Palm Springs Bureau of Tourism /// Palm Springs Convention Center

Monthly Report October 2023





Palm Springs Bureau of Tourism

Advertising Overview

Digital Ads

We serve a variety of digital content ads to potential visitors monthly. Digital Ad types include contextual, retargeting, private market place, native ads, mobile ads, and video ads.

Results include ads purchased through the advertising platforms of Google, Bing, Basis, and Nativo, Travel Spike, Sojern, and AdTheorent.

Banner ads also include specific creative for fly markets including Austin, Chicago, Sacramento, Denver, Dallas, San Francisco, Boise, Seattle, New York, Portland and Minneapolis. International includes Canada. LGBTQ+ advertising includes native ads placed through the Nativo platform, search as well as Metrosource.

Total All Digital Ads

	October 2023	October 2022	July 2023 – June 2024	July 2022– June 2023
Total Impressions	5,545,691	4,041,321	24,241,776	43,399,101
Clicks to	15,007	16,168	52,561	184,648
VisitPalmSprings.com				
Video Views & Audio Ads	442,972	342,431	1,247,129	4,204,107

TV

We place TV ads on Spectrum Cable. The year-to-date figures include running a co-op TV campaign with Visit Greater Palm Springs.

Total TV Spots

	October 2023	October 2022	July 2023 – June 2024	July 2022– June 2023
Spots	967	1,134	26,611,340	33,151,848

Print

We participate in the VGPS annual guide published through Palm Springs Life Magazine. This comprehensive visitor guide features all nine cities reaching over 13 million readers annually across print, digital, and social media platforms.

Digital Ad Results

Note: Prior year results are included for comparison purposes however; keep in mind that spend, tactics and the ad media plan fluctuates each year therefore it is not an "apples to apples" comparison.

Search Digital Ads

Google + Bing - Search advertising targeting travel segments, interests and keywords.

	October 2023	October 2022	July 2023 – June 2024	July 2022– June 2023
Total Impressions	103,359	133,099	447,466	1,608,911
Clicks to	8,086	10,627	31,462	127,130
VisitPalmSprings.com				

Display & Video Digital Ads

Basis Global Advertising Platform

Contextual, Private Marketplace Deals, Retargeting and Spaceback - Geo target articles and keywords related to travel. Programmatic ads on premium travel websites.

	October 2023	October 2022	July 2023 – June 2024	July 2022– June 2023
Total Impressions	468,149	556,677	1,891,574	7,263,034
Clicks to	521	838	1,360	7,427
VisitPalmSprings.com				

Digital LGBTQ+ - Brand Awareness + Impressions Reach; focusing on LGBTQ+ Domains

	October 2023	October 2022	July 2023 – June 2024	July 2022– June 2023
Total Impressions	401,787	340,400	1,477,790	3,653,967
Clicks to	311	278	1,179	2,614
VisitPalmSprings.com				

Digital Video Ads

Reaching our target audience with pre-roll video 15 and 30 sec spots. Video completion rate = 50%

	October 2023	October 2022	July 2023 – June 2024	July 2022– June 2023
Total Impressions	238,415	222,283	875,991	2,564,184
Clicks to	247	320	502	3,103
VisitPalmSprings.com				
Completed Video	129,498	157,866	553,080	1,771,750
Views				

Digital Connected TV (CTV) Video Ads

Streaming video running on Smart TV, Roku, Amazon Fire TV, Apple TV and/or gaming consoles. Video completion rate = 99%

	October 2023	October 2022	July 2023 – June 2024	July 2022– June 2023
Completed Video	124,688	69,702	433,123	778,445
Views				

Spotify

Streaming audio, first party data targeting to target registered Spotify users ages 21+.

	October 2023	October 2022	July 2023 – June 2024	July 2022 – June 2023
Total Impressions	198,751	120,830	274,682	1,192,528
Clicks to	180	49	245	706
VisitPalmSprings.com				
Audio Ad	188,786	114,863	260,926	1,137,463
Completions				

Nativo Advertising Platform

Digital ads delivered in the form of native content.

