YouGov Destination Index Trends

November 22, 2021
YouGov Syndicated Survey

- HTA subscribes to YouGov’s BrandIndex and Profiles databases for the U.S., Japan, and Canada
- YouGov has a global consumer panel with over 6 million participants in 42 countries who take over 20 million surveys each year
- 10,000 consumers are surveyed each day
- HTA receives access to new data each week
- YouGov has daily brand tracking metrics – media-focused, brand health, purchase/intent, consumer status
Destination Index

• Metrics
  – Buzz
    • Net % of people that heard something positive about the brand in past two weeks minus % of people heard something negative about brand in past two weeks
  – Recommend
    • Net % would recommend to others minus % would tell to avoid
  – Word of Mouth Exposure
    • Yes% talked with someone about the brand (in-person, online or through social media)
  – Consideration
    • Yes% would consider purchasing a brand when next in market
  – Purchase Intent
    • Yes % most likely to visit the brand in question, of all brands considered

• Indexing
  – U.S. and Japan data are indexed to January 1, 2020, as a pre-COVID-19 baseline to compare magnitude in shifts across markets. Canada data began on September 18, 2020, well into the pandemic, and thus cannot be indexed to a pre-pandemic date.
2020 Significant Dates

March 26, 2020 – mandated 14-day quarantine for all travelers coming to Hawai‘i goes into effect at 12:01 a.m.

June 24, 2020 – Gov. Ige announces pre-travel testing program to avoid the mandatory quarantine starting Aug. 1st

September 6-26, 2020 – Hurricane Douglas passes close to the Hawaiian Islands

August 6, 2020 – announcement that interisland travel quarantine will be reinstated starting Aug. 11th

September 16, 2020 – pre-travel testing program launch pushed to Oct. 15th

November 24, 2020 – Kaua‘i County announces they will opt out of Safe Travels program starting Dec. 2nd

September 16, 2020 – 14-day quarantine requirement for interisland travelers lifted

July 13, 2020 – pre-travel testing program launch pushed back to Sept. 1st

July 27, 2020 – Gov. Ige announces Hawai‘i is being considered by Japan for resumption of international travel

September 68, 2020 – pre-travel testing program launch pushed back to Oct. 1st, at the earliest

October 15, 2020 – pre-travel testing program officially begins
2021 Significant Dates

January 12, 2021 – CDC recommends all international arrivals over the age of two get tested within three days before returning to the U.S.

January 26, 2021 – new CDC regulation goes into effect. All international arrivals (2+ years of age) to the U.S. must have a negative COVID-19 test within three days of departure to avoid a 10-day quarantine.

June 4, 2021 – Gov. Ige announces that starting June 15, all restrictions for inter-county travel will be lifted and travelers entering the state who have been vaccinated in Hawai‘i may bypass quarantine without a pre-travel test.

August 23, 2021 – Gov. Ige announces “Now’s not a good time to visit Hawai‘i.”

November 22, 2021 – Non-citizen, non-immigrant air travelers to the United States will be required to be fully vaccinated and to provide proof of vaccination status prior to boarding an airplane to fly to the U.S.

January 20, 2021 – all arriving passengers to Maui County must upload the AlohaSafe COVID-19 exposure app to their cell phones.

March 3, 2021 – Gov. Ige approves Kaua‘i’s re-entry into Safe Travels for Trans-Pacific travelers beginning April 5.

June 24, 2021 – Gov. Ige announces that individuals vaccinated in the U.S. will be able to bypass the testing/quarantine requirement with proof of vaccination through the state’s Safe Travels program.

October 19, 2021 – Governor Ige announced “Beginning November 1, we want to invite and encourage fully vaccinated visitors or residents to travel transpacific or inter-island.”

August 23, 2021 – Gov. Ige approves Kaua‘i’s re-entry into Safe Travels for Trans-Pacific travelers beginning April 5.
U.S. Destination Index Trends
Question: (Net) Over the PAST TWO WEEKS, which of the following destinations have you heard something POSITIVE about (whether in the news, through advertising, or talking to friends and family)? / Now which of the following have you heard something NEGATIVE about over the PAST TWO WEEKS?

Source: YouGov data as of November 22, 2021
Index of U.S. Buzz Net Score Two-Week Moving Average

Island of Hawai‘i
Kaua‘i
Maui
O‘ahu
State of Hawai‘i

Source: YouGov data as of November 22, 2021

Question: (Net) Over the PAST TWO WEEKS, which of the following destinations have you heard something POSITIVE about (whether in the news, through advertising, or talking to friends and family)? / Now which of the following have you heard something NEGATIVE about over the PAST TWO WEEKS?
Question: (Net) Which of the following destinations would you RECOMMEND to a friend or colleague? / And which of the following destinations would you tell a friend or colleague to AVOID?

Source: YouGov data as of November 22, 2021
Question: (Net) Which of the following destinations would you RECOMMEND to a friend or colleague? / And which of the following destinations would you tell a friend or colleague to AVOID?

Source: HVCB analysis of YouGov data as of November 22, 2021
Question: (Net) Which of the following destinations have you talked about with friends and family in the PAST TWO WEEKS (whether in-person, online, or through social media?)

Source: YouGov data as of November 22, 2021
Index of U.S. Word of Mouth Exposure (% Yes) Two-Week Moving Average

Question: (Net) Which of the following destinations have you talked about with friends and family in the PAST TWO WEEKS (whether in-person, online, or through social media?)

Source: YouGov data as of November 22, 2021
Question: (Net) Thinking about your next vacation by air alone or with friends, family, a partner or spouse, which of the following destinations would you consider?

