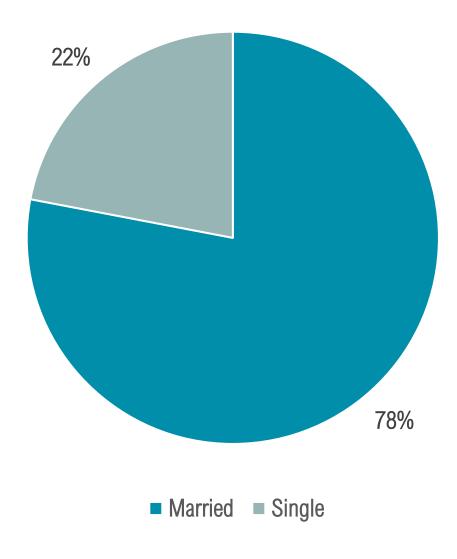
14% of visitors had a household income in excess of \$200,000.







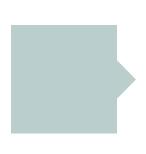
MARITAL STATUS



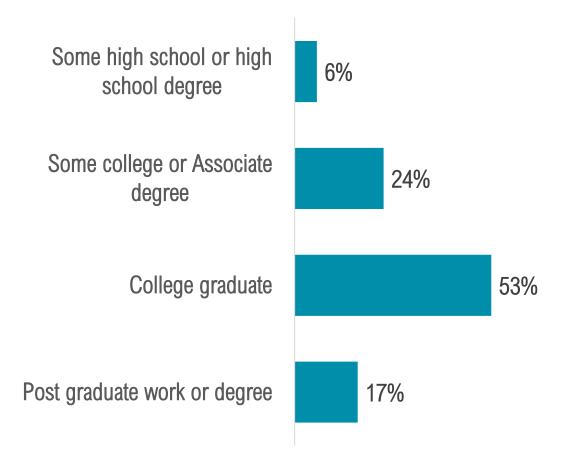




EDUCATION



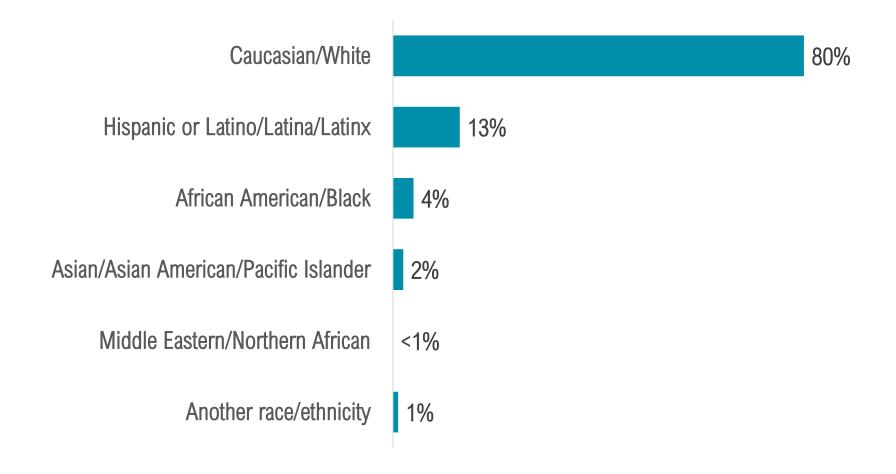
*Fducation Level*7 in 10 of Apr - Jun visitors had achieved a bachelor's degree or higher.







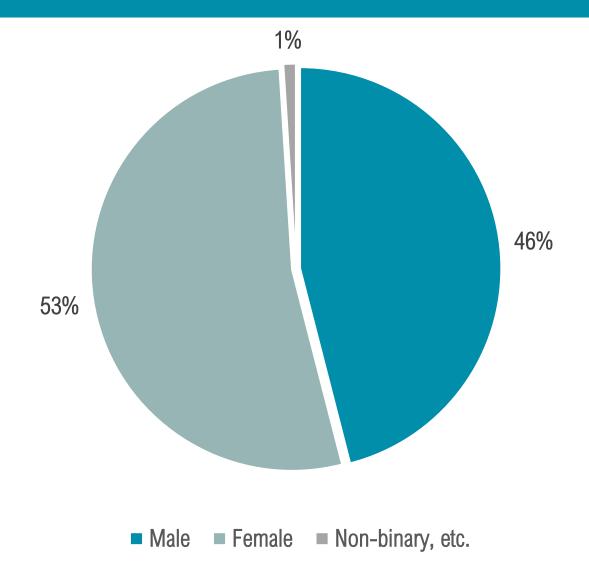
RACE/ETHNICITY







GENDER¹







Travel Party Profile Apr - Jun 2024



VISITOR JOURNEY: TRIP EXPERIENCE

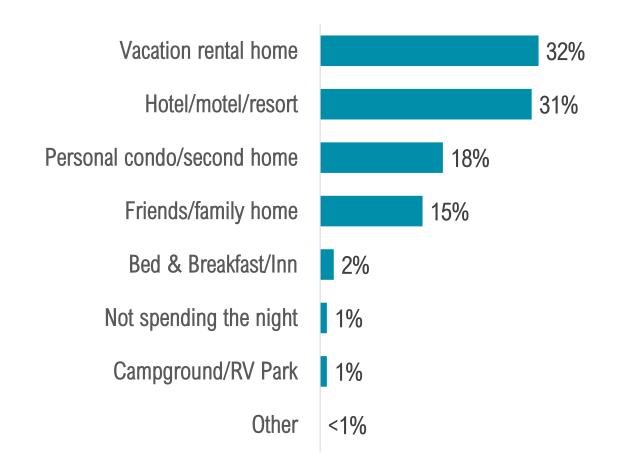
Pre-Visit Travel Party
Profile Trip
Experience Post-Trip
Evaluation Economic
Impact on
Destination





ACCOMMODATIONS

2 in 3 visitors stayed in paid accommodations







NIGHTS STAYED

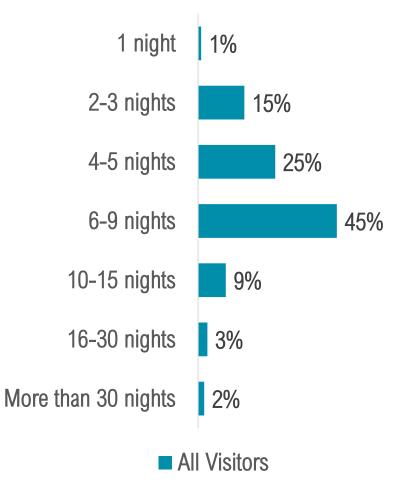




Visitors staying in paid accommodations spent an average of **5.7**² **nights** in the Fort Myers area.

