

GREATER PORTLAND & CASCO BAY

2023 Fall Visitor Tracking Report

SEPTEMBER – NOVEMBER 2023

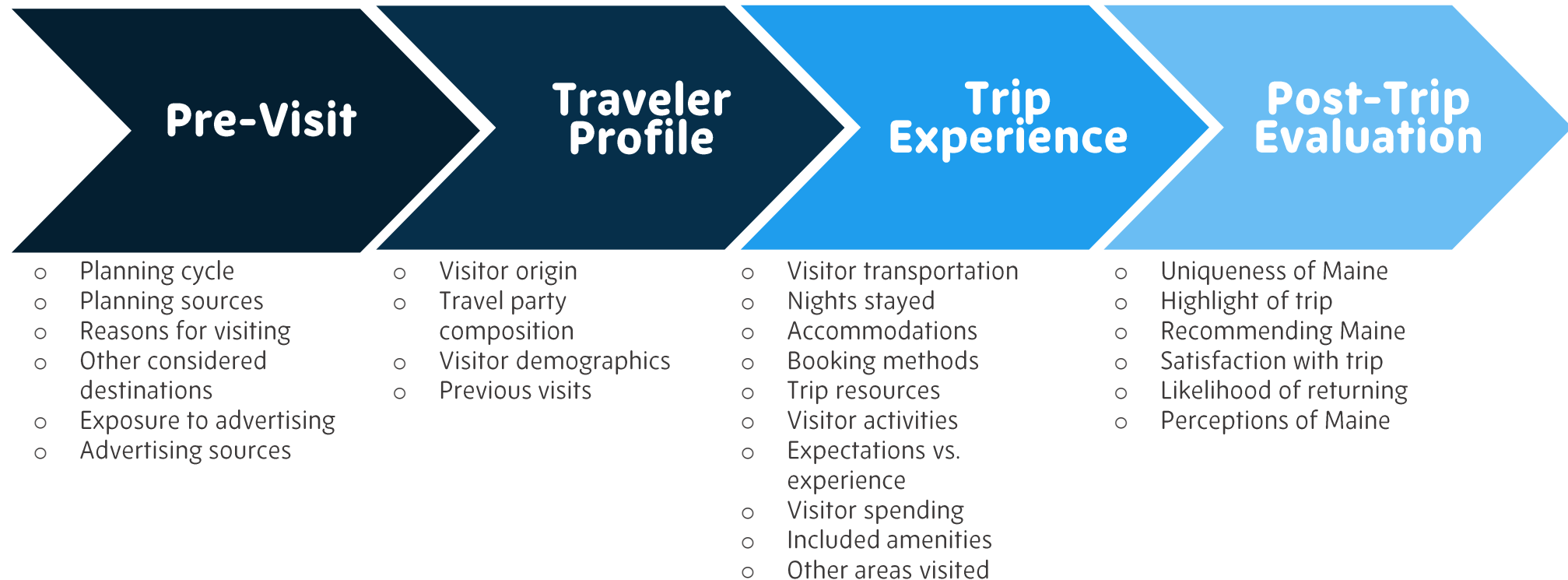


STUDY OBJECTIVES: VISITOR JOURNEY

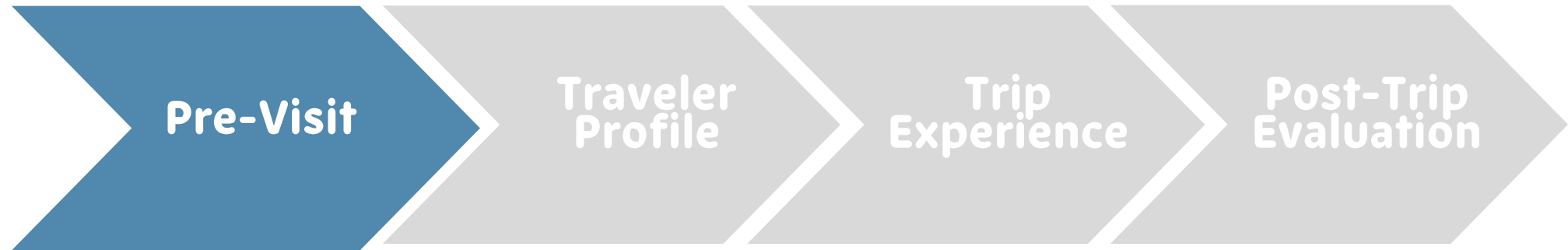
This report presents information about visitors to Maine from September to November 2023.

In the report, we follow the visitors in their journeys.

Along the way, we examine profiles of visitors, their experiences in our destination, and how they evaluate experiences in Maine.



VISITOR JOURNEY: PRE-VISIT



TRIP PLANNING CYCLE

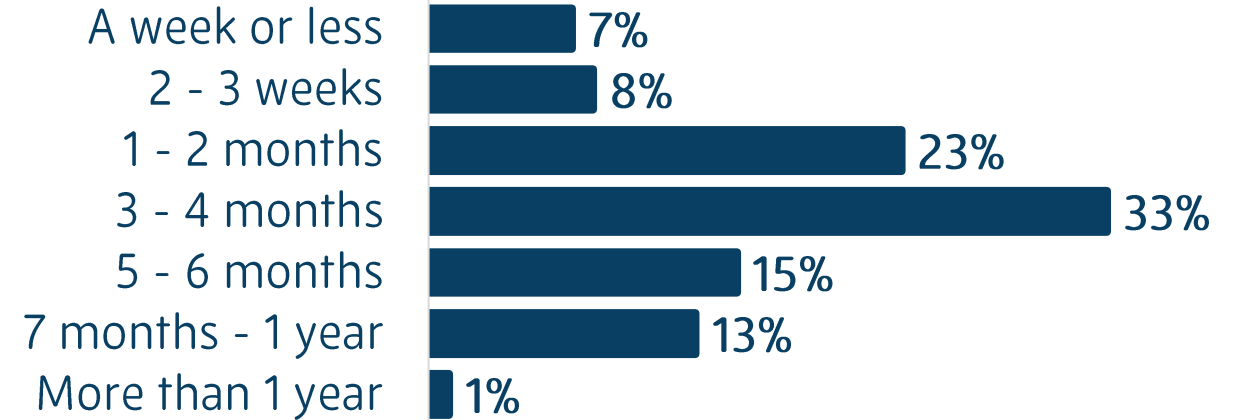
» Typical visitors began planning their trip **71 days** in advance

» **85%** of visitors started planning their trip a month or more in advance of their trip

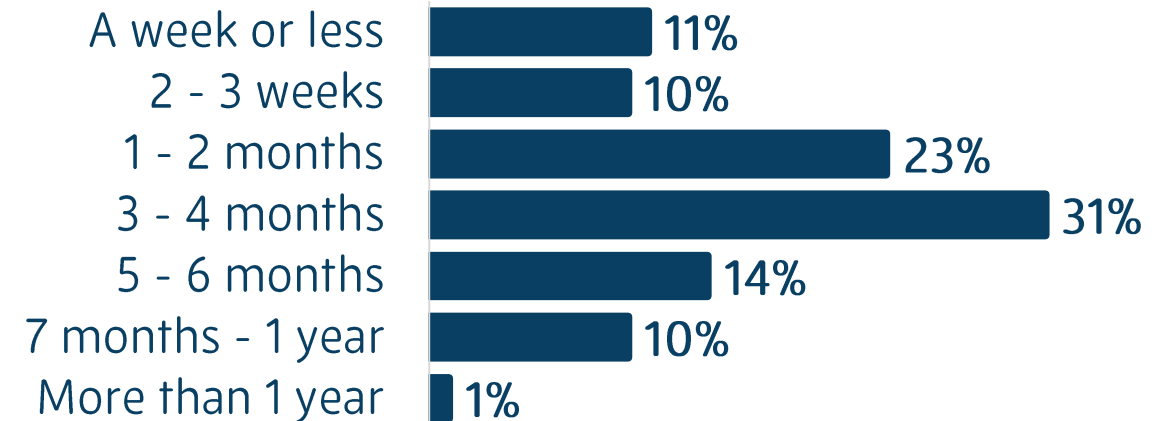
» Typical visitors booked their accommodations **66 days** in advance

» **44%** of visitors have a booking window of less than 3 months

Beginning of Trip Planning Cycle

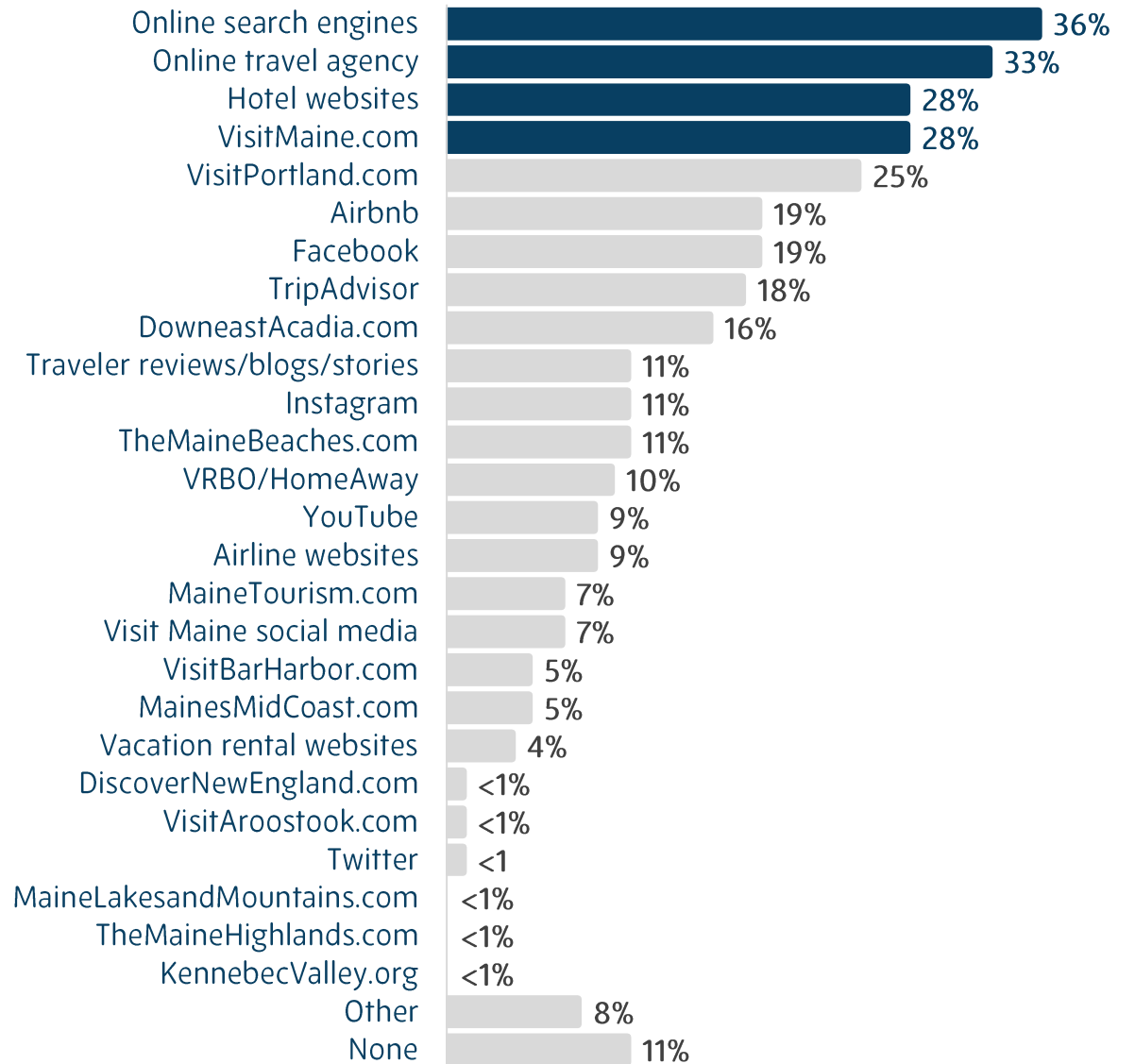


Booked Accommodations/Made Trip Decisions



ONLINE TRIP PLANNING SOURCES*

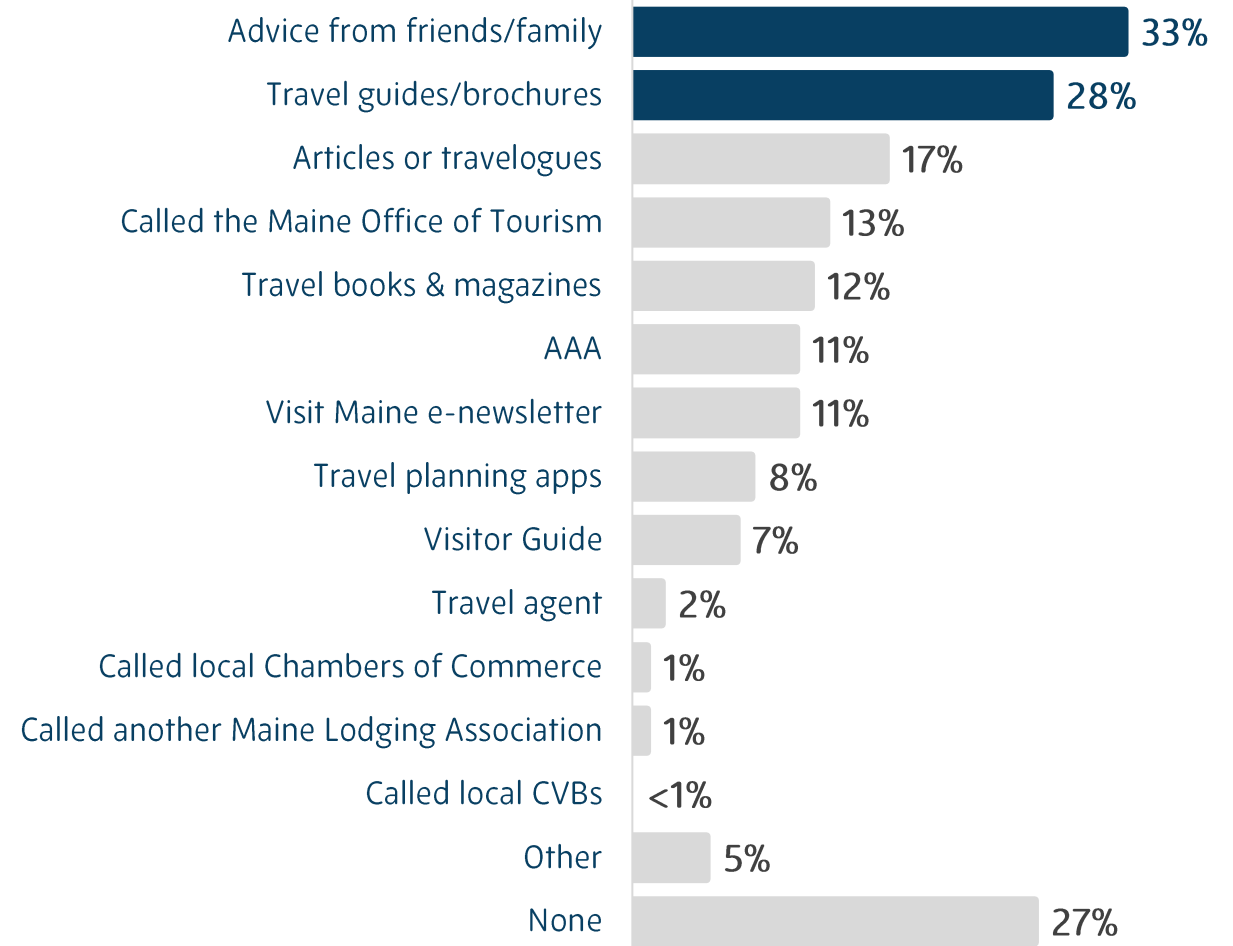
- » Nearly **9 in 10** visitors used one or more online resources to help them plan their trip in Maine
- » Nearly **2 in 5** visitors used an online search engine, such as Google, to help them plan their trip in Maine
- » **1 in 3** visitors used an online travel agency to help them plan their trip in Maine
- » Nearly **3 in 10** visitors used hotel websites and VisitMaine.com to help them plan their trip to Maine



*Multiple responses permitted.