Source: YouGov data as of November 22, 2021
Index of U.S. Consideration (% Yes) Two-Week Moving Average

- Island of Hawai'i
- Kaua'i
- Maui
- O'ahu
- State of Hawai'i

Question: (Net) Thinking about your next vacation by air alone or with friends, family, a partner or spouse, which of the following destinations would you consider?

Source: YouGov data as of November 22, 2021
Island of Hawai‘i
Kaua‘i
Maui
O‘ahu
State of Hawai‘i

Question: (Net) Of the destinations considered, which are you most likely to visit?

Source: YouGov data as of November 22, 2021
Index of U.S. Purchase Intent (% Yes) Two-Week Moving Average

Island of Hawai‘i
Kaua‘i
Maui
O‘ahu
State of Hawai‘i

Question: (Net) Of the destinations considered, which are you most likely to visit?

Source: YouGov data as of November 22, 2021
Japan Destination Index Trends
Japan Buzz Net Score Two-Week Moving Average

Question: (Net) Over the PAST TWO WEEKS, which of the following destinations have you heard something POSITIVE about (whether in the news, through advertising, or talking to friends and family)? / Now which of the following have you heard something NEGATIVE about over the PAST TWO WEEKS?

State of Hawai‘i

*Kaua‘i is not included due to low response volume

Source: YouGov data as of November 22, 2021
Question: (Net) Over the PAST TWO WEEKS, which of the following destinations have you heard something POSITIVE about (whether in the news, through advertising, or talking to friends and family)? / Now which of the following have you heard something NEGATIVE about over the PAST TWO WEEKS?

*Kaua‘i is not included due to low response volume

Source: YouGov data as of November 22, 2021
Question: (Net) Which of the following destinations would you RECOMMEND to a friend or colleague? / And which of the following destinations would you tell a friend or colleague to AVOID?

*Kaua’i is not included due to low response volume

Source: YouGov data as of November 22, 2021
Index of Japan Recommend Net Score Two-Week Moving Average

Question: (Net) Which of the following destinations would you RECOMMEND to a friend or colleague? / And which of the following destinations would you tell a friend or colleague to AVOID?

*Kaua‘i is not included due to low response volume

Source: YouGov data as of November 22, 2021
Japan Word of Mouth Exposure (% Yes) Two-Week Moving Average

Question: (Net) Which of the following destinations have you talked about with friends and family in the PAST TWO WEEKS (whether in-person, online, or through social media?)

*Kaua’i is not included due to low response volume

Source: YouGov data as of November 22, 2021
Index of Japan Word of Mouth Exposure (% Yes) Two-Week Moving Average

Question: (Net) Which of the following destinations have you talked about with friends and family in the PAST TWO WEEKS (whether in-person, online, or through social media?)

*Kaua‘i is not included due to low response volume

Source: YouGov data as of November 22, 2021
Question: (Net) Which of the following destinations have you talked about with friends and family in the PAST TWO WEEKS (whether in-person, online, or through social media?)

*Kaua‘i is not included due to low response volume

Source: YouGov data as of November 22, 2021
Index of Japan Consideration (% Yes) Two-Week Moving Average

Island of Hawai'i
Maui
O'ahu
State of Hawai'i

Question: (Net) Thinking about your next vacation by air alone or with friends, family, a partner or spouse, which of the following destinations would you consider?

*Kaua'i is not included due to low response volume

Source: YouGov data as of November 22, 2021
**Japan Purchase Intent (% Yes) Two-Week Moving Average**

- **Island of Hawai'i**
- **Maui**
- **O'ahu**
- **State of Hawai'i**

Question: (Net) Of the destinations considered, which are you most likely to visit?

*Kaua‘i is not included due to low response volume*

Source: YouGov data as of November 22, 2021
Index of Japan Purchase Intent (% Yes) Two-Week Moving Average

Question: (Net) Of the destinations considered, which are you most likely to visit?

Source: YouGov data as of November 22, 2021

*Kaua’i is not included due to low response volume*
Canada Destination Index Trends
Question: (Net) Over the PAST TWO WEEKS, which of the following destinations have you heard something POSITIVE about (whether in the news, through advertising, or talking to friends and family)? / Now which of the following have you heard something NEGATIVE about over the PAST TWO WEEKS?

*Island of Hawai‘i data not available until 1/20/2021

Source: YouGov data as of November 22, 2021
Question: (Net) Which of the following destinations would you RECOMMEND to a friend or colleague? / And which of the following destinations would you tell a friend or colleague to AVOID?

*Island of Hawai‘i data not available until 1/20/2021

Source: YouGov data as of November 22, 2021
Canada Word of Mouth Exposure (% Yes) Two-Week Moving Average

- State of Hawai‘i
- Kaua‘i
- Maui
- O‘ahu
- Island of Hawai‘i

Question: (Net) Which of the following destinations have you talked about with friends and family in the PAST TWO WEEKS (whether in-person, online, or through social media?)

*Island of Hawai‘i data not available until 1/20/2021

Source: YouGov data as of November 22, 2021
Question: (Net) Thinking about your next vacation by air alone or with friends, family, a partner or spouse, which of the following destinations would you consider?

*Island of Hawai‘i data not available until 1/20/2021

Source: YouGov data as of November 22, 2021
Canada Purchase Intent (% Yes) Two-Week Moving Average

Question: (Net) Of the destinations considered, which are you most likely to visit?

Source: YouGov data as of November 22, 2021

*Island of Hawai‘i data not available until 1/20/2021