

GUAM VISITORS BUREAU China Visitor Tracker Exit Profile FY2015 Market Segmentation 3RD QTR. (APR~JUN 2015)



Prepared by: QMark Research

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Background & Methodology

- All surveys were partially interviewer administered, as well as self-administered. Upon completion of the surveys, QMark's professional Chinese speaking interviewers double-checked each questionnaire for consistency and completeness, while the respondent is present.
- A total of **104** departing Chinese visitors were randomly interviewed at the Guam A.B. Wonpat International Airport's departure and waiting areas.
- The margin of error for a sample of **104** is +/- 9.8 percentage points with a 95% confidence level. That is, if all Chinese visitors who traveled to Guam in the same time period were asked these questions, we can be 95% certain that their responses would not differ by +/- 9.8 percentage points.



OBJECTIVES

- The specific objectives of the analysis were:
 - To determine the relative size and expenditure behavior of the following market segments:
 - Families
 - Traveling with children
 - Wedding/ Honeymooners
 - Office ladies
 - FITs
 - Group tours
 - 18-35
 - 25-55
 - Silvers
 - To identify (for all China visitors) the most important determinants of on-island spending; and
 - To identify the most significant factors affecting overall visitor satisfaction.



Highlighted Segments Parameters

- Families Q.6
- Wedding/ Honeymoon Q.5A
- Group Tour Q.7
- Office Lady Q.25/ female
- Silvers Q.D
- 18-35 Q.D
- 25-55 Q.D
- Child Q.6
- FITs Q.7



Highlighted Segments

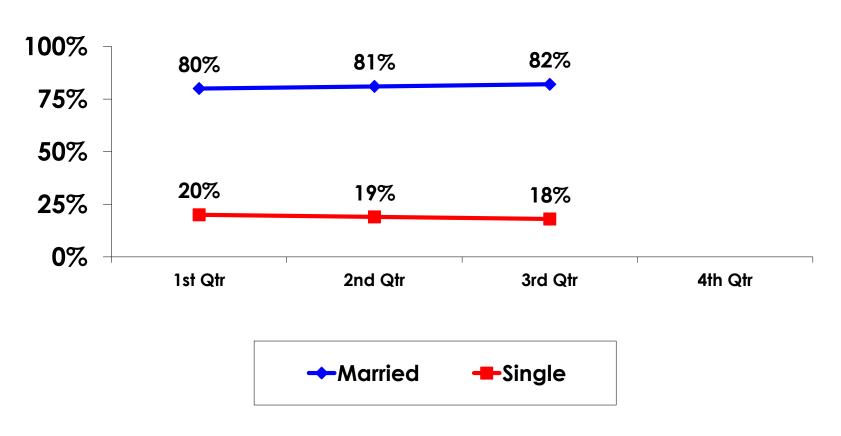
| | 1st QTR | 2 nd QTR | 3rd QTR | 4 th QTR |
|--------------------|---------|---------------------|---------|---------------------|
| Families | 67% | 72% | 66% | |
| Child | 8% | 25% | 12% | |
| Wedding/ Honeymoon | 12% | 8% | 14% | |
| Office Lady | 10% | 16% | 16% | |
| FIT | 37% | 31% | 25% | |
| Group Tour | 1% | - | - | |
| Male 18-35 | 24% | 24% | 32% | |
| Female 18-35 | 31% | 22% | 36% | |
| Male 25-55 | 30% | 50% | 49% | |
| Female 25-55 | 49% | 40% | 38% | |
| Silver 60+ | 10% | 3% | 3% | |
| TOTAL | 104 | 101 | 104 | |



SECTION 1 PROFILE OF RESPONDENTS



MARITAL STATUS -TRACKING



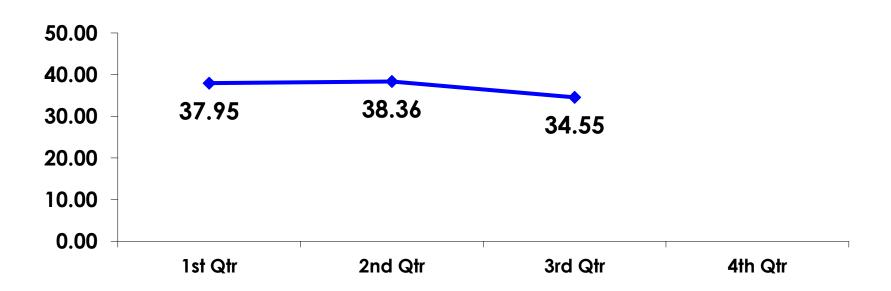


MARITAL STATUS-SEGMENTATION

| | | | TOTAL | FAMILY | WEDDING HNYMOON | CHILD | OFFICE LADY | SILVER 60+ | MALE 18-35 | FEMALE 18- 35 | MALE 25-55 | FEMALE 25- 55 | FIT |
|----|---------|------------|-------|--------|--------------------|-------|-------------|------------|------------|------------------|------------|------------------|-----|
| | | | , | - | - | - | - | • | - | - | - | - | - |
| QE | Married | Count | 85 | 66 | 13 | 12 | 11 | 3 | 29 | 25 | 45 | 31 | 18 |
| | | Column N % | 82% | 96% | 87% | 100% | 65% | 100% | 88% | 68% | 88% | 79% | 69% |
| | Single | Count | 19 | 3 | 2 | 0 | 6 | 0 | 4 | 12 | 6 | 8 | 8 |
| | | Column N % | 18% | 4% | 13% | 0% | 35% | 0% | 12% | 32% | 12% | 21% | 31% |
| | Total | Count | 104 | 69 | 15 | 12 | 17 | 3 | 33 | 37 | 51 | 39 | 26 |



