# CORONAVIRUS TRAVEL SENTIMENT INDEX REPORT, WAVE I I

RESEARCH FINDINGS

May 25, 2020

Destination Analysts

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# **Project Overview**

The goal of this research is to understand and track the widespread disruption and damage to the travel and tourism industry caused by the coronavirus. To do so, Destination Analysts, Inc. has launched a weekly tracking survey of adult American travelers. The results of the 11<sup>th</sup> wave of this project are presented in this report. The survey is being conducted weekly to track traveler sentiment and generate insight into when tourism businesses can expect demand to return.

The survey questionnaire used here is multifaceted and asks a representative sample of adult American travelers to report their experiences and feelings around the current pandemic situation. We expect the value of this survey to increase as additional waves of the project are completed and we can see emerging trends. For now, we present this data primarily on topline with our additional observations included.

The 11<sup>th</sup> wave of this survey was collected from May 22-24, from a demographically representative sample of adult American travelers in each of four U.S. regions. Travelers are defined as adults having taken at least one trip (50-miles or more from home) in the past two years. In total, 1,223 fully completed surveys were collected, suggesting the topline results presented here have a confidence interval of +/- 2.8%.



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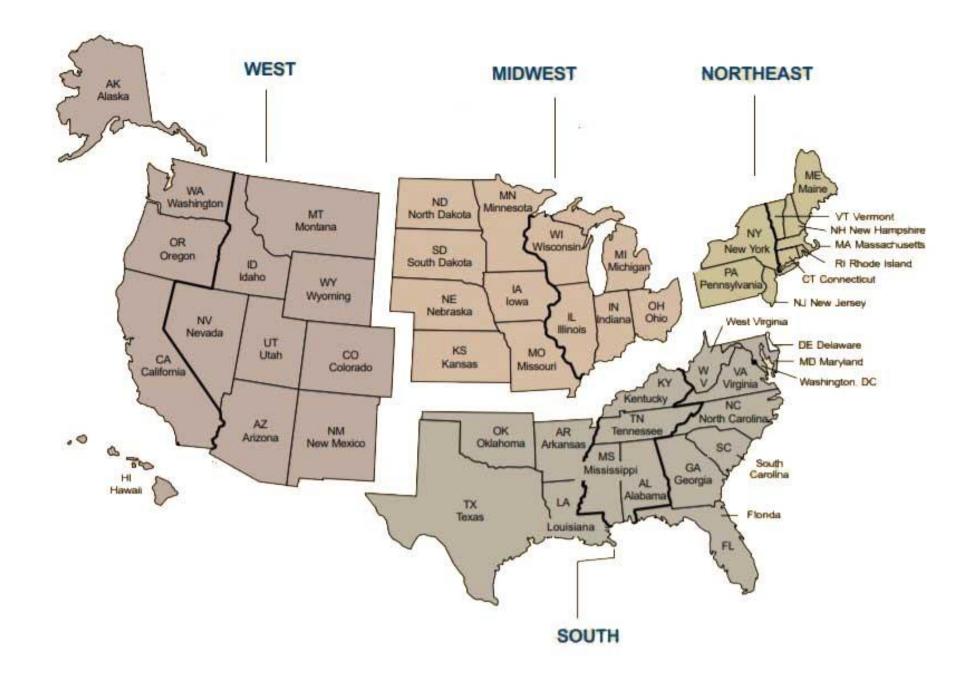
# **Project Overview**

**Data weighting.** The survey sampling plan used in this project collected 300 fully-completed surveys in each of the four regions shown in the map at right. The overall results presented in this report are weighted to reflect the actual populations of the regions.

**Moving forward.** The COVID-19 situation is rapidly evolving, and its impact on the travel industry is far from clear. As a result, Destination Analysts plans to conduct this survey weekly into the foreseeable future. Weekly reports were, or will be, released on the following schedule.

	Data collection	Report release
Wave #1	March 13-15	March 16
Wave #2	March 20-22	March 23
Wave #3	March 27-29	March 30
Wave #4	April 3-5	April 6
Wave #5	April 10-12	April 13
Wave #6	April 17-19	April 20
Wave #7	April 24-26	April 27
Wave #8	May 1-3	May 4
Wave #9	May 8-10	May 11
Wave #10	May 15-17	May 18
Wave #11	May 22-24	May 25
Wave #12	May 29-31	June 1

#### Map of U.S. Showing Survey Regions





In this 11<sup>th</sup> wave of this consumer sentiment project, the following key findings emerged:

- Concerns about contracting the coronavirus remain high. Now, 69.8 percent of survey respondents say they have some level of concern about contracting the virus, down slightly from 70.6 percent last week. Concerns about contracting the coronavirus remain high. Now, 69.8 percent of survey respondents say they have some level of concern about contracting the virus, down slightly from 70.6 percent last week.
- Anxiety about the pandemic impacting Americans' personal finances held constant this week, at 63.8 percent, relatively unchanged from 64.5 percent last week. Concerns about the nation's overall economic performance remain extremely high. Over 80 percent of travelers expressed some level of concern for the national economy.
- Worry that the severity of pandemic will get worse in the next month fell again this week. Now 37.4 percent expect the coronavirus situation to get worse in the next month, down from 39.6 percent last week.
- Interest in even short trips remained unchanged this week. Nearly half of travelers surveyed (45.3%) said they would be excited to take a weekend getaway with a close friend or relative to a place they want to visit next month—unchanged from 45.2 percent last week.





- Travelers' interest in learning about new travel experiences and destinations dropped this week. Just under four-in-ten expressed some level of excitement about the topic.
- New York continues to be the most talked about destination with coronavirus issues. 80 percent of survey respondents identified New York as one of the three most talked about places (80.4%).
- Destination Analysts The State of the American Traveler Study tracks traveler sentiment each quarter. In this week's edition of the Coronavirus Traveler Sentiment Index study, we asked several questions identical to questions asked in our The State of the American Traveler Study.
  - The proportion of leisure travelers who report that they will decrease the number of trips they will take, compared to the past twelve months, has skyrocketed in the past four months. Now nearly half (44.7%) say they will travel less this year. In January, this figure stood at 8.7 percent.
  - The percent of leisure travelers who report that they will decrease their travel spending this year, compared to the past twelve months, has also grown sharply in the past four months. Now, 46.6 percent say they will reduce their travel spending. In January, this figure stood at 10.7 percent.



- O Four months ago, 59.6 percent of travelers said that in the coming year leisure travel would be at least somewhat of a budget priority this year. Now, only 26.9 percent agree.
- O Right now, the typical American traveler expects to spend \$2,361 in the next twelve months on leisure travel, down 35 percent from January when the result was \$3,649.
- O Compared to January, more American travelers are planning to visit small towns, mountain destinations, and National and other parks. Fewer Americans plan to visit large cities, beach destinations and theme or amusement parks.
- O Not only are more travelers planning to visit National and other parks, the average number of trips they plan to take is greater, compared to only four months ago. The number of trips Americans expect to take to cities, beaches and theme/amusement parks has fallen.
- O Despite the travel patterns described earlier, when asked how excited they were to visit all destination types, excitement levels are much lower than they were in January.







- Traveler interest in all types of travel experiences is greatly muted at the moment. In January, a representative sample of American travelers was asked about their general interests in travel experiences. In wave 11 of this research, the same question was asked, with the interesting result emerging that all travel experiences are of less interest now than just four months ago. When asked to describe why travelers want to go to their top-of-mind leisure destination, only two reasons—beaches and water sports and friends and family—did not experience losses this week.
- This week, 68.5 percent of American travelers reported having their travels impacted by the coronavirus.
- This week, the proportion of American travelers reporting they have cancelled trips due to the coronavirus fell to 65.5 percent from 67.9 percent last week.
- Concerns about personal safety continue to top the reasons expressed for why Americans have changed their travels, with two-thirds of respondents citing it as a reason (65.5%).



- The average American traveler who has cancelled a trip says they have done so for 1.9 trips as a result of the outbreak. Similarly, the typical traveler has postponed 1.8 trips due to the crisis.
- The proportion of travelers being fully refunded for cancelled trips increased this week. Now, 70.9 percent reported receiving full refunds.
- Approximately 7-in-10 American travelers who have postponed a trip due to the pandemic have not yet rescheduled it.
- Less than one-in-three (28.5%) of those postponing or cancelling a trip did so for a trip to a foreign country.
- As has been seen in past waves, the scheduling of leisure trips in the next four months has fallen sharply. The increases we saw on the horizon for September through December show signs of reversing in recent waves.







- Road trips appear to be a "now thing," with many travelers planning them in the next two months, while commercial air travel is being put off to a later date.
- The average distance away from home for American travelers' next road trip is reported to be 329 miles.
- Few American travelers hit the road this Memorial Day weekend. Only, 5.9 percent of respondents said they were taking such a trip. Most of these travelers decided to make the trip recently.
- Hurrying back to international travel appears to be a low priority for most Americans. Relatively few expect their next international trip to take place in the coming months.
- Unchanged from last week, 61.9 percent of Americans say they are done traveling until the coronavirus situation blows. Last week this was 62.1 percent.
- Only a quarter of Americans agree that the coronavirus situation will be resolved by the Fall travel season. Meanwhile, half (50.6%) disagree.



- Americans' optimism for travel to return in the Fall declined again this week. In total, 35.6 percent expect to be back traveling this Fall (down from 41.8% last week).
- A growing proportion of Americans agree that staycations will replace vacations this summer. This week, 57.6 percent of American travelers agree they'll probably take a staycation rather than a vacation this summer (up from 54.1% last week).
- Now, 43.9 percent of Americans say car travel may displace some of their air travel this year (up from 39.6% last week).
- Up again for the 5th week straight, 52.8 percent now say they'll probably take more regional trips while avoiding long-haul trips due to the coronavirus.
- The likelihood of American travelers attending meetings in the current environment remains low. 71.0 percent say they will be unlikely to attend these events until the coronavirus situation is over (unchanged from last week).







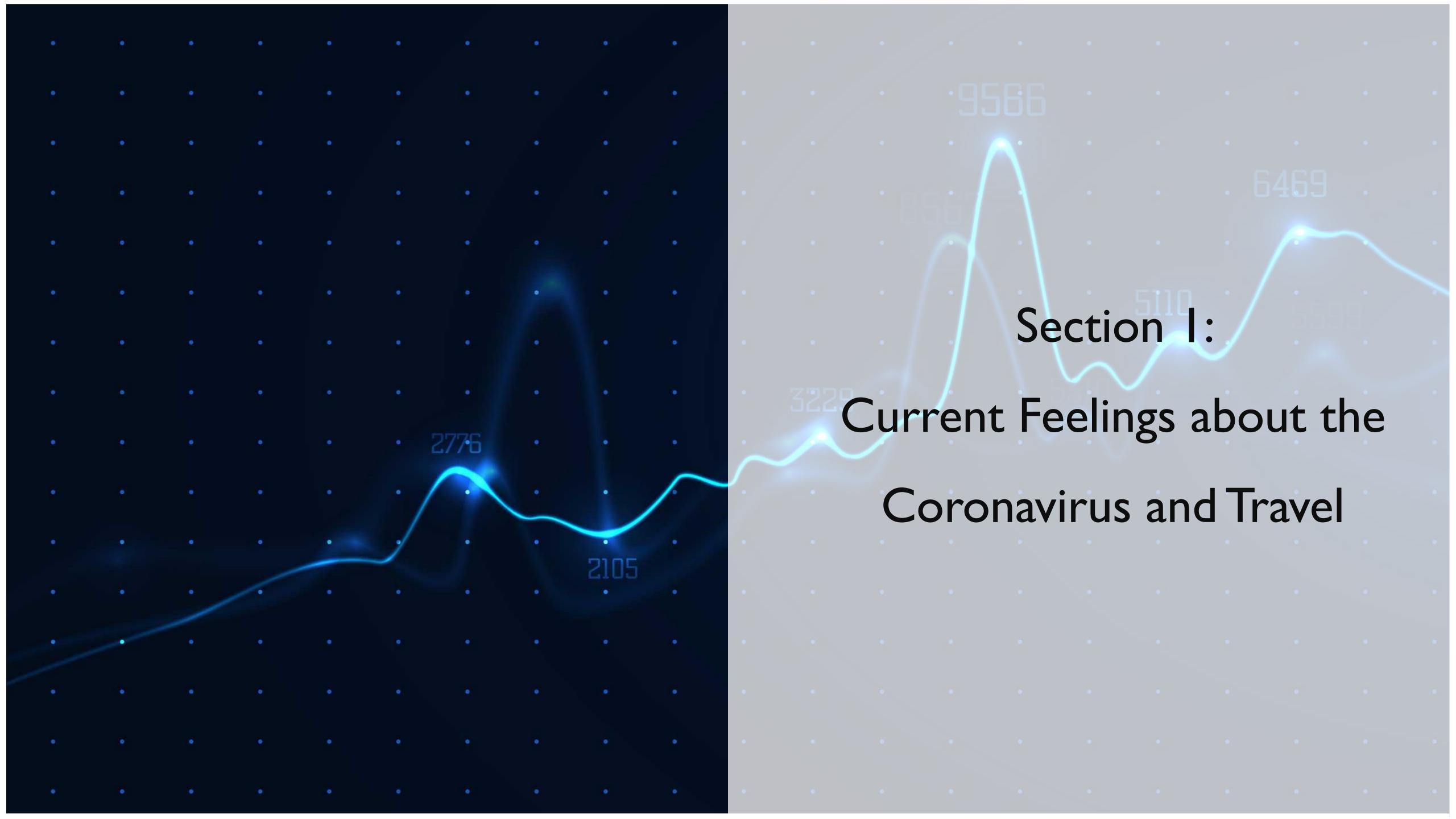
- A majority (74.9%) of American travelers still say they are unlikely to travel abroad until the coronavirus situation is resolved.
- Americans are still uncomfortable about going out in their own communities to enjoy themselves. Now, 40.3 percent say they are uncomfortable with this while 32.8 percent say they are comfortable with undertaking local activities.
- American travelers largely do not want other travelers visiting their communities currently. Now, 60.7 percent agree with this sentiment. Only 13.1 percent disagree (down from 15.5% last week).
- Opinions are split on traveling without a Covid-19 vaccine being available. This week, 36.9 percent agree they will not travel until a vaccine is developed. A similar proportion, 33.4 percent, currently reject this idea.
- The proportion of American travelers who are comfortable with their home state re-opening is unchanged from last week. Now, 40.3 percent of American travelers say they are comfortable with their home state re-opening its economy, while 32.6 percent are not yet comfortable.



- Down slightly from last week, 39.6 percent of Americans now say car travel may displace some of their air travel this year.
- Up from last week, 51.5 percent now say they'll probably take more regional trips while avoiding long-haul trips due to the coronavirus (up from 50.3%).
- The likelihood of American travelers attending meetings in the current environment remains low. Under three-quarters of travelers (71.1%) say they will be unlikely to attend these events until the coronavirus situation is over (down slightly from 73.3% last week).
- A majority (76.4%) of American travelers still say they are unlikely to travel abroad until the coronavirus situation is resolved. This is unchanged from last week at 76.1 percent.
- American travelers are still largely uncomfortable about going out in their own communities to enjoy themselves. Less than a third (32.2%) say they are comfortable going out in their community (up slightly from 31.0% last week).





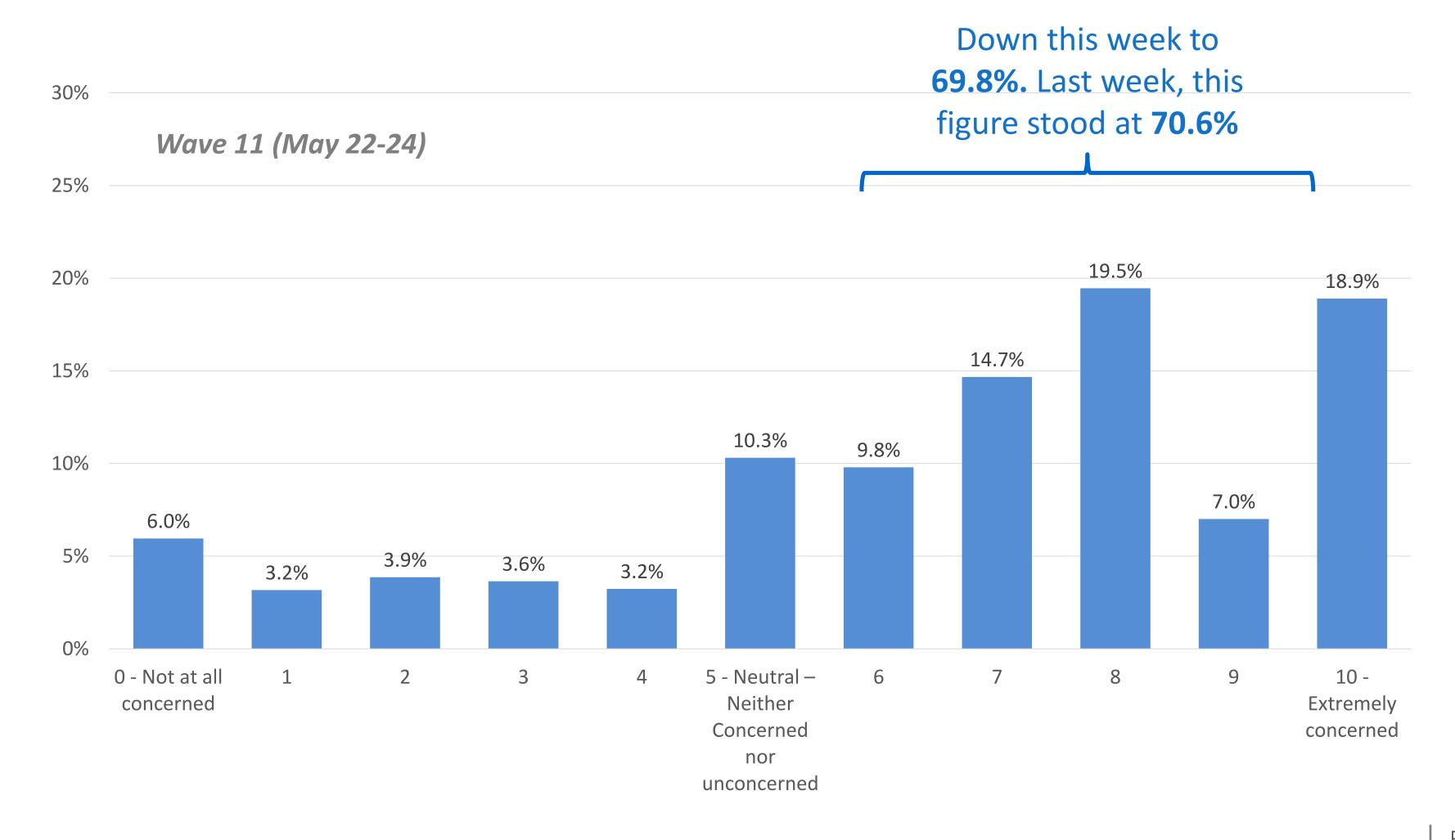


## Personal Health Concerns

**Concerns about contracting the coronavirus remain high**. Now, 69.8 percent of survey respondents say they have some level of concern about contracting the virus, down slightly from 70.6 percent last week.

Question: Thinking about the current coronavirus situation, in general, HOW CONCERNED ARE YOU PERSONALLY about contracting the virus? (Please answer using the scale below)

(Base: Wave 11 data. All respondents, 1,223 completed surveys. Data collected May 22-24, 2020)



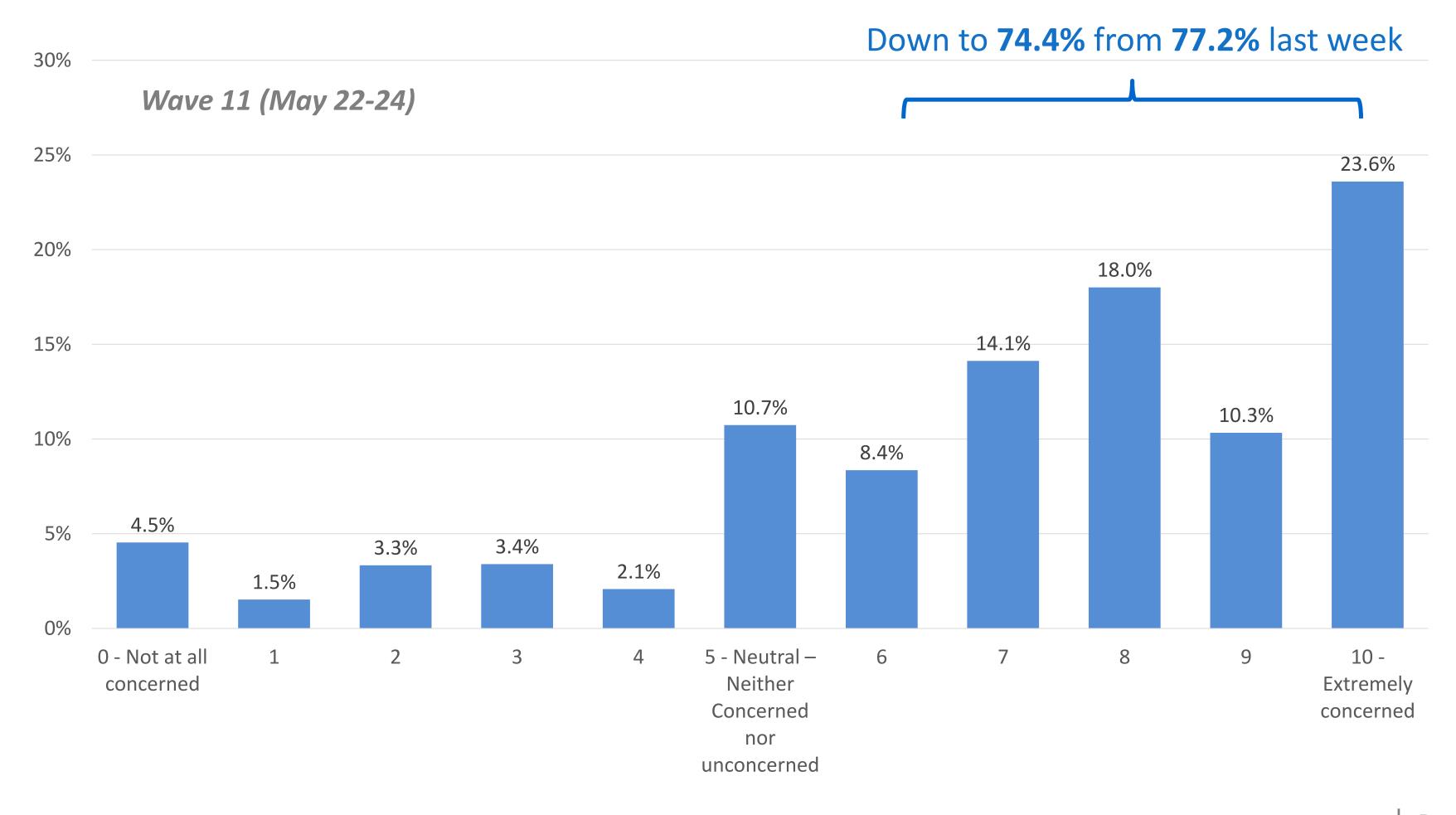


# Health Concerns (Family & Friends)

Concerns about the health of friends and family increased slightly this week, with 74.4 percent expressing concern for the safety of their loved ones, down from 77.2 percent last week.

Question: Thinking about the current coronavirus situation, in general, how concerned are you about your FRIENDS OR FAMILY contracting the virus? (Please answer using the scale below)

(Base: Wave 11 data. All respondents, 1,223 completed surveys. Data collected May 22-24, 2020)



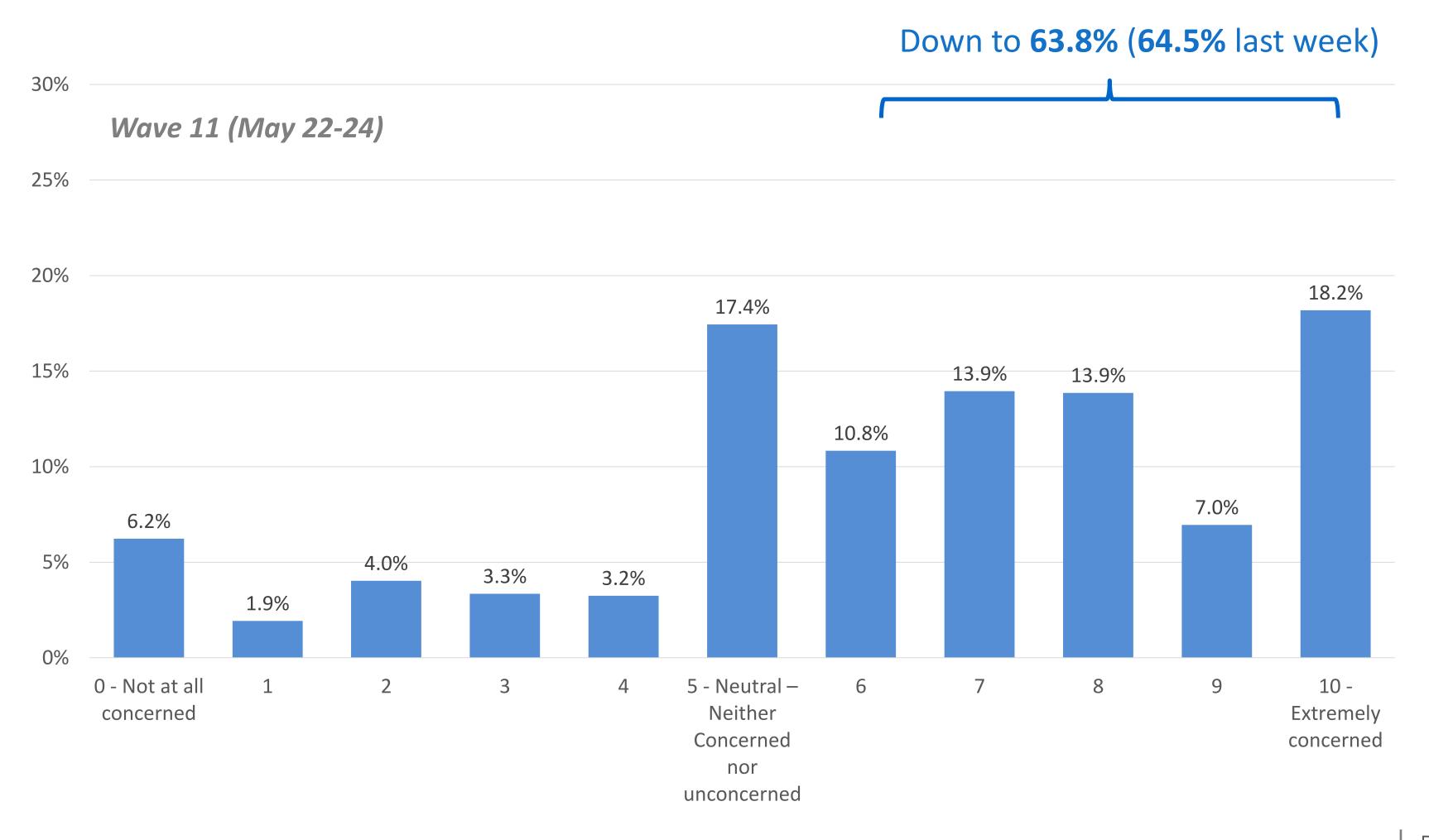


## Concerns About Personal Finances

Concern that the pandemic will impact Americans' personal finances held constant this week, at 63.8 percent, relatively unchanged from 64.5 percent last week.

Question: Thinking about the current coronavirus situation, how concerned are you about the impact it may have on your PERSONAL FINANCES? (Please answer using the scale below)

(Base: Wave 11 data. All respondents, 1,223 completed surveys. Data collected May 22-24, 2020)



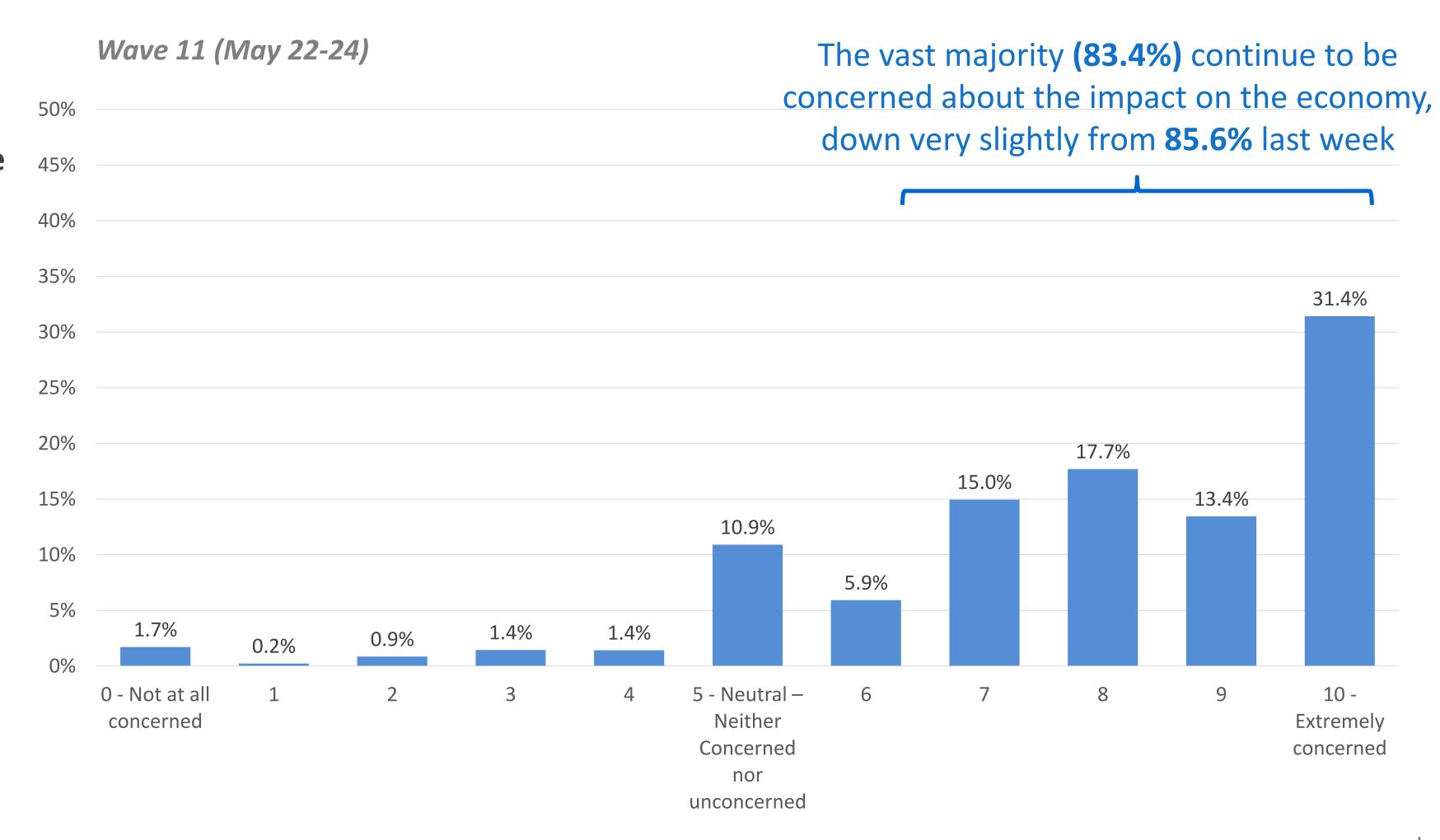


# Concerns About National Economy

**Concerns about the nation's overall economic performance remain extremely high.** Over 80 percent of travelers expressed some level of concern for the national economy.

Question: Thinking about the current coronavirus situation, how concerned are you about the impact it may have on the NATIONAL ECONOMY?

(Base: Wave 11 data. All respondents, 1,223 completed surveys. Data collected May 22-24, 2020)



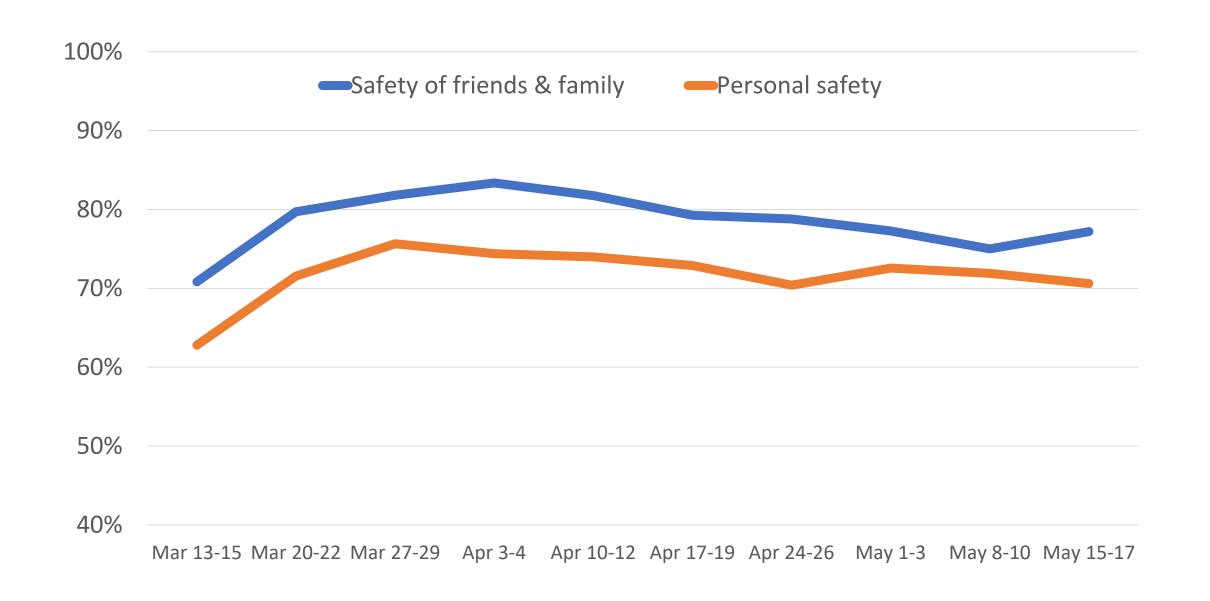


# Summary: Personal vs. External Concerns

#### Summary charts for the survey's four concern-metrics are shown below.

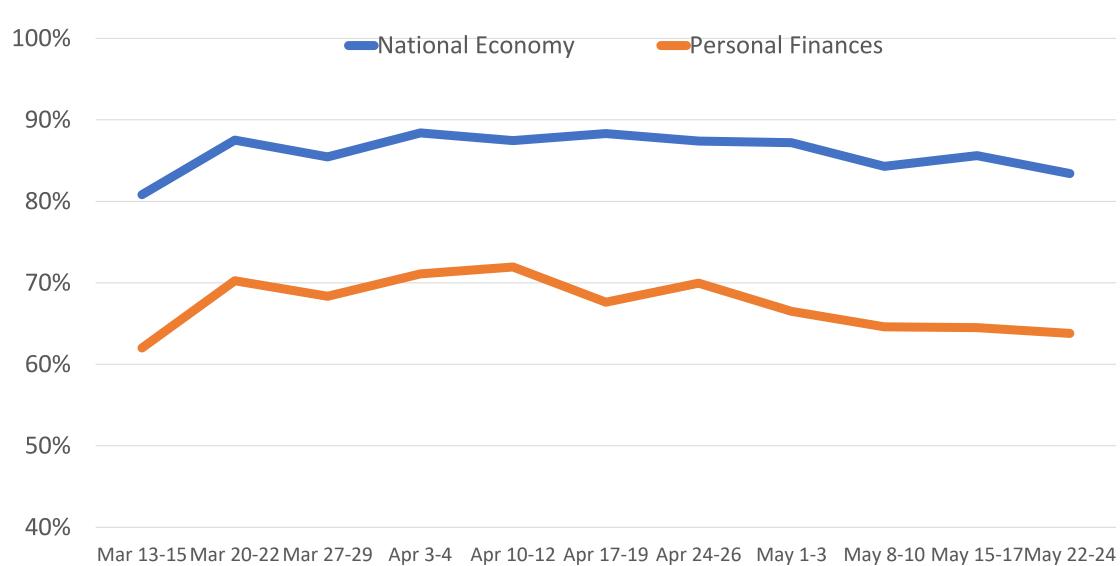
#### **Safety Concerns**

(% answering 10-6 on 11-point scale)



(% answering 10-6 on 11-point scale)

**Economic Concerns** 



Question: Thinking about the current coronavirus situation, in general, HOW CONCERNED ARE YOU PERSONALLY about contracting the virus? Question: Thinking about the current coronavirus situation, in general, how concerned are you about your FRIENDS OR FAMILY contracting the virus?

Question: Thinking about the current coronavirus situation, how concerned are you about the impact it may have on the NATIONAL ECONOMY? Question: Thinking about the current coronavirus situation, how concerned are you about the impact it may have on your PERSONAL FINANCES?

(Base: All respondents, 1,201, 1,200, 1,201, 1,216, 1,263, 1,238, 1,208, 1,204, 1,200, 1,212 and 1,223 completed surveys. Data collected March 13-15, 20-22, 27-29, April 3-5, 10-12, 17-19, 24-26, May 1-3, 8-10, 15-17 and 22-24, 2020)



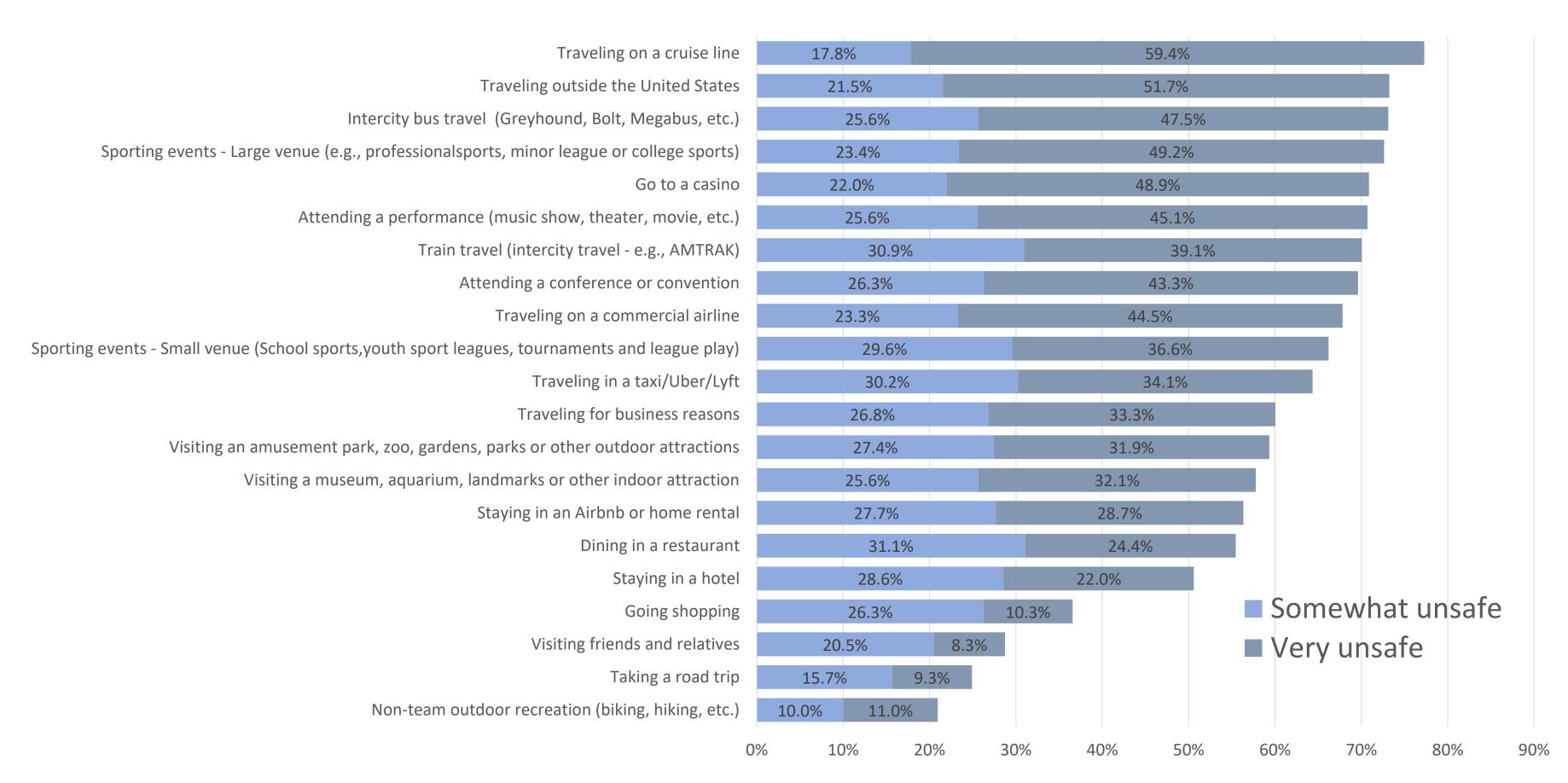
# Perceived Safety of Travel Activities (Wave 11)

#### Cruises and international travel continue to be seen as the least safe travel activities.

Question: At this moment, how safe would you feel doing each type of travel activity?

