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

Monthly Report April 2024





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 Pink Media.

Total Digital Ads

	April 2024	April 2023	July 2023-April 2024	July 2022-April 2023
Total Impressions	4,850,410	2,965,619	45,060,981	32,620,063
Clicks to	30,755	15,382	199,451	151,227
VisitPalmSprings.com				
Video Views & Audio	650,388	345,863	4,290,317	2,613,531
Ads				

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

	April 2024	April 2023	July 2023-April 2024	July 2022-April 2023
Spots	796	1,181	26,617,240	24,836,140

Print

We participate in the Visit Greater Palm Springs 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.

Social

Visit Palm Springs reaches visitors through Facebook, Instagram, Pinterest, TikTok, and Twitter (X) through organic and paid strategies.

Total Social Media Metrics

	April 2024	April 2023	July 2023-April 2024	July 2022-April 2023
Impressions	2,502,648	2,865,043	26,040,676	25,122,940
Video Views	295,218	168,986	5,030,308	3,267,940
Engagements	77,641	96,660	1,080,056	765,255
Clicks	12,863	13,027	94,810	156,143

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.

	April 2024	April 2023	July 2023-April 2024	July 2022-April 2023
Total Impressions	115,954	147,117	1,152,288	1,346,238
Clicks	11,645	11,356	92,331	106,620

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.

	April 2024	April 2023	July 2023-April 2024	July 2022-April 2023
Total Impressions	367,099	626,990	4,083,742	6,057,302
Clicks	262	635	3,158	6,363

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

	April 2024	April 2023	July 2023-April 2024	July 2022-April 2023
Total Impressions	399,979	303,628	3,706,267	3,024,402
Clicks	132	187	2,264	2,217

Digital Video Ads

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

	April 2024	April 2023	July 2023-April 2024	July 2022-April 2023
Total Impressions	219,273	192,633	2,198,079	2,095,207
Clicks	133	162	1,407	2,805
Completed Video	121,116	128,378	1,291,573	1,425,777
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 = %

	April 2024	April 2023	July 2023-April 2024	July 2022-April 2023
Completed Video	103,183	47,248	1,140,886	556,594
Views				

Spotify

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

	April 2024	April 2023	July 2023-April 2024	July 2022-April 2023
Total Impressions	127,173	77,510	719,611	559,994
Clicks	46	20	581	231
Audio Ad	121,697	74,488	684,528	535,411
Completions				

Nativo Advertising Platform

Digital ads delivered in the form of native content.

	April 2024	April 2023	July 2023-April 2024	July 2022-April 2023
Total Impressions	1,124,408	441,941	6,573,974	5,026,324
Clicks	5365	1,729	30,865	16,397

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.

	April 2024	April 2023	July 2023-April 2024	July 2022-April 2023
Total Impressions	0	261,485	1,034,602	1,543,249
Clicks	0	660	2,271	2,621

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.

	April 2024	April 2023	July 2023-April 2024	July 2022-April 2023
Total Impressions	0	0	16,366,916	0
Engagements	0	0	1,369	0
Clicks	0	0	8,455	0

Sojern

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

	April 2024	April 2023	July 2023-April 2024	July 2022-April 2023
Total Impressions	2,099,578	821,975	5,264,080	5,749,366
Clicks	5,748	505	10,232	6,414

Pink Media

Social media and e-newsletter outreach to LGBTQ+ audiences across the country.*Launched this fiscal year.

	April 2024	April 2023	July 2023-April 2024	July 2022-April 2023
Total Impressions	113,534	0	577,089	0
Engagements	7,004	0	54,470	0
Clicks	6,519	0	36,588	0

K Gay

Digital ads and radio spots reaching locals and potential visitors across the world via streaming platforms.

	April 2024	April 2023	July 2023-April 2024	July 2022-April 2023
Total Impressions	199,606	0	1,335,052	0
Clicks	23	0	309	0
Listener sessions	181,694	0	1,050,632	0

LA Magazine

Banner ads, sponsored content and social media promotion on LAMag.com, OrangeCoast.com and Pasadenamag.com.

