

### Pennsylvania Annual Travel Profile 2015 Travel Year

#### Table of Contents

	<u>age</u>
Introduction	4
Research Method	. 5
Executive Summary	. 7
Detailed Findings	22
Size & Structure of the U.S. Travel Market	23
Size & Structure of Pennsylvania's Travel Market	29
Pennsylvania Marketable Overnight Trips	46
Origin Markets	47
PA Tourism Region Visited by Travelers' State of Residence	52
Traveler Profile	57
Trip Planning & Booking	69
Trip Characteristics	89
Trip Experiences	98
Activities by Origin Market of Traveller 1	03
Activities by Absence/Presence of Children in Household	09

2

#### Table of Contents (cont'd)

	Page
Overnight Marketable Trips (cont'd)	
Regional Attractions Visited	113
Importance of Factors In Choice of Pennsylvania Tourism Region	145
Product Delivery	168
Trip Benefits	189
Pennsylvania Marketable Day-Trips	192
Origin Markets	193
Traveler Profile	196
Trip Planning & Booking	207
Trip Characteristics	224
Trip Experiences	229
Trip Benefits	235

#### Introduction

#### 2015 OVERVIEW

- Travel and tourism is an important industry for Pennsylvania, providing tens of thousands of jobs for the state's residents and generating hundreds of millions of dollars in tax revenues for the state and local communities.
- In 2015, Pennsylvania hosted an estimated 193.3 million travelers (as measured in person-trips) from throughout the U.S. – a 1.5% increase from 2014.
- The 2.9 million increase in PA's total visitor volume was largely derived from the day-trip segment, which was responsible for almost 80% of the increase in the state's person-trips between 2014 and 2015.
- Nationally, total overnight visitor volume grew 2.4%, reaching a new record high of nearly1.6 billion travelers.

#### **Research Method**

The research for this report was conducted by Longwoods International. The results consist of:

- Estimates of the volume of overnight travel for the U.S.
- Estimates of the volume of overnight and day-trip travel to Pennsylvania and its tourism regions.
- Characteristics and profile of overnight and day trips to the state and the individual tourism regions.

The results are based on results from the Travel USA<sup>®</sup> annual survey of U.S. travelers. Each quarter, a random cross-section of panel members is sent an e-mail invitation to participate in the survey with a reminder e-mail sent several days later to non-responders.

For the 2015 travel year, this produced 337,160 trips for analysis nationally – 237,550 for the overnight segment and 99,610 for day trips.

#### Research Method (Cont'd)

- The *Travel USA*<sup>®</sup> program identified 8,822 survey respondents who visited Pennsylvania on an overnight trip in 2015 and 6,456 on a day trip.
- A follow-up survey was sent to a representative sample of these visitors to augment the information from *Travel USA*<sup>®</sup>, providing more in-depth information on visitor spending and visitor activity, as well as strategic data on trip characteristics, planning and booking, and impressions of Pennsylvania's tourism product.
- There were 2,280 total responses for the overnight segment and 1,260 for the day-trip segment from this return sample.
- Estimates of Pennsylvania's 2015 overnight and day-trip visitor volume were based on a number of sources, including Travel USA<sup>®</sup>, the customized return-to-sample research, and consultations with Tourism Economics.



#### **Executive Summary**

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Pennsylvania's proximity to major population centers and its unique mix of major historic, cultural, outdoor, and recreation/entertainment events, attractions, and amenities continues to attract a wide range of travelers from throughout the U.S.

- Pennsylvania hosted an estimated 193.3 million travelers in 2015, a 1.6% increase from 2014 and well above the 0.3% rate of increase in the previous two years.
- Roughly a third of travelers (66.0 million) stayed overnight during their PA trip with a 0.8% rate of increase that was just below the (0.9%) growth rate in 2014. This was well below the 2.4% growth rate in U.S. overnight travel.
- Pennsylvania's growth rate for overnight travel has underperformed the U.S. average for the past several years, growing at half the rate (10%) of the U.S. average (20%) between 2009 and 2015.
- An estimated 127.3 million day-trips were taken to and/or within Pennsylvania in 2015 a 1.8% increase from 2014.

#### Executive Summary – Overnight Totals

### People visit Pennsylvania for a variety of reasons, but for those who stayed overnight, visiting friends and relatives (VFR) remained the most popular reason in 2015.

- VFR travel accounted for slightly less than half (47%) of the state's overnight total

   or an estimated 31 million travelers. While down from 2014, it remained well
   above the 43% U.S. average.
- Marketable trips (i.e., non-VFR leisure trips that may be influenced by marketing) was the second main reason for travel to and/or within PA in 2015, accounting for 40% of overnight travel, or an estimated 26.4 million travelers and compared to the 43% average for the U.S. in total.
- Business and business-leisure travelers accounted for the remaining 8 million Pennsylvania overnight travelers in 2015, or 13% of the state total and essentially equal to the U.S. average.

#### Executive Summary – Day Trip Totals

#### As in prior years, Pennsylvania's Day-Trip Travelers were far more likely to be traveling for purely leisure purposes than the state's overnight segment.

- An estimated 127.3 million day-trips were taken to and/or within Pennsylvania in 2015.
- Marketable trips (i.e., leisure trips that may be influenced by marketing) was the main reason for day-trip travel to and/or within PA accounting for 55%, or an estimated 70 million day-trip travelers in 2015, which was well above the percentage (40%) for the state's overnight travel segment.
- VFR travel accounted for 36% of the state's day-trip total, or an estimated 46 million travelers, vs. 47% for the overnight segment in 2015.
- Business and business-leisure travelers accounted for the remaining 11.5 million, or 9% of the state's 127.3 million day-trip total.

#### Executive Summary – Who Visits PA?

### PA travelers in the marketable overnight segment in 2015 were typically middle-aged, educated, married, and roughly half had children under age 18 living at home.

- Pennsylvania's marketable overnight travelers had a median age of 44.9 years the same as that of the state's marketable day-trip travelers, but slightly above the U.S. median (44.2).
- Almost two-thirds of PA's overnight and day-trip travelers were married or with a partner essentially equal to the U.S. average.
- The vast majority of the state's marketable overnight and day-trip travelers held at least a college degree or had attended college.
- The median household income of the state's 2015 marketable overnight travelers was \$60,810 down from 2013 and 2014 and below the \$63,200 U.S. median. Twenty percent of PA travelers reported household incomes of at least \$100,000.

#### Executive Summary – Travelers with Children

Approximately half of Pennsylvania's marketable overnight travelers had children under 18 years of age living at home, but the actual percentage varied greatly depending on the age of the traveler.

- Not surprisingly, travelers under the age of 55 were likely to have children under 18 years of age living at home, but especially travelers in the 35-44 age range.
- Even travelers in the older age ranges had children living with them albeit at much lower rates than younger travelers.

	Percent With Children
Traveler's Age	Under 18 Years of Age
18-24	55%
25-34	62%
35-44	79%
45-54	64%
55-64	15%
65+	6%

#### Executive Summary – Why Vacation in Pennsylvania?

Pennsylvania's tourism industry has cultivated a very positive image and experience among travelers with a majority of marketable overnight travelers choosing to spend their leisure time in PA because they had traveled here before and wanted to see more.

- The primary reason marketable overnight visitors visited Pennsylvania in 2015 was because they had visited before and wanted to see more (47%).
- Proximity was also a factor in deciding where to travel with an additional 19% primarily choosing Pennsylvania because they lived nearby.
- Recommendations from friends/relatives were responsible for an additional 19% of the state's marketable overnight visitors in 2015.
- While still small, recommendations from social media sites are becoming an increasingly important factor in people's decisions of where to travel, influencing 4.5% of PA's marketable overnight travelers in 2015 – up from 1.7% in 2013.

#### Executive Summary – Where Do PA Travelers Come From?

### Pennsylvania is largely a "drive-to" destination and, as in prior years, the majority of travelers were PA residents or from neighboring states.

- The proportion of Pennsylvania residents who traveled in-state for marketable overnight travel purposes (28%) in 2015 was down 5 percentage points from 2014, with Marketable Day-Trippers down 3 percentage points to 44%.
- As in 2014, New York, New Jersey, Ohio, and Maryland together accounted for nearly 40% of the state's Marketable Overnight travelers in 2015.
- Pennsylvania and these four states accounted for 85% of the state's Marketable Day-Trip travelers in 2015, down from almost 90% in 2014.
- Pennsylvania's overnight business travelers came from a wider geographic area than the state's leisure travelers, with Pennsylvania residents accounting for 24% of the segment's total and Maryland, New York, New Jersey, and Ohio together accounting for another 24% in 2015.

#### Executive Summary – Where Do Travelers Like to Go In Pennsylvania?

#### The major urban centers of Philadelphia and Pittsburgh were the leading destinations for both overnight and day-trip travelers in 2015.

- As in prior years, Philadelphia and The Countryside remained PA's top destination region for total (i.e., business, leisure and VFR) overnight and day-trip travel among the state's 11 tourism regions, followed by Pittsburgh and Its Countryside, Dutch Country Roads, and the Pocono Mountains regions, together accounting for nearly 60% of Pennsylvania's total overnight person-trips in 2015.
- The Philadelphia and The Countryside and Dutch Country Roads regions remained Pennsylvania's leading destinations for marketable overnight leisure trips, followed by the Pocono Mountains and Pittsburgh and Its Countryside.
- With their large population bases and as economically diverse business hubs, the Philadelphia and The Countryside and Pittsburgh and Its Countryside regions once again hosted the largest number of VFR (visiting friends and relatives) and business travelers in 2015.

#### Executive Summary – What Do Travelers Like to Do on Their PA Trip?

Pennsylvania's vacation travelers enjoyed a wide range of activities in 2015, with shopping, historic sites, scenic drives, and cultural activities and attractions remaining among the most popular.

- A third of Pennsylvania's marketable overnight travelers in 2015 went shopping (including outlet and "unique" shopping), while almost 25% visited a historic site or landmark, over 20% enjoyed a cultural activity or attraction, and 16% took a scenic drive.
- As in previous years, there were clear differences in the types of activities depending on the presence or absence of children on the trip. Marketable overnight and day-trip travelers without children along were far more likely to enjoy fine dining experiences, visit a casino, or go to a bar or club than those traveling with children, who were far more likely to visit an amusement park or zoo, or swim, fish, and/or camp.

#### Executive Summary – When and How Travelers Plan Their PA Trip

#### As in prior years, the trip planning cycle continues to be short and the internet remains the top planning tool.

- Forty-two percent of Pennsylvania's overnight leisure travelers planned their PA trip within a month or less of traveling and an additional 19% one to two months before hitting the road.
- Almost 45% of overnight leisure travelers used the internet to plan their 2015 PA trip, while 14% received advice from friends/relatives and an equal percentage relied on their own personal experience.
- Planning where to stay was by far the main reason PA's overnight leisure travelers used the internet in 2015 with 46% using the internet to research lodging options. About a third of travelers used the internet to find out about local activities/attractions, 30% for maps/directions, and 27% for info on restaurants.
- In terms of technology, PA's marketable overnight travelers were far more likely to use a desktop (45%) or laptop (48%) to plan their 2015 PA trip, but turned to their smartphone (67%) and, to a lesser extent, tablet (28%) while on their trip.

#### Executive Summary – Travelers and Social Media Use

Travelers are highly engaged in social media but with clear differences based on age, i.e., younger travelers tend to post pictures and their travel experiences while older travelers seek travel advice and read reviews.

- More than three-quarters of PA's marketable overnight leisure travelers used social media in some capacity in 2015 5 percentage points below the U.S. average.
- As in prior years, travelers in the younger age groups were far more likely to "tweet" and use other social media before, during, and after their trips than older travelers, i.e., 87% of travelers below 45 years of age vs. 62% of those aged 65 or older. Nevertheless, social media use by travelers age 65+ continues to grow, and essentially doubled since 2012.
- Travelers in all age groups used their smartphone while on the road to decide where to stay, eat, and/or go, but usage was highest by far for those in the 35-44 age group, i.e., those most likely to be traveling with children.
- PA's overnight leisure travelers below age 45 used social media to post their travel photos/ videos, view those of others, and find deals, while older travelers were more likely to use social media to read and post online travel reviews.

#### Executive Summary – Main Trip Features



#### Short getaways with family or close friends and stays at hotels/motels were among the most common features of trips taken by Pennsylvania's marketable overnight travelers in 2015.

- Pennsylvania continued to be a "drive-to" destination in 2014 with the vast majority of the state's out-of-state visitors arriving by car, van, truck, or RV.
- While shorter stays continued to be the norm for PA's marketable overnight travelers in 2015 with 54% spending just one or two nights on their PA trip, there was a 5 percentage point increase in the share of travelers (33%) spending 3-6 nights.
- Over two-thirds of the state's travelers chose to stay in hotels or motels, with an additional 16% staying at their second home or in housing owned by friends or relatives.
- Almost two-thirds of PA's marketable overnight leisure visitors traveled with a spouse/ partner in 2015 and 30% traveled with children – compared to 35% in 2013.

#### Executive Summary – What Travelers Look For in a Destination

Travelers have certain priorities and expectations when deciding where to go on vacation or for a weekend getaway. There was a shift from 2014 in the priority rankings of U.S. overnight leisure travelers with "adult atmosphere" replacing "worry-free" as travelers' top priority in 2015.

- In addition to adult atmosphere, the top travel priorities of U.S. overnight leisure travelers in 2015 were: exciting, worry-free, climate, family friendly, sightseeing, and affordable.
- As in prior years, Pennsylvania scored well on each of the top priorities, with two-thirds to nearly three-quarters of the state's overnight leisure travelers agreeing that their 2015 Pennsylvania trip experience largely met each of these top priorities.
- In addition to the list of travel priorities, there are certain images associated with a destination. Pennsylvania was perceived by overnight leisure travelers in 2015 as a safe, affordable, and easy place to travel to, a good place for an adult vacation/getaway, but also family friendly, and very scenic and historic, with PA residents largely rating the state more favorably than non-resident travelers who visited the state.

#### Executive Summary – Main Benefits from PA Leisure Trip

#### Research continues to show that taking a leisure trip purely for fun offers a number of benefits to individuals' overall health and well-being.

- As in prior years, PA's marketable overnight and day-trip leisure travelers believed relaxation/stress relief to be the primary benefit of travel in 2015. This was cited by nearly over 60% of overnight travelers and 56% of day-trippers, with "a break from day-to-day responsibilities" ranking second.
- Creating lasting memories and improving and enriching personal relationships with family and/or friends were also key benefits, as well as having no fixed schedule.
- Visiting places never seen before, arriving home with great stories, and being either physically or intellectually challenged were of somewhat lesser importance for the state's marketable overnight and day-trip travelers in 2015.



#### **Detailed Findings**



### Size & Structure of US Overnight Travel Market

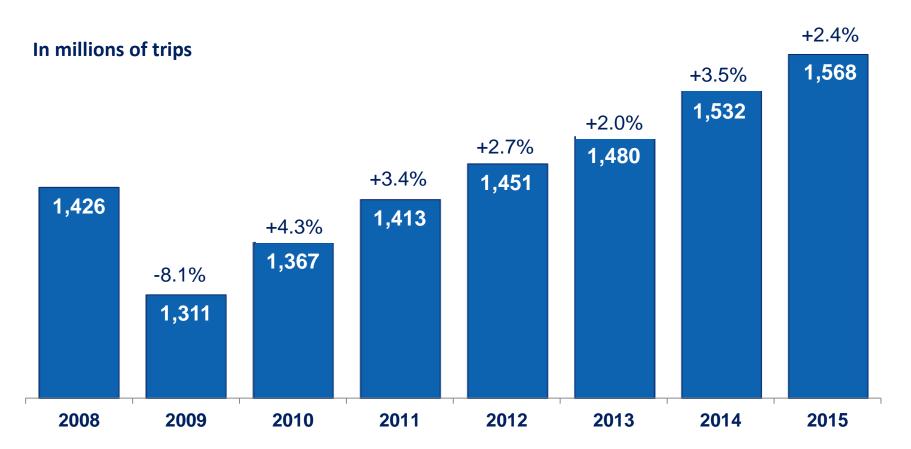
# Size and Structure of the U.S. Domestic Overnight Travel Market

#### U.S. overnight visitor volume continued its steady rate of increase in 2015, reaching a record high 1.57 billion travelers.

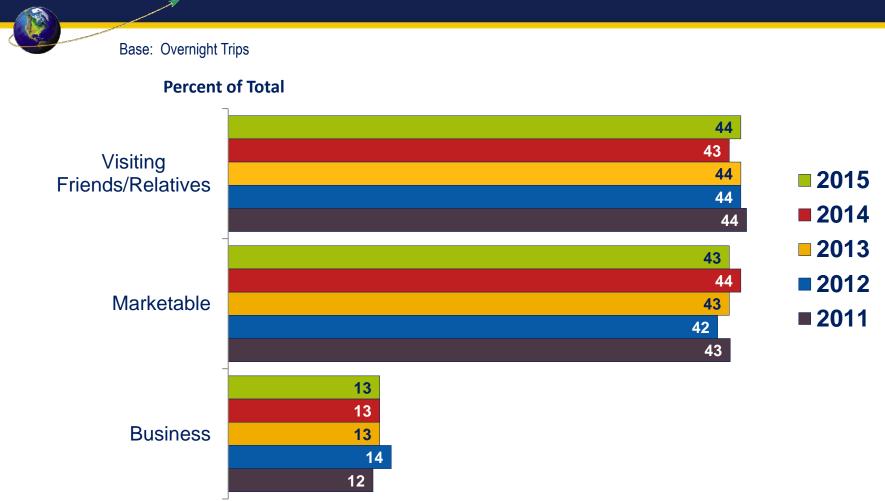
- Overnight travel by U.S. residents rose 2.4% to 1.57 billion in 2015, or about a percentage point below the 3.5% increase seen in 2014.
- Of the nearly 1.6 billion overnight trips taken by U.S. travelers in 2015, 87% were for leisure purposes – either to visit friends and/or relatives (VFR) or for purely vacation/getaway weekend trips (i.e., "marketable") that may be influenced by marketing – and the same percentage as in 2013 and 2014.
- As in prior years, an additional 10% of trips by U.S. travelers were for strictly business purposes; and approximately 3% were business-leisure trips.
- The top six marketable overnight trip types were touring trips, special event travel, outdoor trips, city trips, resort trips, and casino trips.

## U.S. Overnight Visitor Volume 2008 to 2015

Base: Total Overnight Trips



## Structure of U.S. Overnight Travel 2011 - 2015

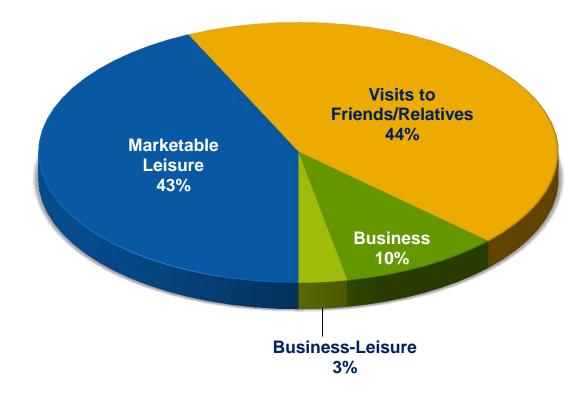


Business-Leisure trips are included in Marketable trips in this slide

#### U.S. Overnight Market Segments

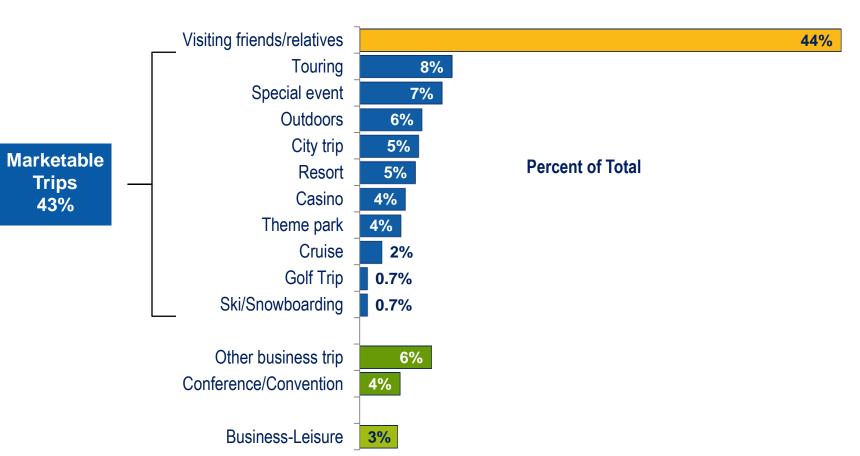


Base: Adult Overnight Trips



#### Main Purpose of U.S. Overnight Trips in 2015

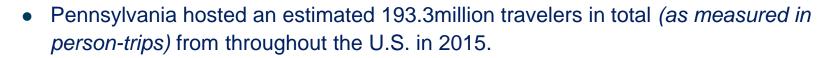
Base: Adult Overnight Trips





### Size & Structure of Pennsylvania Travel Market

#### Pennsylvania Visitor Volume



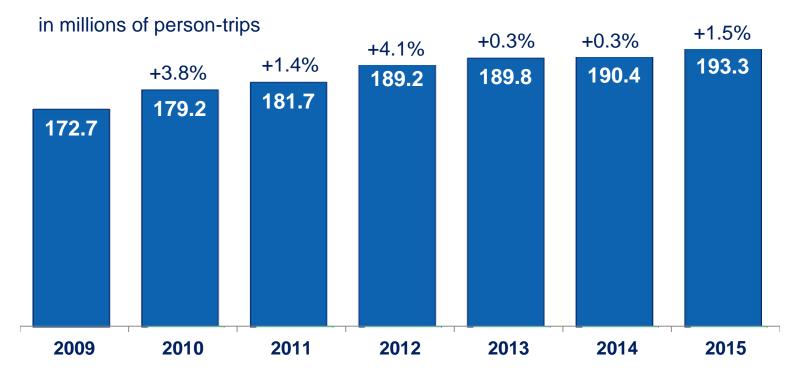
Of these, an estimated 66.0 million (or 34%) were overnight trips – the same percentage as in 2014.

- Marketable trip types are trips that can be influenced by marketing,
   i.e., leisure trips excluding visits to friends/relatives (VFR). Of the estimated 66.0 million overnight trips in Pennsylvania, 41% could be considered <u>marketable</u> trips a 2 percentage point increase from 2014 and just two percentage points below the U.S. average.
- Special events, touring, and outdoors remained the top three marketable trip types for Pennsylvania overnight travelers in 2015.
- Visiting friends/relatives (VFR) accounted for 47% of PA's overnight travel in 2015, down from 2014 but remaining above the 44% U.S. average.

## Pennsylvania Total Visitor Volume 2009 to 2015

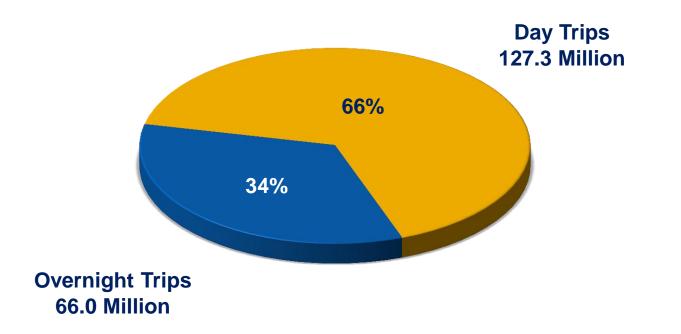
Base: Total Overnight + Day-Trips

Pennsylvania hosted a record number of travelers in 2015 but, despite an acceleration, the rate of growth remained below the U.S. average.



# Total Trips to Pennsylvania in 2015

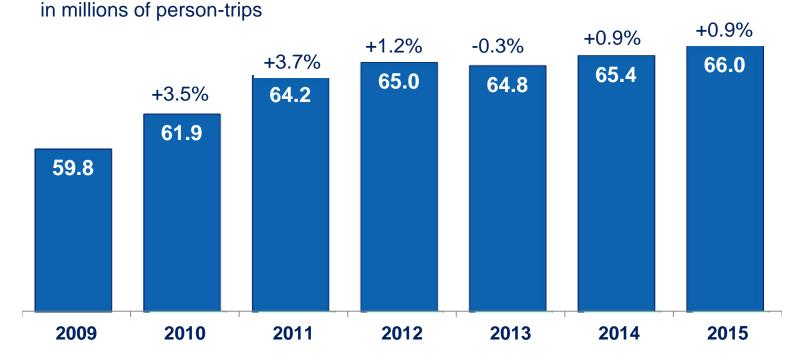
**Total Person-Trips = 193.3 Million** 



## Pennsylvania Overnight Visitor Volume 2009 to 2015

Base: Total Overnight + Day-Trips

Pennsylvania hosted a record number of overnight travelers in 2015, but the rate of growth was about a third that of the U.S. average.



#### Pennsylvania 2015 Overnight Market Segments

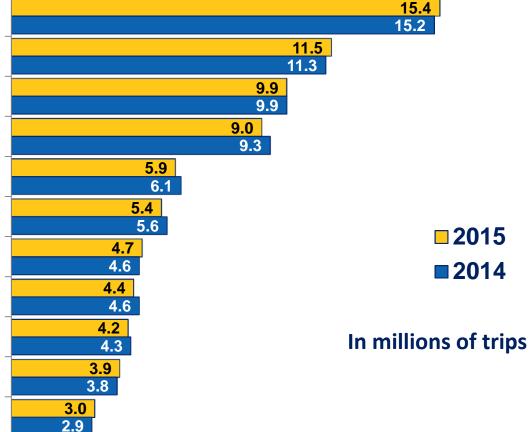


Base: Adult Overnight Trips to Pennsylvania



#### Pennsylvania Regions Visited on Overnight Trips\*

Philadelphia & The Countryside Pittsburgh & Its Countryside **Dutch Country Roads** Pocono Mountains Pennsylvania's Great Lakes Upstate PA Lehigh Valley Pennsylvania Wilds The Alleghenies Valleys of the Susquehanna Laurel Highlands

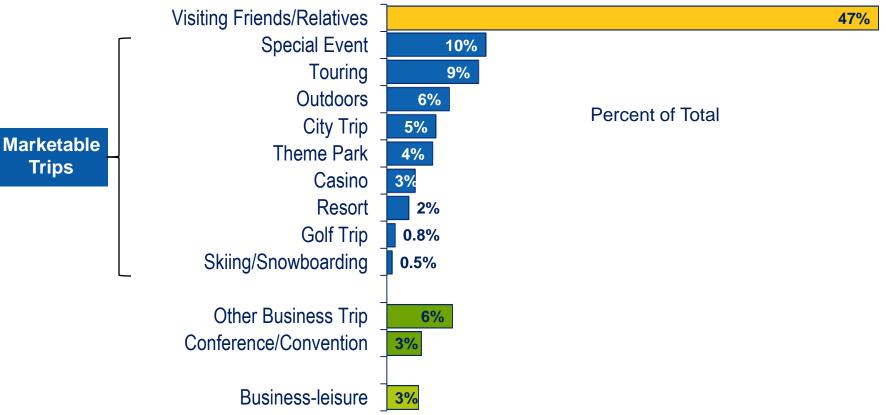


\*Spent time in region. Figures reflect both business and leisure travelers, including those visiting friends and family. Total exceeds state total as a number of travelers visited more than one region.