(Base: Wave 11 data. All respondents, 1,223 completed surveys. Data collected May 22-24, 2020)

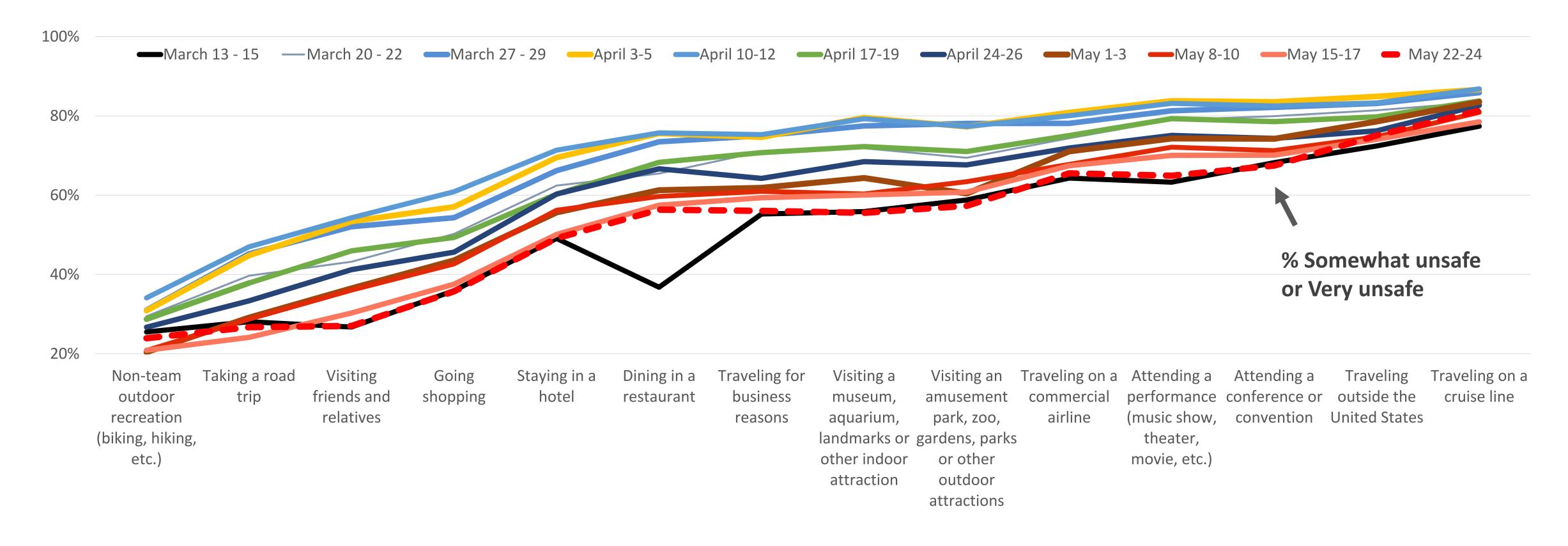
#### Wave 11 (Collected May 22-24)





# Perceived Safety of Travel Activities (Waves 1-11 Comparison)

**Traveler ratings of the safety of various travel activities improved again this week.** In this most recent survey wave, the proportion of travelers rating each activity as either "Somewhat unsafe" or "Very unsafe" again decreased for most activities.



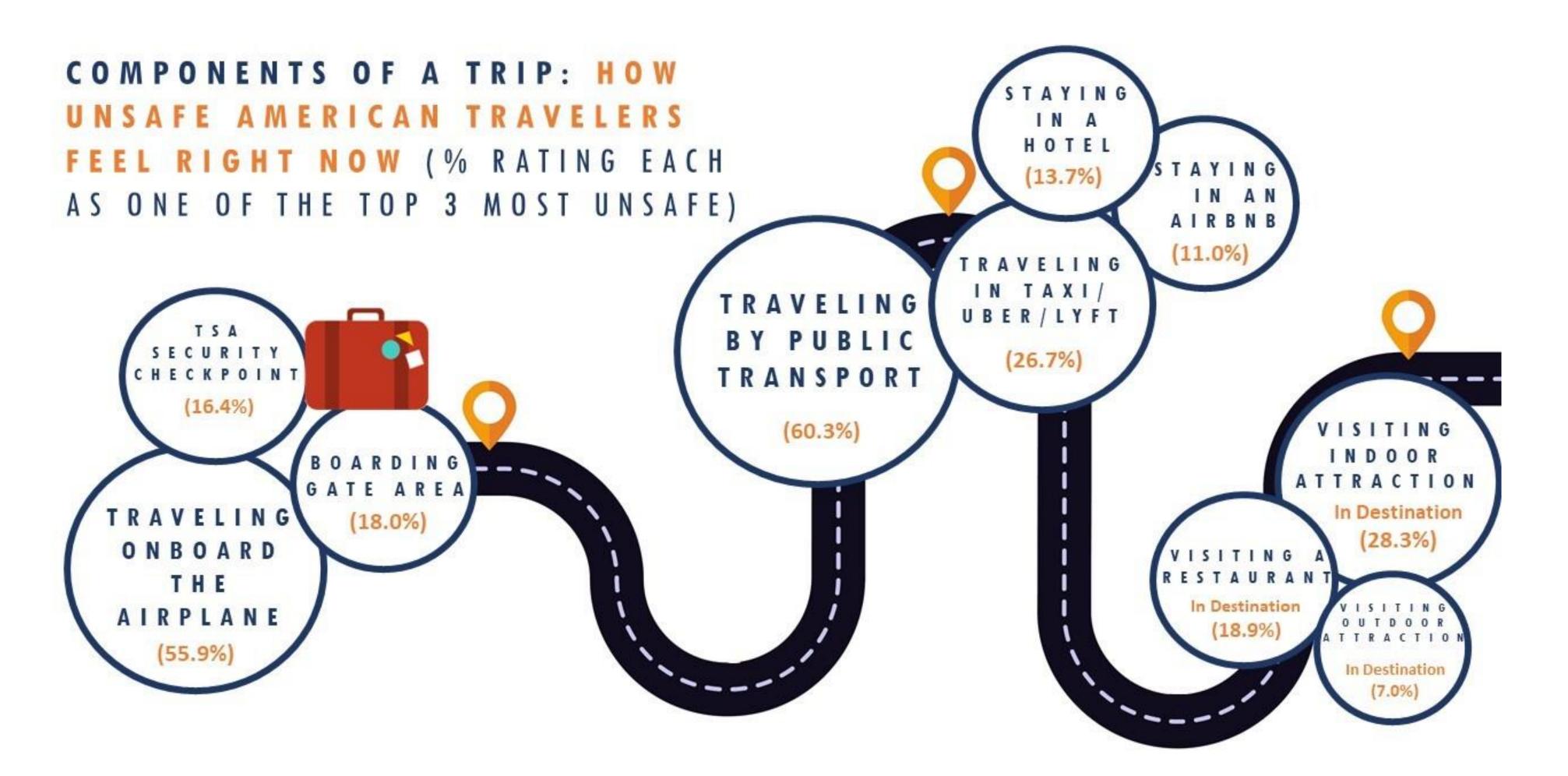


# Safety Along the Travel Path

At what points in a trip do travelers perceive the most risk? When do they feel safe? Traveling onboard a plane and using public transportation got the highest scores for perceived risk.

Question: Thinking about the Coronavirus situation, which of these would you consider to be the most unsafe travel activities? YOU MAY SELECT AS MANY AS THREE (3)

(Base: Wave 11. All respondents, 1,223 completed surveys. Data collected May 22-24, 2020)





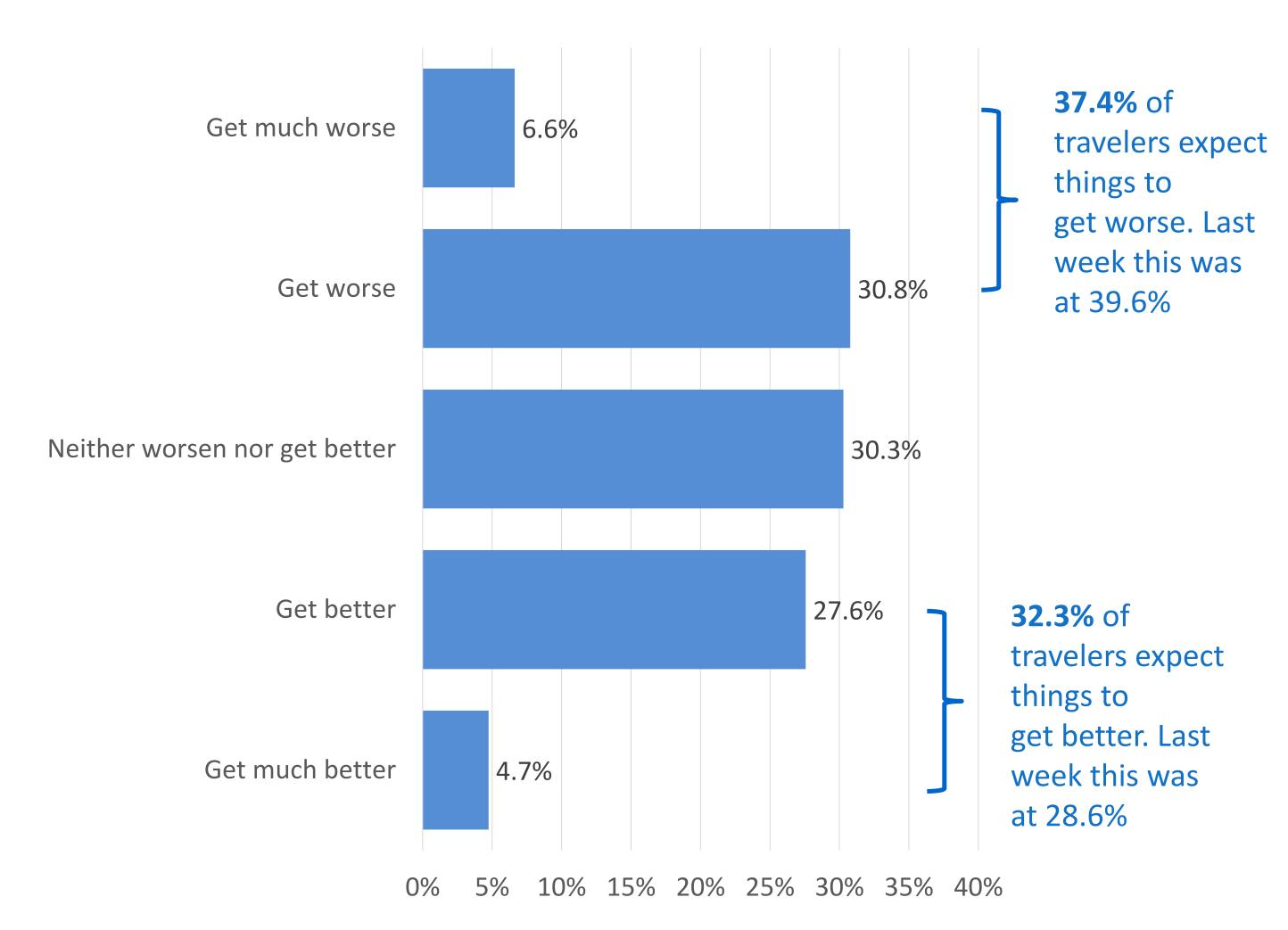
# **Expectations for the Coronavirus Outbreak**

**Concerns that the severity of pandemic will get worse in the next month fell again this week**. Now 37.4 percent expect the coronavirus situation to get worse in the next month, down from 39.6 percent last week.

Question: In the NEXT MONTH, how (if at all) do you expect the severity of the coronavirus situation in the United States to change? (Select one)

In the next month the coronavirus situation will \_\_\_\_

(Base: All respondents, 1,223 completed surveys. Data collected May 22-24, 2020)



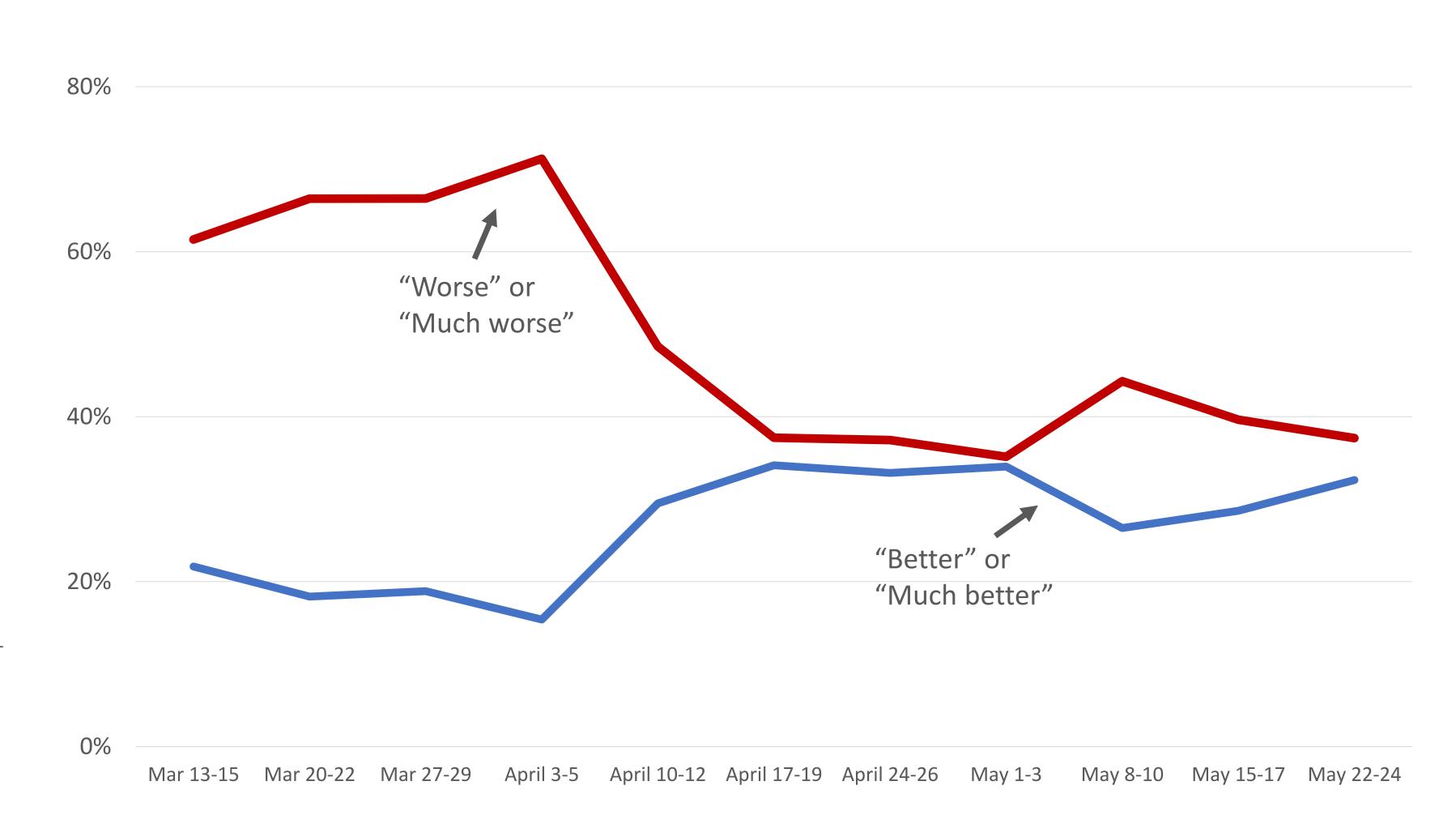


# **Expectations for the Coronavirus Outbreak**

Question: In the NEXT
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In the next month the coronavirus situation will

(Base: All respondents, 1,201, 1,200, 1,201, 1,216, 1,263, 1,238, 1,208, 1,204, 1,200, 1,212 and 1223 completed surveys. Data collected March 13-15, 20-22, 27-29, April 3-5, 10-12, 17-19, 24-26, May 1-3, 8-10, 15-17, and May 22-24, 2020)





## **Excitement to Travel Now**

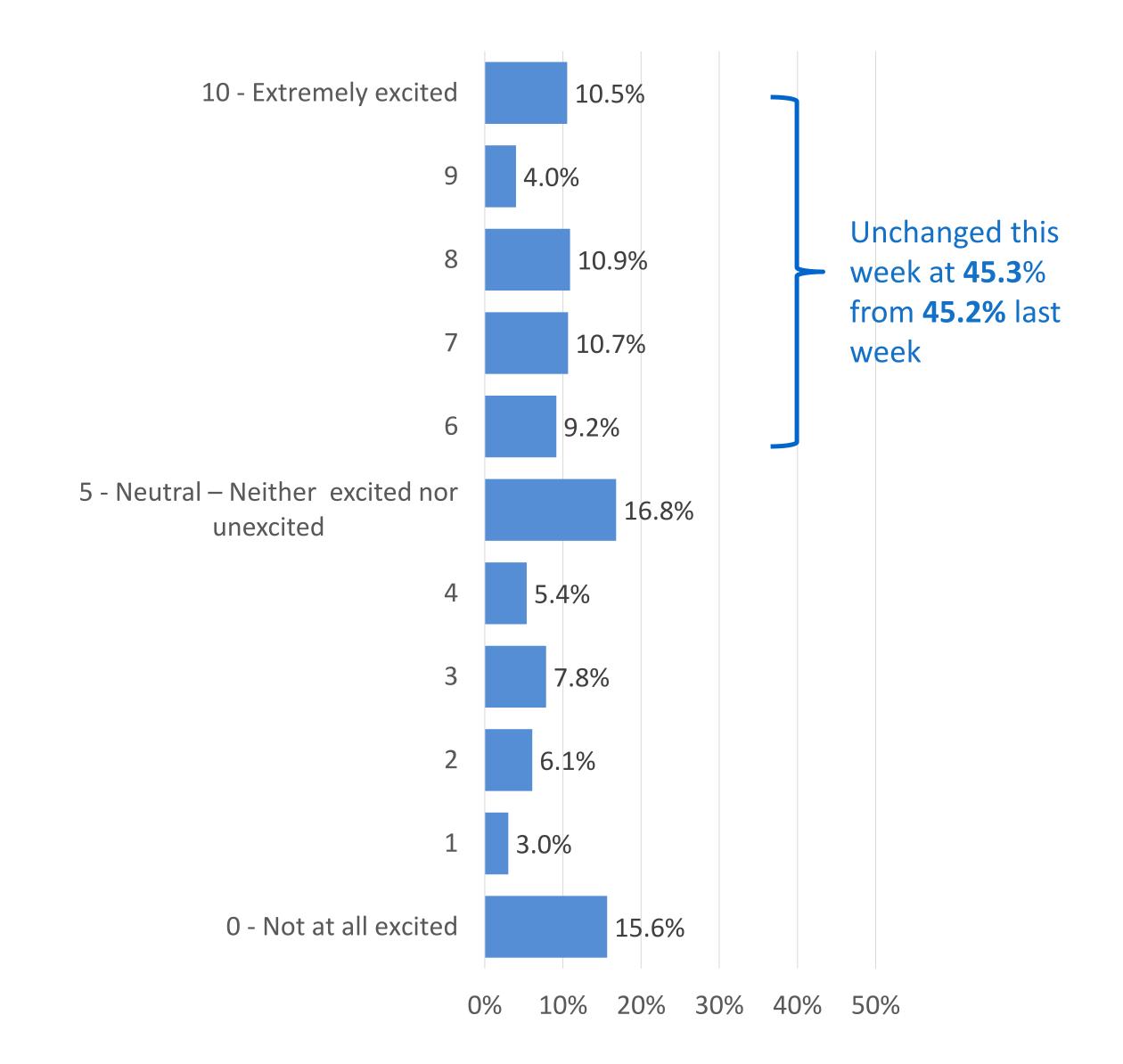
Interest in even short trips remained unchanged this week.

Nearly half of travelers surveyed (45.3%) said they would be excited to take a weekend getaway with a close friend or relative to a place they want to visit next month—unchanged from 45.2 percent last week.

Question: Imagine that a good friend (or close family member) asks you to take a weekend getaway with them sometime in the next month.

How excited would you be to go? (Assume the getaway is to a place you want to visit)

(Base: All respondents, 1,223 completed surveys. Data collected May 22-24, 2020)



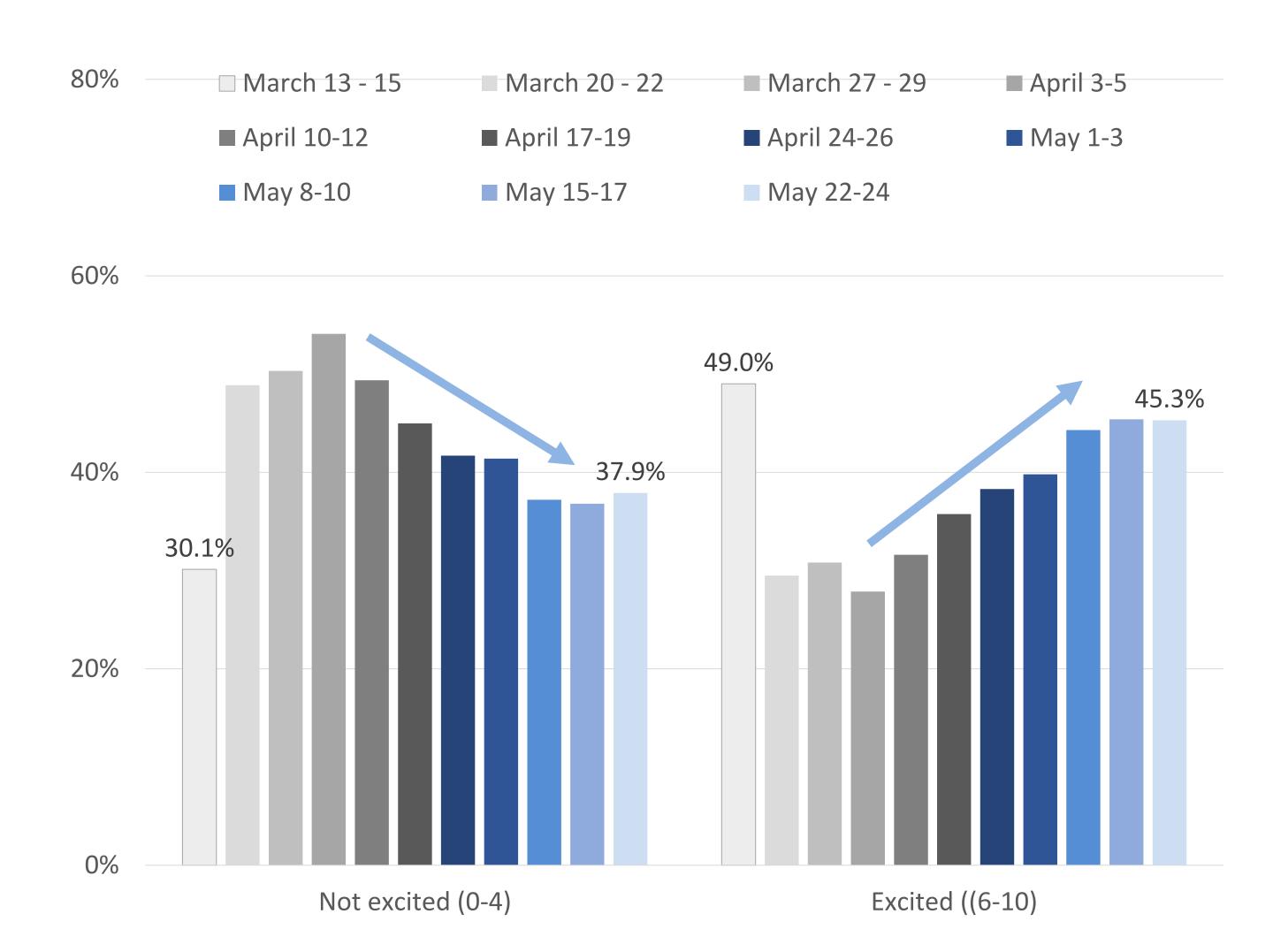


# Excitement to Travel Now (Excited vs. Not Excited)

Question: Imagine that a good friend (or close family member) asks you to take a weekend getaway with them sometime in the next month.

How excited would you be to go? (Assume the getaway is to a place you want to visit)

(Base: All respondents, 1,201, 1,200, 1,201, 1,216, 1,263, 1,238, 1,208, 1,204, 1,200, 1212 and 1,223 completed surveys. Data cd March 13-15, 20-22, 27-29, April 3-5, 10-12, 17-19, 24-26, May 1-3, 8-10, 15-17 and 22-24, 2020)



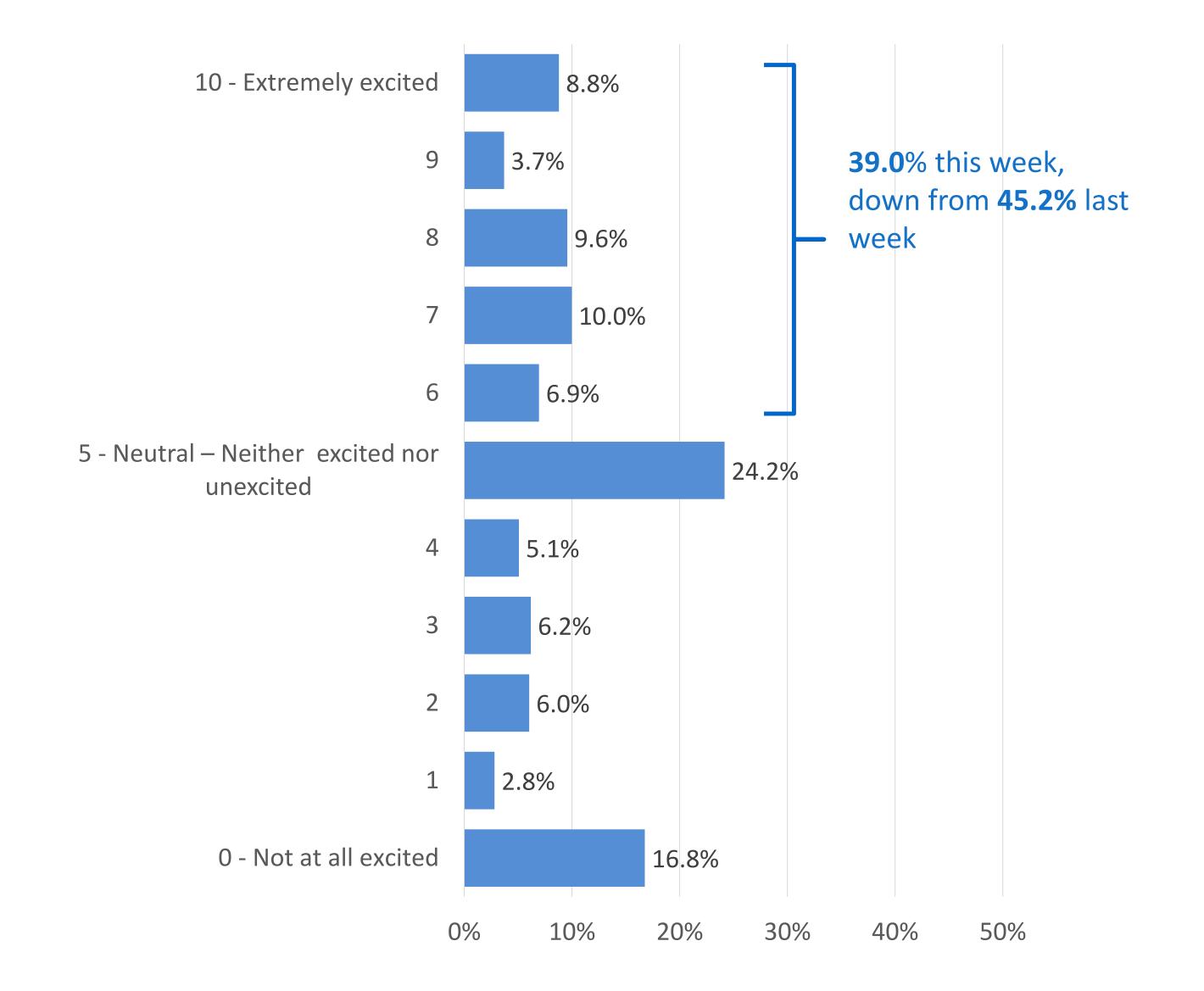


# Openness to Travel Information

Travelers' interest in learning about new travel experiences and destinations dropped this week. Just under four-in-ten expressed some level of excitement about the topic.

Question: At this moment, how excited are you in learning about new, exciting travel experiences or destinations to visit?

(Base: All respondents, 1,223 completed surveys. Data collected May 22-24, 2020)

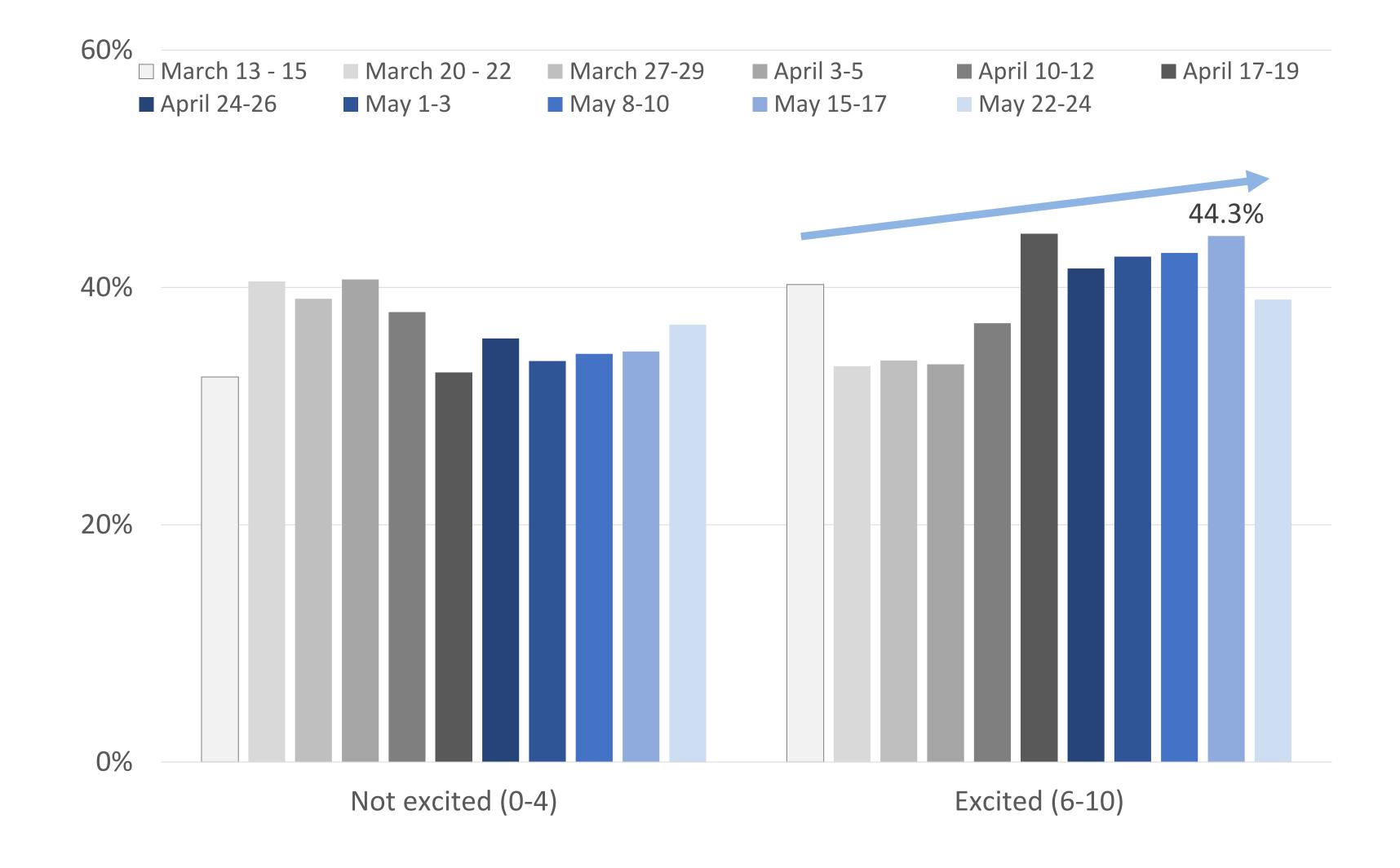




# Openness to Travel Information (Excited vs. Not Excited)

Question: At this moment, how excited are you in learning about new, exciting travel experiences or destinations to visit?

(Base: All respondents, 1,201, 1,200, 1,201, 1,216, 1,263, 1,238, 1,208, 1,204, 1,200, 1212 and 1,223 completed surveys. Data cd March 13-15, 20-22, 27-29, April 3-5, 10-12, 17-19, 24-26, May 1-3, 8-10, 15-17 and 22-24, 2020)



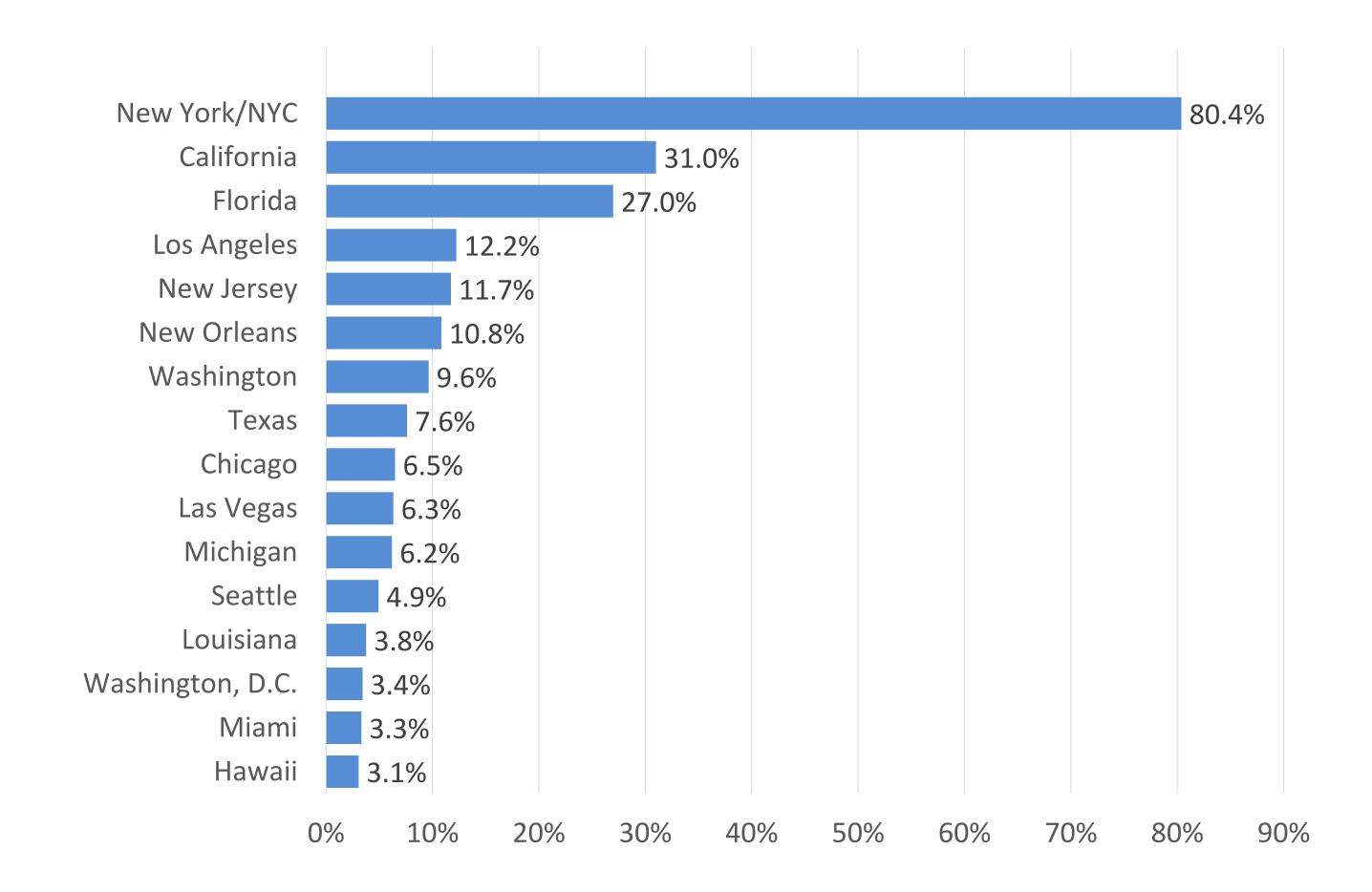


# Most Talked About Coronavirus Hotspots

**New York continues to be the most talked about destination with coronavirus issues.** 80 percent of survey respondents identified New York as one of the three most talked about places (80.4%).

Question: What are the THREE (3) U.S. travel destinations (if any) that have been most talked about as places with coronavirus issues?

(Base: Wave 11. All respondents, 1,223 completed surveys. Data collected May 22-24, 2020)





# Section 11: Benchmarking Traveler Sentiment

Destination Analysts The State of the American Traveler Study tracks traveler sentiment each quarter. In this week's edition of the Coronavirus Traveler Sentiment Index study, we asked several questions identical to questions asked in our The State of the American Traveler Study. Presented within this section is a comparison of how travelers feel now compared to four months ago before the pandemic.