		Page			
Tactics	Entries	views	Users		
Visit Palm Springs Landing Page-Sweepstakes	447	1,381	960		
Tactics	Impressions	Clicks	CTR		
LAMag.com ROS Banners 4/15 - 4/30	75,080	49	0.07%		
			Link	Post	
Tactics	Impressions	Reach	Clicks	Engagement	CTR
LA Mag Social Post 4/15	8,726	3,747	92	121	1.05%
Tactics	Total Sends	Total Opens	Open Rate	Clicks on Native Unit	
LA Mag Daily Brief Native Unit 4/22	45,652	18,884	41.37%	73	
LA Mag Daily Brief Native Unit 4/26	42,019	15,701	37.37%	129	
		Total	Open		
Tactics	Total Sends	Opens	Rate	Total Clicks	CTOR
LA Mag Dedicated E-blast 4/19	17,680	2,511	14.20%	539	21.47%



Local "Festival Season" Campaign

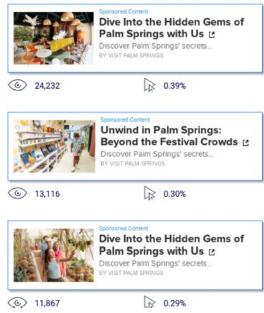
Promotion to inspire locals to frequent Palm Springs businesses during the festival weekends

Audio spots ran and were fully completed on Spotify, Pandora, I Heart Radio, Sirius XM and local radio stations such as K-Gay, Mix 100.5 and 98.5 The Bull.

Banner ads and paid social media ads ran across dozens of platforms in-market.

Native ads highligting how to "unwind in Palm Springs beyond the festival crowds" ran throughout the month of April.





Television

Spectrum

Air Dates: April 1-30, 2024

Top 5 Networks: Spectrum News 1, TNT, Spectrum Sportsnet, MSNBC, CNBC

Total Networks: 9

Commercial Airings: 796

OOH Video Spots

Certified Folder

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						April, 2024	
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	3:36	350	10,492
Bainbridge Terminal	4:00 AM	12:59 AM	20:59	1259:00:00	1:31	830	24,903
Seattle-Bremerton	4:00 AM	12:59 AM	20:59	1259:00:00	2:21	536	16,072
Bremerton Terminal	4:00 AM	12:59 AM	20:59	1259:00:00	1:31	830	24,903
BC Ferries							
Route 1	4:30 AM	12:59 AM	20:29	1229:00:00	5:14	235	7,045
Welcome Centers							
CWC Anderson	8:30 AM	5:30 PM	9:00	540:00:00	2:51	153	4,590
CWC Auburn	9:00 AM	5:00 PM	8:00	480:00:00	2:51	106	3,180
CWC Barstow	10:30 AM	7:15 PM	8:45	525:00:00	2:08	246	7,383
CWC Cabazon	8:30 AM	8:30 PM	12:00	720:00:00	2:08	338	10,125
CWC El Dorado Hills	9:00 AM	5:00 PM	8:00	480:00:00	2:31	119	3,570
CWC Gilroy	9:30 AM	5:30 PM	8:00	480:00:00	6:28	67	2,010
CWC Los Angeles	9:30 AM	9:30 PM	12:00	720:00:00	2:08	338	10,125
CWC Mammoth Lakes	8:00 AM	5:00 PM	9:00	540:00:00	2:51	164	4,920
CWC Oceanside	8:30 AM	5:30 PM	9:00	540:00:00	3:24	159	4,765
CWC Pismo Beach	9:30 AM	9:30 PM	12:00	720:00:00	2:51	253	7,579
CWC San Clemente	9:30 AM	5:30 PM	8:00	480:00:00	2:51	168	5,053
CWC San Francisco	8:30 AM	5:30 PM	9:00	540:00:00	5:00	108	3,240
Truckee Welcome Center	8:30 AM	5:00 PM	8:30	510:00:00	2:51	179	5,368
CWC Yucca Valley	9:30 AM	4:30 PM	7:00	420:00:00	2:51	147	4,421
CWCSanta Rosa	9:30 AM	2:30 PM	5:00	300:00:00	2:51	88	2,640
CWC Ukiah	8:30 AM	5:30 PM	9:00	540:00:00	4:39	104	3,120