#### Main Purpose of Overnight Trips to Pennsylvania in 2015



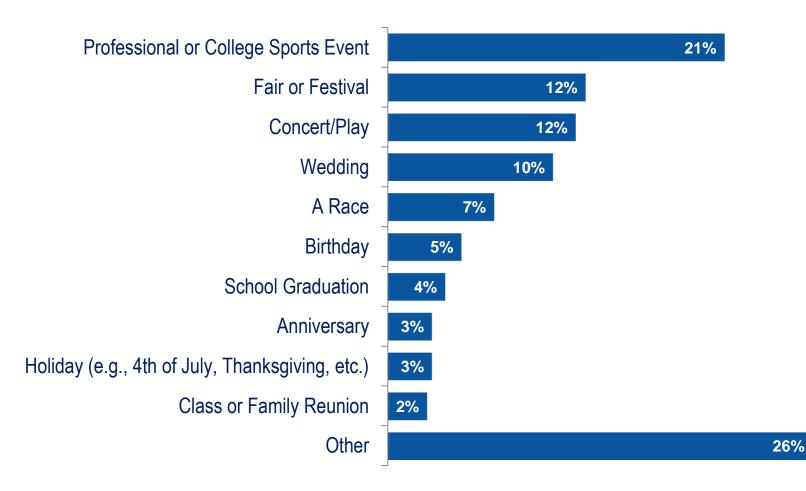
Base: Overnight Trips



### 2015 Special Event Trip Pennsylvania Overnight Travelers



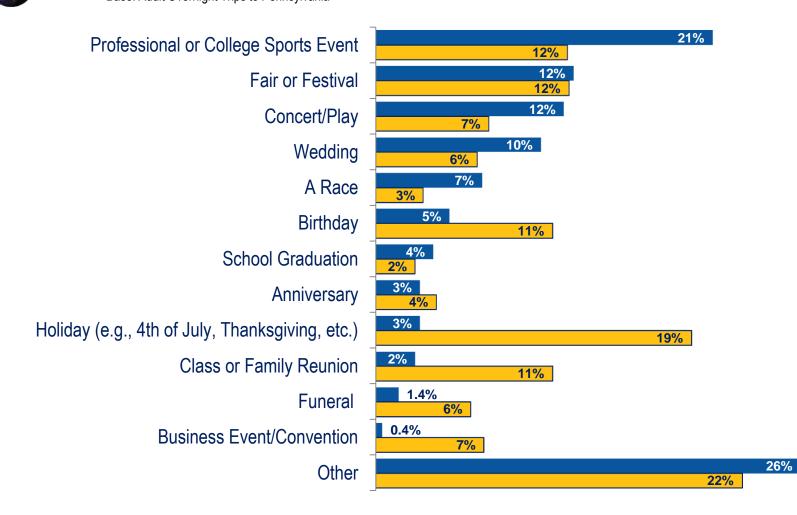
Base: Adult Overnight Trips to Pennsylvania



37

#### 2015 Pennsylvania Special Event Trip Overnight vs. Day-Trip Travelers

Base: Adult Overnight Trips to Pennsylvania



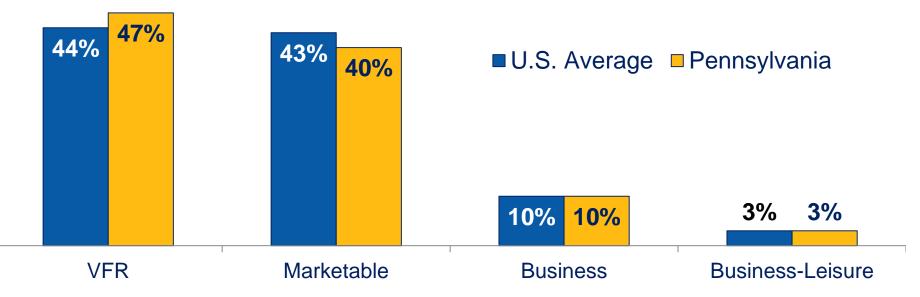
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### Comparison of Pennsylvania and U.S. Overnight Market Segments, 2015

Base: Adult Overnight Trips

As in prior years, travelers were more likely to travel to and within Pennsylvania to visit friends and family than travelers nationwide.

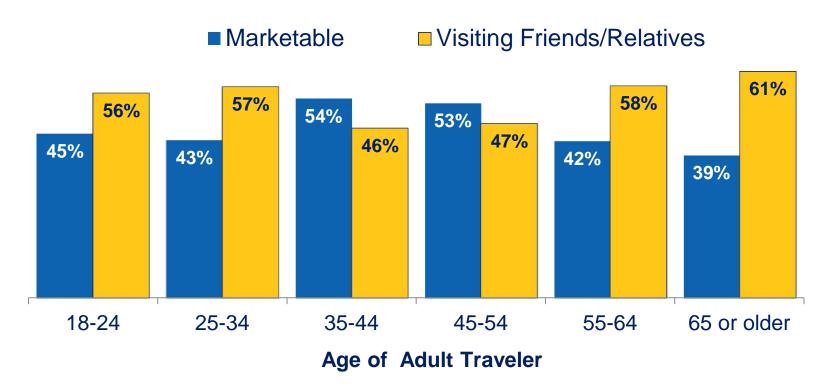
2015 Overnight Travel, Main Purpose of Stay Pennsylvania vs. U.S. Average, Percent of Total Travelers



#### Pennsylvania's Leisure Overnight Market Segments by Age of Adult Traveler

Base: Adult Leisure Overnight Trips to Pennsylvania

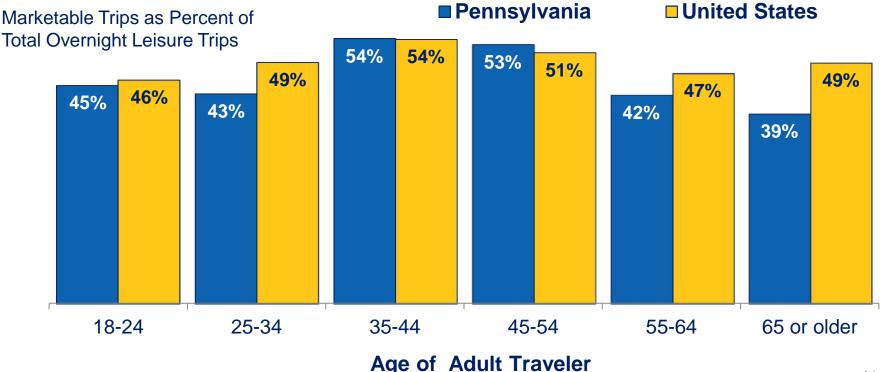
Travelers in the 35-44 age range were far more likely to visit Pennsylvania for purely leisure/vacation purposes in 2015 than any other age group.



#### PA & U.S. Marketable Overnight Leisure Segments by Age of Adult Traveler

Base: Adult Leisure Overnight Trips

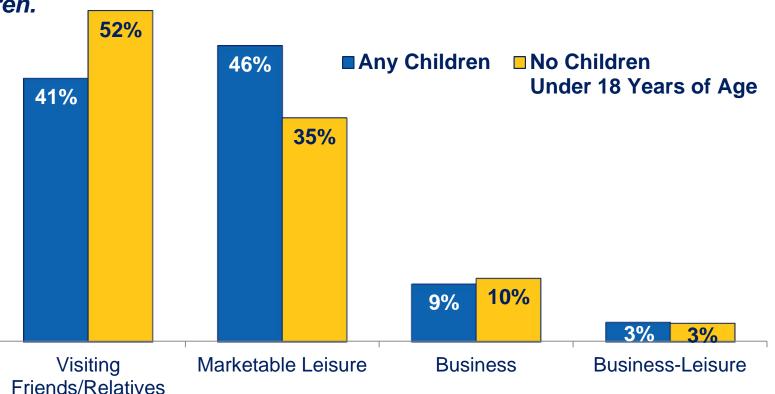
Travelers were less likely to visit Pennsylvania for purely leisure (marketable) reasons compared to the U.S. average in 2015, especially those in the older age ranges.



#### Pennsylvania's Overnight Market Segments by Presence of Children in Household

Base: Adult Overnight Trips to Pennsylvania

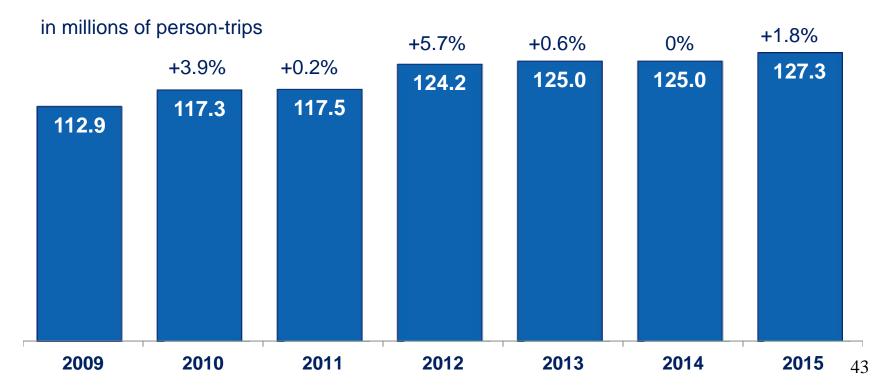
Travelers with children living at home were far more likely to take a PA overnight trip for purely leisure (marketable) purposes than those without children.



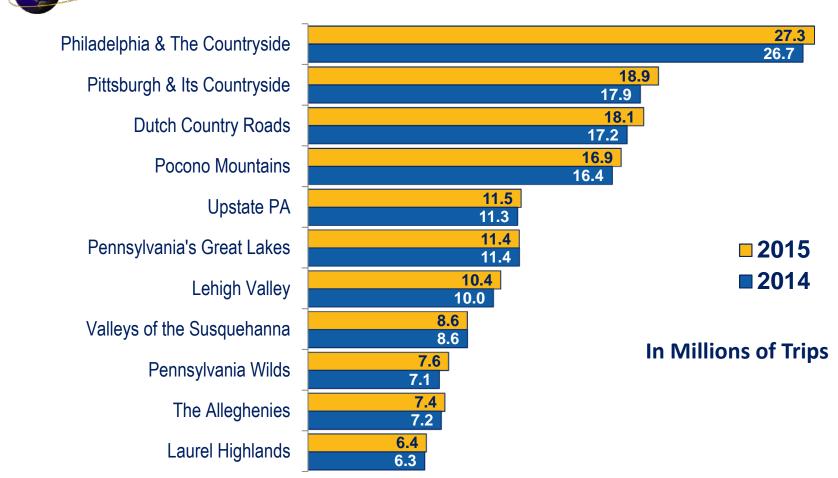
# Pennsylvania Day-Trip Visitor Volume 2009 to 2015

Base: Pennsylvania Day-Trips

Pennsylvania hosted a record number of travelers in 2015. The number of daytrip travelers rose 13% from 2009-2013, slightly outpacing the 10% increase of the overnight segment.



#### Pennsylvania Regions Visited on Day-Trips\*



\*Spent time in region

Total exceeds State total as a number of travelers visited more than one region.

#### Pennsylvania 2015 Day-Trip Market Segments

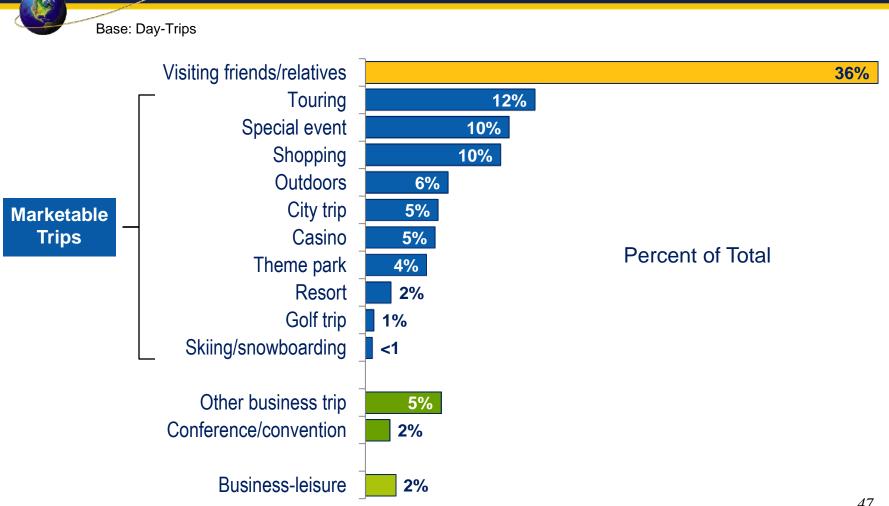
Base: Adult Day-Trips to Pennsylvania



# Pennsylvania 2015 Visitor Volume Day-Trip Travelers

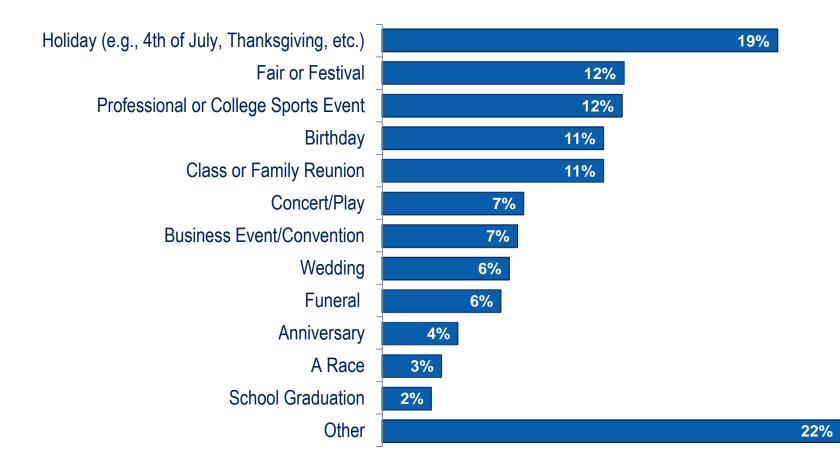
- Pennsylvania hosted an estimated 127.4 million day-trip travelers in 2015.
- Of these, 55% were marketable trip types (a much higher percentage than the overnight segment and the same percentage as in 2014).
- As in previous years, the key marketable day-trip types were touring, special events, and shopping.

#### Main Purpose of Pennsylvania 2015 Day-Trips



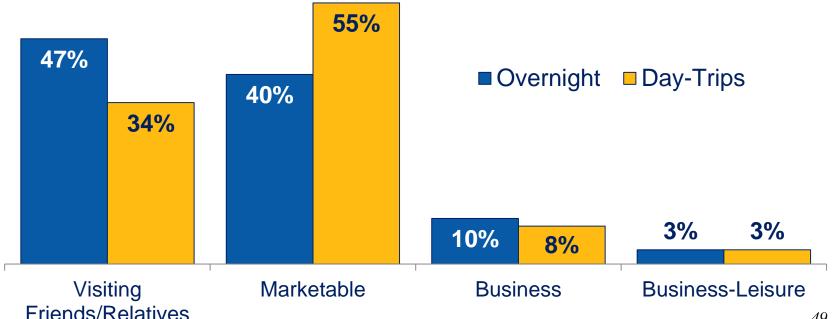
### 2015 Special Event Trip Pennsylvania Day-Trip Travelers

Base: Adult Day-Trips to Pennsylvania



#### Pennsylvania 2015 Purpose of Stay Overnight vs. Day-trip

The graph below illustrates the differences in the purpose of stay between PA's overnight and day-trip travelers in 2015. As in prior years, overnight travelers were more likely to travel to and/or within PA to visit friends/family, while day-trip travelers were far more likely to visit the state for purely leisure reasons.



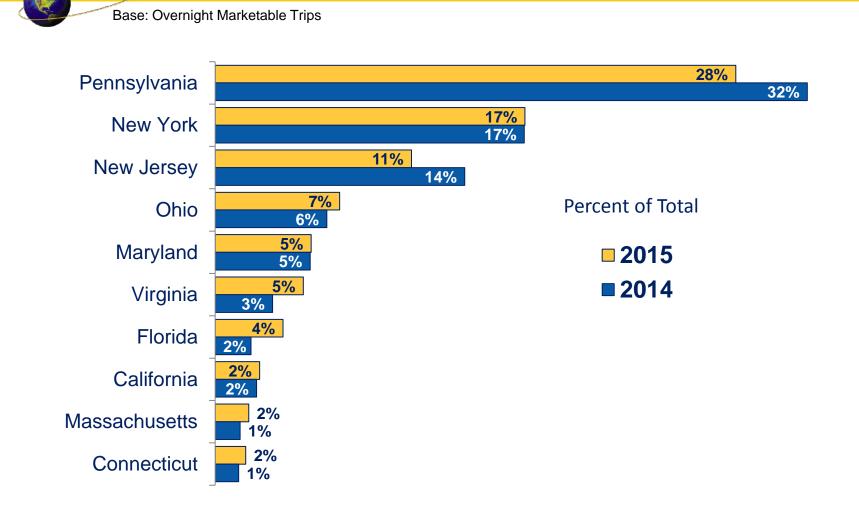


# Pennsylvania's Marketable Overnight Travelers



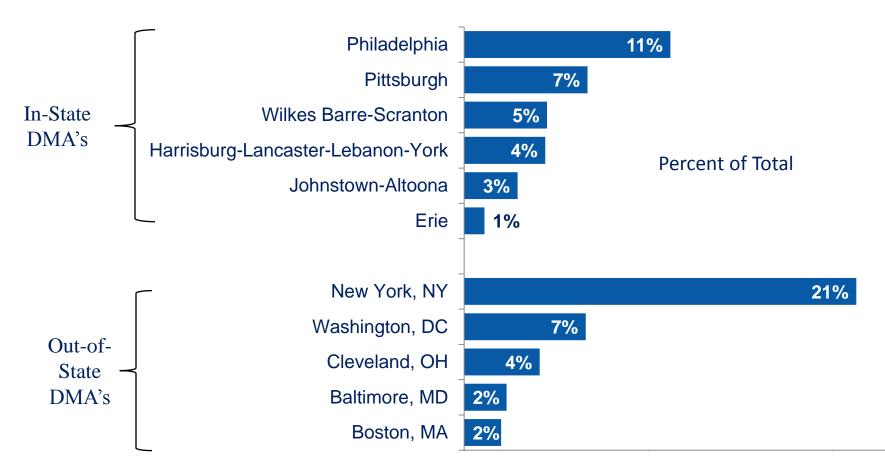
## Main Origin Markets for Pennsylvania's Overnight Travelers

#### Main Origin States for Pennsylvania's Marketable Overnight Travelers

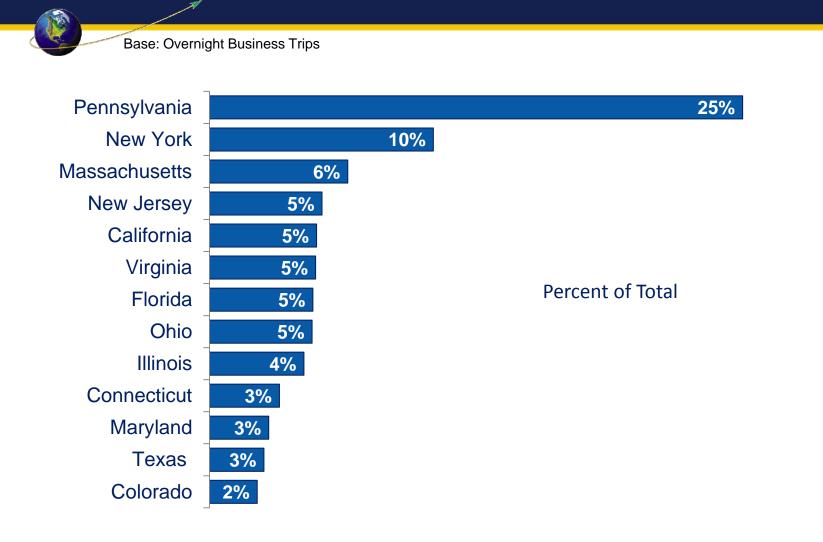


#### Main Urban Origin Markets for Pennsylvania's Marketable Overnight Travelers

Base: Overnight Marketable Trips



#### Main Origin States for Pennsylvania's 2015 Business Overnight Travelers



#### Main Origin States for Pennsylvania's Overnight Business-Leisure Trips





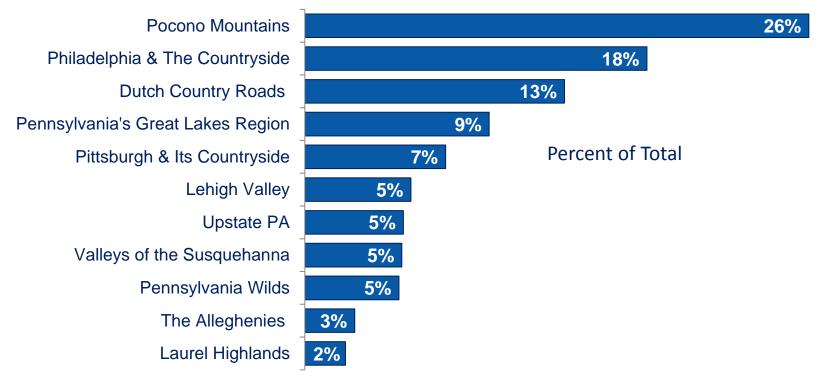
# **Pennsylvania Tourism Regions**

 PA Regions Visited by Travelers' State of Residence
 Percentage Return Trips

#### Pennsylvania Tourism Regions Regions Visited by Residents of New York State

Base: Overnight Marketable Trips

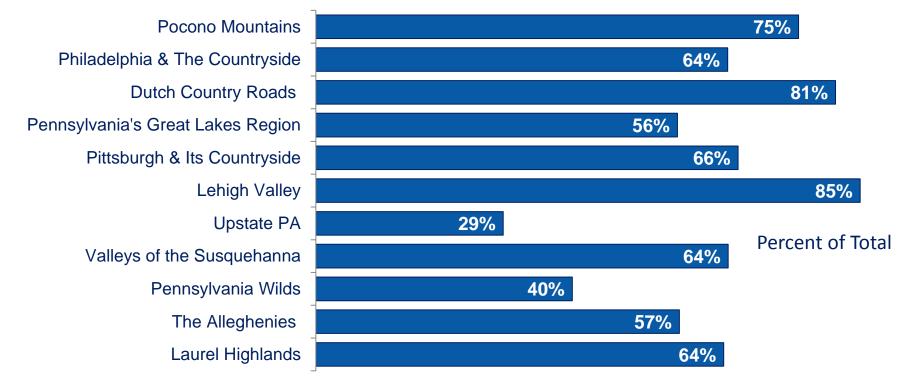
The Pocono Mountains region remained the most popular PA destination for marketable overnight travelers from New York state in 2015 – a 7 percentage point increase from 2014.



#### Pennsylvania Tourism Regions REPEAT VISITORS - Residents of New York State

Base: Overnight Marketable Trips

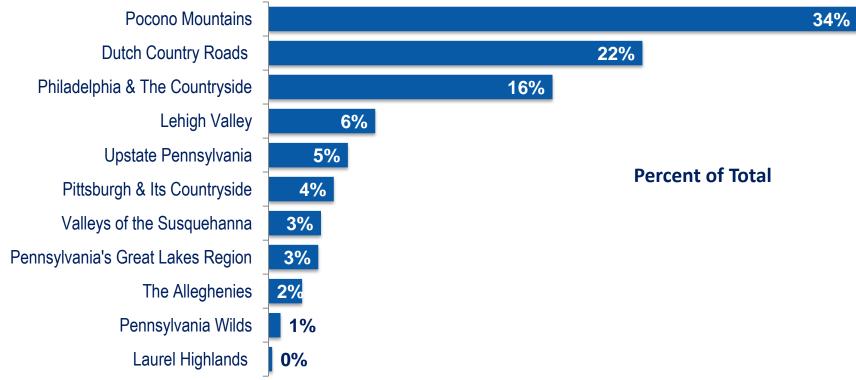
Over three-quarters of marketable overnight travelers from New York State who visited one of PA's eastern tourism regions in 2015 had traveled there before.



#### Pennsylvania Tourism Regions Regions Visited by Residents of New Jersey

Base: Marketable Overnight Trips

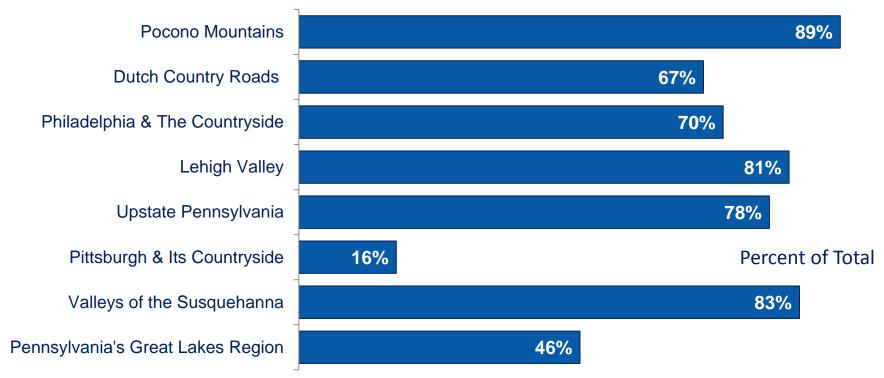
As it has for at least the past five years, the Pocono Mountains remained the most popular PA destination for marketable overnight travelers from New Jersey in 2015.



#### Pennsylvania Tourism Regions REPEAT VISITORS - Residents of New Jersey

Base: Overnight Marketable Trips

A majority of travelers from New Jersey in 2015 had visited one or more of the eastern Pennsylvania tourism regions in the past.



#### Pennsylvania Tourism Regions Regions Visited by Residents of Ohio

Base: Overnight Trips

Pittsburgh & Its Countryside and Pennsylvania's Great Lakes Region remained the most popular PA destinations for marketable overnight travelers from Ohio in 2015.

Pittsburgh & Its Countryside Pennsylvania's Great Lakes Region Philadelphia & The Countryside Laurel Highlands The Alleghenies Upstate Pennsylvania Dutch Country Roads Pocono Mountains Pennsylvania Wilds Valleys of the Susquehanna Lehigh Valley

14% 7% 6% 6% 6% 6% 5% 3% 3% 3% 2%

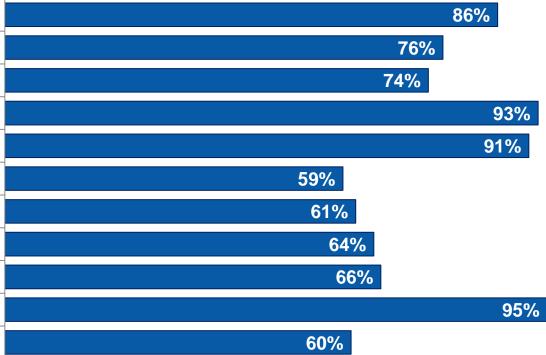
36%

#### Pennsylvania Tourism Regions REPEAT VISITORS - Residents of Ohio

Base: Overnight Marketable Trips

A majority of travelers from Ohio in 2015 had visited one or more of Pennsylvania's tourism regions in the past.