AVERAGE AGE - TRACKING





AGE-SEGMENTATION

| | | | TOTAL | FAMILY | WEDDING HNYMOON | CHILD | OFFICE LADY | SILVER 60+ | MALE 18-35 | FEMALE 18- 35 | MALE 25-55 | FEMALE 25- 55 | FIT |
|----|--------|------------|-------|--------|--------------------|-------|-------------|------------|------------|------------------|------------|------------------|-------|
| | | | - | - | 1 | - | - | - | - | - | - | - | - |
| QF | 18-24 | Count | 9 | 4 | 3 | 0 | 4 | 0 | 2 | 7 | 0 | 0 | 1 |
| | | Column N % | 9% | 6% | 20% | 0% | 24% | 0% | 6% | 19% | 0% | 0% | 4% |
| | 25-34 | Count | 56 | 35 | 11 | 6 | 11 | 0 | 27 | 29 | 27 | 29 | 21 |
| | | Column N % | 54% | 51% | 73% | 50% | 65% | 0% | 82% | 78% | 53% | 74% | 81% |
| | 35-49 | Count | 29 | 20 | 0 | 6 | 2 | 0 | 4 | 1 | 21 | 8 | 3 |
| | | Column N % | 28% | 29% | 0% | 50% | 12% | 0% | 12% | 3% | 41% | 21% | 12% |
| | 50+ | Count | 10 | 10 | 1 | 0 | 0 | 3 | 0 | 0 | 3 | 2 | 1 |
| | | Column N % | 10% | 14% | 7% | 0% | 0% | 100% | 0% | 0% | 6% | 5% | 4% |
| | Total | Count | 104 | 69 | 15 | 12 | 17 | 3 | 33 | 37 | 51 | 39 | 26 |
| QF | Mean | | 34.55 | 36.14 | 28.47 | 33.50 | 28.65 | 61.00 | 30.45 | 28.43 | 35.24 | 33.26 | 31.38 |
| | Median | | 32 | 33 | 27 | 34 | 30 | 61 | 31 | 30 | 34 | 31 | 31 |

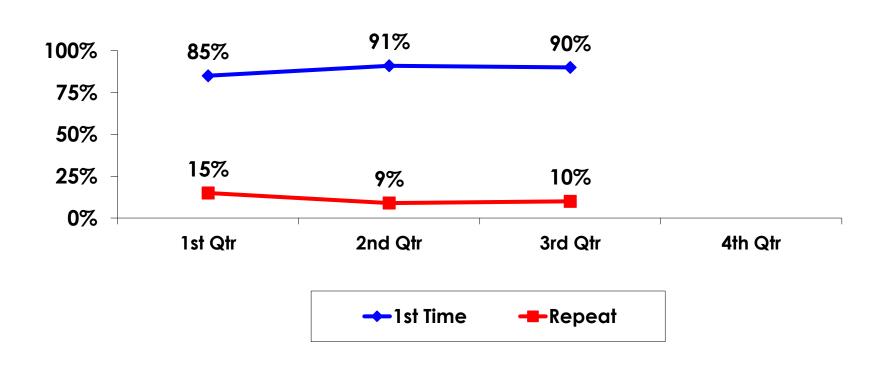


INCOME - SEGMENTATION

| | | | | | WEDDING | | | | | FEMALE 18- | | FEMALE 25- | |
|-----|-------------------|------------|-------|--------|---------|-------|-------------|------------|------------|------------|------------|------------|-----|
| | | | TOTAL | FAMILY | HNYMOON | CHILD | OFFICE LADY | SILVER 60+ | MALE 18-35 | 35 | MALE 25-55 | 55 | FIT |
| | | | • | - | | • | - | - | - | - | - | | - |
| Q26 | <=CBY40K | Count | 2 | 2 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 |
| | | Column N % | 2% | 3% | 7% | 0% | 0% | 0% | 0% | 3% | 0% | 3% | 0% |
| | CNY40K - CNY60K | Count | 3 | 3 | 1 | 0 | 0 | 0 | 0 | 2 | 1 | 2 | 1 |
| | | Column N % | 3% | 4% | 7% | 0% | 0% | 0% | 0% | 5% | 2% | 5% | 4% |
| | CNY60K - CNY80K | Count | 10 | 7 | 2 | 0 | 3 | 1 | 3 | 3 | 4 | 3 | 0 |
| | | Column N % | 10% | 10% | 13% | 0% | 18% | 33% | 9% | 8% | 8% | 8% | 0% |
| | CNY80K - CNY120K | Count | 15 | 13 | 2 | 3 | 2 | 2 | 5 | 4 | 7 | 5 | 3 |
| | | Column N % | 14% | 19% | 13% | 25% | 12% | 67% | 15% | 11% | 14% | 13% | 12% |
| | CNY120K - CNY240K | Count | 35 | 20 | 5 | 1 | 9 | 0 | 13 | 12 | 18 | 12 | 12 |
| | | Column N % | 34% | 29% | 33% | 8% | 53% | 0% | 39% | 32% | 35% | 31% | 46% |
| | CNY240K+ | Count | 37 | 24 | 4 | 8 | 3 | 0 | 12 | 13 | 21 | 16 | 10 |
| | | Column N % | 36% | 35% | 27% | 67% | 18% | 0% | 36% | 35% | 41% | 41% | 38% |
| | No Income | Count | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 |
| | | Column N % | 2% | 0% | 0% | 0% | 0% | 0% | 0% | 5% | 0% | 0% | 0% |
| | Total | Count | 104 | 69 | 15 | 12 | 17 | 3 | 33 | 37 | 51 | 39 | 26 |