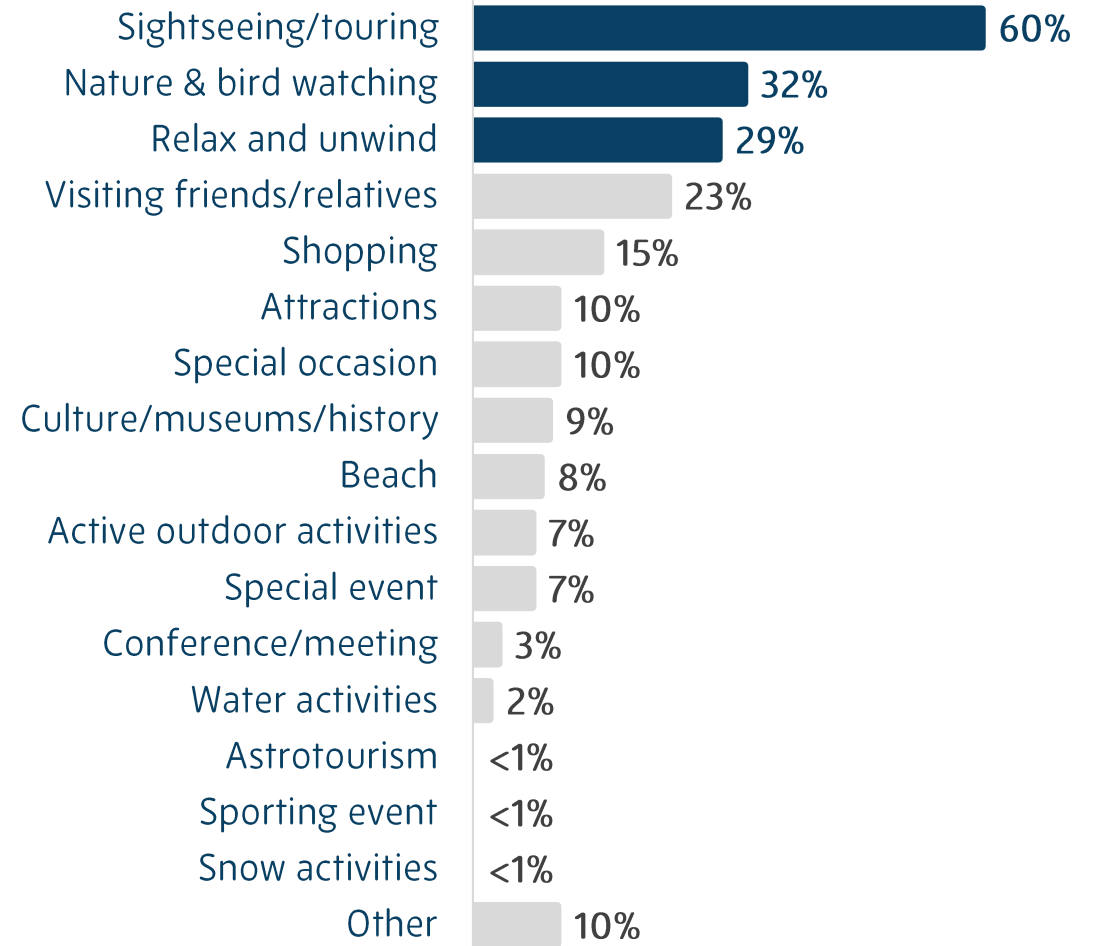
OTHER TRIP PLANNING SOURCES*

- » 1 in 3 visitors relied on advice from their friends and family to help them plan their trip in Maine
- » Nearly 3 in 10 visitors used travel guides/brochures to help plan their trip in Maine
- » Over 1 in 4 visitors did not use any other resources to help them plan their trip in Maine



REASONS FOR VISITING*

- » **3 in 5** visitors came to Maine for sightseeing/touring
- » About **3 in 10** visitors came to Maine for nature & bird watching and to relax & unwind



TV SHOWS & FILM

- » **6%** of visitors said a TV show or film inspired their trip to Maine
- » **54%** of visitors who were inspired by a TV show or film said it made them think about Maine as a place to visit
- » **6%** of visitors who were NOT inspired by a TV show or film to visit Maine said they visited the location of a TV show or film while in Maine

Base: 6% of visitors who were inspired by a TV show or film

Seeing Maine in a film or TV show made me think about Maine as a place to visit

54%

Visiting a location of a TV show or film was one of the activities I engaged in while in Maine

15%

I was considering Maine as a destination option and visiting a location related to a TV show or film was the deciding factor

15%

Visiting a location related to a TV show or film was the main reason I visited Maine

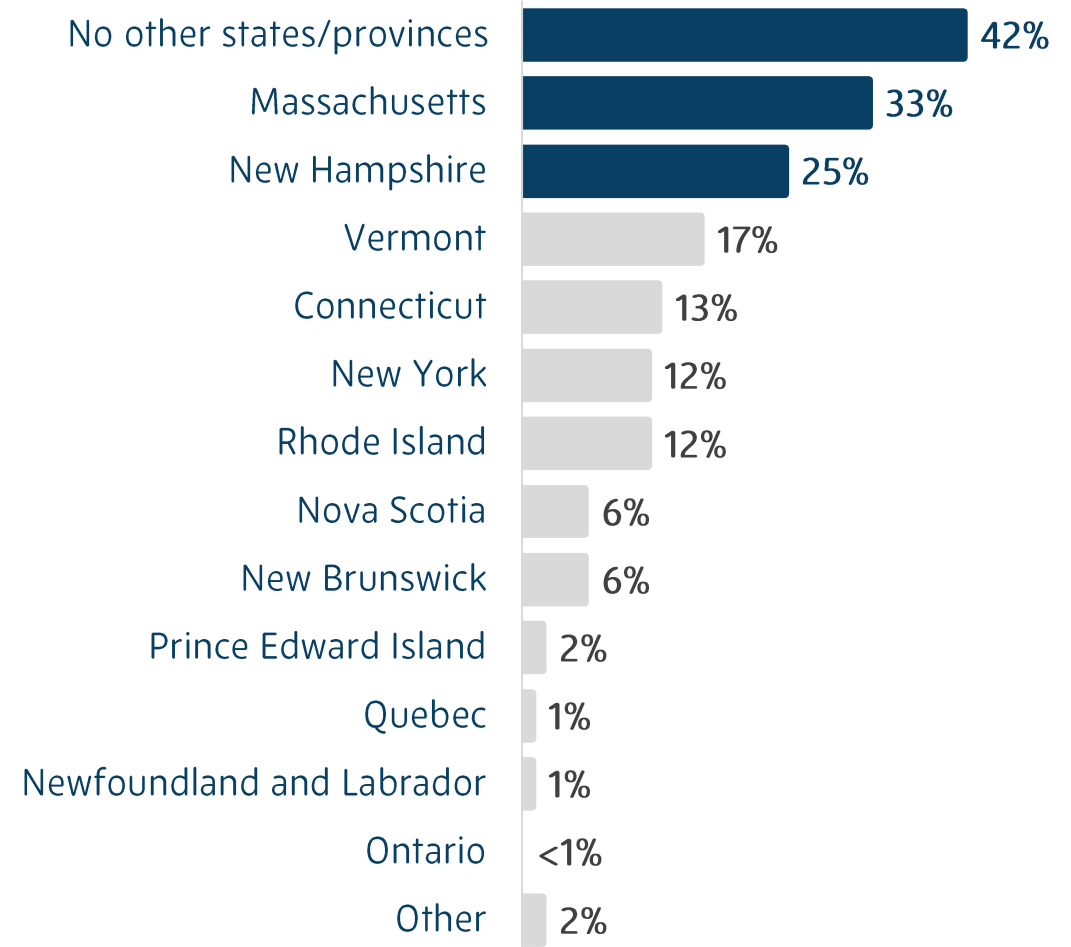
8%

Something else

8%

OTHER STATES & PROVINCES CONSIDERED*

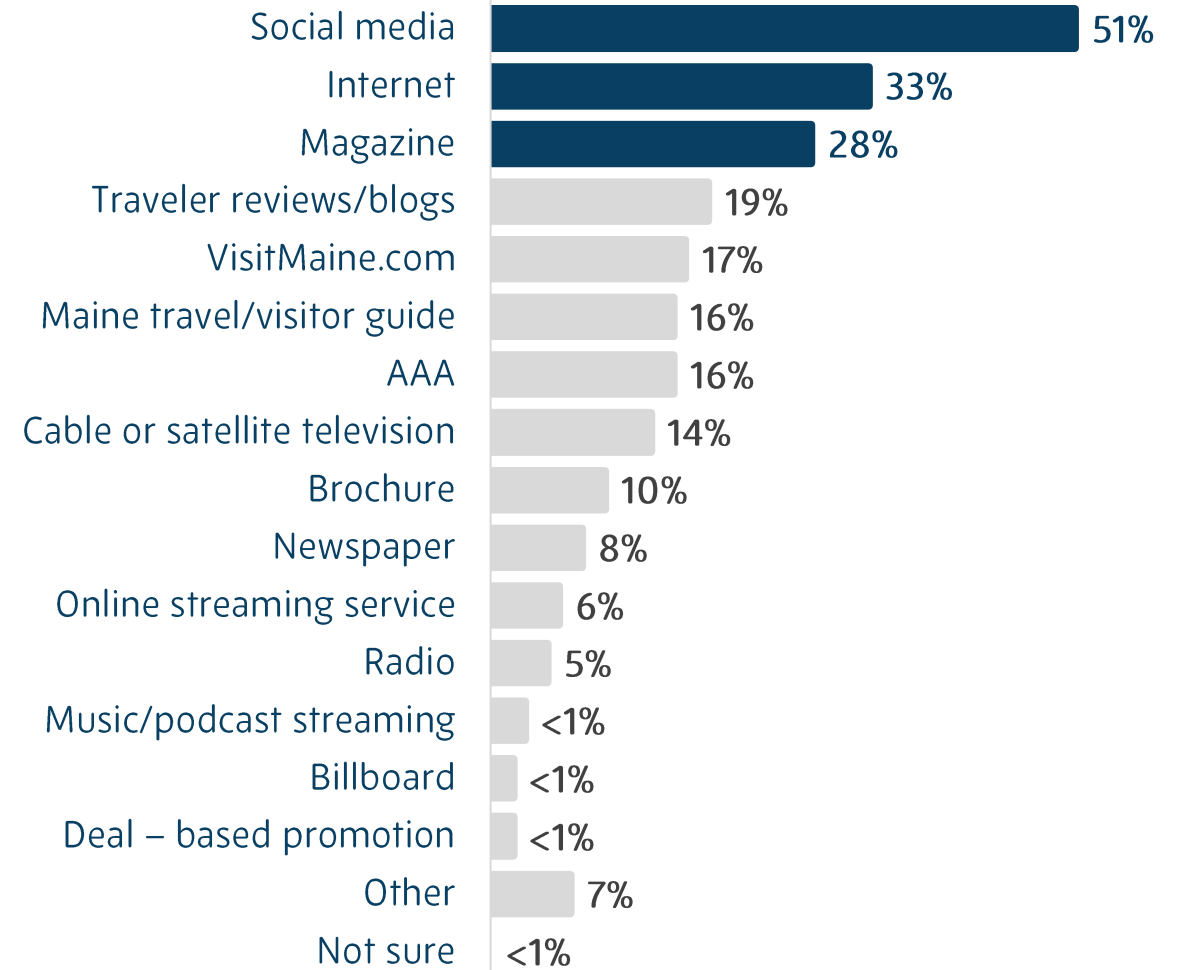
- » Over **2 in 5** visitors **ONLY** considered visiting Maine while planning their trips
- » Visitors were more likely to consider visiting nearby U.S. states than Canadian provinces



PRE-TRIP RECALL OF ADVERTISING*

- » Nearly **half** of visitors noticed advertising or promotions for Maine prior to their trip
- » **Half** of visitors who recalled this advertising saw it on social media
- » **1 in 3** noticed ads on the Internet, and nearly **3 in 10** saw them in a magazine
- » This information influenced **24% of all visitors** to visit Maine

Base: 49% of visitors who noticed advertising

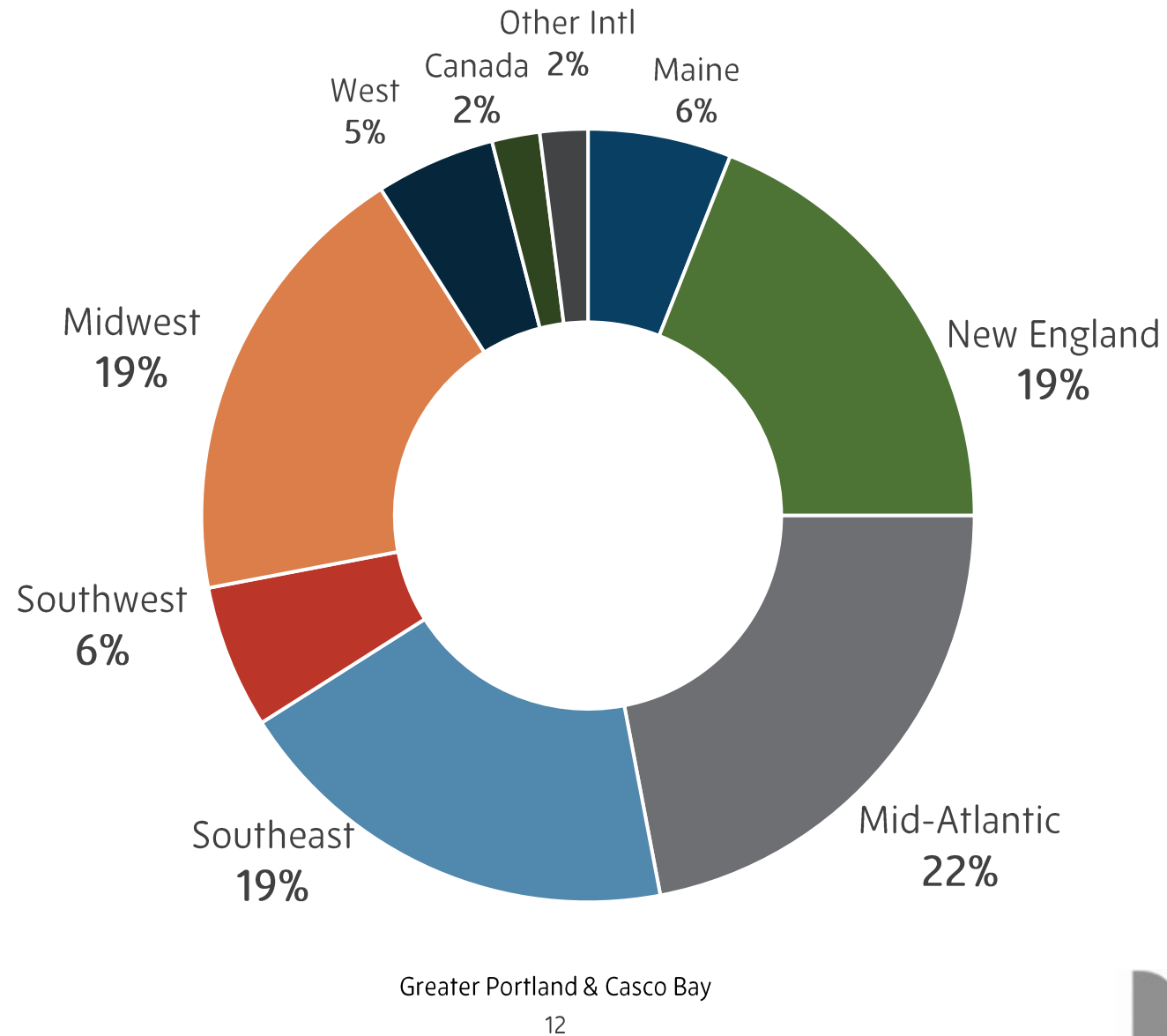


*Multiple responses permitted.