Pittsburgh & Its Countryside Pennsylvania's Great Lakes Region Philadelphia & The Countryside Laurel Highlands The Alleghenies Upstate Pennsylvania Dutch Country Roads Pocono Mountains Pennsylvania Wilds Valleys of the Susquehanna Lehigh Valley Percent of Total



#### Pennsylvania Tourism Regions Regions Visited by Residents of Maryland

Base: All Overnight Trips

Nearly half of all overnight travelers from Maryland who visited Pennsylvania in 2015 chose a destination in the southeastern portion of the state.

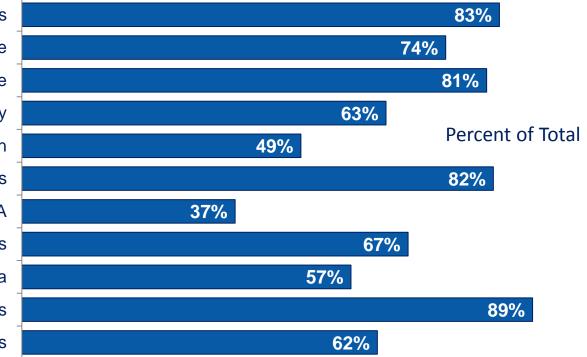
**Dutch Country Roads** 21.5% Philadelphia & the Countryside 19.2% Pittsburgh & Its Countryside 18.5% Lehigh Valley 6.7% Pennsylvania's Great Lakes Region 6.5% Percent of Total Laurel Highlands 5.7% Upstate PA 4.3% Pocono Mountains 4.1% Valleys of the Susquehanna 3.2% Alleghenies & Her Valleys 2.9% Pennsylvania Wilds 2.2%

#### Pennsylvania Tourism Regions REPEAT VISITORS - Residents of Maryland

Base: Overnight Marketable Trips

A majority of travelers from Maryland in 2015 had visited one or more of the south eastern Pennsylvania tourism regions in the past.

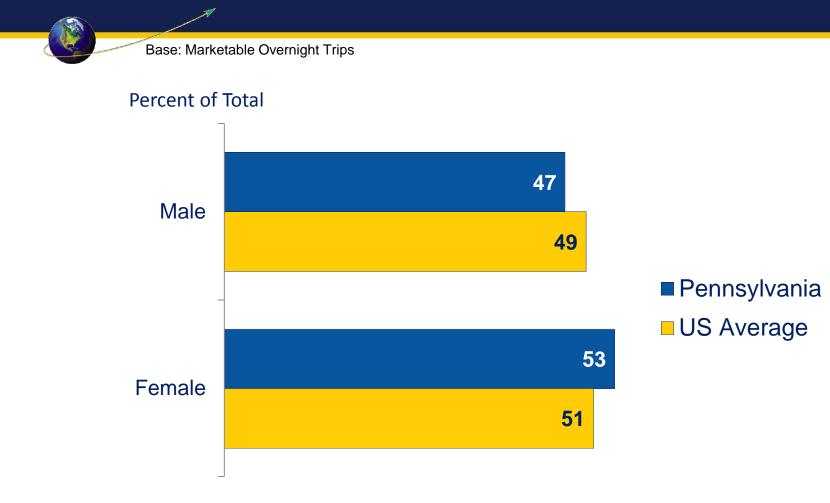
Dutch Country Roads Philadelphia & the Countryside Pittsburgh & Its Countryside Lehigh Valley Pennsylvania's Great Lakes Region Laurel Highlands Upstate PA Pocono Mountains Valleys of the Susquehanna Alleghenies & Her Valleys Pennsylvania Wilds





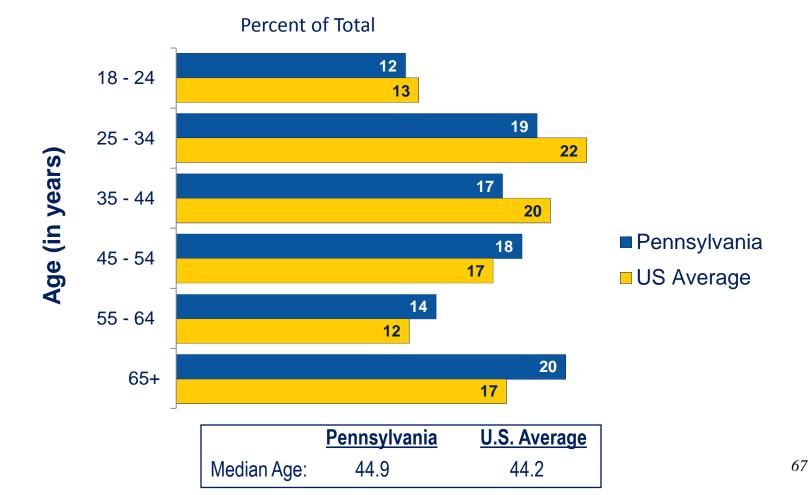
# Traveler Profile — Overnight Marketable Trips

#### Gender

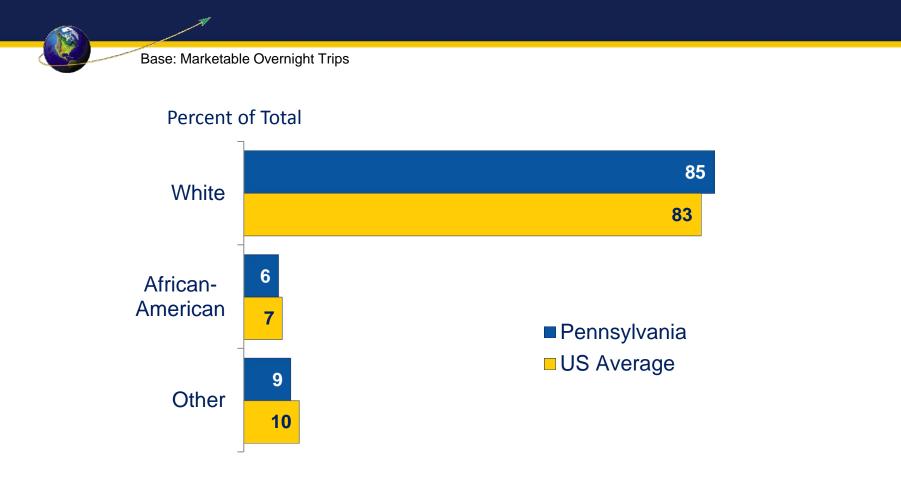


#### Age

Base: Marketable Overnight Trips



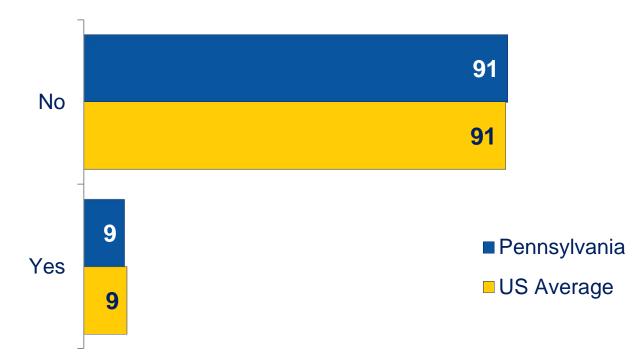
#### Race



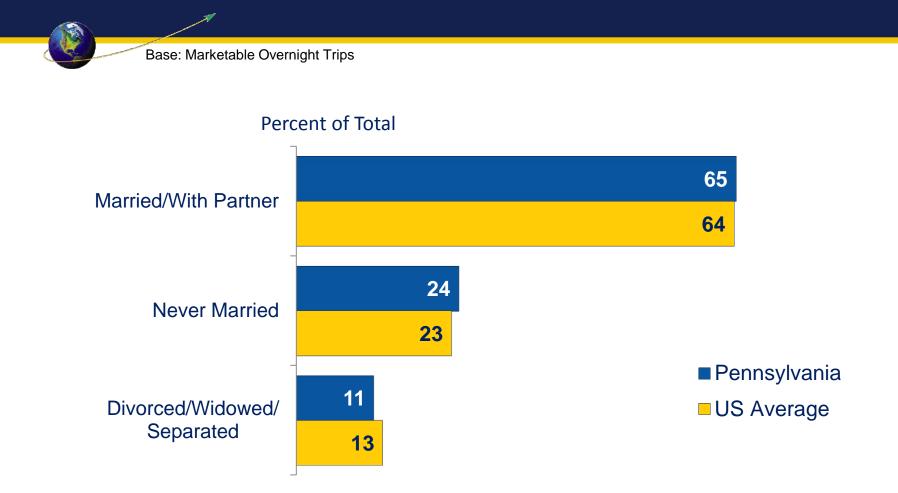
#### **Hispanic Background**

Base: Marketable Overnight Trips

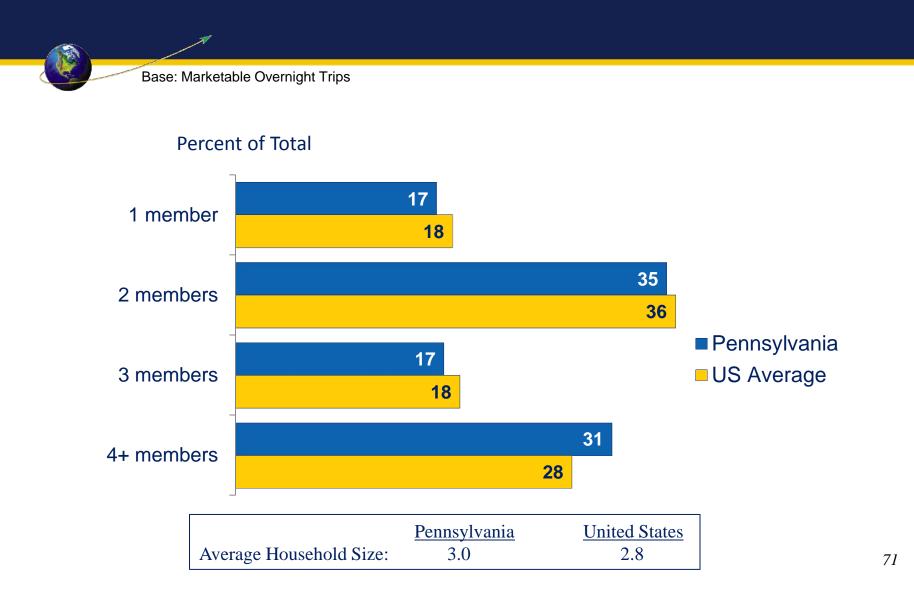
#### Percent of Total



#### **Marital Status**

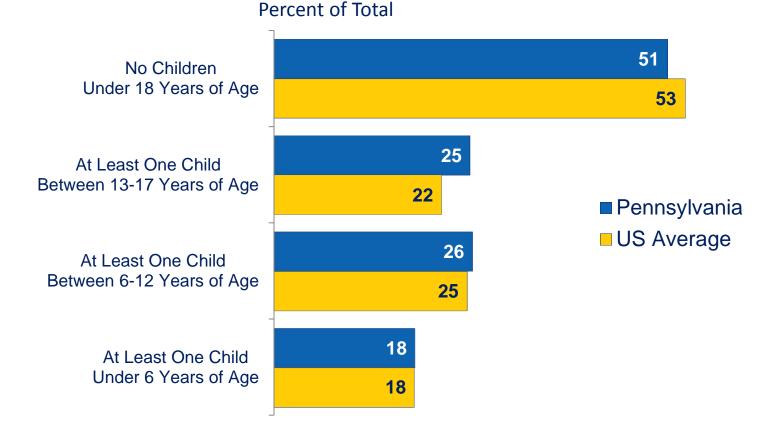


#### Household Size



#### Presence of Children in Household

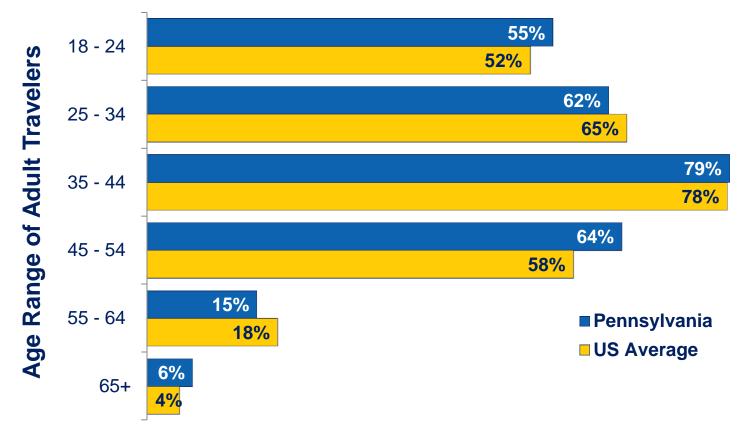
Base: Marketable Overnight Trips



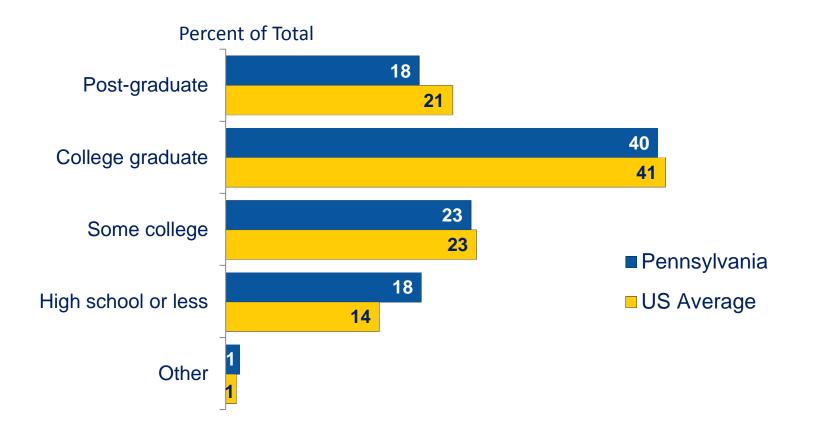
### Presence of Children in Household by Age of Adult Traveler

Base: Marketable Overnight Trips

#### Percent of Adult Travelers with Children Under Age 18 Living at Home

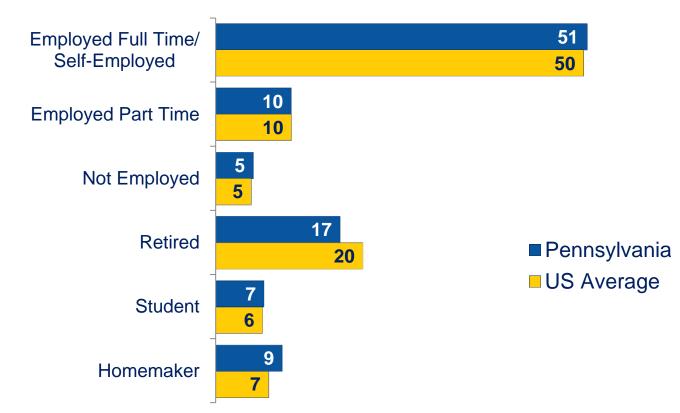


#### Education

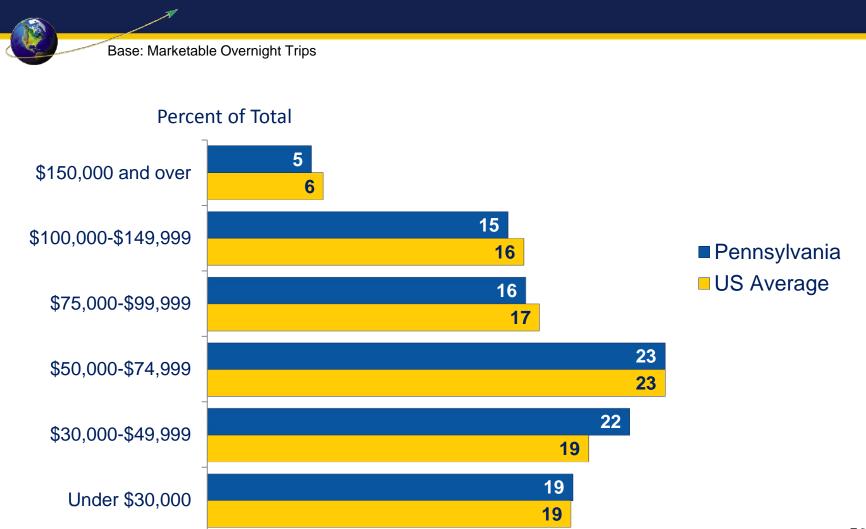


### Employment

Base: Marketable Overnight Trips



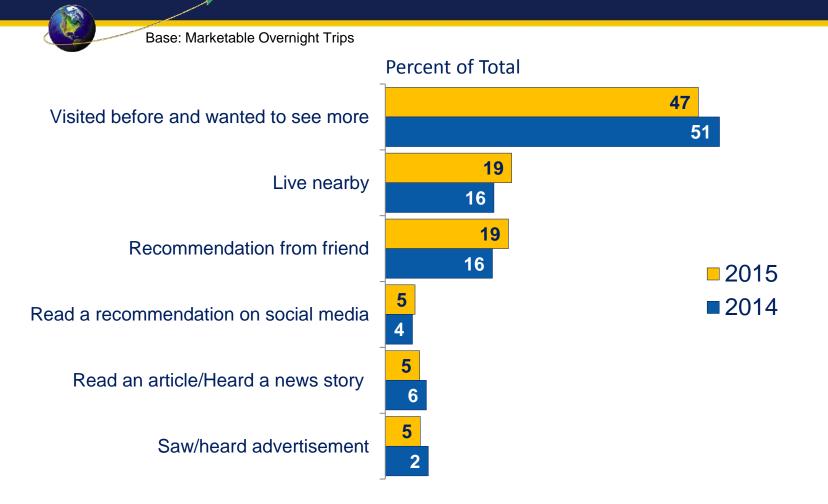
#### Income





## Trip Planning & Booking 2015 Marketable Overnight Trips

### Main Reason for Choosing Pennsylvania



#### Pennsylvania 2015 Trip Planning Horizon

Base: Marketable Overnight Trips

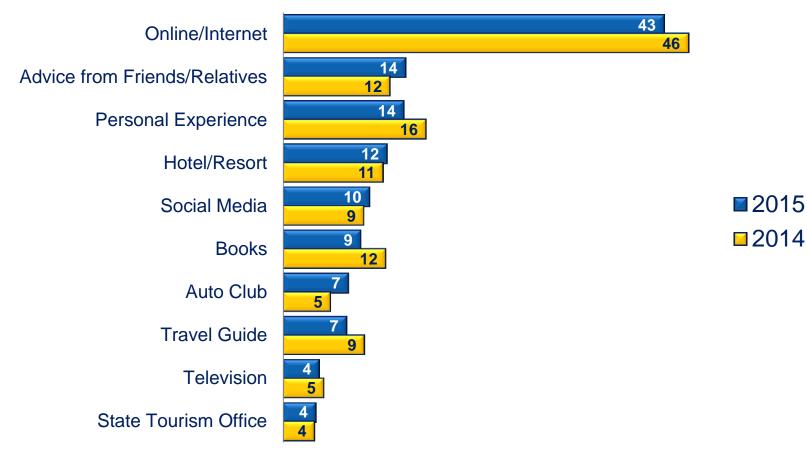
As in prior years, the planning horizon was relatively short for most travelers to Pennsylvania, with over 60% planning their trip within two months of their departure date.



■2014 ■2015

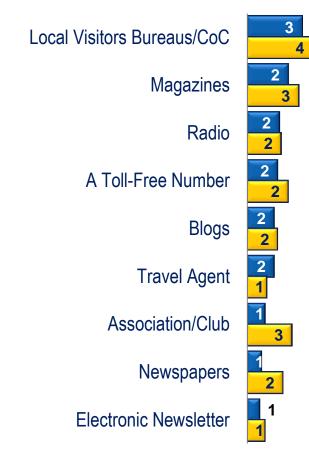
#### Information Sources Used for Planning the Trip

Base: Marketable Overnight Trips



### Information Sources Used for Planning the Trip (cont'd)

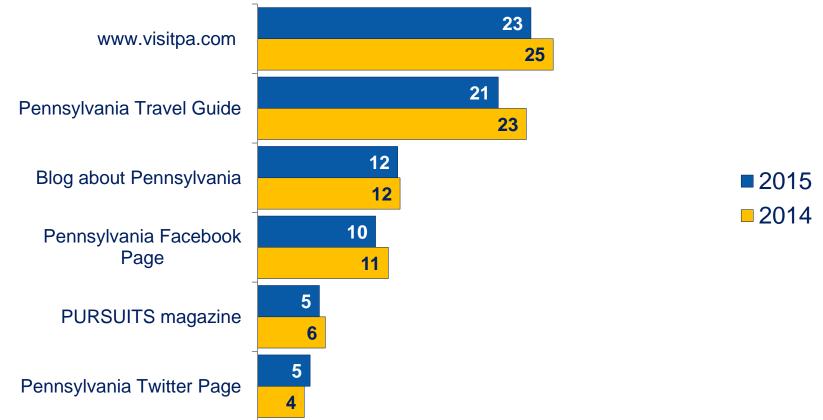
Base: Marketable Overnight Trips



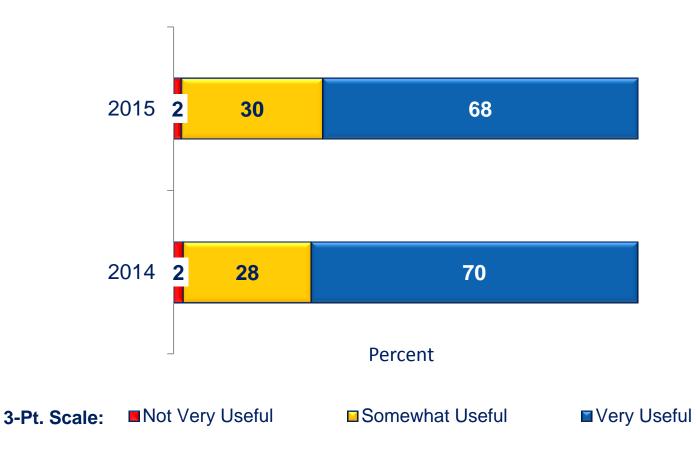


### Use of Pennsylvania Tourism Office Trip Planning Tools

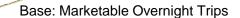
Base: Marketable Overnight Trips

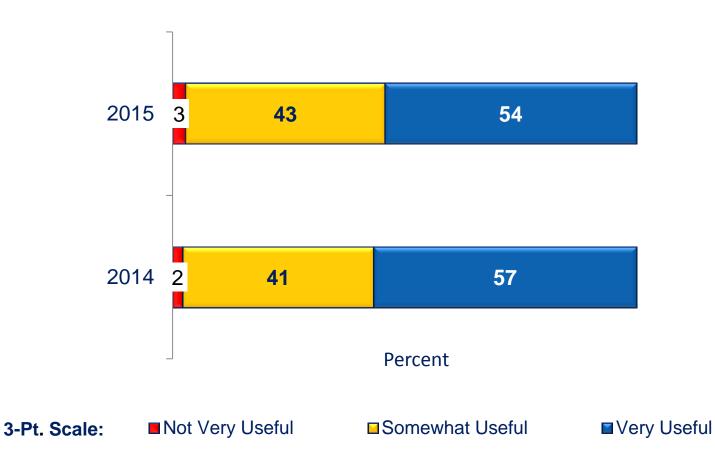


#### <u>www.visitpa.com</u>Usefulness

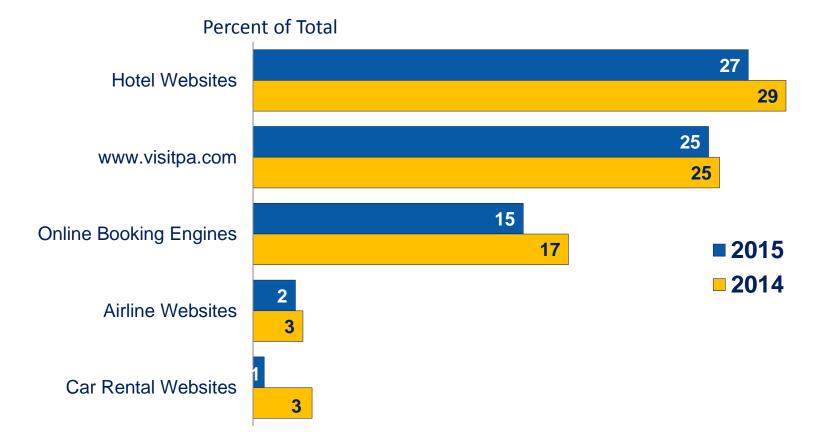


#### Pennsylvania Travel Guide Usefulness



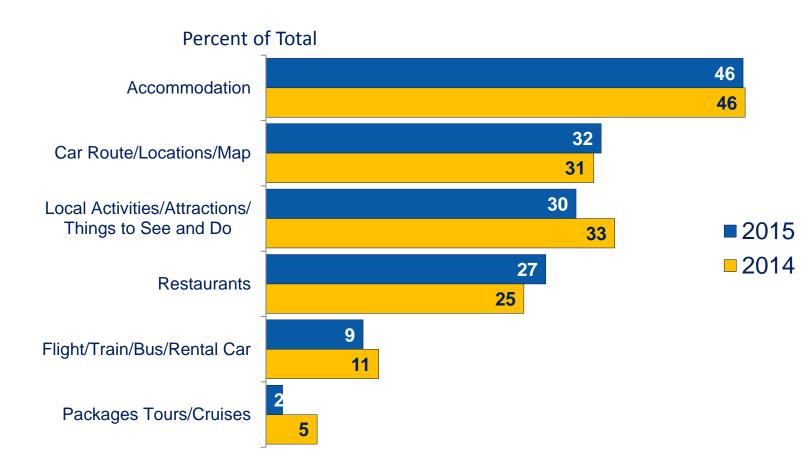


#### Websites Used for Planning Pennsylvania Trip



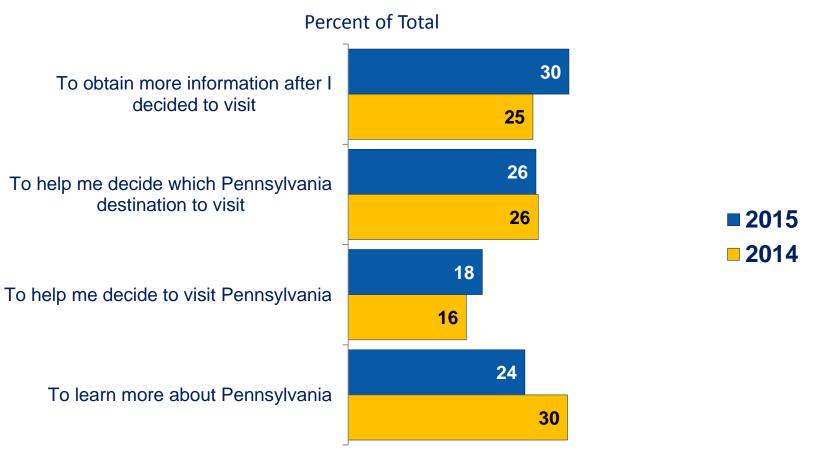
#### Trip Elements Planned Using Internet