PRIOR TRIPS TO GUAM - TRACKING



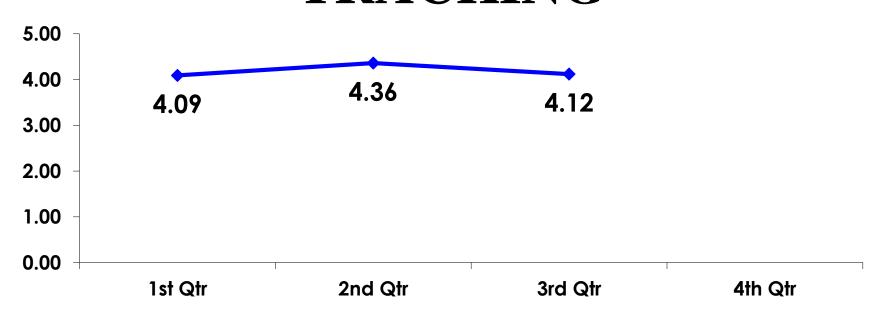


PRIOR TRIPS TO GUAM - SEGMENTATION

| | | | TOTAL | FAMILY | WEDDING HNYMOON | CHILD | OFFICE LADY | SILVER 60+ | MALE 18-35 | FEMALE 18- 35 | MALE 25-55 | FEMALE 25- 55 | FIT |
|-----|-------|------------|-------|--------|--------------------|-------|-------------|------------|------------|------------------|------------|------------------|-----|
| | | | • | - | - | • | - | - | - | - | - | - | - |
| Q3A | Yes | Count | 85 | 59 | 15 | 11 | 14 | 2 | 28 | 32 | 42 | 32 | 23 |
| | | Column N % | 90% | 95% | 100% | 92% | 88% | 100% | 85% | 89% | 89% | 89% | 92% |
| | No | Count | 9 | 3 | 0 | 1 | 2 | 0 | 5 | 4 | 5 | 4 | 2 |
| | | Column N % | 10% | 5% | 0% | 8% | 13% | 0% | 15% | 11% | 11% | 11% | 8% |
| | Total | Count | 94 | 62 | 15 | 12 | 16 | 2 | 33 | 36 | 47 | 36 | 25 |



AVG LENGTH OF STAY - TRACKING





AVG LENGTH OF STAY - SEGMENTATION

| | | TOTAL | FAMILY | WEDDING HNYMOON | CHILD | OFFICE LADY | SILVER 60+ | MALE 18-35 | FEMALE 18- 35 | MALE 25-55 | FEMALE 25- 55 | FIT |
|----|--------|-------|--------|--------------------|-------|-------------|------------|------------|------------------|------------|------------------|------|
| | | - | - | - | - | - | - | 1 | - | - | 1 | • |
| Q8 | Mean | 4.12 | 4.07 | 4.20 | 4.25 | 4.00 | 4.00 | 4.36 | 4.14 | 4.18 | 4.03 | 4.38 |
| | Median | 3 | 3 | 3 | 5 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |



SECTION 2 TRAVEL PLANNING



TRAVEL PLANNING - SEGMENTATION

| | | | TOTAL | FAMILY | WEDDING HNYMOON | CHILD | OFFICE LADY | SILVER 60+ | MALE 18-35 | FEMALE 18- 35 | MALE 25-55 | FEMALE 25- 55 | FIT |
|----|------------------------|------------|-------|--------|--------------------|-------|-------------|------------|------------|------------------|------------|------------------|------|
| | | | - | - | - | - | - | - | - | - | - | - | - |
| Q7 | Full package tour | Count | 8 | 3 | 0 | 0 | 0 | 0 | 3 | 0 | 7 | 0 | 0 |
| | | Column N % | 8% | 5% | 0% | 0% | 0% | 0% | 10% | 0% | 15% | 0% | 0% |
| | Free-time package tour | Count | 60 | 43 | 10 | 7 | 13 | 2 | 13 | 26 | 24 | 27 | 0 |
| | | Column N % | 61% | 65% | 67% | 64% | 76% | 67% | 43% | 70% | 51% | 69% | 0% |
| | Individually arranged | Count | 26 | 17 | 4 | 4 | 4 | 0 | 13 | 11 | 13 | 11 | 26 |
| | travel (FIT) | Column N % | 26% | 26% | 27% | 36% | 24% | 0% | 43% | 30% | 28% | 28% | 100% |
| | Company paid travel | Count | 3 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 3 | 0 | 0 |
| | | Column N % | 3% | 2% | 0% | 0% | 0% | 0% | 3% | 0% | 6% | 0% | 0% |
| | Other | Count | 2 | 2 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 |
| | | Column N % | 2% | 3% | 7% | 0% | 0% | 33% | 0% | 0% | 0% | 3% | 0% |
| | Total | Count | 99 | 66 | 15 | 11 | 17 | 3 | 30 | 37 | 47 | 39 | 26 |