VISITOR JOURNEY: TRAVELER PROFILE



VISITOR ORIGINS



Greater Portland & Casco Bay
12

TOP ORIGIN STATES & PROVINCES

- » **73%** of visitors traveled to/within Maine from 17 U.S. states and Canadian provinces
- » **6%** of visitors were residents of Maine traveling throughout the state

| State/Province | Percent |
|----------------|---------|
| Massachusetts | 11% |
| Florida | 8% |
| New York | 7% |
| Maine | 6% |
| Pennsylvania | 6% |
| New Jersey | 4% |
| Texas | 4% |
| Illinois | 4% |
| New Hampshire | 3% |
| Ohio | 3% |
| Connecticut | 3% |
| Virginia | 3% |
| Kansas | 3% |
| Georgia | 2% |
| California | 2% |
| Alabama | 2% |
| Michigan | 2% |

TOP ORIGIN MARKETS

- » **31%** of visitors traveled from 9 U.S. markets
- » **14%** of visitors traveled to Maine from New York City or Boston

| Market | Percent |
|--|---------|
| New York City ¹ | 8% |
| Boston | 6% |
| Chicago | 4% |
| Dallas - Ft. Worth | 3% |
| Philadelphia | 2% |
| Washington DC - Baltimore ² | 2% |
| Orlando | 2% |
| Atlanta | 2% |
| Pittsburgh | 2% |

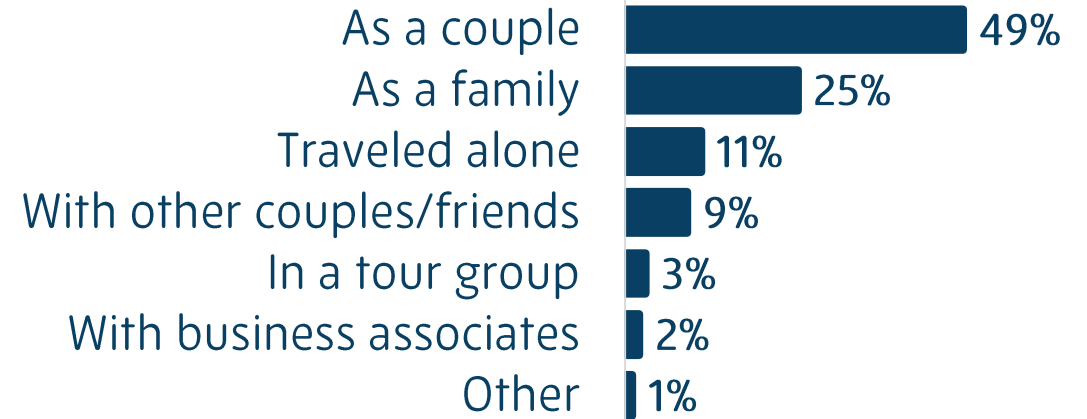
¹Includes some markets in New Jersey, Pennsylvania, and Connecticut.

²Includes some markets in Maryland, Virginia, and West Virginia.

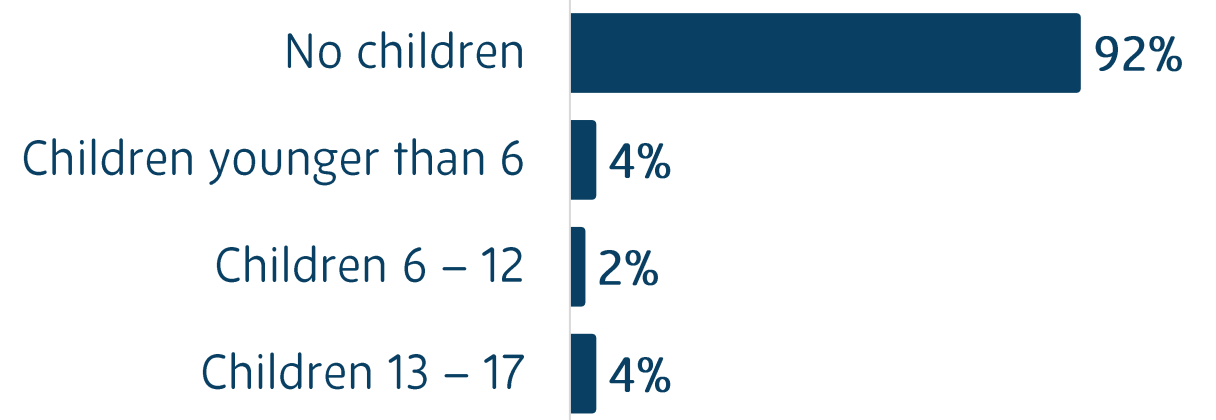
TRAVEL PARTIES

- » Typical visitors traveled to Maine in parties of **2.8** people
- » Nearly **half** of visitors traveled as a couple
- » **1 in 4** traveled as a family
- » **8%** of visitors traveled with one or more children in their travel party

Travel Party Composition



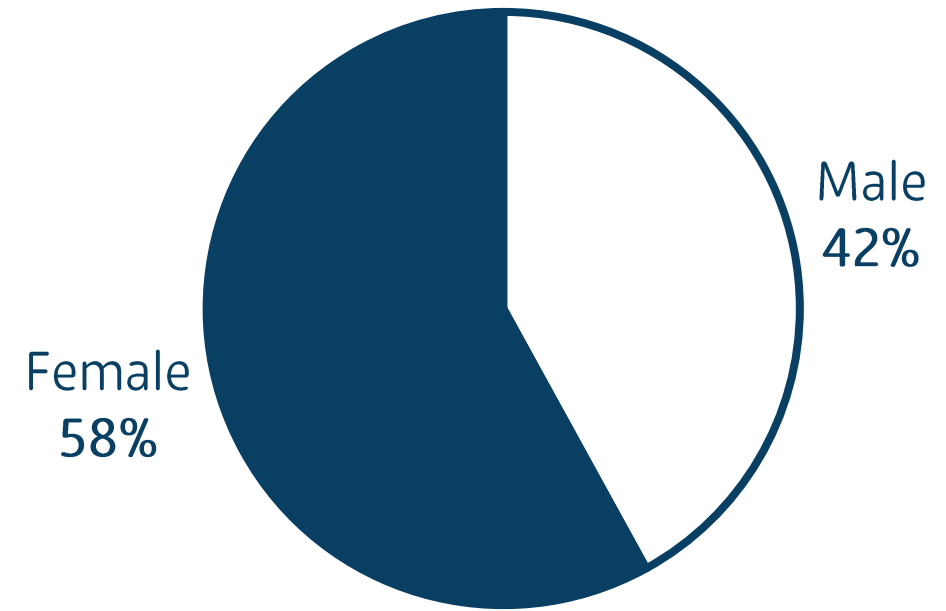
Children in Travel Party*



*Multiple responses permitted.