¹Sources: Occupancy Study and Visitor Tracking Study

²Source: Occupancy Study

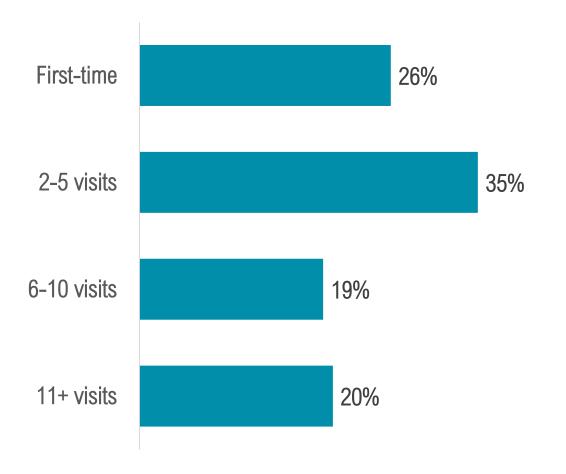






FIRST TIME AND EXPERIENCED VISITORS

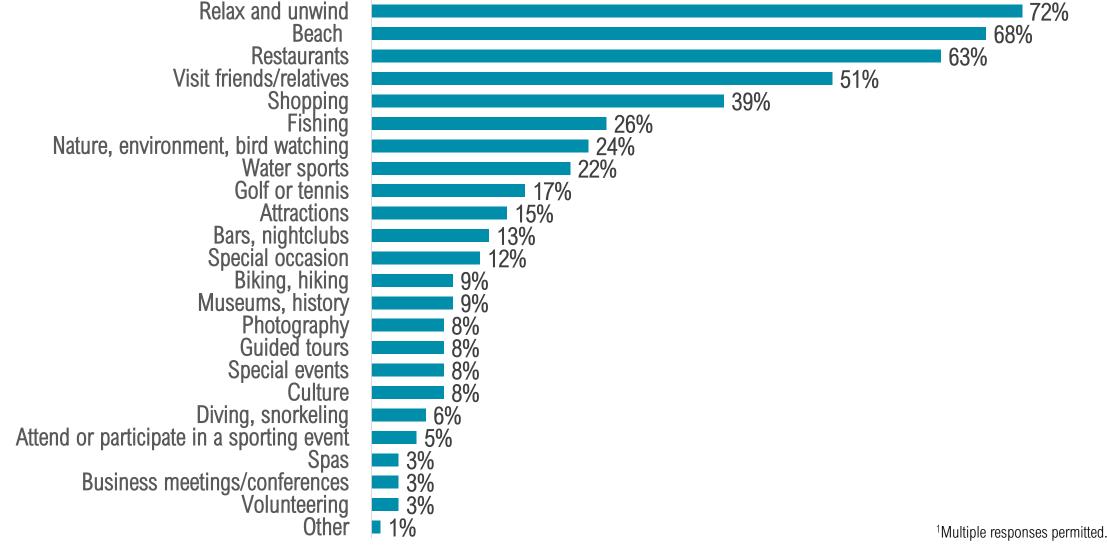
Over 1 in 4 visitors were visiting for the first time, while 1 in 5 were highly loyal visitors, having visited more than 10 times.







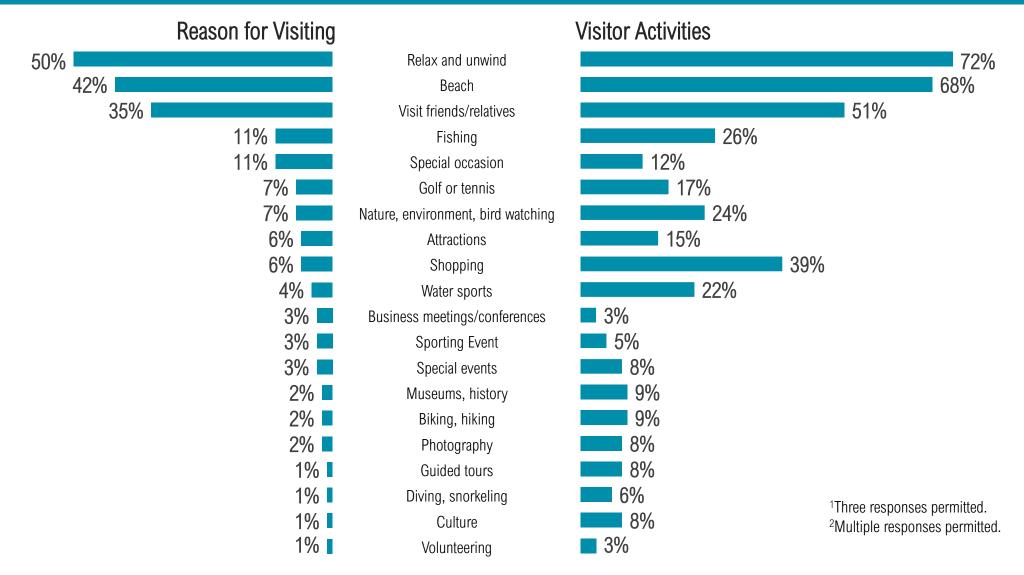
VISITOR ACTIVITIES¹







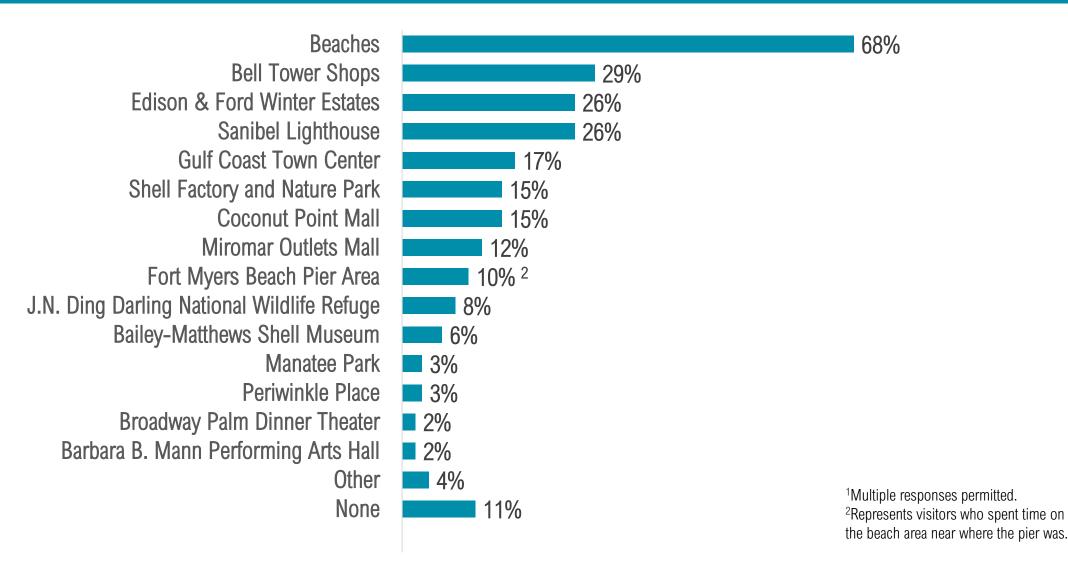
REASON FOR VISITING¹ VS. VISITOR ACTIVITIES²