TRAVEL MOTIVATION - SEGMENTATION

| | | TOTAL | FAMILY | WEDDING HNYMOON | CHILD | OFFICE LADY | SILVER 60+ | MALE 18-35 | FEMALE 18- 35 | MALE 25-55 | FEMALE 25- 55 | FIT |
|-----|------------------------------------|--------|--------|--------------------|-------|-------------|------------|------------|------------------|------------|------------------|-----|
| | | - | - | - | - | - | - | - | - | | - | - |
| Q5A | Previous trip | 8% | 4% | 0% | 8% | 12% | 0% | 16% | 8% | 10% | 8% | 4% |
| | Price | 18% | 21% | 13% | 25% | 12% | 50% | 13% | 19% | 12% | 23% | 12% |
| | Visit friends/ Relatives | 2% | 3% | 7% | 0% | 0% | 0% | 0% | 3% | 0% | 3% | 0% |
| | Recomm- friend/family/trvl agnt | 24% | 24% | 20% | 17% | 12% | 50% | 25% | 8% | 34% | 15% | 15% |
| | Scuba | 8% | 9% | 0% | 0% | 6% | 0% | 9% | 5% | 12% | 5% | 15% |
| | Water sports | 28% | 27% | 20% | 17% | 35% | 50% | 38% | 27% | 32% | 28% | 38% |
| | Short travel time | 45% | 51% | 33% | 33% | 47% | 50% | 44% | 46% | 42% | 54% | 65% |
| | Golf | 3% | 1% | 0% | 8% | 0% | 0% | 3% | 3% | 4% | 0% | 4% |
| | Relax | 45% | 39% | 53% | 25% | 65% | 0% | 34% | 59% | 32% | 59% | 46% |
| | Company/ Business Trip | 2% | 0% | 0% | 0% | 0% | 0% | 3% | 3% | 2% | 3% | 0% |
| | Company Sponsored | 1% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 2% | 0% | 0% |
| | Safe | 35% | 34% | 33% | 58% | 35% | 0% | 31% | 38% | 34% | 36% | 38% |
| | Natural beauty | 76% | 76% | 73% | 67% | 82% | 100% | 75% | 81% | 78% | 74% | 77% |
| | Shopping | 44% | 40% | 27% | 50% | 41% | 50% | 47% | 46% | 46% | 44% | 46% |
| | Career Cert/ Testing | 6% | 6% | 0% | 0% | 6% | 0% | 6% | 8% | 4% | 10% | 8% |
| | Married/ Attn wedding | 4% | 4% | 27% | 8% | 6% | 0% | 0% | 8% | 0% | 10% | 4% |
| | Honeymoon | 11% | 16% | 73% | 0% | 18% | 0% | 16% | 16% | 10% | 8% | 12% |
| | Pleasure | 18% | 15% | 40% | 8% | 24% | 0% | 28% | 16% | 22% | 15% | 27% |
| | Organized sports | 1% | 1% | 0% | 8% | 0% | 0% | 0% | 0% | 0% | 3% | 0% |
| | No visa requirement | 3% | 3% | 7% | 0% | 12% | 0% | 0% | 8% | 0% | 8% | 12% |
| | Other | 3% | 3% | 0% | 0% | 6% | 0% | 0% | 5% | 0% | 8% | 4% |
| | Total Cou | nt 102 | 67 | 15 | 12 | 17 | 2 | 32 | 37 | 50 | 39 | 26 |



