Palm Springs Bureau of Tourism ///

Palm Springs Convention Center

Monthly Report December 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 Pink Media.

Total All Digital Ads

	December 2023	December 2022	July 2023 – June 2024	July 2022– June		
				2023		
Total Impressions	3,354,678	3,963,422	32,341,302	43,399,101		
Clicks to	18,249	15,559	93,337	184,648		
VisitPalmSprings.com						
Video Views & Audio	409,576	314,854	2,038,796	4,204,107		
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

	December 2023	December 2022	July 2023 – June 2024	July 2022– June 2023
Spots	798	419	26,613,485	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.

	December 2023	December 2022	July 2023 – June 2024	July 2022– June 2023
Total Impressions	112,500	128,500	683,330	1,608,911
Clicks to	7,499	11,254	47,265	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.

	December 2023	December 2022	July 2023 – June 2024	July 2022– June 2023
Total Impressions	373,968	615,038	2,602,104	7,263,034
Clicks to	304	501	1,998	7,427
VisitPalmSprings.com				

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

	December 2023	December 2022	July 2023 – June 2024	July 2022– June 2023
Total Impressions	374,498	338,689	2,196,099	3,653,967
Clicks to	173	209	1,576	2,614
VisitPalmSprings.com				

Digital Video Ads

Reaching our target audience with pre-roll video 15 and 30 sec spots. Video completion rate =68.13%

	December 2023	December 2022	July 2023 – June 2024	July 2022– June 2023
Total Impressions	222,625	216,252	1,311,883	2,564,184
Clicks to	138	418	787	3,103
VisitPalmSprings.com				
Completed Video	128,304	152,628	796,480	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 = 98.78%

	December 2023	December 2022	July 2023 – June 2024	July 2022– June 2023
Completed Video	126,937	46,088	679,485	778,445
Views				

Spotify

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

	December 2023	December 2022	July 2023 – June 2024	July 2022 – June 2023
Total Impressions	162,375	121,246	592,438	1,192,528
Clicks to	143	53	535	706
VisitPalmSprings.com				
Audio Ad	154,335	116,138	562,831	1,137,463
Completions				

Nativo Advertising Platform

Digital ads delivered in the form of native content.

	December 2023	December 2022	July 2023 – June 2024	July 2022– June 2023
Total Impressions	588,348	430,192	3,283,768	6,429,405
Clicks to	2,193	1,557	12,518	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.

	December 2023	December 2022	July 2023 – June 2024	July 2022 – June
				2023
Total Impressions	0	0	1,034,602	2,733,975
Clicks to	0	0	2,271	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

	December 2023	December 2022	July 2023 – June 2024	July 2022– June 2023
Total Impressions	1,458,315	0	16,366,916	1,035,542
Engagements	74	0	1,369	2,102
Clicks	2,168	0	8,455	N/A

Sojern

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

	December 2023	December 2022	July 2023 – June 2024	July 2022 – June 2023
Total Impressions	0	535,924	2,294,404	8,184,265
Clicks to	0	761	3,538	8,846
VisitPalmSprings.com				

Pink Media

Social media and e-newsletter outreach to LGBTQ+ audiences across the country.



62,049

Impressions

17,983

Engagement

28.98%

Engagement Rate

3,515

Clicks

5.66%

Click-through Rate



New Public Art: Pillars of Palm Springs
To Be Unveiled on World Art Day - April 15, 2024 The City of Palm Springs is pleased t...



Inside the Stunning Palm Springs Home of Designers to the Stars Brian McGrory and James Houston - The married beauty photographer and designer-restaurateur open up about how they combined their talents to create a decorating dream team.



Inside the Stunning Palm Springs Home of Designers to the Stars Brian McGrory and James Houston (Exclusive)

ilovegaylgbt

3d ···

PSIFF2024 Preview: Global Films Head to Desert Ovisitpalmsprings - Opsfilmfest will feature screenings for "Wicked Little Letters" and "Fresh Kills." variety.com/2024...



