

GUAM VISITORS BUREAU Taiwan Visitor Tracker Exit Profile FY2016 Market Segmentation 2ND QTR. (JAN~MAR 2016)



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 **150** departing Taiwanese 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 **150** is +/- 8.0 percentage points with a 95% confidence level. That is, if all Taiwanese 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 +/- 8.0 percentage points.



OBJECTIVES

- The specific objectives of the analysis were:
 - To determine the relative size and expenditure behavior of the following market segments:
 - General leisure group
 - Family and/or Child
 - Special interest group
 - Incentive market
 - 20-40 year old
 - Mid-high level income
 - White-collar
 - w/ child
 - Wedding/ Honeymoon
 - Student
 - To identify (for all Taiwanese visitors) the most important determinants of on-island spending; and
 - To identify the most significant factors affecting overall visitor satisfaction.



Highlighted Segments Parameters

- General leisure group Q.5A
- Family and/or Child Q.6
- Special interest group Q.18/Q7
- Incentive market Q.5A/Q.7
- 20-40 year old Q.F
- Mid-high level income Q.26
- White-collar Q.25
- W/child Q.6
- Wedding/ Honeymoon Q.5A/ Q.13
- Student –Q.25



Highlighted Segments

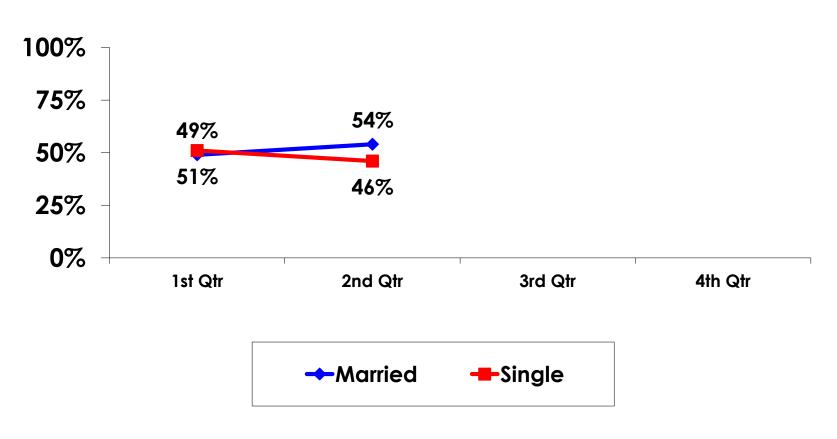
| | 1 st QTR | 2 nd QTR | 3rd QTR | 4 th QTR |
|-------------------------|---------------------|---------------------|---------|---------------------|
| General leisure group | 51% | 49% | | |
| Child | 9% | 25% | | |
| Incentive market | 4% | 3% | | |
| Male 20-40 | 42% | 25% | | |
| Female 20-40 | 41% | 45% | | |
| White collar | 50% | 45% | | |
| Wedding/ Honeymooner | 22% | 21% | | |
| Student | 3% | 9% | | |
| Mid-High income | 38% | 33% | | |
| TOTAL | 150 | 150 | | |



SECTION 1 PROFILE OF RESPONDENTS



MARITAL STATUS -TRACKING



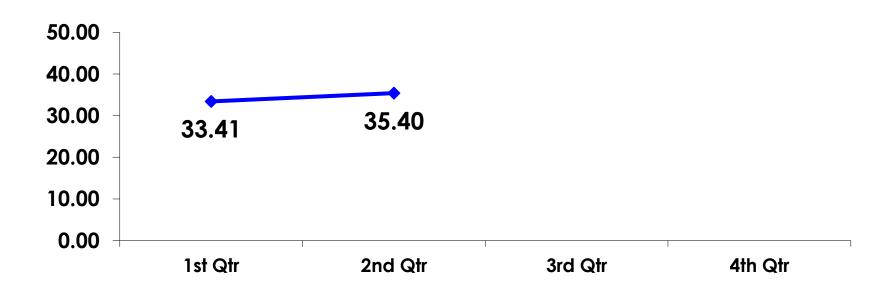


MARITAL STATUS-SEGMENTATION

| | | | TOTAL | GEN LEISURE GRP | CHILD | INCENTIVE MKT | MALE 20-40 | FEMALE 20- 40 | WHITE COLLAR | WEDDING/ HNYMOON | STUDENT | MID INCOME |
|----|---------|------------|-------|-----------------------|-------|------------------|------------|------------------|-----------------|---------------------|---------|------------|
| | | | • | - | • | - | - | • | - | • | - | - |
| QE | Married | Count | 81 | 34 | 33 | 4 | 17 | 26 | 40 | 27 | 0 | 24 |
| | | Column N % | 54% | 47% | 87% | 100% | 46% | 39% | 59% | 84% | 0% | 49% |
| | Single | Count | 68 | 38 | 5 | 0 | 20 | 41 | 28 | 5 | 13 | 25 |
| | | Column N % | 46% | 53% | 13% | 0% | 54% | 61% | 41% | 16% | 100% | 51% |
| | Total | Count | 149 | 72 | 38 | 4 | 37 | 67 | 68 | 32 | 13 | 49 |