INFORMATION SOURCES - SEGMENTATION

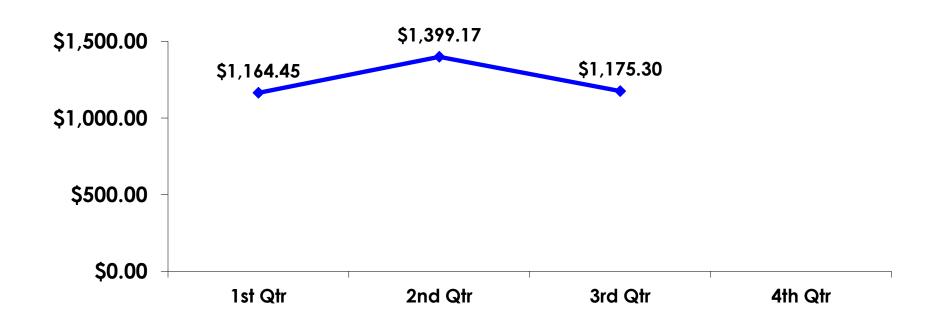
| | | | | WEDDING | | | | | FEMALE 18- | | FEMALE 25- | |
|----|---------------------------------|-------|--------|---------|-------|-------------|------------|------------|------------|------------|------------|-----|
| | | TOTAL | FAMILY | НИУМООИ | CHILD | OFFICE LADY | SILVER 60+ | MALE 18-35 | 35 | MALE 25-55 | 55 | FIT |
| | | - | - | • | - | - | - | - | • | - | | - |
| Q1 | Internet | 79% | 81% | 80% | 92% | 76% | 33% | 88% | 76% | 88% | 74% | 81% |
| | Friend/ Relative | 29% | 28% | 40% | 42% | 18% | 0% | 33% | 27% | 27% | 28% | 46% |
| | Travel Agent Brochure | 18% | 16% | 7% | 17% | 6% | 33% | 21% | 14% | 22% | 13% | 8% |
| | Travel Guidebook- Bookstore | 14% | 12% | 7% | 8% | 24% | 0% | 15% | 16% | 18% | 15% | 15% |
| | TV | 13% | 14% | 20% | 0% | 6% | 67% | 15% | 5% | 18% | 3% | 8% |
| | Co-Worker/ Company Trvl Dept | 9% | 7% | 7% | 8% | 6% | 33% | 9% | 8% | 10% | 8% | 15% |
| | Magazine (Consumer) | 9% | 9% | 7% | 0% | 0% | 100% | 12% | 3% | 10% | 3% | 4% |
| | GVB Promo | 8% | 7% | 0% | 0% | 6% | 33% | 9% | 5% | 10% | 5% | 8% |
| | Travel Trade Show | 6% | 4% | 0% | 0% | 6% | 33% | 9% | 3% | 8% | 3% | 8% |
| | Prior Trip | 4% | 1% | 0% | 0% | 12% | 0% | 3% | 8% | 2% | 8% | 4% |
| | Other | 2% | 3% | 0% | 0% | 0% | 0% | 0% | 3% | 2% | 3% | 4% |
| | GVB Office | 2% | 0% | 0% | 0% | 0% | 0% | 3% | 0% | 2% | 3% | 0% |
| | Newspaper | 2% | 1% | 0% | 0% | 0% | 33% | 3% | 0% | 2% | 0% | 4% |
| | Theater Ad | 1% | 1% | 0% | 0% | 0% | 0% | 3% | 0% | 2% | 0% | 0% |
| | Radio | 1% | 1% | 0% | 0% | 0% | 0% | 0% | 0% | 2% | 0% | 0% |
| | Total Count | 104 | 69 | 15 | 12 | 17 | 3 | 33 | 37 | 51 | 39 | 26 |



SECTION 3 EXPENDITURES



PREPAID EXPENDITURES TRACKING





PREPAID EXPENDITURES PER PERSON SEGMENTATION

| | | TOTAL | FAMILY | WEDDING HNYMOON | CHILD | OFFICE LADY | SILVER 60+ | MALE 18-35 | FEMALE 18- 35 | MALE 25-55 | FEMALE 25- 55 | FIT |
|------------|---------|------------|------------|--------------------|------------|-------------|------------|------------|------------------|------------|------------------|------------|
| | | - | - | - | - | - | - | - | - | - | - | - |
| PER PERSON | Mean | \$1,175.30 | \$1,214.43 | \$1,138.16 | \$1,102.42 | \$1,230.97 | \$635.96 | \$1,165.26 | \$1,224.71 | \$1,204.46 | \$1,226.18 | \$1,227.90 |
| | Median | \$1,151 | \$1,234 | \$1,480 | \$1,108 | \$1,209 | \$822 | \$1,151 | \$1,209 | \$1,151 | \$1,213 | \$1,151 |
| | Minimum | \$0 | \$0 | \$0 | \$713 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| | Maximum | \$2,741 | \$2,741 | \$2,467 | \$1,535 | \$2,138 | \$1,086 | \$2,681 | \$2,741 | \$2,681 | \$2,741 | \$2,467 |