	October 2023	October 2022	July 2023 – June 2024	July 2022– June 2023
Total Impressions	593,498	435,931	2,003,971	6,429,405
Clicks to	2,403	1,207	7,316	21,193
VisitPalmSprings.com				

Travel Spike

Travel Spike is the largest travel media platform in comScore Travel reaching over 100 million unique visitors. Offering a range of digital travel ad products including Contextual Content, Travel Deals, Native, Email, Mobile, Display and Video.

	October 2023	October 2022	July 2023 – June 2024	July 2022 – June 2023
Total Impressions	516,445	327,201	516,445	2,733,975
Clicks to	1,185	811	1,185	5,126
VisitPalmSprings.com				

AdTheorent

AdTheorent uses machine learning and data science to deliver real-world value for advertisers and marketers using rich media and display advertising. *Launched in June 2023. It was not running in 2022

	October 2023	October 2022	July 2023 – June 2024	July 2022– June 2023
Total Impressions	1,627,616	N/A	13,329,066	1,035,542
Engagements	90	N/A	1,226	2,102

Sojern

Utilizing Sojern travel intent platform to target frequent travelers and travel intenders.

	October 2023	October 2022	July 2023 – June 2024	July 2022 – June 2023
Total Impressions	1,397,671	934,861	1,511,082	8,184,265
Clicks to	1,984	1,172	2,050	8,846
VisitPalmSprings.com				

Sunset Magazine

Visit Palm Springs collaborated with the Palm Springs Food & Wine Festival on a trip giveaway that included VIP wristbands to the festival. The giveaway was live September 28-October 19. Over 3,500 people entered the giveaway.

On October 9, banner ads promoting the giveaway were placed in Sunset Magazine's <u>Food & Drink enewsletter</u>.

Total delivered: 27,750 Total opened: 12,725 Total open rate: 45.86% Impressions: 59,716



Television

Spectrum

Air Dates: October 2023

Zones: Coastal OC, South Orange County, Westside/Beverly Hills

Top 5 Networks: CNN, Tru, History, Animal Planet, fyi

27 Total Networks 967 Commercial Airings

OOH Video Spots

Certified Folder

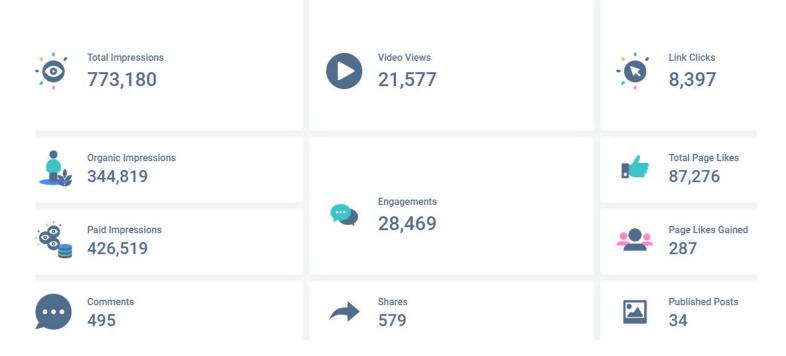
A Palm Springs 30 second spot is running on the British Columbia Ferry from Victoria to Vancouver, the Washington State Ferries from Seattle to Bremerton and Seattle to Bainbridge. The spots repeat once every 15 seconds. The Palm Springs spot runs year around along with the Palm Springs visitor guide distribution aboard the ferries. The 30 second spot runs every 5 minutes at each California Welcome Center during the normal operating hours, typically 9-5, 7 days per week.