AVERAGE AGE - TRACKING





AGE-SEGMENTATION

| | | | TOTAL | GEN LEISURE GRP | CHILD | INCENTIVE MKT | MALE 20-40 | FEMALE 20- 40 | WHITE COLLAR | WEDDING/ HNYMOON | STUDENT | MID INCOME |
|----|--------|------------|-------|-----------------------|-------|------------------|------------|------------------|-----------------|---------------------|---------|------------|
| | | | - | - | - | - | - | - | - | - | - | - |
| QF | 18-24 | Count | 21 | 11 | 1 | 0 | 4 | 12 | 5 | 3 | 13 | 4 |
| | | Column N % | 14% | 15% | 3% | 0% | 11% | 18% | 7% | 9% | 100% | 8% |
| | 25-34 | Count | 61 | 36 | 6 | 0 | 23 | 38 | 31 | 16 | 0 | 19 |
| | | Column N % | 41% | 49% | 16% | 0% | 61% | 57% | 46% | 50% | 0% | 39% |
| | 35-49 | Count | 47 | 21 | 28 | 2 | 11 | 17 | 24 | 6 | 0 | 16 |
| | | Column N % | 31% | 29% | 74% | 50% | 29% | 25% | 35% | 19% | 0% | 33% |
| | 50+ | Count | 21 | 5 | 3 | 2 | 0 | 0 | 8 | 7 | 0 | 10 |
| | | Column N % | 14% | 7% | 8% | 50% | 0% | 0% | 12% | 22% | 0% | 20% |
| | Total | Count | 150 | 73 | 38 | 4 | 38 | 67 | 68 | 32 | 13 | 49 |
| QF | Mean | | 35.40 | 32.55 | 39.37 | 47.00 | 30.47 | 29.43 | 35.47 | 35.97 | 20.46 | 37.78 |
| | Median | | 33 | 30 | 40 | 47 | 30 | 28 | 34 | 30 | 20 | 35 |

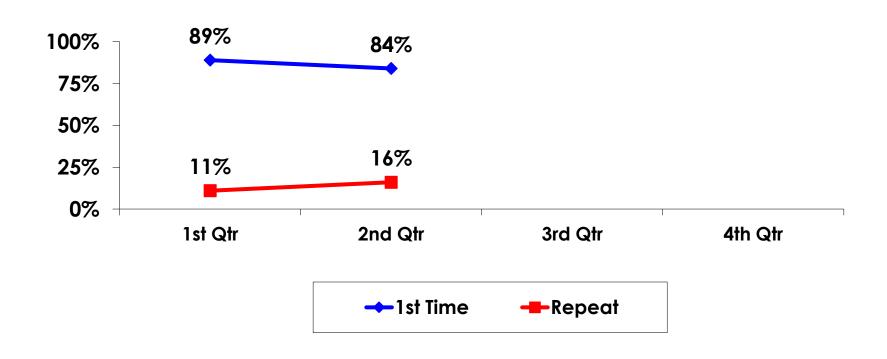


INCOME - SEGMENTATION

| | | | TOTAL | GEN LEISURE GRP | CHILD | INCENTIVE MKT | MALE 20-40 | FEMALE 20- 40 | WHITE COLLAR | WEDDING/ HNYMOON | STUDENT | MID INCOME |
|-----|---------------|------------|-------|-----------------------|-------|------------------|------------|------------------|-----------------|---------------------|---------|------------|
| | | | • | - | • | - | • | - | ı | - | • | - |
| Q26 | <=NT160K | Count | 11 | 5 | 3 | 0 | 2 | 9 | 7 | 3 | 1 | 0 |
| | | Column N % | 8% | 7% | 8% | 0% | 5% | 14% | 10% | 10% | 8% | 0% |
| | NT160K-NT200K | Count | 14 | 6 | 2 | 0 | 7 | 7 | 6 | 2 | 2 | 0 |
| | | Column N % | 10% | 9% | 5% | 0% | 18% | 11% | 9% | 7% | 17% | 0% |
| | NT200K-NT400K | Count | 16 | 10 | 2 | 0 | 5 | 10 | 8 | 3 | 1 | 0 |
| | | Column N % | 11% | 14% | 5% | 0% | 13% | 16% | 12% | 10% | 8% | 0% |
| | NT400K-NT600K | Count | 29 | 15 | 4 | 0 | 9 | 12 | 9 | 6 | 0 | 29 |
| | | Column N % | 20% | 21% | 11% | 0% | 24% | 19% | 13% | 20% | 0% | 59% |
| | NT600K-NT800K | Count | 20 | 10 | 4 | 2 | 4 | 10 | 6 | 5 | 1 | 20 |
| | | Column N % | 14% | 14% | 11% | 50% | 11% | 16% | 9% | 17% | 8% | 41% |
| | NT800K-NT1.0M | Count | 27 | 11 | 12 | 2 | 5 | 8 | 14 | 4 | 2 | 0 |
| | | Column N % | 19% | 16% | 32% | 50% | 13% | 13% | 21% | 13% | 17% | 0% |
| | NT1.0M+ | Count | 25 | 12 | 10 | 0 | 6 | 6 | 17 | 7 | 2 | 0 |
| | | Column N % | 17% | 17% | 27% | 0% | 16% | 10% | 25% | 23% | 17% | 0% |
| | No Income | Count | 3 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 3 | 0 |
| | | Column N % | 2% | 1% | 0% | 0% | 0% | 2% | 0% | 0% | 25% | 0% |
| | Total | Count | 145 | 70 | 37 | 4 | 38 | 63 | 67 | 30 | 12 | 49 |