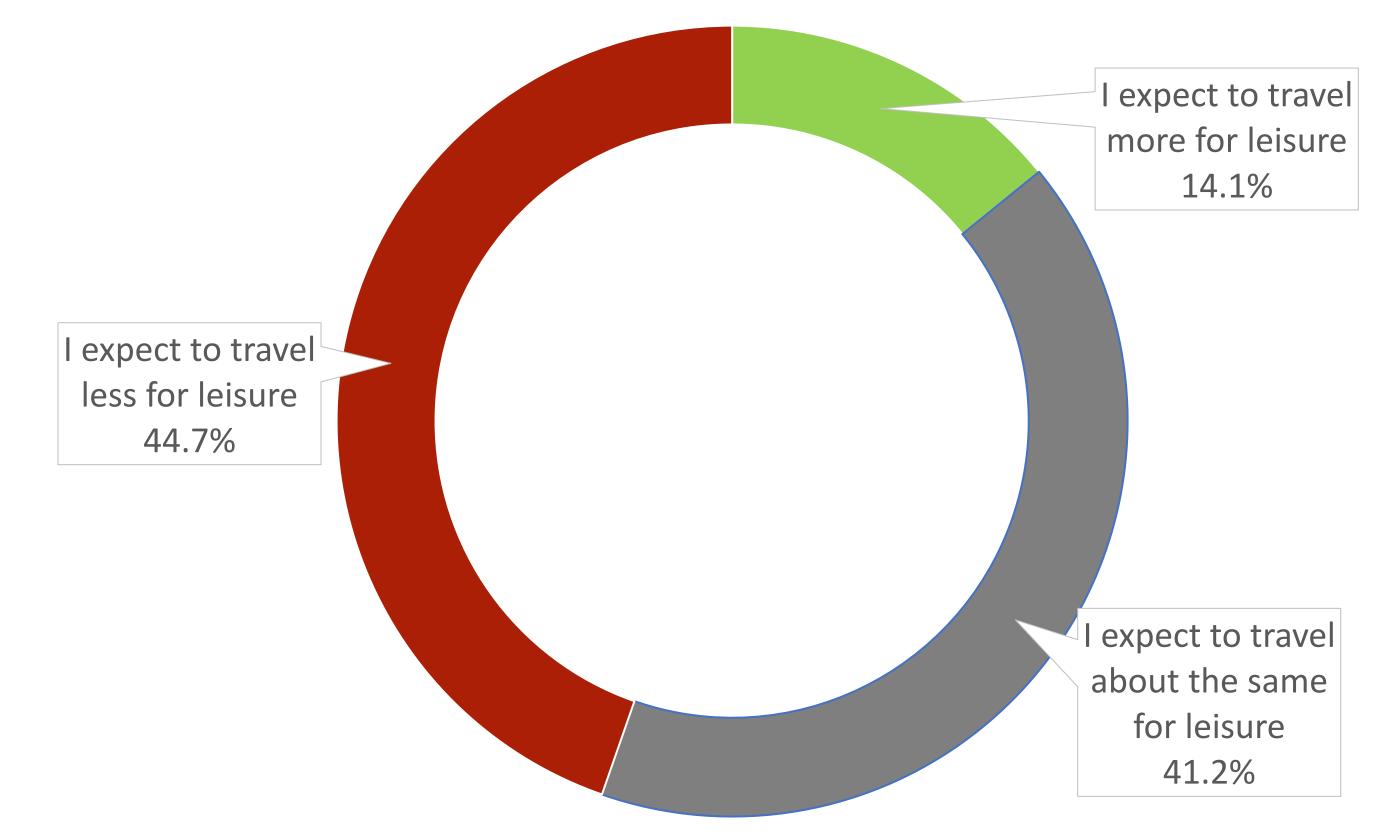
# Leisure Travel Expectations (Trip Volume)

The proportion of leisure travelers who report that they will decrease the number of trips they will take, compared to the past twelve months, has skyrocketed in the past four months. Now nearly half (44.7%) say they will travel less this year. In January, this figure stood at 6.8 percent.

Question: In the next 12 months, do you expect to travel more or less for leisure than you did in the most recent 12-month period? (Select one)

(Base: All respondents, 1,223 completed surveys. Data collected May 22-24, 2020)

**Question added in Wave 11** 





# Historical Perspective: Leisure Travel Expectations (Trips Taken)

Prior to this week, the highest recorded percentage of American travelers to say they would be taking LESS leisure trips in the coming year compared to the previous year was in July 2008, as the Great Recession loomed.

Question: In the next 12 months, do you expect to travel more or less for leisure than you did in the most recent 12-month period?





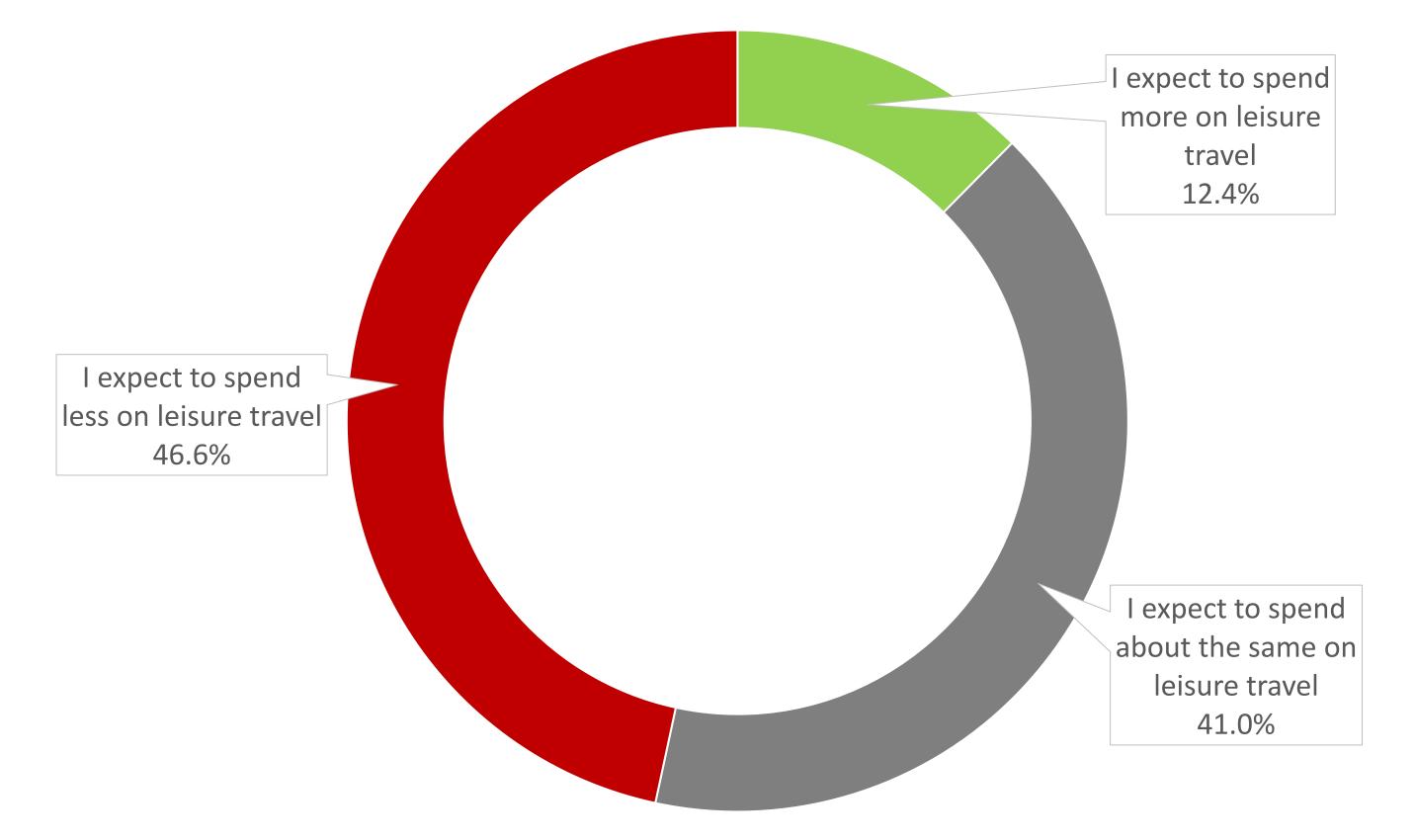
# Leisure Travel Expectations (Spending)

The percent of leisure travelers who report that they will decrease their travel spending this year, compared to the past twelve months, has also grown sharply in the past four months. Now, 46.6 percent say they will reduce their travel spending. In January, this figure stood at 9.4 percent.

Question: In the next 12 months, do you expect to spend more or less for leisure travel than you did in the most recent 12-month period? (Select one)

(Base: All respondents, 1,223 completed surveys. Data collected May 22-24, 2020)

**Question added in Wave 11** 

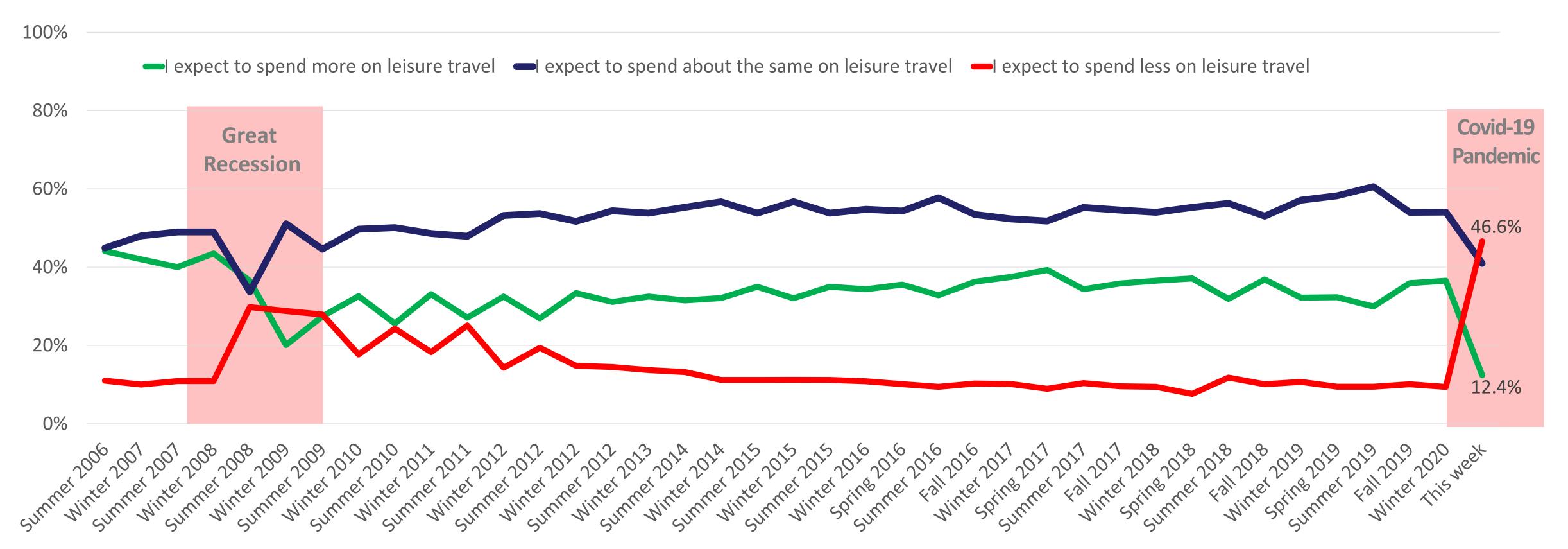




# Historical Perspective: Leisure Travel Expectations (Spending)

Prior to this week, the highest recorded percentage of American travelers to say they would be spending LESS on leisure trips in the coming year compared to the previous year was 28.8%, during the Great Recession.

Question: In the next 12 months, do you expect to spend more or less for leisure than you did in the most recent 12-month period?



(Base: All respondents, 1,223 completed surveys. Data collected May 22-24, 2020) Source for historical data, The State of the American Traveler, Destination Analysts, Inc.



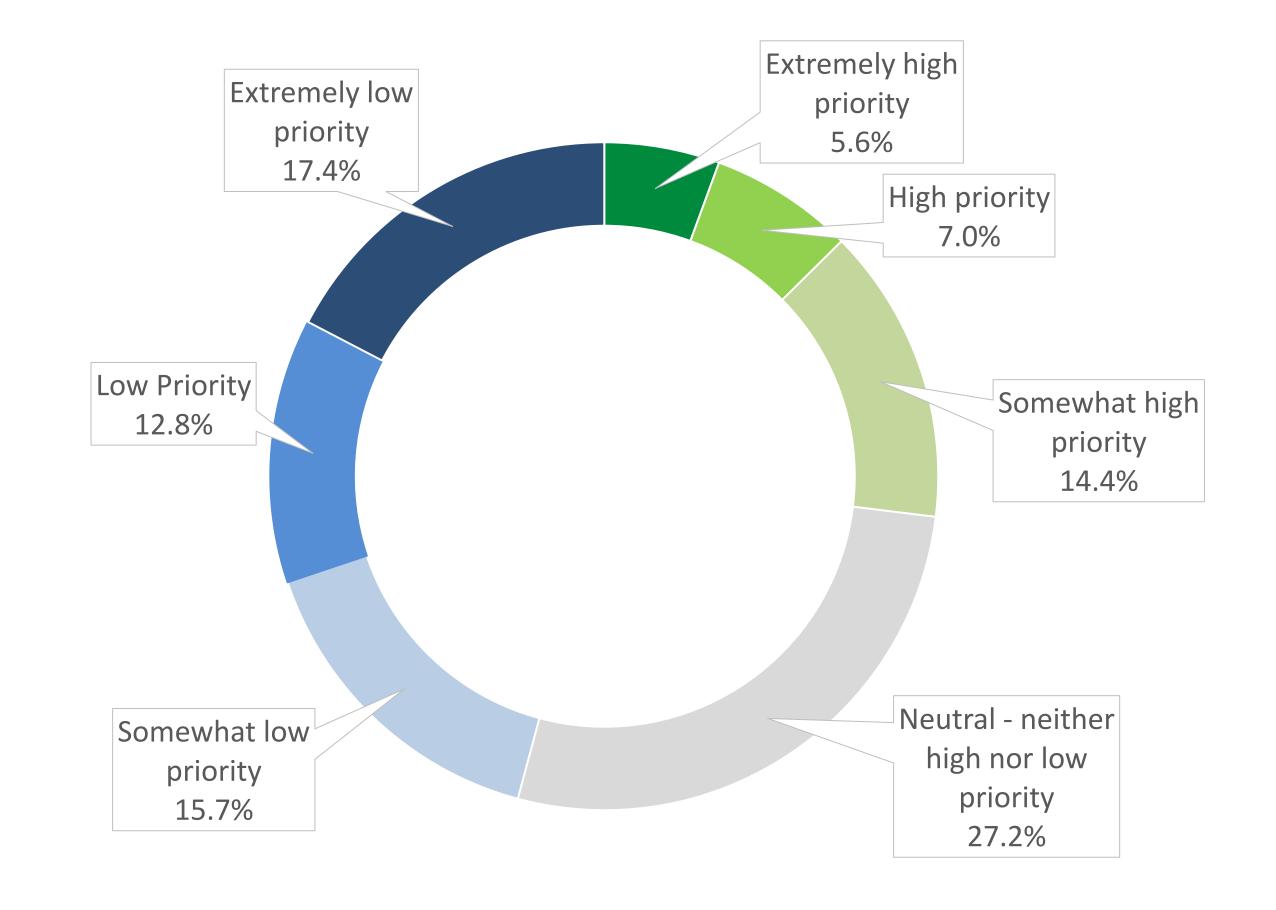
# Leisure Travel as a Budget Priority

Four months ago, 70.6 percent of travelers said that in the coming year leisure travel would be at least somewhat of a budget priority this year. Now, only 26.9 percent agree.

Question: Thinking carefully about how you expect to spend your income in the NEXT 12 MONTHS, please use the scale below to describe your spending priorities in next year.

(Base: All respondents, 1,223 completed surveys. Data collected May 22-24, 2020)

**Question added in Wave 11** 

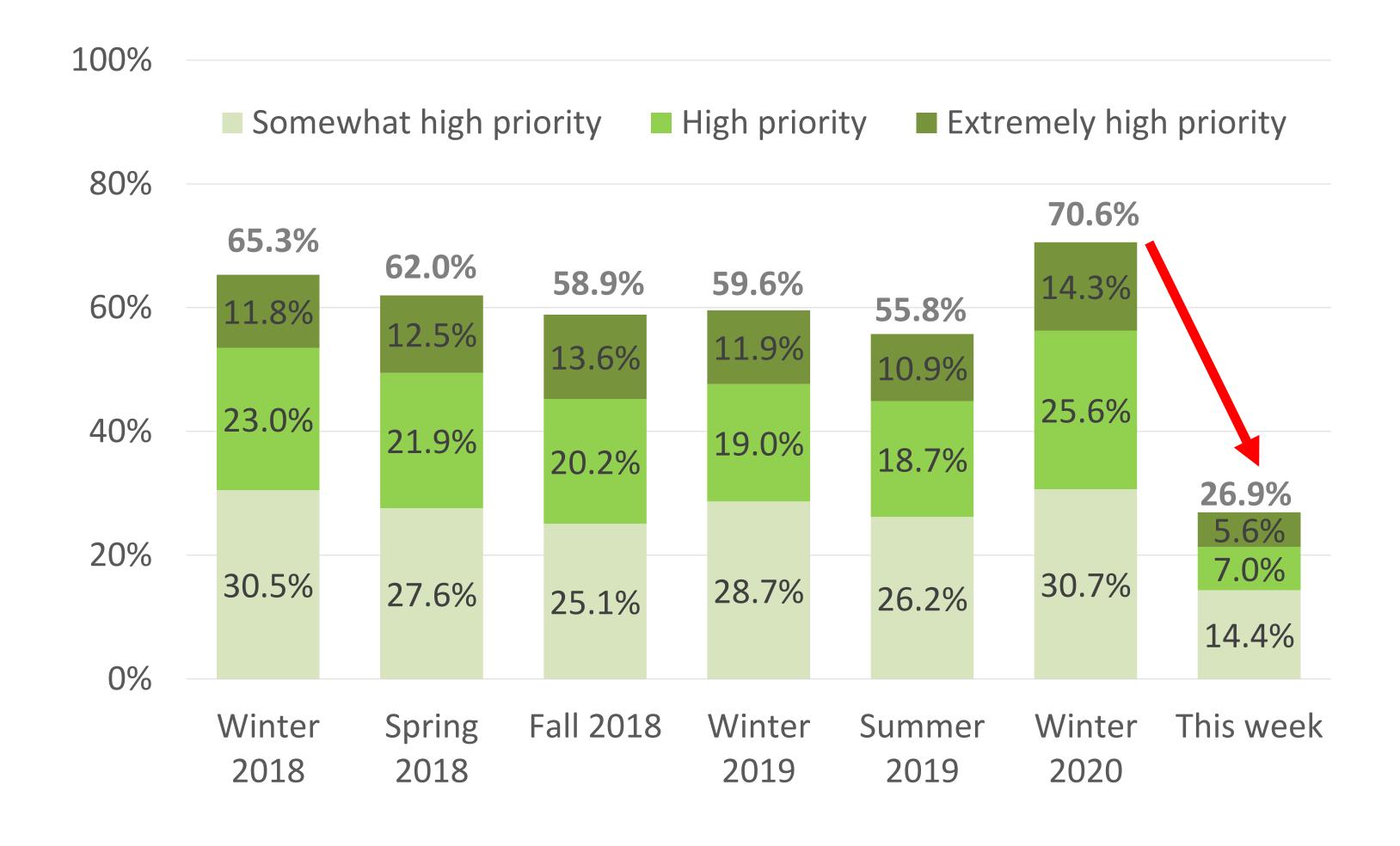




# Historical Perspective: Leisure Travel as a Budget Priority

Question: Thinking carefully about how you expect to spend your income in the NEXT 12 MONTHS, please use the scale below to describe your spending priorities in next year.

(Base: All respondents, 1,223 completed surveys. Data collected May 22-24, 2020) Source for historical data, The State of the American Traveler, Destination Analysts, Inc.





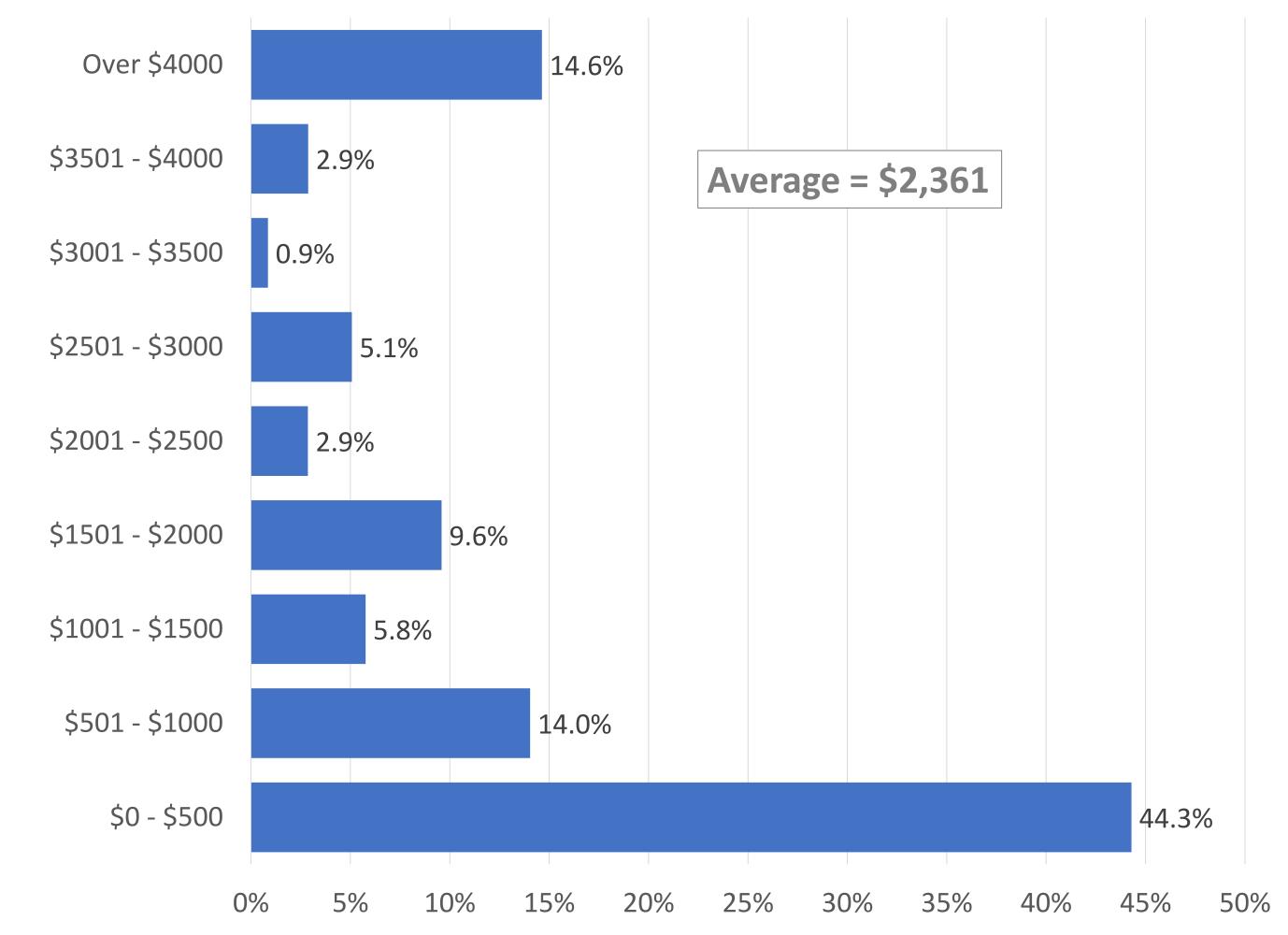
## Expected Leisure Travel Spending (Next 12 Months)

Right now, the typical American traveler expects to spend \$2,361 in the next twelve months on leisure travel, down 40 percent from January when the result was \$3,882.

Question: How much IN TOTAL is the maximum you will spend on leisure travel (including airfare, accommodations and all other trip related spending) during the NEXT TWELVE (12) MONTHS?

(Base: All respondents, 1,223 completed surveys. Data collected May 22-24, 2020)

**Question added in Wave 11** 





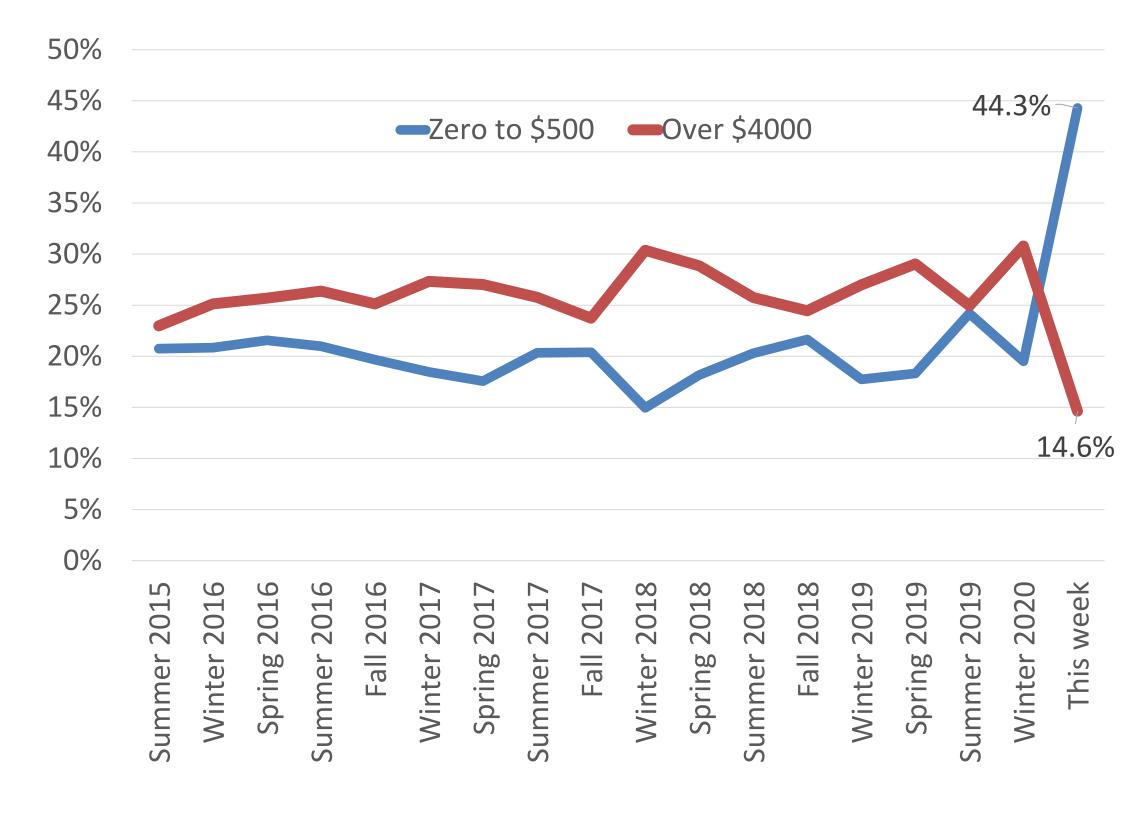
## Expected Leisure Travel Spending (Next 12 Months)

In total, 44.3 percent say they are going to spend less than \$500 on leisure travel this year—a 5-year high—and just 14.6 percent say they will spend more than \$4,000—a 5-year low.

Question: How much IN TOTAL is the maximum you will spend on leisure travel (including airfare, accommodations and all other trip related spending) during the NEXT TWELVE (12) MONTHS?

#### **Average Expected Spending** \$4,500 \$3,882 \$4,000 \$3,500 \$3,000 \$2,500 \$2,000 \$2,361 \$1,500 \$1,000 \$500 2018 2017 2017 Winter Spring Winter Winter Winter Spring Winter Fall Spring Spring Fall Fall Summer Summer Summer Summer Summer



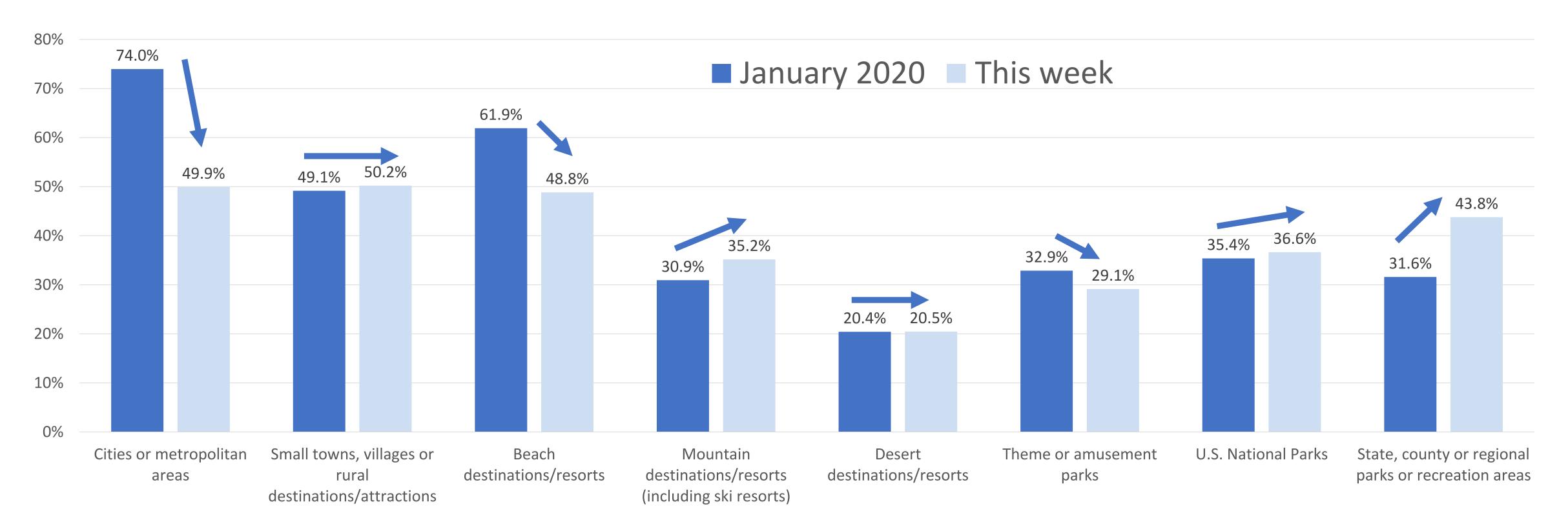




## Leisure Travel by Destination Type (Intent to Visit, Next 12 Months)

Compared to January, more American travelers are planning to visit small towns, mountain destinations, and National and other parks. Fewer Americans plan to visit large cities, beach destinations and theme or amusement parks.

Question: In the next 12 months, HOW MANY TRIPS will you take that will include each of the following types of leisure destinations?

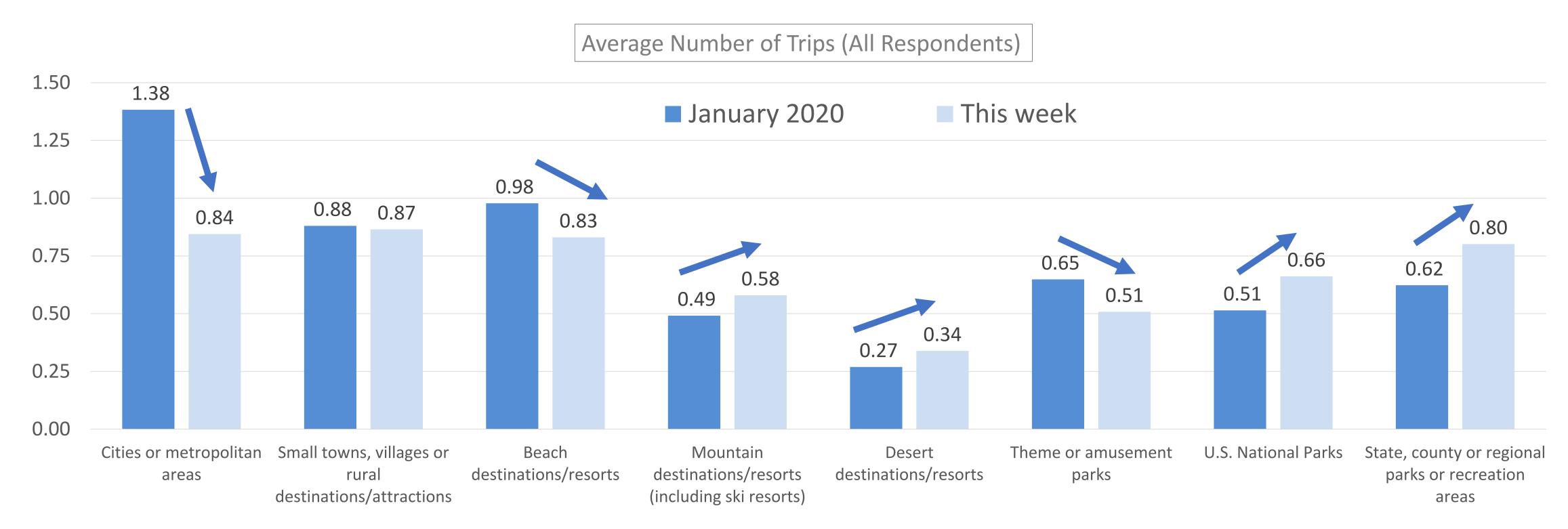




# Leisure Travel by Destination Type (Expected # of Trips 12 Months)

Not only are more travelers planning to visit National and other parks, the average number of trips they plan to take is greater, compared to only four months ago. The number of trips Americans expect to take to cities, beaches and theme/amusement parks has fallen.

Question: In the next 12 months, HOW MANY TRIPS will you take that will include each of the following types of leisure destinations?



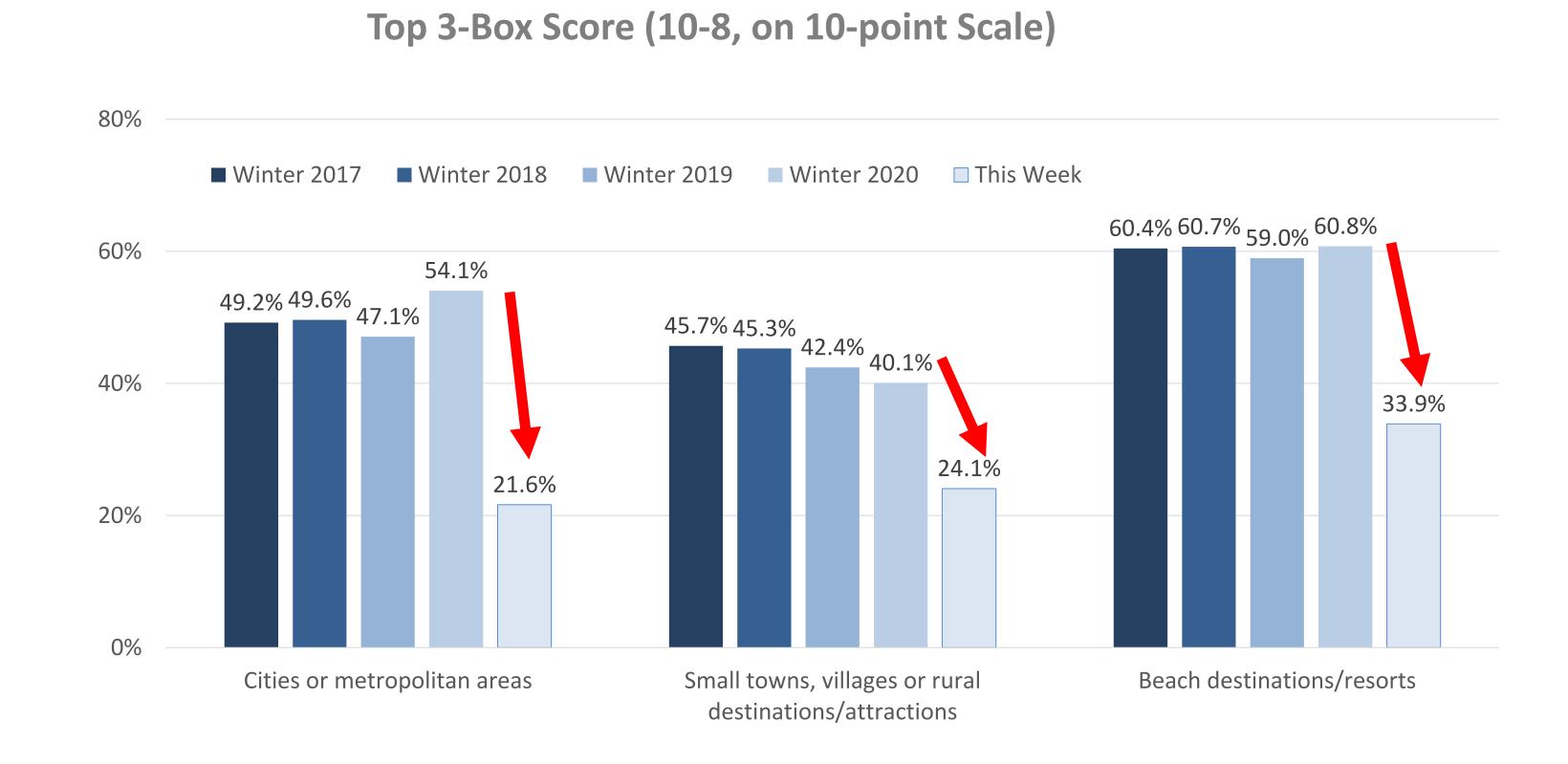


## Excitement for Each Destination Type (Top 3-Box Score)

Despite the travel patterns described earlier, when asked how excited they were to visit all destination types, excitement levels are much lower than they were in January.

Question: Thinking carefully about the destinations you are MOST EXCITED TO VISIT IN THE NEXT TWELVE (12) MONTHS for leisure reasons.

Use the 10-point scale where 10 = "Very excited" and 1 = "Not at all excited" to state how generally excited you are to visit each in the upcoming year?

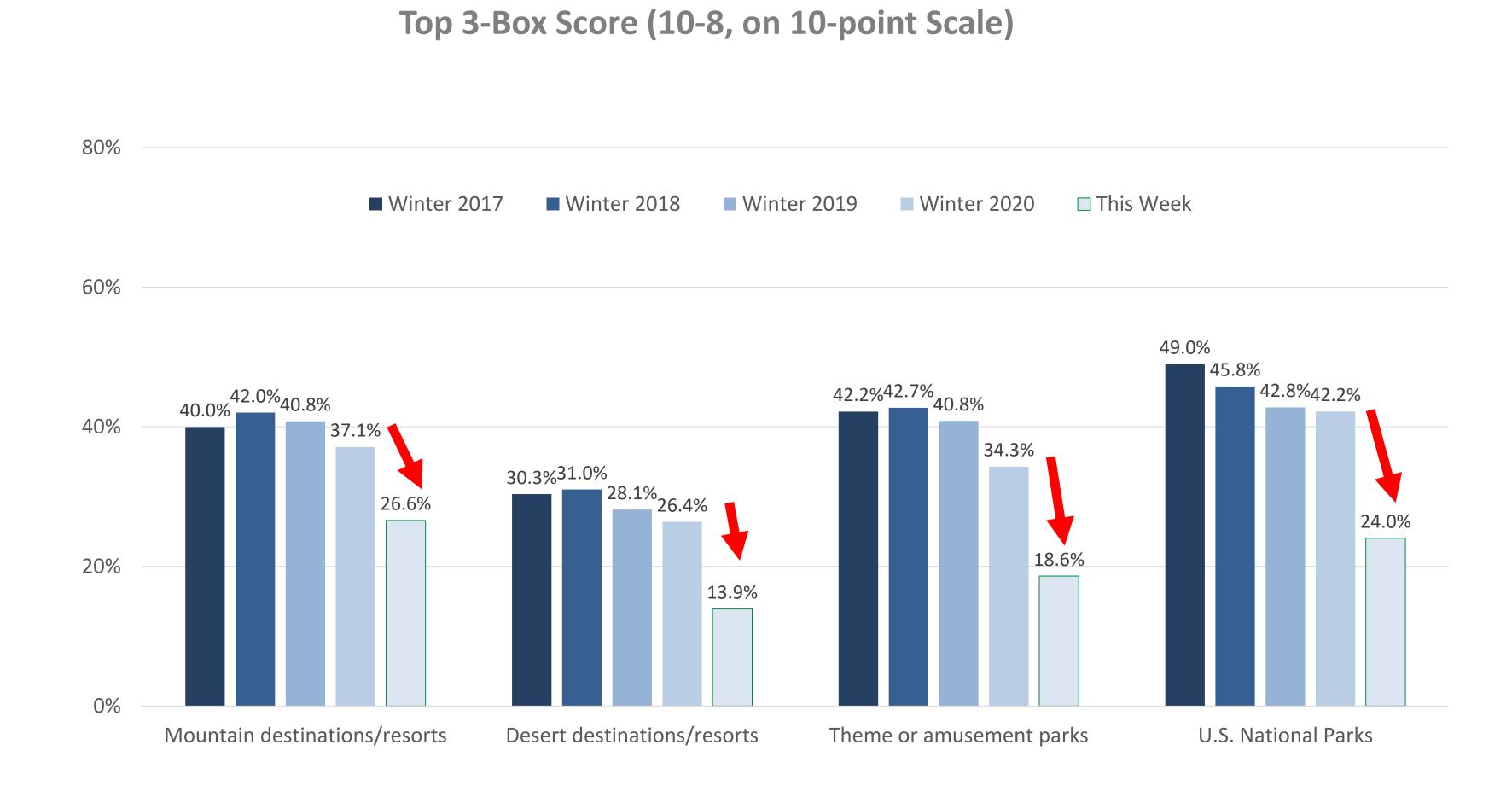




## Excitement for Each Destination Type (Top 3-Box Score)

Question: Thinking carefully about the destinations you are MOST EXCITED TO VISIT IN THE NEXT TWELVE (12) MONTHS for leisure reasons.