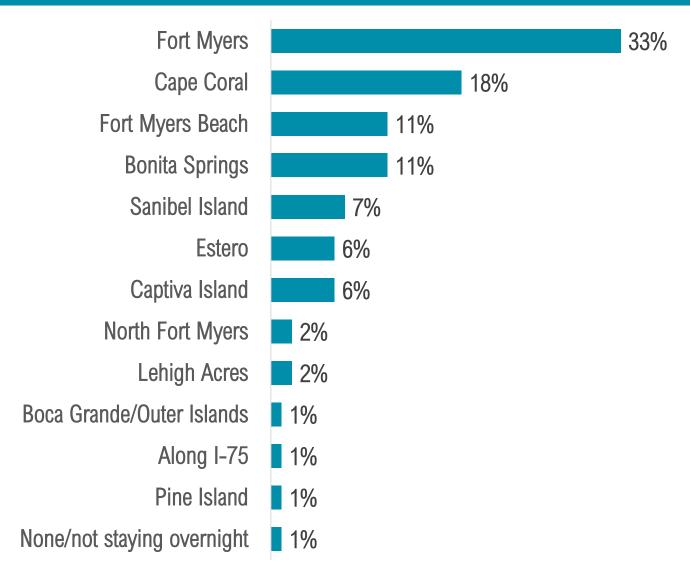
ATTRACTIONS VISITED¹





downs & st. germain
RESEARCH

COMMUNITY STAYED







VISITOR JOURNEY: POST-TRIP EVALUATION

Pre-Visit

Travel Party
Profile

Trip
Experience

Post-Trip
Evaluation

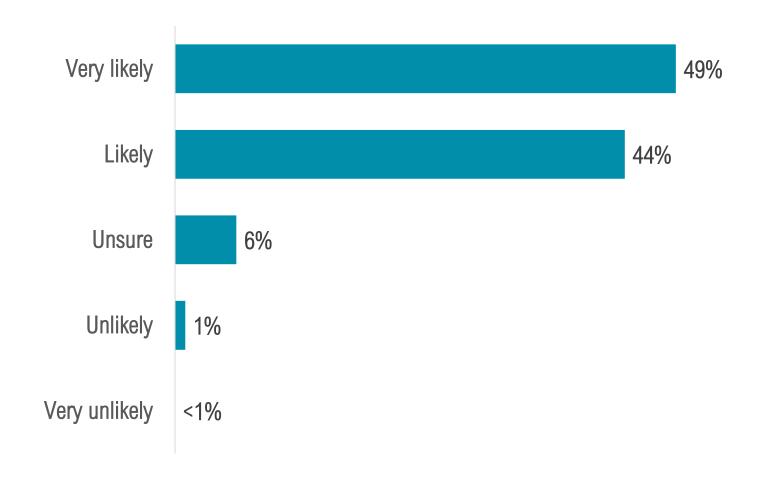
Evaluation

Economic Impact on Destination





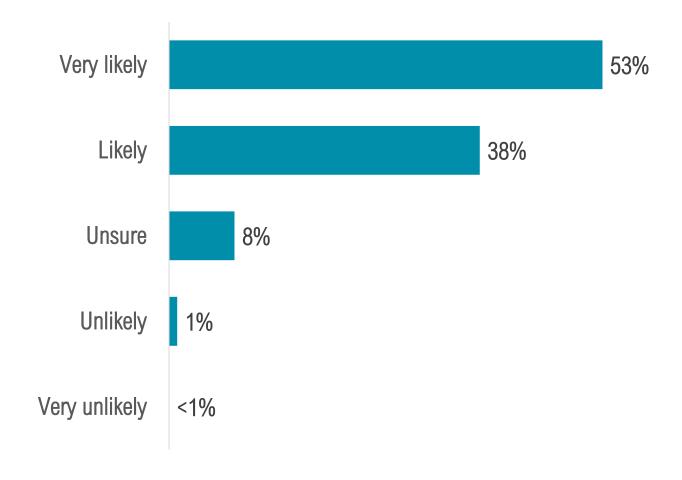
LIKELIHOOD OF RECOMMENDING THE AREA







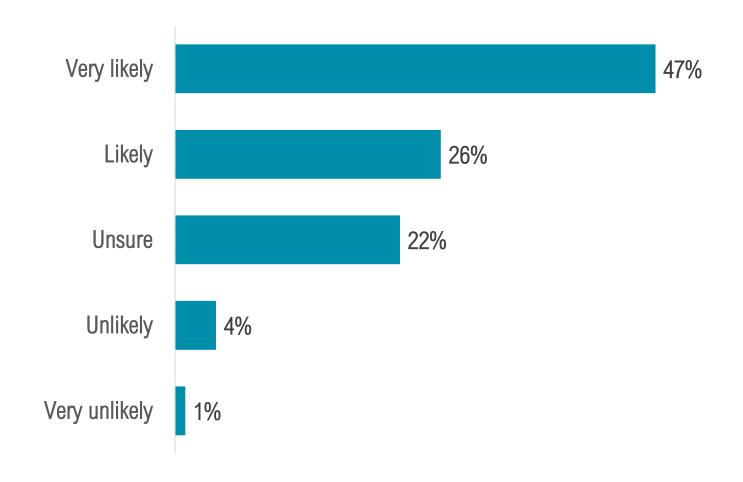
LIKELIHOOD OF RETURNING TO THE AREA







LIKELIHOOD OF RETURNING NEXT YEAR







CROSSTABULATIONS: LIKELIHOOD OF RECOMMENDING¹

	First Time Visitors		Repeat	Repeat Visitors		Domestic Visitors		isitors
	2023	2024	2023	2024	2023	2024	2023	2024
Very Likely	43%	52%	51%	49%	46%	48%	64%	58%
Likely	44%	37%	40%	45%	44%	45%	28%	39%
Unsure/don't know	11%	9%	7%	5%	9%	6%	5%	2%
Unlikely	1%	2%	1%	1%	<1%	1%	3%	1%
Very Unlikely	1%	<1%	1%	<1%	1%	<1%	<1%	<1%





CROSSTABULATIONS: LIKELIHOOD OF RETURNING¹

	First Time Visitors		Repeat	Repeat Visitors		Domestic Visitors		isitors
	2023	2024	2023	2024	2023	2024	2023	2024
Very Likely	41%	53%	60%	54%	52%	52%	66%	64%
Likely	37%	30%	31%	39%	35%	39%	21%	31%
Unsure/don't know	17%	14%	8%	6%	11%	8%	8%	2%
Unlikely	4%	3%	<1%	1%	1%	1%	3%	2%
Very Unlikely	1%	<1%	1%	<1%	1%	<1%	2%	1%