PS Bureau of Tourism						October, 2023	
Digital Media Program	Player On	Play Off	Hours Per Day	Total Minutes Run Time	Loop Run Time	Loops/Plays Per Day	Loops/Plays Per Month
Washington State Ferries							
Seattle-Bainbridge	4:00 AM	12:59 AM	20:59	1259:00:00	5:52	229	7,099
Bainbridge Terminal	4:00 AM	12:59 AM	20:59	1259:00:00	5:52	229	7,099
Seattle-Bremerton	4:00 AM	12:59 AM	20:59	1259:00:00	3:20	340	10,540
Bremerton Terminal	4:00 AM	12:59 AM	20:59	1259:00:00	3:20	340	10,540
BC Ferries							
Route 1	4:30 AM	12:59 AM	20:29	1229:00:00	6:16	196	6,076
CA Welcome Centers							
Anderson	8:30 AM	5:30 PM	9:00	540:00:00	4:35	153	4,743
Auburn	9:00 AM	5:00 PM	8:00	480:00:00	5:35	106	3,286
Barstow	10:30 AM	7:15 PM	8:45	525:00:00	5:22	104	3,224
Cabazon	8:30 AM	8:30 PM	12:00	720:00:00	4:52	159	4,929
El Dorado Hills	9:00 AM	5:00 PM	8:00	480:00:00	5:05	119	3,689
Gilroy	9:30 AM	5:30 PM	8:00	480:00:00	8:12	67	2,077
Los Angeles	9:30 AM	9:30 PM	12:00	720:00:00	5:22	143	4,433
Mammoth Lakes	8:00 AM	5:00 PM	9:00	540:00:00	4:35	164	5,084
Oceanside	8:30 AM	5:30 PM	9:00	540:00:00	6:23	82	2,542
Pismo Beach	9:30 AM	9:30 PM	12:00	720:00:00	4:52	159	4,929
San Clemente	9:30 AM	5:30 PM	8:00	480:00:00	5:22	95	2,945
San Francisco	8:30 AM	5:30 PM	9:00	540:00:00	7:35	99	3,069
Truckee	8:30 AM	5:00 PM	8:30	510:00:00	5:45	126	3,906
Yucca Valley	9:30 AM	4:30 PM	7:00	420:00:00	4:52	93	2,883
Santa Rosa	9:30 AM	2:30 PM	5:00	300:00:00	3:24	88	2,728
Ukiah	8:30 AM	5:30 PM	9:00	540:00:00	5:11	104	3,224

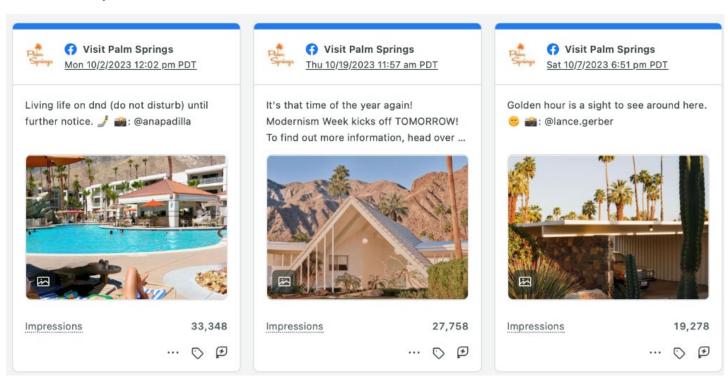
Social Media

	October 2023	October 2022
Facebook page likes	87,276	76,475
https://www.facebook.com/VisitPalmSprings		
Instagram followers	154,165	128,463
https://www.instagram.com/visitpalmsprings		
Pinterest followers	2,367	2,068
https://www.pinterest.com/visitpalmsprings		
Tik Tok followers	18,010	14,202
https://www.tiktok.com/@visit.palmsprings		