Use the 10-point scale where 10 = "Very excited" and 1 = "Not at all excited" to state how generally excited you are to visit each in the upcoming year?





## General Interest in Travel Experiences (Top 2-Box Score)

Traveler interest in all types of travel experiences is greatly muted at the moment. In January, a representative sample of American travelers was asked about their general interests in travel experiences. In wave 11 of this research, the same question was asked, with the interesting result emerging that all travel experiences are of less interest now than just four months ago.

Question: In general how interested are you in taking LEISURE TRIPS which would include the following:

Top 2-Box Score (Interested or Very interested)	January 2020	This Week	% CHNG
Visit State, local or regional parks	48.7%	45.2%	-7.2%
Outdoor activities (winter)	25.1%	23.1%	-8.1%
Take Road Trips	57.4%	50.5%	-12.1%
Small towns, villages or rural destinations/attractions	47.4%	40.6%	-14.4%
Visits to mountain destinations/resorts (including ski resort	40.6%	34.1%	-16.0%
Visit U.S. National Parks	57.0%	46.7%	-18.1%
Cuisine and food experiences	58.3%	47.4%	-18.6%
Enjoying scenic beauty	76.1%	61.7%	-19.0%
Theme or amusement parks	38.3%	30.1%	-21.5%
Outdoor activities (warm weather)	68.7%	53.4%	-22.3%
Visits to beach destinations or resorts	66.2%	51.0%	-23.0%
Attend Festivals and Special Events	43.4%	33.2%	-23.5%
Visiting historical attractions	62.2%	46.5%	-25.2%
Arts & culture	47.8%	31.7%	-33.7%
Visits to desert destinations or resorts	36.8%	23.8%	-35.3%
Big city experiences	53.8%	34.3%	-36.3%
Visits to foreign countries	58.0%	30.4%	-47.6%





#### **Drivers of Destination Aspiration**

When asked to describe why travelers want to go to their top-of-mind leisure destination, only two reasons—beaches and water sports and friends and family—did not experience losses this week.

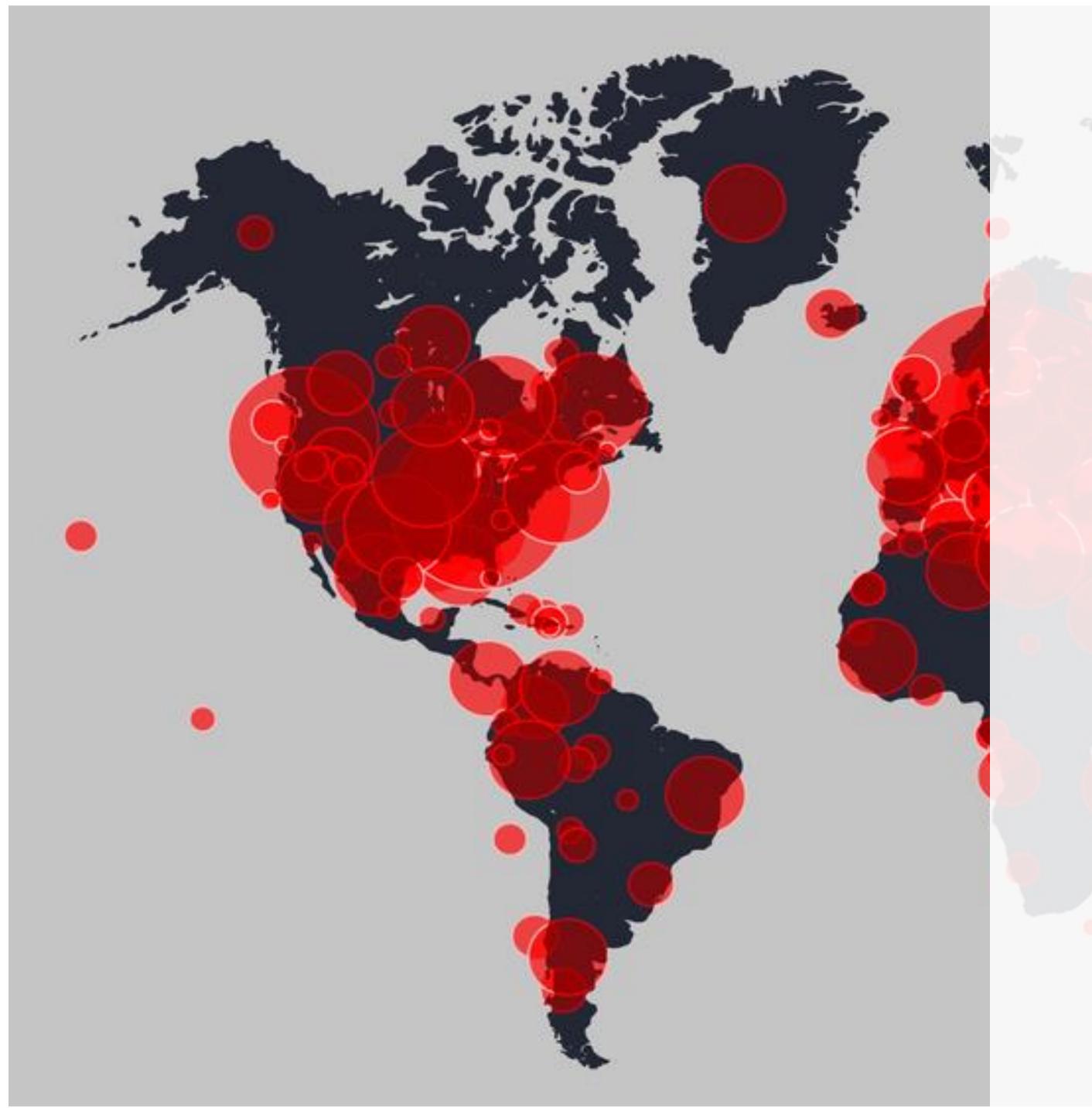
Question: On the last page you said you would like to visit <<DESTINATION NAME>> in the next year.

Which of the following are reasons you want to visit <<DESTINATION NAME>> this year?

	January 2020	This Week	% CHNG
Beaches or water sports	19.5%	22.7%	16.4%
Friends or family are there	28.0%	30.4%	8.5%
Connecting with nature	20.4%	18.2%	-10.6%
Shopping	15.8%	13.7%	-12.8%
Music scene	8.8%	7.3%	-16.8%
Theme or amusement park	12.9%	9.7%	-25.1%
Adventure	22.0%	16.0%	-27.2%
It's mysterious or exotic	7.8%	5.5%	-29.2%
Special event, sporting event or festival	12.8%	8.8%	-31.2%
Winter fun (skiing, snowboarding etc.)	4.9%	3.3%	-31.8%
Bucket list destination	14.7%	9.7%	-34.2%
History	19.4%	12.7%	-34.3%
Visited before and want to return	40.1%	25.7%	-35.8%
Food & cuisine	32.3%	20.5%	-36.4%
Arts & culture	17.3%	10.3%	-40.6%
Nightlife	15.5%	9.2%	-41.0%
General atmosphere	36.6%	21.4%	-41.4%
Word of mouth	8.9%	4.9%	-44.9%
Romance	12.2%	6.7%	-45.0%

Only two reasons increased between January to this week.



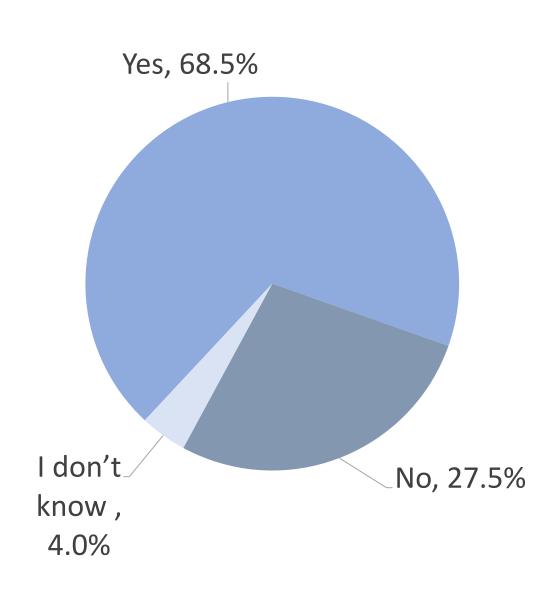


Section III:
The Pandemic's
Impact on Travel

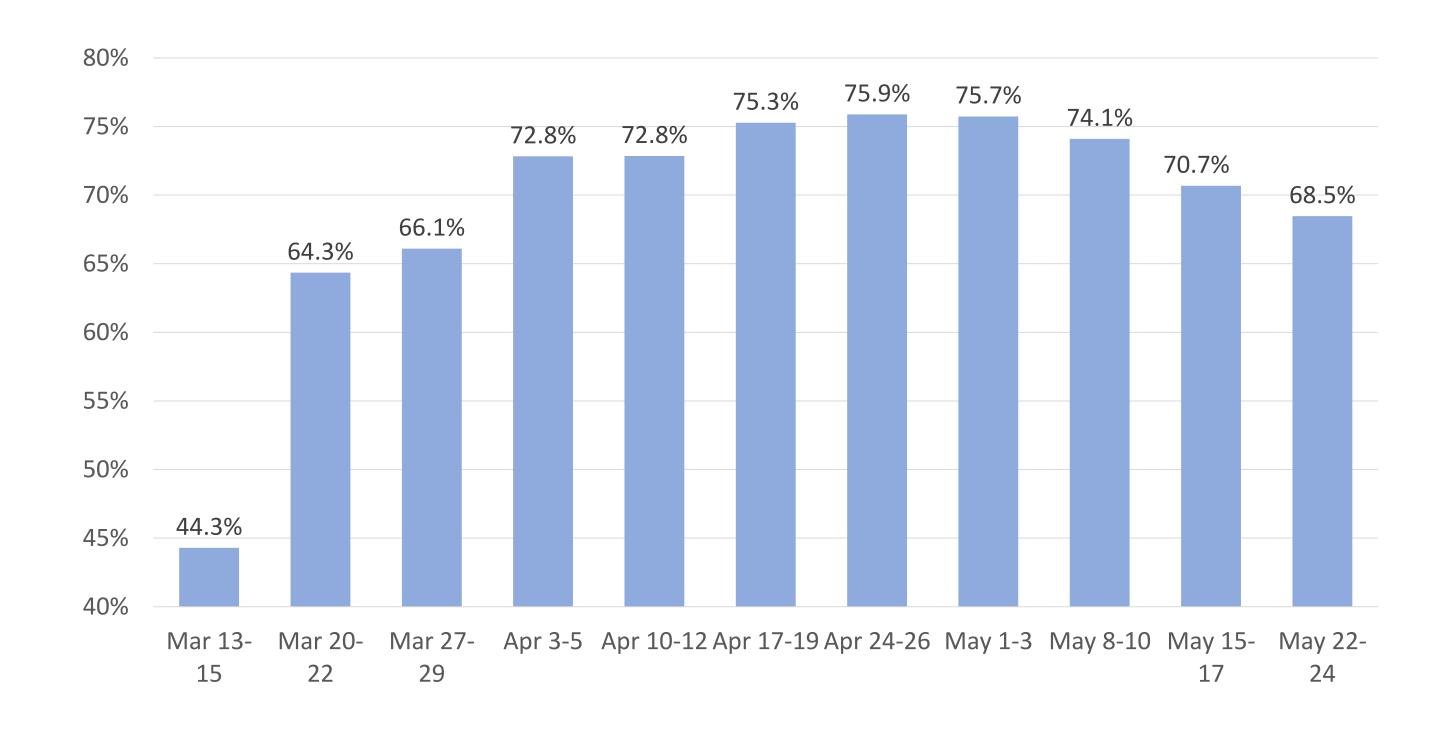
#### Impact of the Coronavirus on Travel

Question: Has the current coronavirus situation affected your travel in any way? (Please consider all your travel--leisure, business, group meeting, etc.)

Wave 11 (May 22-24)



This week, 68.5 percent of American travelers reported having their travels impacted by the coronavirus.



(Base: All respondents, 1,201, 1,200, 1,201, 1,216, 1,263, 1,238, 1,208, 1,204, 1,200, 1,212 and 1,223 completed surveys. Data collected March 13-15, 20-22, 27-29, April 3-5, 10-12, 17-19, 24-26, May 1-3, 8-10, 15-17 and 22-24, 2020)

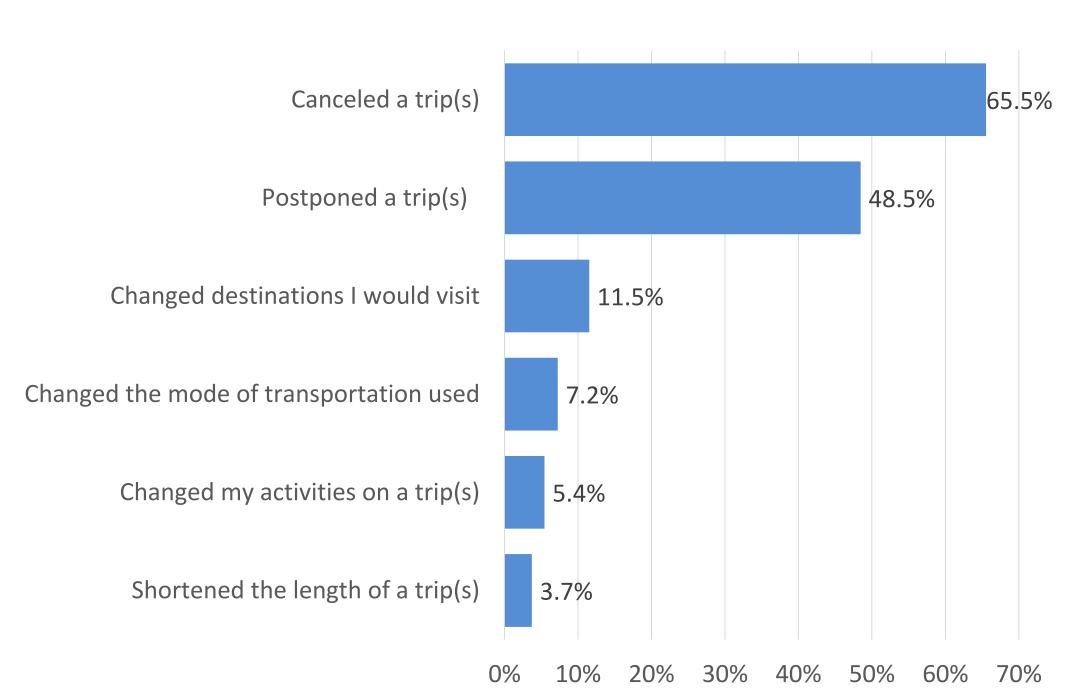


## How the Coronavirus has Impacted Travel

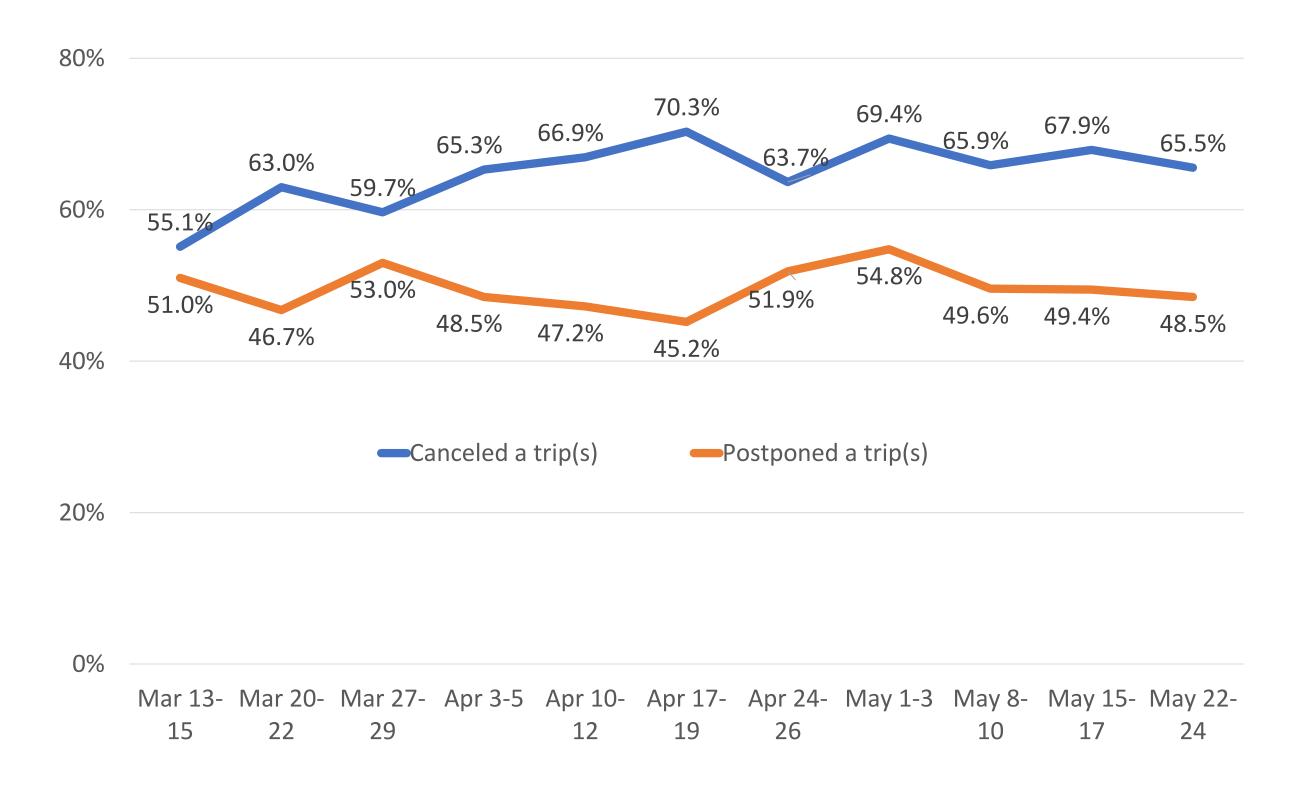
Question: How has the coronavirus situation affected your travel? (Select all that apply)

Due to the coronavirus situation, I have\_\_\_\_\_\_.





This week, the proportion of American travelers reporting they have cancelled trips due to the coronavirus fell to 65.5 percent from 67.9 percent last week.



(Base: Respondents with travels impacted by pandemic, 553, 770, 795, 890, 937, 929, 903, 926, 903, 871 and 843 completed surveys. Data collected March 13-15, 20-22, 27-29, April 3-5, 10-12, 17-19, 24-26, May 1-3, 8-10, 15-17 and 22-24, 2020)

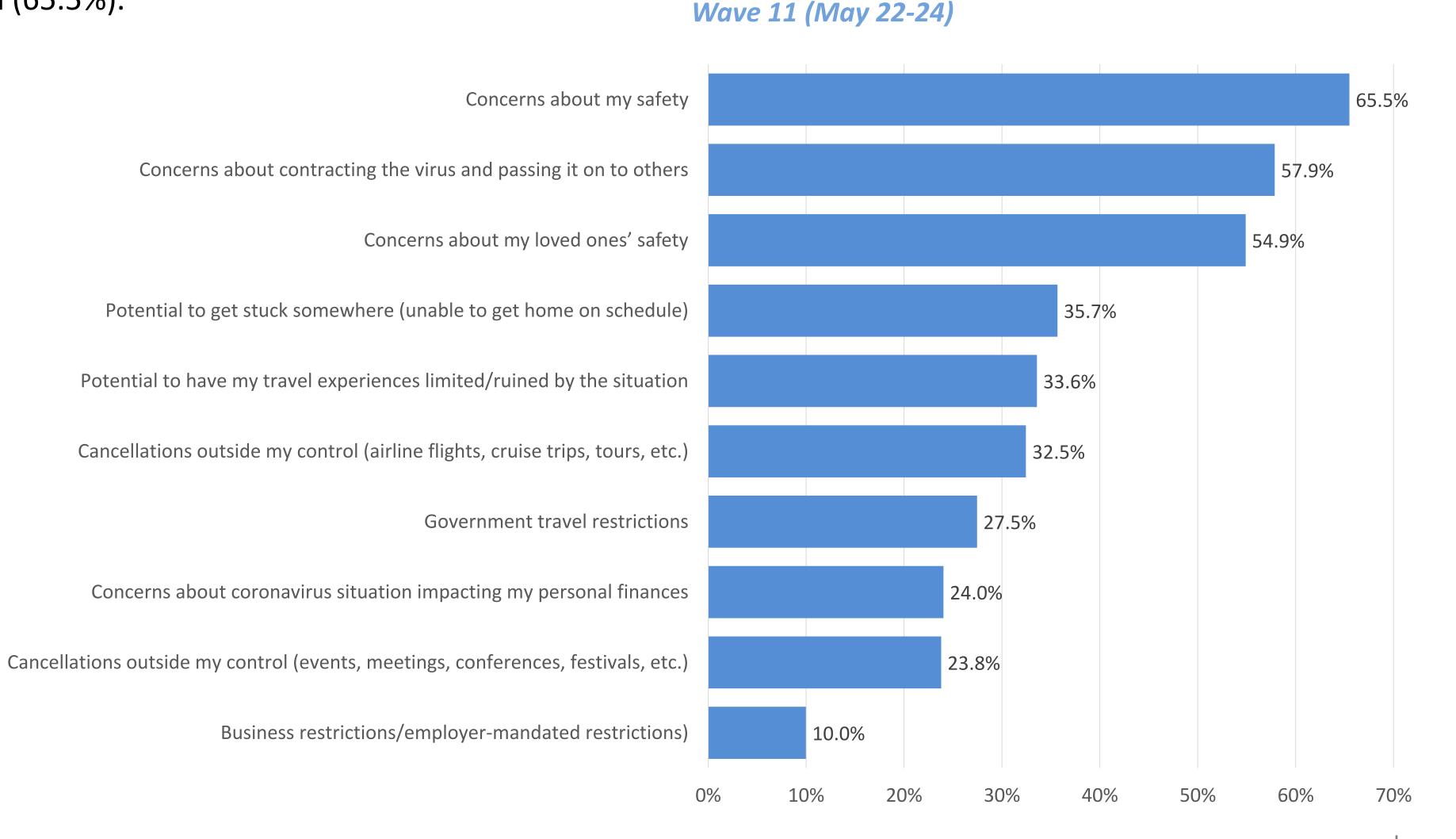


## Why the Coronavirus is Impacting Travel

Concerns about personal safety continue to top the reasons expressed for why Americans have changed their travels, with two-thirds of respondents citing it as a reason (65.5%).

Question: Which of the following are reasons the coronavirus situation has changed your travels?

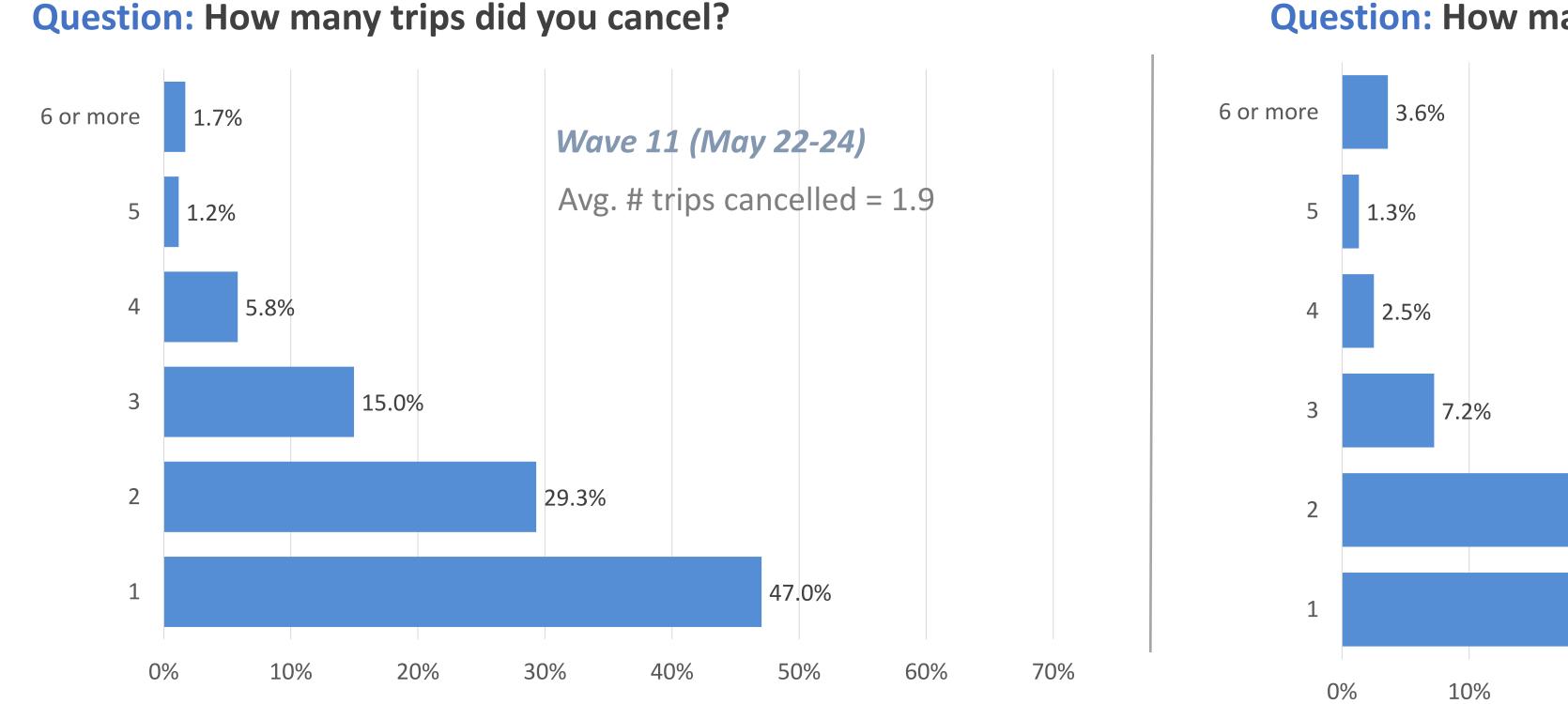
(Base: Wave 11. Respondents whose travel was impacted by the coronavirus, 838 completed surveys. Data collected May 22-24, 2020)



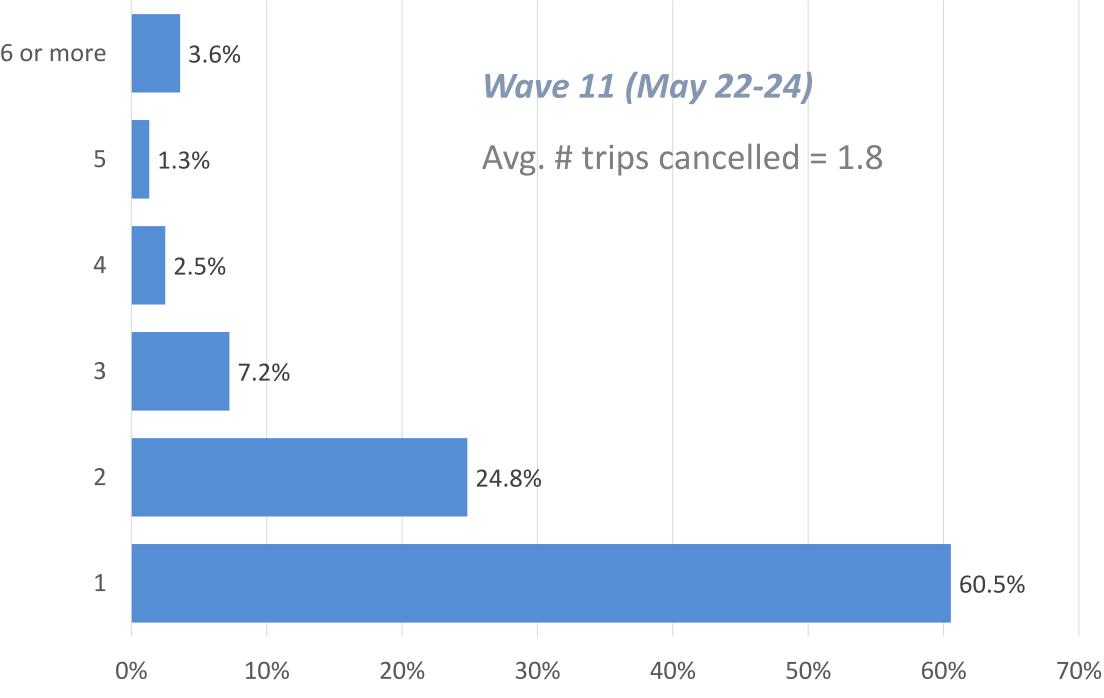


## Trips Cancelled/Postponed

The average American traveler who has cancelled a trip says they have done so for 1.9 trips as a result of the outbreak. Similarly, the typical traveler has postponed 1.8 trips due to the crisis.







(Base: Wave 11, Respondents cancelling/postponing a trip, 555/413 completed surveys. Data collected May 22-24, 2020)

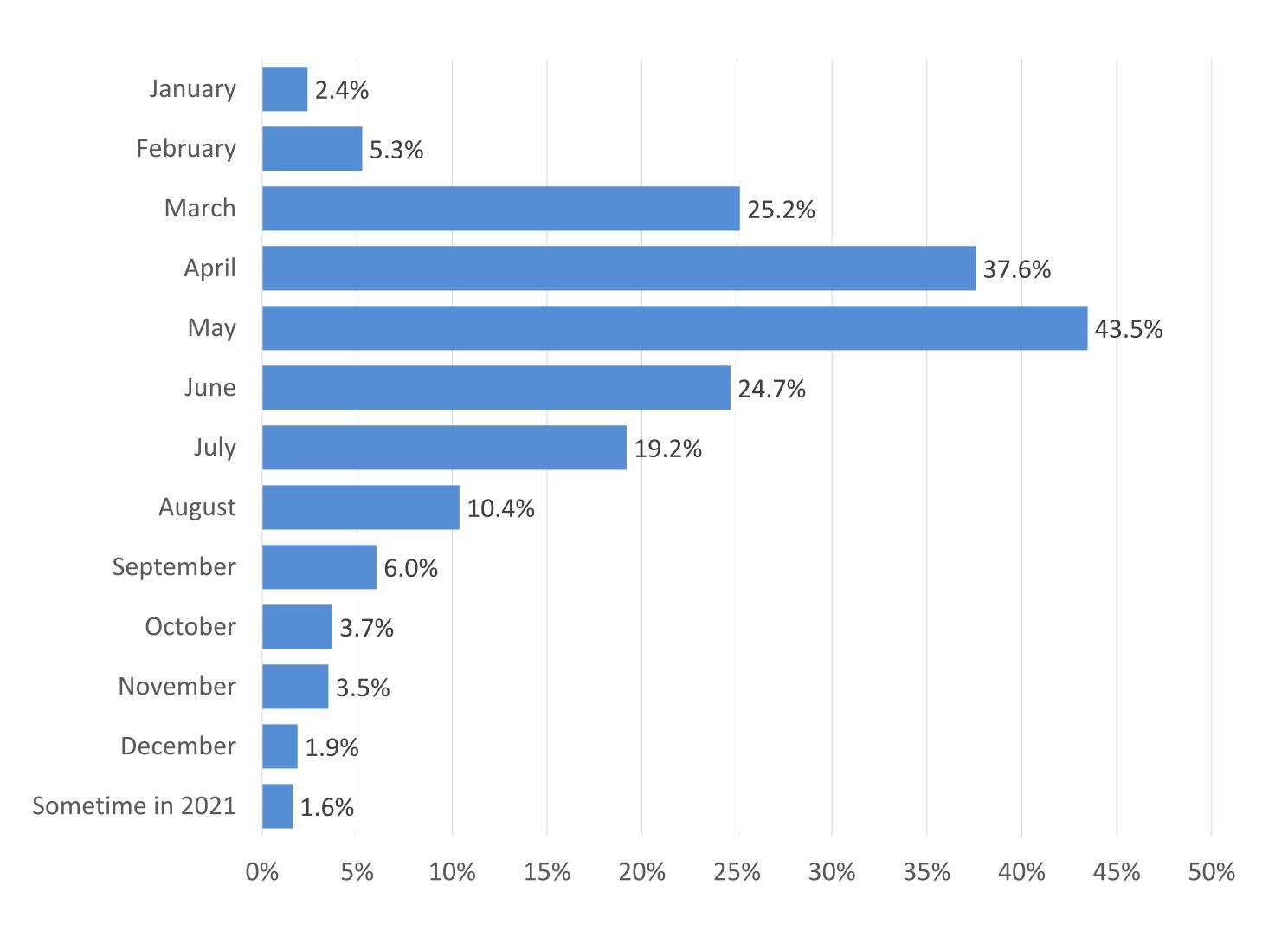


#### Month of Trip Cancellation

Question: The trip(s) you CANCELED would have taken place in which months? (Select all that apply)

(Base: Wave 11. Cancelling trips, 554 completed surveys. Data collected May 22-24, 2020)

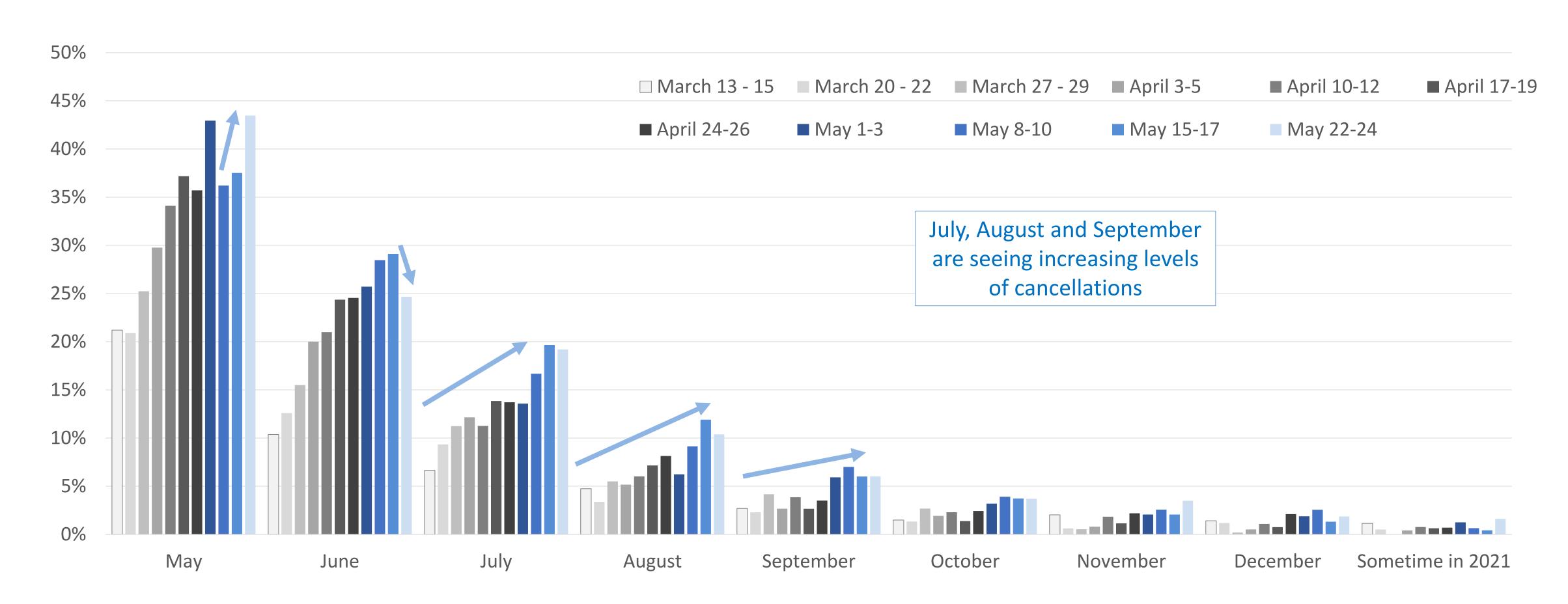
Cancellations of May trips increased significantly this week.





#### Month of Trip Cancellation

Question: The trip(s) you CANCELED would have taken place in which months? (Select all that apply)



(Base: Cancelling trips, 292, 477, 506, 580, 623, 643, 582, 640, 605, 582 and 554 completed surveys. Data collected March 13-15, 20-22, 27-29, April 3-5, 10-12, 17-19, 24-26 May 1-3, 8-10, 15-17 and 22-24, 2020. Note: Data purposefully excluded from this chart for readability.)

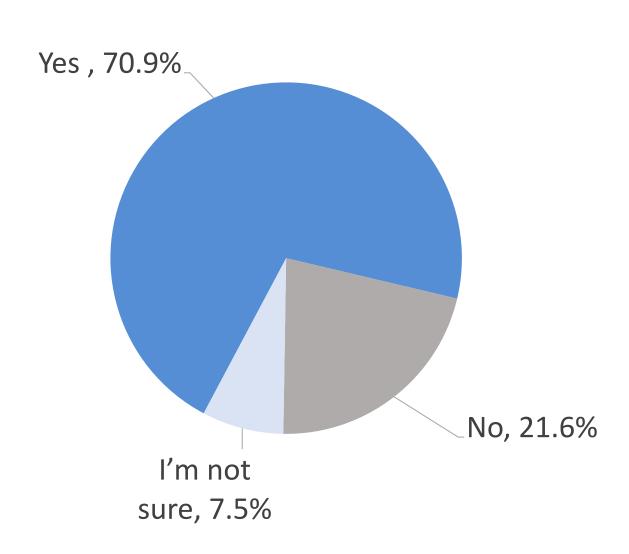


#### Did Traveler Get Full Refunds?

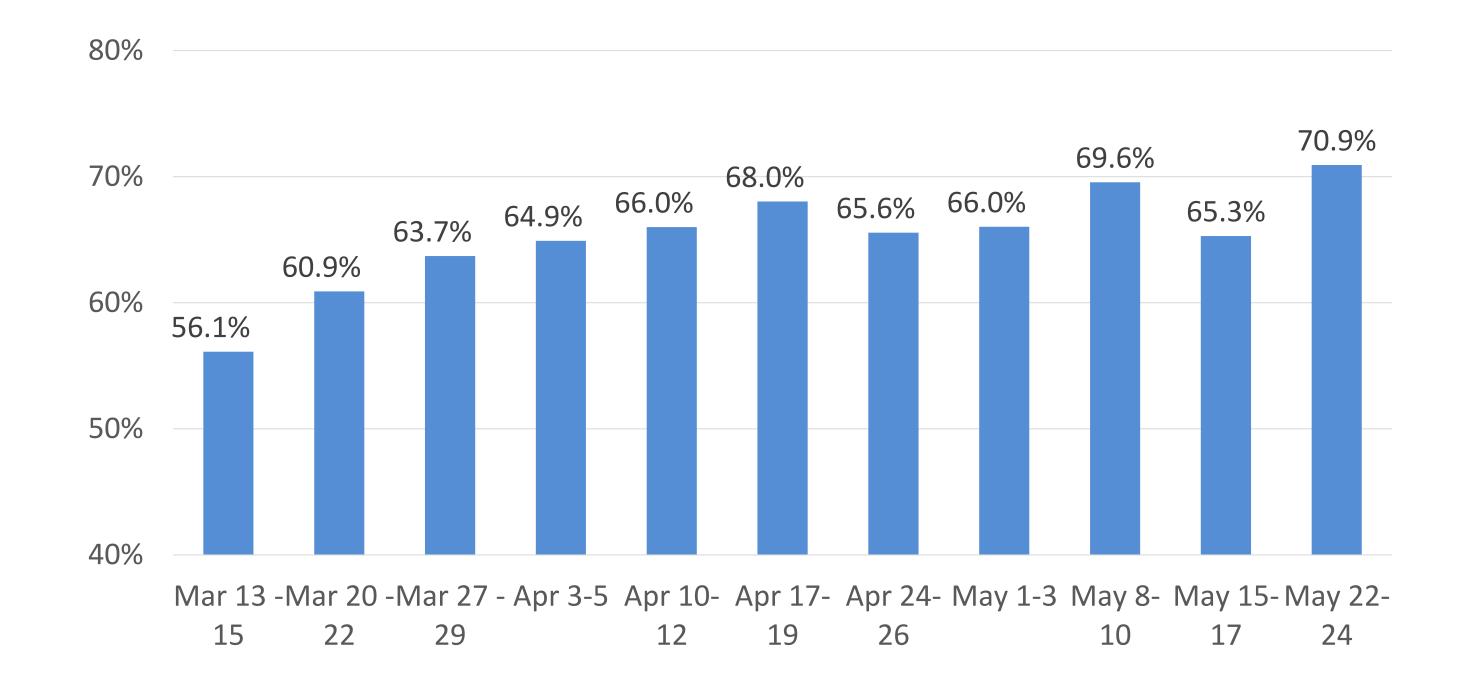
Question: Did you get full refunds for any reservations you canceled? (Select one)

The proportion of travelers being fully refunded for cancelled trips increased this week. Now, 70.9 percent reported receiving full refunds.