CROSSTABULATIONS: LIKELIHOOD OF RETURNING NEXT YEAR1 96

	First Time Visitors		Repeat	Repeat Visitors		Domestic Visitors		isitors
	2023	2024	2023	2024	2023	2024	2023	2024
Very Likely	28%	42%	53%	54%	44%	50%	64%	66%
Likely	36%	26%	27%	29%	32%	30%	16%	19%
Unsure/don't know	28%	18%	17%	13%	20%	14%	17%	12%
Unlikely	8%	13%	2%	3%	4%	5%	2%	3%
Very Unlikely	<1%	1%	1%	1%	<1%	1%	1%	<1%

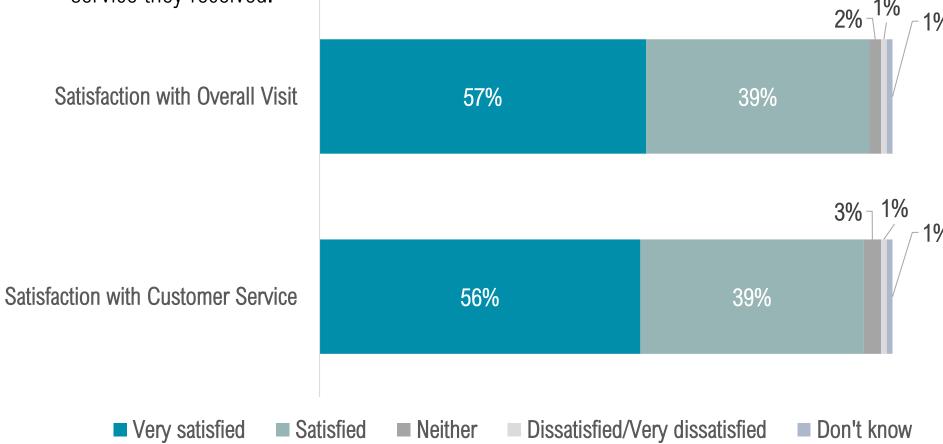




SATISFACTION

Compared to 2023, visitors were more likely to be very satisfied with their overall visit or the customer

service they received.







CROSSTABULATIONS: SATISFACTION WITH OVERALL VISIT

	First Time Visitors		Repeat	Repeat Visitors		Domestic Visitors		isitors
	2023	2024	2023	2024	2023	2024	2023	2024
Very Satisfied	52%	62%	58%	56%	54%	55%	67%	76%
Satisfied	41%	35%	37%	41%	40%	42%	28%	23%
Unsure/don't know	5%	2%	4%	2%	5%	2%	3%	1%
Dissatisfied	2%	1%	1%	1%	1%	1%	1%	<1%
Very Dissatisfied	<1%	<1%	<1%	<1%	<1%	<1%	1%	<1%





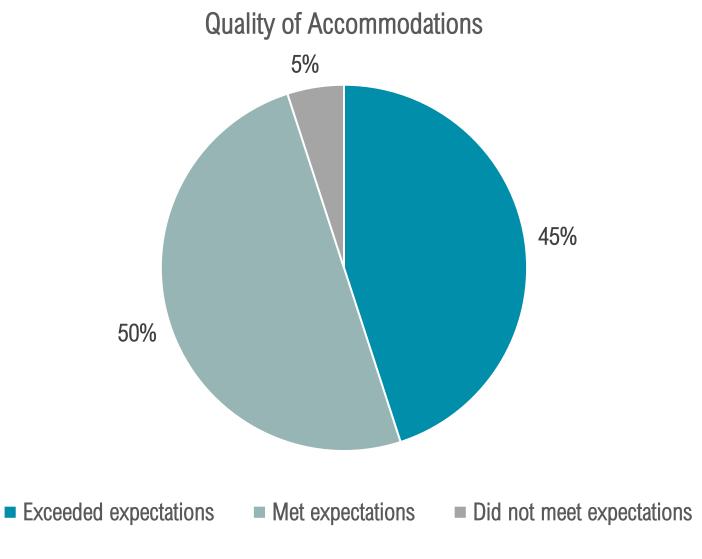
CROSSTABULATIONS: SATISFACTION WITH SERVICE

	First Time Visitors		Repeat Visitors		Domestic Visitors		Int'l Visitors	
	2023	2024	2023	2024	2023	2024	2023	2024
Very Satisfied	57%	64%	54%	55%	63%	59%	54%	62%
Satisfied	35%	32%	40%	41%	32%	37%	39%	34%
Unsure/don't know	5%	2%	6%	4%	3%	3%	6%	4%
Dissatisfied	3%	2%	<1%	<1%	1%	1%	1%	<1%
Very Dissatisfied	<1%	<1%	<1%	<1%	1%	<1%	<1%	<1%





SATISFACTION RATINGS: QUALITY OF ACCOMMODATIONS







SATISFACTION RATINGS: QUALITY OF ACCOMMODATIONS

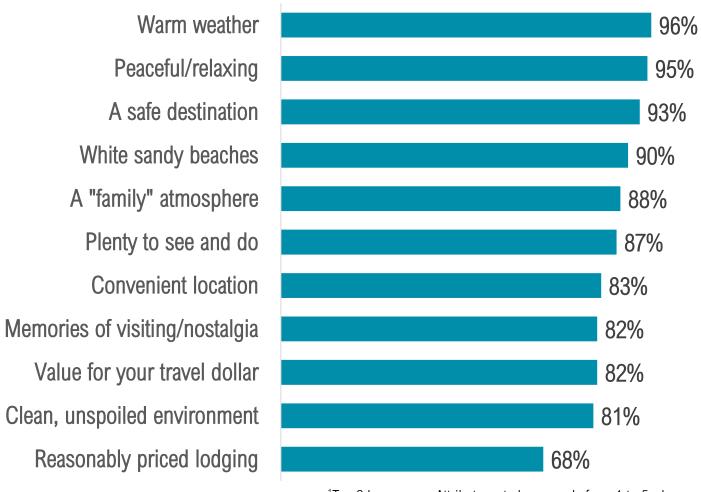
	1 st Time Visitors		Repeat Visitors		Domestic Visitors		Int'l Visitors	
	2023	2024	2023	2024	2023	2024	2023	2024
Exceeded Expectations	38%	47%	40%	43%	38%	44%	46%	47%
Met Expectations	54%	47%	55%	53%	56%	51%	44%	50%
Did Not Meet Expectations	8%	6%	5%	4%	6%	5%	10%	3%

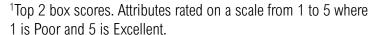




ATTRIBUTE RATINGS¹

At least 90% of visitors gave high attribute ratings for weather, peacefulness, safety, and the beaches in the Fort Myers area.