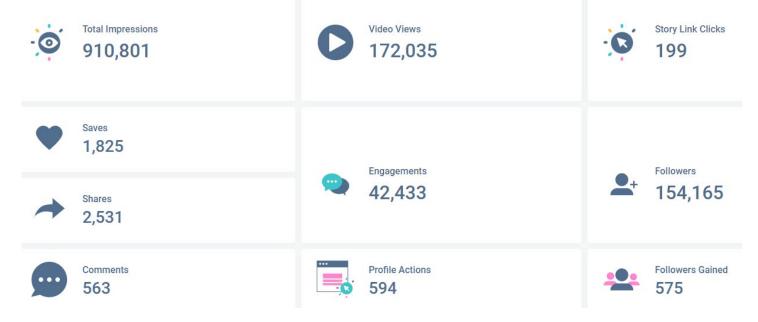
Facebook Page Insights



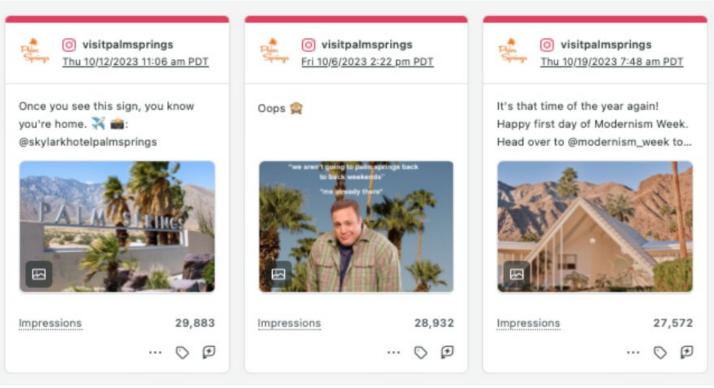
Facebook Top Posts



Instagram Insights



Instagram Top Posts



Pinterest Highlights



Impressions 126,905



Engagement 2,390



Outbound Clicks

913



Followers 2,367

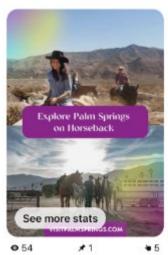


Followers Gained 32



Published Posts

2





TikTok Highlights



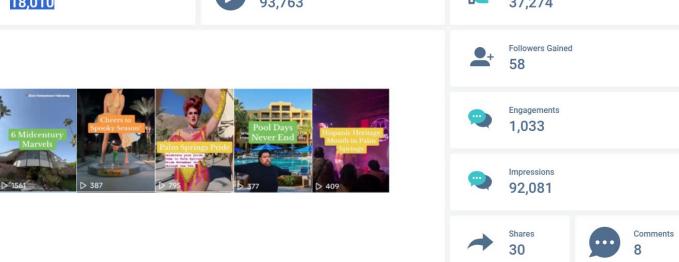
Followers **18,010**



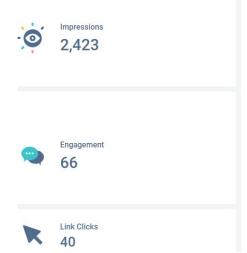
Video Views 93,763

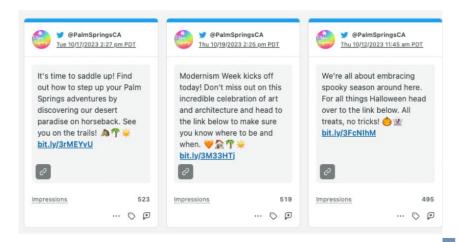


Lifetime Likes 37,274



Twitter (X) Highlights





Social Media Paid Campaigns

Girls Getaway Impressions 21,787 Clicks 336

LGBTQ+ Roadtrip Impressions 97,825 Clicks 1,904

Family Friendly Impressions 41,183 Clicks 1,642

Pride 2023 Impressions 102,567 Clicks 982

Hiking Video Impressions 5,172 Clicks 69

Hiking Banner Ads Impressions 112,472 Clicks 1,304













IGLTA

Rob and Kimber attended IGLTA with Mayor Garner, Todd Burke VGPS VP of Communications and Brad Fuhr from KGAY. We had 22 one-on-one appointments with travel trade, tour operators and media. We will be hosting a lesbian FAM trip with three couples we met at the conference, during the Palm Springs International Film Festival Awards Gala.



Sample Articles

SF Gate

Palm Springs has only one natural hot spring, and its water is 12,000 years old



MissTourist.com

Epic 2-Day Palm Springs Itinerary • A Local's Guide!

Gay Times UK

https://www.gaytimes.co.uk/travel/palm-springs-a-queer-oasis-in-the-middle-of-the-californian-desert/

IMAGE Magazine Ireland



From Our Blog



Unveiling the Jewel: Villa Royale Palm Springs

Nestled in the heart of south Palm Springs, Villa Royale is a haven of elegance...

Read More



Thanksgiving in Palm Springs

Embracing Gratitude and Bliss Thanksgiving is a time of gratitude, togetherness, and indulgence in delectable...

Read More



Greater Palm Springs Pride 2023

Drag Now, Drag Forever "Drag Now, Drag Forever" is this year's theme. Greater Palm Springs...