PRIOR TRIPS TO GUAM - TRACKING



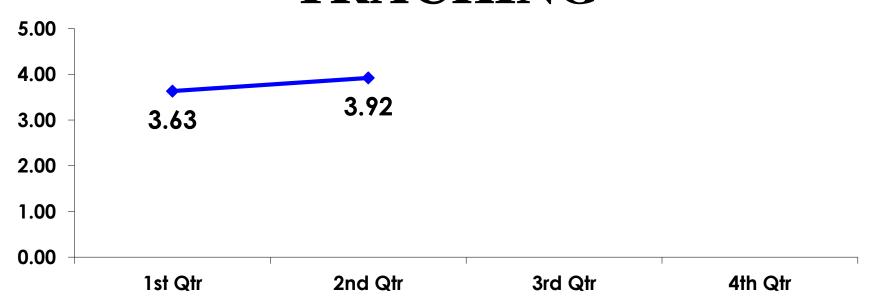


PRIOR TRIPS TO GUAM - SEGMENTATION

| | | | TOTAL | GEN LEISURE GRP | CHILD | INCENTIVE MKT | MALE 20-40 | FEMALE 20- 40 | WHITE COLLAR | WEDDING/ HNYMOON | STUDENT | MID INCOME |
|-----|-------|------------|-------|-----------------------|-------|------------------|------------|------------------|-----------------|---------------------|---------|------------|
| | | | - | 1 | - | - | - | 1 | - | - | - | - |
| Q3A | Yes | Count | 125 | 66 | 34 | 0 | 32 | 60 | 55 | 29 | 10 | 42 |
| | | Column N % | 84% | 90% | 89% | 0% | 84% | 91% | 82% | 91% | 77% | 86% |
| | No | Count | 24 | 7 | 4 | 4 | 6 | 6 | 12 | 3 | 3 | 7 |
| | | Column N % | 16% | 10% | 11% | 100% | 16% | 9% | 18% | 9% | 23% | 14% |
| | Total | Count | 149 | 73 | 38 | 4 | 38 | 66 | 67 | 32 | 13 | 49 |



AVG LENGTH OF STAY - TRACKING





AVG LENGTH OF STAY - SEGMENTATION

| | | TOTAL | GEN LEISURE GRP | CHILD | INCENTIVE MKT | MALE 20-40 | FEMALE 20- 40 | WHITE COLLAR | WEDDING/ HNYMOON | STUDENT | MID INCOME |
|----|--------|-------|-----------------------|-------|------------------|------------|------------------|-----------------|---------------------|---------|------------|
| | | - | - | - | • | - | - | - | • | - | - |
| Q8 | Mean | 3.92 | 3.89 | 4.08 | 5.75 | 3.95 | 3.80 | 4.09 | 3.45 | 3.25 | 3.86 |
| | Median | 3 | 3 | 4 | 6 | 3 | 3 | 3 | 3 | 3 | 4 |