Social Media

	April 2024	April 2023
Facebook page likes	82,952	79,712
https://www.facebook.com/VisitPalmSprings		
Instagram followers	168,366	136,825
https://www.instagram.com/visitpalmsprings		
Pinterest followers	2,503	2,256
https://www.pinterest.com/visitpalmsprings		
Tik Tok followers	30,174	16,945
https://www.tiktok.com/@visit.palmsprings		

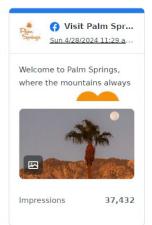
Facebook Page Insights

Impressions 1,223,865	Engagements 16,928	Comments 309
Shares 717	Fans 82,952	Published Posts
Video Views 43,003	Other Post Clicks	Post Link Clicks

Facebook Posts







Facebook Paid Posts

Spring Getaway

Impressions: 225,429

Clicks: 3,180 CPC: \$0.39 CTR: 2.34%

Hiking Guide | Graphic

Impressions: 121,481

Clicks: 1,215 CPC: \$0.41 CTR: 1.65%

Hiking Guide | Video Spot

Impressions: 121,040

Clicks: 1,175 CPC: \$0.43 CTR: 1.86%

Festival | Local Dine

Impressions: 282,697

Clicks: 4,552 CPC: \$0.58 CTR: 2.82%

Festival | Local Shop

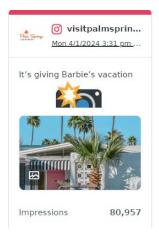
Impressions: 33,474

Clicks: 501 CPC: \$0.62 CTR: 2.52%

Instagram Insights

Impressions 1,162,454	Engagements 58,754	Comments 512
Shares 5,097	Video Views 216,768	Website Clicks
Likes 49,469	Followers 168,366	Saves 3,526

Instagram Posts

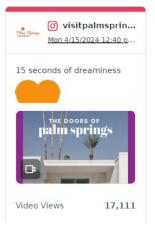






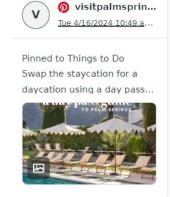






Pinterest Highlights

Impressions: 102,556 Engagement: 1,844 Outbound Clicks: 283 Followers: 2,503 Published Posts: 4







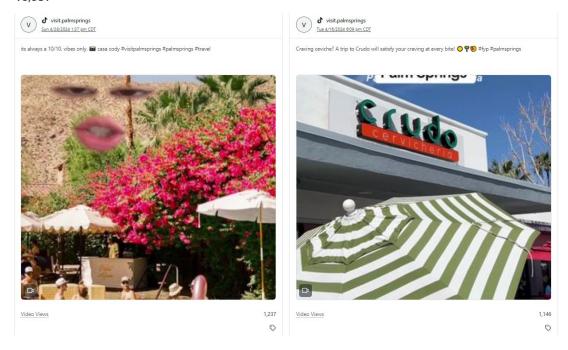
TikTok Highlights

 Impressions
 Engagements
 Video Views
 Engagement Rate (per Impression)

 12,285
 318
 12,285
 2.6%

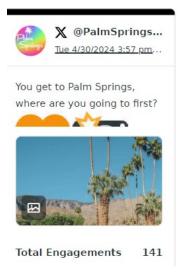
Followers

18,937



Twitter (X) Highlights

Impressions 1,488	Engagements		Post Link Clicks
Engagement Rate (per Impressio	n)	Followers 30,174	





Sample Articles

Seattle Child Your Guide to Palm Springs With the Kids

(hosted; article published in March but was not included in March report)



Your guide to Palm Springs with the kids

A desert oasis you don't want to miss

BY JASMIN THANKACHEN PUBLISHED MARCH 2024 UPDATED MARCH 21, 2024

Elle Décor L'incredibile Viaggio Di Aluminaire House Raccontato Dal Fotografo Paul Clemence (hosted)



Westways (AAA) <u>Day Trip: Palm Springs</u>

A two-page spread in the printed magazine

AAA Magazines

Day Trip: Palm Springs, new beginnings in the desert



The Agua Caliente Band of Cahuilla Indians' new cultural plaza in downtown Palm Springs is among the top reasons to visit—or revisit—Palm Springs. Photo courtesy The Agua Caliente Band of Cahuilla Indians