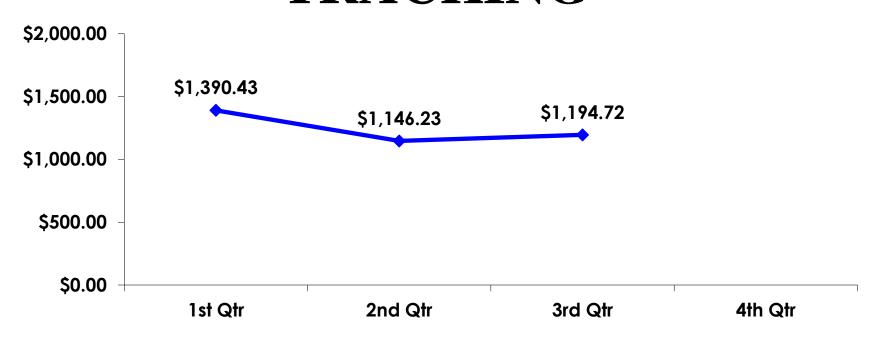


PREPAID EXPENSE- BREAKDOWN

| | | TOTAL | FAMILY | CHILD | WEDDING HNYMOON | OFFICE LADY | FIT | GROUP TOUR | MALE 18-35 | FEMALE 18- 35 | MALE 25-55 | FEMALE 25- 55 | SILVER 60+ |
|------------------|--------|------------|------------|------------|--------------------|-------------|------------|---------------|------------|------------------|------------|------------------|------------|
| | | - | - | - | • | - | - | - | - | - | - | - | - |
| AIR & HOTEL | Mean | \$2,162.05 | \$2,497.40 | \$2,763.16 | \$2,672.70 | \$1,809.21 | \$2,114.86 | | \$2,222.13 | \$2,339.64 | \$2,228.29 | \$2,158.34 | |
| | Median | \$2,138 | \$2,467 | \$2,961 | \$3,026 | \$1,480 | \$2,138 | | \$2,138 | \$2,220 | \$2,303 | \$2,056 | |
| AIR/ HOTEL/ MEAL | Mean | \$2,663.62 | \$3,074.01 | \$3,333.33 | \$3,234.65 | \$2,823.46 | \$3,782.89 | | \$3,019.27 | \$2,064.14 | \$3,066.92 | \$2,193.67 | \$2,187.50 |
| | Median | \$2,566 | \$2,878 | \$3,207 | \$2,961 | \$2,796 | \$3,783 | | \$2,303 | \$1,891 | \$2,714 | \$2,270 | \$2,188 |
| AIR ONLY | Mean | \$1,467.22 | \$2,062.50 | \$2,138.16 | \$1,474.78 | \$2,434.21 | \$1,392.67 | | \$1,131.04 | \$1,691.34 | \$1,131.04 | \$1,691.34 | |
| | Median | \$1,464 | \$1,546 | \$2,138 | \$1,546 | \$2,138 | \$1,464 | | \$1,119 | \$1,497 | \$1,119 | \$1,497 | |
| HOTEL ONLY | Mean | \$935.15 | \$1,361.02 | | \$830.59 | \$1,726.97 | \$935.15 | | \$745.61 | \$1,077.30 | \$745.61 | \$1,077.30 | |
| | Median | \$576 | \$995 | | \$831 | \$1,727 | \$576 | | \$576 | \$592 | \$576 | \$592 | |
| HOTEL & MEAL | Mean | | | | | | | | | | | | |
| | Median | | | | | | | | | | | | |
| F&B HOTEL | Mean | \$328.95 | | | | | | | \$328.95 | | \$328.95 | | |
| | Median | \$329 | | | | | | | \$329 | | \$329 | | |
| TRANS- CHINA | Mean | \$118.42 | \$32.89 | \$32.89 | \$32.89 | \$76.75 | | | | \$76.75 | \$180.92 | \$76.75 | |
| | Median | \$33 | \$33 | \$33 | \$33 | \$33 | | | | \$33 | \$181 | \$33 | |
| TRANS- GUAM | Mean | \$226.97 | \$404.61 | | | | \$404.61 | | \$49.34 | \$404.61 | \$49.34 | \$404.61 | |
| | Median | \$227 | \$405 | | | | \$405 | | \$49 | \$405 | \$49 | \$405 | |
| OPT TOURS | Mean | \$605.81 | \$703.95 | \$625.00 | \$822.37 | | \$616.78 | | \$575.66 | \$740.13 | \$575.66 | \$611.84 | |
| | Median | \$650 | \$658 | \$641 | \$822 | | \$617 | | \$576 | \$740 | \$576 | \$658 | |
| OTHER | Mean | \$546.05 | \$546.05 | \$904.61 | | \$378.29 | \$435.86 | | \$600.33 | \$378.29 | \$600.33 | \$682.57 | |
| | Median | \$378 | \$378 | \$905 | | \$378 | \$378 | | \$600 | \$378 | \$600 | \$683 | |
| TOTAL | Mean | \$2,211.87 | \$2,695.36 | \$3,475.82 | \$2,258.77 | \$2,470.01 | \$2,494.07 | | \$2,236.95 | \$2,275.69 | \$2,288.67 | \$2,293.51 | \$1,732.46 |
| | Median | \$2,138 | \$2,632 | \$3,783 | \$2,961 | \$2,171 | \$2,278 | | \$2,303 | \$2,138 | \$2,303 | \$2,138 | \$1,086 |