Palm Springs Intl. Film Fest Welcome Diverse Projects to the Desert

Palm Springs Life E-Blast

Looking for All Things Merry & Mod this Holiday? (1)
Step into the fun and excitement of the season in Palm Springs - whe the holidays are like no place elsel



00000

Total SentTotal OpensTotal ClicksClick-Thru Rate45,11918,6898624.61%

The Desert Sun E-Blast



Total Sent	Total Opens	Total Clicks	Click-Thru Rate
43,405	7,799	1,254	16.08%

Television

Spectrum

Air Dates: December 2023

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

Top 5 Networks: CNN, TBS, tru, Spectrum News 1 and TNT

14 Total Networks798 Commercial Airings

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						December, 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	4:21	289	8,972
Bainbridge Terminal	4:00 AM	12:59 AM	20:59	1259:00:00	1:35	795	24,650
Seattle-Bremerton	4:00 AM	12:59 AM	20:59	1259:00:00	1:36	787	24,393
Bremerton Terminal	4:00 AM	12:59 AM	20:59	1259:00:00	1:21	933	28,910
BC Ferries							
Route 1	4:30 AM	12:59 AM	20:29	1229:00:00	5:14	235	7,280
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	5:05	103	3,202
Cabazon	8:30 AM	8:30 PM	12:00	720:00:00	4:35	157	4,870
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	5:05	142	4,391
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	6:06	89	2,744
Pismo Beach	9:30 AM	9:30 PM	12:00	720:00:00	4:35	157	4,870
San Clemente	9:30 AM	5:30 PM	8:00	480:00:00	5:05	94	2,927
San Francisco	8:30 AM	5:30 PM	9:00	540:00:00	7:18	74	2,293
Truckee	8:30 AM	5:00 PM	8:30	510:00:00	5:05	100	3,110
Yucca Valley	9:30 AM	4:30 PM	7:00	420:00:00	4:35	92	2,841
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

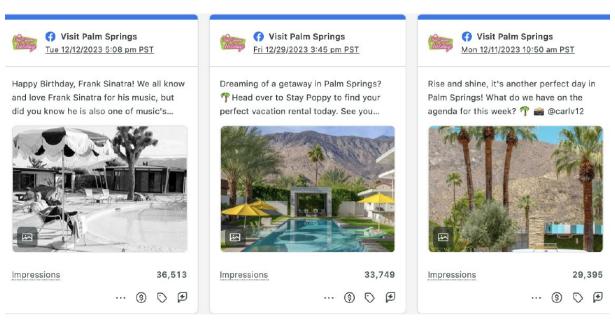
Social Media

	December 2023	December 2022
Facebook page likes	88,980	77,270
https://www.facebook.com/VisitPalmSprings		
Instagram followers	158,704	130,764
https://www.instagram.com/visitpalmsprings		
Pinterest followers	2,409	2,133
https://www.pinterest.com/visitpalmsprings		
Tik Tok followers	18,106	14,365
https://www.tiktok.com/@visit.palmsprings		