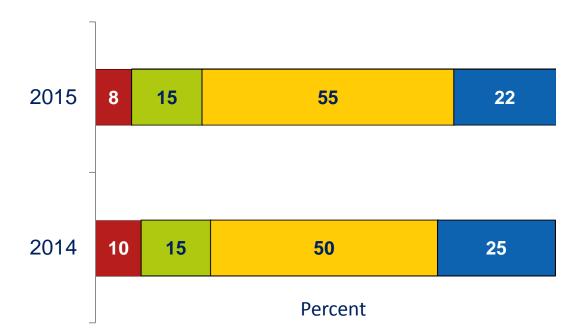
#### Reasons for Visiting www.visitpa.com





#### www.visitpa.com Influence on Planning

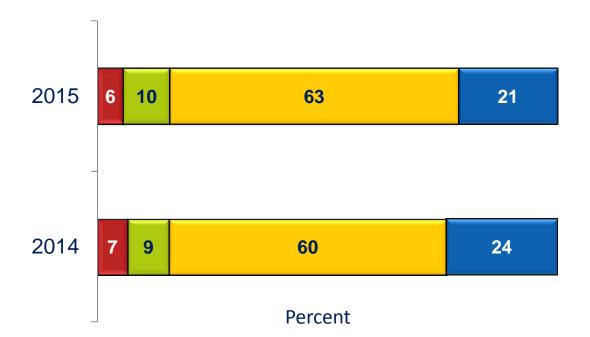
Base: Marketable Overnight Trips



4-Pt. Scale: ■ No Influence ■ Very little Influence ■ Some Influence ■ Large Influence

#### www.visitpa.com Influence on Visitation

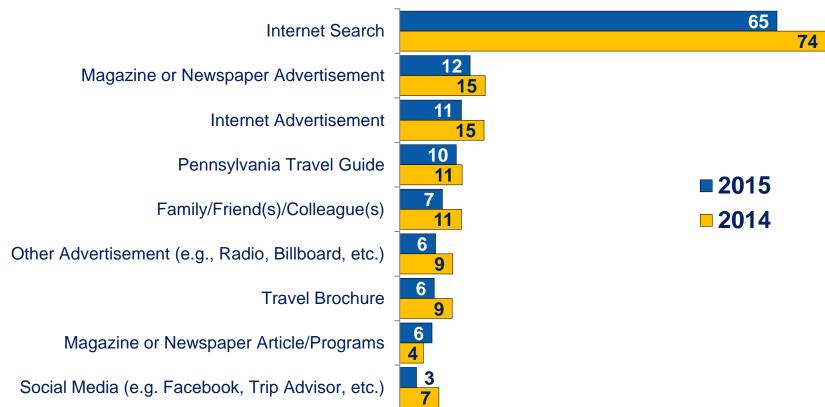
Base: Marketable Overnight Trips



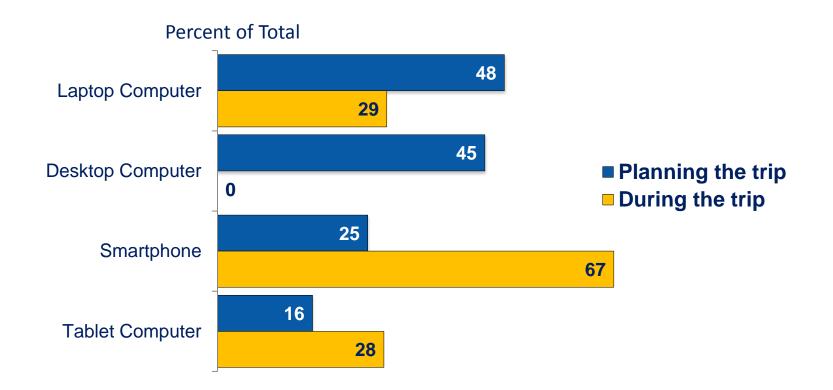
4-Pt. Scale: ■No Influence ■Very little Influence ■Some Influence ■Large Influence

#### Channels to www.visitpa.com

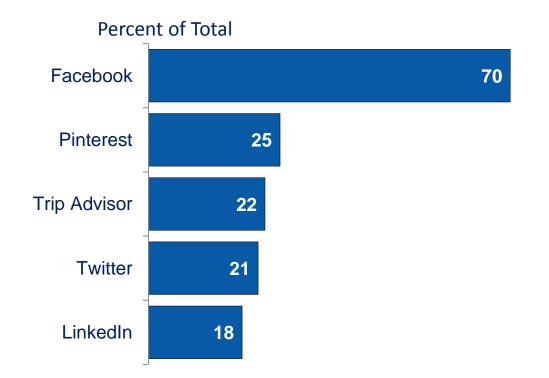
Base: Marketable Overnight Trips



### Technology Used by Travelers

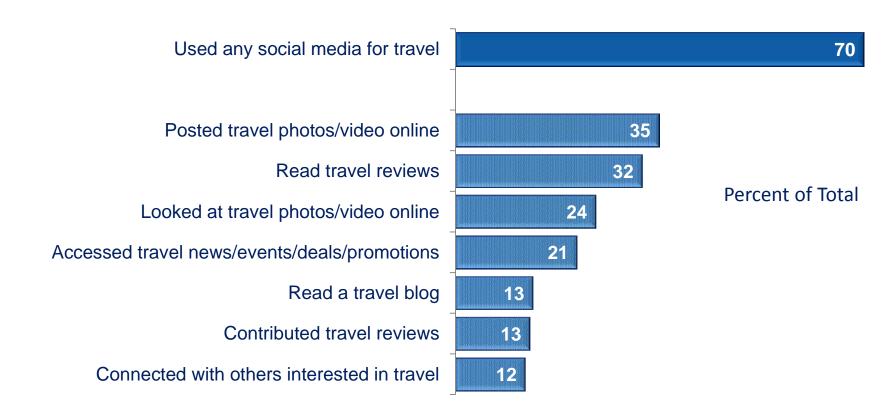


### Social Media Channels Used by Travelers

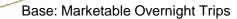


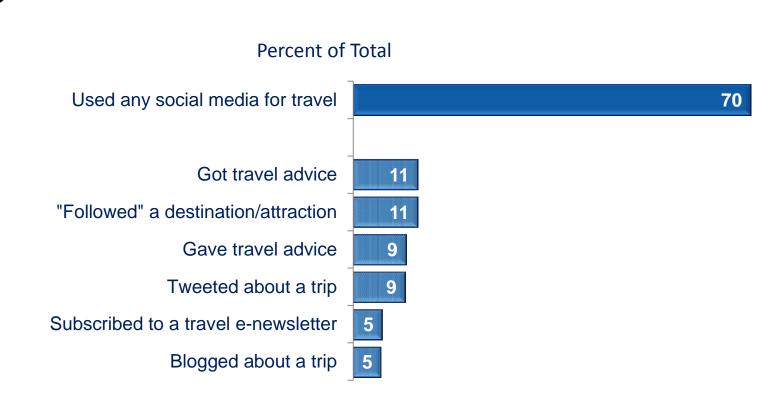
#### Online Social Media Use by Travelers





### Online Social Media Use by Travelers (cont'd)

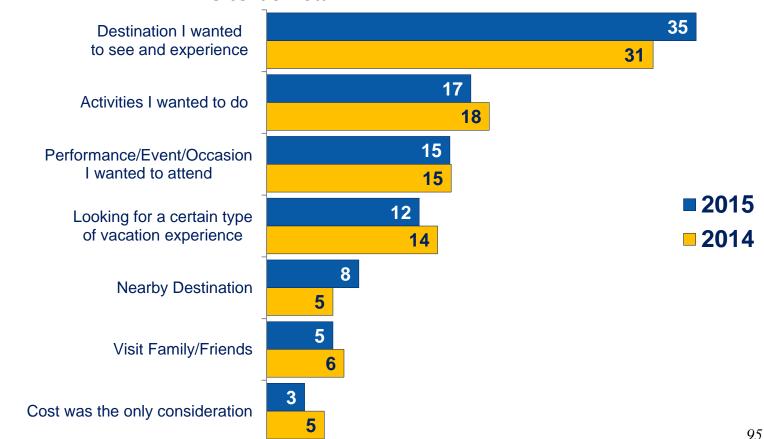




### Planning Considerations Beyond Cost

Percent of Total





#### Percent of Travelers Booking In Advance



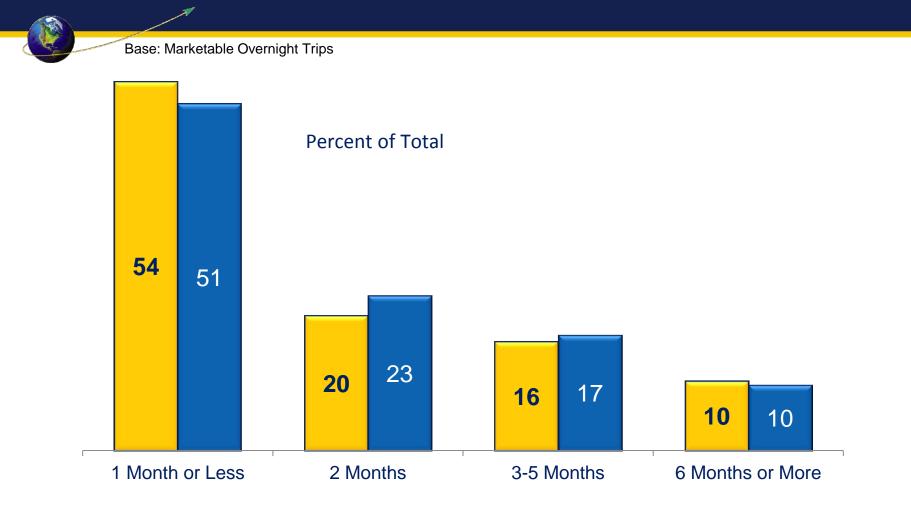
Base: Marketable Overnight Trips

#### Percent of Total



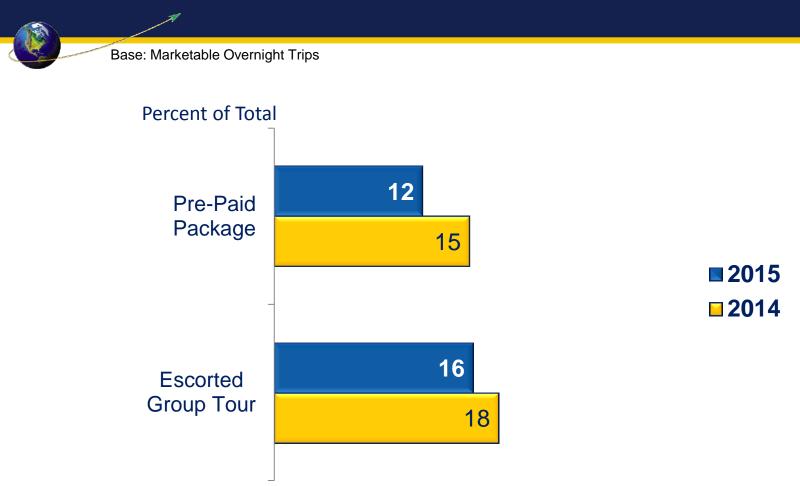
**2014 2015** 

### **Booking Cycle**



■2014 ■2015

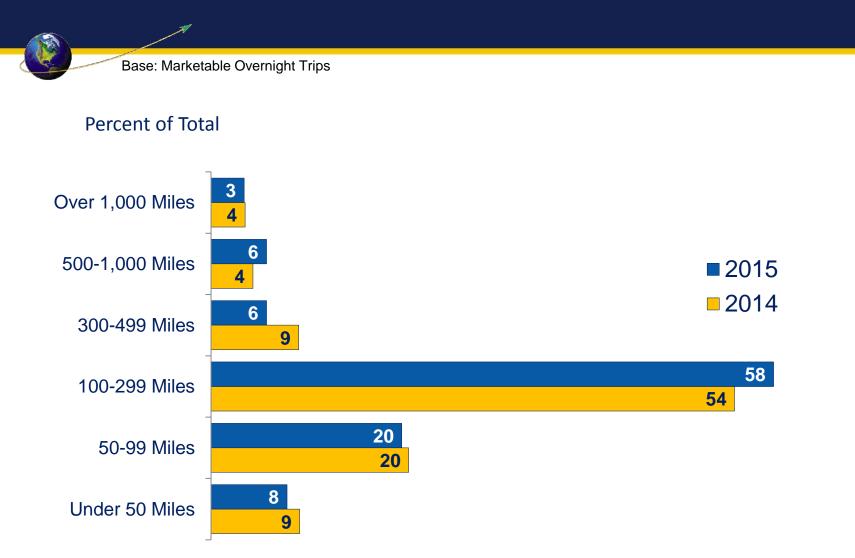
#### Use of Vacation Packages and Group Travel





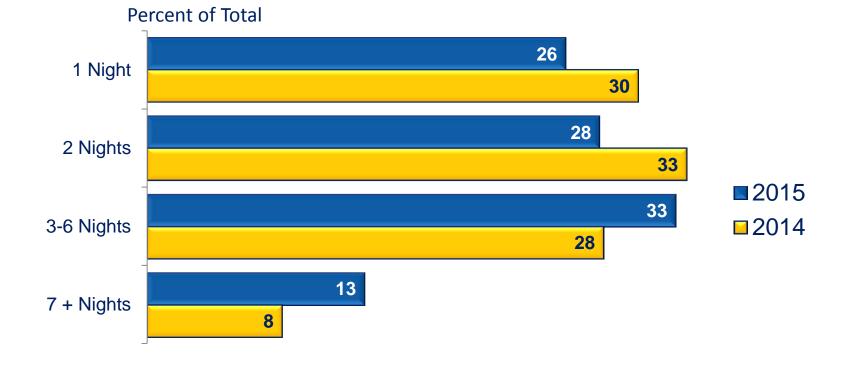
### Trip Characteristics of Pennsylvania's Marketable Overnight Travelers

#### **Distance Traveled to Pennsylvania**



#### **Total Nights Away From Home**

Base: Marketable Overnight Trips



Average Number of Nights 2014 2015 3.0 3.7

#### Length of Stay

Base: Marketable Overnight Trips



\* Those who spent at least one night anywhere in Pennsylvania

### Accommodations\*

Base: Marketable Overnight Trips

Hotel/Motel

Friends or Relatives House/Cottage/Cabin

Rented Campground/Trailer Park Site

Rented Cottage/ Cabin/Condominium

Bed & Breakfast

Own House/Cottage/Cabin

Time Sharing Unit

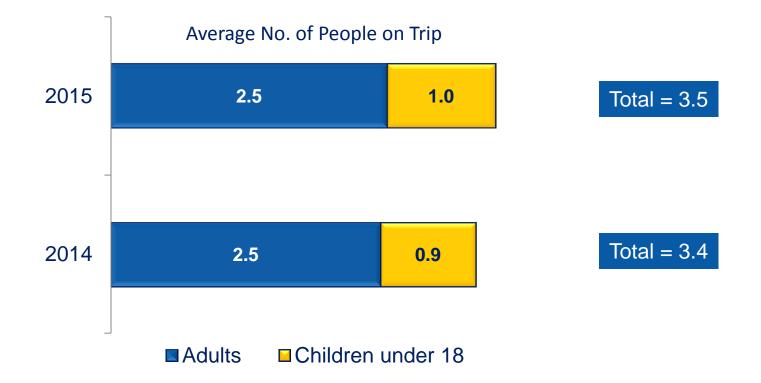
Country Inn/Lodge

Other Accommodation

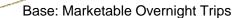


\* Percent of trip nights spent in each type of accommodation

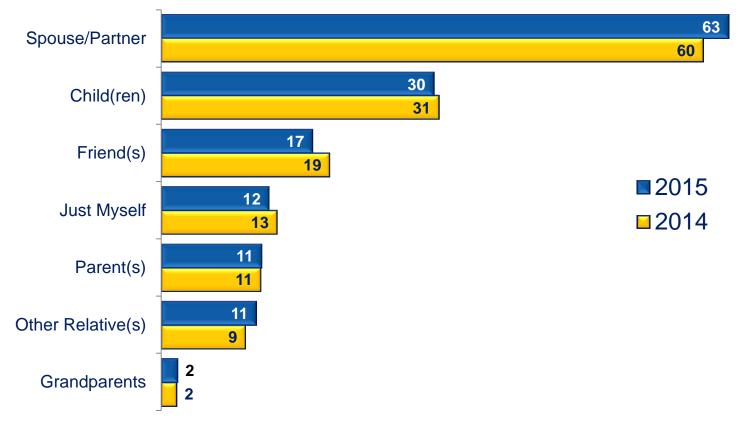
#### Size of Travel Party



#### Composition of Travel Party



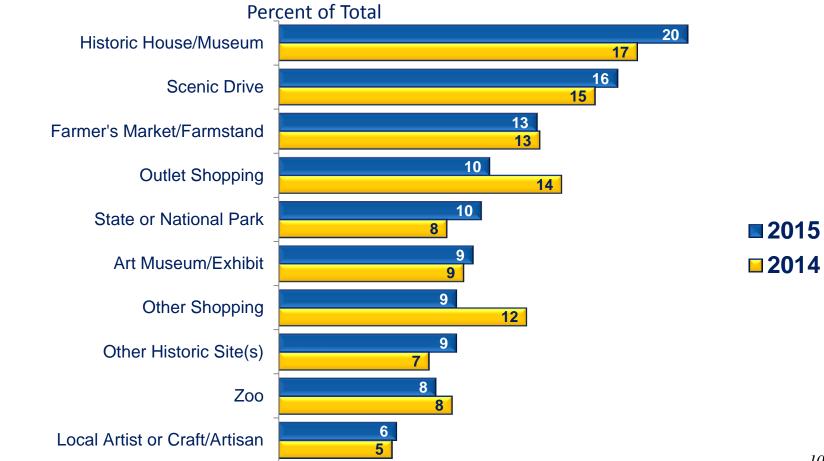




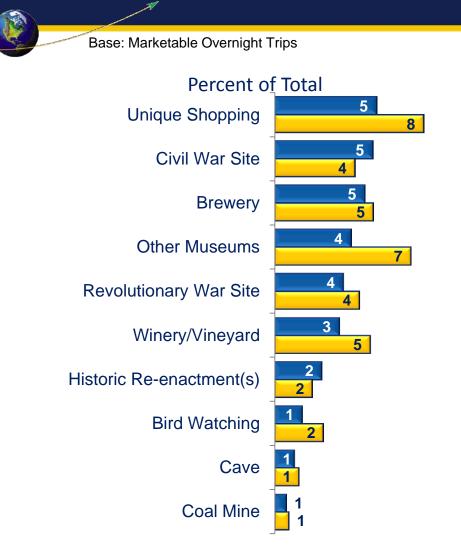


### Trip Experiences — Overnight Marketable Trips

### Things Seen and Experienced on PA Trip

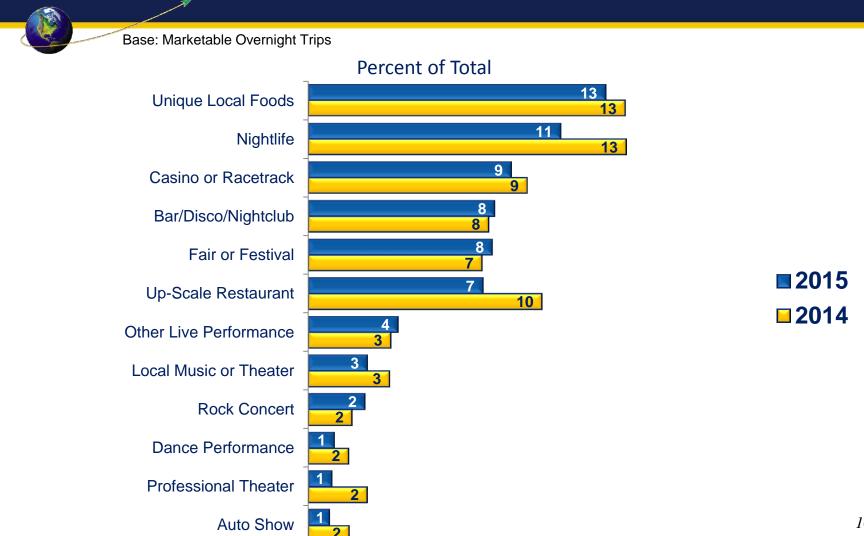


# Things Seen and Experienced on PA Trip (cont'd)



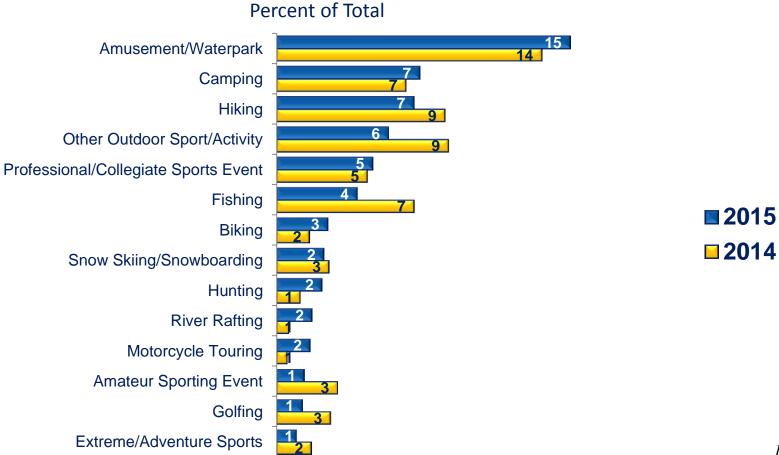
■ 2015 ■ 2014

#### Dining/Entertainment



#### **Sports and Recreation**

Base: Marketable Overnight Trips



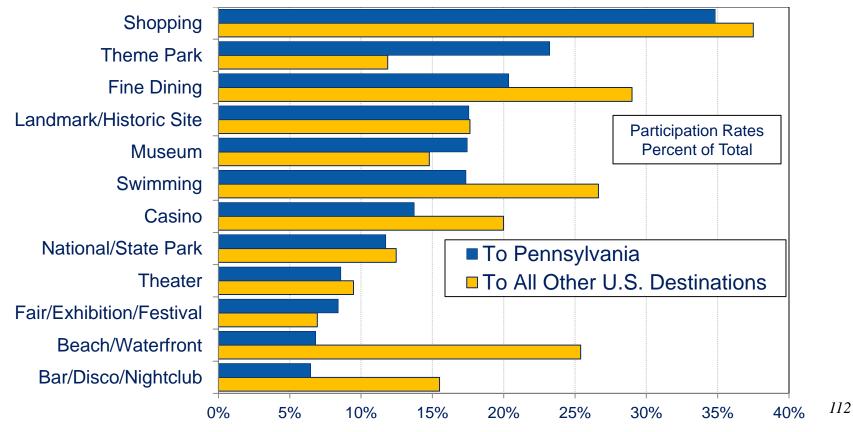


# Activities by Origin Market of Marketable Overnight Travelers

#### Main Activities of NEW YORK Travelers Visiting PA vs. All Other U.S. Destinations

Base: Marketable Overnight Trips

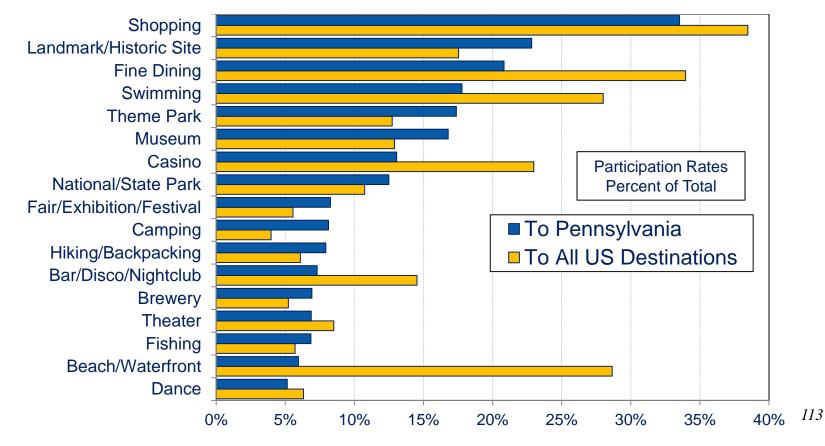
Pennsylvania continues to have a distinct advantage in attracting NY travelers interested in theme parks relative to other US destinations, but far less in other types of activities.



### Main Activities of NEW JERSEY Travelers Visiting PA vs. All Other U.S. Destinations

Base: Marketable Overnight Trips

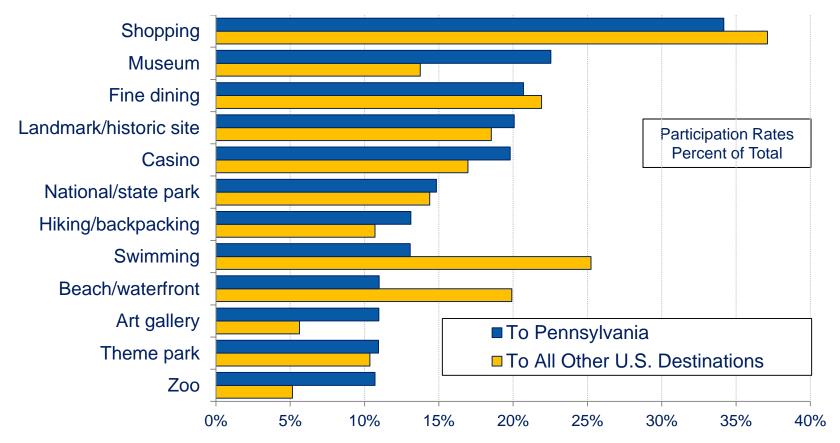
Pennsylvania has an advantage over other US destinations in attracting NJ travelers who are interested in historic sites, museums, and theme parks.



## Main Activities of OHIO Travelers Visiting PA vs. All Other U.S. Destinations

Base: Marketable Overnight Trips

Pennsylvania has a distinct advantage over other U.S. destinations in attracting OH travelers interested in museums, historic sites, casinos, art galleries, and zoos.