ON-ISLAND EXPENDITURES TRACKING



$$YTD = $1,244.74$$



ON-ISLAND EXPENDITURES PER PERSON SEGMENTATION

| | | TOTAL | FAMILY | WEDDING HNYMOON | CHILD | OFFICE LADY | SILVER 60+ | MALE 18-35 | FEMALE 18- 35 | MALE 25-55 | FEMALE 25- 55 | FIT |
|------------|---------|------------|----------|--------------------|----------|-------------|------------|------------|------------------|------------|------------------|----------|
| | | - | - | - | , | - | - | - | - | - | - | - |
| PER PERSON | Mean | \$1,194.72 | \$902.62 | \$788.00 | \$822.24 | \$731.76 | \$256.67 | \$951.92 | \$1,126.09 | \$1,213.04 | \$1,308.93 | \$902.63 |
| | Median | \$750 | \$700 | \$600 | \$663 | \$300 | \$300 | \$800 | \$500 | \$969 | \$500 | \$500 |
| | Minimum | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| | Maximum | \$10,000 | \$3,500 | \$2,500 | \$2,175 | \$5,270 | \$470 | \$4,000 | \$10,000 | \$4,500 | \$10,000 | \$10,000 |

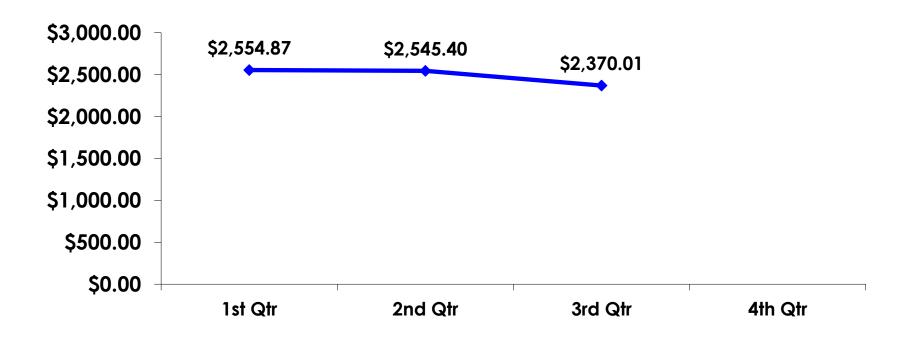


ON-ISLAND EXPENSE-BREAKDOWN

| | | | | | WEDDING | | | GROUP | | FEMALE 18- | | FEMALE 25- | |
|--------------|------|------------|------------|------------|------------|-------------|------------|-------|------------|------------|------------|------------|------------|
| | | TOTAL | FAMILY | CHILD | НИУМООИ | OFFICE LADY | FIT | TOUR | MALE 18-35 | 35 | MALE 25-55 | 55 | SILVER 60+ |
| | | • | - | - | 1 | - | - | • | | • | - | • | - |
| F&B HOTEL | Mean | \$81.98 | \$36.25 | \$40.58 | \$40.00 | \$34.71 | \$39.31 | | \$62.79 | \$39.46 | \$136.59 | \$40.00 | \$0.00 |
| F&B FF/STORE | Mean | \$51.35 | \$54.49 | \$102.50 | \$46.67 | \$34.12 | \$55.00 | | \$66.06 | \$27.30 | \$69.22 | \$23.33 | \$100.00 |
| F&B RESTRNT | Mean | \$129.62 | \$158.70 | \$383.33 | \$106.67 | \$79.41 | \$121.15 | | \$146.97 | \$83.78 | \$185.88 | \$79.49 | \$0.00 |
| OPT TOUR | Mean | \$148.47 | \$143.30 | \$275.00 | \$70.00 | \$98.24 | \$60.77 | | \$144.85 | \$128.46 | \$168.00 | \$136.15 | \$333.33 |
| GIFT- SELF | Mean | \$470.54 | \$322.99 | \$229.17 | \$51.73 | \$76.82 | \$483.08 | | \$270.61 | \$435.30 | \$477.06 | \$604.62 | \$66.67 |
| GIFT- OTHER | Mean | \$242.07 | \$201.59 | \$592.50 | \$20.00 | \$244.12 | \$106.73 | | \$129.55 | \$332.43 | \$223.04 | \$343.59 | \$66.67 |
| TRANS | Mean | \$37.51 | \$51.94 | \$50.83 | \$40.93 | \$21.41 | \$42.12 | | \$38.94 | \$34.27 | \$38.29 | \$33.85 | \$83.33 |
| OTHER | Mean | \$653.33 | \$838.35 | \$337.50 | \$1,200.00 | \$464.71 | \$328.46 | | \$662.73 | \$702.43 | \$570.71 | \$721.54 | \$166.67 |
| TOTAL | Mean | \$1,819.09 | \$1,809.64 | \$2,006.42 | \$1,576.00 | \$1,053.53 | \$1,234.31 | | \$1,529.76 | \$1,783.43 | \$1,873.49 | \$1,982.56 | \$883.33 |