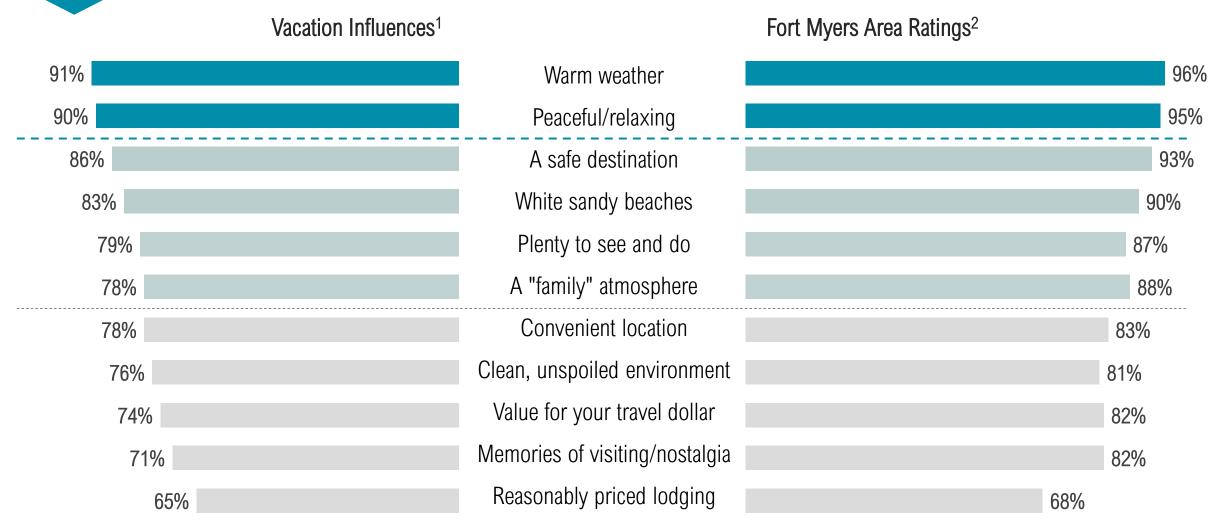


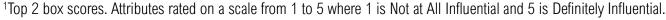






VACATION ATTRIBUTE INFLUENCE VS. RATINGS





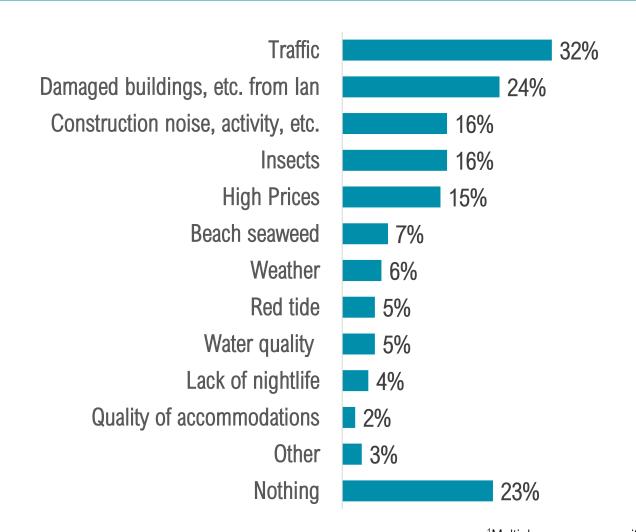
²Top 2 box scores. Attributes rated on a scale from 1 to 5 where 1 is Poor and 5 is Excellent.



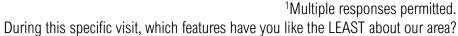


LEAST LIKED FEATURES¹

1 in 3 visitors mentioned traffic, while nearly 1 in 4 were concerned with hurricane damage, and 23% had no concerns at all during their visit.









AREA DESCRIPTIONS



Warm Weather

- "Great time with perfect weather, sunshine, great jet skis, and a charter fishing tour."
- "Great time for perfect warm days, cool nights with a lot to do, sunshine, and beautiful sunsets."
- "Great time at the golf tournament with beautiful courses. Tropical landscape and warm weather."



Peaceful & Relaxing

- "It's sunny warm and relaxing and peaceful, although access to the beaches are getting a bit limited for the public."
- "Relaxing and warm, perfect beaches compared to my home area."
- "Really nice beaches. Our timeshare was fun and relaxing."





AREA DESCRIPTIONS



A Safe Destination

- "I love Bonita Springs: safe, calm beach to walk on, pretty sunsets."
- "It's our favorite vacation destination with near perfect weather, beautiful beaches, and a lot to do for the family!"
- "Very family-friendly town with close by shopping available and many other things to do."



White Sandy Beaches

- "Awesome vacation in a gorgeous area with white sandy beaches, palm trees and crystal-clear waters."
- "Awesome time in a beautiful tropical atmosphere, with great landscapes, white sandy beaches, warm weather, and gorgeous sunsets."
- "A great time and a great environment, with beautiful beaches and a lot to see and do."





OCCUPANCY BAROMETER1: JUL-SEP RESERVATIONS

Jul - Sep Reservations	Apr – Jun 2023	Apr – Jun 2024
Up	32%	49%
Same	7%	14%
Down	61%	37%

¹Sources: Occupancy Survey

Accommodations partners were asked the following, "Please think about your reservations for the next three months. Compared to July through September of 2023, would you say the total level of reservations are up, the same, or down?"





OCCUPANCY BAROMETER1: OCT-DEC RESERVATIONS

Oct – Dec Reservations	Apr – Jun 2023	Apr – Jun 2024
Up	50%	34%
Same	14%	38%
Down	36%	28%

¹Sources: Occupancy Survey

Accommodations partners were asked the following, "Please think about your reservations for the next three months. Compared to October through December of 2023, would you say the total level of reservations are up, the same, or down?"





Year-Over-Year Comparisons







ECONOMIC IMPACT

Visitor & Lodging Statistics ¹	Apr - Jun 2023 ⁴	Apr - Jun 2024	% Change '23 – '24
Visitors	591,600	808,900	+ 36.7%
Visitor Days	3,622,600	4,999,000	+ 38.0%
Room Nights	864,200	1,029,300	+ 19.1%
Direct Expenditures ²	\$568,611,600	\$747,288,600	+ 31.4%
Total Economic Impact ³	\$910,347,200	\$1,190,430,700	+ 30.8%
Occupancy	53.3%	55.8%	+ 4.7%
ADR	\$151.93	\$170.05	+ 11.9%
RevPAR	\$80.92	\$94.83	+ 17.2%

¹ Significantly more units were available in Apr-Jun 2024 compared to Apr-Jun 2023. This is due to the ongoing recovery process post-Hurricane lan.

⁴ Data has been revised to reflect updated unit figures for RV Parks & Campgrounds as determined in a survey of Lee County RV Parks & Campgrounds conducted by DSG Research.





² Includes: accommodations, restaurants, entertainment, shopping, transportation, groceries, and "other" expenses.

³ Economic impact includes indirect and induced effects of visitor spending. Indirect effects are increased business spending resulting from tourism dollars. Induced effects are increased household spending resulting from tourism dollars.