SECTION 2 TRAVEL PLANNING



TRAVEL PLANNING - SEGMENTATION

| | | | TOTAL | GEN LEISURE GRP | CHILD | INCENTIVE MKT | MALE 20-40 | FEMALE 20- 40 | WHITE COLLAR | WEDDING/ HNYMOON | STUDENT | MID INCOME |
|----|------------------------|------------|-------|-----------------------|-------|------------------|------------|------------------|-----------------|---------------------|---------|------------|
| | | | - | - | - | - | - | - | - | - | - | - |
| Q7 | Full package tour | Count | 40 | 20 | 18 | 1 | 6 | 17 | 23 | 11 | 3 | 16 |
| | | Column N % | 27% | 27% | 47% | 25% | 16% | 26% | 34% | 35% | 25% | 33% |
| | Free-time package tour | Count | 76 | 39 | 11 | 1 | 25 | 36 | 28 | 15 | 9 | 27 |
| | | Column N % | 52% | 53% | 29% | 25% | 68% | 55% | 42% | 48% | 75% | 55% |
| | Individually arranged | Count | 27 | 14 | 9 | 0 | 6 | 13 | 14 | 5 | 0 | 6 |
| | travel (FIT) | Column N % | 18% | 19% | 24% | 0% | 16% | 20% | 21% | 16% | 0% | 12% |
| | Company paid travel | Count | 2 | 0 | 0 | 2 | 0 | 0 | 1 | 0 | 0 | 0 |
| | | Column N % | 1% | 0% | 0% | 50% | 0% | 0% | 1% | 0% | 0% | 0% |
| | Other | Count | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| | | Column N % | 1% | 0% | 0% | 0% | 0% | 0% | 1% | 0% | 0% | 0% |
| | Total | Count | 146 | 73 | 38 | 4 | 37 | 66 | 67 | 31 | 12 | 49 |



TRAVEL MOTIVATION - SEGMENTATION

| | | TOTAL | GEN LEISURE GRP | CHILD | INCENTIVE MKT | MALE 20-40 | FEMALE 20- 40 | WHITE COLLAR | WEDDING/ HNYMOON | STUDENT | MID INCOME |
|-----|------------------------------------|--------|-----------------------|-------|------------------|------------|------------------|-----------------|---------------------|---------|------------|
| | | - | - | - | - | - | - | - | - | - | - |
| Q5A | Previous trip | 9% | 8% | 11% | 75% | 13% | 6% | 10% | 3% | 15% | 8% |
| | Price | 16% | 25% | 11% | 25% | 21% | 17% | 12% | 25% | 31% | 19% |
| | Visit friends/ Relatives | 8% | 8% | 3% | 25% | 5% | 6% | 3% | 16% | 23% | 15% |
| | Recomm- friend/family/trvl agnt | 28% | 29% | 26% | 25% | 24% | 30% | 28% | 22% | 38% | 31% |
| | Scuba | 25% | 29% | 18% | 50% | 26% | 30% | 21% | 28% | 23% | 35% |
| | Water sports | 22% | 29% | 21% | 50% | 29% | 21% | 21% | 22% | 23% | 25% |
| | Short travel time | 13% | 19% | 13% | 75% | 13% | 14% | 13% | 9% | 8% | 19% |
| | Golf | 1% | 1% | 3% | 25% | 3% | 0% | 0% | 3% | 0% | 2% |
| | Relax | 46% | 93% | 42% | 25% | 55% | 50% | 48% | 50% | 38% | 50% |
| | Company/ Business Trip | 2% | 1% | 3% | 50% | 3% | 0% | 3% | 3% | 0% | 2% |
| | Company Sponsored | 1% | 1% | 3% | 50% | 3% | 2% | 0% | 3% | 0% | 4% |
| | Convention/ Trade/ Conference | 1% | 1% | 3% | 25% | 3% | 0% | 0% | 3% | 0% | 2% |
| | Safe | 36% | 42% | 61% | 75% | 34% | 39% | 37% | 41% | 31% | 38% |
| | Natural beauty | 84% | 93% | 92% | 100% | 89% | 83% | 82% | 75% | 69% | 88% |
| | Shopping | 41% | 51% | 39% | 75% | 45% | 44% | 36% | 47% | 62% | 42% |
| | Career Cert/ Testing | 1% | 1% | 3% | 25% | 3% | 0% | 0% | 3% | 0% | 2% |
| | Married/ Attn wedding | 9% | 8% | 11% | 25% | 8% | 5% | 10% | 41% | 0% | 10% |
| | Honeymoon | 14% | 15% | 8% | 25% | 18% | 20% | 18% | 66% | 0% | 15% |
| | Pleasure | 14% | 27% | 13% | 25% | 13% | 17% | 15% | 13% | 31% | 17% |
| | Organized sports | 3% | 3% | 0% | 0% | 0% | 5% | 3% | 0% | 8% | 6% |
| | No Visa requirement | 31% | 34% | 32% | 50% | 18% | 36% | 30% | 19% | 15% | 44% |
| | Other | 3% | 0% | 0% | 0% | 5% | 2% | 4% | 3% | 8% | 2% |
| | Total Cour | nt 148 | 73 | 38 | 4 | 38 | 66 | 67 | 32 | 13 | 48 |