Wave 11 (May 22-24)



(Base: Wave 11. Respondents cancelling a trip, 554 completed surveys. Data collected May 22-24, 2020)

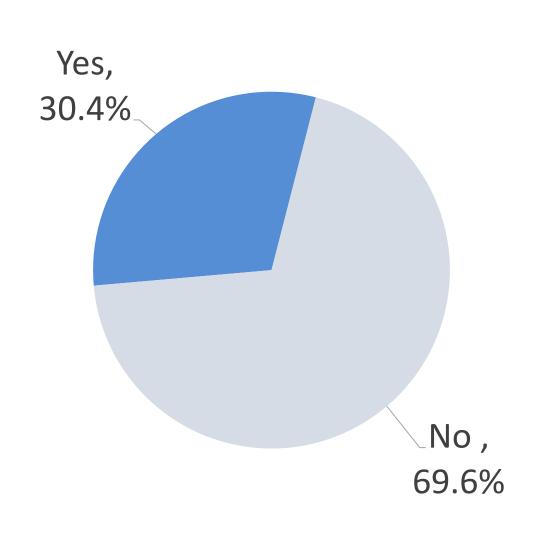




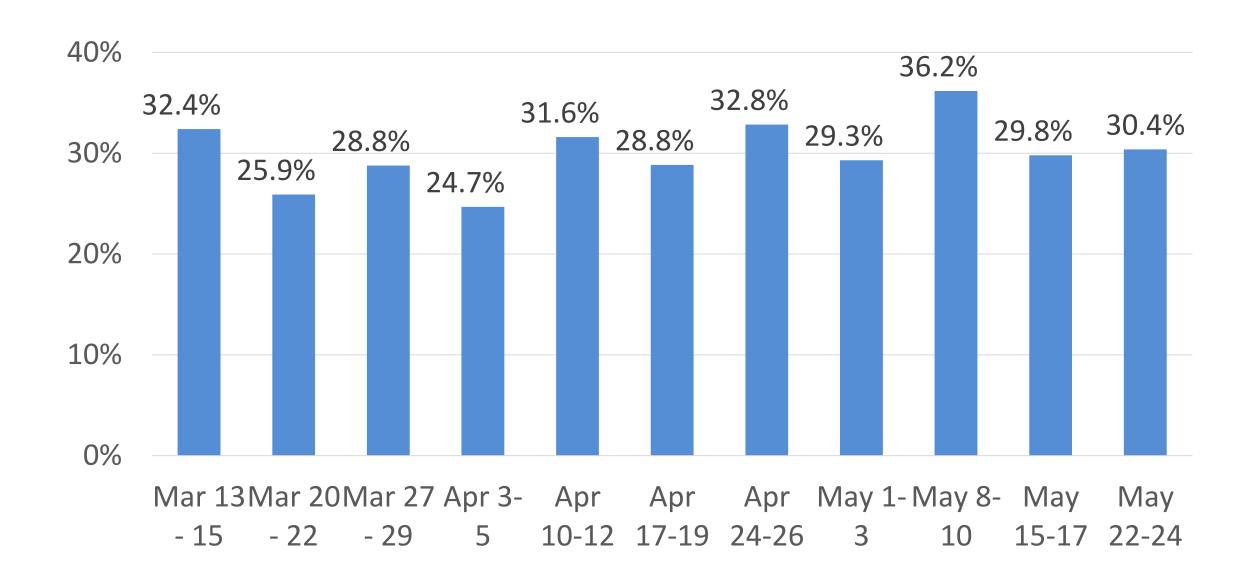
#### Were Postponed Trips Rescheduled?

Question: You said earlier that you had POSTPONED at least one trip. Have you rescheduled a date (even tentatively) for this travel?

Wave 11 (May 22-24)



Approximately 7-in-10 American travelers who have postponed a trip due to the pandemic have not yet rescheduled it.

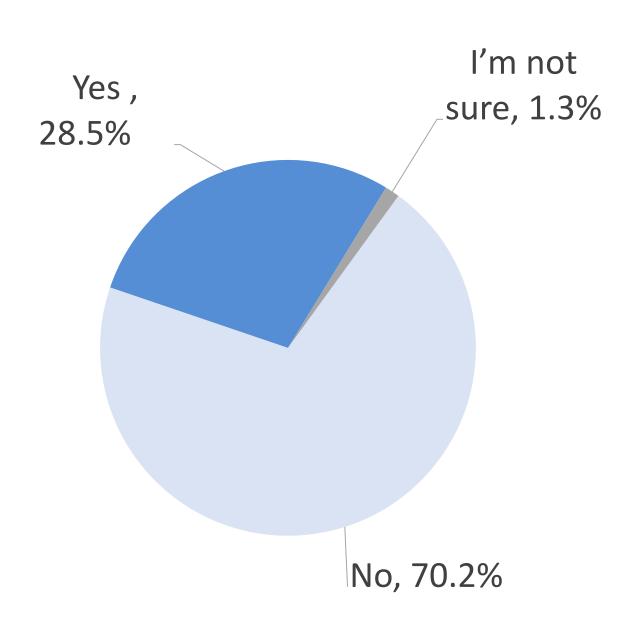


(Base: Postponing trips, 277, 354, 404, 433, 438, 436, 463, 506, 442, 434 and 413 completed surveys. Data collected March 13-15, 20-22, 27-29, April 3-5, 10-12, 17-19, 24-26 May 1-3, 8-10, 15-17 and 22-24, 2020)



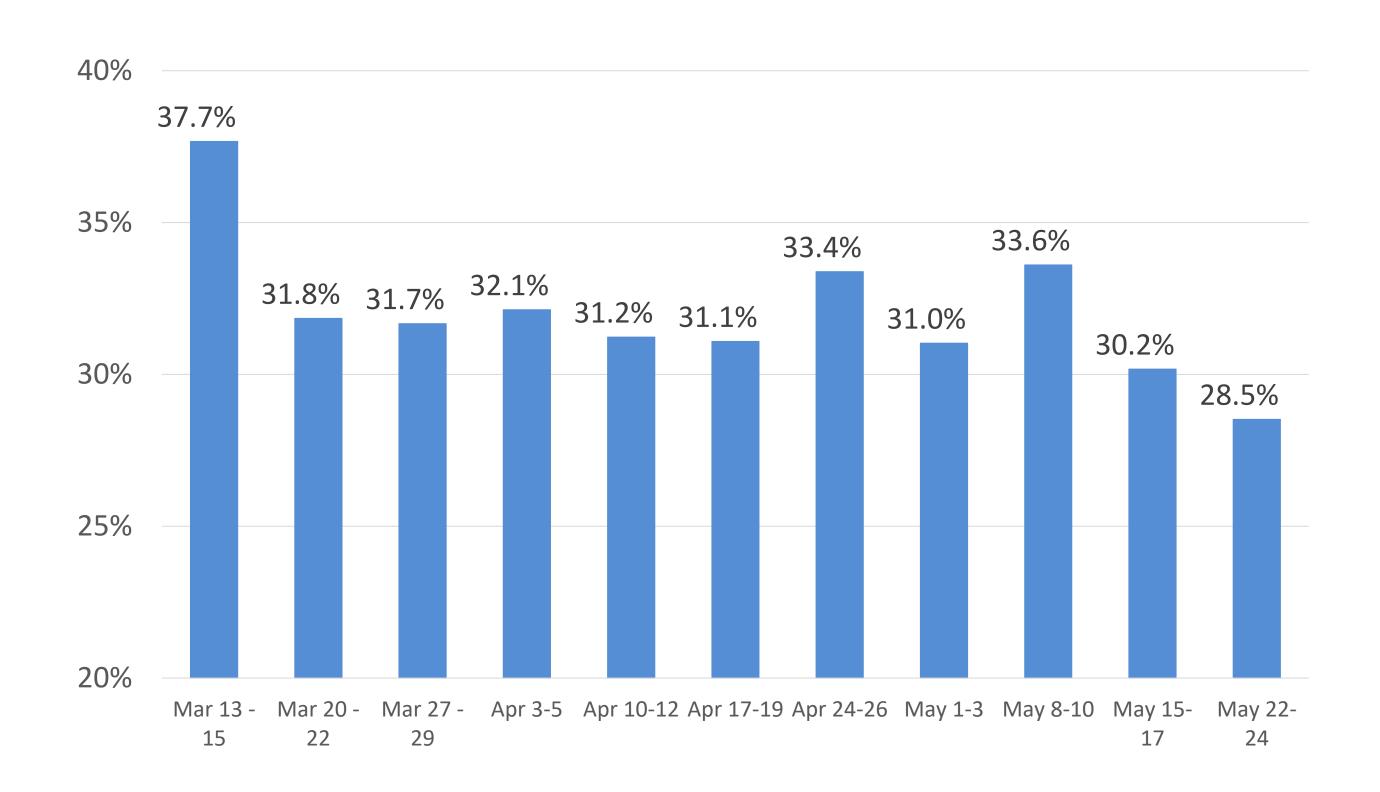
#### International Trips Postponed or Cancelled

Question: Were any of the trips you canceled or postponed foreign trips (i.e., travel to countries outside the United States)?



(Base: Wave 11. Respondents cancelling or postponing a trip, 843 completed surveys. Data collected May 22-24, 2020)

Less than one-in-three (28.5%) of those postponing or cancelling a trip did so for a trip to a foreign country.

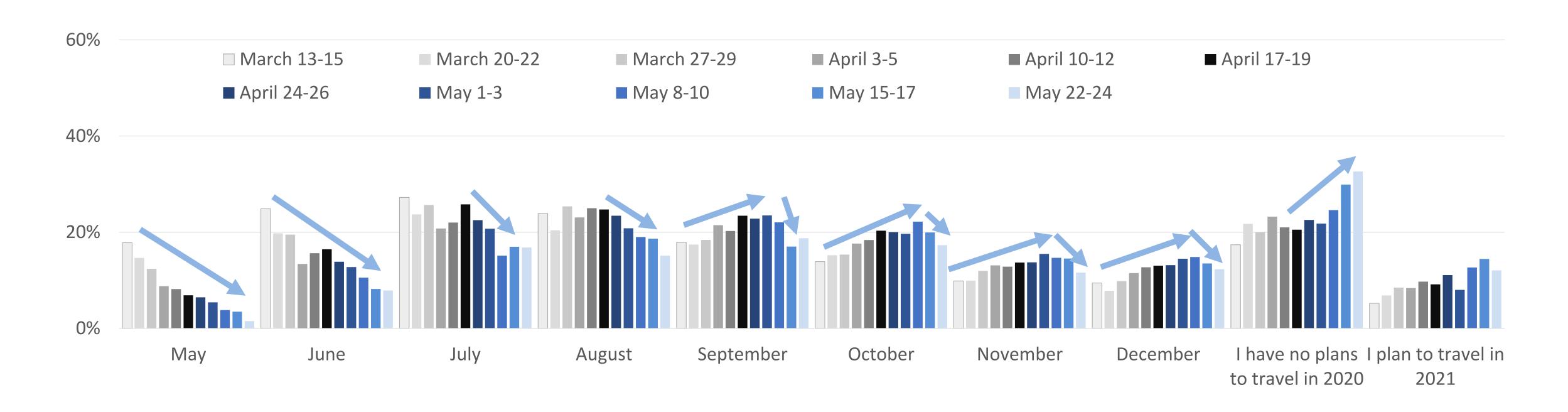




#### **Upcoming Travel Plans**

As has been seen in past waves, the scheduling of leisure trips in the next four months has fallen sharply. The increases we saw on the horizon for September through December show signs of reversing in recent waves.

Question: Even if only tentatively scheduled, in which months of this year do you currently plan to take any leisure trips?



(Base: All respondents, 1,201, 1,200, 1,201, 1,216, 1,263, 1,238, 1,208, 1,204, 1,200, 1212 and 1,223 completed surveys. Data collected March 13-15, 20-22, 27-29, April 3-5, 10-12, 17-19, 24-26 May 1-3, 8-10, 15-17 and 22-24, 2020)



#### Month of Next Road and Commercial Airline Trip

Road trips appear to be a "now thing," with many travelers planning them in the next two months, while commercial air travel is being put off to a later date.

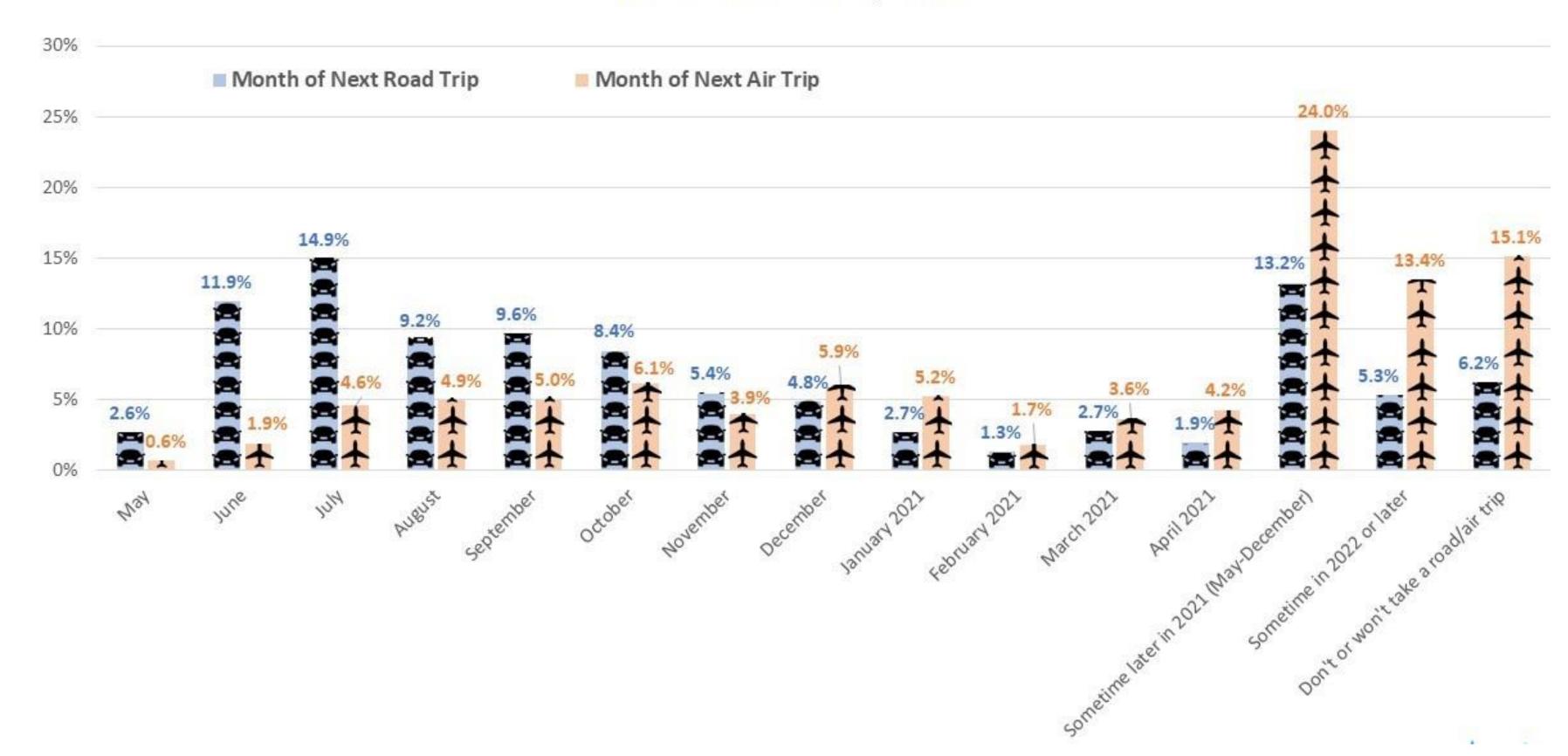
Question: In what month do you expect you will take your NEXT TRIP on a commercial airline?

Question: In what month do you expect you will take your NEXT ROAD TRIP (Traveling in a personal automobile)?

(Base: Wave 11. All respondents, 1,223 completed surveys. Data collected May 22-24, 2020)

#### MONTH OF NEXT ROAD TRIP & AIR TRIP

A 5 O F M A Y 2 4 TH, 2 0 2 0



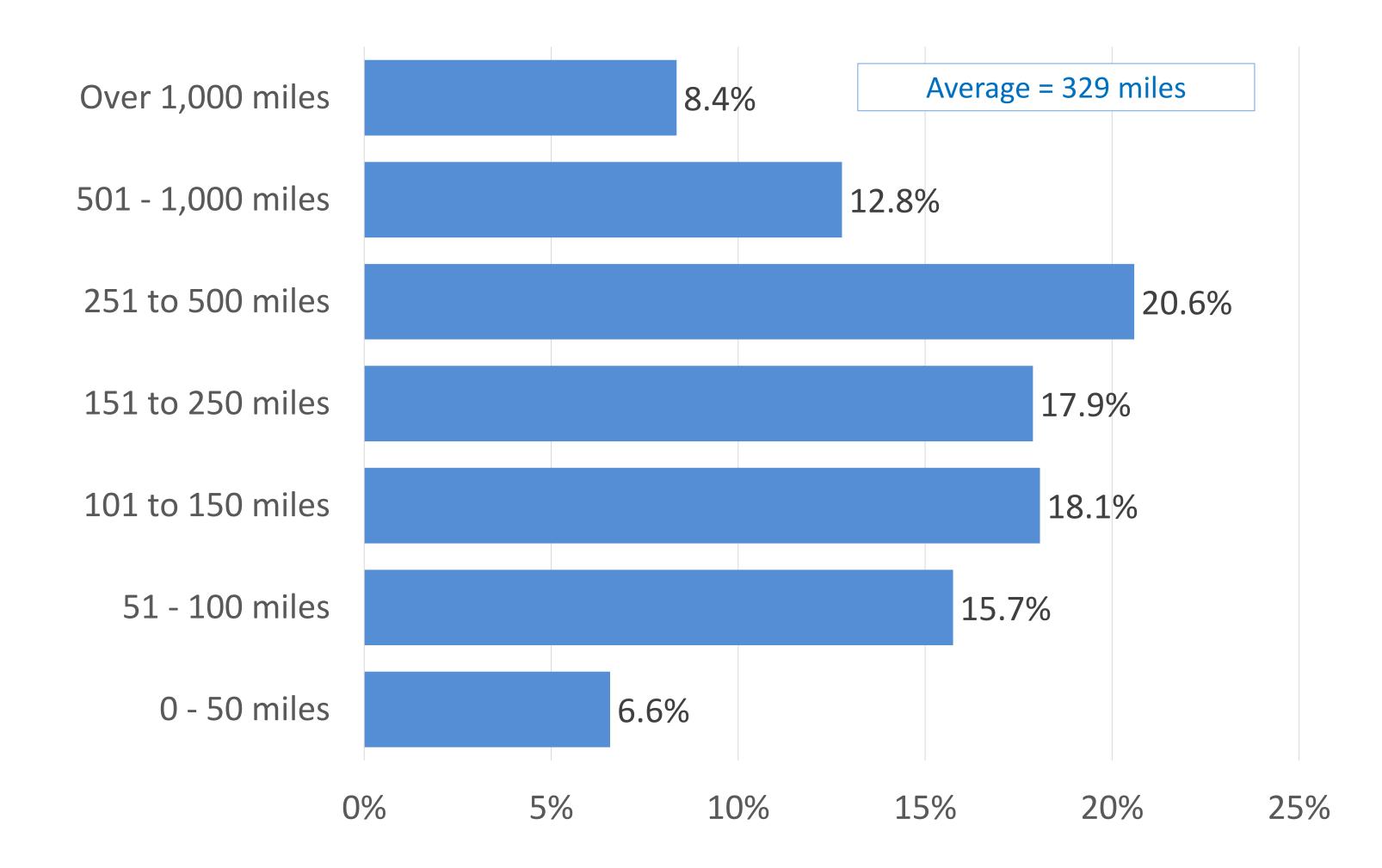


#### Distance of Next Road Trip

The average distance away from home for American travelers' next road trip is reported to be 329 miles.

Question: On your next ROAD TRIP, how far away from home will you be likely to travel?

(Base: Wave 11. Respondents who said they would take a road trip, 1,146 completed surveys. Data collected May 22-24, 2020)

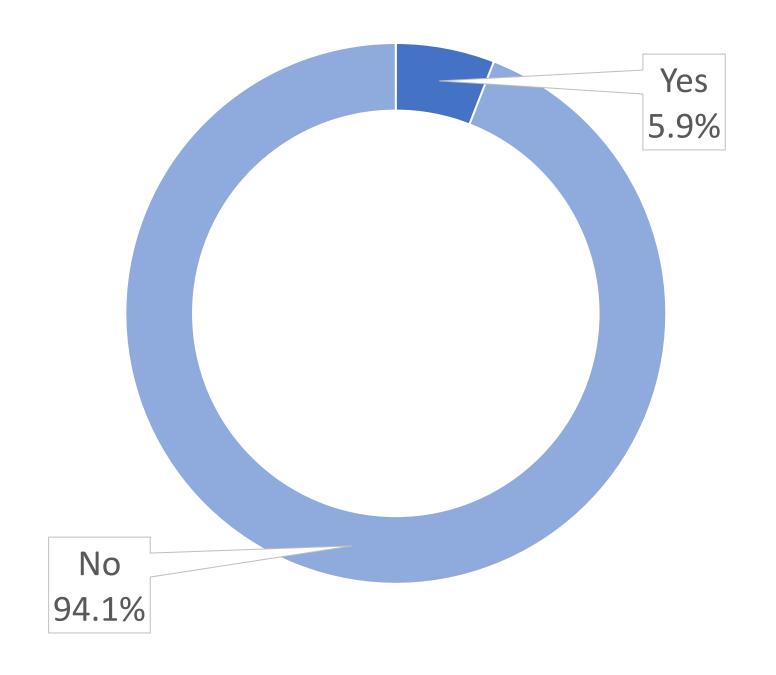




#### Memorial Day Weekend Travel

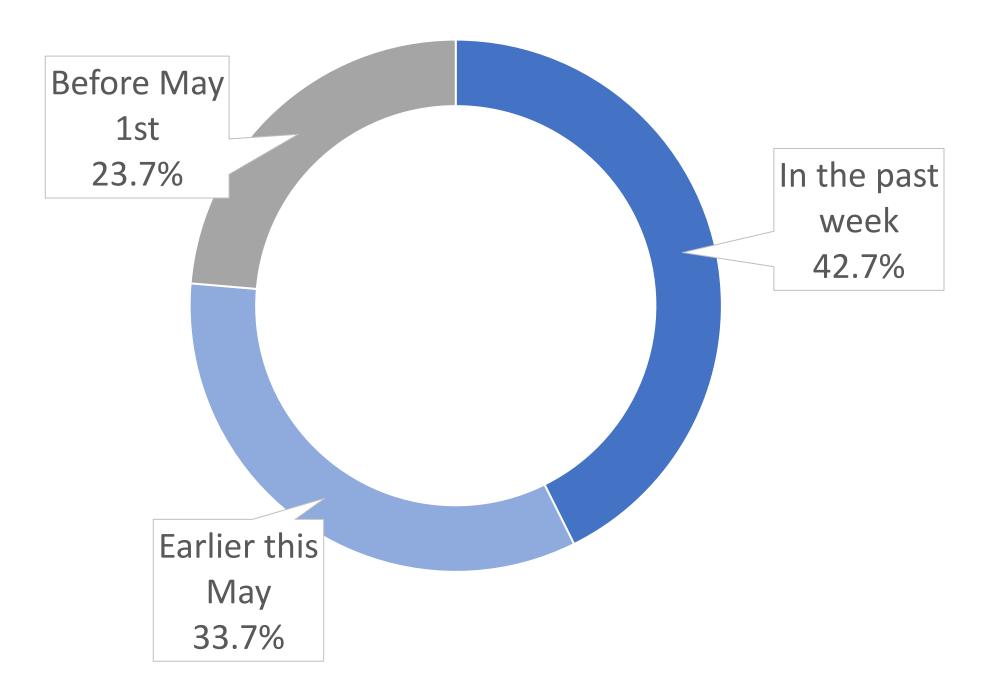
Few American travelers hit the road this Memorial Day weekend. Only, 5.9 percent of respondents said they were taking such a trip.

Most of these travelers decided to make the trip recently.





(Base: Wave 11. All respondents, 1,223 completed surveys. Data collected May 22-24, 2020)



#### Question: When did you decide to take this trip?

(Base: Wave 11 respondents taking a Memorial Day weekend trip. 74 completed surveys. Data collected May 22-24, 2020)

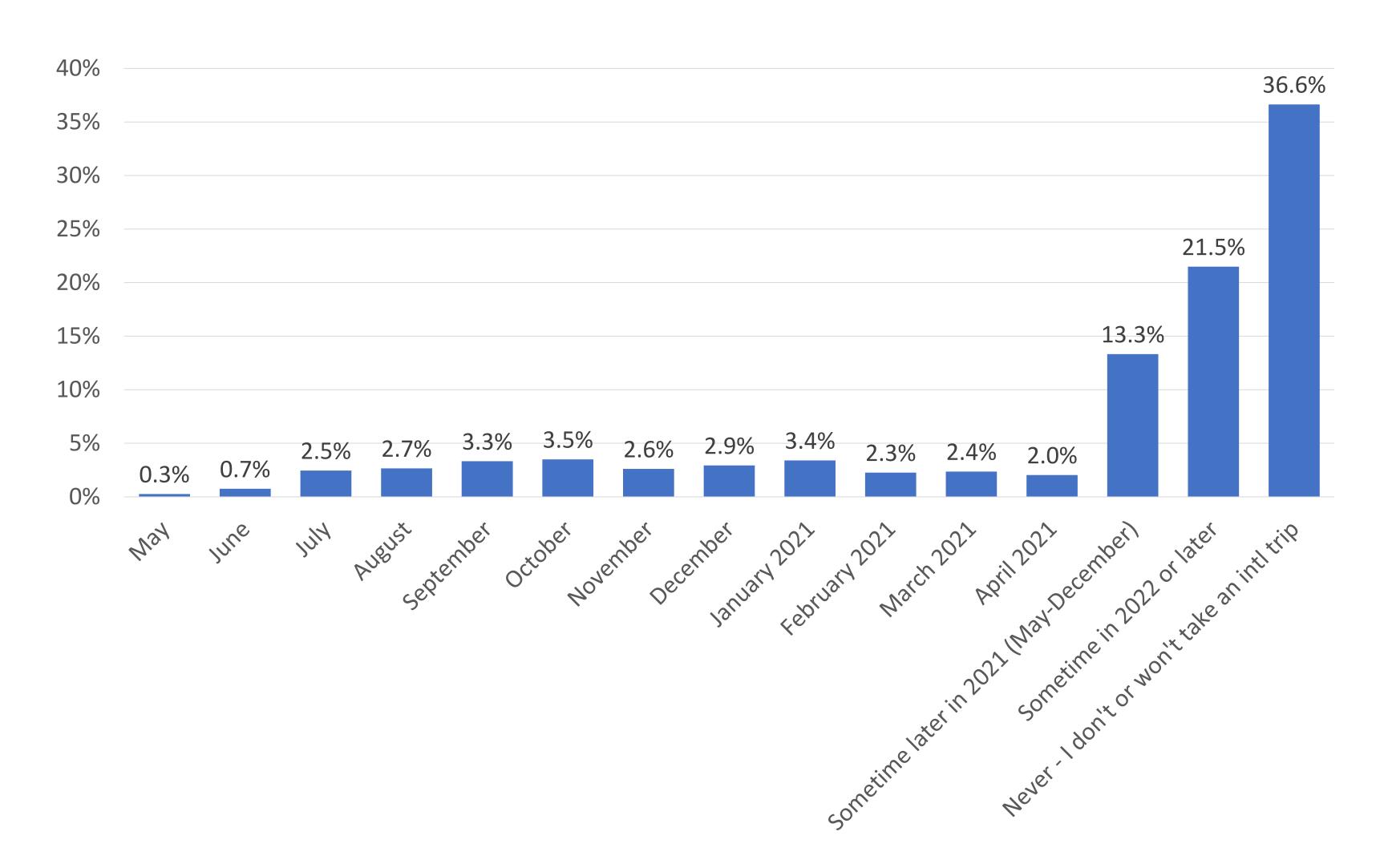


#### Month of Next International Trip

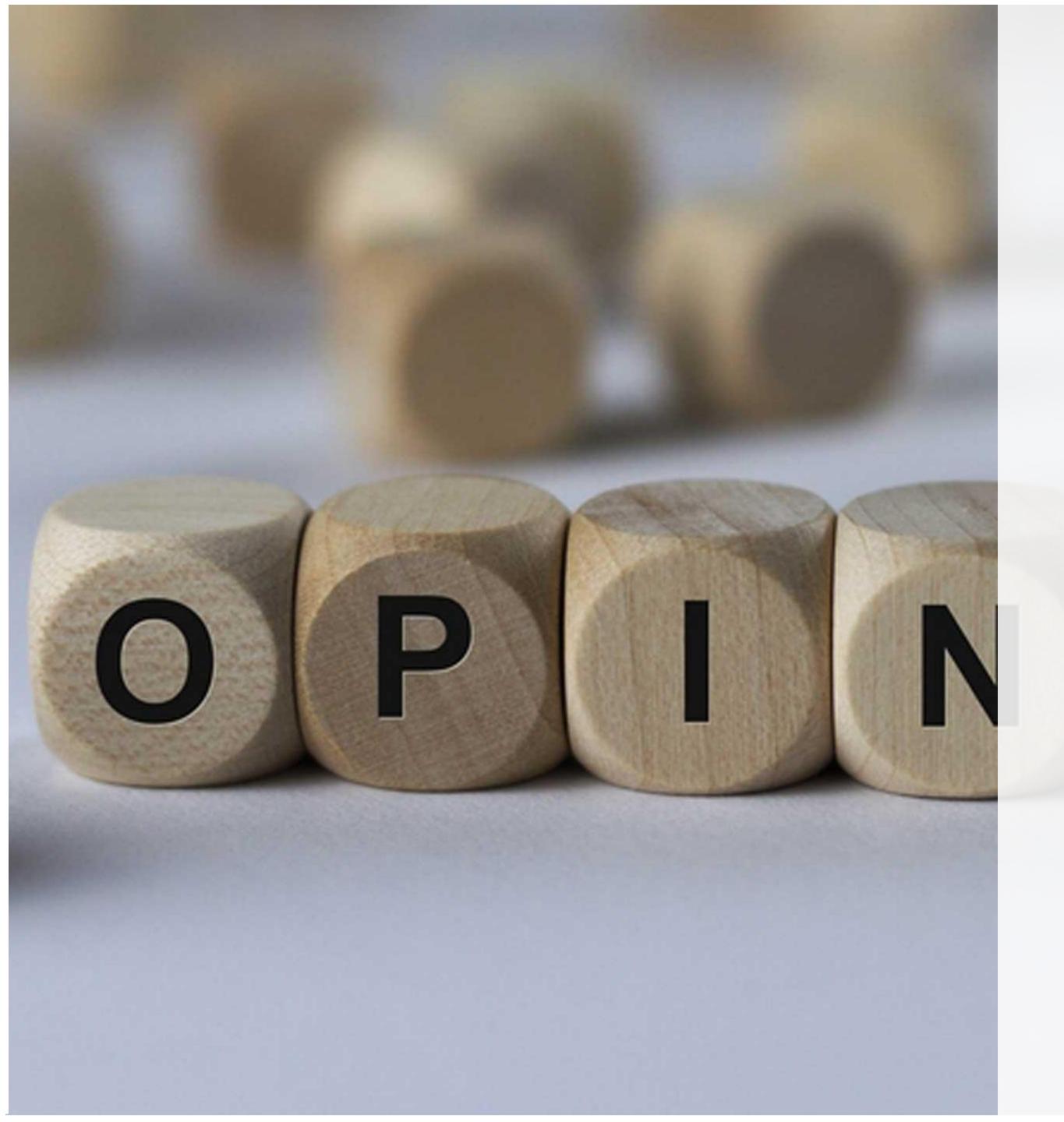
Hurrying back to international travel appears to be a low priority for most Americans. Relatively few expect their next international trip to take place in the coming months.

Question: In what month do you expect you will take your NEXT INTERNATIONAL TRIP (Traveling outside the United States)?

(Base: Wave 11. All respondents, 1,223 completed surveys. Data collected May 22-24, 2020)





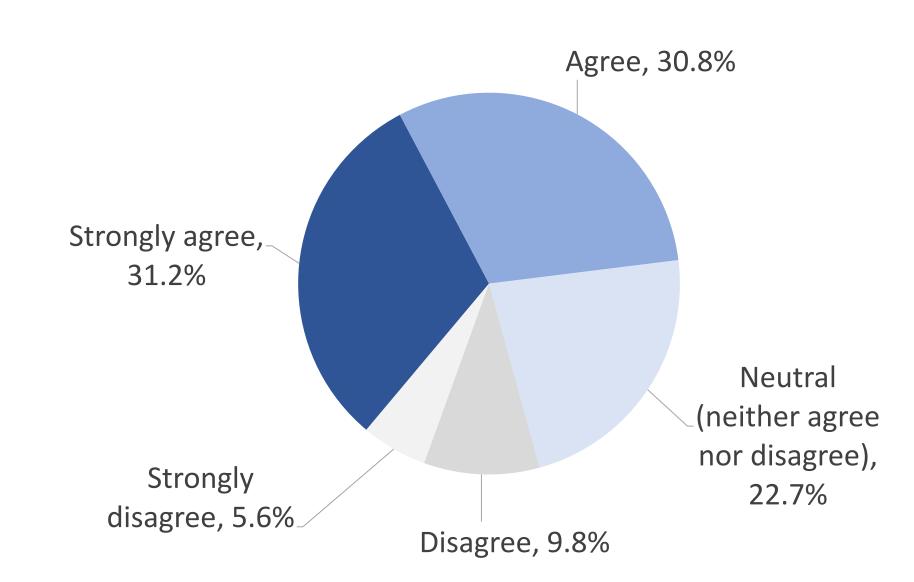


Section IV:
Opinions on Travel
& the Coronavirus

#### Avoiding Travel Until the Crisis Blows Over

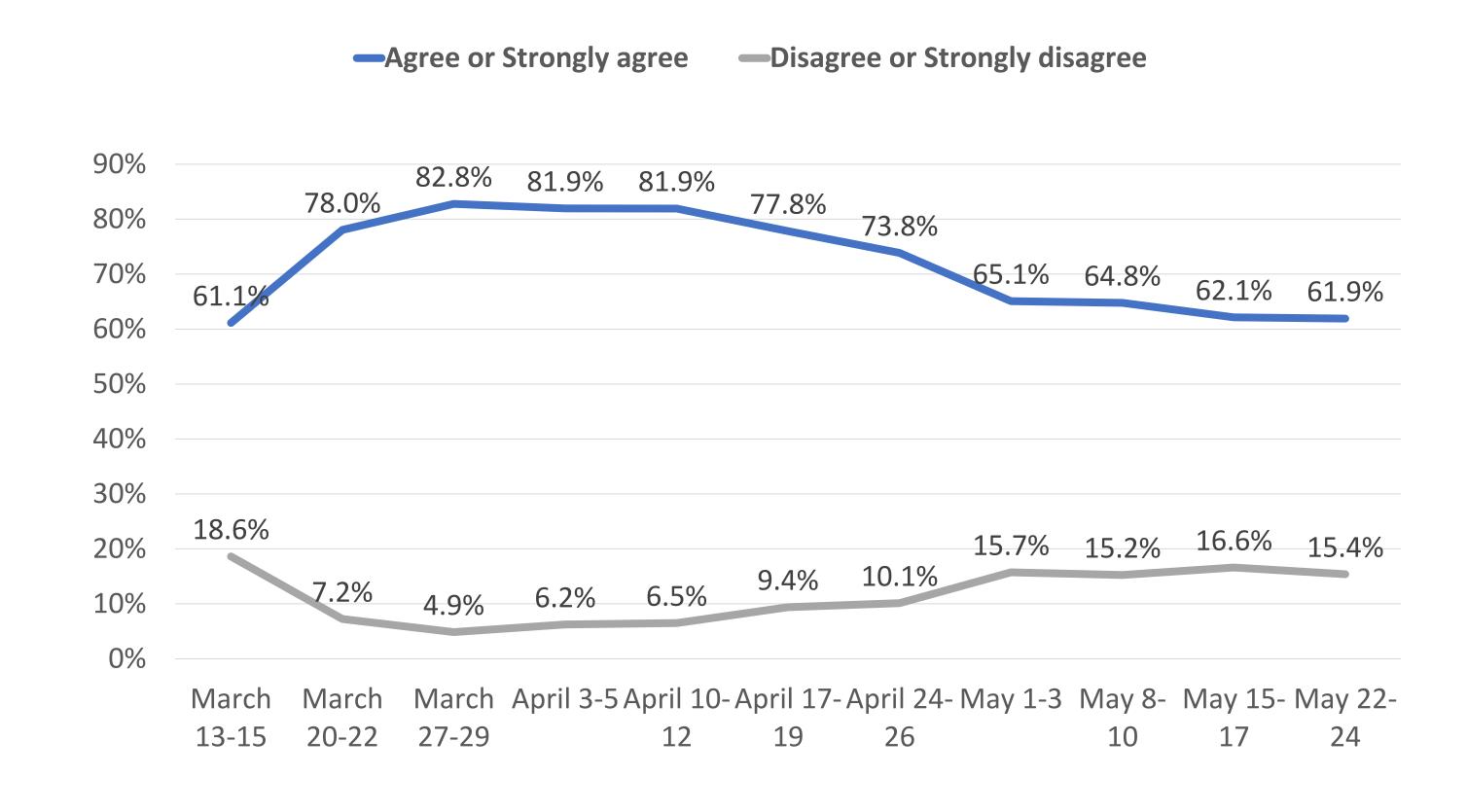
How much do you agree with the following statement?

Statement: I'm planning to avoid all travel until the coronavirus situation blows over.



