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

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>March 26, 2020</td>
<td>- mandated 14-day quarantine for all travelers coming to Hawai'i goes into effect at 12:01 a.m.</td>
</tr>
<tr>
<td>June 24, 2020</td>
<td>- Gov. Ige announces pre-travel testing program to avoid the mandatory quarantine starting Aug. 1st</td>
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<tr>
<td>September 6-26, 2020</td>
<td>- Hurricane Douglas passes close to the Hawaiian Islands</td>
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<tr>
<td>August 6, 2020</td>
<td>- Gov. Ige announces that interisland travel quarantine will be reinstated starting Aug. 11th</td>
</tr>
<tr>
<td>September 16, 2020</td>
<td>- pre-travel testing program launch pushed to Oct. 15th</td>
</tr>
<tr>
<td>July 13, 2020</td>
<td>- Gov. Ige announces pre-travel testing program launch pushed back to Sept. 1st</td>
</tr>
<tr>
<td>July 27, 2020</td>
<td>- Gov. Ige announces Hawai'i is being considered by Japan for resumption of international travel</td>
</tr>
<tr>
<td>September 68, 2020</td>
<td>- pre-travel testing program launch pushed back to Oct. 1st, at the earliest</td>
</tr>
<tr>
<td>October 15, 2020</td>
<td>- pre-travel testing program officially begins</td>
</tr>
<tr>
<td>November 24, 2020</td>
<td>- Kaua'i County announces they will opt out of Safe Travels program starting Dec. 2nd</td>
</tr>
</tbody>
</table>

**HAWAII TOURISM AUTHORITY**
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.

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.

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

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.”

December 13, 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.

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.”

December 13, 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.
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 December 13, 2021
## Index of U.S. Buzz Net Score Two-Week Moving Average

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<thead>
<tr>
<th>Date</th>
<th>Net Score</th>
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<tbody>
<tr>
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<td>110</td>
</tr>
<tr>
<td>03/12/2021</td>
<td>120</td>
</tr>
</tbody>
</table>

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

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 December 13, 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: YouGov data as of December 13, 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 December 13, 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 December 13, 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 December 13, 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 December 13, 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 December 13, 2021
Question: (Net) Of the destinations considered, which are you most likely to visit?

Source: YouGov data as of December 13, 2021
Index of U.S. 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 December 13, 2021
Japan 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?

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

Source: YouGov data as of December 13, 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?

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

Source: YouGov data as of December 13, 2021
Japan Consideration (% 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 December 13, 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?

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

Source: YouGov data as of December 13, 2021
Japan Purchase Intent (% Yes) Two-Week Moving Average

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 December 13, 2021
Index of Japan Purchase Intent (% Yes) Two-Week Moving Average

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 December 13, 2021
Canada Destination Index Trends
Canada Buzz Net Score Two-Week Moving Average

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

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 December 13, 2021

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

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Canada Purchase Intent (% Yes) Two-Week Moving Average

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

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

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