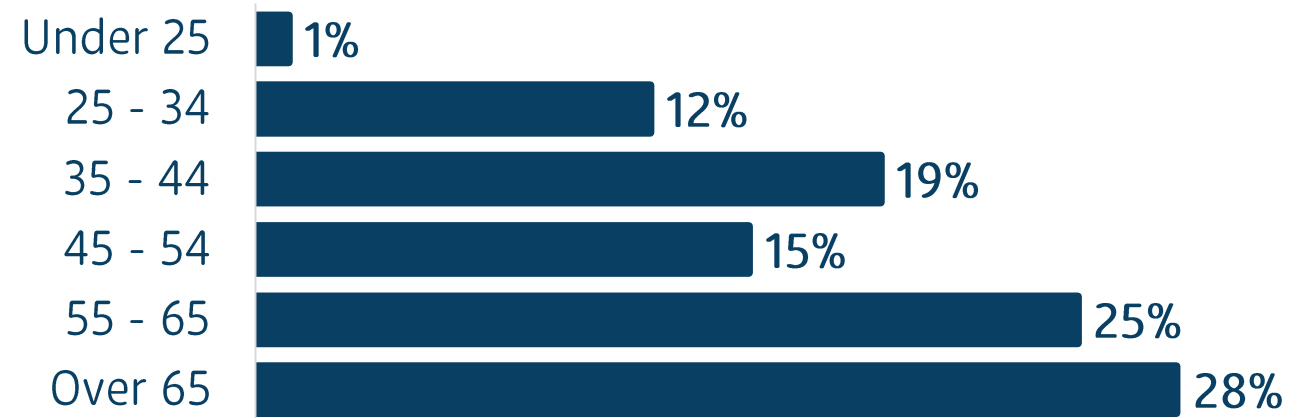
GENDER

» Nearly **3 in 5** visitors to Maine interviewed were females



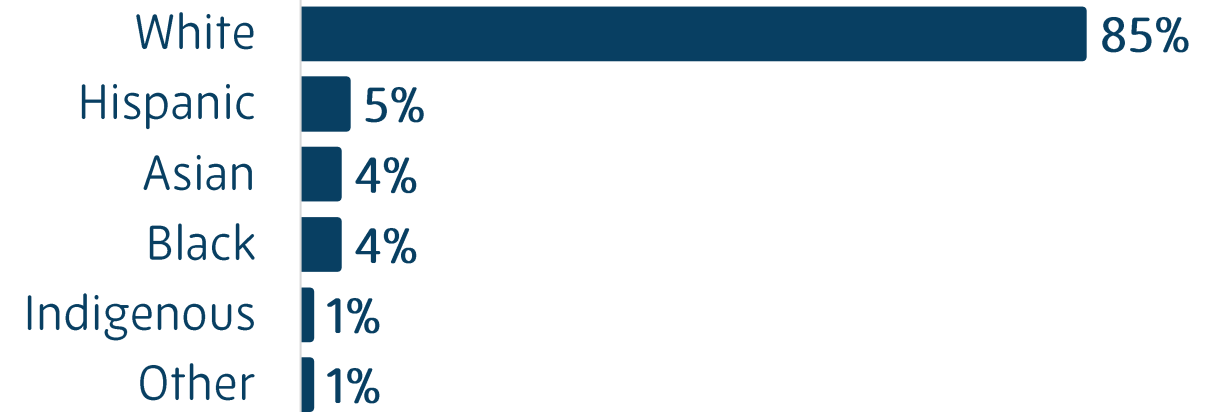
AGE

» The average age of visitors to Maine is 56 years old



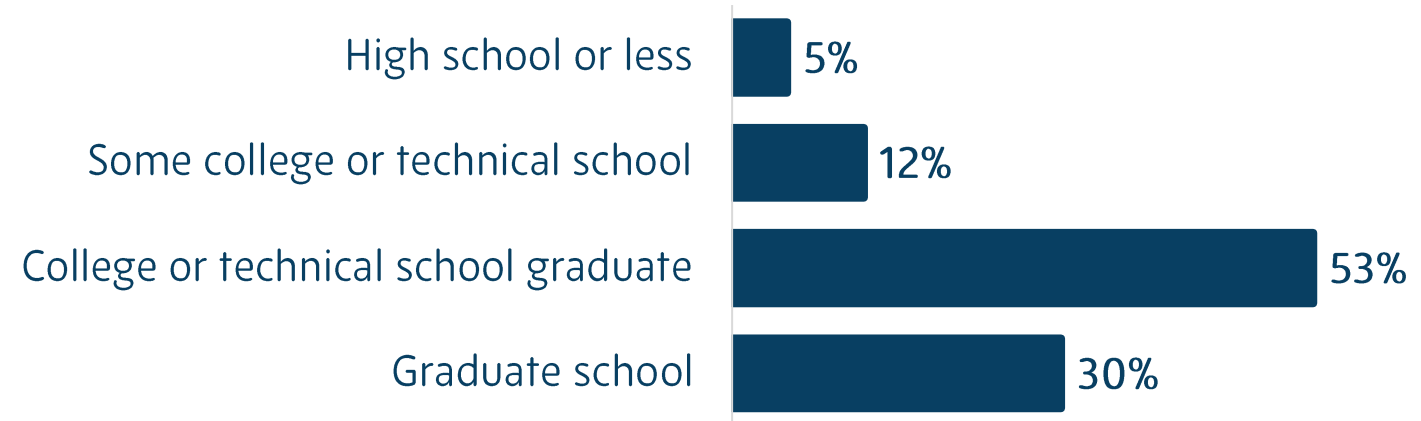
RACE & ETHNICITY

» Over 4 in 5 visitors to Maine were white



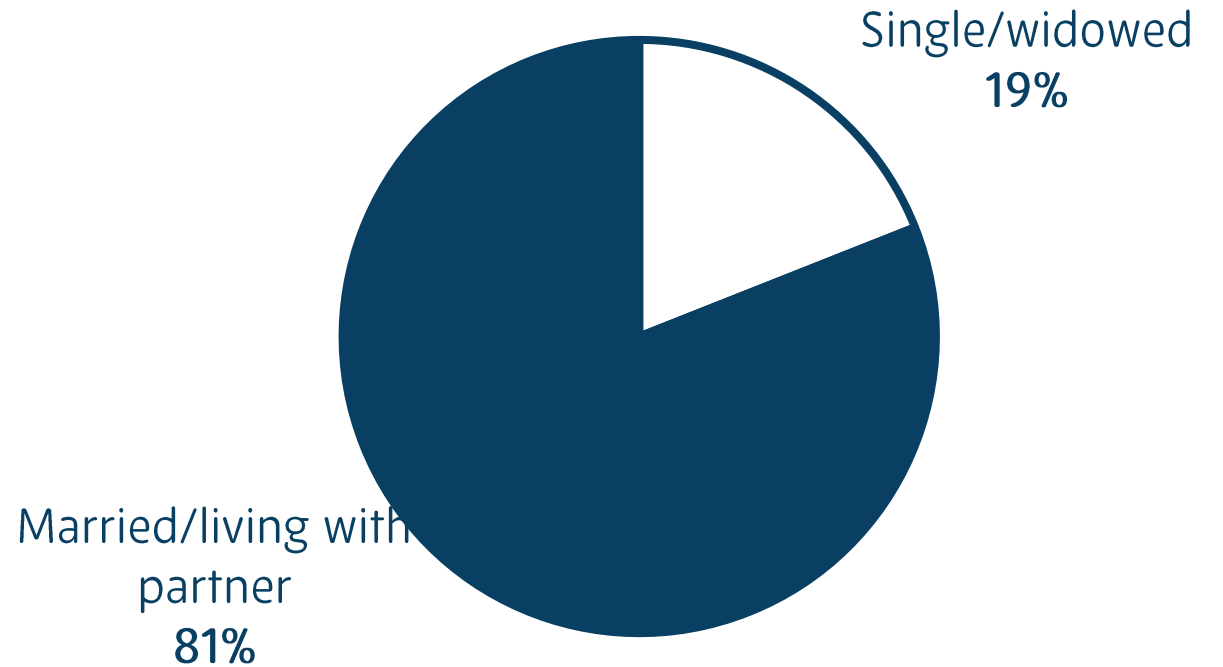
EDUCATIONAL ATTAINMENT

- » Over 4 in 5 visitors have a college/technical school degree or higher



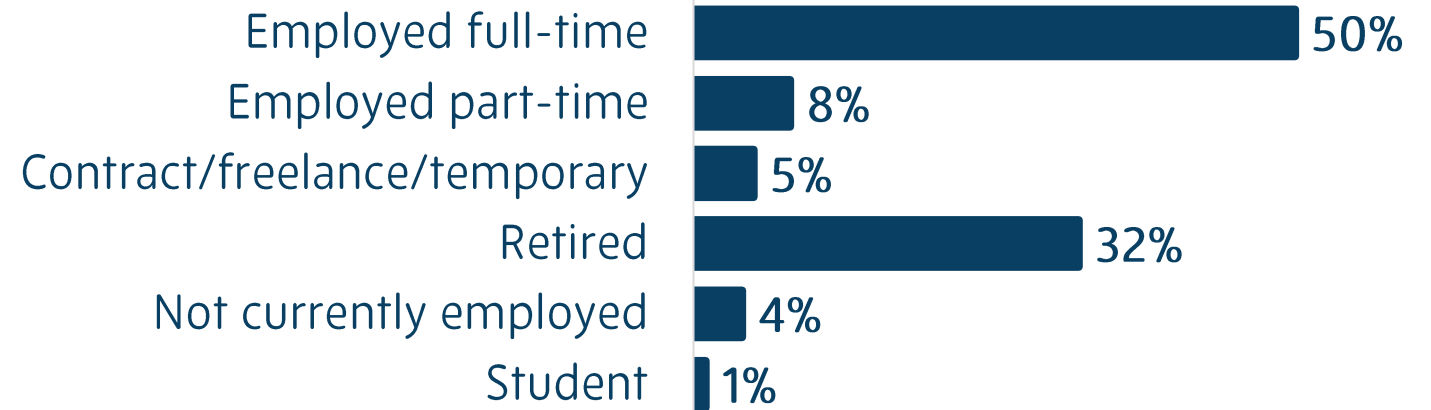
MARITAL STATUS

» Nearly **3 in 4** visitors to Maine were married or living with their partner



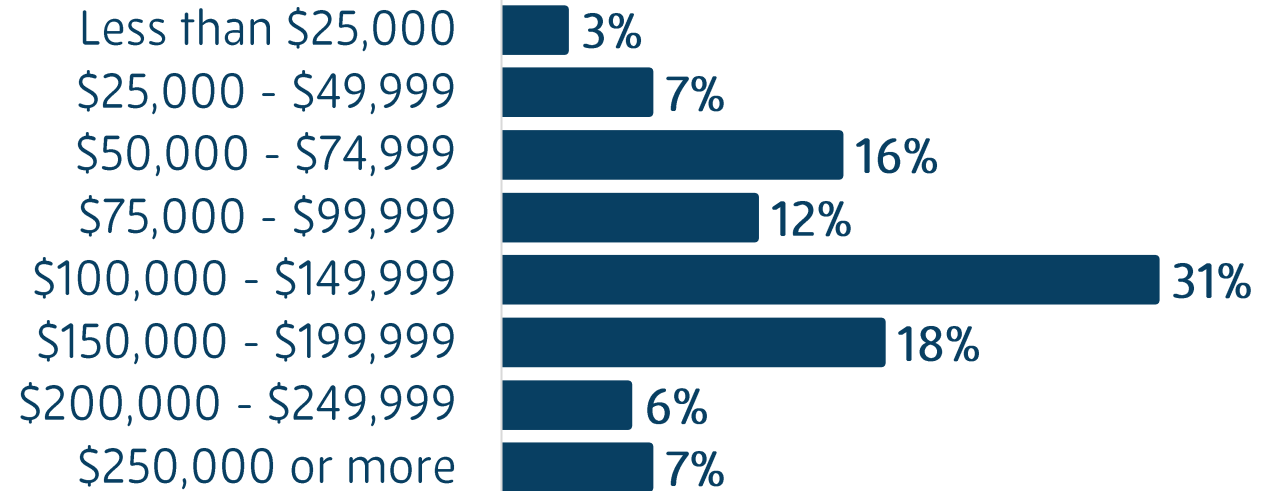
EMPLOYMENT STATUS

» Over **3 in 5** visitors to Maine were employed, most full-time



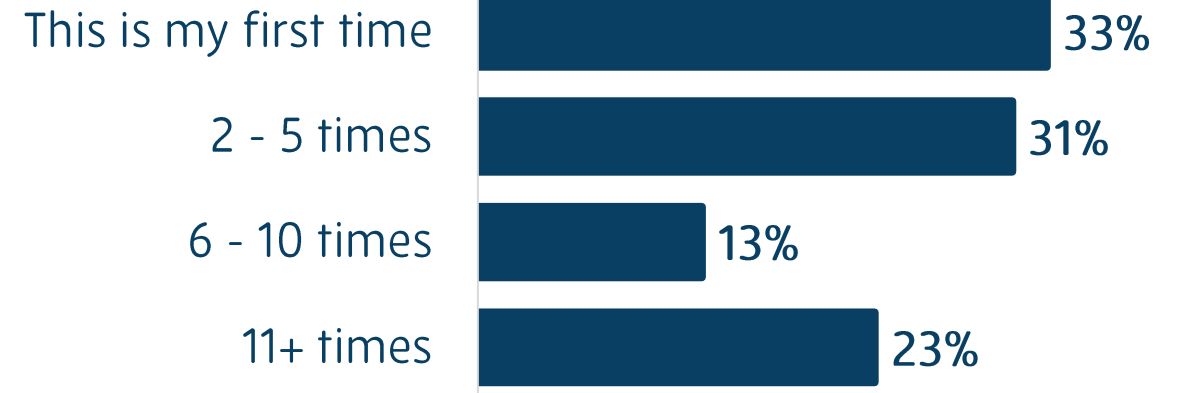
HOUSEHOLD INCOME

- » The average household income of visitors to Maine is **\$119,400** per year
- » **31%** of visitors to Maine earned more than \$150,000 per year



NEW & RETURNING VISITORS

- » 33% of visitors were traveling in Maine for the first time
- » Maine has high repeat and loyal visitors, as 23% had been to Maine more than 10 times

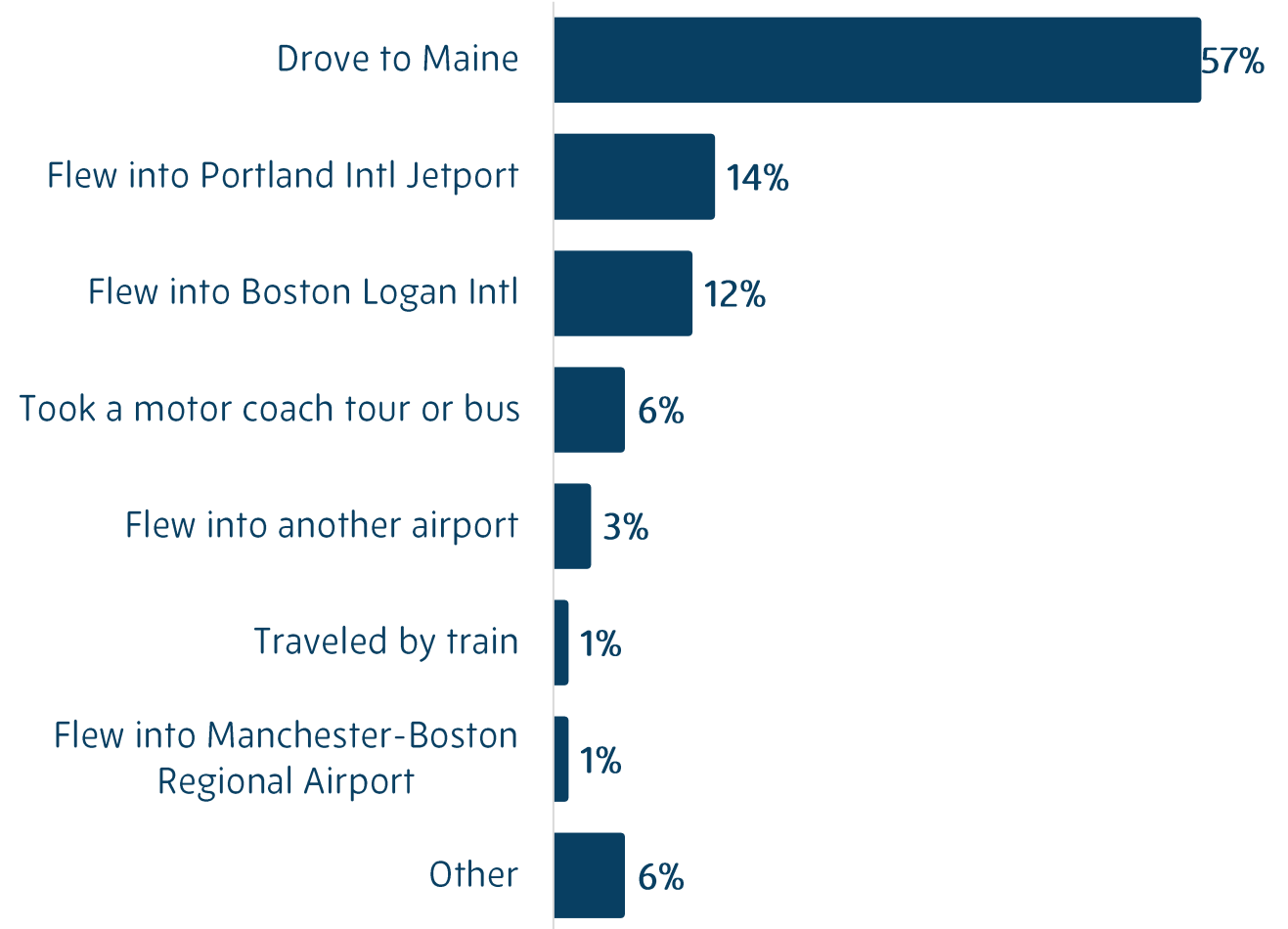


VISITOR JOURNEY: TRIP EXPERIENCE



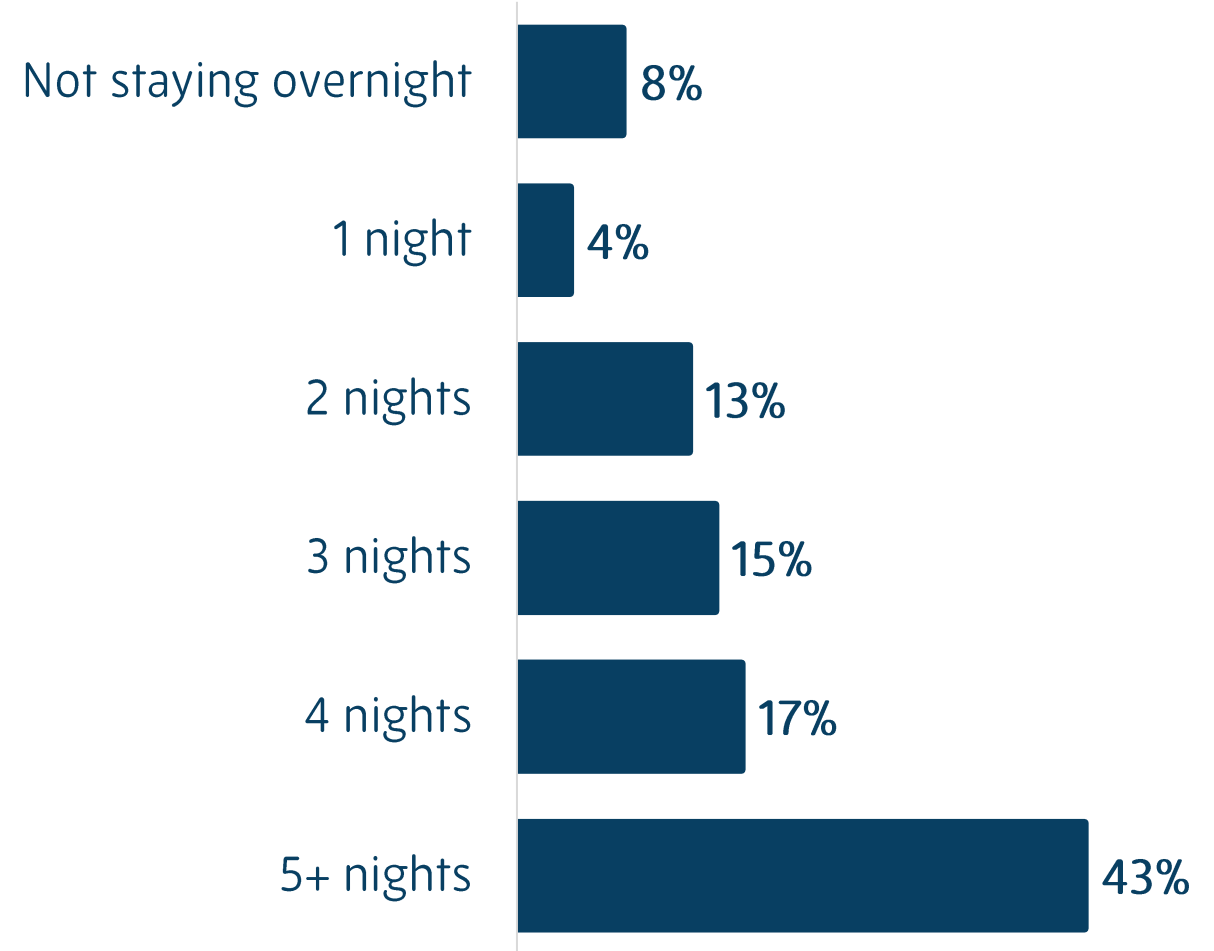
MODES OF TRANSPORTATION

- » Maine is a drive-market for most visitors, with **57%** choosing to travel by car over plane, motor coach/bus, or train
- » Most visitors who flew to Maine arrived at Portland International Jetport or Boston Logan International Airport



NIGHTS STAYED

- » 92% of visitors stayed one or more nights in Maine on their trip
- » Typical visitors stayed 4.9* nights in Maine on their trips
- » Typical visitors staying overnight in paid accommodations stayed 4.9 nights in Maine on their trips

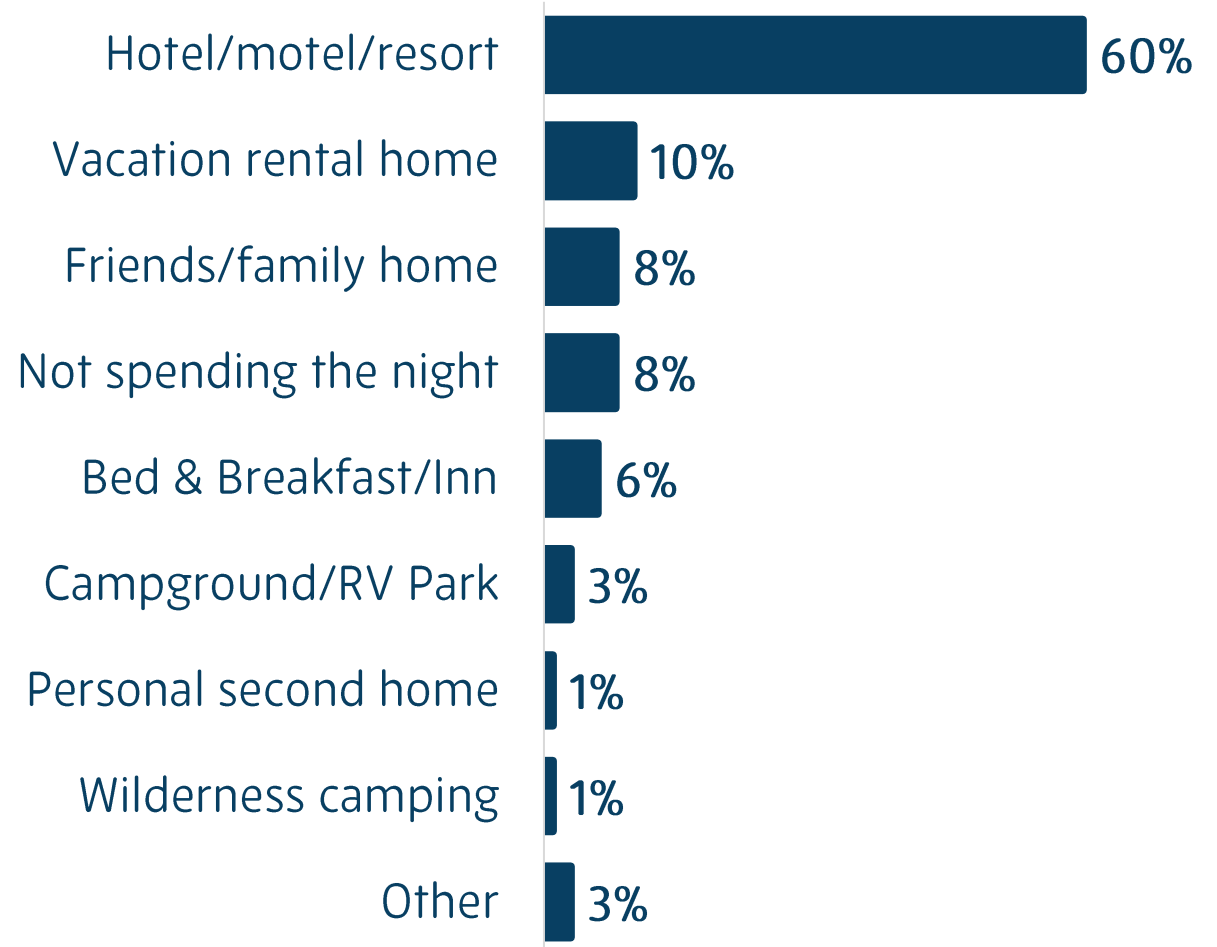


*Includes visitors staying overnight in paid accommodations, visiting friends & relatives, and day trippers.