(Base: All respondents, 1,201, 1,200, 1,201, 1,216, 1,263, 1,238, 1,208, 1,204, 1,200, 1,212 and 1,223 completed surveys. Data collected March 13-15, 20-22, 27-29, April 3-5, 10-12, 17-19, 24-26, May 1-3, 8-10, 15-17 and 22-24, 2020)

Unchanged from last week, 61.9 percent of Americans say they are done traveling until the coronavirus situation blows. Last week this was 62.1 percent.





#### **Expectations for Fall Travel Season**

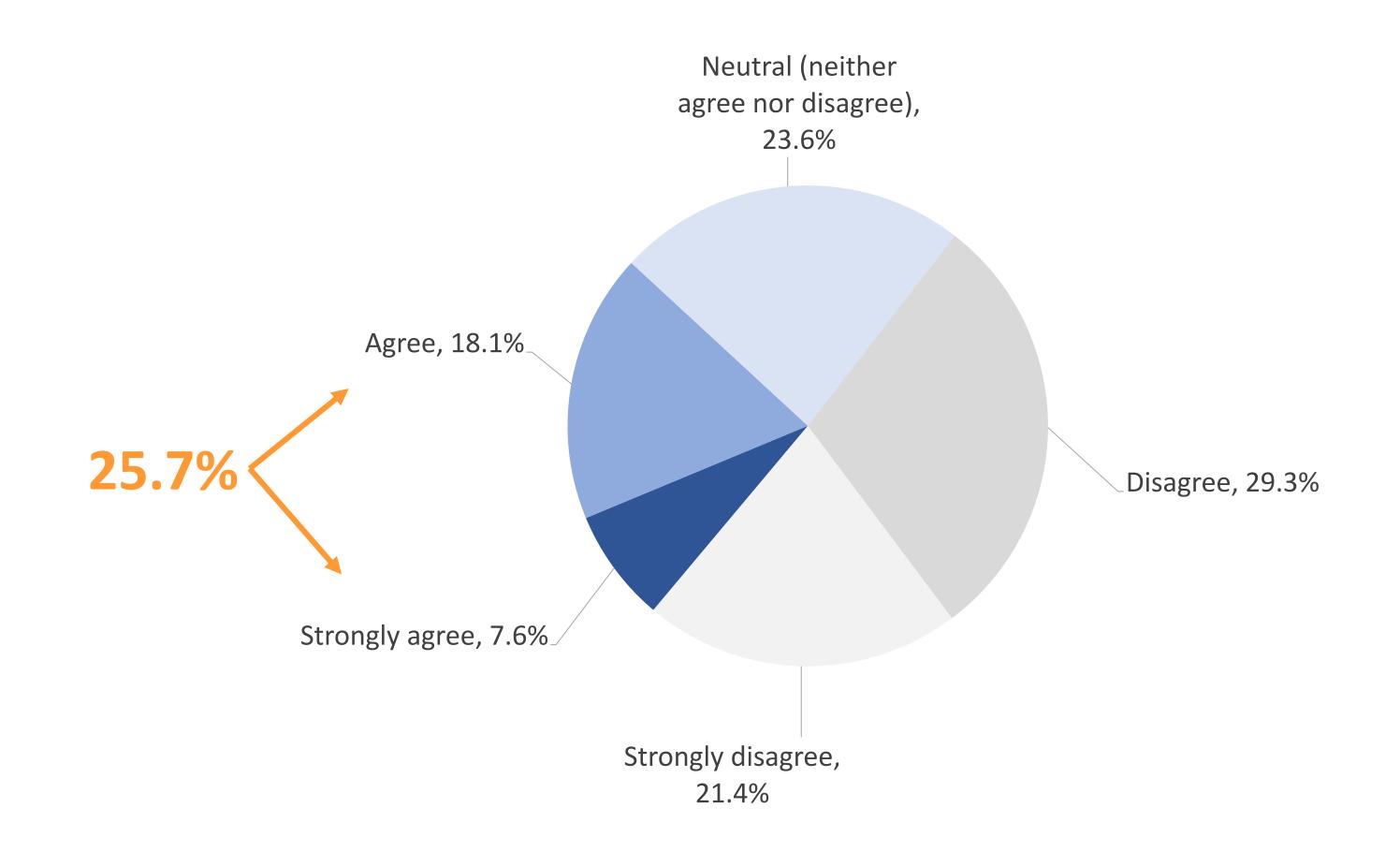
Only a quarter of Americans agree that the coronavirus situation will be resolved by the Fall travel season. Meanwhile, half (50.6%) disagree.

How much do you agree with the following statement?

Statement: I expect the coronavirus situation will be resolved before Fall begins.

(Base: All respondents, 1,223 completed surveys. Data collected, May 22-24, 2020)

**Question Added in Wave 11** 

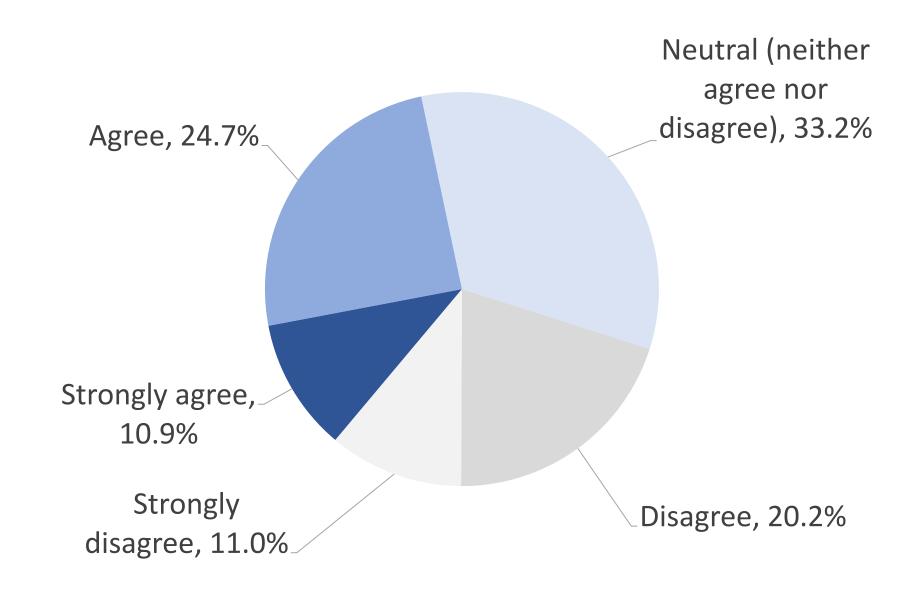




#### **Expectations for Traveling in the Fall**

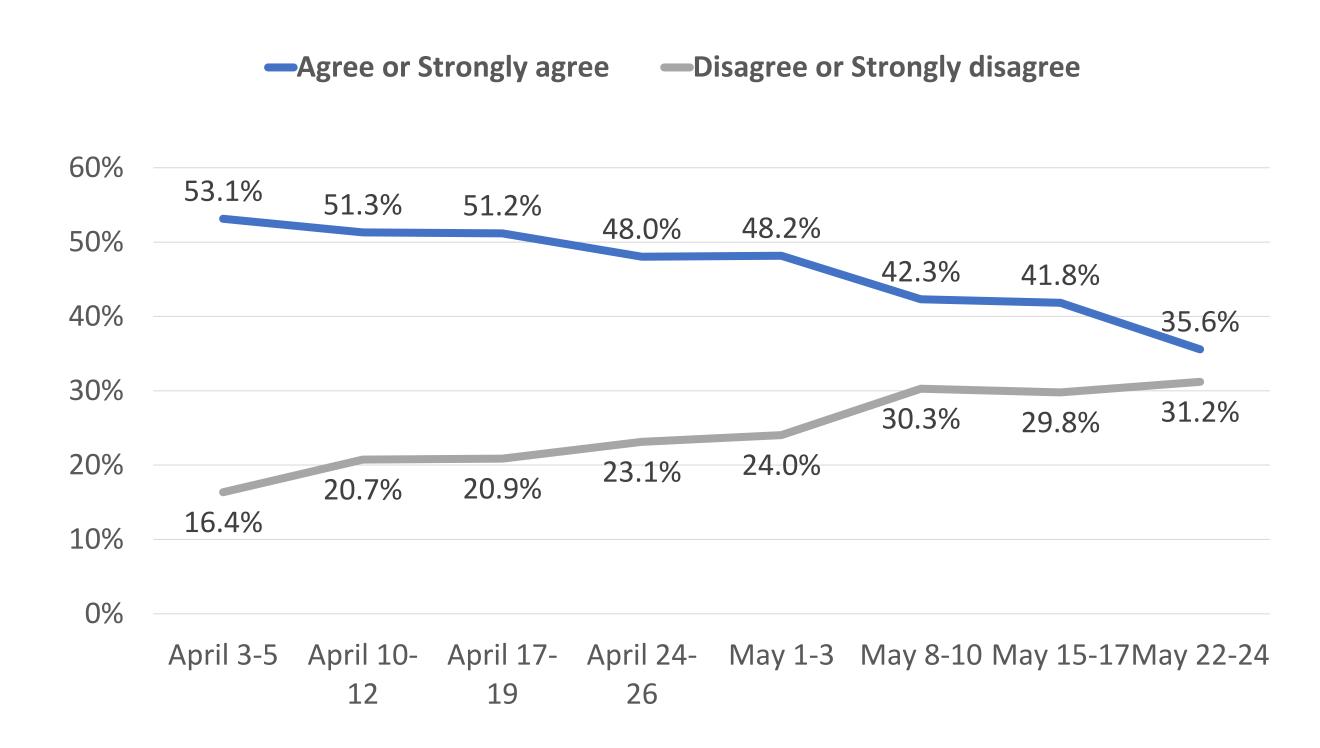
How much do you agree with the following statement?

Statement: I expect that I will be traveling in the Fall of 2020.



(Base: All respondents, 1,216, 1,263, 1,238 1,208, 1,204, 1,200, 1,212 and 1,223 completed surveys. Data collected April 3-5, 10-12, 17-19, 24-26, May 1-3, 8-10, 15-17 and 22-24, 2020)

Americans' optimism for travel to return in the Fall declined again this week. In total, 35.6 percent expect to be back traveling this Fall (down from 41.8% last week).

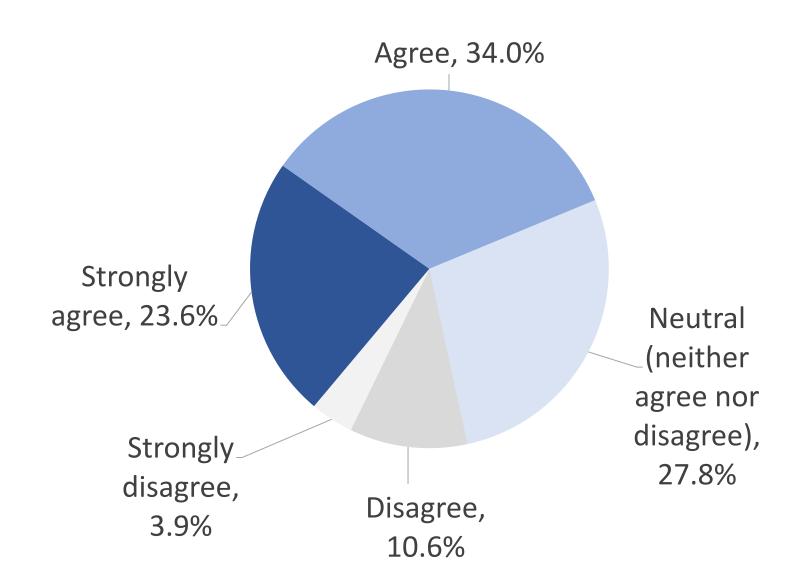




#### Staycations as a Replacement for Vacations

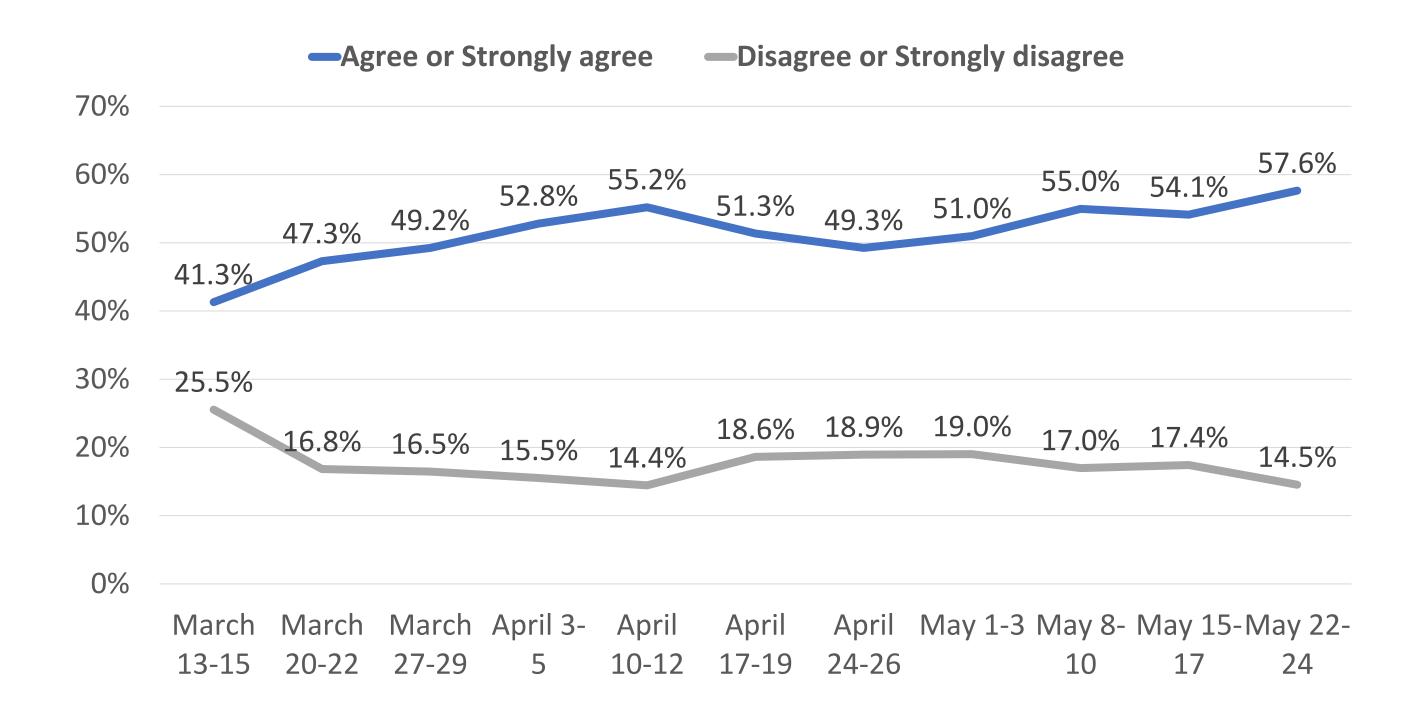
How much do you agree with the following statement?

Statement: Because of the coronavirus, I'll probably take a staycation(s) this summer rather than a vacation(s).



(Base: All respondents, 1,201, 1,200, 1,201, 1,216, 1,263, 1,238, 1,208, 1,204, 1,200, 1,212 and 1,223 completed surveys. Data collected March 13-15, 20-22, 27-29, April 3-5, 10-12, 17-19, 24-26, May 1-3, 8-10, 15-17 and 22-24, 2020)

A growing proportion of Americans agree that staycations will replace vacations this summer. This week, 57.6 percent of American travelers agree they'll probably take a staycation rather than a vacation this summer (up from 54.1% last week).

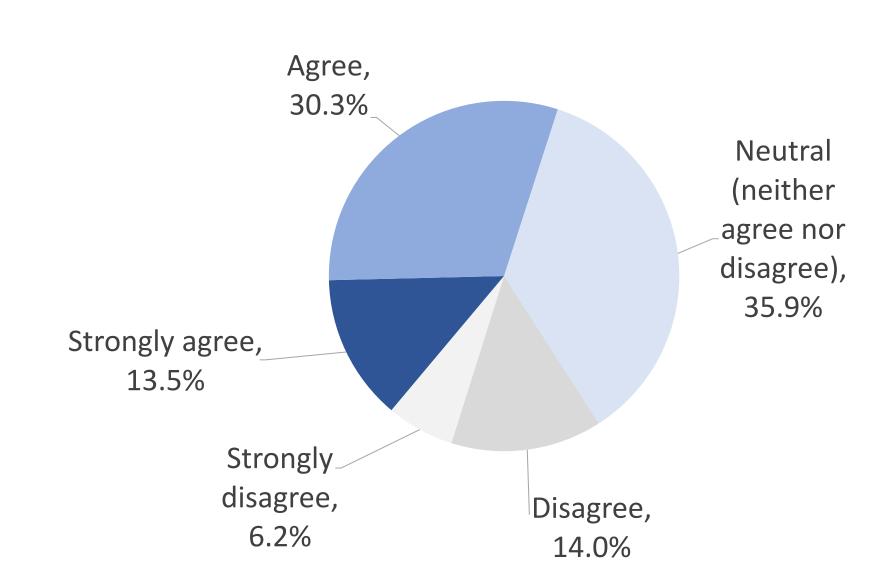




#### Replacing Air Travel With Road Trips

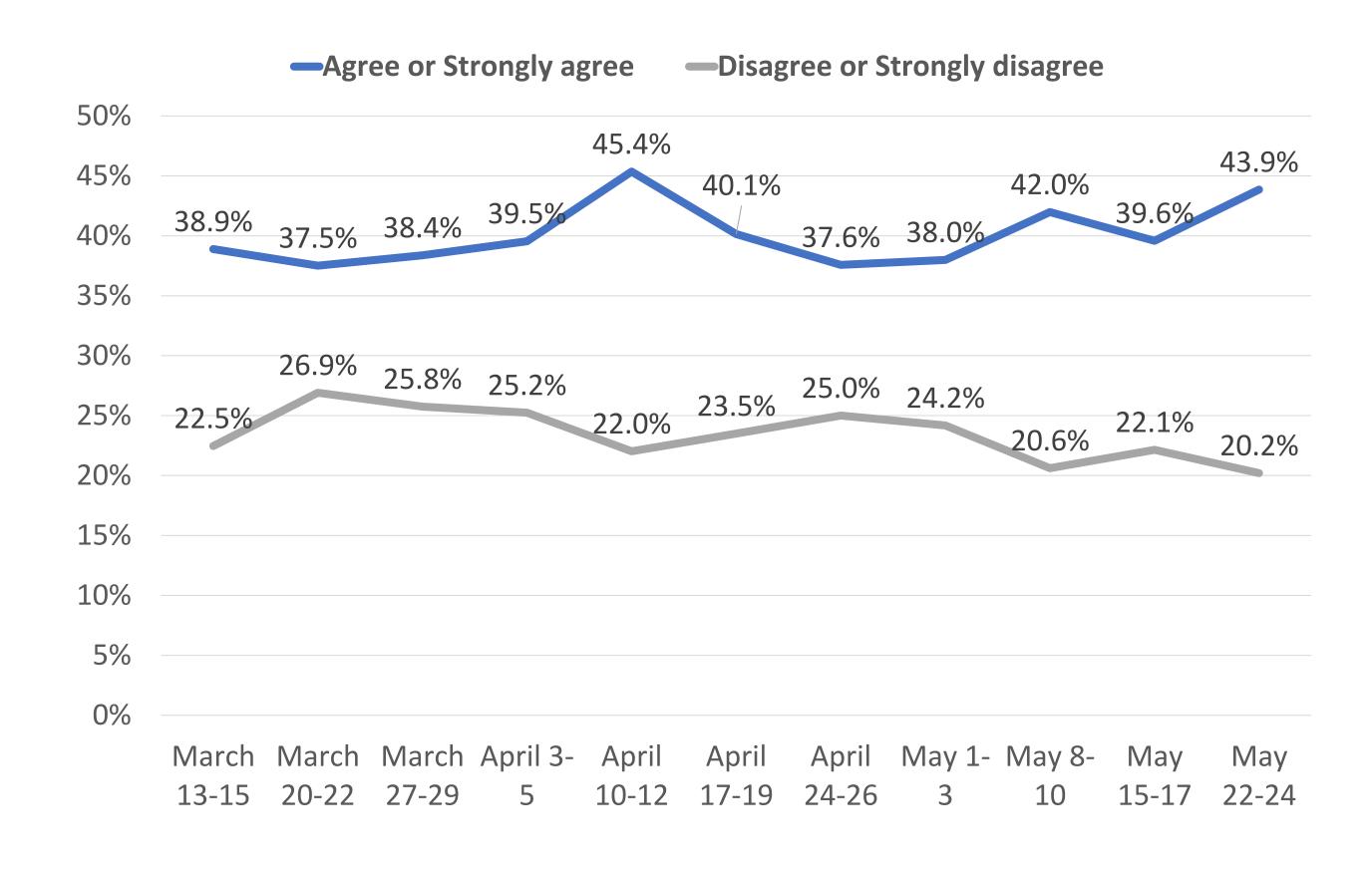
How much do you agree with the following statement?

Statement: Because of the coronavirus, I'll probably be taking more road trips this year to avoid airline travel.



(Base: All respondents, 1,201, 1,200, 1,201, 1,216, 1,263, 1,238, 1,208, 1,204, 1,200, 1,212 and 1,223 completed surveys. Data collected March 13-15, 20-22, 27-29, April 3-5, 10-12, 17-19, 24-26, May 1-3, 8-10, 15-17 and 22-24, 2020)

Now, 43.9 percent of Americans say car travel may displace some of their air travel this year (up from 39.6% last week).

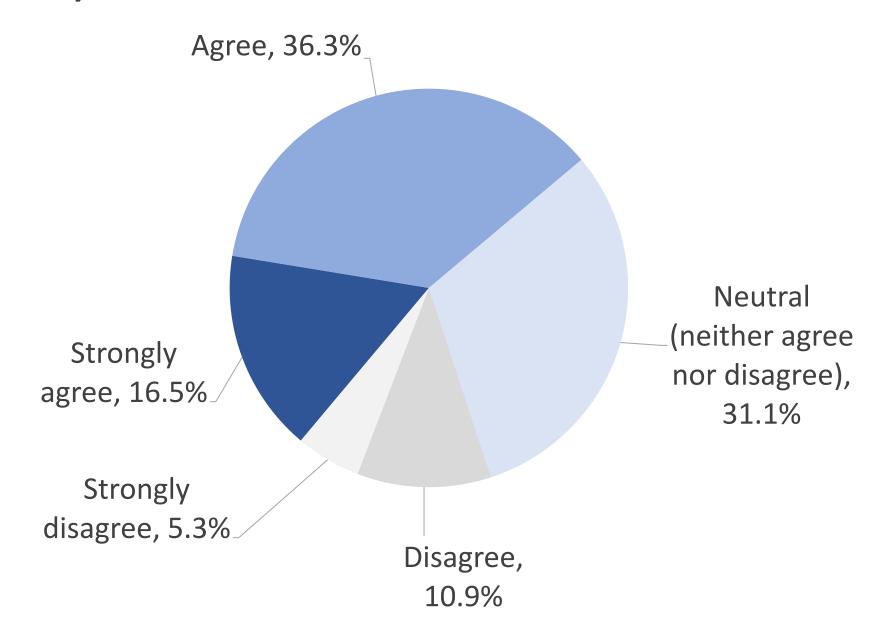




## Replacing Long-Haul Travel with Regional Trips

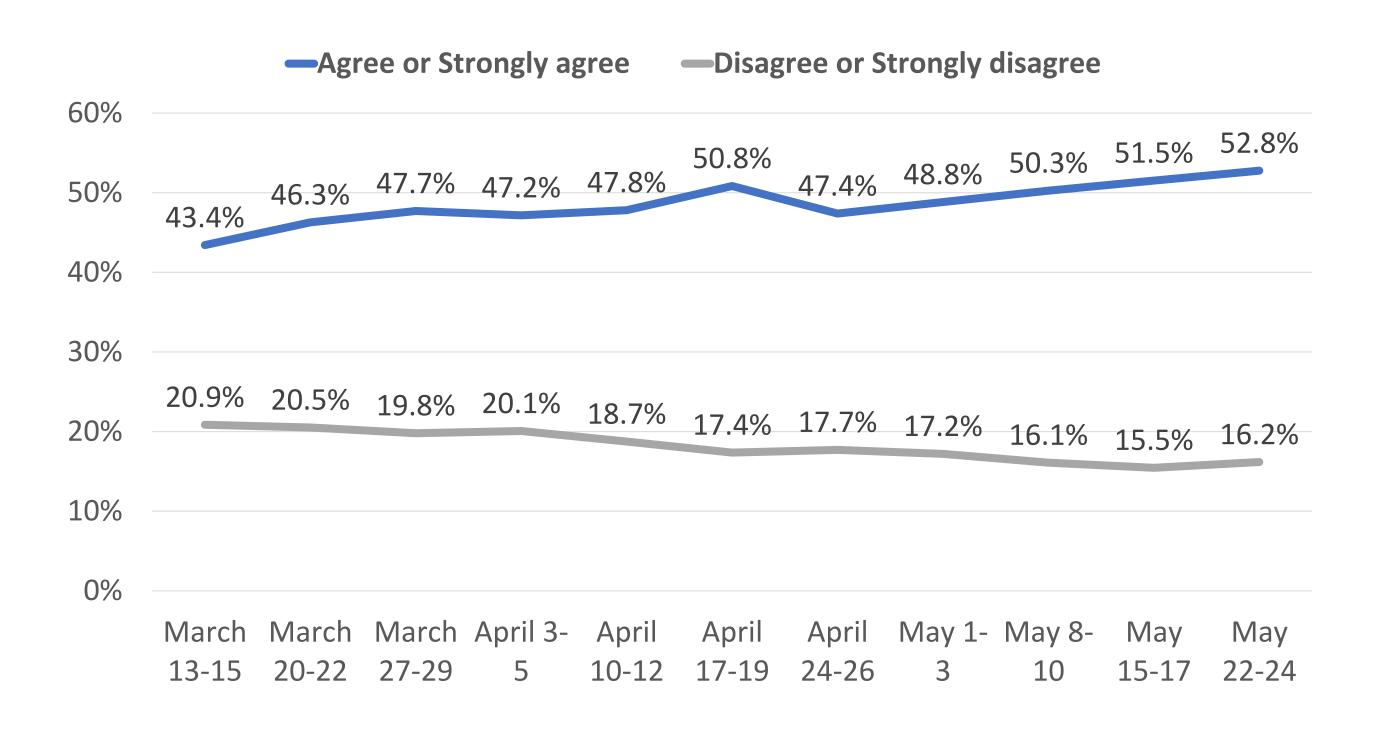
How much do you agree with the following statement?

Statement: Because of the coronavirus, I'll probably be taking more regional trips (near my home) and avoid long-haul travel (further from home).



(Base: All respondents, 1,201, 1,200, 1,201, 1,216, 1,263, 1,238, 1,208, 1,204, 1,200, 1,212 and 1,223 completed surveys. Data collected March 13-15, 20-22, 27-29, April 3-5, 10-12, 17-19, 24-26, May 1-3, 8-10, 15-17 and 22-24, 2020)

Up again for the 5<sup>th</sup> week straight, 52.8 percent now say they'll probably take more regional trips while avoiding long-haul trips due to the coronavirus.

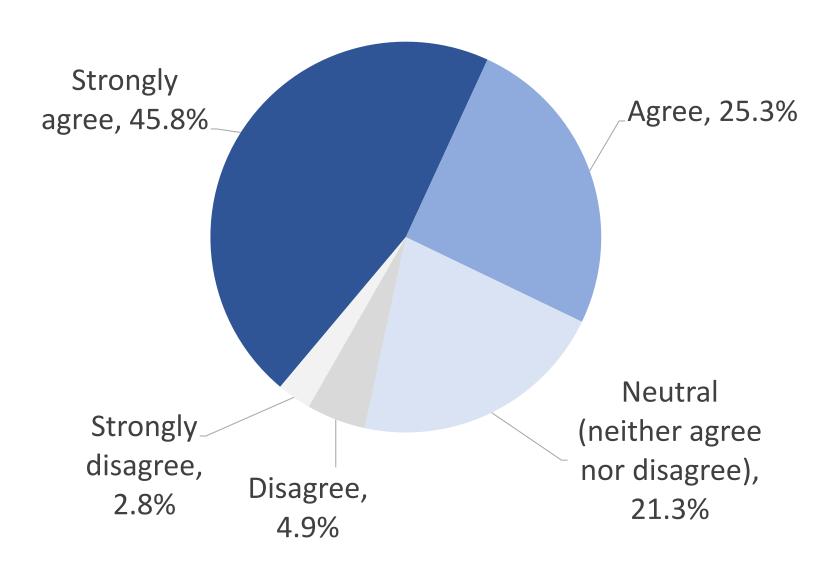




#### **Avoiding Conventions & Conferences**

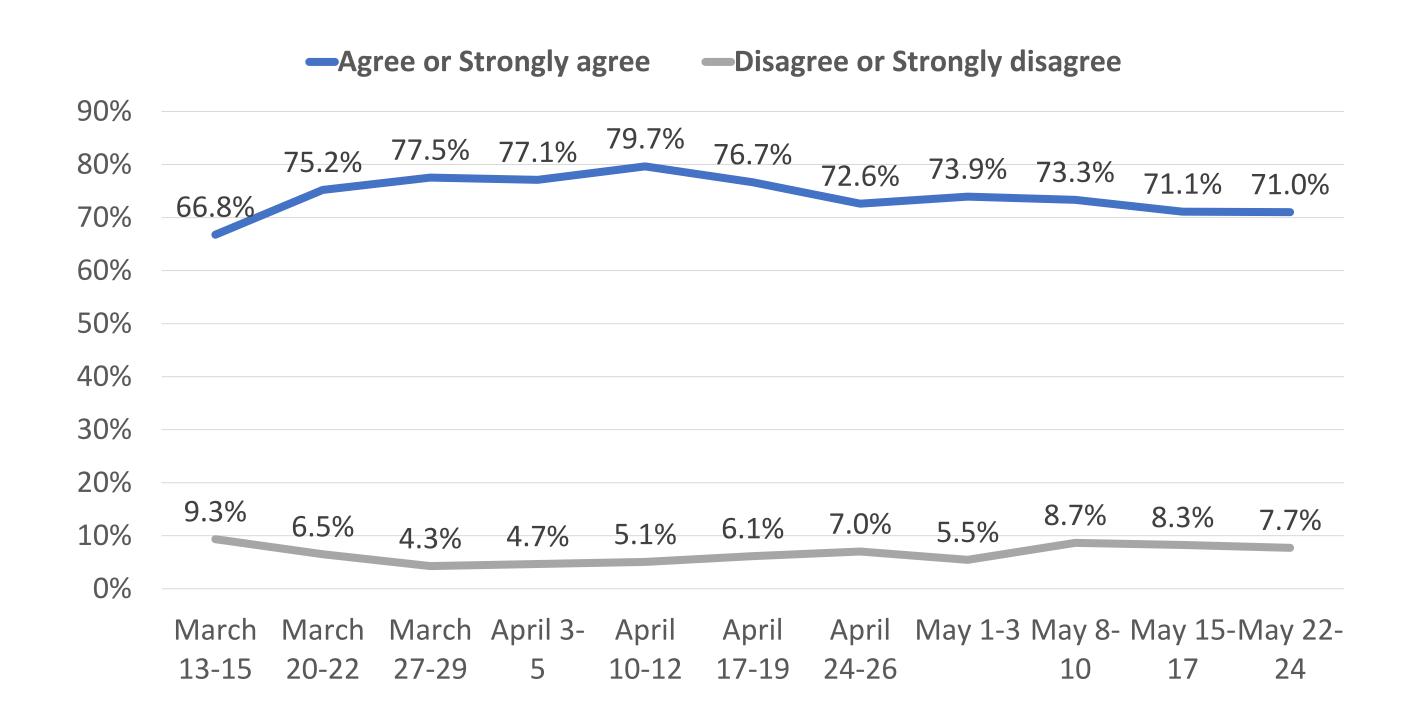
How much do you agree with the following statement?

Statement: I will be unlikely to attend any conferences or conventions until the coronavirus situation is resolved.



(Base: All respondents, 1,201, 1,200, 1,201, 1,216, 1,263, 1,238, 1,208, 1,204, 1,200, 1,212 and 1,223 completed surveys. Data collected March 13-15, 20-22, 27-29, April 3-5, 10-12, 17-19, 24-26, May 1-3, 8-10, 15-17 and 22-24, 2020)

The likelihood of American travelers attending meetings in the current environment remains low. 71.0 percent say they will be unlikely to attend these events until the coronavirus situation is over (unchanged from last week).

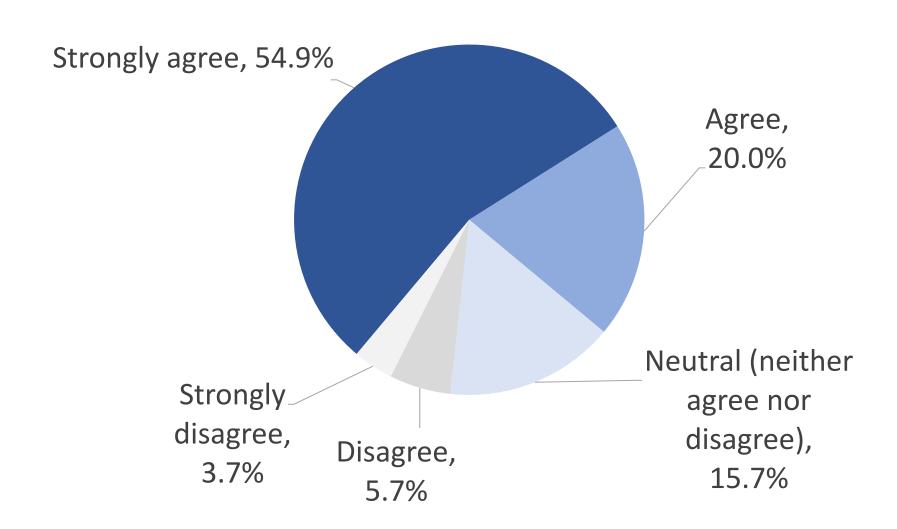




#### **Avoiding International Travel**

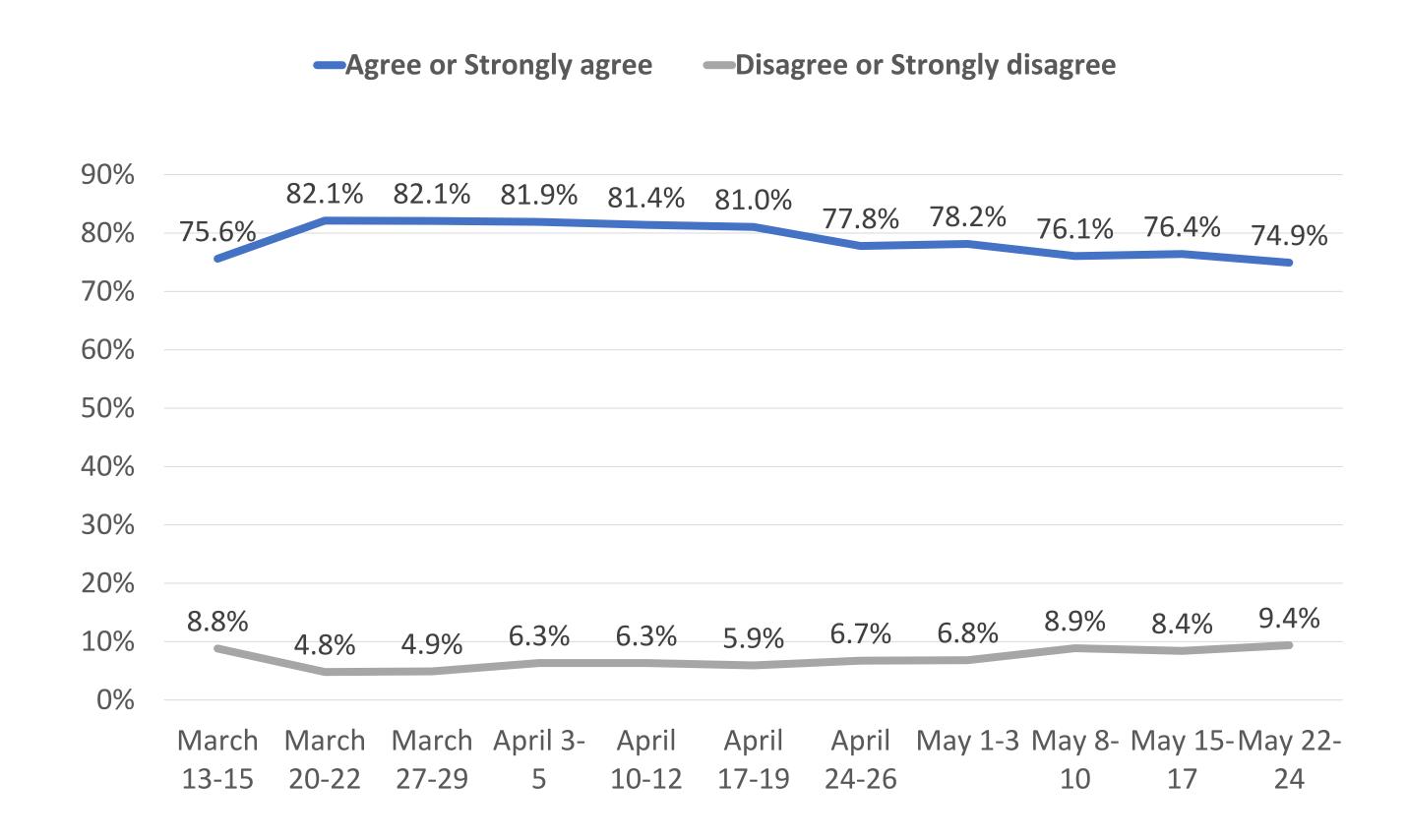
How much do you agree with the following statement?

Statement: I will be unlikely to travel outside the United States until the coronavirus situation is resolved.



(Base: All respondents, 1,201, 1,200, 1,201, 1,216, 1,263, 1,238, 1,208, 1,204, 1,200, 1,212 and 1,223 completed surveys. Data collected March 13-15, 20-22, 27-29, April 3-5, 10-12, 17-19, 24-26, May 1-3, 8-10, 15-17 and 22-24, 2020)

A majority (74.9%) of American travelers still say they are unlikely to travel abroad until the coronavirus situation is resolved.