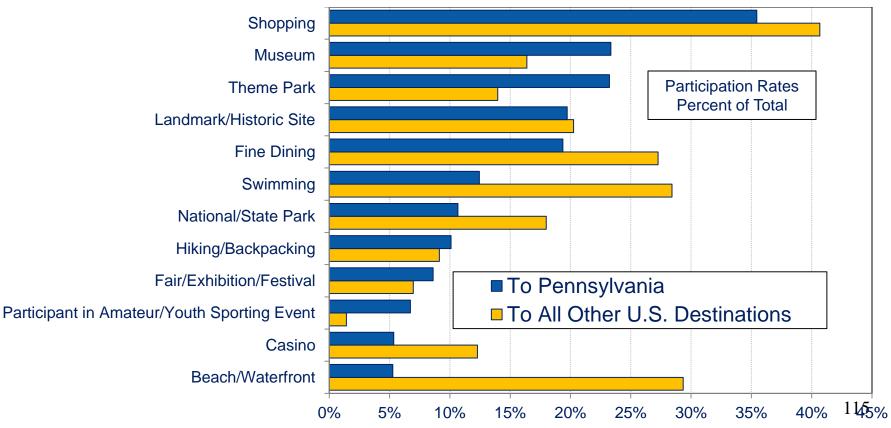


114

### Main Activities of MARYLAND Travelers Visiting PA vs. All Other U.S. Destinations

Base: Marketable Overnight Trips

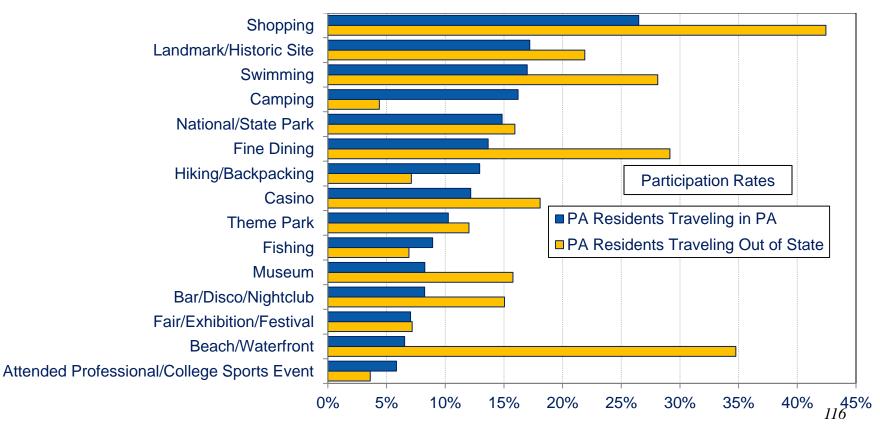
Pennsylvania has a clear advantage over other U.S. destinations in attracting MD travelers interested in museums, theme parks, and amateur/youth sporting events.



## Main Activities of Pennsylvania Travelers on Marketable Overnight Trips in Pennsylvania vs to All Other U.S. Destinations

Base: Marketable Overnight Trips

Pennsylvanians typically participate in more activities while on an out-of-state leisure trip compared to a trip within the state, except for hiking, camping, fishing, and sports events.



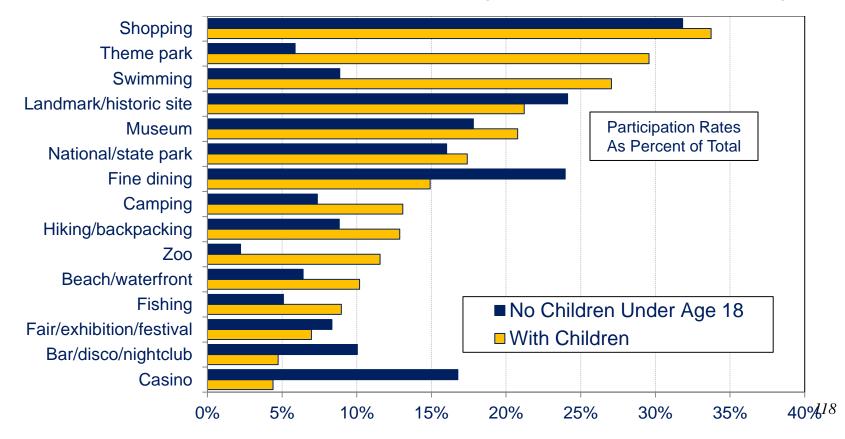


# Activities by Presence/Absence of Children on Pennsylvania Leisure Trip

## Comparison of Activity Levels for Travelers With and Without Children on PA Trip

Base: Marketable Overnight Trips

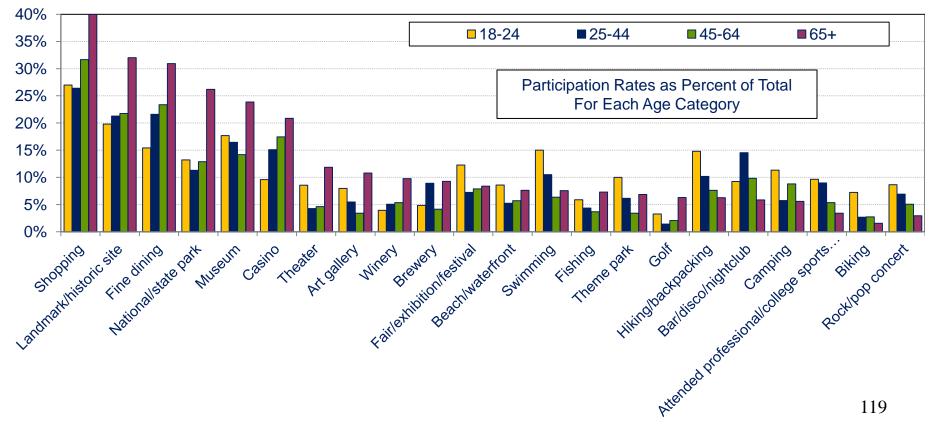
Travelers with children are far more likely to visit a theme park or zoo or outdoor activities, while those without children are more likely to enjoy fine dining, casinos, historic sites, and night life.



## Main Activities - Travelers With No Children on Trip, By Age of Adult Traveler

Base: Marketable Overnight Trips

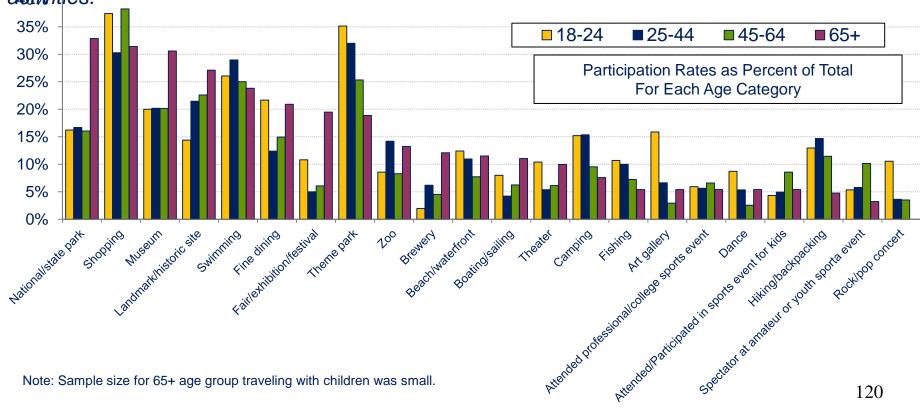
Older PA travelers without children along on the trip were more likely to shop, enjoy fine dining, and visit historic sites, museums, and casinos than younger and middle-age travelers.



## Main Activities - Travelers With Children on Trip, By Age of Adult Traveler

Base: Marketable Overnight Trips

Older travelers with children on the trip are more likely to visit museums, historic sites and fine dining, while younger travelers are more likely to take them camping and other outdoor activities.





# Regional Attractions Visited 2015 <u>Marketable</u> Overnight Trips

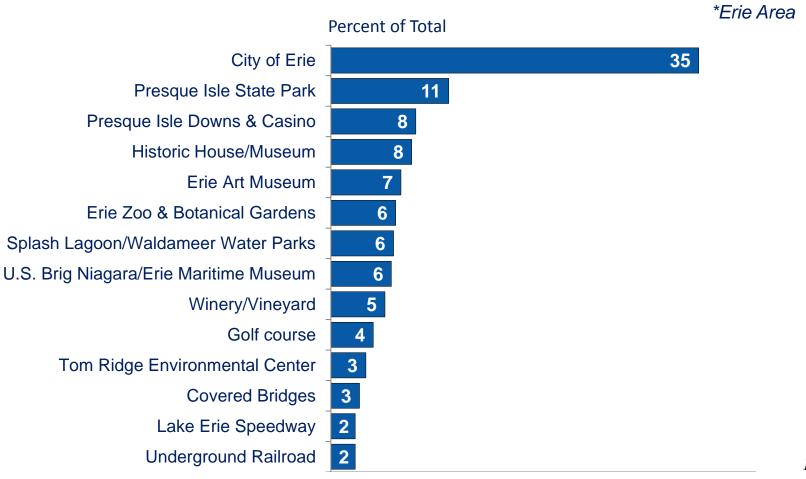
## Pennsylvania Regional Map



#### Pennsylvania Attractions/Events — Pennsylvania's Great Lakes Region\*



Base: Total Overnight Trips



#### Pennsylvania Attractions/Events — Pennsylvania's Great Lakes Region\*



Base: Total Overnight Trips

Percent of Total	
Grove City Shopping Outlets	7
Pymatuning State Park	5
Conneaut Lake	5
Erie National Wildlife Refuge	5
Covered Bridges	4
Historic House/Museum	4
Cook Forest	3
Conneaut Lake Park	3
Winery/Vineyard	3
Oil Creek State Park	3
Oil City	3
Oil Creek & Titusville Railroad	2
Golf course	2
Underground Railroad	2
Oil Heritage Region	1
Wendell August Forge	1
	_

#### \*Remainder of Region

## Pennsylvania Attractions/Events — Pittsburgh and Its Countryside Region\*



Base: Marketable Overnight Trips \*Pittsburgh/Allegheny County Percent of Total City of Pittsburgh 37 Pittsburgh Zoo & PPG Aquarium 14 **Professional Sports Game** 11 (Pittsburgh Steelers/Pirates/Penguins) **Carnegie Museums** 10 10 **Duquesne Incline Pittsburgh Cultural District** 10 Children's Museum of Pittsburgh 7 Fort Pitt Museum 6 Historic House/Museum 6 **College Sports Event** 6

## Pennsylvania Attractions/Events — Pittsburgh and Its Countryside Region\* (cont'd)



## Pennsylvania Attractions/Events — Pittsburgh and Its Countryside Region\*



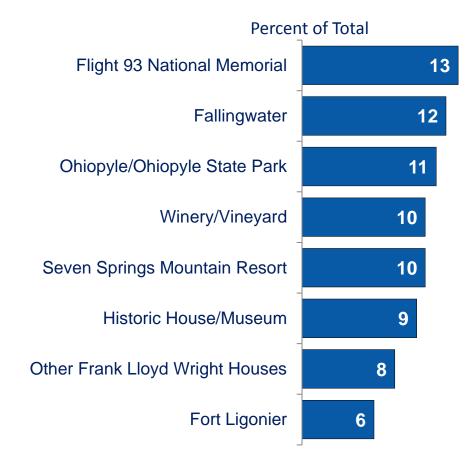
Base: Marketable Overnight Trips



#### \*Remainder of Region

#### Pennsylvania Attractions/Events — Laurel Highlands Region

Base: Overnight Trips



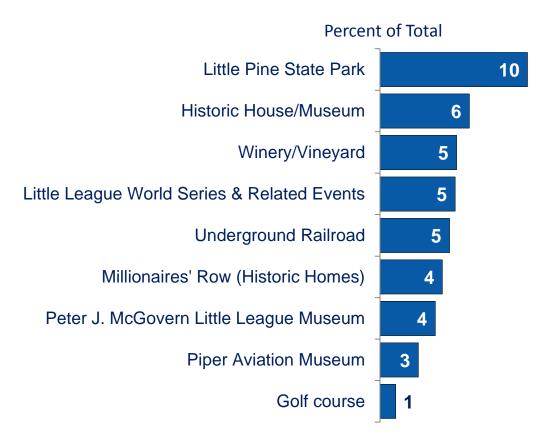
## Pennsylvania Attractions/Events — Laurel Highlands Region (cont'd)

Base: Total Overnight Trips



#### Pennsylvania Attractions/Events — Pennsylvania Wilds Region\*

Base: Total Overnight Trips

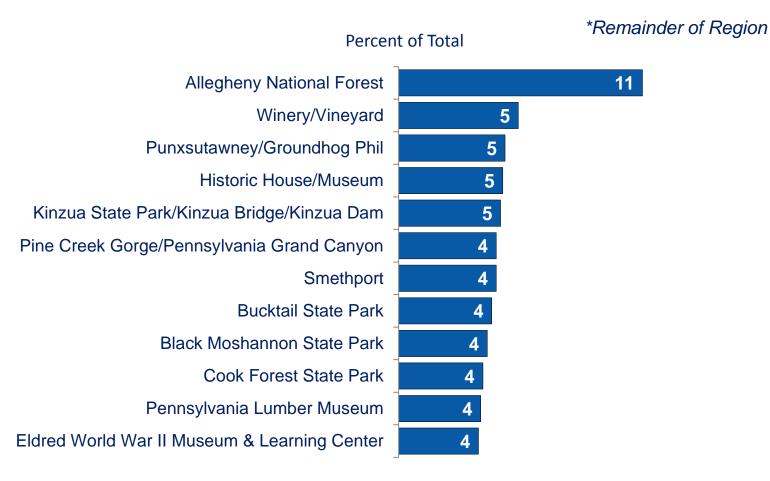


\*Willamsport/Lycoming County

#### Pennsylvania Attractions/Events — Pennsylvania Wilds Region\*



Base: Total Overnight Trips

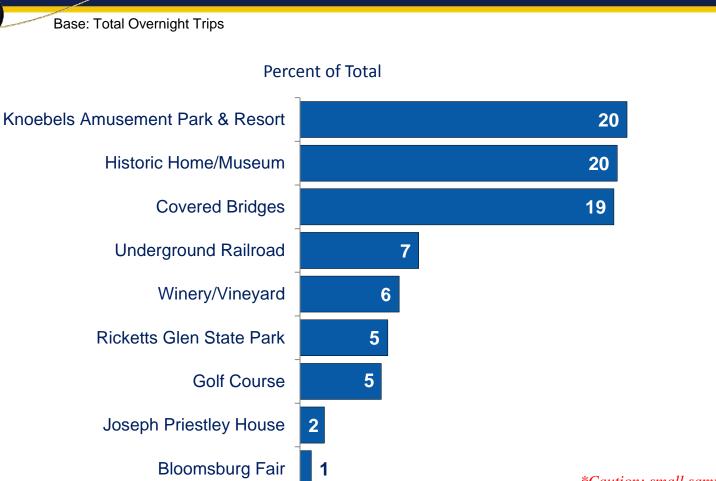


### Pennsylvania Attractions/Events — Pennsylvania Wilds Region\* (cont'd)

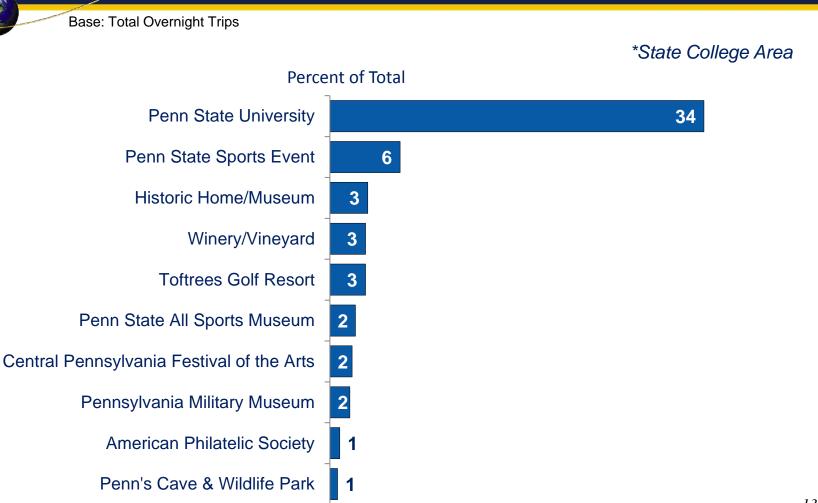
Base: Total Overnight Trips Percent of Total S.B. Elliott State Park 3 Quehanna 3 Pennsylvania's Elk Herd/Elk State Park 3 **Clarion River** 2 The Woolrich Store & Outlet 2 Zippo/Case Museum 2 Cherry Springs/Dark Sky Preserve Underground Railroad **Tionesta/Tionesta Lake** 1 Historic Curtin Village/Eagle Ironworks 1 Kettle Creek State Park

\*Remainder of Region

#### Pennsylvania Attractions/Events — Valleys of the Susquehanna Region\*



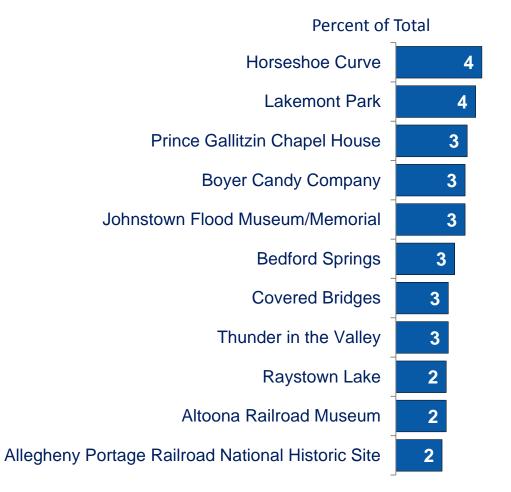
#### Pennsylvania Attractions/Events — The Alleghenies Region\*



#### Pennsylvania Attractions/Events — The Alleghenies Region\*



Base: Total Overnight Trips



\*Remainder of Region

### Pennsylvania Attractions/Events — The Alleghenies Region\* (cont'd)



Base: Total Overnight Trips



#### \*Remainder of Region

### Pennsylvania Attractions/Events — Upstate PA Region\*

Base: Total Overnight Trips

#### \*Endless Mountains

#### Percent of Total

6

5

5

5

5

4

4

4

	Covered Bridges	
	The Downs at Carbondale	
	Endless Mountains Nature Center	
	Loyalsock State Forest	
	Eagle's Mere Historic Village	
	Historic Home/Museum	
	Pennsylvania Anthracite Coal Miners Memorial	
	Ricketts Glen State Park	
3	Golf course	
2	Old Mill Village Museum	
2	Winery/Vineyard	
1	Underground Railroad	

### Pennsylvania Attractions/Events — Upstate PA Region\*



Base: Total Overnight Trips

#### \*Wilkes-Barre/Scranton Area

Mohegan Sun at Pocono Downs	17	
Steamtown National Historic Site	8	
Hickory Run State Park	7	
Covered Bridges	6	
Ricketts Glen State Park	6	
Lackawanna Coal Mine Tour	5	
PA Anthracite Coal Museum	5	
Winery/Vineyard	5	
Golf course	5	
Historic Home/Museum	5	
Lackawanna Electric Trolley Museum	4	
Underground Railroad	1	
The Downs at Hazleton	1	
Pioneer Tunnel Coal Mine	1	
_		

Percent of Total

#### Pennsylvania Attractions/Events — Pocono Mountains Region

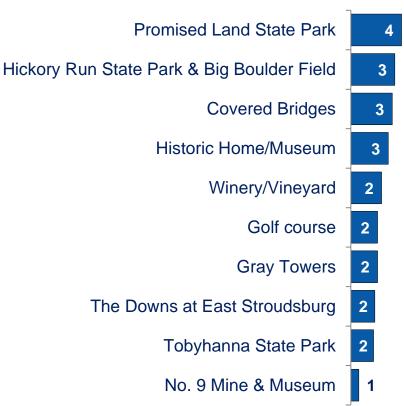
Base: Marketable Overnight Trips



Percent of Total

### Pennsylvania Attractions/Events — Pocono Mountains Region (cont'd)

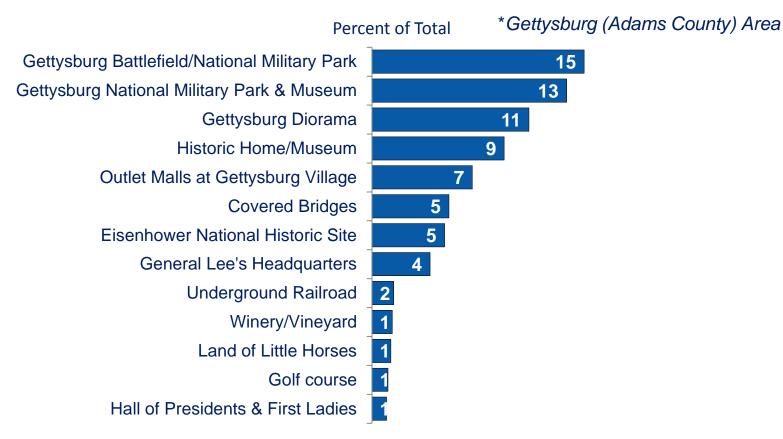
Base: Marketable Overnight Trips



Percent of Total

#### Pennsylvania Attractions/Events — Dutch Country Roads Region\*

Base: Marketable Overnight Trips

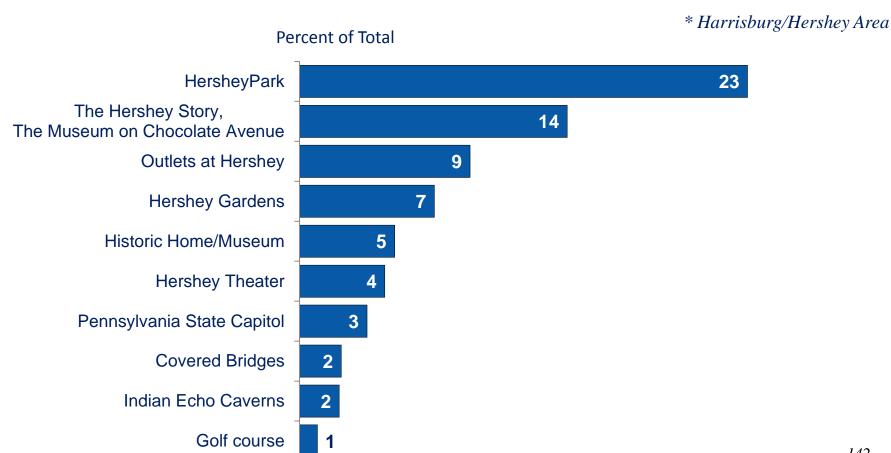


Gettysburg Battlefield/National Military Park and Gettysburg National Military Park & Museum had a combined net participation rate of 16%

### Pennsylvania Attractions/Events — Dutch Country Roads Region\*



Base: Marketable Overnight Trips

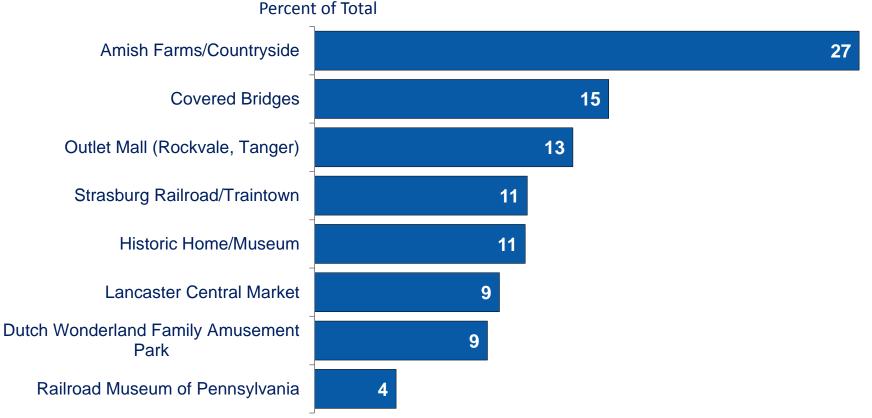


### Pennsylvania Attractions/Events — Dutch Country Roads Region\*



Base: Marketable Overnight Trips

\*Lancaster Amish Farmland Area



## Pennsylvania Attractions/Events — Dutch Country Roads Region\* (cont'd)



Base: Marketable Overnight Trips

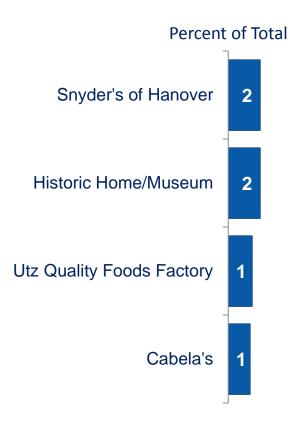


\*Lancaster Amish Farmland Area

## Pennsylvania Attractions/Events — Dutch Country Roads Region\*



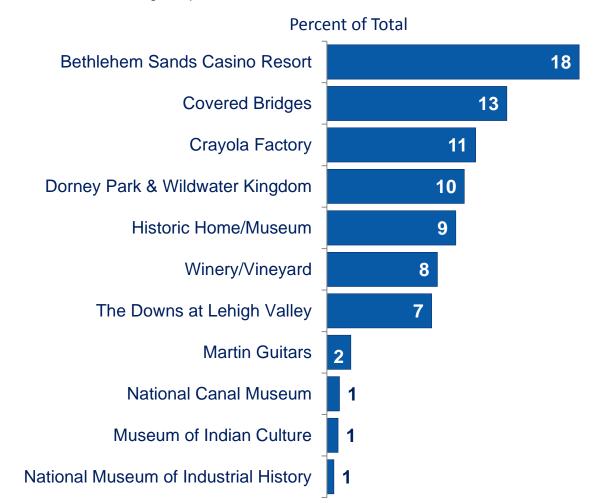
Base: Marketable Overnight Trips



\*Remainder of Region

## Pennsylvania Attractions/Events — Lehigh Valley Region

Base: Total Overnight Trips



## Pennsylvania Attractions/Events — Philadelphia & The Countryside Region\*



Base: Marketable Overnight Trips



Percent of Total

\*Philadelphia

## Pennsylvania Attractions/Events — Philadelphia & The Countryside Region\* (cont'd)

Base: Marketable Overnight Trips



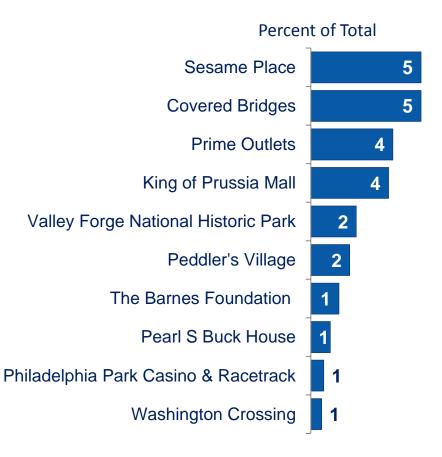
\*Philadelphia

## Pennsylvania Attractions/Events — Philadelphia & The Countryside Region\*



## Pennsylvania Attractions/Events — Philadelphia & The Countryside Region\*

Base: Marketable Overnight Trips



\*Remainder of Region



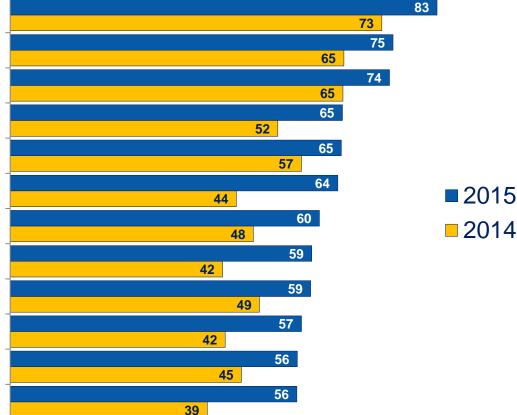
## Factors Influencing Choice of Pennsylvania Tourism Region