Greater Portland & Casco Bay

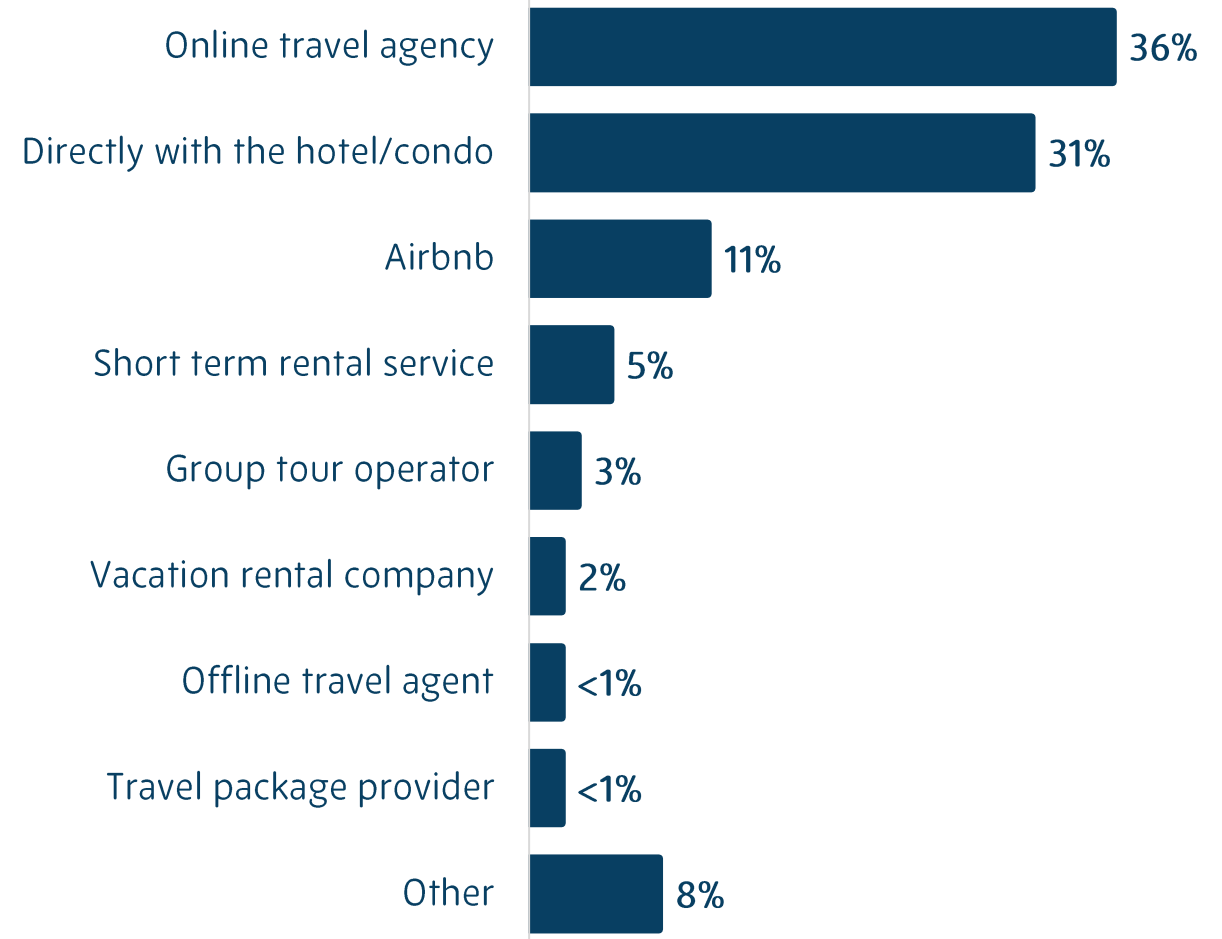
ACCOMMODATIONS

» 3 in 5 visitors stayed overnight at a hotel/motel/resort



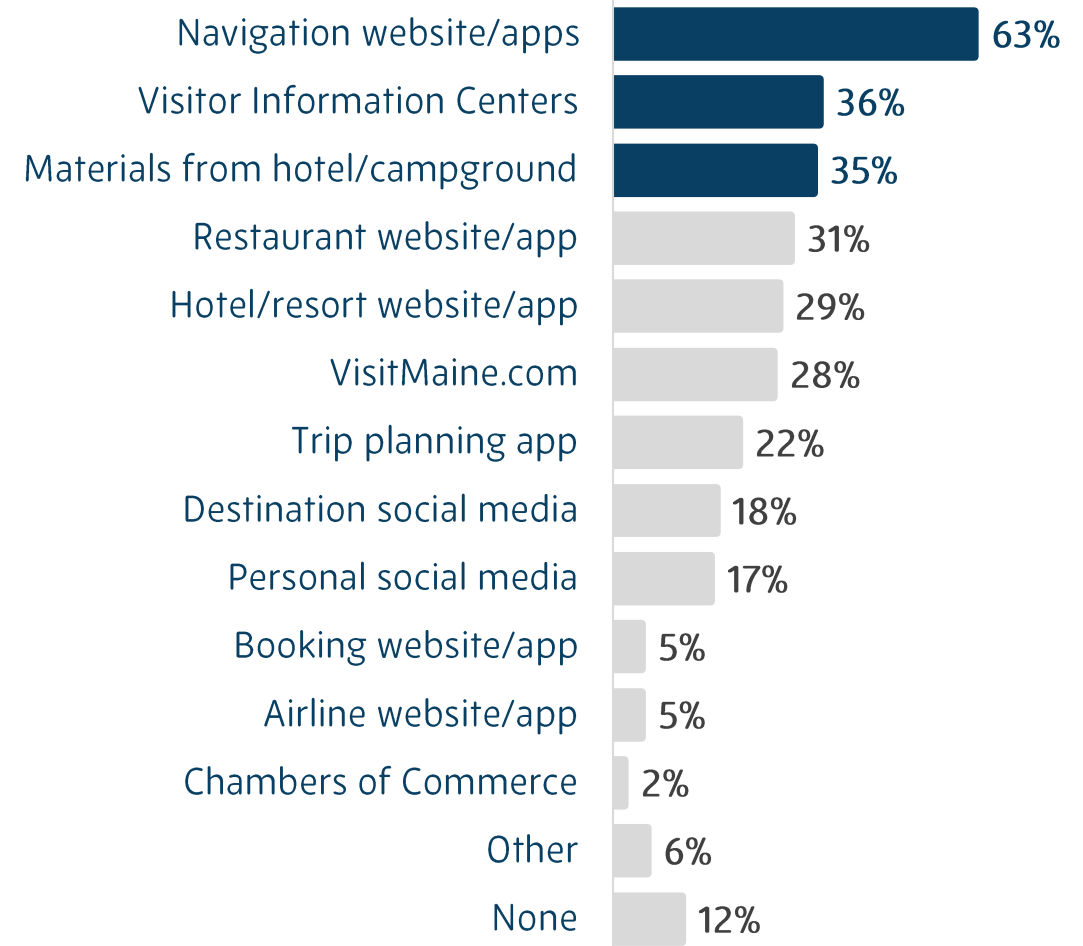
BOOKING METHODS

- » Nearly **2 in 5** visitors who stayed in paid accommodations during their trip booked their lodging through an online travel agency
- » Over **3 in 10** booked their lodging directly with the hotel/condo



IN-MARKET VISITOR RESOURCES*

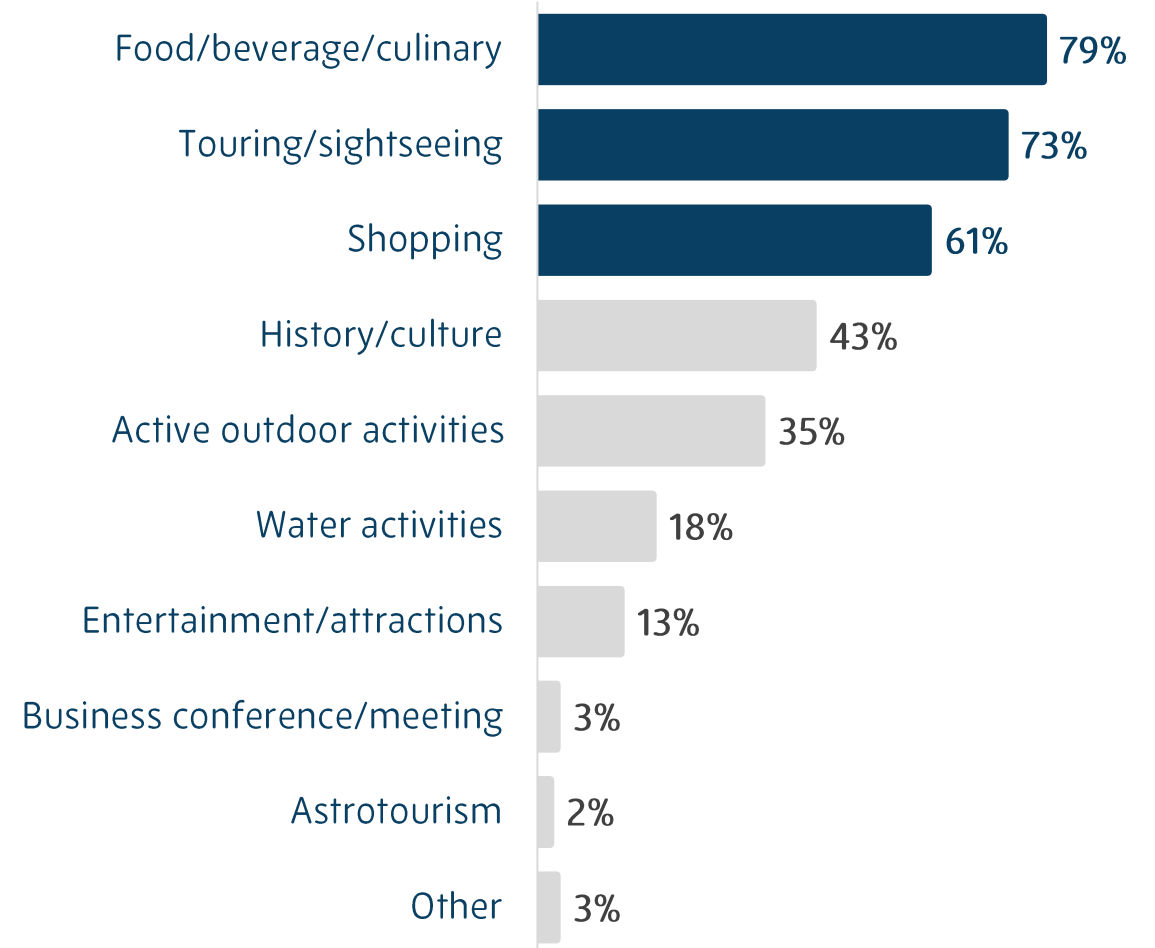
- » Visitors were most likely to rely on navigation websites/apps (i.e., Google Maps, etc.) to plan activities in-market
- » Over **1 in 10** visitors did not use any resources to plan activities while they were in-market



*Multiple responses permitted.

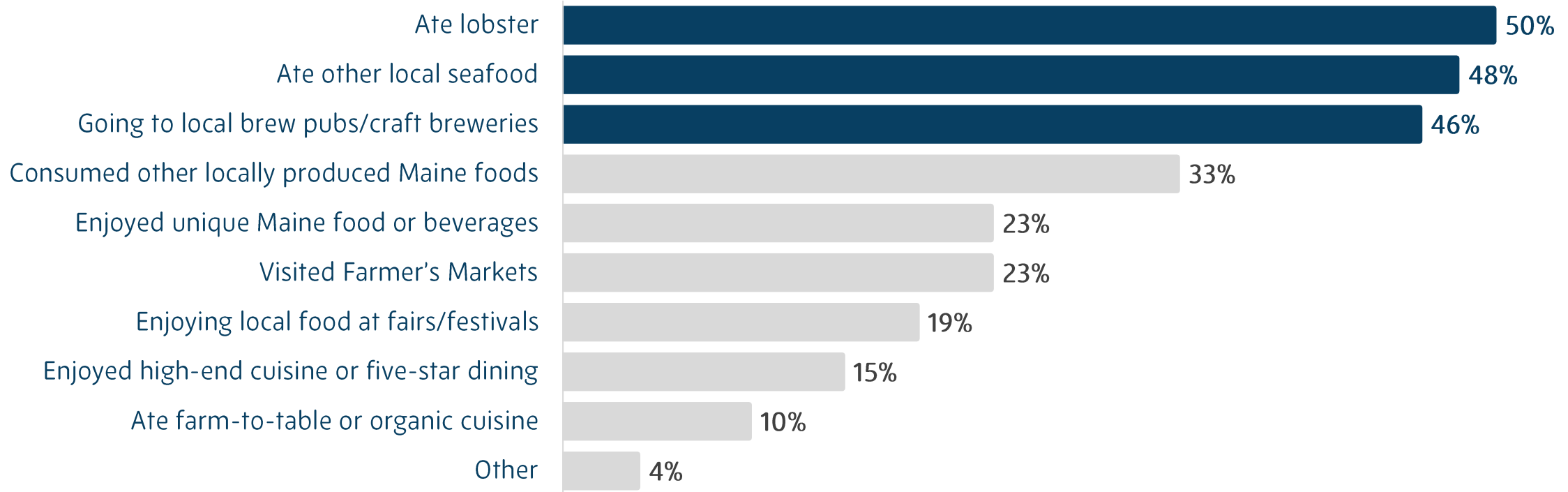
VISITOR ACTIVITIES*

- » Nearly **4 in 5** visitors engaged in food/beverage/culinary activities during their trip to Maine
- » Nearly **3 in 4** visitors went touring/sightseeing during their trip
- » Over **3 in 5** visitors went shopping during their trip