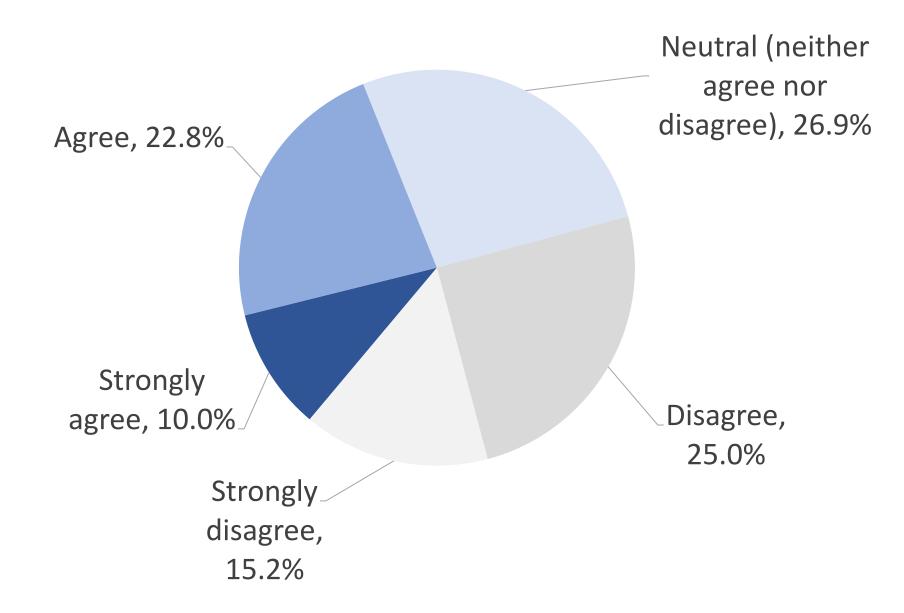




#### Comfort Enjoying Home Community

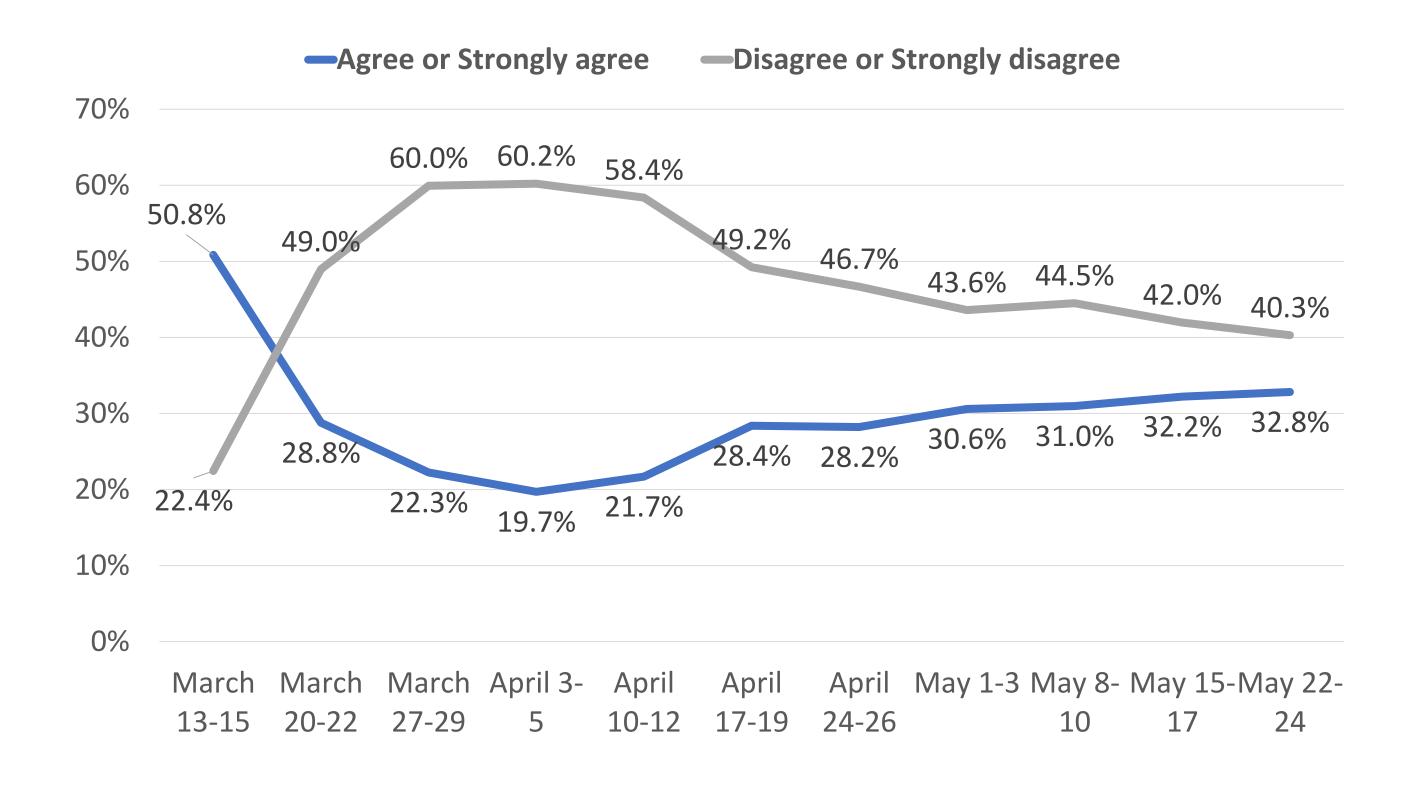
How much do you agree with the following statement?

Statement: I still feel comfortable going out in my community to restaurants, local attractions and undertaking local activities.



(Base: All respondents, 1,201, 1,200, 1,201, 1,216, 1,263, 1,238, 1,208, 1,204, 1,200, 1,212 and 1,223 completed surveys. Data collected March 13-15, 20-22, 27-29, April 3-5, 10-12, 17-19, 24-26, May 1-3, 8-10, 15-17 and 22-24, 2020)

Americans are still uncomfortable about going out in their own communities to enjoy themselves. Now, 40.3 percent say they are uncomfortable with this while 32.8 percent say they are comfortable with undertaking local activities.

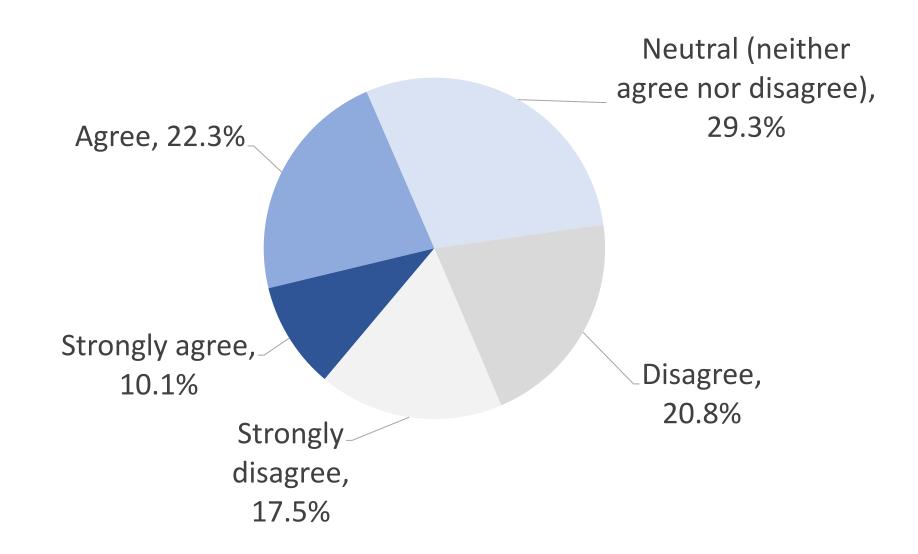




#### Discounts and Price Cuts

#### How much do you agree with the following statement?

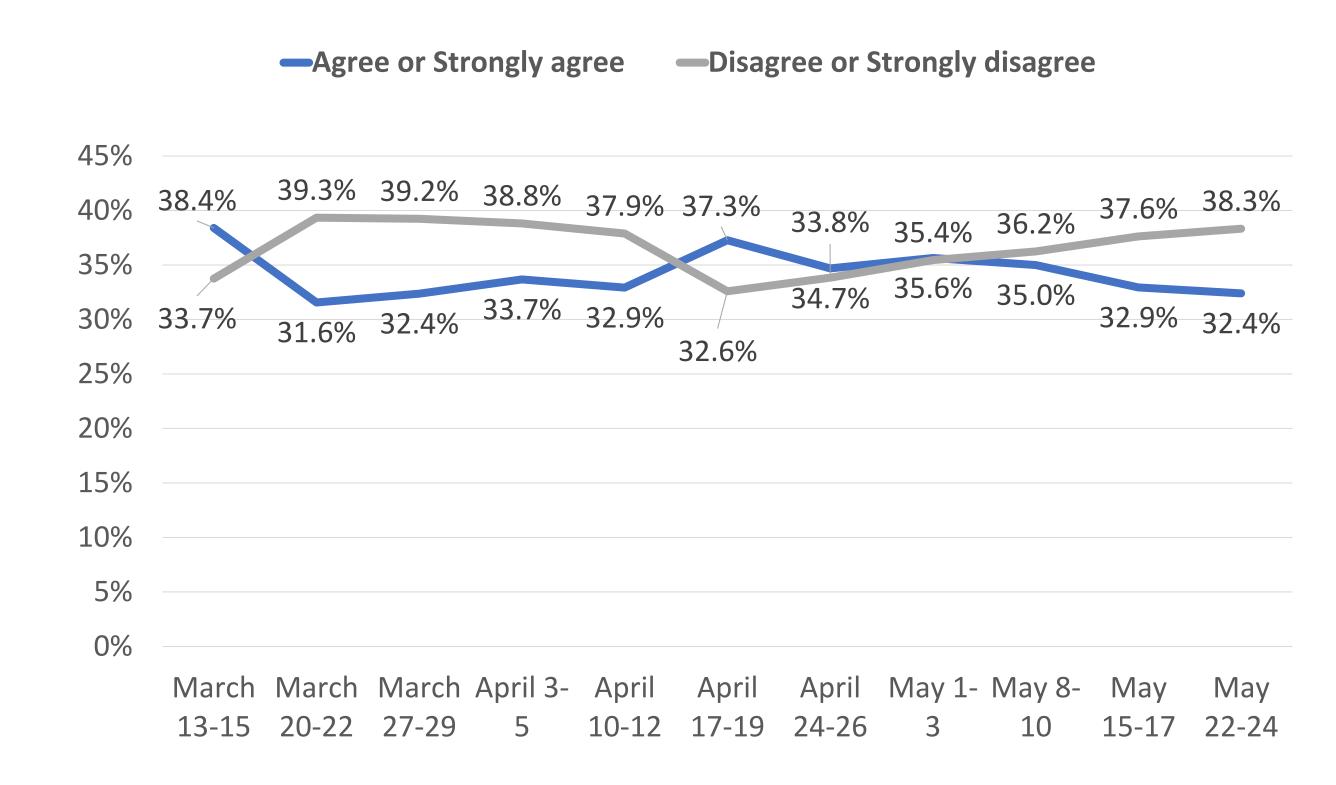
Statement: The coronavirus has led many travel providers to cut their prices. These discounts and price cuts (airline, hotel, etc.) make me more interested in traveling in the NEXT THREE (3) MONTHS.



(Base: All respondents, 1,201, 1,200, 1,201, 1,216, 1,263, 1,238, 1,208, 1,204, 1,200, 1,212 and 1,223 completed surveys. Data collected March 13-15, 20-22, 27-29, April 3-5, 10-12, 17-19, 24-26, May 1-3, 8-10, 15-17 and 22-24, 2020)

#### Price cuts now resonate with under a third of American travelers.

When asked if price cutting made traveling in the next three months more interesting, 32.4 percent agree (unchanged from last week).

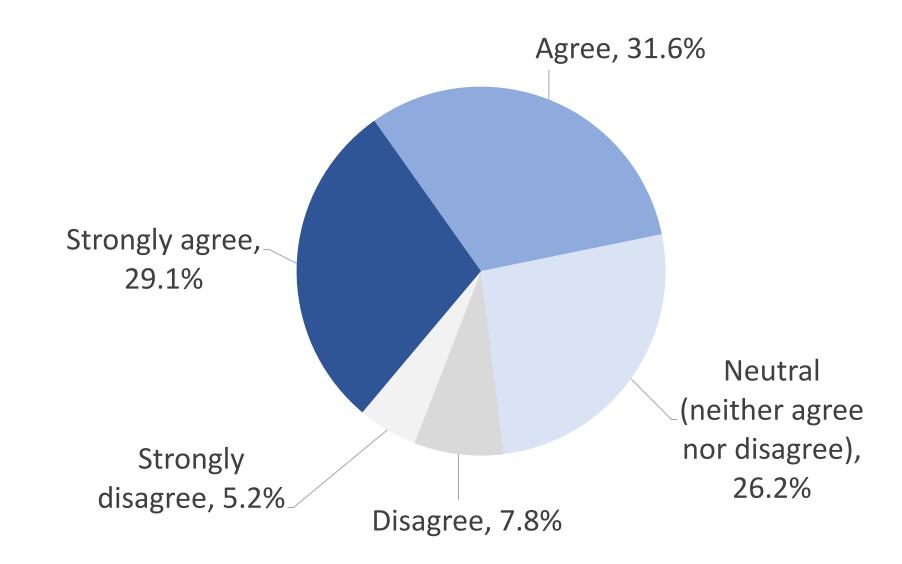




#### Travelers in Community are Unwanted

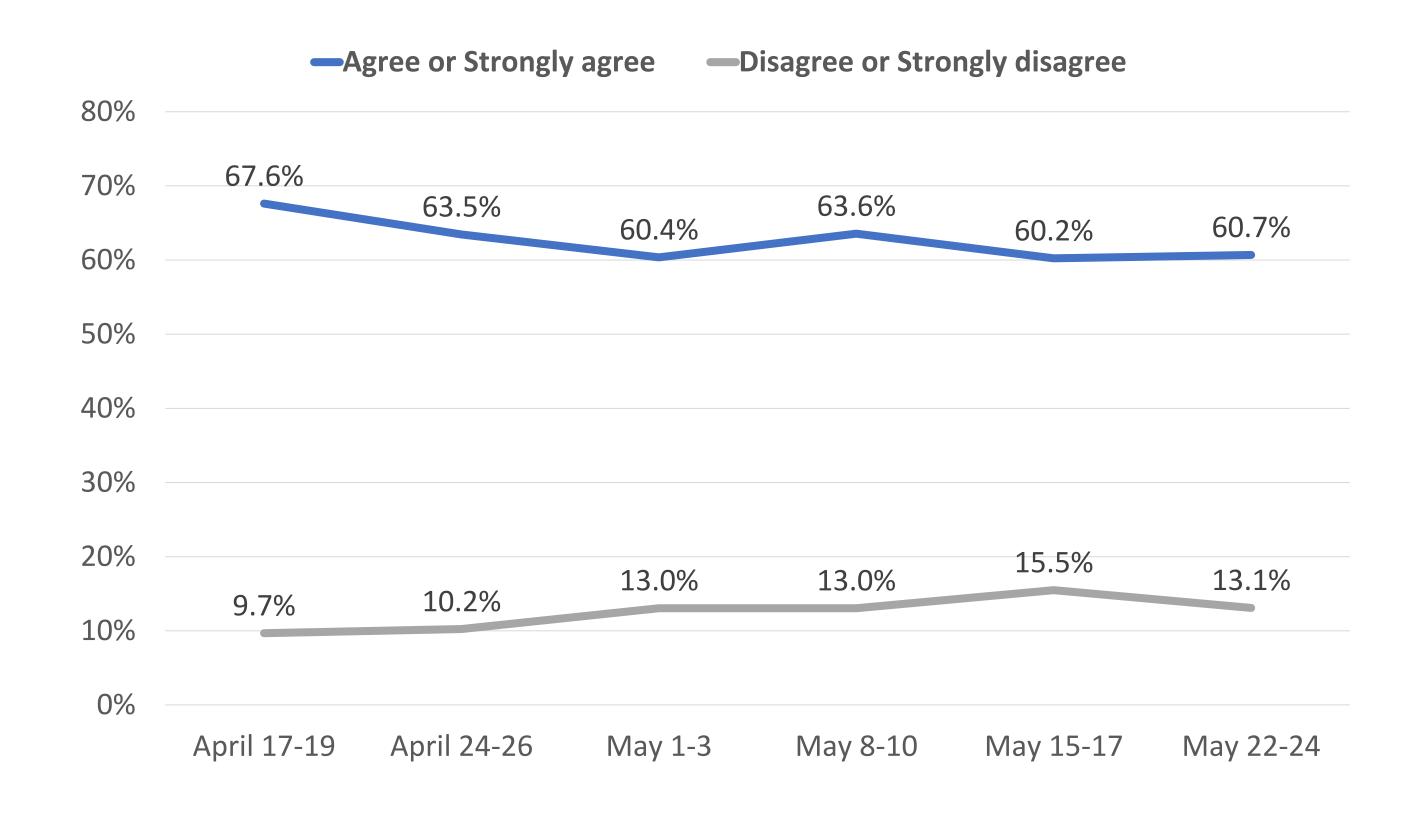
How much do you agree with the following statement?

Statement: I do not want travelers coming to visit my community right now.



(Base: All respondents, 1,238, 1,208, 1,204, 1,200, 1,212 and 1,223 completed surveys. Data collected April 17-19,24-26, May 1-3, 8-10, 15-17 and 22-24, 2020)

American travelers largely do not want other travelers visiting their communities currently. Now, 60.7 percent agree with this sentiment. Only 13.1 percent disagree (down from 15.5% last week).

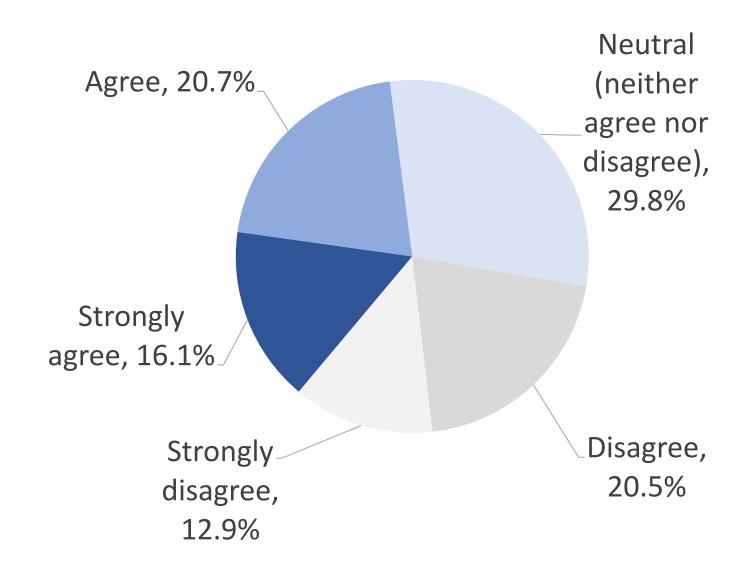




#### Won't Travel Without Vaccine

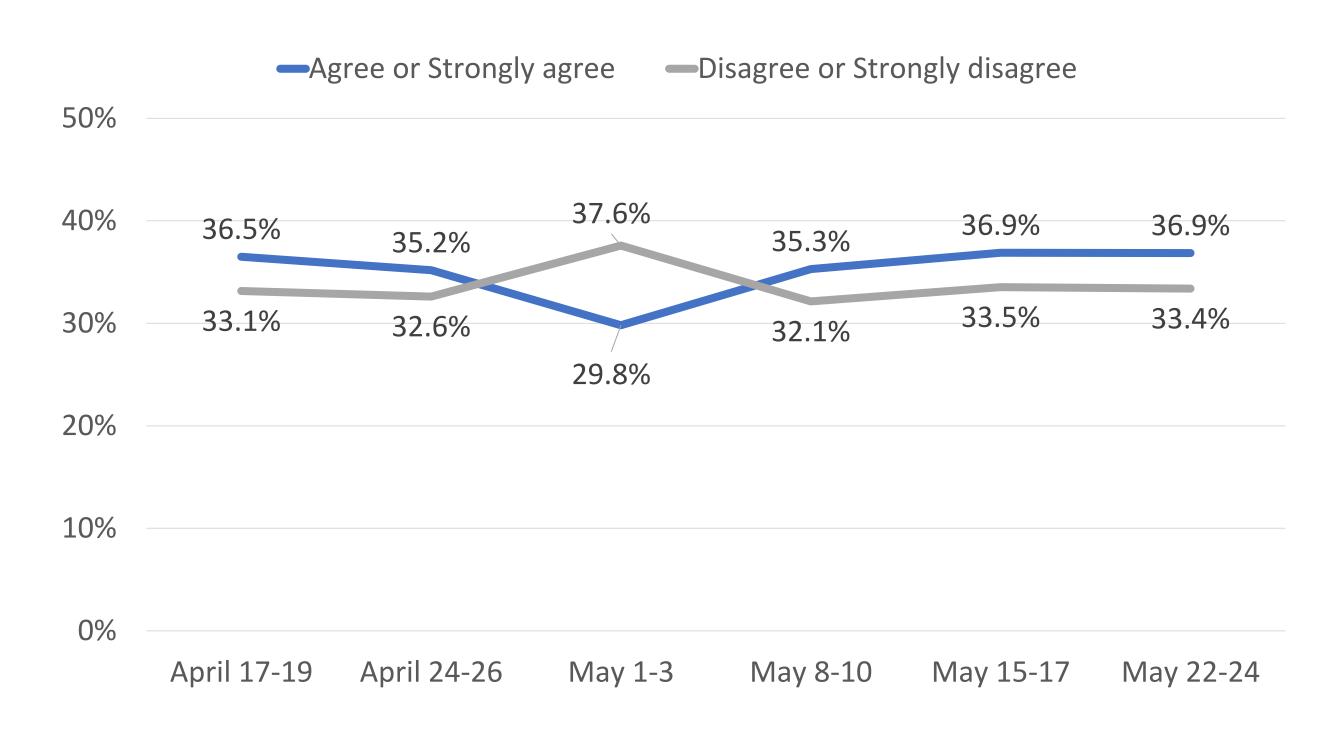
How much do you agree with the following statement?

Statement: I'm not traveling until there is a vaccine.



(Base: All respondents, 1,238, 1,208, 1,204, 1,200, 1,212 and 1,223 completed surveys. Data collected April 17-19,24-26, May 1-3, 8-10, 15-17 and 22-24, 2020)

Opinions are split on traveling without a Covid-19 vaccine being available. This week, 36.9 percent agree they will not travel until a vaccine is developed. A similar proportion, 33.4 percent, currently reject this idea.

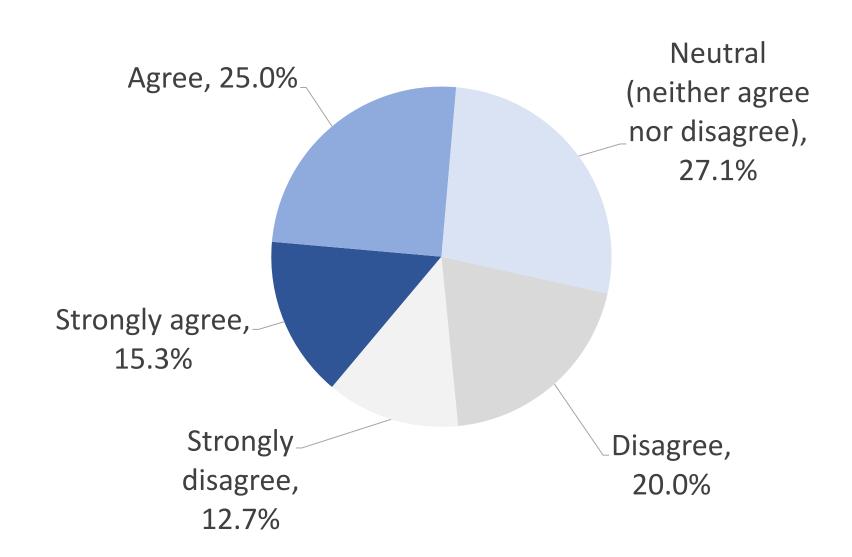




#### Comfort with Home State Re-Opening

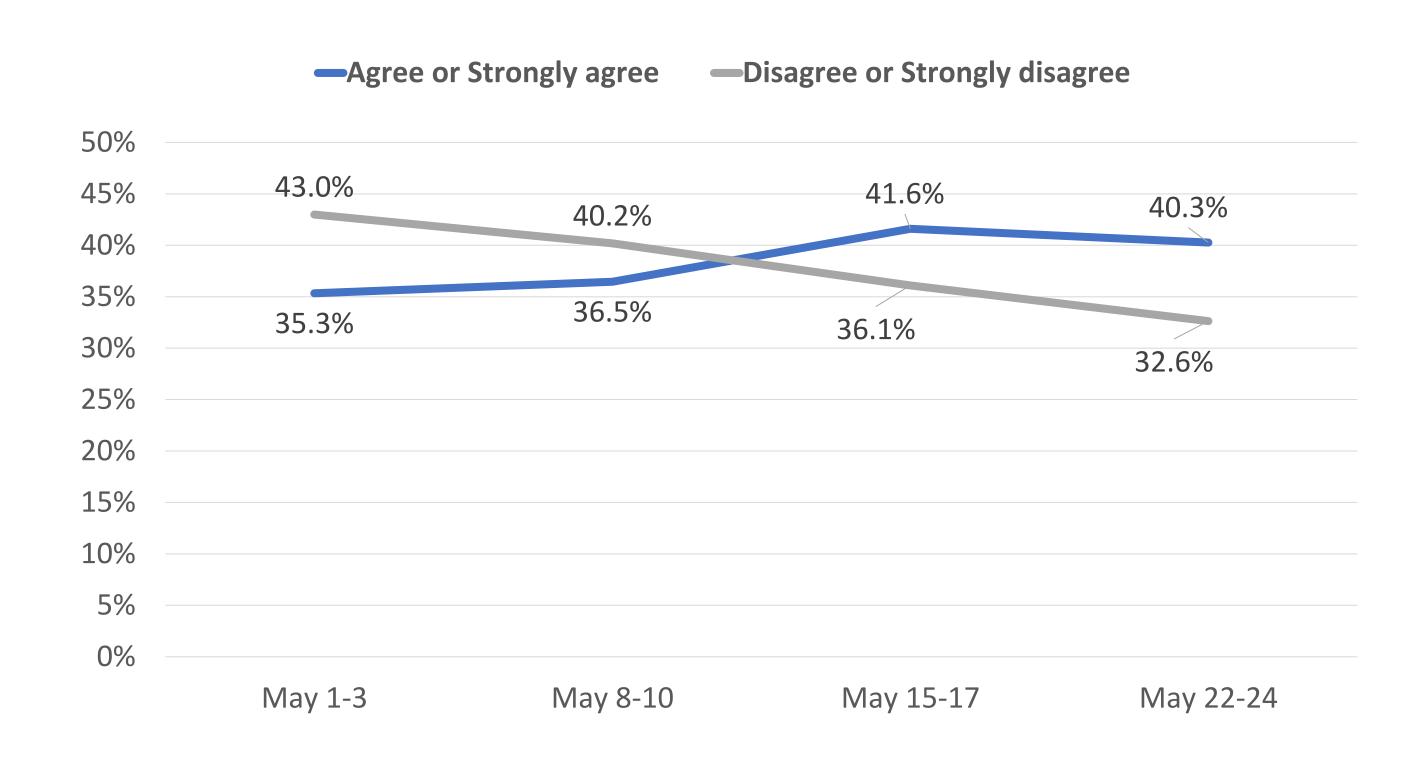
How much do you agree with the following statement?

Statement: I am comfortable with my home state re-opening its economy right now.



(Base: All respondents, 1,204, 1,200, 1,212 and 1,223 completed surveys. Data collected May 1-3, 8-10, 15-17 and 22-24, 2020)

The proportion of American travelers who are comfortable with their home state re-opening is unchanged from last week. Now, 40.3 percent of American travelers say they are comfortable with their home state re-opening its economy, while 32.6 percent are not yet comfortable.







Highlights from the Week of May 25th



Indexing is the practice of compiling data into one single metric.

# What is a Predictive Index?



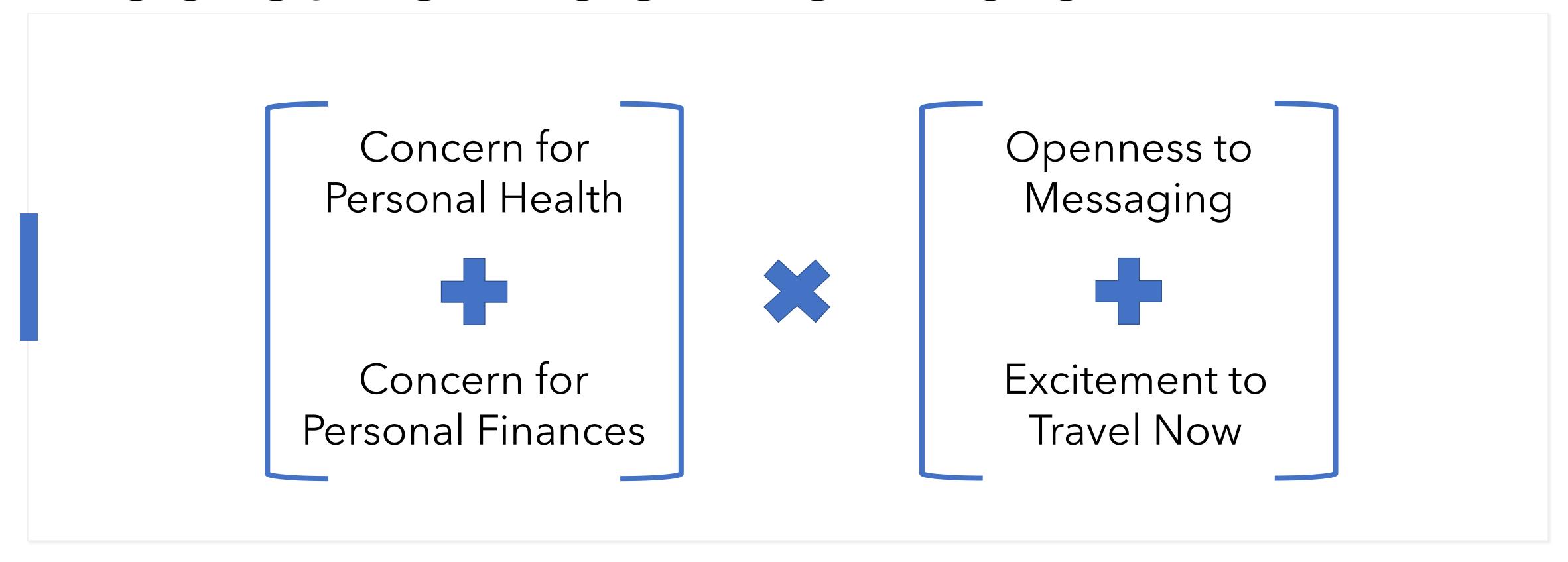
A predictive index is a statistical measure of change in a representative group of data points. The predictive index is then compared to a standard base value in order to make data-driven predictions.



The goals are to identify:

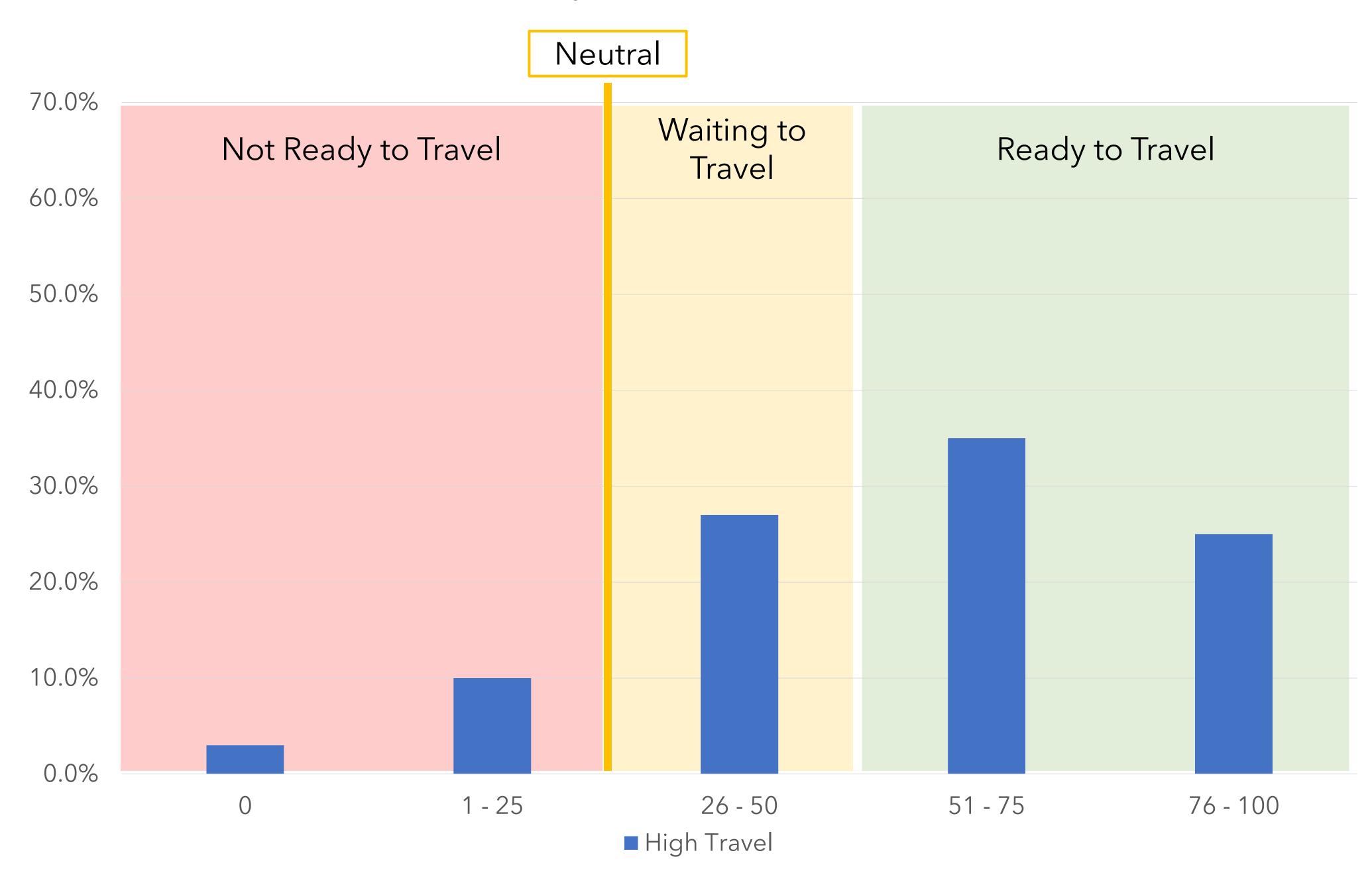
- WHO are the traveler segments that appear receptive to travel marketing and
- WHEN will they be ready to travel

## Predictive Index Formula

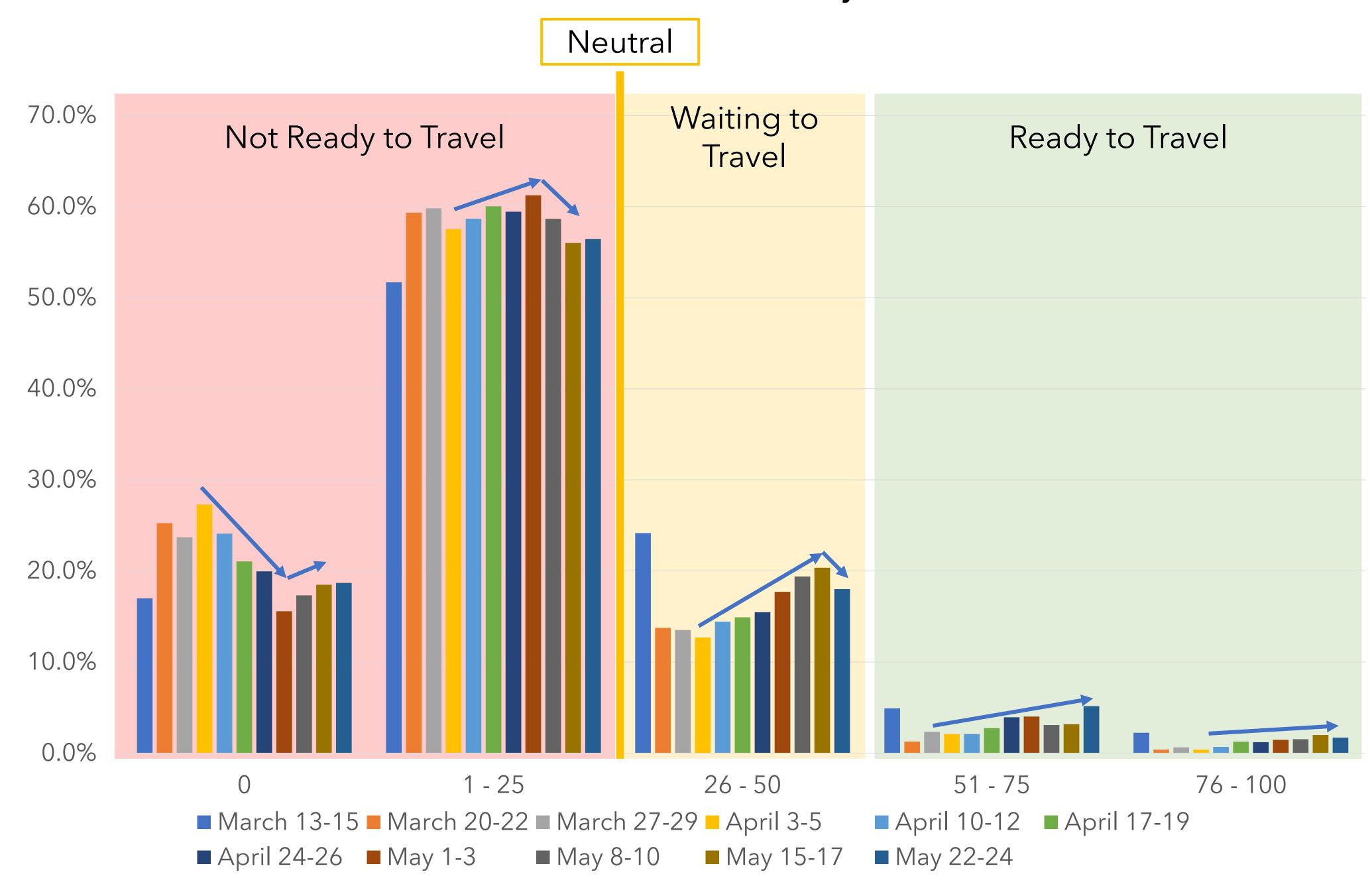


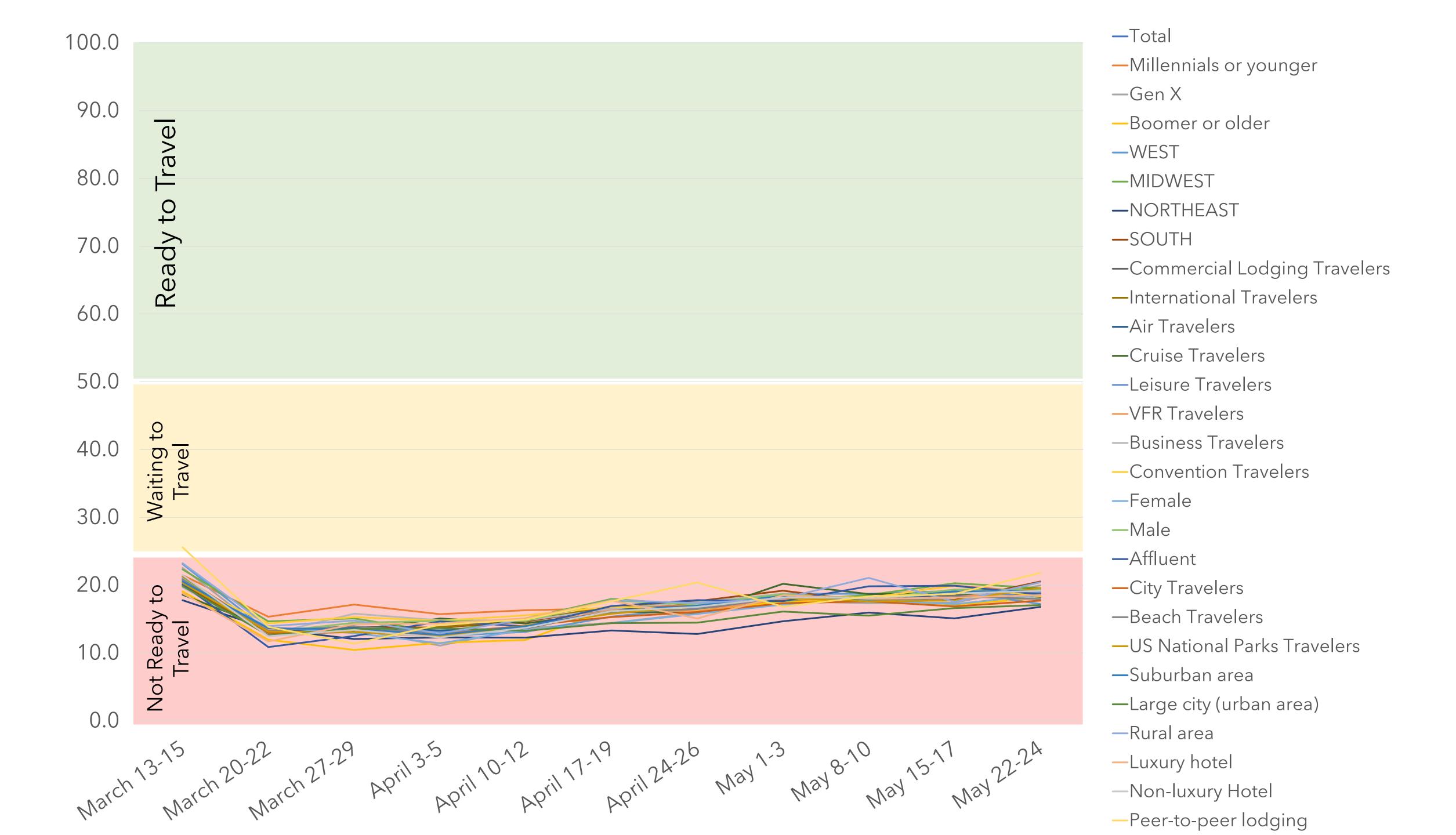
\*Normalized to a 100pt scale

#### Healthy Travel Outlook



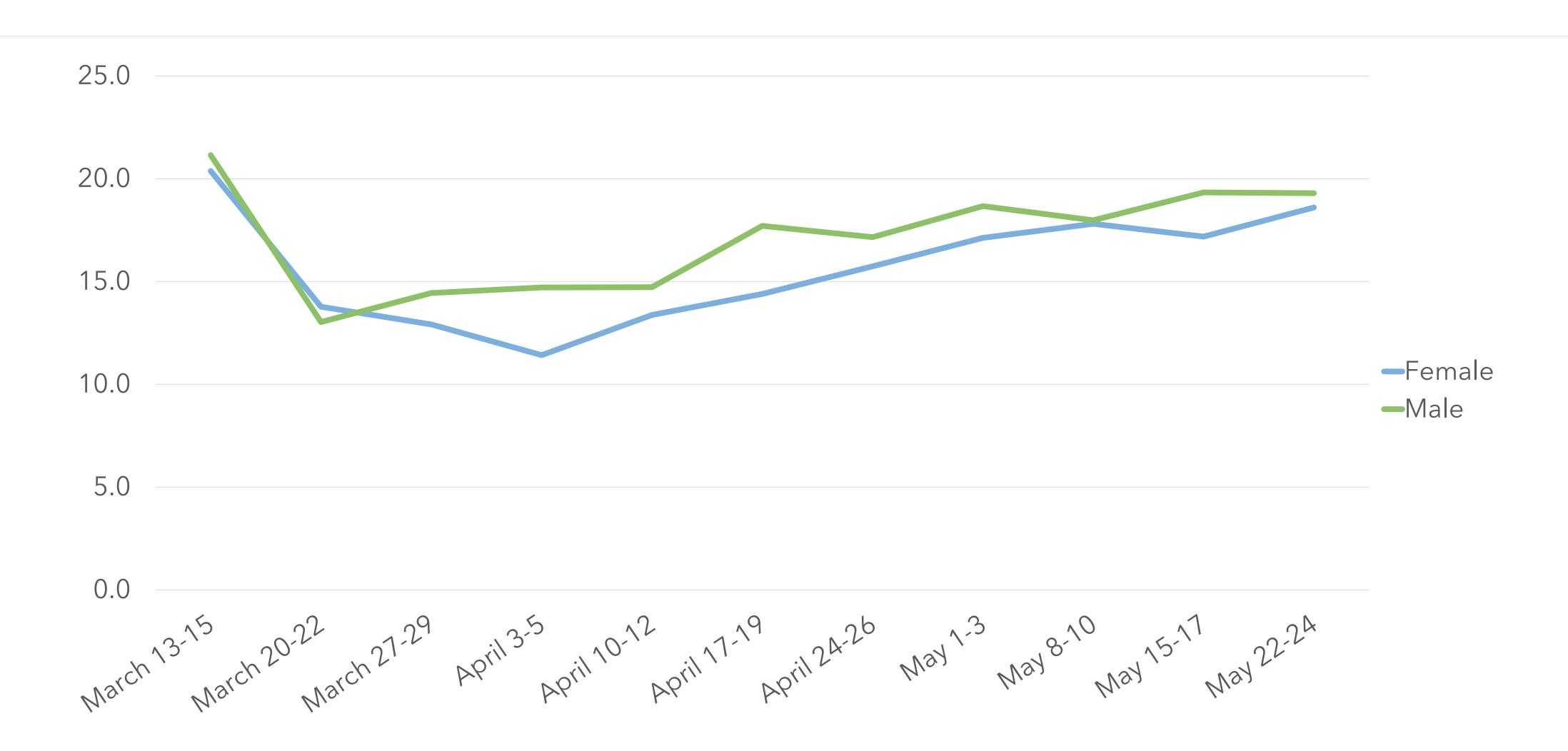
#### Travel Outlook: Week of May 25<sup>th</sup>