INFORMATION SOURCES - SEGMENTATION

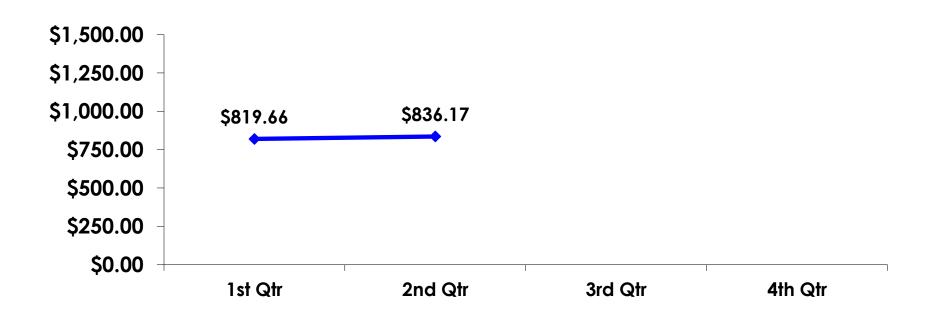
| | | TOTAL | GEN LEISURE GRP | CHILD | INCENTIVE MKT | MALE 20-40 | FEMALE 20- 40 | WHITE COLLAR | WEDDING/ HNYMOON | STUDENT | MID INCOME |
|----|---------------------------------|-------|-----------------------|-------|------------------|------------|------------------|-----------------|---------------------|---------|------------|
| | | - | - | - | - | - | - | • | - | - | - |
| Q1 | Internet | 49% | 55% | 66% | 25% | 68% | 44% | 54% | 48% | 38% | 45% |
| | Friend/ Relative | 48% | 52% | 42% | 25% | 42% | 50% | 46% | 42% | 77% | 53% |
| | TV | 26% | 35% | 26% | 25% | 21% | 27% | 22% | 35% | 15% | 30% |
| | Travel Agent Brochure | 25% | 23% | 26% | 25% | 24% | 26% | 24% | 19% | 31% | 23% |
| | Travel Guidebook- Bookstore | 22% | 27% | 26% | 25% | 26% | 24% | 25% | 26% | 15% | 23% |
| | Magazine (Consumer) | 17% | 24% | 16% | 25% | 13% | 23% | 12% | 16% | 15% | 26% |
| | Prior Trip | 14% | 8% | 11% | 100% | 11% | 9% | 15% | 10% | 15% | 13% |
| | GVB Promo | 13% | 11% | 13% | 50% | 13% | 11% | 15% | 19% | 15% | 15% |
| | Consumer Trvl Show | 10% | 15% | 11% | 25% | 16% | 9% | 10% | 19% | 15% | 11% |
| | Co-Worker/ Company Trvl Dept | 10% | 13% | 3% | 25% | 8% | 12% | 4% | 10% | 8% | 9% |
| | Travel Trade Show | 8% | 8% | 8% | 25% | 8% | 8% | 9% | 16% | 8% | 9% |
| | Newspaper | 8% | 8% | 11% | 50% | 3% | 8% | 4% | 16% | 0% | 17% |
| | Other | 5% | 7% | 0% | 0% | 3% | 6% | 4% | 6% | 8% | 4% |
| | GVB Office | 3% | 3% | 5% | 50% | 5% | 2% | 3% | 3% | 0% | 4% |
| | Theater Ad | 1% | 3% | 3% | 25% | 3% | 0% | 0% | 3% | 8% | 2% |
| | Radio | 1% | 1% | 3% | 25% | 3% | 0% | 0% | 3% | 0% | 2% |
| | Total Cou | t 148 | 71 | 38 | 4 | 38 | 66 | 67 | 31 | 13 | 47 |



SECTION 3 EXPENDITURES



PREPAID EXPENDITURES TRACKING





PREPAID EXPENDITURES PER PERSON SEGMENTATION

| | | TOTAL | GEN LEISURE GRP | CHILD | INCENTIVE MKT | MALE 20-40 | FEMALE 20- 40 | WHITE COLLAR | WEDDING/ HNYMOON | STUDENT | MID INCOME |
|------------|---------|----------|-----------------------|----------|------------------|------------|------------------|-----------------|---------------------|----------|------------|
| | | - | - | - | - | - | - | - | - | - | - |
| PER PERSON | Mean | \$836.17 | \$788.78 | \$862.50 | \$635.53 | \$1,041.29 | \$756.31 | \$874.51 | \$904.75 | \$727.07 | \$797.95 |
| | Median | \$903 | \$842 | \$831 | \$602 | \$1,008 | \$842 | \$903 | \$936 | \$773 | \$903 |
| | Minimum | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| | Maximum | \$2,407 | \$2,407 | \$2,256 | \$1,339 | \$2,407 | \$1,805 | \$2,407 | \$2,016 | \$1,805 | \$1,805 |