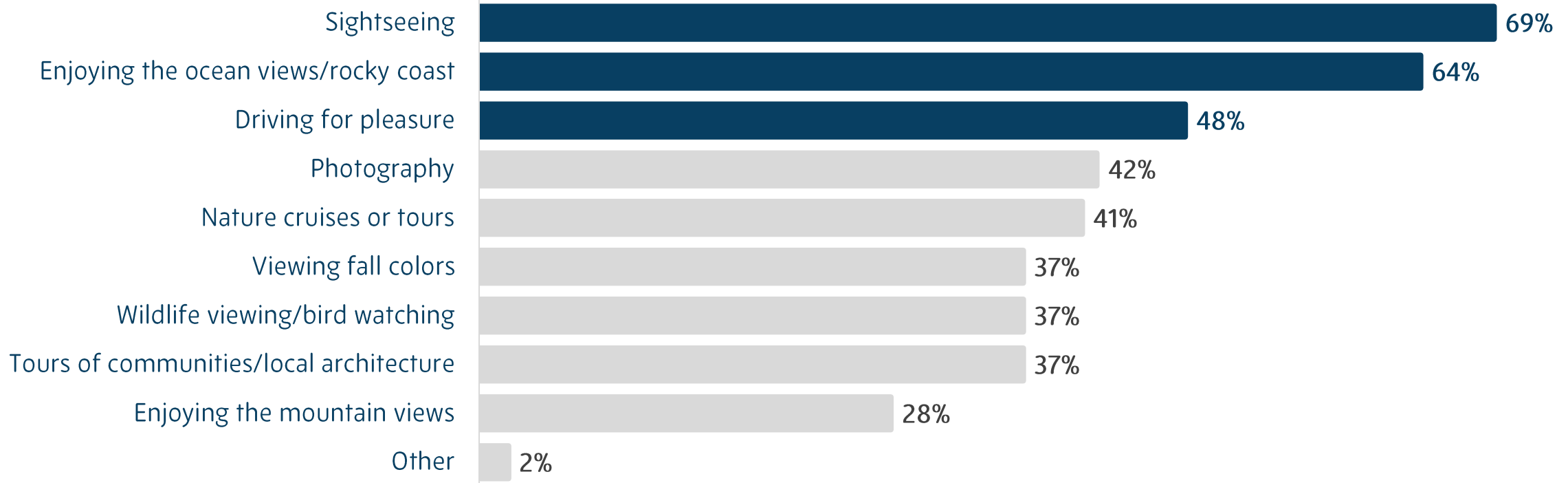
*Multiple responses permitted.

FOOD & BEVERAGE ACTIVITIES*

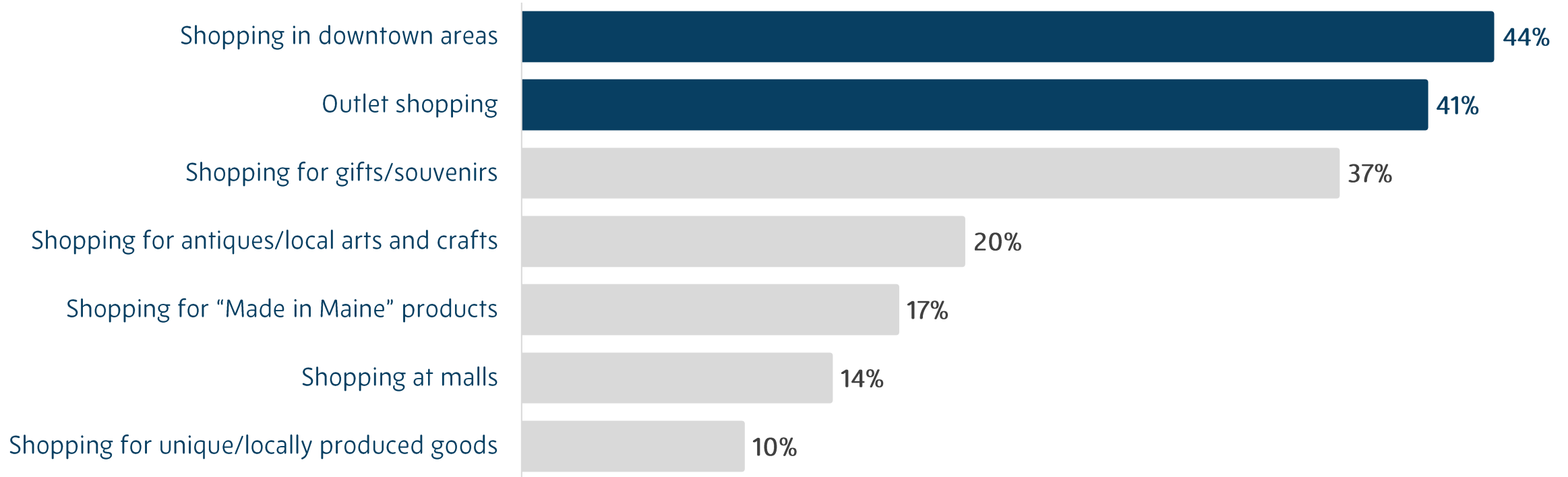


*Multiple responses permitted.

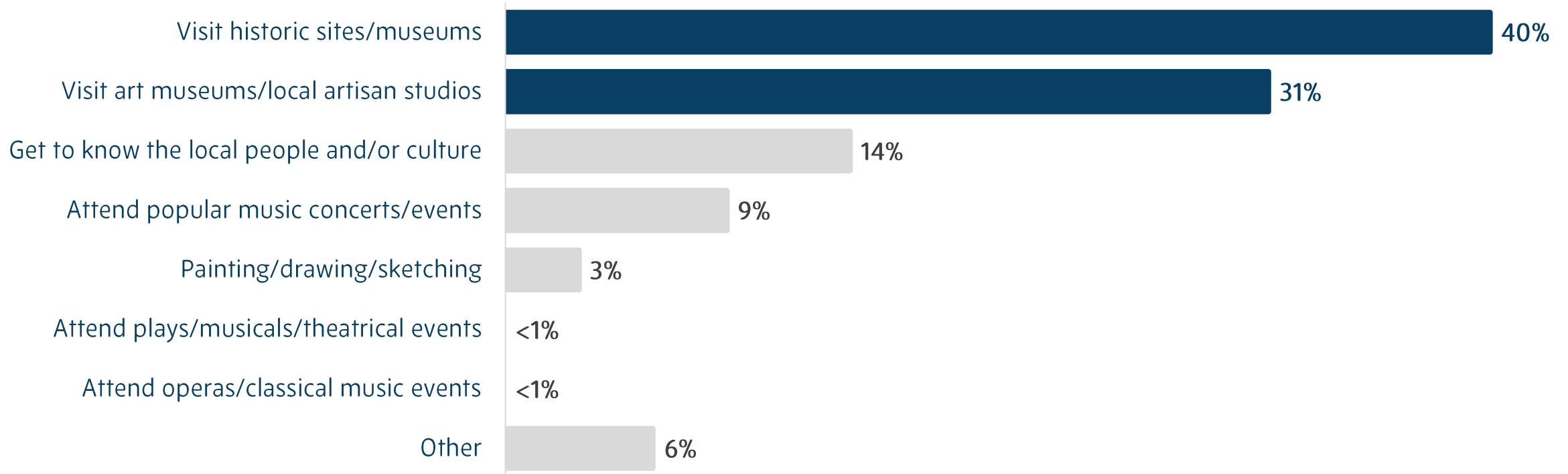
TOURING & SIGHTSEEING ACTIVITIES*



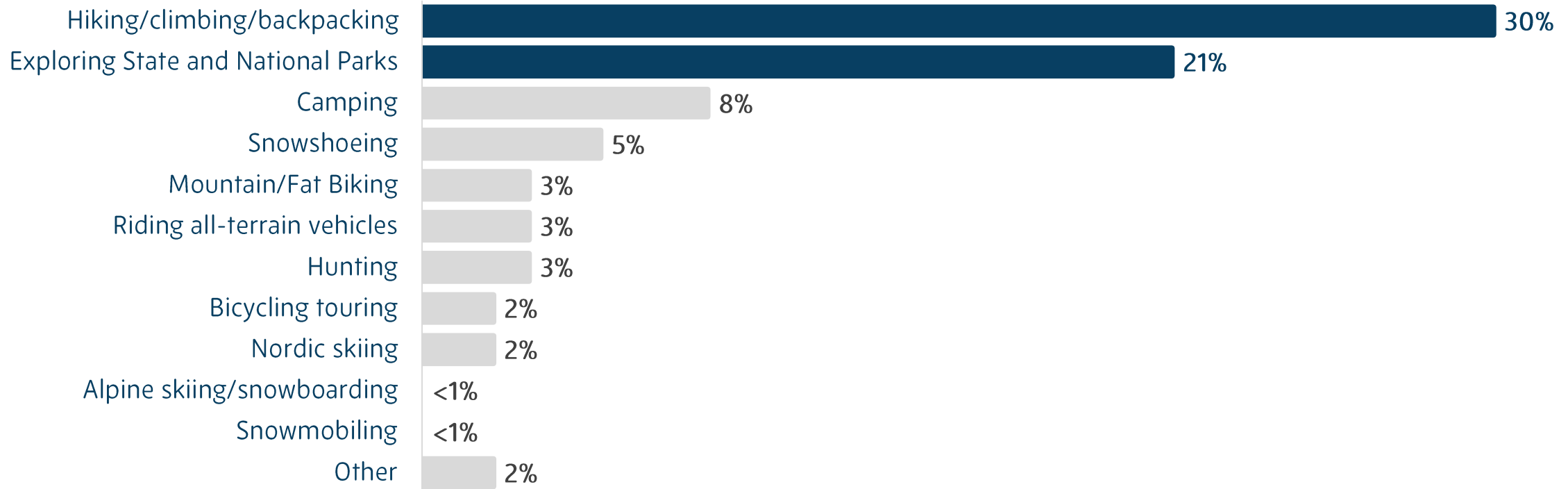
SHOPPING ACTIVITIES*



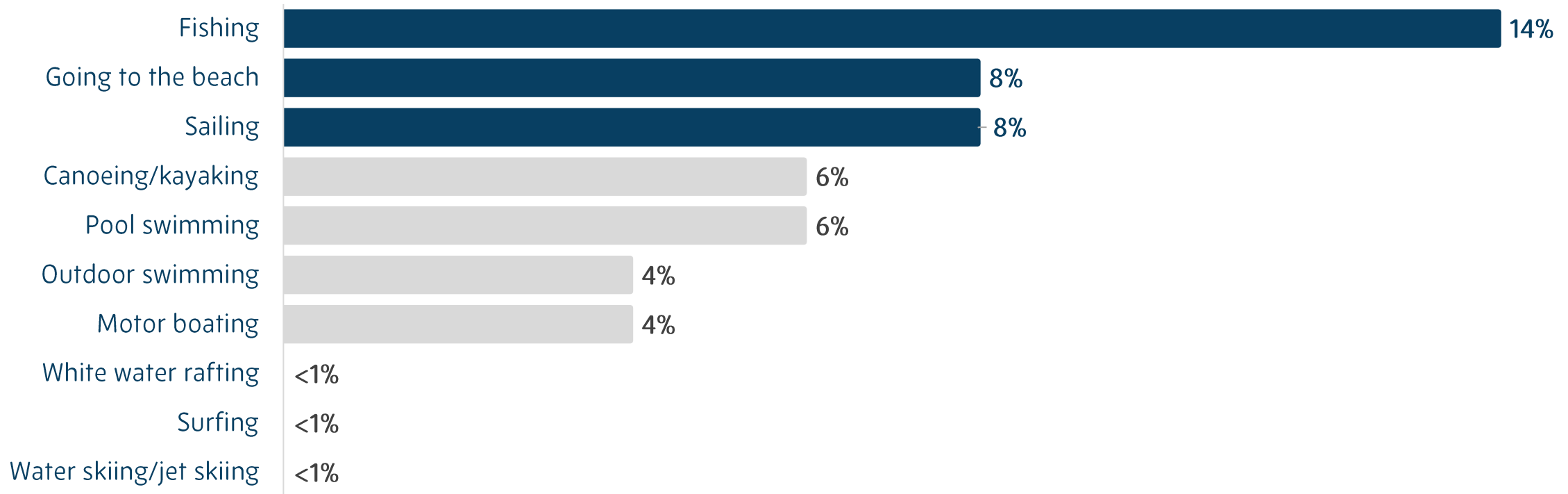
HISTORICAL & CULTURAL ACTIVITIES*



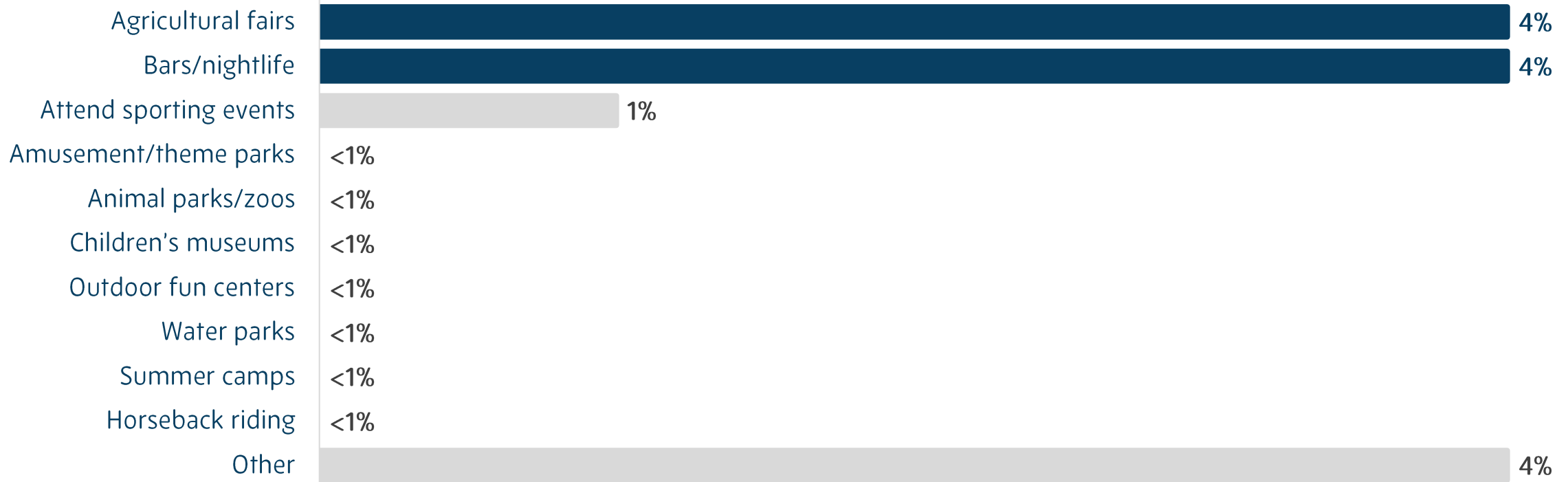
ACTIVE OUTDOOR ACTIVITIES*



WATER ACTIVITIES*



ENTERTAINMENT ACTIVITIES*



*Multiple responses permitted.