Facebook Page Insights



Facebook Top Posts













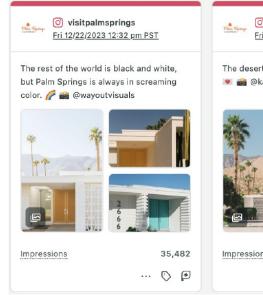




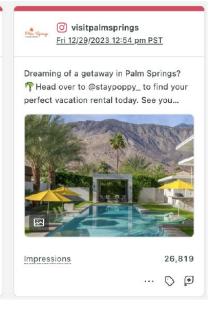




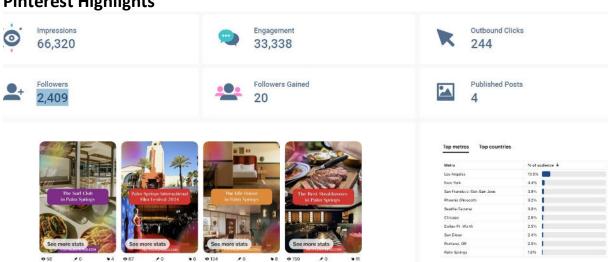
Instagram Top Posts



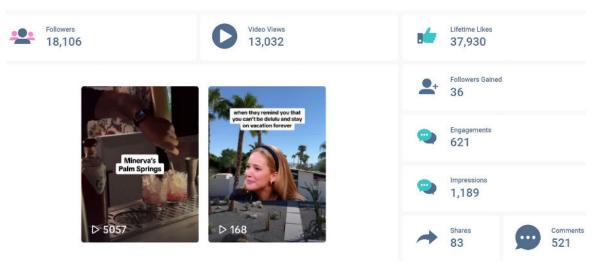




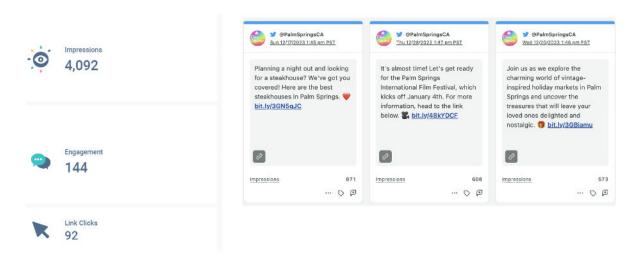
Pinterest Highlights



TikTok Highlights



Twitter (X) Highlights



Social Media Paid Campaigns

Campaign Name	Impressions	Clicks
Palm Springs Holidays	296,700	4,510



Sample Articles

Forbes Palm Springs Guide: Where to Sleep, Dine and Shop In 2024



Travel + Leisure

This New 21-acre Surf Club is Bringing 7-foot Wave to the Desert.

FWT Magazine

<u>The Velvet Rope: A New Palm Springs Hotel Spins Old Hollywood</u>
<u>Glamour</u> (co-hosted)



FWT Magazine

<u>Séc-he: A Luxury Palm Springs Spa Rich with Ancient Tribal Traditions</u> (co-hosted)





Séc-he: A Luxury Palm Springs Spa Rich with Ancient Tribal Traditions

December 19, 2023 by Barbara Redding

A Taste of KoKo

31 Top Things To Do In Palm Springs





GracefulRags.com

What We Did in Palm Springs

From Our Blog



Palm Springs Holiday Dining
Feast and Libations: Unforgettable Holiday Dinner

and Cocktail Soirées When it comes to creating

a...



Celebrating the Holidays in Palm Springs

A Palm Springs Holidays Guide As the holiday season approaches, it's time to plan a...



Palm Springs New Year 2024

New Year's Eve in Palm Springs is a vibrant and exciting experience that offers something...

- ...

Palm Springs Holidays Landing Page



Palm Springs Holidays

Friday, November 24, 2023 – Saturday, January 6, 2024



Palm Springs Holiday Dining

Feast and Libations: Unforgettable Holiday Dinner and Cocktail Soirées When it comes to creating a...



Celebrating the Holidays in Palm Springs

A Palm Springs Holidays Guide As the holiday season approaches, it's time to plan a...



A Guide to Palm Springs Theaters, Choirs, and Bands

Website

https://visitpalmsprings.com

Analytics	December 2023	December 2022	July 2023 – June 2024	July 2022- June 2023
Sessions	152,212	163,554	659,829	1,563,298
Users	121,767	117,604	521,812	1,245,378
Page Views	233,586	486,931	1,027,876	3,300,327
*Events	1,258,078	N/A	5,233,414	N/A

^{*} 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

	December 2023	December 2022	July 2023 – June 2024	July 2022- June 2023
Distributed Hard Copy	4,862	2,184	26,834	49,079
Digital Page Views	3,949	15,346	27,736	172,918
Downloads	54	62	184	552

Visitor Information Centers

Visitor Information Center Open 10 am - 5 pm, Daily

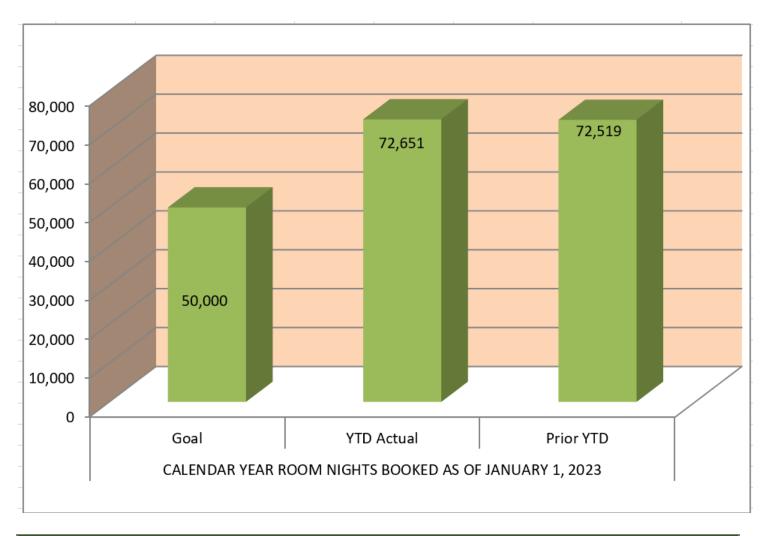
Welwood Murray Memorial Library Open 10 am - 6 pm, Friday – Wednesday