PREPAID EXPENDITURES

| | | | GEN LEISURE | | INCENTIVE | | FEMALE 20- | WHITE | WEDDING/ | | |
|------------------|---------|------------|----------------|------------|------------|------------|------------|------------|------------|------------|------------|
| | | TOTAL | GRP | CHILD | MKT | MALE 20-40 | 40 | COLLAR | HNYMOON | STUDENT | MID INCOME |
| | | - | - | - | - | - | - | - | - | - | - |
| AIR & HOTEL | Mean | \$1,290.49 | \$1,348.20 | \$2,208.61 | | \$1,331.80 | \$1,264.18 | \$1,468.95 | \$1,590.70 | \$793.01 | \$1,328.36 |
| | Minimum | \$451 | \$451 | \$508 | | \$451 | \$451 | \$508 | \$542 | \$451 | \$451 |
| | Maximum | \$4,212 | \$4,212 | \$4,212 | | \$4,212 | \$3,309 | \$3,309 | \$2,106 | \$1,504 | \$4,212 |
| AIR/ HOTEL/ MEAL | Mean | \$1,852.40 | \$1,424.13 | \$2,860.36 | \$1,173.29 | \$1,810.17 | \$1,404.81 | \$1,700.00 | \$1,662.82 | \$1,089.05 | \$1,387.22 |
| | Minimum | \$542 | \$542 | \$659 | \$1,143 | \$572 | \$542 | \$542 | \$782 | \$659 | \$542 |
| | Maximum | \$9,025 | \$3,610 | \$9,025 | \$1,203 | \$9,025 | \$5,716 | \$6,017 | \$3,008 | \$1,805 | \$3,008 |
| AIR ONLY | Mean | \$977.74 | \$1,052.95 | \$1,052.95 | \$601.68 | \$1,579.42 | \$451.26 | \$1,163.26 | \$1,654.63 | | |
| | Minimum | \$120 | \$120 | \$120 | \$602 | \$1,504 | \$451 | \$451 | \$1,655 | | |
| | Maximum | \$1,655 | \$1,534 | \$1,534 | \$602 | \$1,655 | \$451 | \$1,534 | \$1,655 | | |
| HOTEL ONLY | Mean | \$845.37 | \$771.66 | \$771.66 | | \$992.78 | . | \$1,263.54 | \$992.78 | | |
| | Minimum | \$280 | \$280 | \$280 | | \$993 | . | \$1,264 | \$993 | | |
| | Maximum | \$1,264 | \$1,264 | \$1,264 | | \$993 | . | \$1,264 | \$993 | | |
| HOTEL & MEAL | Mean | \$451.26 | \$451.26 | | | | . | | \$451.26 | | |
| | Minimum | \$451 | \$451 | | | | . | | \$451 | | |
| | Maximum | \$451 | \$451 | | | | . | | \$451 | | |
| F&B HOTEL | Mean | | | | | | . | | | | |
| | Minimum | | | | | | . | | | | |
| | Maximum | | | | | | . | | | | |
| TRANS- TAIWAN | Mean | \$81.51 | \$108.64 | \$131.17 | \$15.04 | \$87.75 | \$110.71 | \$82.13 | \$30.08 | | \$104.09 |
| | Minimum | \$15 | \$30 | \$24 | \$15 | \$30 | \$24 | \$15 | \$30 | | \$28 |
| | Maximum | \$241 | \$241 | \$241 | \$15 | \$181 | \$241 | \$241 | \$30 | | \$181 |
| TRANS- GUAM | Mean | \$48.38 | \$55.98 | \$12.03 | | \$22.56 | \$60.92 | \$40.10 | | | \$36.10 |
| | Minimum | \$8 | \$8 | \$12 | | \$15 | \$12 | \$8 | | | \$36 |
| | Maximum | \$135 | \$135 | \$12 | | \$30 | \$135 | \$135 | | | \$36 |
| OPT TOURS | Mean | \$326.46 | \$380.29 | \$180.46 | | \$381.60 | \$526.47 | \$290.06 | \$391.10 | \$322.70 | \$275.27 |
| | Minimum | \$36 | \$90 | \$36 | | \$90 | \$301 | \$36 | \$171 | \$102 | \$36 |
| | Maximum | \$1,053 | \$752 | \$331 | | \$1,053 | \$602 | \$1,053 | \$602 | \$752 | \$602 |
| OTHER | Mean | \$496.46 | \$588.56 | \$785.63 | \$180.51 | \$714.50 | \$504.81 | \$375.15 | \$383.57 | \$81.24 | \$420.22 |
| | Minimum | \$12 | \$12 | \$93 | \$181 | \$120 | \$60 | \$22 | \$211 | \$12 | \$60 |
| | Maximum | \$2,948 | \$2,948 | \$2,948 | \$181 | \$2,948 | \$1,805 | \$1,805 | \$662 | \$150 | \$1,203 |
| TOTAL | Mean | \$1,491.87 | \$1,403.28 | \$2,452.65 | \$785.95 | \$1,828.16 | \$1,183.79 | \$1,560.07 | \$1,527.62 | \$727.07 | \$1,230.45 |
| | Minimum | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| | Maximum | \$9,025 | \$4,813 | \$9,025 | \$1,339 | \$9,025 | \$5,716 | \$6,017 | \$3,309 | \$1,805 | \$4,513 |