By Elisabeth Abrahamson

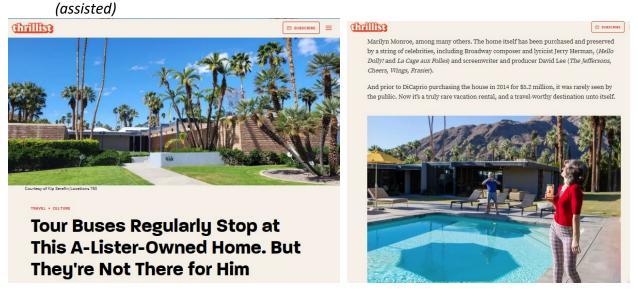
April 17, 2024

Forbes The 12 Best Hotels In Palm Springs



Thrillist

Tour Buses Regularly Stop at This A-Lister-Owned Home. But They're Not There for Him

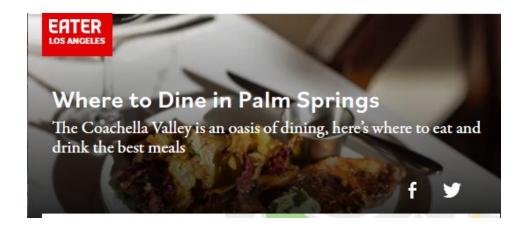


Travel + Leisure

The 10 Best Hotels in Palm Springs of 2024



LA Eater Where to Dine in Palm Springs



Visit California Featuring the pool at Ingleside Inn in their new Advert "Let's Play." https://youtu.be/ GBozUXgFe0

Visit the Spots from the **New Advert**

The new Visit California commercial showcases different ways to play outdoors around the state. Here are the exact spots where we filmed.

Here's Where to Go













From Our Blog



Touring Sunnylands Center & Gardens

Sunnylands Center & Gardens, the former Annenberg Estate, is a marvel that has hosted presidents,...



Palm Springs Vintage Fashion Scene

In this desert oasis, every corner and closet holds a story, a piece of history...



New Public Art: Pillars of Palm **Springs**

To Be Unveiled on World Art Day - April 15, 2024 The City of Palm...



Website

https://visitpalmsprings.com

Analytics	April 2024	April 2023	July 2023-April 2024	July 2022-April 2023
Sessions	153,864	139,980	1,427,189	1,337,165
Users	122,923	115,829	1,139,923	1,051,707
Page Views	224,546	210,777	2,164,594	2,956,862
Events	1,069,931	0	10,888,307	0

^{*} Events in Google Analytics measure specific interactions on your website or app, such as page loads or link clicks.

Visitor Guides & Visitor Information

Visitor Guides

	April 2024	April 2023	July 2023-April 2024	July 2022-April 2023
Distributed Hard Copy	4,020	4,934	43,471	40,319
Digital Page Views	5,632	15,613	56,519	154,155
Downloads	8	44	400	485

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

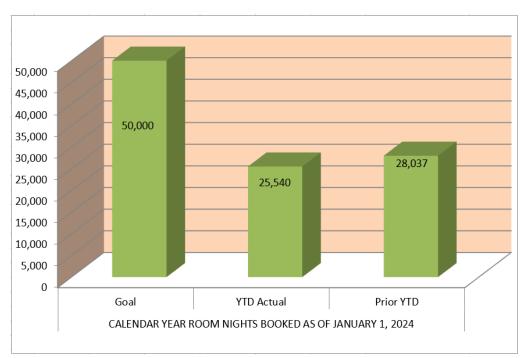
Number of Visitors	April 2024	April 2023	July 2023-April 2024	July 2022-April 2023
Visitor Information	12,297	8,101	94,842	73,821
Center				
Welwood Murray	2,435	2,963	24,591	25,739
Memorial Library				
Total	14,732	11,064	119,433	99,560

^{**}Google Analytics dropped tracking November 15-26, 2023. The above results do not include 12 days in November 2023.

^{***}On or about March 27, a cookie script was added to VisitPalmSprings.com. This addition inhibited analytics to be tracked due to an error in installation. This issue was resolved on or about April 15. The above results do not reflect the traffic we actually received during that time period.