## Factors Influential In Choice of Pennsylvania's Great Lakes Region

Base: Total Overnight Trips

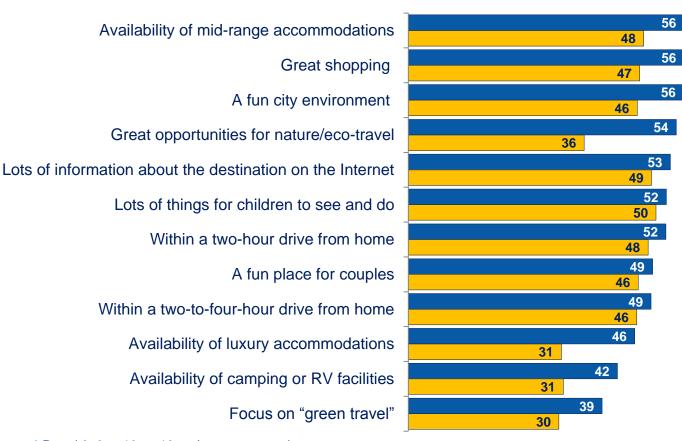
Feeling safe at the destination Convenient access by car Affordable attractions/events Having family or friends who live in the region Lots of things for adults to see and do Being at a place I've never seen before Availability of economy or budget accommodations A great rural/agricultural area Unique or local food and cuisine Lots of cultural things to see or experience Lots of historic things to see or experience Different or unique local artwork/craftwork

#### % Rating Factor As Very Important\*



## Factors Influential In Choice of Pennsylvania's Great Lakes Region (cont'd)

Base: Total Overnight Trips

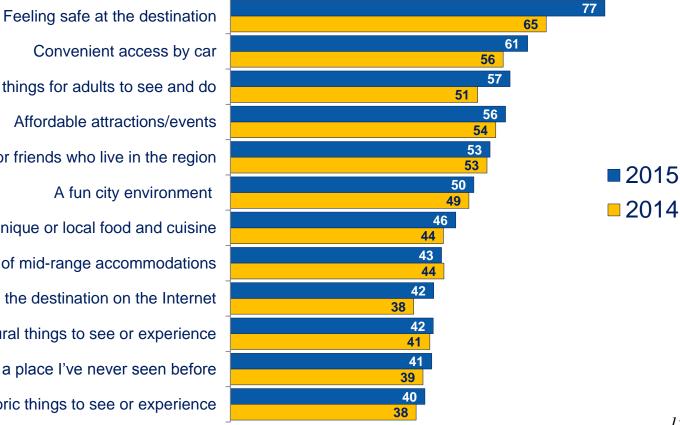


% Rating Factor As Very Important\*

■ 2015 ■ 2014

## Factors Influential In Choice of Pittsburgh & Its Countryside Region

Base: Total Overnight Trips



Lots of things for adults to see and do Affordable attractions/events Having family or friends who live in the region A fun city environment Unique or local food and cuisine Availability of mid-range accommodations Lots of information about the destination on the Internet Lots of cultural things to see or experience Being at a place I've never seen before Lots of historic things to see or experience

### % Rating Factor As Very Important\*

## Factors Influential In Choice of Pittsburgh & Its Countryside Region (cont'd)

Base: Total Overnight Trips

Availability of economy or budget accommodations

Lots of things for children to see and do

Within a two-to-four-hour drive from home

Different or unique local artwork/craftwork

Great opportunities for nature/eco-travel

Availability of camping or RV facilities

Focus on "green travel"

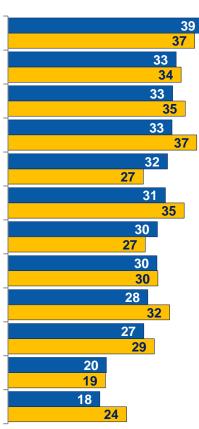
Availability of luxury accommodations

Within a two-hour drive from home

A fun place for couples

A great rural/agricultural area

Great shopping



### % Rating Factor As Very Important\*

20152014

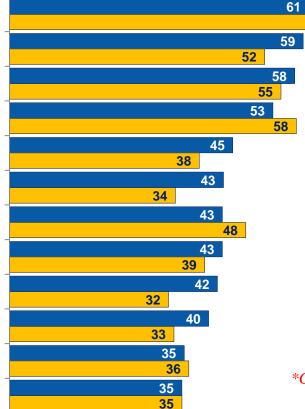
## Factors Influential In Choice of Laurel Highlands Region

Base: Total Overnight Trips

#### % Rating Factor As Very Important\*

Feeling safe at the destination Affordable attractions/events Convenient access by car Having family or friends who live in the region Lots of historic things to see or experience Lots of cultural things to see or experience Lots of things for adults to see and do Being at a place I've never seen before Unique or local food and cuisine A fun place for couples A fun city environment Within a two-to-four-hour drive from home

\* Rated 8, 9 or 10 on 10-pt. Importance scale



20152014

\*Caution: small sample size

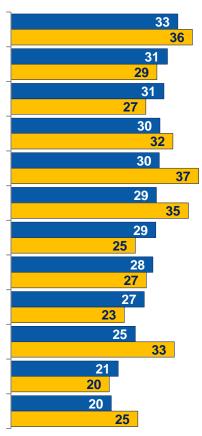
67

## Factors Influential In Choice of Laurel Highlands Region (cont'd)

Base: Total Overnight Trips

% Rating Factor As Very Important\*

Within a two-hour drive from home Availability of economy or budget accommodations Different or unique local artwork/craftwork Availability of mid-range accommodations A great rural/agricultural area Lots of things for children to see and do Great opportunities for nature/eco-travel Lots of information about the destination on the Internet Focus on "green travel" Great shopping Availability of camping or RV facilities Availability of luxury accommodations \* Rated 8, 9 or 10 on 10-pt. Importance scale



20152014

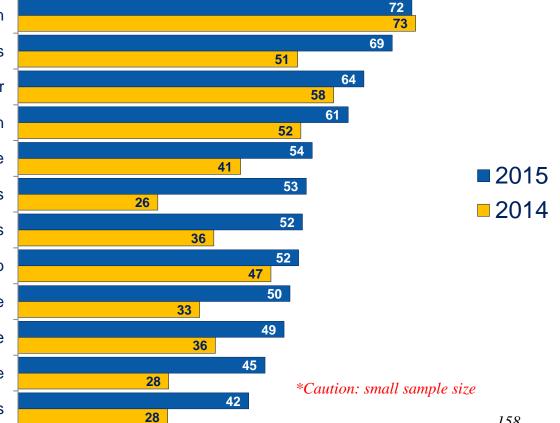
\*Caution: small sample size

## Factors Influential In Choice of Pennsylvania Wilds Region

Base: Total Overnight Trips

Feeling safe at the destination Affordable attractions/events Convenient access by car Having family or friends who live in the region Within a two-to-four-hour drive from home Availability of mid-range accommodations Availability of economy or budget accommodations Lots of things for adults to see and do Lots of historic things to see or experience Being at a place I've never seen before Unique or local food and cuisine A fun place for couples





## Factors Influential In Choice of Pennsylvania Wilds Region (cont'd)

Base: Total Overnight Trips

\* Rated 8, 9 or 10 on 10-pt. Importance scale

Lots of cultural things to see or experience 32 25 22 Great shopping 27 29 33 30 35 32 33 22 31 Focus on "green travel" 22

A great rural/agricultural area Lots of things for children to see and do Within a two-hour drive from home Different or unique local artwork/craftwork Lots of information about the destination on the Internet Great opportunities for nature/eco-travel A fun city environment Availability of camping or RV facilities Availability of luxury accommodations

### % Rating Factor As Very Important\*

41

39

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> ■ 2015 **2014**

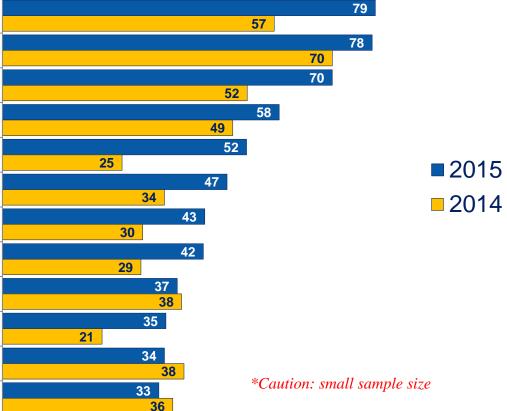
\**Caution: small sample size* 

## Factors Influential In Choice of Valleys of the Susquehanna Region

Base: Total Overnight Trips

Convenient access by car Feeling safe at the destination Affordable attractions/events Having family or friends who live in the region Within a two-to-four-hour drive from home Being at a place I've never seen before Within a two-hour drive from home Availability of mid-range accommodations Lots of cultural things to see or experience A fun place for couples Lots of things for adults to see and do Lots of historic things to see or experience

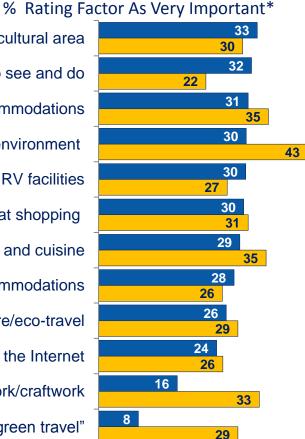




# Factors Influential In Choice of Valleys of the Susquehanna Region (cont'd)

Base: Total Overnight Trips

A great rural/agricultural area Lots of things for children to see and do Availability of economy or budget accommodations A fun city environment Availability of camping or RV facilities Great shopping Unique or local food and cuisine Availability of luxury accommodations Great opportunities for nature/eco-travel Lots of information about the destination on the Internet Different or unique local artwork/craftwork Focus on "green travel"



20152014

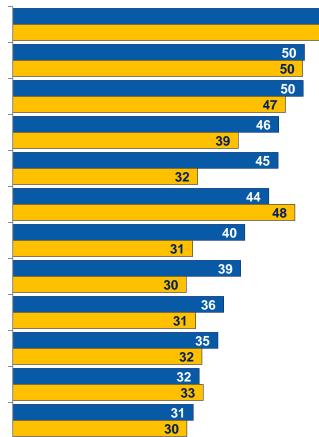
\*Caution: small sample size

## Factors Influential In Choice of The Alleghenies Region

Base: Total Overnight Trips

### % Rating Factor As Very Important\*

Feeling safe at the destination Having family or friends who live in the region Affordable attractions/events Lots of things for adults to see and do Being at a place I've never seen before Convenient access by car Unique or local food and cuisine Lots of historic things to see or experience Within a two-to-four-hour drive from home Lots of cultural things to see or experience A fun city environment A great rural/agricultural area



20152014

64

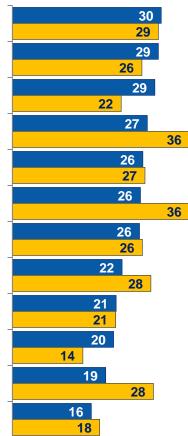
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## Factors Influential In Choice of The Alleghenies Region (cont'd)

Base: Total Overnight Trips

### % Rating Factor As Very Important\*

A fun place for couples Availability of mid-range accommodations Different or unique local artwork/craftwork Availability of economy or budget accommodations Great shopping Within a two-hour drive from home Lots of information about the destination on the Internet Great opportunities for nature/eco-travel Availability of luxury accommodations Focus on "green travel" Lots of things for children to see and do Availability of camping or RV facilities



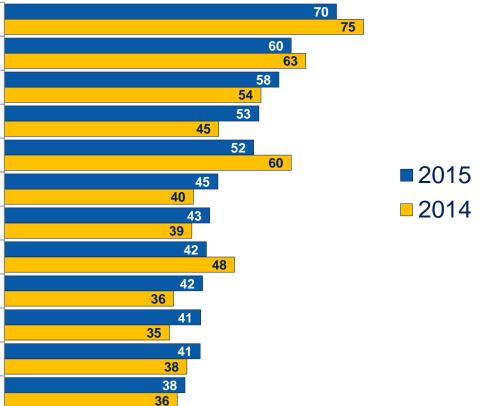


## Factors Influential In Choice of Upstate PA Region

Base: Total Overnight Trips

% Rating Factor As Very Important\*

Feeling safe at the destination Convenient access by car Affordable attractions/events Lots of things for adults to see and do Having family or friends who live in the region Availability of economy or budget accommodations Unique or local food and cuisine Availability of mid-range accommodations Great shopping Within a two-to-four-hour drive from home Being at a place I've never seen before Lots of information about the destination on the Internet



## Factors Influential In Choice of Upstate PA Region (cont'd)

Base: Total Overnight Trips

% Rating Factor As Very Important\*

A fun city environment Lots of cultural things to see or experience A fun place for couples Lots of historic things to see or experience Within a two-hour drive from home A great rural/agricultural area Lots of things for children to see and do Great opportunities for nature/eco-travel Different or unique local artwork/craftwork Focus on "green travel" Availability of luxury accommodations Availability of camping or RV facilities

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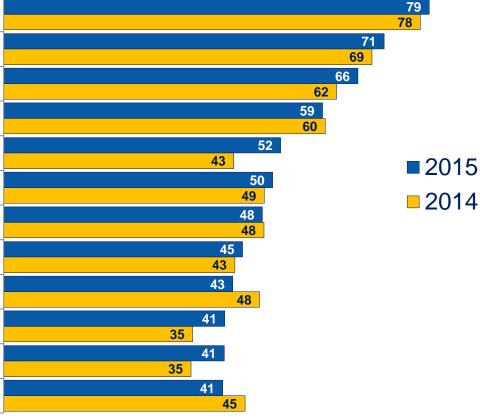


## Factors Influential In Choice of Pocono Mountains Region

Base: Total Overnight Trips

### % Rating Factor As Very Important\*

Feeling safe at the destination Convenient access by car Affordable attractions/events Lots of things for adults to see and do Within a two-to-four-hour drive from home Within a two-hour drive from home Availability of mid-range accommodations A fun place for couples Unique or local food and cuisine Great shopping A fun city environment Being at a place I've never seen before \* Rated 8, 9 or 10 on 10-pt. Importance scale



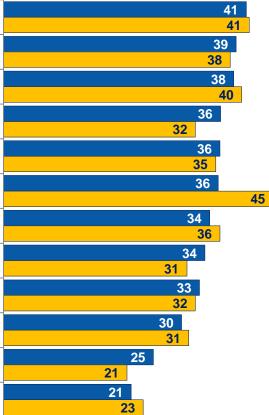
166

## Factors Influential In Choice of Pocono Mountains Region (cont'd)

Base: Total Overnight Trips

% Rating Factor As Very Important\*

Availability of economy or budget accommodations Lots of things for children to see and do Having family or friends who live in the region Availability of luxury accommodations Lots of historic things to see or experience Lots of information about the destination on the Internet Lots of cultural things to see or experience Different or unique local artwork/craftwork Great opportunities for nature/eco-travel A great rural/agricultural area Availability of camping or RV facilities Focus on "green travel"



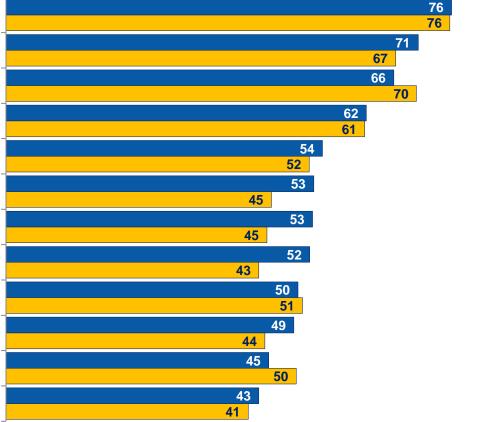


## Factors Influential In Choice of Dutch Country Roads Region

Base: Marketable Overnight Trips

### % Rating Factor As Very Important\*

Feeling safe at the destination Affordable attractions/events Convenient access by car Lots of things for adults to see and do Availability of mid-range accommodations Lots of historic things to see or experience Unique or local food and cuisine Being at a place I've never seen before Lots of cultural things to see or experience Lots of information about the destination on the Internet Within a two-to-four-hour drive from home Availability of economy or budget accommodations



2015

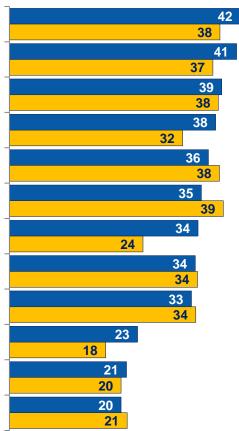
2014

## Factors Influential In Choice of Dutch Country Roads Region (cont'd)

Base: Marketable Overnight Trips

### % Rating Factor As Very Important\*

A great rural/agricultural area A fun place for couples Lots of things for children to see and do A fun city environment Within a two-hour drive from home Great shopping Great opportunities for nature/eco-travel Different or unique local artwork/craftwork Availability of luxury accommodations Focus on "green travel" Availability of camping or RV facilities Having family or friends who live in the region \* Rated 8, 9 or 10 on 10-pt. Importance scale





## Factors Influential In Choice of Lehigh Valley Region

Base: Total Overnight Trips

### % Rating Factor As Very Important\*

Feeling safe at the destination Convenient access by car Lots of things for adults to see and do Affordable attractions/events Having family or friends who live in the region Within a two-hour drive from home Being at a place I've never seen before Within a two-to-four-hour drive from home Unique or local food and cuisine Great shopping A fun place for couples A fun city environment

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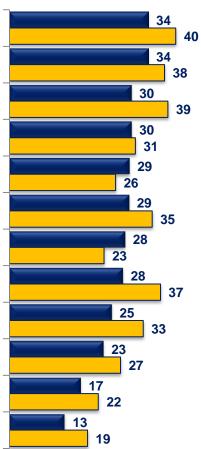
68

68

## Factors Influential In Choice of Lehigh Valley Region (cont'd)

Base: Total Overnight Trips

% Rating Factor As Very Important\* Availability of mid-range accommodations Lots of cultural things to see or experience Lots of historic things to see or experience Different or unique local artwork/craftwork A great rural/agricultural area Lots of information about the destination on the Internet Availability of luxury accommodations Availability of economy or budget accommodations Lots of things for children to see and do Great opportunities for nature/eco-travel Focus on "green travel" Availability of camping or RV facilities



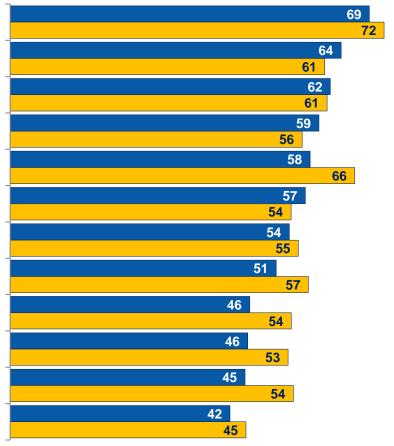
■ 2015 ■ 2014

## Factors Influential In Choice of Philadelphia & The Countryside Region

Base: Marketable Overnight Trips

### % Rating Factor As Very Important\*

Feeling safe at the destination A fun city environment Lots of things for adults to see and do Convenient access by car Affordable attractions/events Lots of cultural things to see or experience Unique or local food and cuisine Being at a place I've never seen before Lots of historic things to see or experience Availability of mid-range accommodations Lots of information about the destination on the Internet Availability of economy or budget accommodations \* Rated 8, 9 or 10 on 10-pt. Importance scale



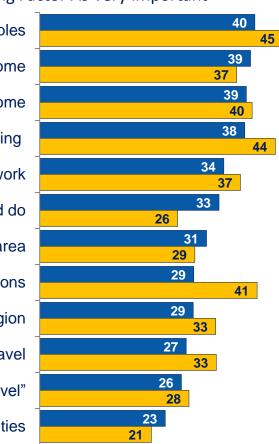
■ 2015 ■ 2014

# Factors Influential In Choice of Philadelphia & The Countryside Region (cont'd)

Base: Marketable Overnight Trips



A fun place for couples Within a two-to-four-hour drive from home Within a two-hour drive from home Great shopping Different or unique local artwork/craftwork Lots of things for children to see and do A great rural/agricultural area Availability of luxury accommodations Having family or friends who live in the region Great opportunities for nature/eco-travel Focus on "green travel" Availability of camping or RV facilities \* Rated 8, 9 or 10 on 10-pt. Importance scale



20152014



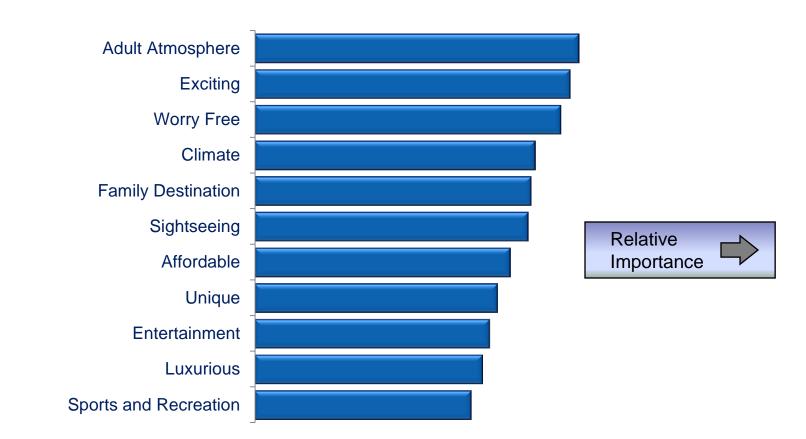
## Product Delivery — <u>Marketable</u> Overnight Trips

## **Traveler Priorities**

- Respondents were asked to rate Pennsylvania (on a scale of 1 to 10) on approximately 60 destination attributes.
- A factor analysis was undertaken to organize these attributes into 11 categories, or factors, in order to simplify discussion.
- The degree of association between each factor was then measured on whether Pennsylvania is a place "I would really enjoy visiting."
- To motivate Pennsylvania visitors to return, it is important that the state be perceived as a destination that is exciting, attractive for an adult vacation, has a good climate, and while at the same time safe and worry-free and family friendly.

### **Traveler Priorities**

Base: Total Overnight Trips



A measure of the degree of association between each factor and whether a destination is a place "I would really enjoy visiting."

### Hot Buttons

Base: Total Overnight Trips

\*A measure of the degree of association between each attribute and whether a destination is a place "I would really enjoy visiting."

1 A fun place for a vacation/getaway	7 A place I would feel welcome
2 Lots to see and do	8 Beautiful gardens & parks
<b>3</b> Good place to get away and relax	9 Great place for walking/strolling about
4 A good place for couples to visit	10 Safe place to travel in tourist areas
5 Good for adult vacation/getaway	11 Affordable accommodations
6 Good place for families to visit	12 Interesting festivals/fairs

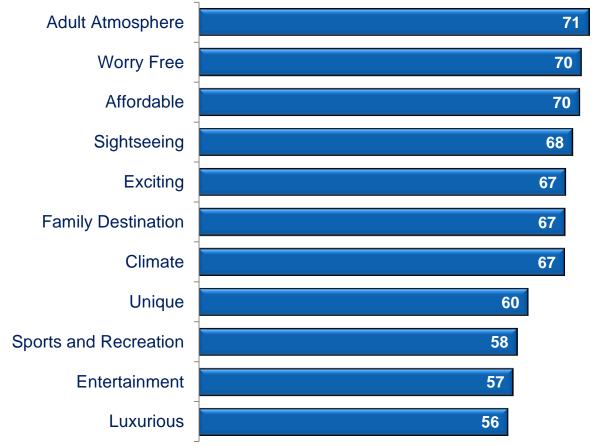
### **Product Delivery**

- Image ratings by recent visitors can be viewed as product ratings such that recent visitors are, presumably, rating Pennsylvania based their personal experience.
- Pennsylvania's image strengths among recent visitors include its history, beautiful scenery, access, proximity, a good place for adults to visit and it's well known landmarks. Pennsylvania is also seen as a safe, relaxing, fun, interesting, welcoming place with lots to see and do.