ON-ISLAND EXPENDITURES TRACKING



YTD = \$779.97



ON-ISLAND EXPENDITURES PER PERSON SEGMENTATION

| | | TOTAL | GEN LEISURE GRP | CHILD | INCENTIVE MKT | MALE 20-40 | FEMALE 20- 40 | WHITE COLLAR | WEDDING/ HNYMOON | STUDENT | MID INCOME |
|------------|---------|----------|-----------------------|----------|------------------|------------|------------------|-----------------|---------------------|----------|------------|
| | | • | 1 | - | - | - | - | - | • | - | - |
| PER PERSON | Mean | \$768.48 | \$776.25 | \$587.00 | \$991.67 | \$925.40 | \$878.65 | \$848.44 | \$653.87 | \$360.19 | \$897.22 |
| | Median | \$413 | \$450 | \$375 | \$1,050 | \$463 | \$600 | \$518 | \$388 | \$225 | \$495 |
| | Minimum | \$0 | \$0 | \$0 | \$200 | \$0 | \$0 | \$0 | \$150 | \$0 | \$0 |
| | Maximum | \$9,000 | \$9,000 | \$2,300 | \$1,667 | \$9,000 | \$6,250 | \$9,000 | \$2,500 | \$1,509 | \$9,000 |

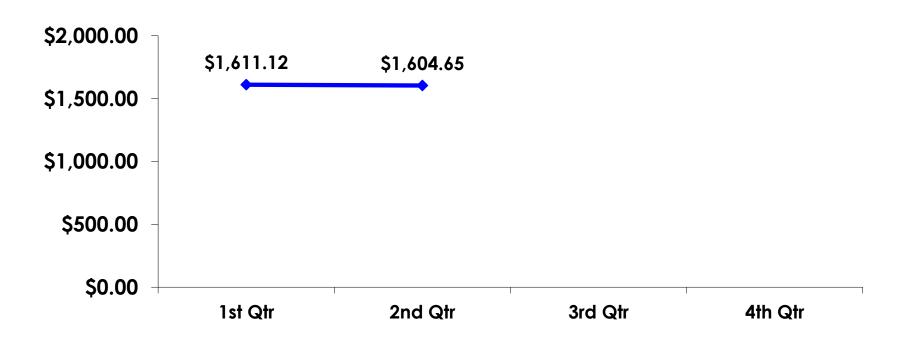


ON-ISLAND EXPENSE- BREAKDOWN

| | TOTAL | GEN LEISURE GRP | CHILD | INCENTIVE MKT | MALE 20-40 | FEMALE 20- 40 | WHITE COLLAR | WEDDING/ HNYMOON | STUDENT | MID INCOME |
|--------------|------------|-----------------------|------------|------------------|------------|------------------|-----------------|---------------------|----------|------------|
| | - | - | - | - | - | - | - | - | - | - |
| | Mean | Mean | Mean | Mean | Mean | Mean | Mean | Mean | Mean | Mean |
| F&B HOTEL | \$24.39 | \$13.53 | \$53.37 | \$0.00 | \$52.11 | \$12.96 | \$17.03 | \$18.75 | \$0.77 | \$7.76 |
| F&B FF/STORE | \$76.03 | \$77.74 | \$134.34 | \$12.50 | \$73.95 | \$70.82 | \$60.74 | \$28.13 | \$20.77 | \$61.53 |
| F&B RESTRNT | \$112.99 | \$105.73 | \$169.74 | \$0.00 | \$117.45 | \$146.34 | \$152.62 | \$76.34 | \$23.85 | \$173.88 |
| OPT TOUR | \$111.16 | \$95.59 | \$230.39 | \$27.00 | \$59.84 | \$119.48 | \$130.75 | \$100.28 | \$50.00 | \$126.82 |
| GIFT- SELF | \$268.89 | \$290.45 | \$300.50 | \$0.00 | \$213.08 | \$342.64 | \$336.82 | \$257.66 | \$23.85 | \$225.14 |
| GIFT- OTHER | \$198.57 | \$187.89 | \$346.76 | \$37.50 | \$199.95 | \$208.55 | \$171.12 | \$56.91 | \$8.77 | \$152.65 |
| TRANS | \$74.54 | \$71.92 | \$130.37 | \$112.50 | \$100.32 | \$74.19 | \$93.04 | \$79.31 | \$10.00 | \$67.24 |
| OTHER | \$479.45 | \$466.30 | \$503.24 | \$1,760.50 | \$663.61 | \$376.03 | \$450.19 | \$638.09 | \$325.54 | \$540.18 |
| TOTAL | \$1,346.35 | \$1,309.15 | \$1,868.71 | \$1,950.00 | \$1,481.61 | \$1,351.01 | \$1,412.31 | \$1,255.47 | \$463.54 | \$1,356.22 |