TOTAL EXPENDITURES – TRACKING



YTD=\$2,489.56



TOTAL EXPENDITURES PER PERSON - SEGMENTATION

| | | TOTAL | FAMILY | WEDDING HNYMOON | CHILD | OFFICE LADY | SILVER 60+ | MALE 18-35 | FEMALE 18- 35 | MALE 25-55 | FEMALE 25- 55 | FIT |
|------------------|---------|------------|------------|--------------------|------------|-------------|------------|------------|------------------|------------|------------------|------------|
| | | - | - | • | - | - | - | - | • | - | - | - |
| TOTAL PER PERSON | Mean | \$2,370.01 | \$2,117.05 | \$1,926.16 | \$1,924.65 | \$1,962.74 | \$892.63 | \$2,117.18 | \$2,350.80 | \$2,417.51 | \$2,535.11 | \$2,130.54 |
| | Median | \$1,987 | \$1,911 | \$1,924 | \$1,782 | \$1,616 | \$1,292 | \$1,987 | \$1,911 | \$2,145 | \$1,924 | \$1,704 |
| | Minimum | \$0 | \$0 | \$0 | \$987 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$485 |
| | Maximum | \$11,069 | \$4,816 | \$3,717 | \$3,535 | \$7,408 | \$1,386 | \$6,681 | \$11,069 | \$6,681 | \$11,069 | \$11,069 |



SECTION 4 ADVANCED STATISTICS



ANALYSIS TECHNIQUE

- Dependent variables: total per person on island expenditure and overall satisfaction (numeric)
- Independent variables are satisfaction with different aspects of trip to Guam (numeric).
- Use of linear stepwise regression to derive predictors (drivers) of on-island expenditure and overall satisfaction, Since both the independent and dependent variables are numeric.
- This determines the significant (p=<.05) drivers and the percentage of the dependent variables accounted for by each significant predictor and by all of them combined.

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| Comparison of Drivers of Overall Satisfaction, 1st, 2nd and 3rd Qtr and Overall 1-3 Qtr 2015 | | | | | | | | |
|----------------------------------------------------------------------------------------------|---------|---------|---------|------------------------------|--|--|--|--|
| | 1st Qtr | 2nd Qtr | 3rd Qtr | Combin ed 1-3 Qtr 2015 | | | | |
| Drivers: | rank | rank | rank | rank | | | | |
| Quality & Cleanliness of beaches & parks | | 3 | | | | | | |
| Ease of getting around | | | 1 | | | | | |
| Safety walking around at night | | | | | | | | |
| Quality of daytime tours | | | 4 | | | | | |
| Variety of daytime tours | 3 | 2 | | 2 | | | | |
| Quality of nighttime tours | | | | | | | | |
| Variety of nighttime tours | | | | | | | | |
| Quality of shopping | | | | | | | | |
| Variety of shopping | | | | | | | | |
| Price of things on Guam | 2 | | 3 | 4 | | | | |
| Quality of hotel accommodations | | | | 5 | | | | |
| Quality/cleanliness of air, sky | | | | | | | | |
| Quality/cleanliness of parks | | | | | | | | |
| Quality of landscape in Tumon | | | | 1 | | | | |
| Quality of landscape in Guam | | | | | | | | |
| Quality of ground handler | | | | 3 | | | | |
| Quality/cleanliness of transportation | | | | | | | | |
| vehicles | 1 | 1 | 2 | | | | | |
| % of Per Person On Island Expenditures | | | | | | | | |
| Accounted For | 66.4% | 61.9% | 62.5% | 57.5% | | | | |
| NOTE: Only significant predictors are ranked. | | | | | | | | |



DRIVERS OF OVERALL SATISFACTION

- Overall satisfaction with the China's visitor's experience on Guam is driven by four significant factors in the Third Quarter 2015 Period. They are, in rank order:
 - Ease of getting around,
 - Quality/cleanliness of transportation vehicles,
 - Price of things on Guam, and
 - Quality of daytime tours.
- With these factors the overall r² is .625 meaning that **62.5%** of overall satisfaction is accounted for by these factors.



| Comparison of Drivers of Per Person On Island Expenditure, 1st, 2nd and 3rd Qtr and Overall 1-3 Qtr 2015 | | | | | | | | |
|-------------------------------------------------------------------------------------------------------------|------|---------|------|------------------|--|--|--|--|
| | | | | Combin ed 1-3 | | | | |
| | | 2nd Qtr | | + | | | | |
| Drivers: | rank | rank | rank | rank | | | | |
| Quality & Cleanliness of beaches & parks | | | | | | | | |
| Ease of getting around | | | | | | | | |
| Safety walking around at night | | | | | | | | |
| Quality of daytime tours | | | | | | | | |
| Variety of daytime tours | | | | | | | | |
| Quality of nighttime tours | | | | | | | | |
| Variety of nighttime tours | | | | | | | | |
| Quality of shopping | | | | | | | | |
| Variety of shopping | | | | | | | | |
| Price of things on Guam | | | | | | | | |
| Quality of hotel accommodations | | | | | | | | |
| Quality/cleanliness of air, sky | | | | | | | | |
| Quality/cleanliness of parks | | | | | | | | |
| Quality of landscape in Tumon | | | | | | | | |
| Quality of landscape in Guam | | | | | | | | |
| Quality of ground handler | | | | | | | | |
| Quality/cleanliness of transportation vehicles | | | | | | | | |
| % of Per Person On Island Expenditures | | | | | | | | |
| Accounted For | 0.0% | 0.0% | 0.0% | 0.0% | | | | |

NOTE: Only significant predictors are ranked.



Drivers of Per Person On Island Expenditure

• **Per person on island expenditure** of China's visitor's on Guam is driven by no significant factor in the Third Quarter 2015 Period.