Palm Springs Convention Center (Calendar Year Beginning January 1, 2024)

April 2024 Convention Sales	Month #	Month Room Nights	YTD#	YTD Room Nights
Definite Contracted Groups	8	1,760	33	25,540
Contracts Issued	6	1,950	39	31,277
Contracts awaiting signature	25	52,440		
Tentative events added	44	65,769	139	152,616



YTD Actual	PYTD Actual	Annual Goal	% of Goal
25,540	28,037	50,000	51.1%

Definite Contracted Room Night Producing Groups	Date	Peak Rooms	Room Nights
Velocity Dance Convention & Competition	11/20-25	101	280
National Gay Pilots Association 2026 Winter Warm-up and	2/3-8/2026	350	1,400
Хро			
Frito Lay 2024 Truck Obstacle Course/Training	11/5-6/2024	40	80

Contracts Issued	Room Nights	2024 YTD Contracts Issued	2023 YTD Room Nights
6	1,950	39	31,277

# Contracts Awaiting Signature	Room Nights
25	52,440

	# Events	Room Nights
Lost Business	6	11,987

Lost Room Night Producing Groups	Mo./Yr.	Room Nights	Reason
Altitude Design Summit	5/2025	1,200	Wants to be Under One Roof
CA School Nutrition Association 2025 Annual Conference	11/2025	1,625	Selected Long Beach - Lost due to Rotation
National Assn. for Hose and Accessories Distribution	5/2026	2,370	No Response From Client
Association of CA Water Agencies Fall Conference	12/2026	2,988	Selected Anaheim – Appealing nearby Attractions/Theme Parks
Assn. of State Floodplain Managers	6/2027	3,804	Weather Too Hot

Top Competitive Destinations - 2024	# of Groups
Anaheim	3
Albuquerque	1 (Tie)
Las Vegas	1 (Tie)
Long Beach	1 (Tie)
Los Angeles	1 (Tie)
New Orleans	1 (Tie)
Reno	1 (Tie)
San Diego	1 (Tie)
Tampa	1 (Tie)

Top Cancellation Reasons			
Palm Springs Didn't Make Final Cut			
No Response from Client			
Appealing Nearby Attractions/Theme Parks			

Tradeshows & Events attended – April, 2024	Date	Attendees
Mainstreet Meeting	4/2	Rick Leson, Randy Garner
PS Chamber of Commerce Police and Fire Appreciation	4/2	Rob Hampton, Kristie Dore,
Luncheon		Paula Helm
PS Economic Development Summit	4/3	Rob Hampton
2024 Business Industries Week in Washington, DC	4/9-12	Rob Hampton, Paula Helm
GM Meeting ZOOM Call	4/10	Rick Leson, Kimber Foster
PSHA April Board Meeting	4/11	Rick Leson, Kimber Foster
April HOPS Monthly Meeting	4/18	Rick Leson, Paula Helm,
		Shawn Sande, David Leroy,
		CMP
PSHA Monthly Member Meeting	3/22	Paula Helm, Shawn Sande,
		David LeRoy, CM
GM Meeting ZOOM Call	4/24	Rob Hampton, Rick Leson,
		Kimber Foster
City of PS Arts & Culture Group	4/24	Rob Hampton
Tony Bruggeman's Celebration of Life	4/29	Rob Hampton, Rick Leson,
		Kristie Dore, Lynne Toles
Boys & Girls Club of PS Reception at Flannery Exchange	4/30	Paula Helm, David LeRoy,
		СМР

Site Inspections Tentative	Tentative Date	Peak Rooms	Room Nights
Reception in Honor of Udhay Kahlon and Aman Chandi	5/4-13/2024		
CA Farm Bureau Federation	12/5-10/2025 or 12/4- 9/2026	455	1,455
7 Pointe Planning, Inc.	TBD	TBD	TBD

Planning Meetings Definite	Date	Peak Rooms	Room Nights
ATALM – Assn. of Tribal Archives, Libraries and Museums	11/9-13/2024	450	1,760