Read More

Read The Blogs

Unveiling the Jewel: Villa Royale Palm Springs

Thanksgiving in Palm Springs

Greater Palm Springs Pride 2023

Modernism Week - October



Modernism Week - October

How Walt Disney Enchanted Palm Springs

Exploring Palm Springs on Horseback



Exploring Palm Springs on Horseback

Palm Springs Travel Guide for Canadians

Agua Caliente Cultural Museum

Website

https://visitpalmsprings.com

Analytics	October 2023	October 2022	July 2023 – June 2024	July 2022- June 2023
Sessions	146,060	119,118	430,689	1,563,298
Users	113,079	95,774	351,491	1,245,378
Page Views	196,035	224,682	645,099	3,300,327

Visitor Guides & Visitor Information

Visitor Guides

	October 2023	October 2022	July 2023 – June 2024	July 2022- June 2023
Distributed Hard Copy	4,435	3,931	17,407	49,079
Digital Page Views	4,749	10,833	18,216	172,918
Downloads	31	51	108	552

Visitor Information Centers

Visitor Information Center Open 10 am - 5 pm, Daily

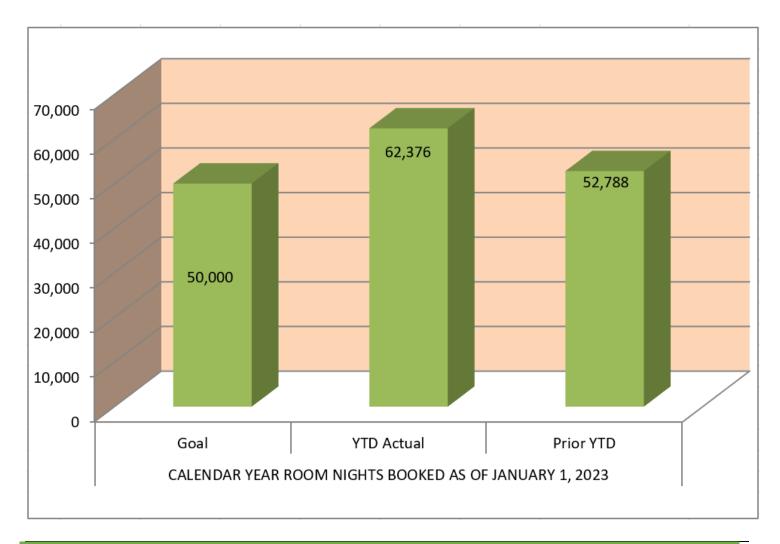
Welwood Murray Memorial Library Open 10 am - 6 pm, Friday – Wednesday

Open 10 am - 8 pm, Thursday

Number of Visitors	October 2023	October 2022	July 2023 – June 2024	July 2022- June 2023
Visitor Information	6,017	5,527	16,785	83,256
Center				
Welwood Murray	2,421	2,502	7,489	29,523
Memorial Library				
Total	8,438	8,029	24,274	112,779

Palm Springs Convention Center (Calendar Year Beginning January 1, 2023)

October 2023 Convention Sales	Month #	Month Room Nights	YTD#	YTD Room Nights
Definite Contracted Groups	4	2,830	80	62,376
Contracts Issued	8	10,246	80	65,066
Contracts awaiting signature	25	54,679		
Tentative events added	26	29,082	236	165,363



YTD Actual	PYTD Actual	Annual Goal	% of Goal	
62,376	52,788	50,000	124.7%	

Definite Contracted Room Night Producing Groups	Date	Peak Rooms	Room Nights
Charter Schools Development Center 2025 Leadership	10/5-9/2025	700	2,130
Conference			
CA Automatic Fire Alarm Association	2/6/2025	300	700

Contracts Issued	Room Nights	2023 YTD Contracts Issued	2023 YTD Room Nights
8	10,246	80	65,066