Open 10 am - 8 pm, Thursday

Number of Visitors	December 2023	December 2022	July 2023 – June 2024	July 2022- June 2023
Visitor Information	8,056	7,676	31,257	83,256
Center				
Welwood Murray	2,487	3,017	12012	29,523
Memorial Library				
Total	10,543	10,693	43,269	112,779

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

November 2023 Convention	Month	Month	YTD#	YTD
Sales	#	Room		Room Nights
		Nights		
Definite Contracted Groups	17	7,225	102	72,651
Contracts Issued	2	1,604	91	67,461
Contracts awaiting signature	17	45,934		
Tentative events added	14	13,072	275	204,103



YTD Actual	PYTD Actual	Annual Goal	% of Goal
72,651	72,519	50,000	145.3%

Definite Contracted Room Night Producing Groups	Date	Peak Rooms	Room Nights
ATALM – 2024 International Conference of Indigenous Archives, Libraries, and Museums	11/9-15/2024	450	1,760
2025 CA Water Environment Association Annual Conference	4/20-25/2025	620	1,813
International LGBTQ+ Travel Association 2025 Annual Global Convention	10/20-25/2025	395	1,211
McCormick's Palm Springs Exotic Car Auction #76	2/19-27/2024	156	500
2026 Parental Drug Association Universe of Pre-Filled Syringes and Injection Devices Conference	10/3-9/2026	450	1,370

Contra	cts Issued	Room Nights	2023 YTD Contracts Issued	2023 YTD Room Nights
	2	1,604	91	67,461

# Contracts Awaiting Signature	Room Nights
17	45,934

	# Events	Room Nights		
Lost Business	8	12,388		

Lost Room Night Producing Groups	Mo./Yr.	Room Nights	Reason
2025 Hydrogen & Fuel Cell Seminar	2/2025	1,087	Lost to Long Beach due to Lack of Member Support
Institute for Credentialing Excellence – I.C.E. 2025	2/2025	2,035	PS Didn't Make Final Cut
American Society for Clinical Pathology	10/2025	2,320	Preferred Dates not Available
CA County Superintendents Educational Services Association CISC Symposium 2027	2/2027	1,900	Lost to Anaheim; Only considering destinations with Union Hotels
American Roentgen Ray Society 2027 Annual Meeting	5/2027	2,484	Weather Too Hot – looking for early April dates
American Roentgen Ray Society	5/2028	2,562	Preferred Dates not Available

Top Competitive Destinations - 2023	# of Groups
Indian Wells	3 (Tie)
Reno	3 (Tie)
Anaheim	2 (Tie)
Chula Vista	2 (Tie)
Los Angeles	2 (Tie)
San Diego	2 (Tie)
Austin	1 (Tie)
Boston	1 (Tie)
Fort Worth	1 (Tie)
Houston	1 (Tie)
Indianapolis	1 (Tie)
Long Beach	1 (Tie)
Minneapolis	1 (Tie)
Nashville	1 (Tie)
New Orleans	1 (Tie)
Palm Desert	1 (Tie)
Phoenix	1 (Tie)
Portland	1 (Tie)
Riverside	1 (Tie)
Sacramento	1 (Tie)
San Francisco	1 (Tie)

Top Cancellation Reasons				
Palm Springs Didn't Make Final Cut				
Wants to be Under One Roof				
Preferred Dates not Available				

Tradeshows & Events attended	Date	Attendees		
Association of Chicagoland Holiday Showcase	11/28-12/1	David Leroy, CMP		
International Association of Exhibitions & Events – Dallas	12/3-7	Rick Leson, Kristie Dore		
TX/ASM Global National Sales & Event Services Meeting				
GM Meeting Zoom Call	12/6	Rob Hampton, Kimber Foster		
Visit Creater DC Appual Doutney Helidey Douty	42/9			
Visit Greater PS Annual Partner Holiday Party	12/8	Rob Hampton, Kimber		
		Foster, David Leroy, CMP		
Canopy Wine Lounge Media Event	12/8	Rob Hampton, Kimber		
		Foster, David Leroy, CMP		
LifeStream Blood Drive hosted by the PSCC	12/11	Rick Leson, Paula Helm		
CA Society of Association Executives Seasonal	12/-14	Shawn Sande		
Spectacular – Sacramento				
Esri Campus Visit – Redlands, CA	12/12	Rob Hampton, Rick Leson		
PSHA Clubs Fore Kids Luncheon	12/13	Rob Hampton, Kimber		
		Foster, Mario Irrera, David		
		Leroy, CMP		
December HOPS Monthly Meeting	12/14	Rob Hampton, Rick Leson,		
		Paula Helm, Shawn Sande,		
		David Leroy, CMP		
Visit Greater PS Q4 Sales & Marketing Meeting	12/15	Rick Leson		
GM Meeting Zoom Call	12/20	Rob Hampton, Kimber		
		Foster		