JOBS, WAGES AND TAXES SUPPORTED BY TOURISM¹

	Apr - Jun 2023	Apr - Jun 2024	% Change '23 – '24
Direct Jobs ²	6,500	7,610	17.1%
Total Jobs ³	8,670	10,200	17.6%
Direct Wages ²	\$211,987,300	\$262,529,500	23.8%
Total Wages ³	\$301,388,800	\$370,708,400	23.0%
Direct Local Taxes ²	\$24,511,909	\$32,670,701	33.3%
Total Local Taxes ³	\$34,330,508	\$43,227,443	25.9%
Direct State Taxes ²	\$21,398,585	\$34,995,472	63.5%
Total State Taxes ³	\$30,113,178	\$46,560,335	54.6%

¹ Calculated using IMPLAN, an economic impact analysis software.

³ Accounts for direct spending as well as the indirect and induced effects of visitor spending. In other words, it considers the "Total Economic Impact". As a reminder, indirect effects include increased business spending resulting from tourism dollars, while induced effects include increased household spending resulting from tourism dollars.





² Only accounts for the money spent directly by visitors in categories such as accommodations, restaurants, entertainment, shopping, transportation, groceries, and "other" expenses.

VISITOR TYPE

Visitor Type	Apr - Jun 2023	Apr - Jun 2024
Visitors in Paid Accommodations	68%	66%
Visitors in Non-Paid Accommodations	30%	33%
Day Trippers	2%	1%





Planned trip in advance	Apr - Jun 2023	Apr - Jun 2024
1 week or less	6%	5%
2-4 weeks	14%	12%
1-2 months	32%	39%
3-6 months	31%	31%
6 months or more	17%	13%
Not sure	<1%	<1%

Considered Other Destinations	Apr - Jun 2023	Apr - Jun 2024
Yes	29%	29%
No	71%	71%





Other destinations considered ¹	Apr - Jun 2023 ²	Apr - Jun 2024 ²
Naples/Marco Island	15%	21%
Sarasota/Siesta Key	20%	18%
Tampa/Clearwater/St.Pete	18%	15%
Keys/Key West	13%	11%
Miami/Ft. Lauderdale	6%	11%
Orlando	12%	10%
Punta Gorda/Englewood	2%	8%
Daytona Beach	10%	6%
West Palm Beach	9%	5%
Other destinations in FL	10%	16%
Other destinations outside of FL	21%	21%





¹Multiple responses permitted.

²Base: 29% of visitors who considered other destinations.

Trip Planning Websites/Apps ¹	Apr - Jun 2023	Apr - Jun 2024
Airline websites/apps	30%	33%
Online search engines	29%	28%
Airbnb, Vrbo, etc.	22%	22%
Booking websites	15%	19%
Vacation rental websites/apps	16%	18%
Hotel websites/apps	14%	16%
TripAdvisor	13%	9%
Traveler reviews, blogs, stories	11%	8%
www.VisitFortMyers.com	8%	7%
VCB Facebook Page	9%	7%
Visit Florida	8%	5%
Facebook	7%	5%
Instagram	4%	3%
YouTube, Hulu, Pandora	4%	3%
Other	2%	3%
None	22%	22%



¹Multiple responses permitted.



Information Requests ¹	Apr - Jun 2023	Apr - Jun 2024
Calling the VCB	11%	5%
Calling a hotel, motel, condo	20%	20%
Requesting and receiving a visitor guide	3%	5%
Receiving the VCB e-newsletter	2%	2%
Calling a local Chamber of Commerce	1%	1%
Other	2%	2%
None	70%	74%



¹Multiple responses permitted.



Recall of Lee County Promotions	Apr - Jun 2023	Apr - Jun 2024
Yes	42%	37%
No	40%	46%
Not sure	18%	17%
% of recallers influenced by promotions	50%	51%
% of total visitors influenced by promotions	22%	19%





Type of Promotions Recalled ¹	Apr - Jun 2023 ²	Apr - Jun 2024 ³
Internet	48%	44%
Social media	33%	35%
Traveler reviews, blogs	17%	18%
Television	16%	14%
Magazine	9%	9%
www.VisitFortMyers.com	9%	9%
Newspaper	10%	8%
Travel/visitor guide	8%	8%
Email/e-newsletter	9%	8%
Brochure	6%	6%
Billboard	3%	5%
Video streaming services	6%	5%
AAA	6%	4%
Radio	4%	3%
Deal-based promotion	2%	1%
Music streaming services	<1%	1%
Podcasts	<1%	<1%
Other	2%	3%

¹Multiple responses permitted.

²Base: 42% of visitors who recalled seeing a promotion.

³Base: 37% of visitors who recalled seeing a promotion.





Characteristics influencing decision to visit Lee County (top 2 boxes) ¹	Apr - Jun 2023	Apr - Jun 2024
Warm weather	96%	96%
Peaceful/relaxing	93%	95%
A safe destination	91%	93%
White sandy beaches	84%	90%
A "family" atmosphere	84%	88%
Plenty to see and do	86%	87%
Convenient location	79%	83%
Memories of visiting/nostalgia	81%	82%
Value for your travel dollar	77%	82%
Clean, unspoiled environment	75%	81%
Reasonably priced lodging	64%	68%

¹Top 2 box scores. Attributes rated on a scale from 1 to 5 where 1 is Not at All Influential and 5 is Definitely Influential.





Main Reason for Visiting ¹	Apr - Jun 2023	Apr - Jun 2024
Relax & unwind	39%	50%
Beach	33%	42%
Visiting friends & relatives	30%	35%
Checking on my property	9%	12%
Part-time resident ("Snowbird")	2%	11%
Fishing	9%	11%
Special occasion	10%	11%
Golf or tennis	5%	7%
Nature, environment, bird watching	6%	7%
Attractions	5%	6%
Shopping	7%	6%
Water sports	4%	4%
Business meetings/conferences	5%	3%
Sporting event	4%	3%
Special event	3%	3%
Work-related Hurricane Recovery	5%	2%
Museums, history	3%	2%
Biking, hiking	2%	2%
Photography	2%	2%
Guided tours	1%	1%
Diving, snorkeling	2%	1%
Culture	2%	1%
Volunteering	2%	1%
Other	5%	5%



¹Multiple responses permitted.



Transportation	Apr - Jun 2023	Apr - Jun 2024
Fly	67%	66%
Drive a personal vehicle	27%	30%
Drive a rental vehicle	5%	3%
Drive a RV	1%	1%
Travel by bus	<1%	<1%
Other	<1%	<1%

Airport Used	Apr - Jun 2023	Apr - Jun 2024
Southwest Florida International	85%	81%
Miami International	2%	2%
Ft. Lauderdale International	2%	2%
Orlando International	2%	1%
Tampa International	1%	<1%
Punta Gorda	7%	13%
Other	1%	1%





Visitor Origin ¹	Apr - Jun 2023	Apr - Jun 2024
Florida	6.1%	8.7%
Southeast	18.5%	20.5%
Northeast	19.4%	18.6%
Midwest	34.1%	33.4%
West	7.7%	10.2%
Canada	8.5%	5.0%
United Kingdom	1.0%	0.6%
Germany	2.3%	1.4%
Other Europe	0.7%	0.4%
Other International	1.7%	1.2%

Visitor Origin ¹	Apr - Jun 2023	Apr - Jun 2024
New York	5%	5%
Chicago	4%	5%
Minneapolis - Saint Paul	3%	4%
Atlanta	4%	4%
Indianapolis	1%	3%
Boston	3%	3%
Detroit	3%	3%

¹Based on data from the Visitor Tracking Study.