Key Events Hosted in April, 2024								
	Date							
DAP Health "The Chase"	3/26-4/1							
PS Chamber of Commerce Police & Fire Appreciation Luncheon	4/1-2							
City of PS Supports FIND Food Distribution	4/4							
CA Assn. of School Business Officials	4/6-10							
Valley Music Travel 2024 Festival Shuttle Parking	4/11-29							
AB Ray Dance Rehearsals for Doja Cat	4/12-20							
Interscope Records Event Parking	4/12-13							
National Assn. of County Engineers	4/13-18							
City of Palm Springs Valley Procurement Vendor Fair	4/24-26							
City of Palm Springs Battalion Chief Testing & Fire Captain Testing	4/24-26							
Enoki Events, LLC BOOST Conference 2024	4/29-5/3							

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

		2020	2021	2022	2023	2024	2025	2026	2027	2028+
Month		Room Nights								
January	Definite	2,730	-	150	3,721	4,622	4,130	- 4.000	1,450	-
	All Tentative Total	2,730	-	- 150	3,721	4,622	1,610 5,740	1,890 1,890	640 2.090	-
February	Definite	6,414	-	4,207	5,392	5,814	9,000	3.880	4,500	
	All Tentative	0,414	_	4,201	3,332	5,014	979	3,979	4,400	15,395
	Total	6,414	-	4,207	5,392	5,814	9,979	7,859	8,900	15,395
March	Definite	8,492	500	13,992	16,918	16,790	17,752	5.000	5,000	-
	All Tentative		-			-	61	8,115	14,752	35,236
	Total	8,492	500	13,992	16,918	16,790	17,813	13,115	19,752	35,236
April	Definite	-	-	5,011	4,450	6,814	6,879	2,000	3,157	6,397
	All Tentative	-	-	-	-	-	1,060	2,604	-	13,112
	Total	-	-	5,011	4,450	6,814	7,939	4,604	3,157	19,509
May	Definite	-	35	9,964	7,573	3,650	3,157	3,157	-	-
	All Tentative	-	-	-	-	-	2,240	1,720	1,720	1,190
	Total	-	35	9,964	7,573	3,650	5,397	4,877	1,720	1,190
June	Definite	-	1,300	4,930	4,000	-	-	-	-	-
	All Tentative	-	-	-	-	1,050	4,464	3,243	2,337	2,930
	Total	-	1,300	4,930	4,000	1,050	4,464	3,243	2,337	2,930
July	Definite	-	1,480	1,160	-	-	2,637	-	-	2,637
	All Tentative	-	-	-	-	-	-	-	-	3,574
	Total	-	1,480	1,160			2,637	-	-	6,211
August	Definite	-	5,934	8,000	9,116	3,151	-			-
	All Tentative	-	-	-	-	- 0.454	475	3,574	3,574	9,662
	Total	-	5,934	8,000	9,116	3,151	475	3,574	3,574	9,662
September	Definite	-	1,517	4,931	3,702	1,950	1,740	2 207	11 107	2024
	All Tentative Total	-	- 1 E17	4 024	3,702	1 050	1,950	3,267 3,267	11,107	3,034 3,034
October	Definite	-	1,517	4,931 8.056		1,950	3,690	1.370	11,107	3 J J 34
Octobei		-	8,435	0,050	9,395	7,592 156	6,310 5,679	1,370 8,285	5,125	- 156
	All Tentative Total	-	8,435	8,056	9,395	7,748	11,989	9,655	5,125	156
November	Definite	500	5,287	9,101	5,794	8,467	4.607	3,187	1,187	130
	All Tentative	500	3,207	3,101	5,734	306	1,330	2,894	7,506	14,705
	Total	500	5,287	9,101	5,794	8,773	5,937	6,081	8,693	14,705
December	Definite		440	4,109	3,220	- 0,113	- 5,551	- 0,001	0,000	14,100
	All Tentative	_	-	,100		8,200	1,455	5.055	_	-
	Total	-	440	4,109	3,220	8,200	1,455	5,055	-	-
Definite		18,136	24,928	73,611	73,281	58,850	56,212	18,594	15,294	9,034
All Tentative		-	-		-	9,712	21,303	44,626	51,161	98,994
Total		18,136	24,928	73,611	73,281	68,562	77,515	63,220	66,455	108,028