Site Inspections Tentative	Tentative Date	Peak Rooms	Room Nights
None			
Planning Meetings Definite	Date	Peak Rooms	Room Nights
None			

Key Events Hosted in December, 2023	
	Date
Riverside County Office of Education 2023 Winter Wonderland	11/29-12/2
National Agricultural Aviation Association 2023 Annual Convention & Expo	12/2-7
City of PS Supports FIND Food Distribution	12/7
Agua Caliente Band of Cahuilla Indians Tribal Member Holiday Party	12/11-15
Mayfield College Graduation	12/14-15
Agua Caliente Band of Cahuilla Indians Employee Holiday Party	12/16-22
Well in the Desert Holiday Meal Offering 2023	12/21-26
Palm Springs International Film Festival Gala	12/26-1/6

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	4,610	2,730	-	150	3,721	3,761	3,980	-	-
_	All Tentative		-	-	-	-	-	3,110	7,250	-
	Total	4,610	2,730	-	150	3,721	3,761	7,090	7,250	-
February	Definite	5,775	6,414	-	4,207	5,392	5,600	9,000	3,880	-
	All Tentative	-	-	-	-	-	479	979	3,245	14,925
	Total	5,775	6,414	-	4,207	5,392	6,079	9,979	7,125	14,925
March	Definite	13,392	8,492	500	13,992	16,918	15,699	17,752	5,000	5,000
	All Tentative	-	-	-	-	-	-	-	6,562	39,039
	Total	13,392	8,492	500	13,992	16,918	15,699	17,752	11,562	44,039
April	Definite	10,339	-	-	5,011	4,450	4,149	5,053	2,000	8,540
	All Tentative	-	-	-	-	-	112	1,826	2,604	13,112
	Total	10,339	-	-	5,011	4,450	4,261	6,879	4,604	21,652
May	Definite	10,196	-	35	9,964	7,573	3,650	2,650	2,650	-
	All Tentative	-	-	-	-	-	600	3,340	3,021	3,340
	Total	10,196	-	35	9,964	7,573	4,250	5,990	5,671	3,340
June	Definite	5,149	-	1,300	4,930	4,000	-	-	-	-
	All Tentative	-	-	-	-	-	-	-	3,247	2,341
	Total	5,149	-	1,300	4,930	4,000	•		3,247	2,341
July	Definite	3,083	-	1,480	1,160	-	-	2,637	-	2,637
	All Tentative	-	-	-	-	-	-	-	-	-
	Total	3,083	-	1,480	1,160	-	ı	2,637	-	2,637
August	Definite	6,864	-	5,934	8,000	9,116	3,151	-	-	-
	All Tentative	-	-	-	-	-	-	-	-	5,005
	Total	6,864	-	5,934	8,000	9,116	3,151	-	-	5,005
September	Definite	6,585	-	1,517	4,931	3,702	-	-	-	-
	All Tentative	-	-	-	-	-	2,700	3,690	6,117	6,676
	Total	6,585	-	1,517	4,931	3,702	2,700	3,690	6,117	6,676
October	Definite	11,861	-	8,435	8,056	9,395	7,592	6,310	1,370	-
	All Tentative	-	-	-	-	-	881	5,313	8,539	9,768
	Total	11,861	-	8,435	8,056	9,395	8,473	11,623	9,909	9,768
November	Definite	5,873	500	5,287	9,101	5,794	8,107	4,607	2,000	-
	All Tentative	-	-	-	-	-	156	2,125	2,387	11,187
	Total	5,873	500	5,287	9,101	5,794	8,263	6,732	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	51,709	51,989	16,900	16,177
All Tentative		-	-	-	-	-	9,928	20,383	46,572	105,393
Total		85,097	18,136	24,928	73,611	73,281	61,637	72,372	63,472	121,570