# Contracts Awaiting Signature	Room Nights
25	54,679

	# Events	Room Nights
Lost Business	23	19,376

Lost Room Night Producing Groups	Mo./Yr.	Room Nights	Reason
Collision Industry Conference	1/2024	640	Group will remain at the Hilton PS for 2024
Varsity Spirit Camp CAIW4	6/2024	615	Found Self-contained properties in the Valley
Varsity Spirit Camp CAIW5	6/2024	377	Found Self-contained properties in the Valley
Varsity Spirit Camp CAIW6	6/2024	377	Found Self-contained properties in the Valley
Varsity Spirit Camp CAIW3	6/2024	570	Found Self-contained properties in the Valley
Varsity Spirit Camp CAIW1	7/2025	570	Found Self-contained properties in the Valley
Varsity Spirit Camp CARM3	7/2024	665	Found Self-contained properties in the Valley
Varsity Spirit Camp CAPS1	7/2024	247	Found Self-contained properties in the Valley
Varsity Spirit Camp CARM1	7/2024	456	Found Self-contained properties in the Valley
Varsity Spirit Camp CAIW2	7/2024	615	Found Self-contained properties in the Valley
Varsity Spirit Camp CAIW7	7/2024	377	Found Self-contained properties in the Valley
Varsity Spirit Camp CARM2	8/2024	456	Found Self-contained properties in the Valley
Varsity Spirit Camp CAIW4	8/2024	615	Found Self-contained properties in the Valley
Professional in Human Resources Annual Conference	6/2024	676	Selected Anaheim; Too hot in PS
National Institute of Justice	9/2024	2,560	Lost due to date availability at the headquarter hotel
National Flute Association 2026	7/2026	3,728	Inadequate meeting & banquet space; need a concert venue for 2,000
National Council on Family Relations 2026 Annual Conference	11/2024	1,965	Selected Minneapolis; PS didn't make final cut
2027 American Jail Association Annual Meeting	5/2027	3,867	Guest room rates too high

Top Competitive Destinations - 2023	# of Groups					
Reno	3 (Tie)					
Indian Wells	3 (Tie)					
Chula Vista	2 (Tie)					
Los Angeles	2 (Tie)					
San Diego	2 (Tie)					
Anaheim	1 (Tie)					
Austin	1 (Tie)					
Boston	1 (Tie)					
Houston	1 (Tie)					
Indianapolis	1 (Tie)					
Nashville	1 (Tie)					
Minneapolis	1 (Tie)					
New Orleans	1 (Tie)					
Palm Desert	1 (Tie)					
Phoenix	1 (Tie)					
Riverside	1 (Tie)					
Sacramento	1 (Tie)					
San Francisco	1 (Tie)					
Top Cancellation Reasons						
Wants to be under One roof						
Inadequate meeting or banquet space						
Guest Room Rates too High						

Tradeshows & Events attended	Date	Attendees
IGLTA LGBTQ+ Tourism Expo – Puerto Rico	10/2-7	Rob Hampton, Kimber Foster
Mainstreet Meeting	10/3	Rick Leson
GM Meeting Zoom Call	10/4	Rick Leson
VGPS Quarterly DOSM Meeting	10/6	Rick Leson
GM Meeting Zoom Call	10/11	Rob Hampton, Rick Leson
PSHA October Board Meeting	10/12	Rob Hampton, Rick Leson, Kimber Foster
PS Chamber of Commerce Hosts the State of the City	10/17	Rob Hampton, Rick Leson, Kimber Foster + additional staff
GM Meeting Zoom Call	10/18	Rob Hampton, Rick Leson, Kimber Foster
October HOPS Monthly Meeting	10/19	Rick Leson, Paula Helm. Shawn Sande, David Leroy
PSHA October Monthly Meeting	10/19	Rob Hampton
Midwest Client Sales Mission with VGPS	10/23-27	David Leroy
GM Meeting Zoom Call	10/25	Rob Hampton, Rick Leson, Kimber Foster
Dean Grubl Site Tour	10/26	Rob Hampton, Rick Leson
VGPS presents the Champions of Hospitality	10/30	Rob Hampton, Rick Leson, Kimber Foster

Site Inspections Tentative	Tentative Date	Peak Rooms	Room Nights
City of Angels International Christian Church 2024 Winter	1/11-14/2024	40	100
Workshop			
PCMA Convene Magazine Article	N/A	N/A	N/A
FreedomFest 2025 and 2027	7/12-18/2025	800	3,340 each
	7/12-18, 2027		program