Travel Parties	Apr - Jun 2023	Apr - Jun 2024
Mean travel party size ¹	2.8	3.0
Travel with children under age 18	35%	34%

Travel Party Composition	Apr - Jun 2023	Apr - Jun 2024
As a family	42%	40%
As a couple	34%	38%
By yourself	9%	10%
With other couples/friends	10%	9%
With business associates	3%	2%
In a tour group	1%	<1%
Other	1%	1%

¹Sources: Occupancy Study and Visitor Tracking Study





Marital Status	Apr - Jun 2023	Apr - Jun 2024
Married/Domestic Partnership	74%	78%
Single	26%	22%

Age	Apr - Jun 2023	Apr - Jun 2024
Average age	51	50
Median age	50	50

Household Income	Apr - Jun 2023	Apr - Jun 2024
Median Income	\$107,600	\$106,800





Race/Ethnicity	Apr - Jun 2023	Apr - Jun 2024
Caucasian/White	79%	80%
Hispanic/Latino/Latina/Latinx	11%	13%
African American/Black	4%	4%
Asian/Asian American/Pacific Islander	2%	2%
Middle Eastern/Northern African	1%	<1%
Another race/ethnicity	3%	1%

Gender ¹	Apr - Jun 2023	Apr - Jun 2024
Female	52%	53%
Male	47%	46%
Non-binary	1%	1%





Length of Stay ¹	Apr - Jun 2023	Apr - Jun 2024
Average nights in the Fort Myers area	6.1	6.2

First Time/Repeat Visitors	Apr - Jun 2023	Apr - Jun 2024
First-time	30%	26%
Repeat	70%	74%

FOT MYERS ISLANDS, BEACHES



Type of Accommodations	Apr - Jun 2023	Apr - Jun 2024
Vacation rental home	29%	32%
Hotel/motel/resort	34%	31%
Personal condo, house, timeshare, etc.	15%	18%
Friends/family home	15%	15%
Bed & Breakfast/Inn	2%	2%
Campground/RV Park	2%	1%
Not spending the night	2%	1%
Other	1%	<1%





Activities ¹	Apr - Jun 2023	Apr - Jun 2024
Relax and unwind	58%	72%
Beach	54%	68%
Restaurants	65%	63%
Visit friends/relatives	43%	51%
Shopping	41%	39%
Fishing	21%	26%
Nature, environment, bird watching	23%	24%
Water sports	16%	22%
Golf or tennis	14%	17%
Attractions	14%	15%
Bars, nightclubs	15%	13%
Special occasion	10%	12%
Biking, hiking	13%	9%
Museums, history	7%	9%
Photography	7%	8%
Guided tours	7%	8%
Special events	6%	8%
Culture	6%	8%
Diving, snorkeling	5%	6%
Attend or participate in a sporting event	8%	5%
Spas	4%	3%
Business meetings/conferences	5%	3%
Volunteering	6%	3%
Other	1%	1%

Trip Experience Apr - Jun 2024



¹Multiple responses permitted.



Attractions ¹	Apr - Jun 2023	Apr - Jun 2024
Beaches	54%	68%
Bell Tower Shops	21%	29%
Edison & Ford Winter Estates	19%	26%
Sanibel Lighthouse ³	12%	26%
Gulf Coast Town Center	19%	17%
Shell Factory and Nature Park	12%	15%
Coconut Point Mall	15%	15%
Miromar Outlets Mall	14%	12%
Fort Myers Beach Pier Area ²	11%	10%
J.N. Ding Darling National Wildlife Refuge	7%	8%
Bailey-Matthews Shell Museum	5%	6%
Manatee Park	4%	3%
Periwinkle Place ³	<1%	3%
Broadway Palm Dinner Theater	2%	2%
Barbara B. Mann Performing Arts Hall	2%	2%
Other	2%	4%
None	16%	11%

¹Multiple responses permitted. ²Represents visitors who spent time on the beach area near where the pier was. ³Was partially or completely closed during this period in 2023 but has since reopened.





Area stayed	Apr - Jun 2023	Apr - Jun 2024
Fort Myers	36%	33%
Cape Coral	24%	18%
Fort Myers Beach	6%	11%
Bonita Springs	9%	11%
Sanibel Island	4%	7%
Estero	5%	6%
Captiva Island	5%	6%
North Fort Myers	3%	2%
Lehigh Acres	2%	2%
Boca Grande/Outer Islands	1%	1%
Along I-75	2%	1%
Pine Island	1%	1%
None/not staying overnight	2%	1%





Likelihood of Recommending the Area	Apr - Jun 2023	Apr - Jun 2024
Very Likely	49%	49%
Likely	41%	44%
Unsure/don't know	8%	6%
Unlikely	1%	1%
Very Unlikely	1%	<1%
Likelihood of Returning to the Area	Apr - Jun 2023	Apr - Jun 2024
Very Likely	54%	53%
Likely	33%	38%
Unsure/don't know	10%	8%
Unlikely	2%	1%
Very Unlikely	1%	<1%
Likelihood of Returning Next Year	Apr - Jun 2023	Apr - Jun 2024
Very Likely	47%	47%
Likely	29%	26%
Unsure/don't know	20%	22%
Unlikely	3%	4%
Very Unlikely	1%	1%





Satisfaction with Accommodations	Apr - Jun 2023	Apr - Jun 2024
Exceeded expectations	39%	45%
Met expectations	54%	50%
Did not meet expectations	7%	5%





Satisfaction with Visit	Apr - Jun 2023	Apr - Jun 2024
Very satisfied	56%	57%
Satisfied	38%	39%
Neither	4%	2%
Dissatisfied	1%	1%
Very dissatisfied	<1%	<1%
Don't know/no opinion	1%	1%

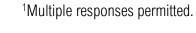
Satisfaction with Customer Service	Apr - Jun 2023	Apr - Jun 2024
Very satisfied	55%	56%
Satisfied	38%	39%
Somewhat satisfied	4%	3%
Dissatisfied	1%	1%
Very dissatisfied	<1%	<1%
Don't know/no opinion	2%	1%





Visitor Concerns ¹	Apr - Jun 2023	Apr - Jun 2024
Traffic	32%	32%
Damaged buildings, etc. from lan	28%	24%
Construction noise, activity, etc.	4%	16%
Insects	12%	16%
High Prices	17%	15%
Beach seaweed	8%	7%
Weather	2%	6%
Red tide	14%	5%
Water quality	6%	5%
Lack of nightlife	4%	4%
Quality of accommodations	3%	2%
Other	2%	3%
Nothing	27%	23%