### Pennsylvania's Product Delivery

Base: Marketable Overnight Trips

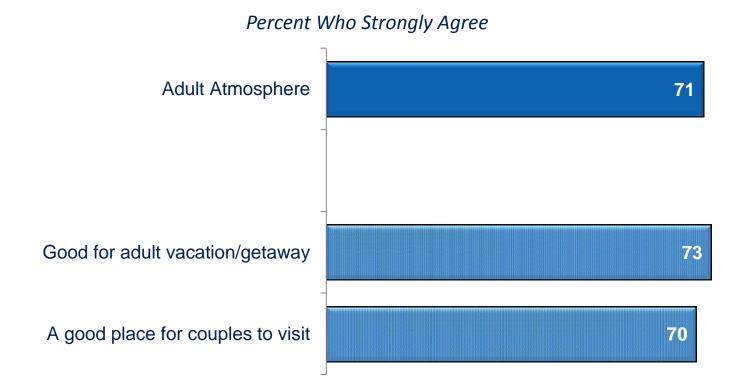




## Pennsylvania's Product Delivery — Adult Atmosphere



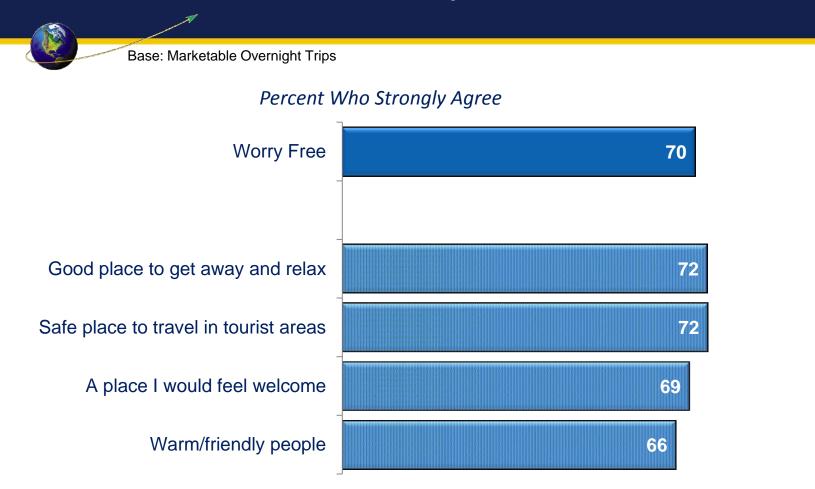
Base: Marketable Overnight Trips



## Pennsylvania's Product Delivery — Exciting



## Pennsylvania's Product Delivery — Worry Free

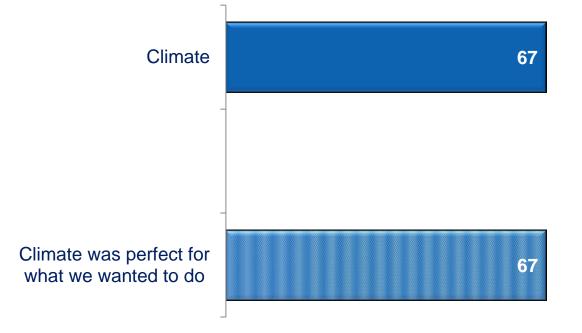


## Pennsylvania's Product Delivery — Climate



Base: Marketable Overnight Trips





## Pennsylvania's Product Delivery — Family Destination

Base: Marketable Overnight Trips

### Percent Who Strongly Agree



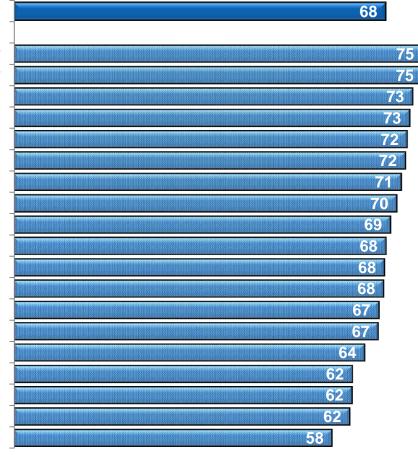
## Pennsylvania's Product Delivery — Sightseeing

Base: Marketable Overnight Trips

#### Percent Who Strongly Agree

Sightseeing

Noted for its history Truly beautiful scenery Authentic historical sites Well-known landmarks Great wilderness areas Lots to see and do Great place for walking/strolling about **Excellent State/National parks** Interesting small towns/villages Excellent museums/art galleries Beautiful gardens & parks Interesting cities Great farm stands/farmers' markets Interesting festivals/ fairs Great place for birding/nature viewing Great place for antiquing Too much to do and see in just one visit Authentic & exciting historical re-enactments Great shopping



## Pennsylvania's Product Delivery — Affordable



Base: Marketable Overnight Trips





## Pennsylvania's Product Delivery — Unique

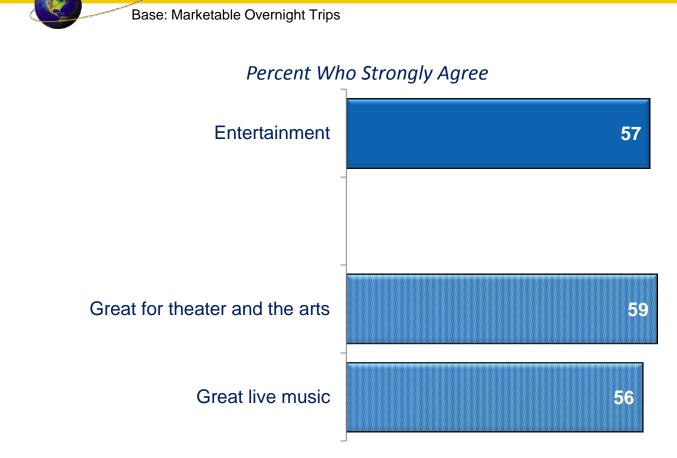


Base: Marketable Overnight Trips



### Percent Who Strongly Agree

## Pennsylvania's Product Delivery — Entertainment

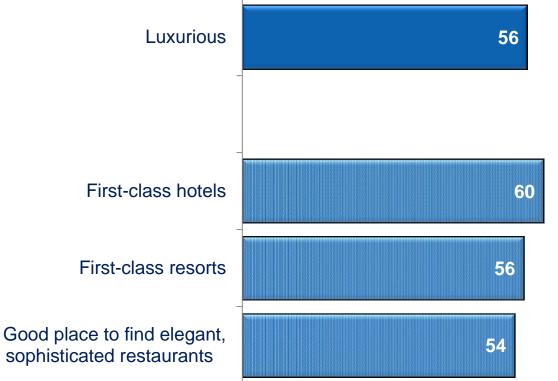


## Pennsylvania's Product Delivery — Luxurious



Base: Marketable Overnight Trips





## Pennsylvania's Product Delivery — Sports & Recreation



Base: Marketable Overnight Trips

### Percent Who Strongly Agree

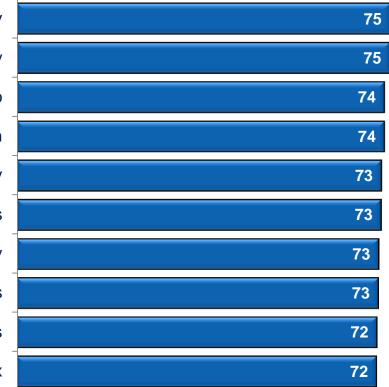


## Pennsylvania's Top 20 Image Attributes

Base: Marketable Overnight Trips

#### Percent Who Strongly Agree

Noted for its history Truly beautiful scenery Easy to get to Not too far away for a vacation Close enough for a weekend getaway Authentic historical sites Good for adult vacation/getaway Well-known landmarks Safe place to travel in tourist areas Good place to get away and relax

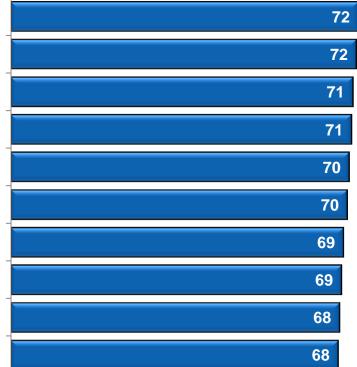


## Pennsylvania's Top 20 Image Attributes (cont'd)

Base: Marketable Overnight Trips

### Percent Who Strongly Agree

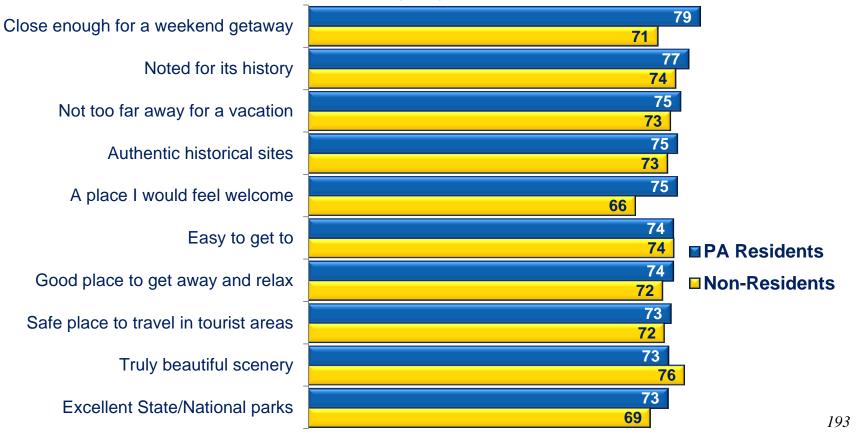
Great wilderness areas Lots to see and do Great place for walking/strolling about A fun place for a vacation/getaway Excellent State/National parks A good place for couples to visit Interesting small towns/villages A place I would feel welcome Excellent museums/art galleries Beautiful gardens & parks



## Pennsylvania's Top 20 Image Attributes: PA Residents vs. Non-Residents

Base: Marketable Overnight Trips

#### Percent who strongly agree



## Pennsylvania's Top 20 Image Attributes: PA Residents vs. Non-Residents (cont'd)

Base: Marketable Overnight Trips

Percent who strongly agree 73 Well-known landmarks 73 71 Interesting small towns/villages 68 71 Great wilderness areas 73 70 Good place for families to visit 73 70 Very affordable vacation destination 63 70 Great farm stands/farmers' markets 66 ■ PA Residents 70 Very affordable for a getaway weekend Non-Residents 67 69 A good place for couples to visit 70 69 Interesting festivals/ fairs 66 69 Warm/friendly people 65

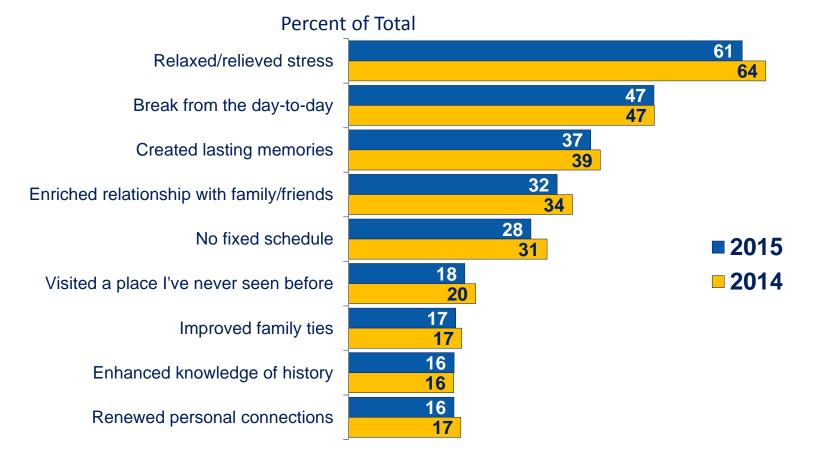
194



# Trip Benefits — <u>Marketable</u> Overnight Trips

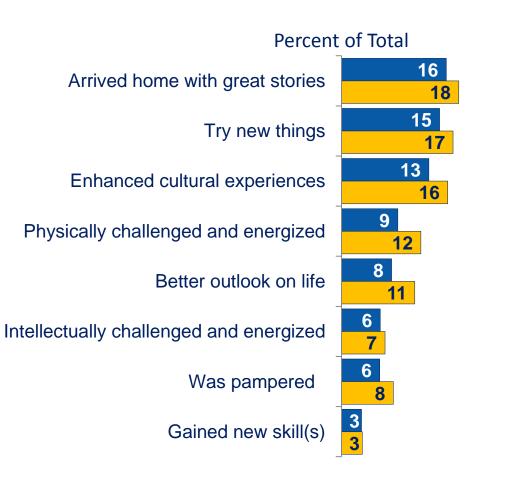
## Benefits From Pennsylvania Overnight Trip

Base: Marketable Overnight Trips



# Benefits From Pennsylvania Overnight Trip (cont'd)

Base: Marketable Overnight Trips





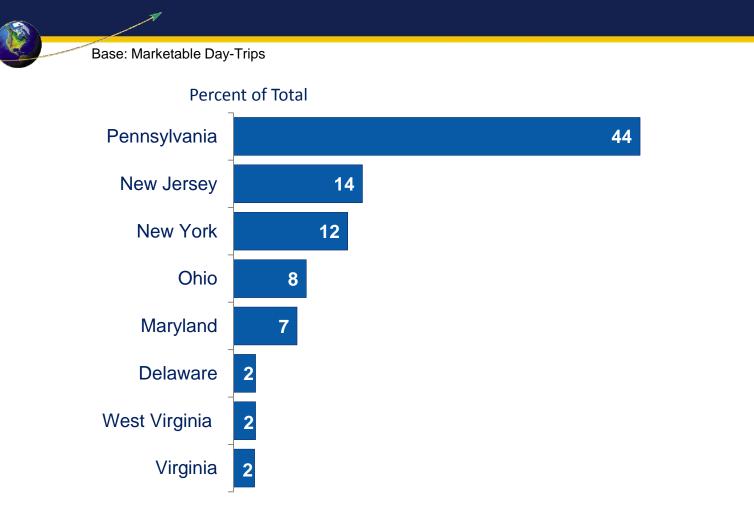


Pennsylvania Day-Trips

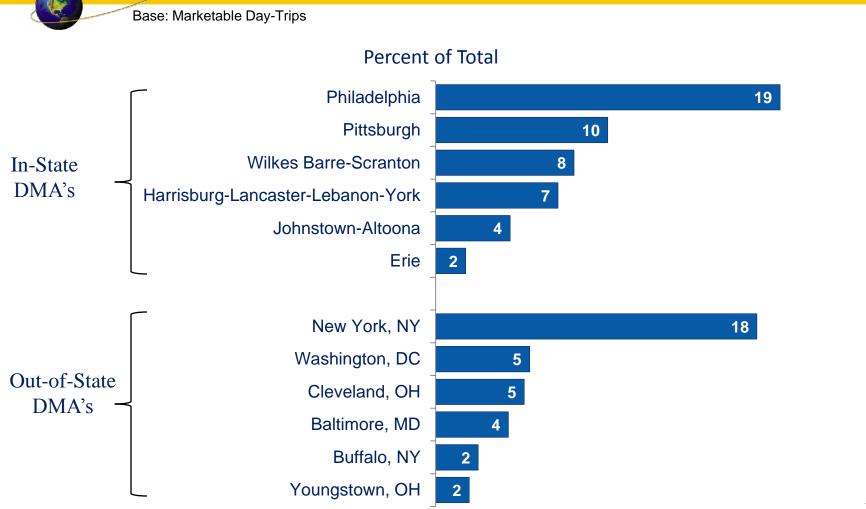


# Origin Markets — Pennsylvania Day-Trips

## State Origin Markets for Pennsylvania Marketable Day-Trip Travelers



## Urban Origin Markets for Pennsylvania Marketable Day-Trip Travelers

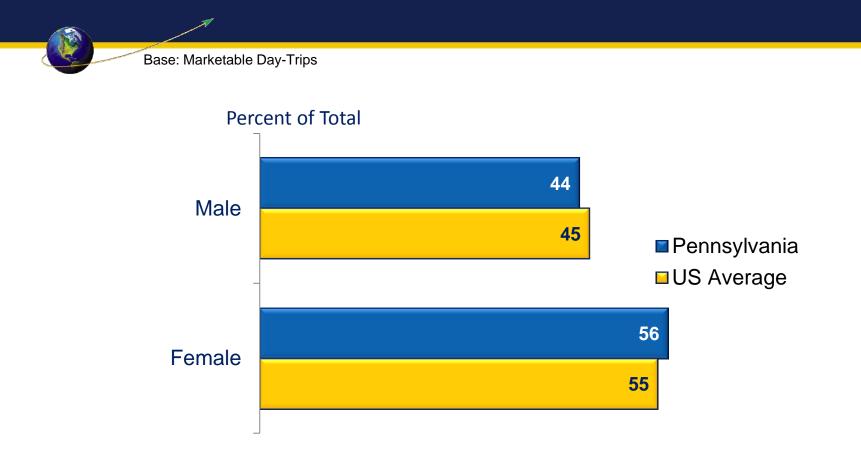


201



# Traveler Profile — <u>Marketable</u> Day-Trips

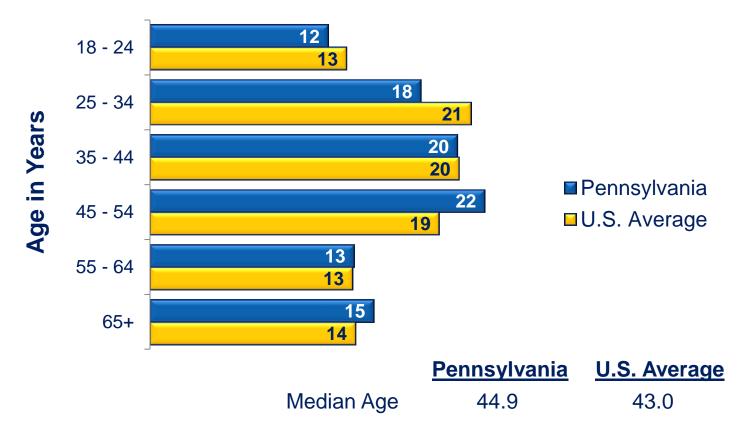
## Gender





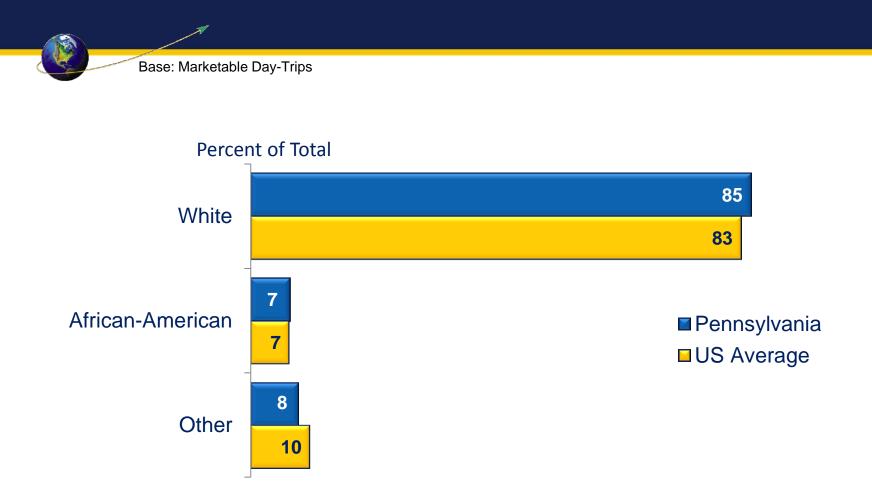
Base: Marketable Day-Trips

#### Percent of Total



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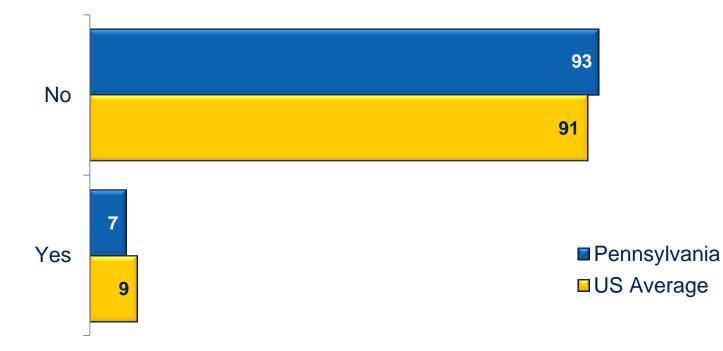