TOTAL EXPENDITURES – TRACKING



YTD=\$1,607.88



TOTAL EXPENDITURES PER PERSON - SEGMENTATION

| | | TOTAL | GEN LEISURE GRP | CHILD | INCENTIVE MKT | MALE 20-40 | FEMALE 20- 40 | WHITE COLLAR | WEDDING/ HNYMOON | STUDENT | MID INCOME |
|------------------|---------|------------|-----------------------|------------|------------------|------------|------------------|-----------------|---------------------|------------|------------|
| | | - | - | - | - | - | - | - | - | - | - |
| TOTAL PER PERSON | Mean | \$1,604.65 | \$1,565.03 | \$1,449.49 | \$1,627.20 | \$1,966.69 | \$1,634.97 | \$1,722.95 | \$1,558.62 | \$1,087.26 | \$1,695.17 |
| | Median | \$1,451 | \$1,390 | \$1,442 | \$1,603 | \$1,598 | \$1,493 | \$1,546 | \$1,458 | \$903 | \$1,564 |
| | Minimum | \$0 | \$0 | \$0 | \$1,102 | \$0 | \$0 | \$0 | \$375 | \$149 | \$0 |
| | Maximum | \$9,000 | \$9,000 | \$3,338 | \$2,202 | \$9,000 | \$8,055 | \$9,000 | \$3,252 | \$3,314 | \$9,000 |



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 Qtr and Overall 1-2 Qtr 2016 | | | | | | |
|--|---------|---------|----------------------|--|--|--|
| | | | Combine d 1-2 Qtr | | | |
| | 1st Qtr | 2nd Qtr | 2016 | | | |
| Drivers: | rank | rank | rank | | | |
| Quality & Cleanliness of beaches & parks | | | | | | |
| Ease of getting around | | | | | | |
| Safety walking around at night | 4 | | | | | |
| Quality of daytime tours | 1 | | | | | |
| Variety of daytime tours | | 1 | 1 | | | |
| Quality of nighttime tours | | | | | | |
| Variety of nighttime tours | | | | | | |
| Quality of shopping | | | | | | |
| Variety of shopping | 3 | | | | | |
| Price of things on Guam | | 2 | 3 | | | |
| Quality of hotel accommodations | | | 4 | | | |
| Quality/cleanliness of air, sky | | | | | | |
| Quality/cleanliness of parks | | | | | | |
| Quality of landscape in Tumon | | | | | | |
| Quality of landscape in Guam | | | 5 | | | |
| Quality of ground handler | 2 | | | | | |
| Quality/cleanliness of transportation | | | | | | |
| vehicles | | 3 | 2 | | | |
| % of Per Person On Island Expenditures | | | | | | |
| Accounted For | 59.4% | 52.1% | 53.8% | | | |



DRIVERS OF OVERALL SATISFACTION

- Overall satisfaction with the Taiwan visitor's experience on Guam is driven by three significant factors in the Second Quarter 2016 Period. By rank order they are:
 - Variety of daytime tours,
 - Price of things on Guam, and
 - Quality/cleanliness of transportation vehicles.
- With these three factors the overall r² is .521 meaning that 52.1% of overall satisfaction is accounted for by these factors.



| Comparison of Drivers of Per Person On | • | enditure, | 1st,2nd |
|--|---------|-----------|----------------------|
| Qtr and Overall 1-2 Q | tr 2016 | | T |
| | 1st Qtr | 2nd Otr | Combine d 1-2 Qtr |
| Drivers: | rank | rank | rank |
| Quality & Cleanliness of beaches & parks | Tank | - Carrix | Tarin |
| Ease of getting around | | 2 | |
| Safety walking around at night | | | |
| Quality of daytime tours | | | |
| Variety of daytime tours | | 3 | |
| Quality of nighttime tours | | | |
| Variety of nighttime tours | | | |
| Quality of shopping | | | |
| Variety of shopping | | | |
| Price of things on Guam | | | |
| Quality of hotel accommodations | | | 1 |
| Quality/cleanliness of air, sky | | | |
| Quality/cleanliness of parks | | | |
| Quality of landscape in Tumon | | 1 | |
| Quality of landscape in Guam | | | |
| Quality of ground handler | | | |
| Quality/cleanliness of transportation vehicles | | | |
| % of Per Person On Island Expenditures | | | |
| Accounted For | 0.0% | 10.8% | 1.2% |
| NOTE: Only significant drivers are included. | | | |



Drivers of Per Person On Island Expenditure

- Per Person On Island Expenditure of Taiwan visitors on Guam is driven by three significant factors in the Second Quarter 2016 Period. By rank order they are:
 - Quality of landscape in Tumon,
 - Ease of getting around, and
 - Variety of day time tours.
- With these three factors the overall r² is .108 meaning that 10.8% of Per person on island expenditure is accounted for by these factors.