DAILY TRAVEL PARTY SPENDING

All Visitors

| | |
|--------------------------|--------------|
| Accommodations | \$209 |
| Transportation | \$70 |
| Groceries | \$37 |
| Restaurants | \$140 |
| Shopping | \$100 |
| Activities & Attractions | \$91 |
| Other | \$34 |
| Daily Spending | \$681 |

TOTAL TRAVEL PARTY SPENDING

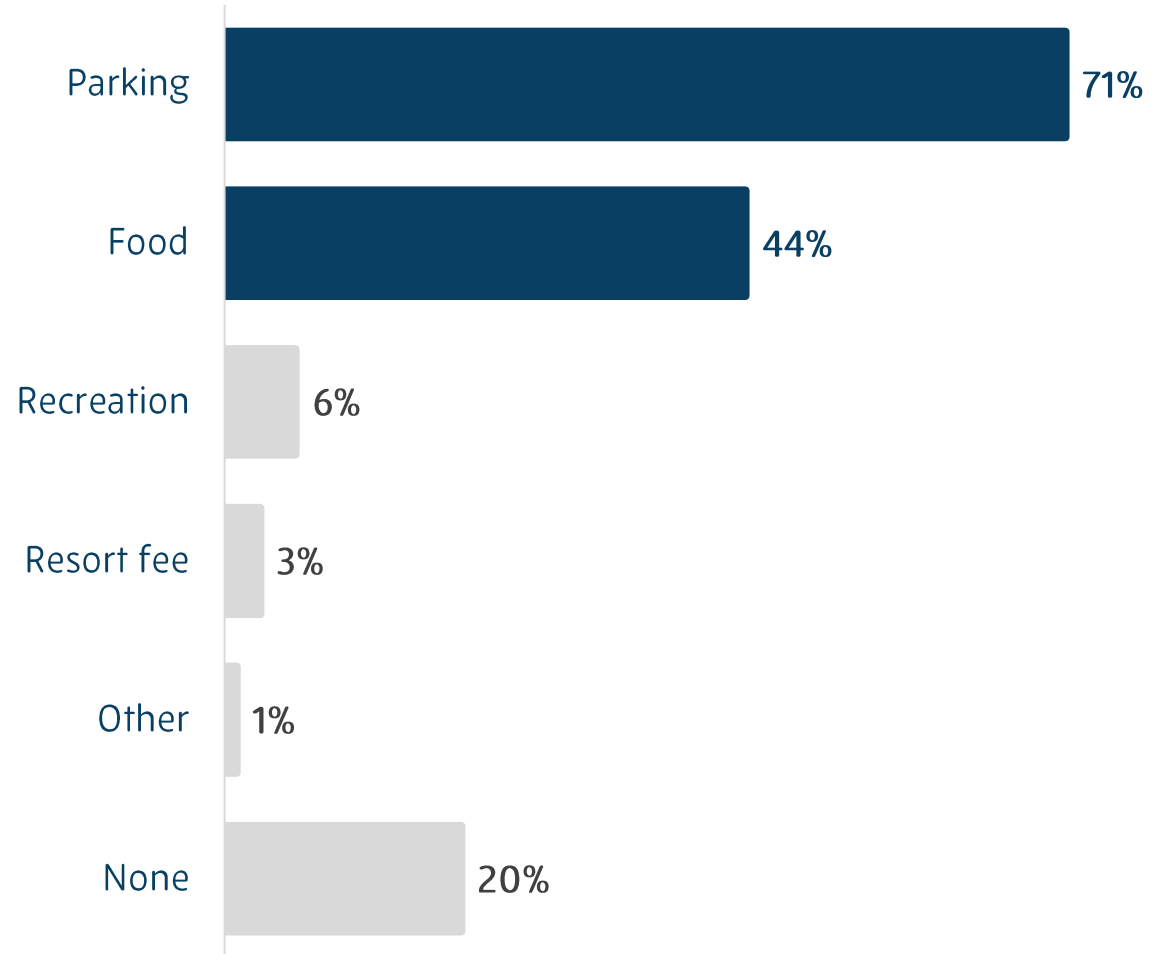
All Visitors

| | |
|--------------------------|-------|
| Accommodations | \$963 |
| Transportation | \$343 |
| Groceries | \$181 |
| Restaurants | \$686 |
| Shopping | \$490 |
| Activities & Attractions | \$446 |
| Other | \$167 |

| | |
|-----------------------|----------------|
| Total Spending | \$3,276 |
|-----------------------|----------------|

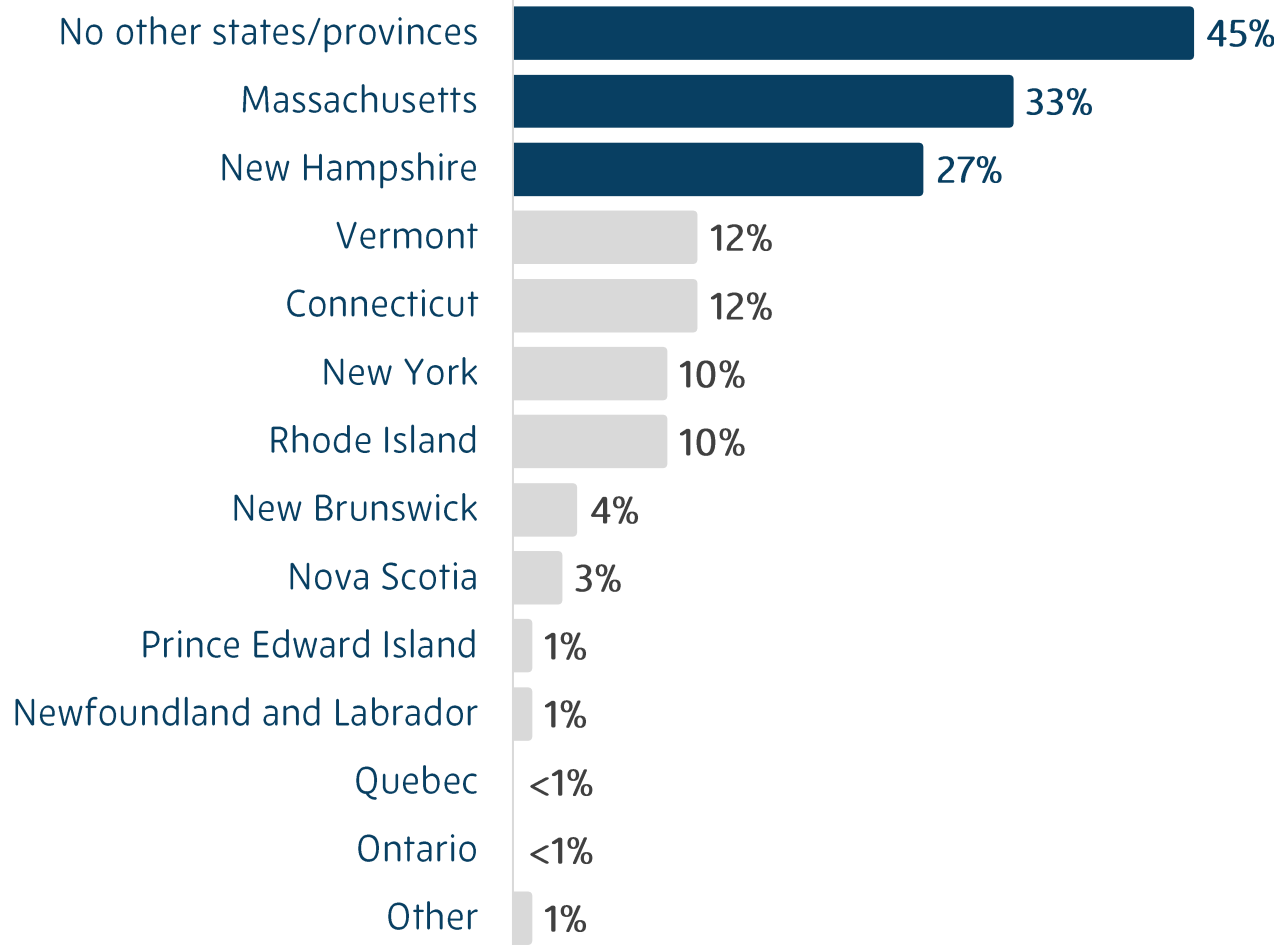
LODGING AMENITIES*

- » An amenity, e.g., food, resort fee, recreation fee, parking, etc., was included in the room price for **4 in 5** visitors
- » Price for accommodations included parking for over **7 in 10** visitors
- » Food was included in accommodations' pricing for over **2 in 5** visitors



OTHER STATES & PROVINCES VISITED*

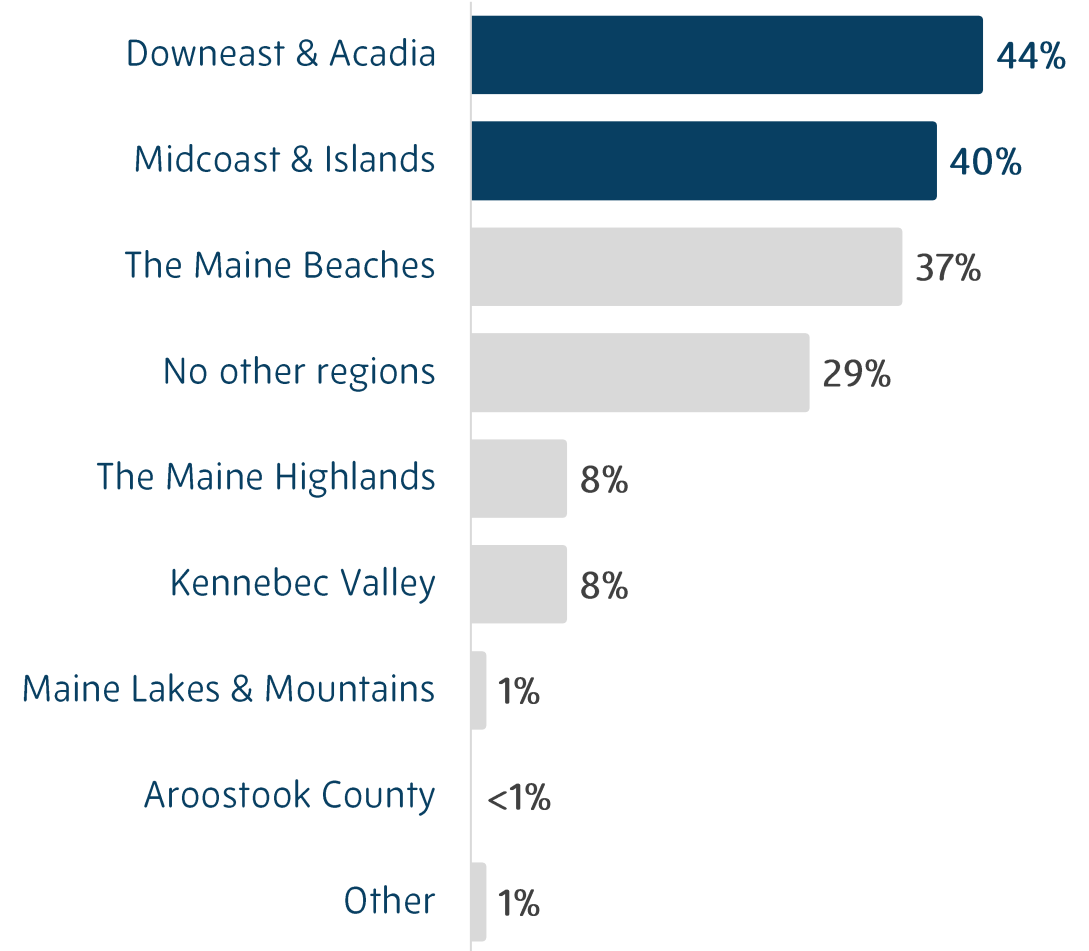
- » Nearly **half** of visitors did not visit any other U.S. state or Canadian province during their trip
- » Visitors were more likely to visit U.S. states near Maine than they were to visit a Canadian province during their trip



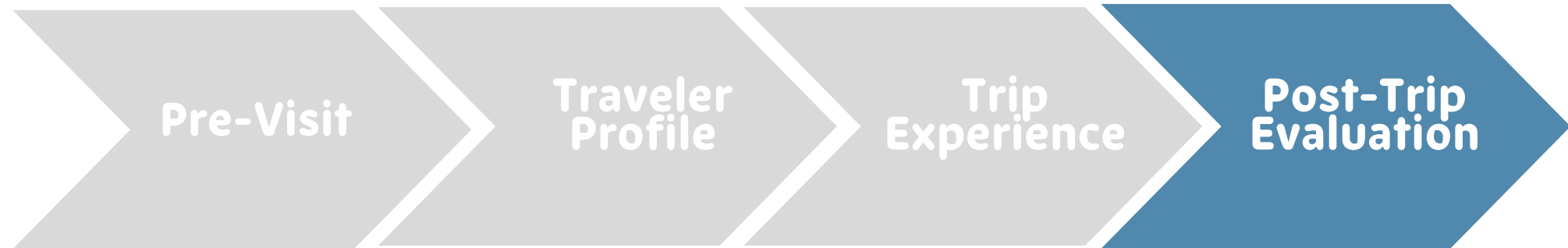
*Multiple responses permitted.

TRAVELING WITHIN MAINE*

- » About **2 in 5** visitors visited Downeast & Acadia and Midcoast & Islands in addition to their primary destination within Maine
- » Nearly **3 in 10** visitors stayed within the region of their primary destination during their trip in Maine, rather than traveling throughout the state



VISITOR JOURNEY: POST-TRIP EVALUATION

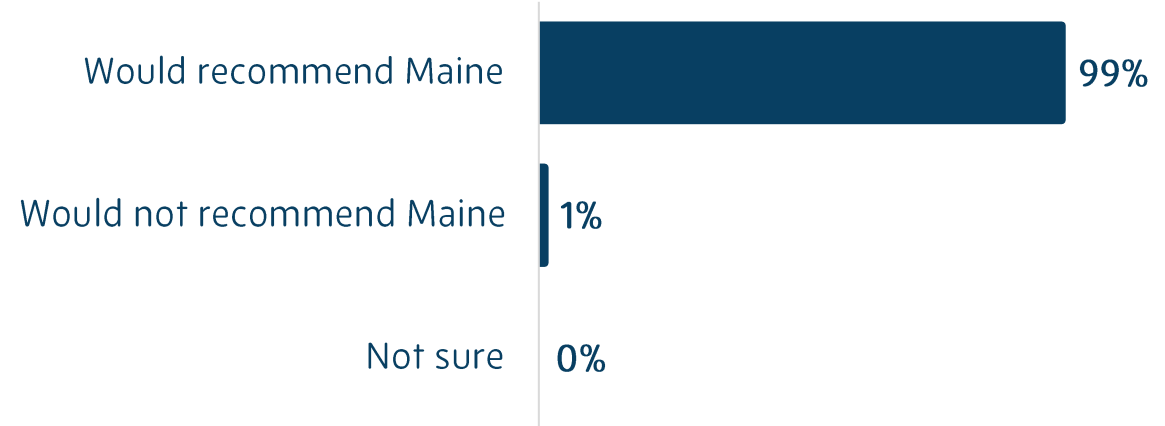


RECOMMENDING MAINE & ITS REGIONS

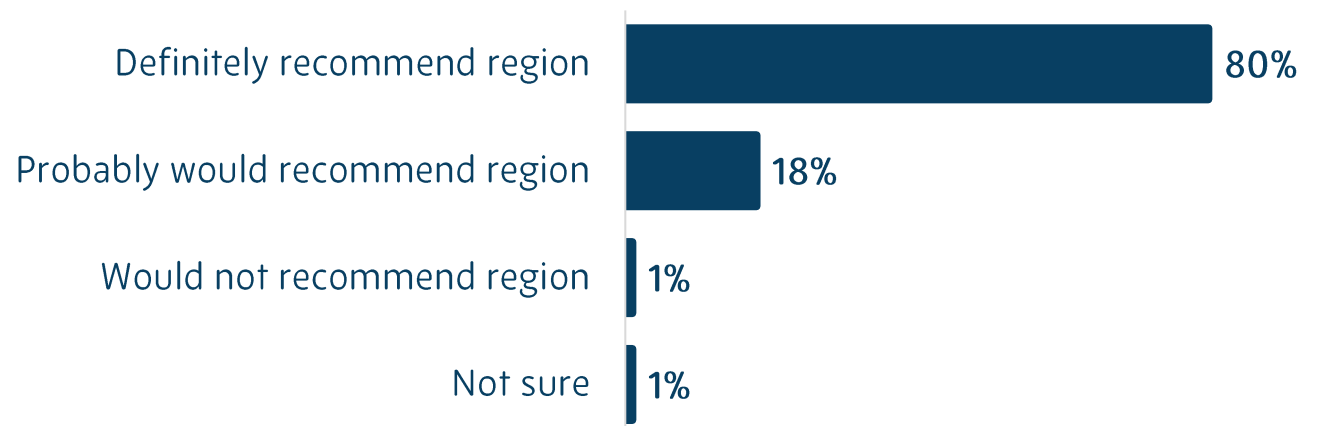
» **99%** of visitors would recommend that their friends and family choose Maine as their destination for a future visit or vacation