Planning Meetings Definite	Date	Peak Rooms	Room Nights
National Agricultural Aviation Assn.	12/2-7/2023	800	3,220

Key Events Hosted in October, 2023	
	Date
Victory Outreach International	10/1-5
City of Palm Springs Supports FIND Food Distribution	10/5
On Location dba Valley Music Travel Power Trip Shuttle Parking	10/5-9
Aurora Institute	10/13-17
CA Association of Science Educators (CASE)	10/18-22
Dolphin Promotions, Inc. – Fall Modernism Show 2023	10/18-23
City of Palm Springs PSP Job Fair	10/23-24
CA School Nutrition Association	10/25-29

Palm Springs Convention Center Pace Report - Calendar Year Definite & All Tentative Room Nights

		2019	2020	2021	2022	2023	2024	2025	2026	2027+
Month		Room Nights								
January	Definite All Tentative	4,610	2,730	-	150 -	3,721	3,040 671	3,980	- 7,250	-
	Total	4,610	2,730	-	150	3,721	3,711	3,980	7,250	-
February	Definite	5,775	6,414	-	4,207	5,392	5,100	9,000	3,880	-
	All Tentative	0,110	- 0,414	_	-,20.		479	2,066	7,525	16,825
	Total	5,775	6,414	-	4,207	5,392	5,579	11,066	11,405	16,825
March	Definite	13,392	8,492	500	13,992	16,918	15,699	17,752	5,000	5,000
	All Tentative	10,332	0,402	-	10,002	10,510	-	- 11,132	6,562	35,073
	Total	13,392	8,492	500	13,992	16,918	15,699	17,752	11,562	40,073
April	Definite	10,339	-	-	5,011	4,450	4.149	3,240	2,000	8,540
Ch	All Tentative	- 1	_	_				3,238	2,604	5,300
	Total	10,339	-		5,011	4,450	4,149	6,478	4,604	13,840
May	Definite	10,196	-	35	9,964	7,573	3,650	2,650	2,650	10,740
	All Tentative	10,100	_			- 1,510	576	5,065	1,930	13,391
	Total	10,196	-	35	9,964	7,573	4 2 2 6	7,715	4,580	13,391
June	Definite	5,149	-	1,300	4,930	4,000	- +220	- 1,10		-
ouno .	All Tentative	0,140	_	- 1,555	-,,,,,,	-,555	4,300	3,096	_	_
	Total	5,149	-	1,300	4,930	4,000	4,300	3,096	-	-
July	Definite	3,083	-	1,480	1,160		-	2,637	-	2,637
,	All Tentative	- 1	_	- 1,100		_	_		_	3,340
	Total	3,083	-	1,480	1,160	-	-	2,637	-	5,977
August	Definite	6,864	-	5,934	8,000	9,116	3,151	-	-	-
	All Tentative	- 1	_		-	-	-	_	_	_
	Total	6,864	-	5,934	8,000	9,116	3,151	-	-	-
September	Definite	6,585	-	1,517	4,931	3,702	-	-	-	-
	All Tentative		-		-		2,700	1,740	6.117	4,551
	Total	6,585	-	1,517	4,931	3,702	2,700	1,740	6,117	4,551
October	Definite	11,861	-	8,435	8,056	9,395	7,592	5,099	-	-
	All Tentative	-	-		-	-	156	8,559	12.164	12,768
	Total	11,861	-	8,435	8,056	9,395	7,748	13,658	12,164	12,768
November	Definite	5,873	500	5,287	9,101	5,794	6,347	4,607	2,000	-
	All Tentative		-		-	-	1,916	500	2,387	11,187
	Total	5,873	500	5,287	9,101	5,794	8,263	5,107	4,387	11,187
December	Definite	1,370	-	440	4,109	3,220	-	-		
	All Tentative	-	-		-	- ,	5,000	_	3,600	_
	Total	1,370	-	440	4,109	3,220	5,000	-	3,600	-
Definite		85,097	18,136	24,928	73,611	73,281	48,728	48,965	15,530	16,177
All Tentative		-	-		-	-	15,798	24,264	50,139	102,435
Total		85,097	18,136	24,928	73,611	73,281	64,526	73,229	65,669	118,612