Industry Data







LEISURE & HOSPITALTY EMPLOYMENT



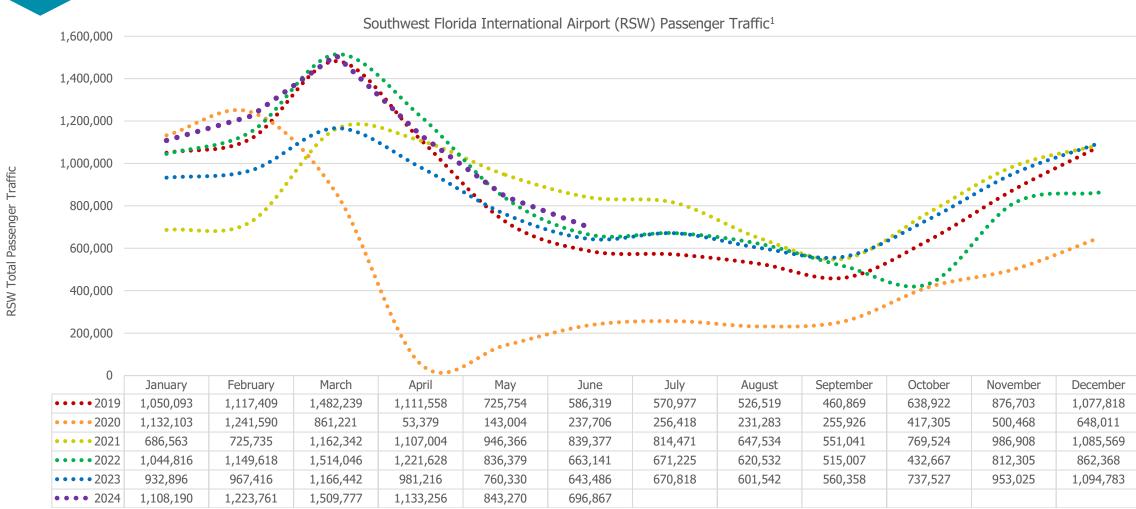
¹ SOURCE: Current Employment Statistic Program (CES), Lee County Leisure and Hospitality Sector, not seasonally adjusted. (P) Preliminary.



Monthly Direct Leisure & Hospitality Employment



RSW PASSENGER TRAFFIC



¹ SOURCE: Lee County Port Authority Monthly Statistics.





LICENSED TRANSIENT RENTAL UNITS

Licensed Transient Rental Units in Lee County, as of July 2024 ¹					
	Hotel	Motel	Bed & Breakfast	Vacation Rental	Total
Fort Myers	5,629	1,152	9	576	7,366
Cape Coral	584	204	0	2593	3,381
Fort Myers Beach	861	392	6	1871	3,130
Sanibel	68	685	0	1696	2,449
Bonita Springs	1,244	38	0	546	1,828
North Fort Myers	0	578	0	57	635
Estero	566	0	0	26	592
Captiva	107	156	0	322	585
Boca Grande	77	107	0	260	444
Lehigh Acres	75	0	0	192	267
Saint James City	0	20	0	54	74
Bokeelia	0	31	0	39	70
Matlacha	0	0	2	27	29
Cabbage Key	0	9	0	0	9
Iona	0	0	0	1	1
Pineland	0	0	0	1	1
Miromar Lakes	0	0	0	1	1
Alva	0	0	0	1	1
Total	9,211	3,372	17	8,263	20,863 ²

¹ SOURCE: Florida Department of Business & Professional Regulation.



²Some units likely are still unavailable due to the impact of Hurricane lan.

Methodology







METHODOLOGY

- Economic Impact of tourism in Lee County is derived from:
 - Visitor Tracking Study
 - 923 surveys in public areas, hotels, at events around Lee County, and online
 - Target individuals: April June visitors to Lee County
 - Data Collection: April June 2024
 - Occupancy Study
 - Email and telephone survey of hotels, rental management companies, RV/campgrounds, etc., as well as data from STR and KeyData reports
 - Sample Size data from 6,439 hotel/rental/campground units (71 properties) reporting to DSG, 9,685 hotel units reporting to STR (79 properties), and 2,883 rental units (84 property managers) reporting to KeyData
 - IMPLAN Economic Impact Modeling software
 - IMPLAN models the way tourism dollars are spent and re-spent in other sectors of the economy, generating waves of economic activity, called multiplier effects. The model uses national industry data and county-level economic data to generate a series of multipliers, which in turn estimate the total economic implications of economic activity.
 - Over 1,500 organizations use IMPLAN, including FEMA, EPA, Federal Reserve Bank, and Bureau of Land Management.
 - Various government agencies and data sources including Florida Department of Business and Professional Regulation
 - TDT collections provided by the Lee County VCB
 - Tourism database at Downs & St. Germain Research



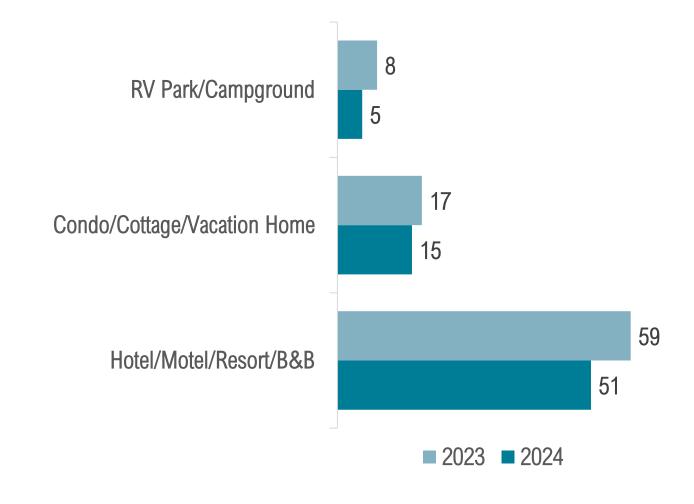


METHODOLOGY¹

Occupancy Study

- Internet and telephone survey of hotels, rental management companies, RV/campgrounds, etc.
 - Sample Size: 71 completed surveys
 - Data Collection: Completed in July (for Apr - Jun 2024)
- Total Sample Size:
 - Data from 6,439 hotel/rental/campground units reporting to DSG (representing 71 properties)
 - Data from 9,685 hotel units reporting to STR (representing 79 properties)
 - Data from 2,883 rental units reporting to KeyData (representing 84 property managers)

Number of Complete Responses







Fort Myers – Islands, Beaches and Neighborhoods

Lee County VCB

Apr - Jun 2024

Visitor Tracking, Occupancy, & Economic Impact Study

Tamara Pigott, CDME Executive Director

Downs & St. Germain Research contact@dsg-research.com 850-906-3111 | www.dsg-research.com