## **Hispanic Background**

Base: Marketable Day-Trips

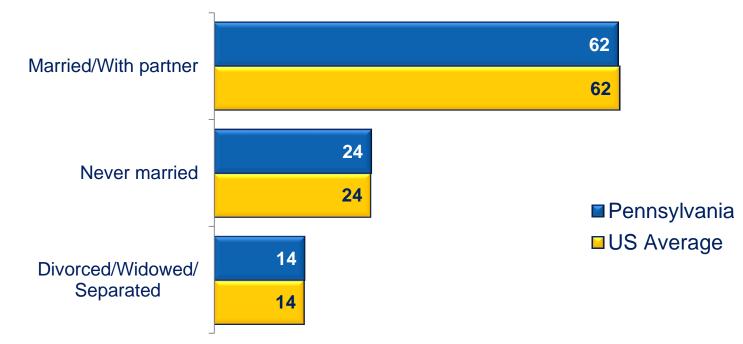
#### Percent of Total



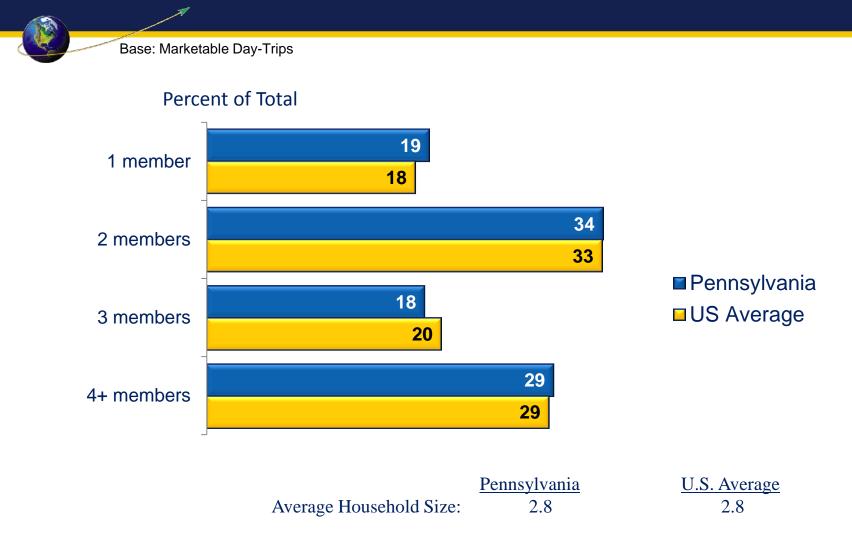
## **Marital Status**

Base: Marketable Day-Trips

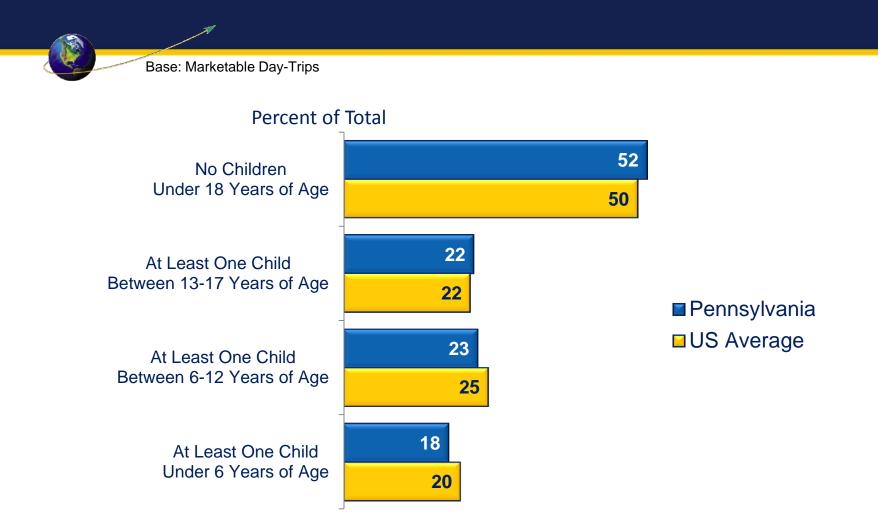
### Percent of Total



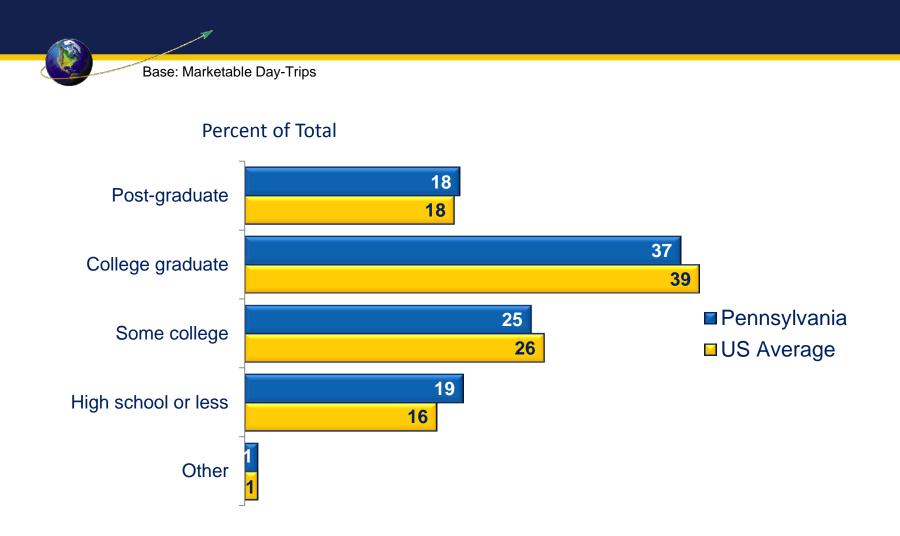
## Household Size



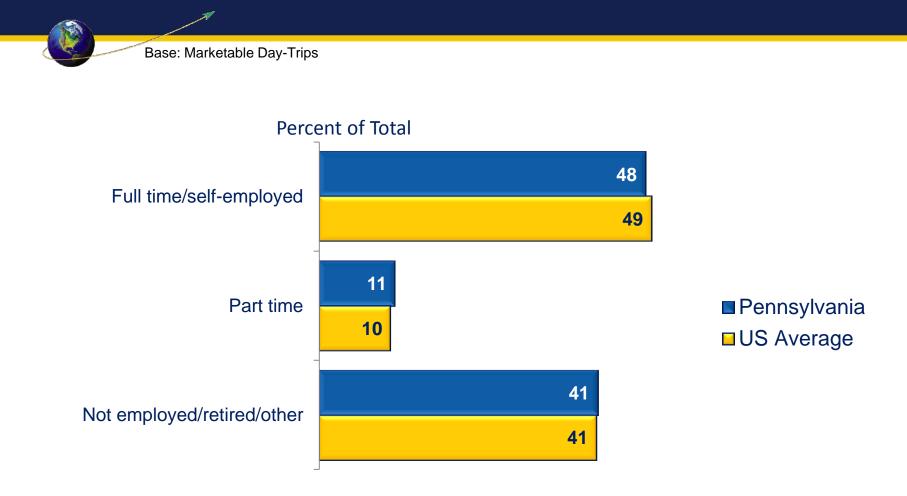
## Children in Household



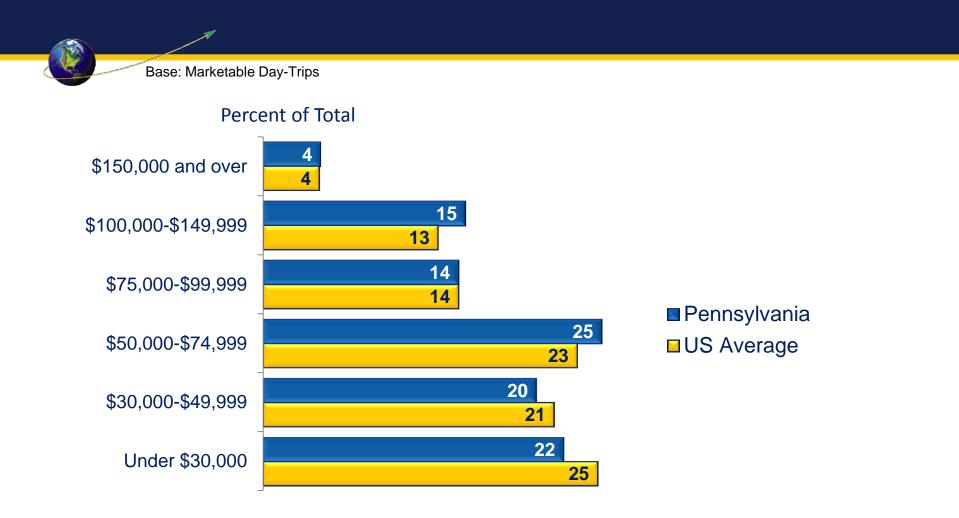
## Education



## Employment



### Income

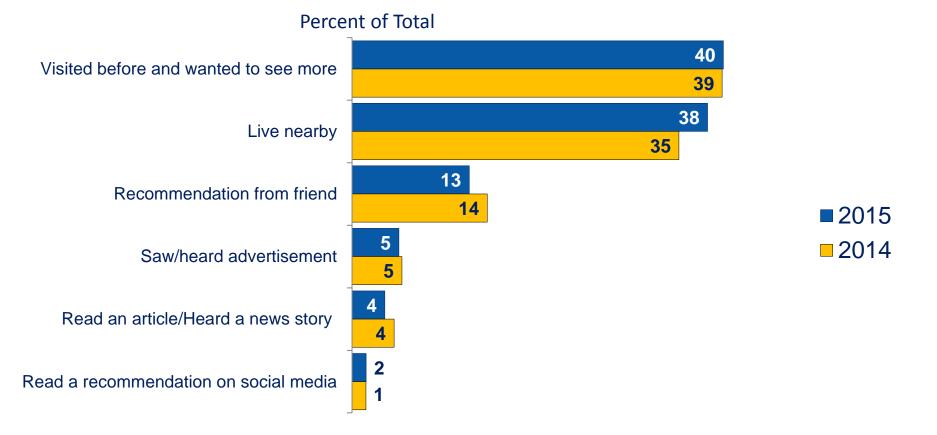




# Trip Planning & Booking — <u>Marketable</u> Day-Trips

## Main Reason for Choosing Pennsylvania

Base: Marketable Day-Trips

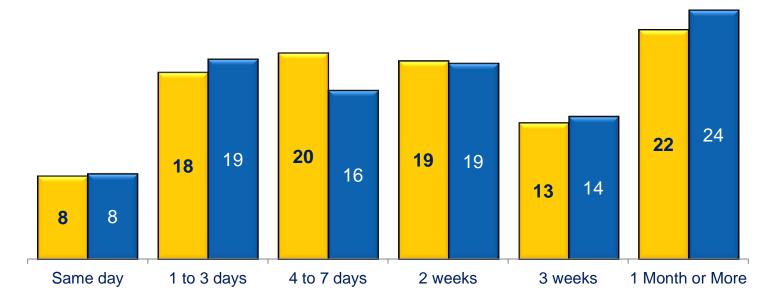


## Planning Cycle

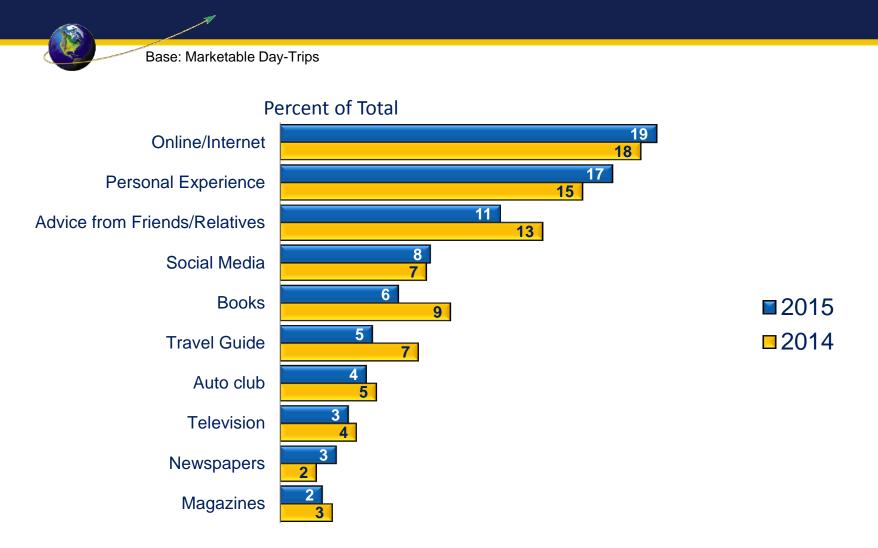
Base: Marketable Day-Trips

### Percent of Total

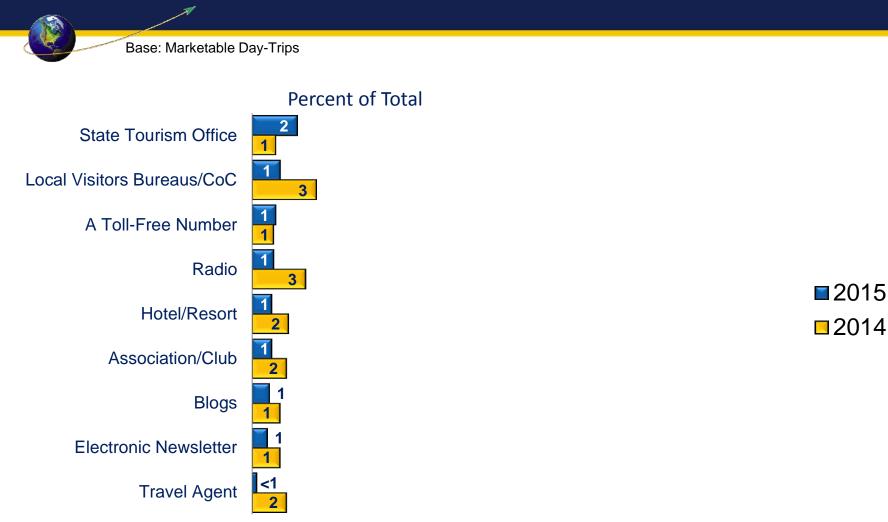
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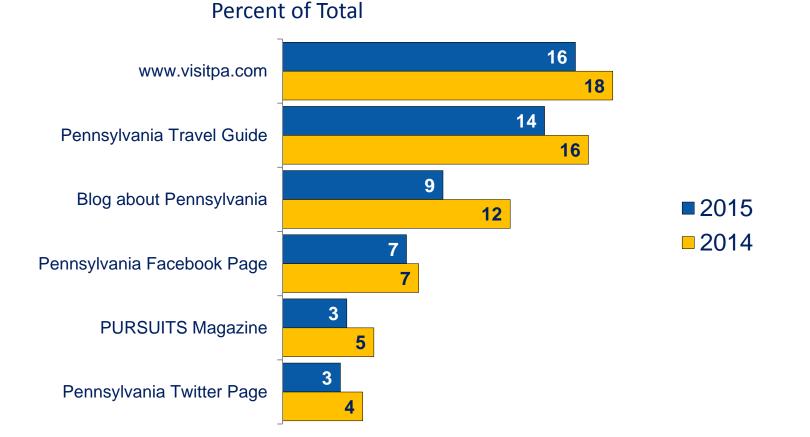
## Information Sources Used for Planning



# Information Sources Used for Planning (cont'd)

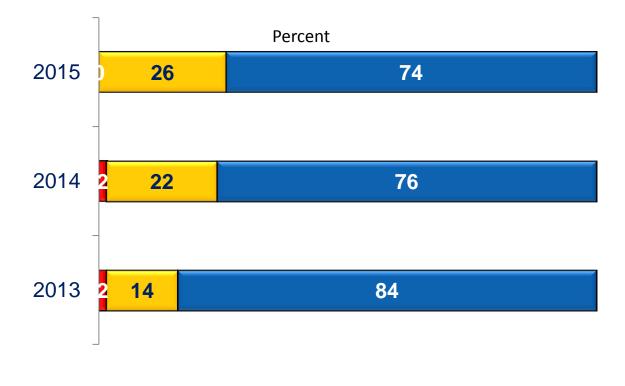


# Use of Pennsylvania Trip Planning Tools



# www.visitpa.com Usefulness

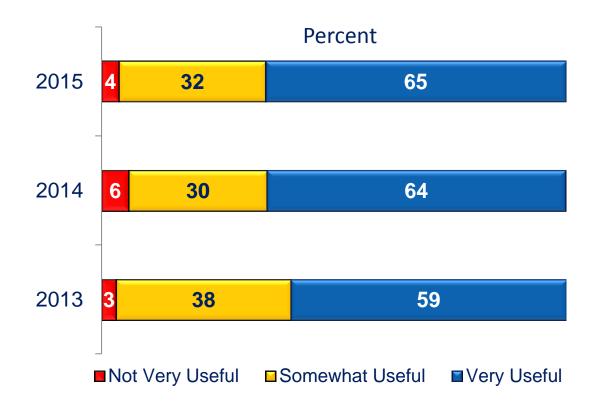
Base: Marketable Day-Trips



■Not Very Useful Somewhat Useful Very Useful

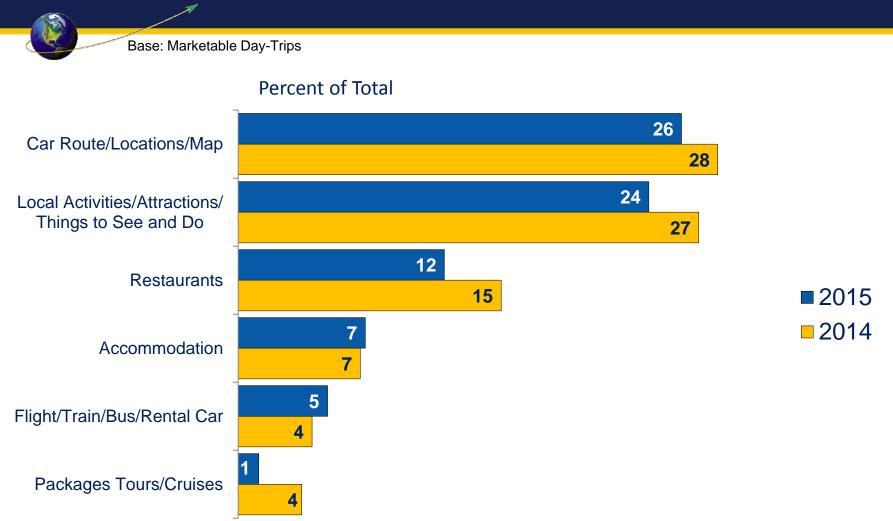
\*Caution: small sample size

#### Travel Guide Usefulness

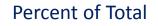


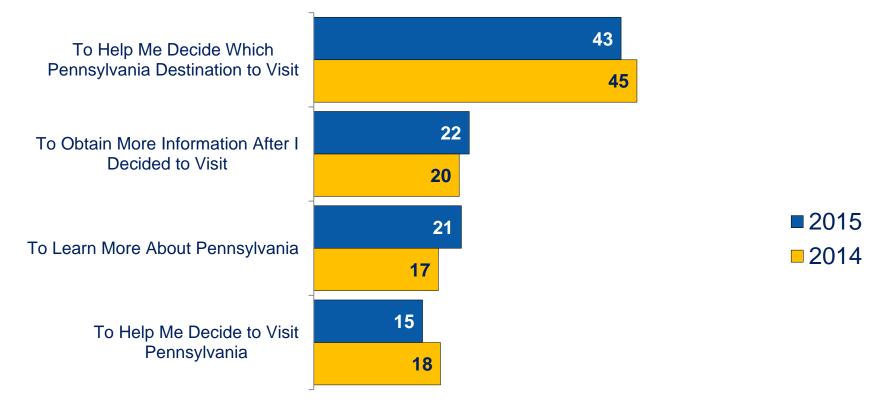
\*Caution: small sample size

# Trip Elements Planned Using Internet



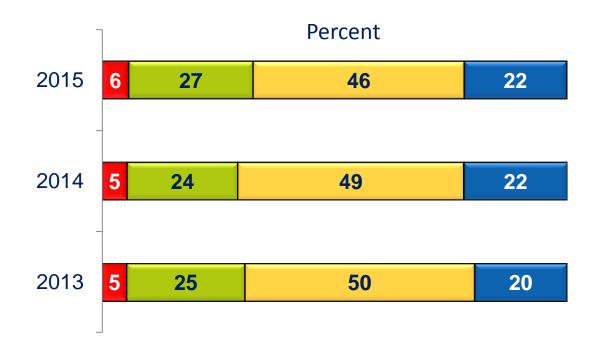
# Reasons for Visiting <u>www.visitpa.com</u>





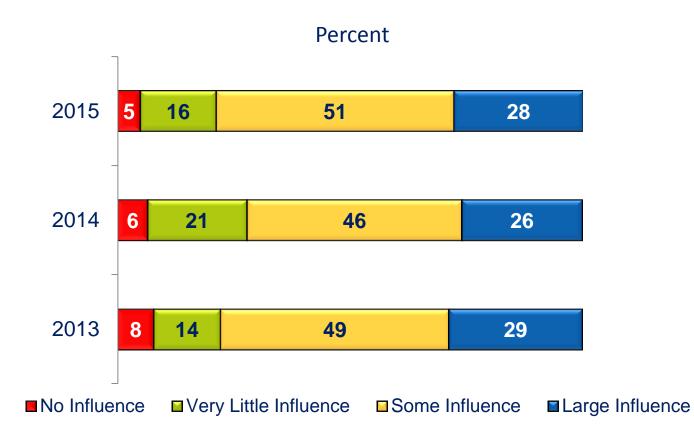
# www.visitpa.com Influence on Planning

Base: Marketable Day-Trips

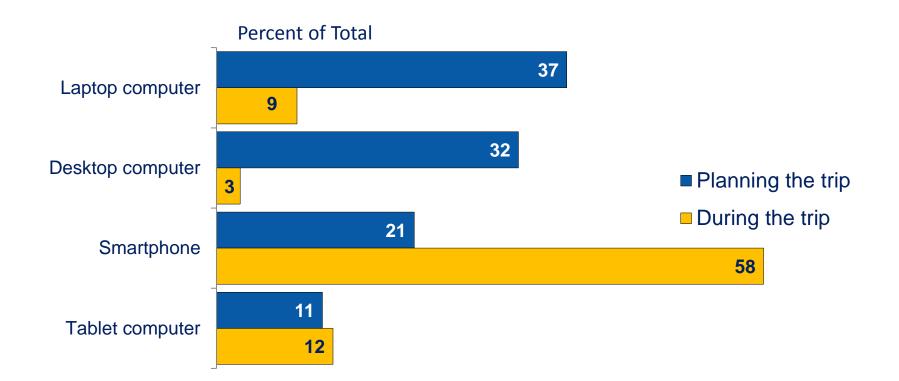


■No Influence ■Very Little Influence ■Some Influence ■Large Influence

# www.visitpa.com Influence on Visitation



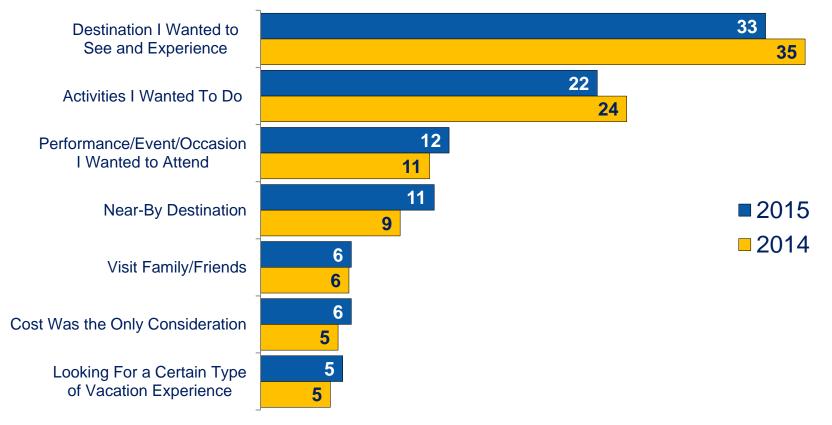
# Technology Used by Travelers



# Planning Considerations Beyond Cost



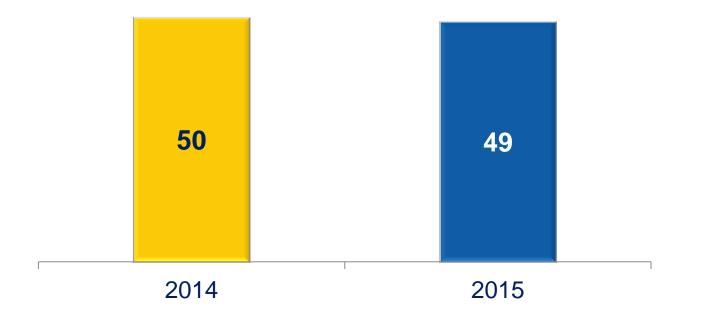




## Percent Who Booked In Advance

Base: Marketable Day-Trips

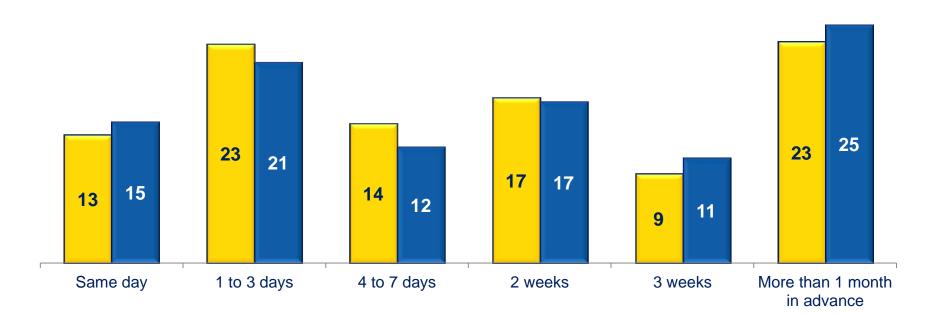
#### Percent of Total



# **Booking Cycle**

Base: Marketable Day-Trips Booked in Advance

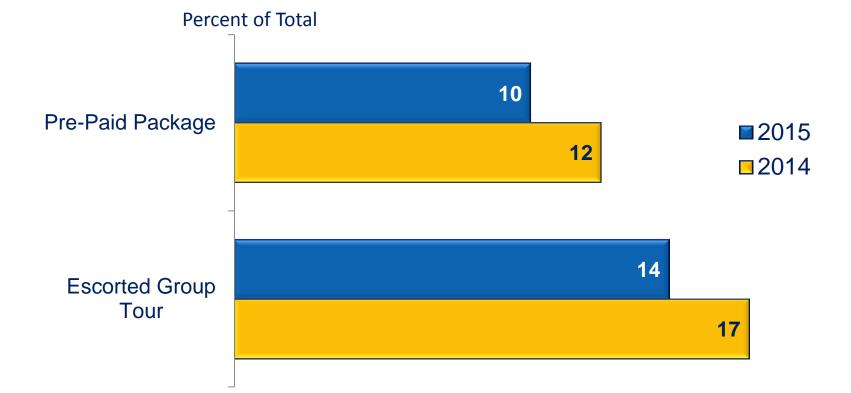
Percent of Total



□ 2014 ■ 2015

# Use of Vacation Packages and Group Travel

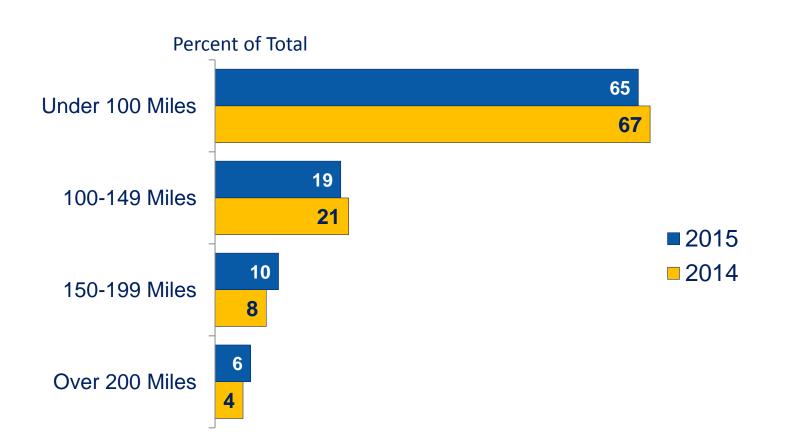




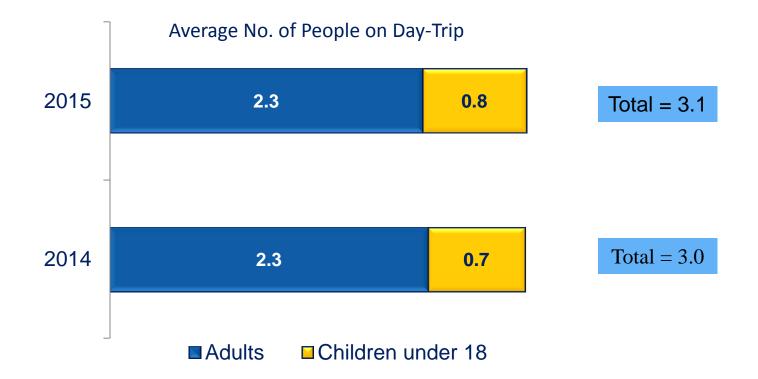


# <u>Marketable</u> Day-Trip Characteristics

# Distance Traveled for Pennsylvania Day-Trip

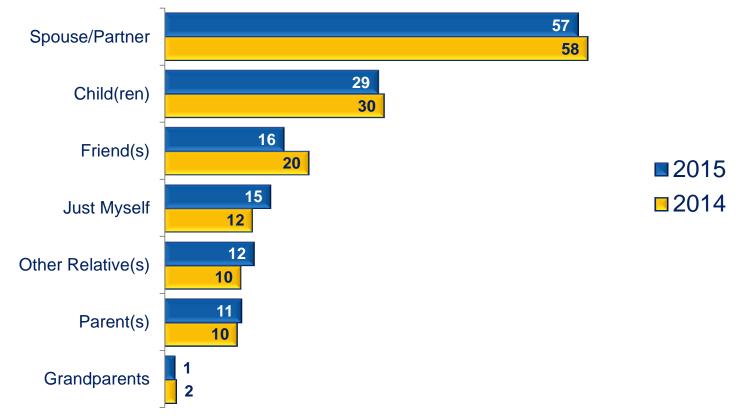


# Size of Travel Party



# **Composition of Travel Party**

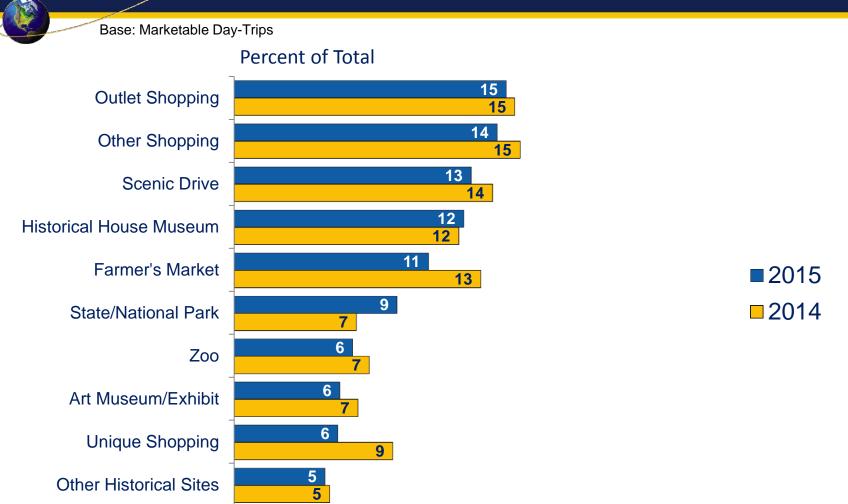




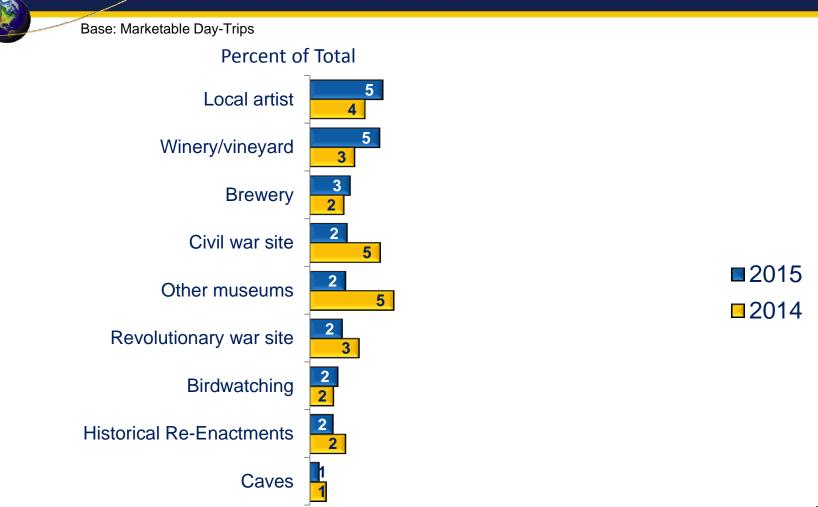


# Trip Experiences — <u>Marketable</u> Day-Trips

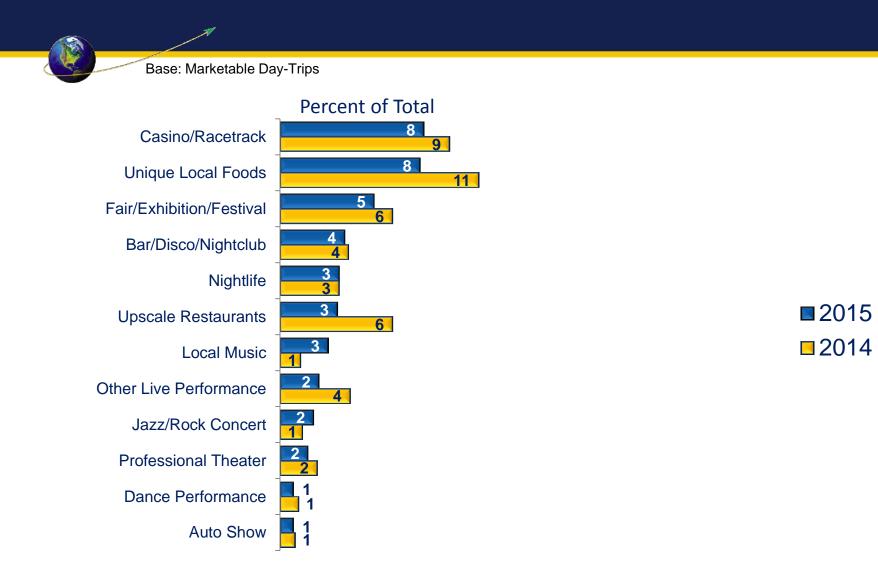
# Things Seen and Experienced on Pennsylvania Day-Trip



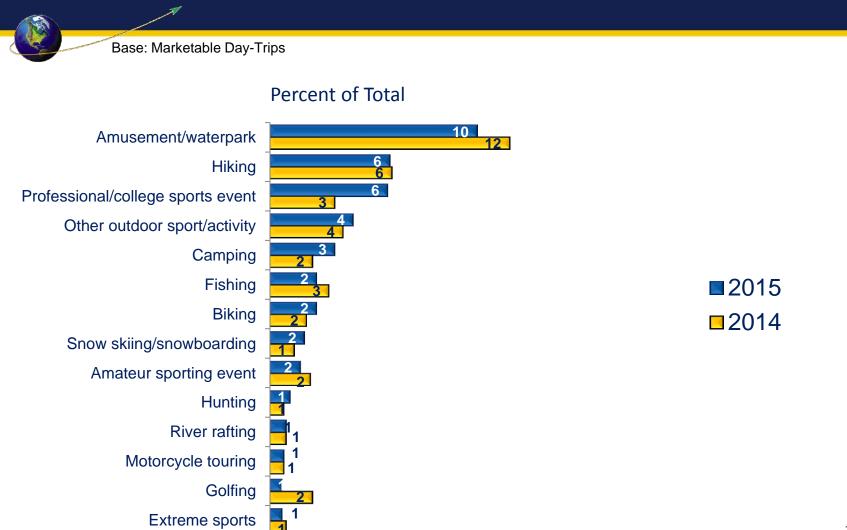
# Things Seen and Experienced on Pennsylvania Day-Trip (cont'd)



# Dining/Entertainment



## **Sports and Recreation**

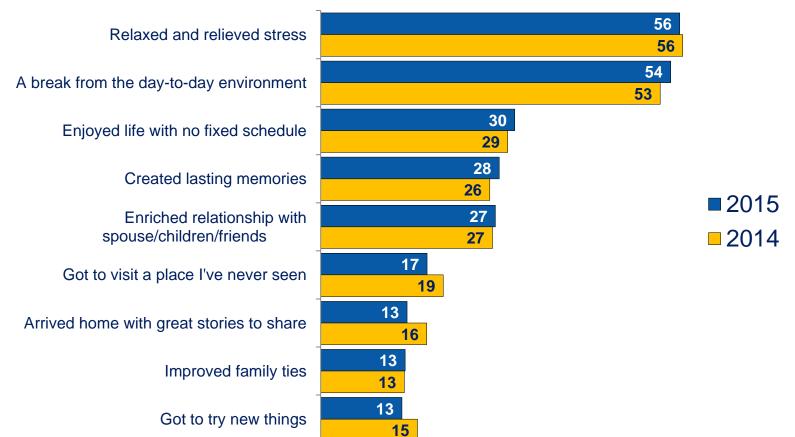




# Trip Benefits — <u>Marketable</u> Day-Trips

# **Benefits From Pennsylvania Day-Trip**

Base: Marketable Day-Trips



#### Percent of Total

# Benefits From Pennsylvania Day-Trip (cont'd)