» **98%** of visitors would recommend that their friends and family visit the specific region of Maine that they traveled to on their trip – **80%** would definitely recommend

Likelihood of Recommending Maine



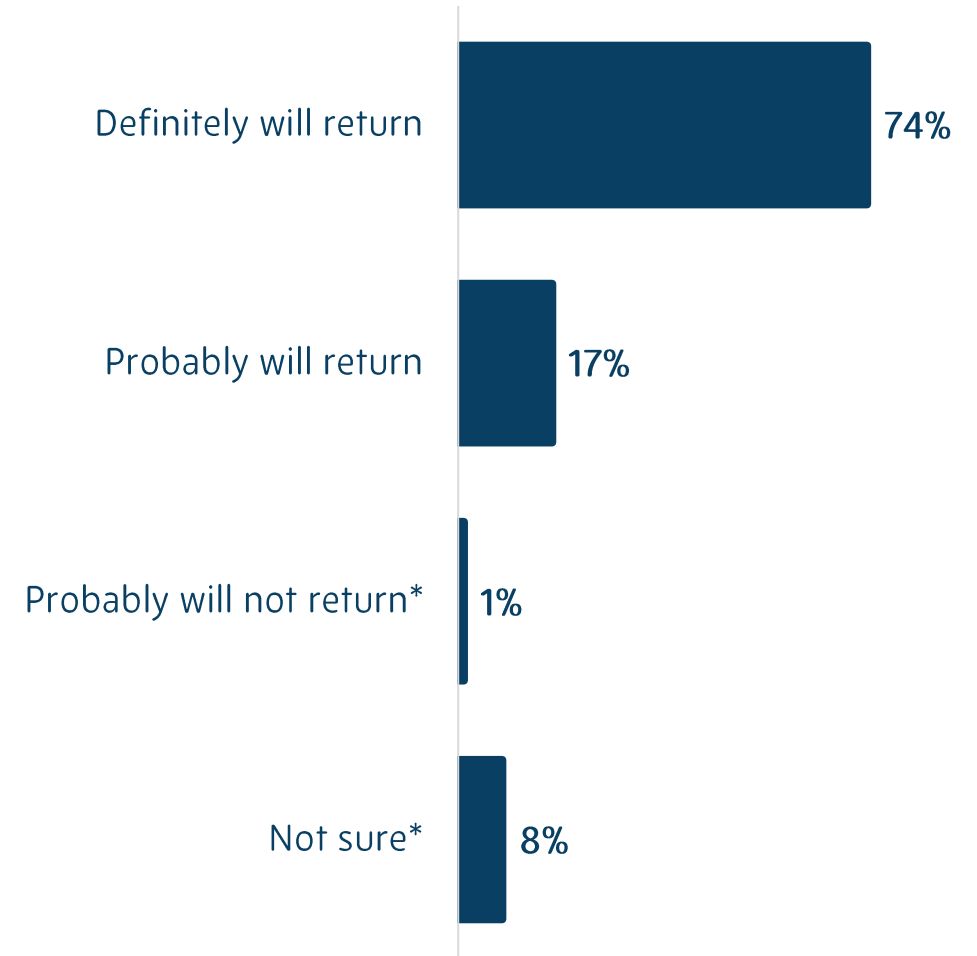
Likelihood of Recommending Region Visited



Greater Portland & Casco Bay

LIKELIHOOD OF RETURNING TO MAINE

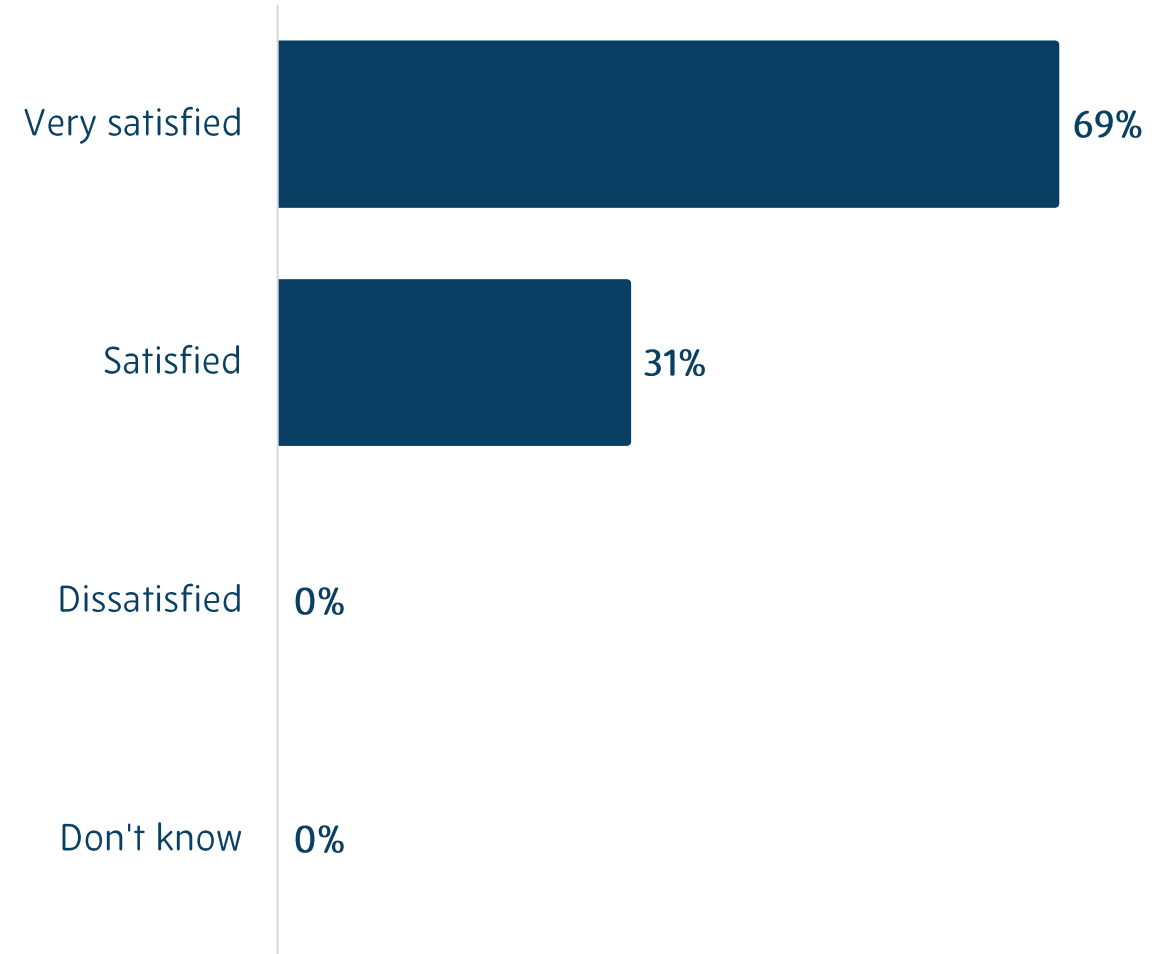
» **91%** of visitors will return to Maine for a future visit or vacation



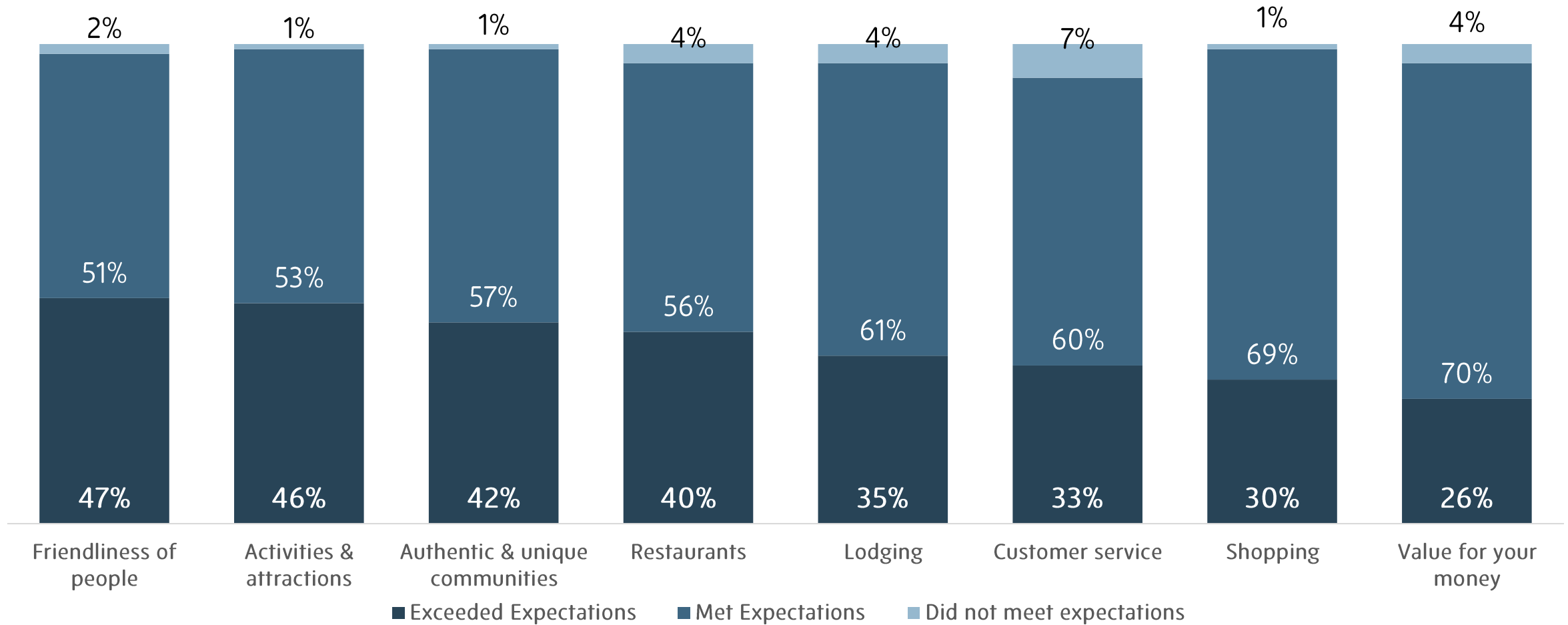
*9% of all visitors are not sure they'll return to Maine for the following reasons:
1. Prefer a variety of destinations 2. Traffic/difficult drive

SATISFACTION

- » 100% of visitors were satisfied with their trip to Maine
- » Nearly 7 in 10 visitors were very satisfied with their trip to Maine

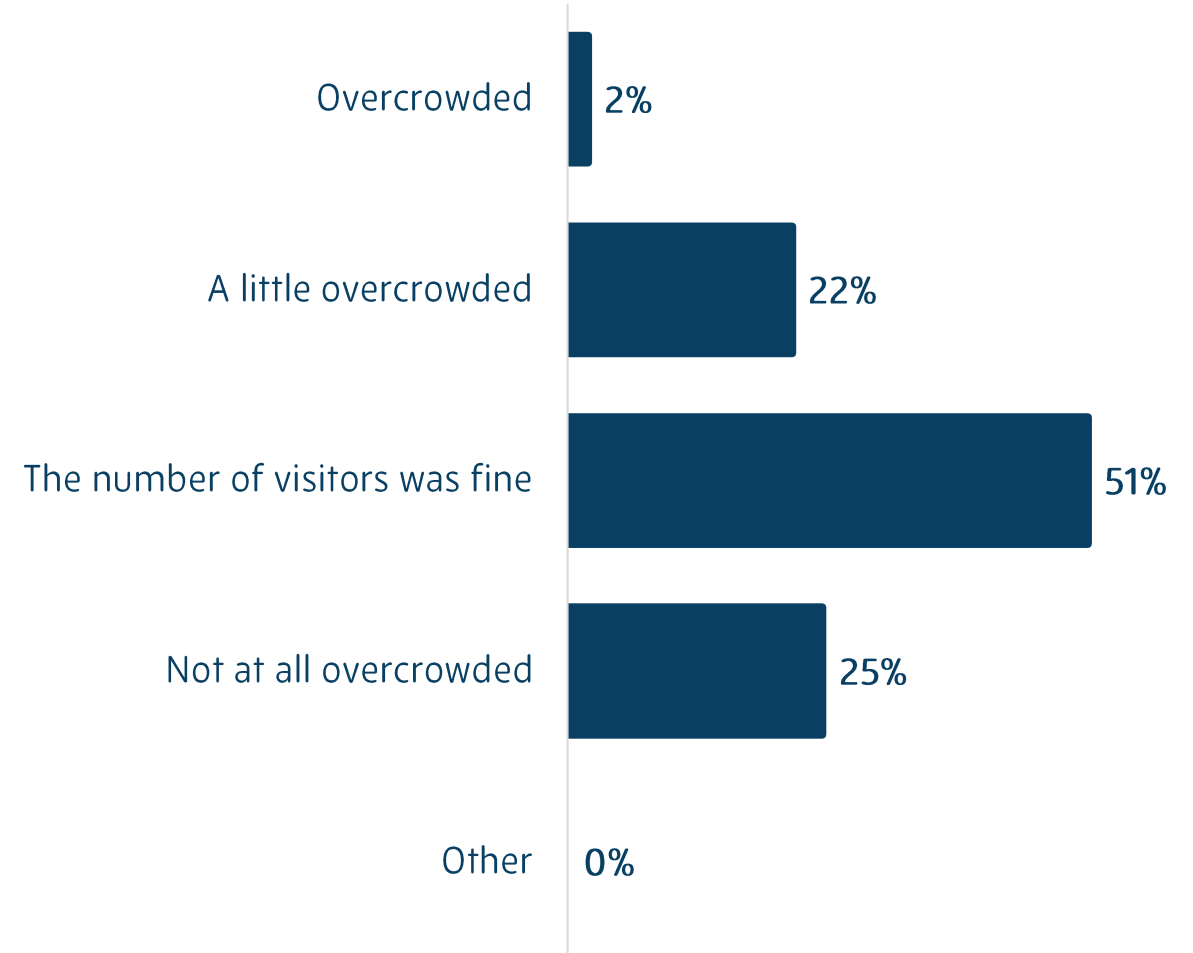


TRIP RATINGS



OVERCROWDING

- » **Half** of visitors thought the number of visitors during their trip to Maine was fine
- » Over **1 in 5** visitors thought it was a little overcrowded



STUDY METHODS



METHODOLOGY



Visitor Tracking

200 interviews were completed with visitors to the Greater Portland & Casco Bay online and in-person at local attractions, parks, hotels, visitor centers, service plazas, shops, downtown areas and events between September 1st, 2023 and November 30th, 2023.

GREATER PORTLAND & CASCO BAY

2023 Fall Visitor Tracking Report SEPTEMBER – NOVEMBER 2023

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