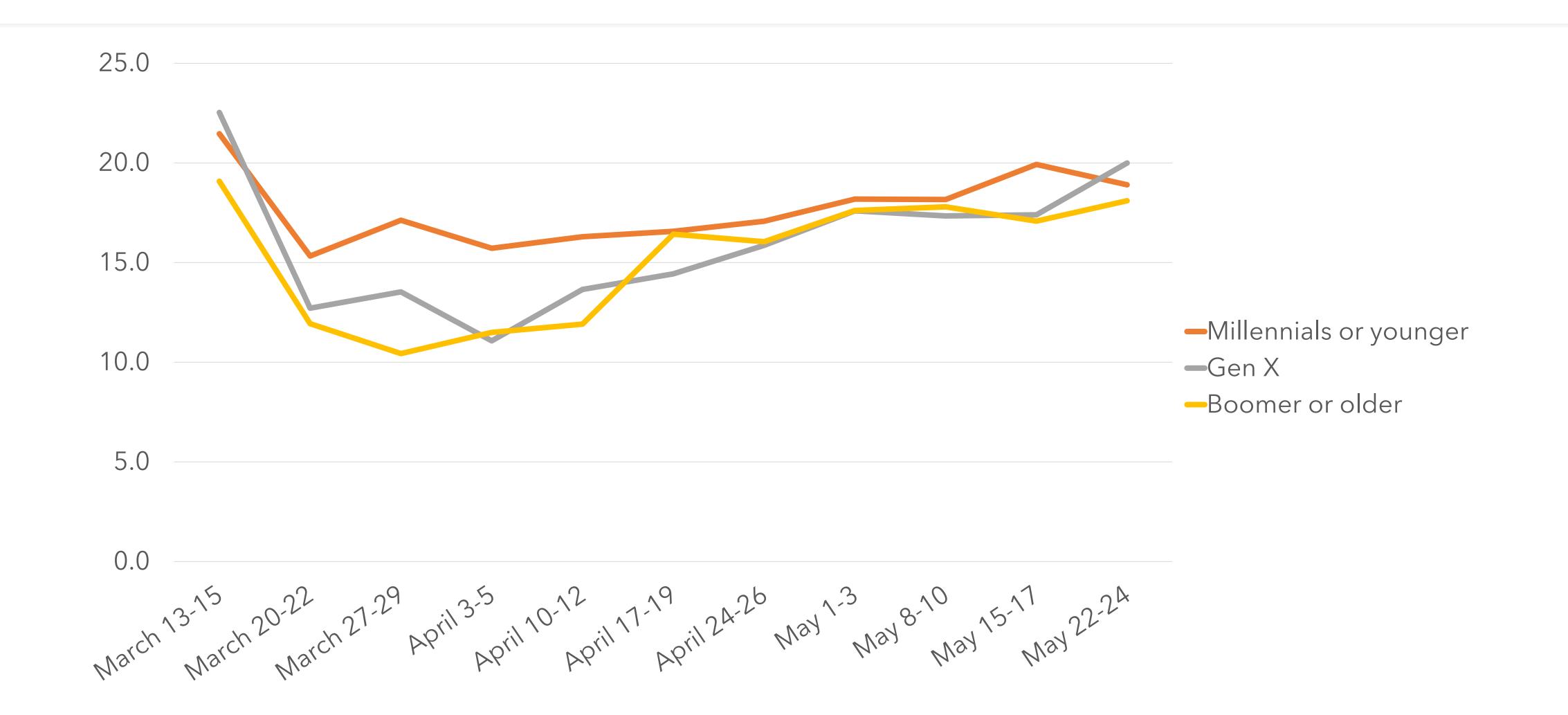
### Gender

- Women continue to report higher levels of safety and financial concerns than Men this week, though concerns for both groups show slight drops.
- A third of women this week again said they have no plans to travel in 2020 (35.2% up from 33.2%) while only a quarter of men (28.8% up from 26.0%) said the same.



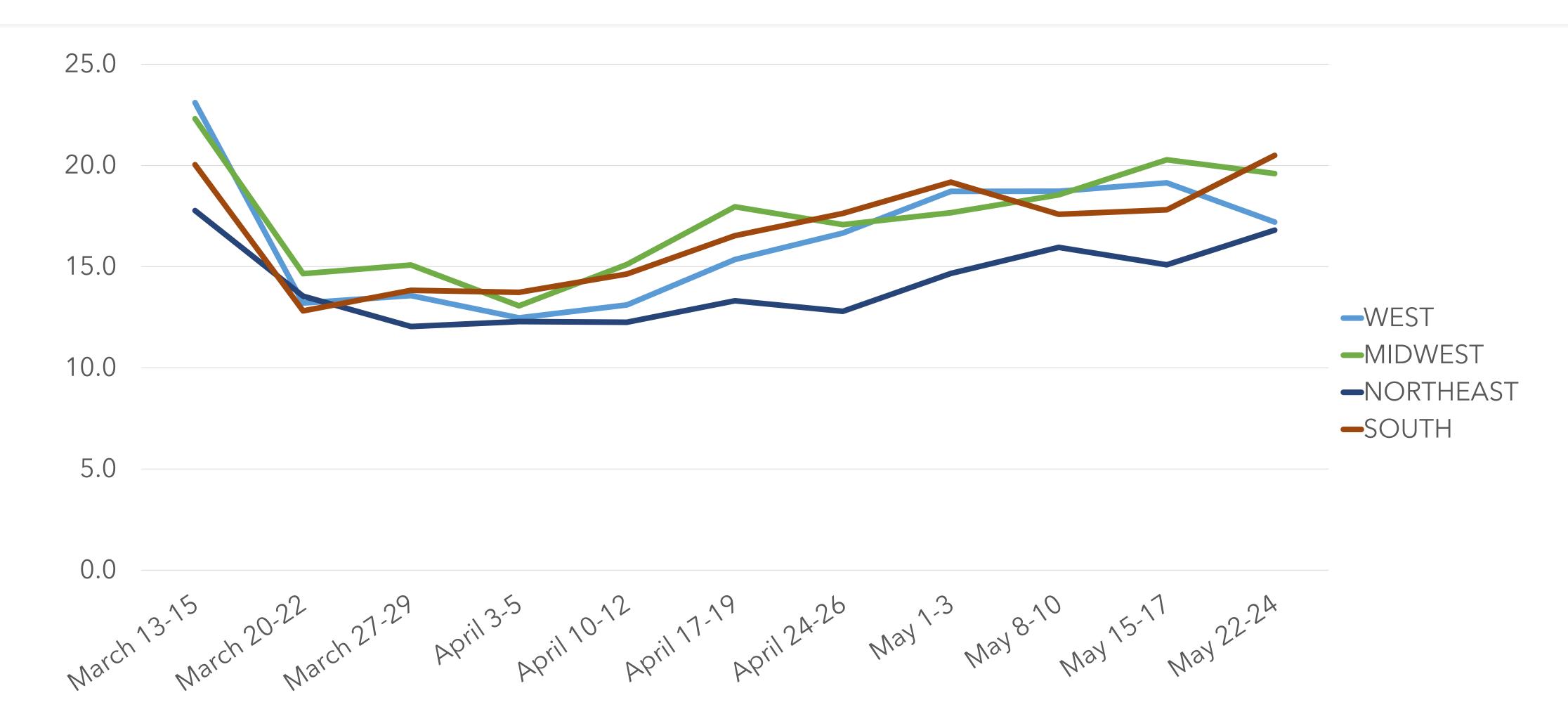
### Generation

- While Millennials and Boomers reported concern levels similar to previous waves, this week Gen X showed a slight drop in safety concerns.
- As a contrast to previous weeks, Gen X and Boomers rather than Millennials this week show the most optimism for the severity of the coronavirus situation.



## US Region

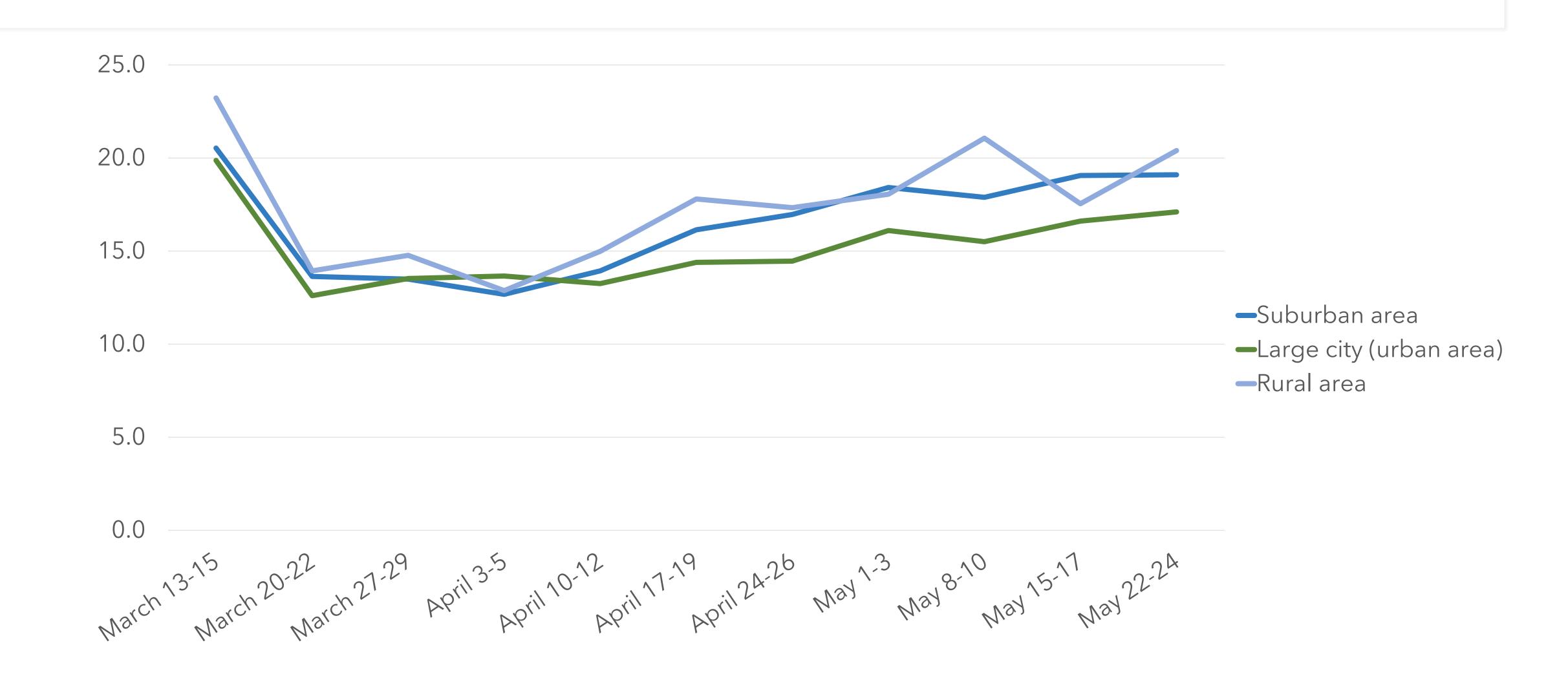
- Safety concerns in the West grew again this week while similar concerns dropped in the South.
- Financial concerns grew in the West and Midwest and dropped in the Northeast and South.
- The South reported their biggest drop this week in openness to travel
  messaging, but even still remains more open than the Midwest and Northeast.



## Type Of Residence

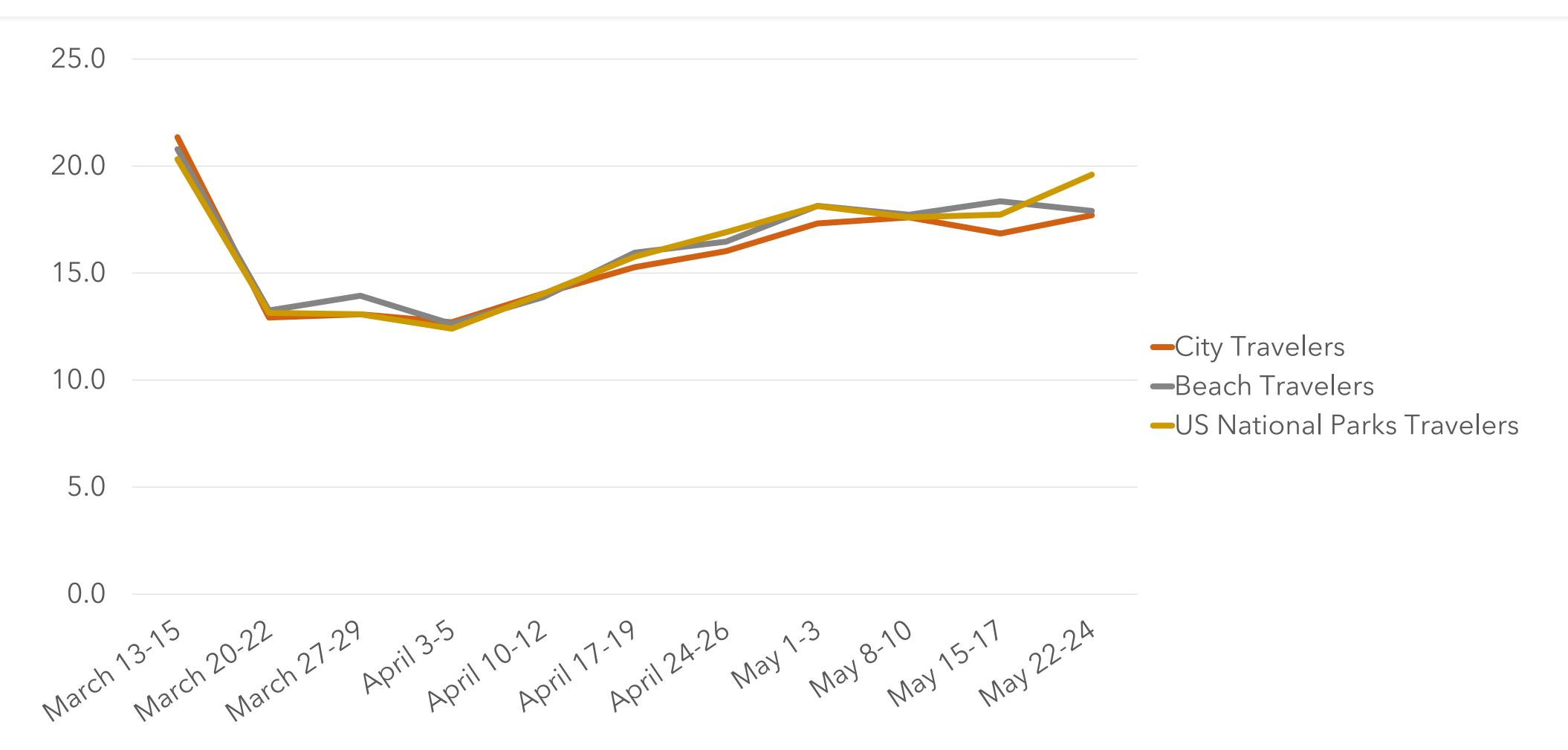
#### Points of Interest Impacting Index Scores:

- Urban respondents returned to being the most concerned with both personal safety and financial well-being this week.
- Even with the highest concerns, Urban respondents reported being the most excited to travel and are tied with Rural respondents for the most open to messaging.



# Favorite Destination Types

- Travelers who love National Parks reported the lowest comparative levels of safety concerns this week.
- National Park travelers also show the most optimism this week that the Coronavirus situation will improve.
- Beach travelers followed by National Park travelers report being likely to travel the farthest on their next road trip.





**Month-long subscribers**: The following section will show you how to access these results in our online dashboard called Displayr. On the dashboard, you can segment results by:

- Generation (Millennials or younger, Gen X, Baby Boomers or older)
- Geographic Region (West, Midwest, South and Northeast)
- Demographics
- And more

Single report purchasers: If you want access to the online dashboard which includes these benefits and more, please subscribe to the full month-long study. To inquire please reach out to Kimberly@DestinationAnalysts.com.

## HOW TO USE DISPLYR

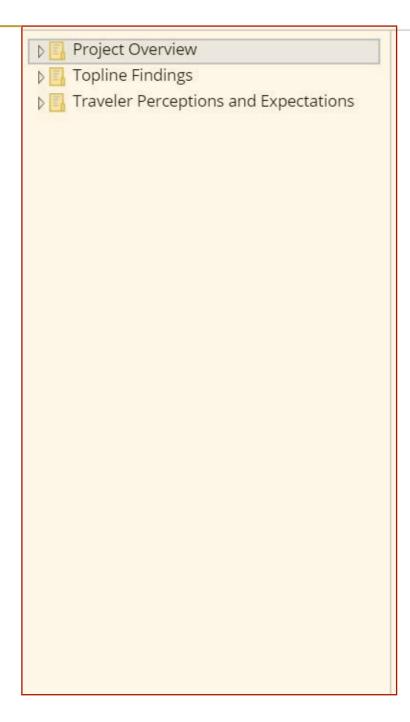
Guidelines on viewing, segmenting and exporting data from the dashboard.

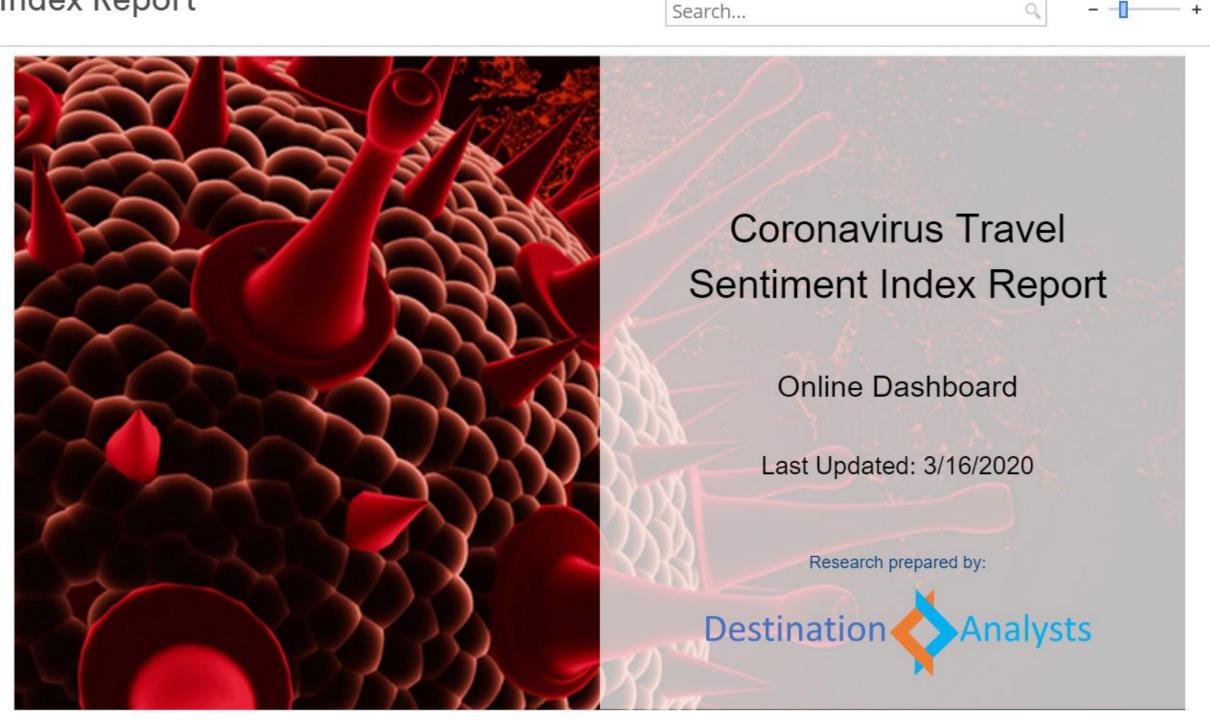


#### NAVIGATING THE DASHBOARD:

#### Coronavirus Travel Sentiment Index Report

Toggle between the report sections by clicking on the header(s) in this navigation pane



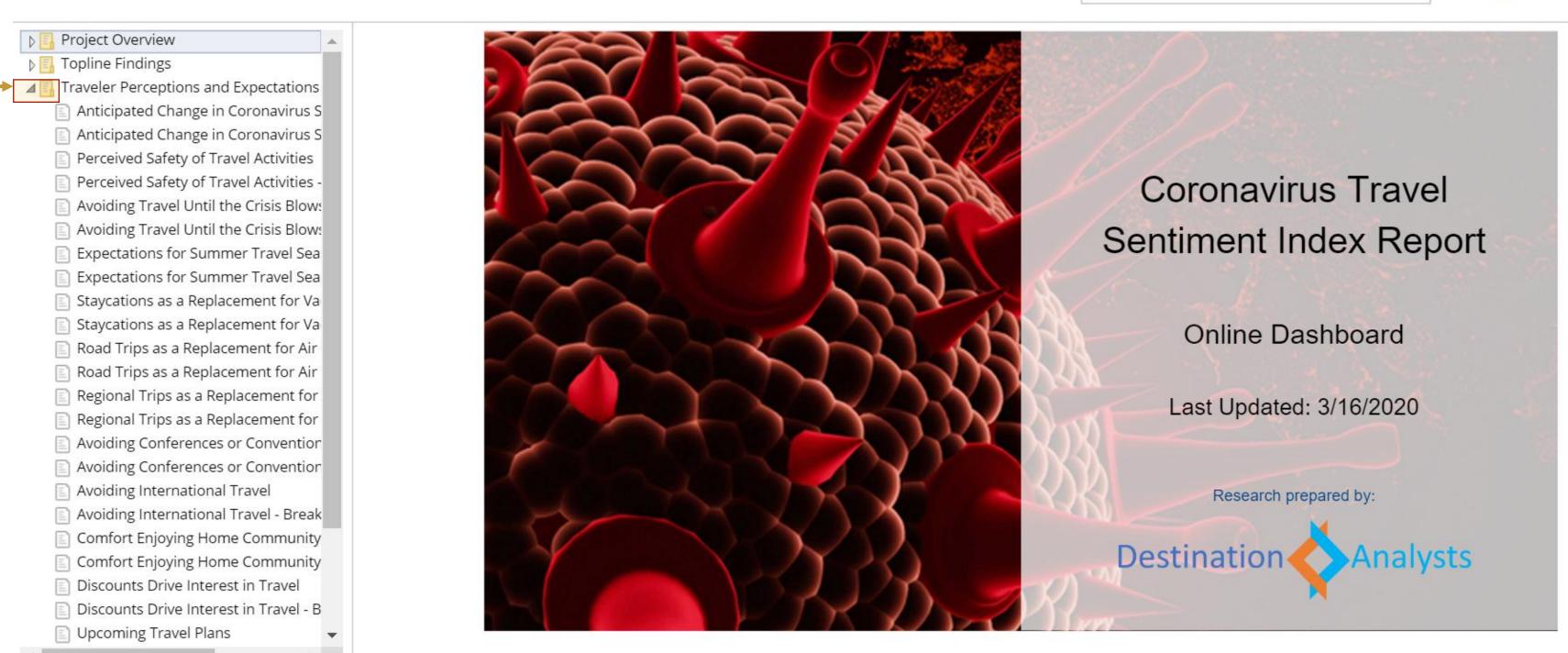


#### NAVIGATING THE REPORT:

Coronavirus Travel Sentiment Index Report

To view submenu data points in a particular section, click on the arrow to the left of the heading.

This allows you to jump to specific data points without having to scroll through the entire report.

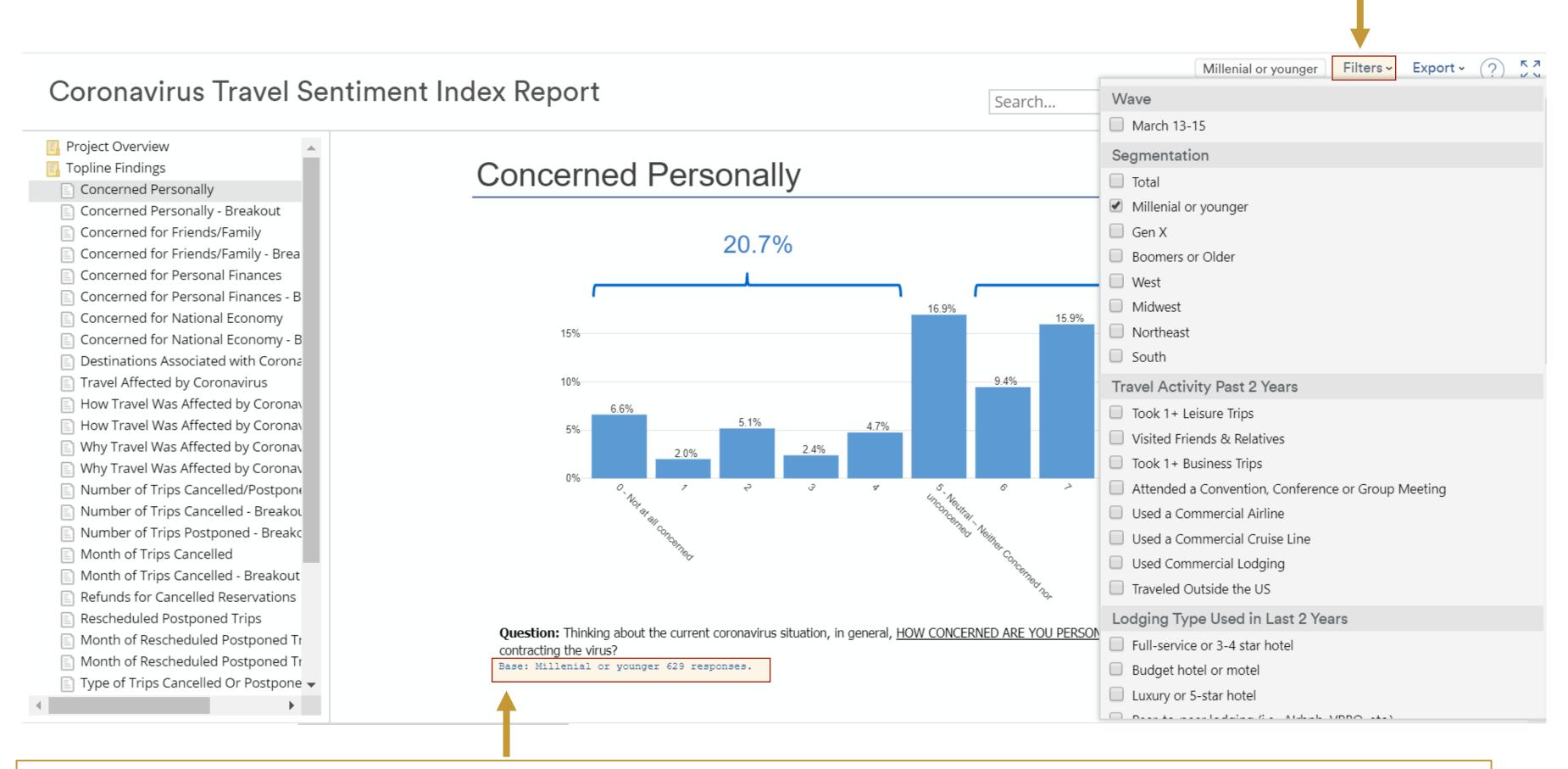


Search...

#### FILTERING THE REPORT:

To segment the results by a specific group (generational, geographical, etc.)

Click on "Filters" in the top right corner.

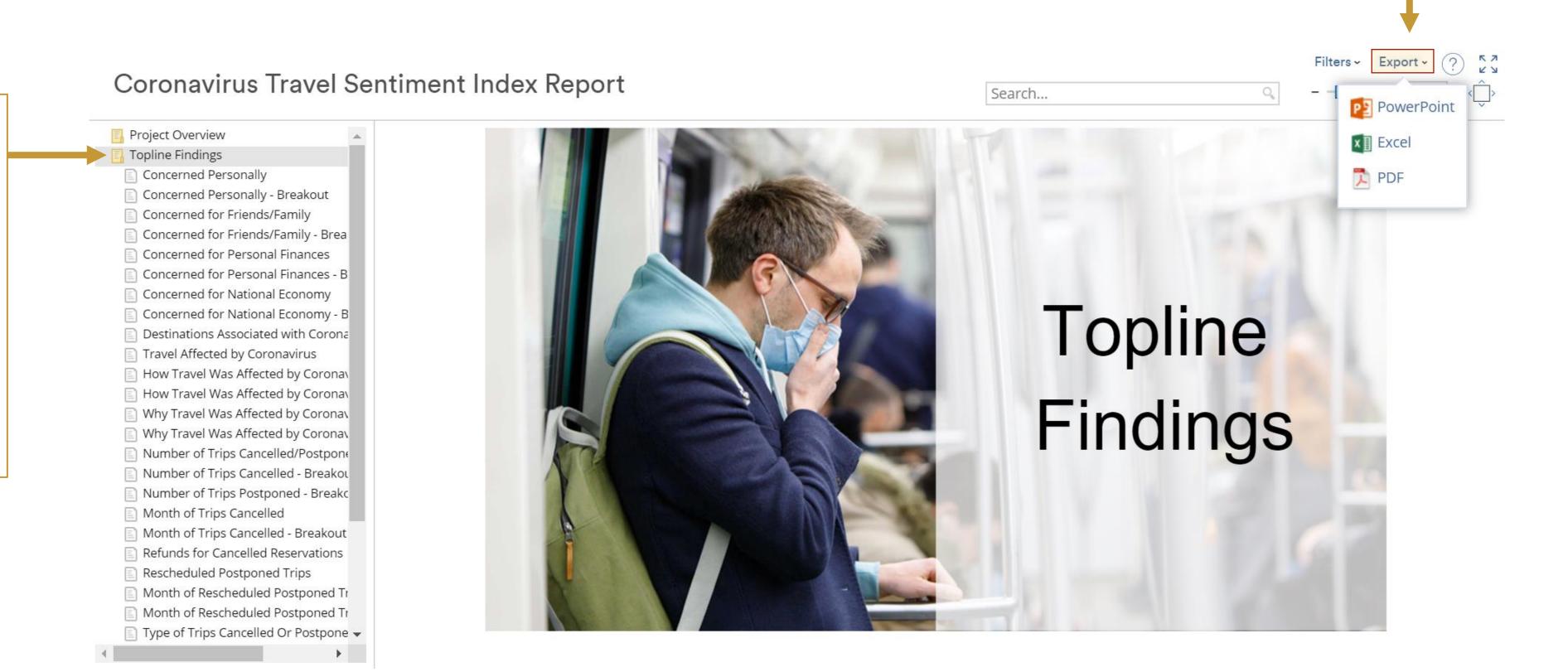


**IMPORTANT NOTE:** When you select a filter, it will ONLY APPLY to the specific data point you are currently viewing. It WILL NOT apply to the entire report. Be sure to check the base description in the blue text (highlighted here) to see if a filter is being applied.

#### **EXPORTING THE DATA:**

To share the results with others in your organization, click on "Export" in the top right corner and select your preferred file type (PowerPoint, Excel or PDF).

If you want to export a specific report section, be sure to select it in the navigation pane BEFORE you click "Export"

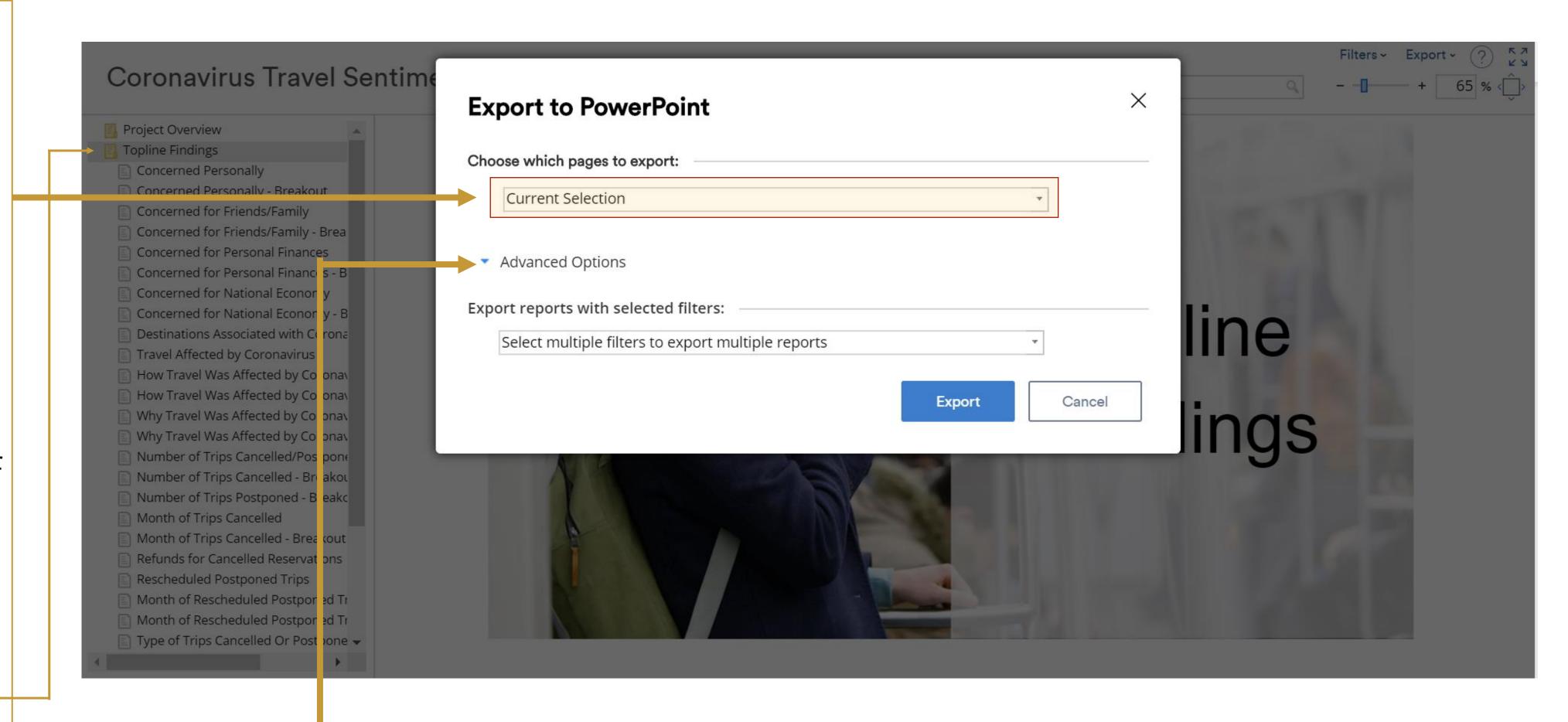


#### **EXPORTING THE DATA:**

After selecting your preferred file type,
Displayr will prompt you to select "Current Selection" or "All"

"Current Selection"
will only export the
single data point you
are viewing (or an
entire report section if
it is selected in the
navigation pane as
shown in this
screenshot).

"All" will allow you to download the entire report.



IMPORTANT NOTE: Use the "Advanced Options" to apply specific filters to the data you want to export.

## NEED MORE HELP?

If you have any additional questions about using Displayr please reach out to our dashboard expert:

Chingun Ganzorig
Research Manager
Chingun@DestinationAnalysts.com
(415) 722-2503

