

Y VISIT CORPUS CHRISTI

















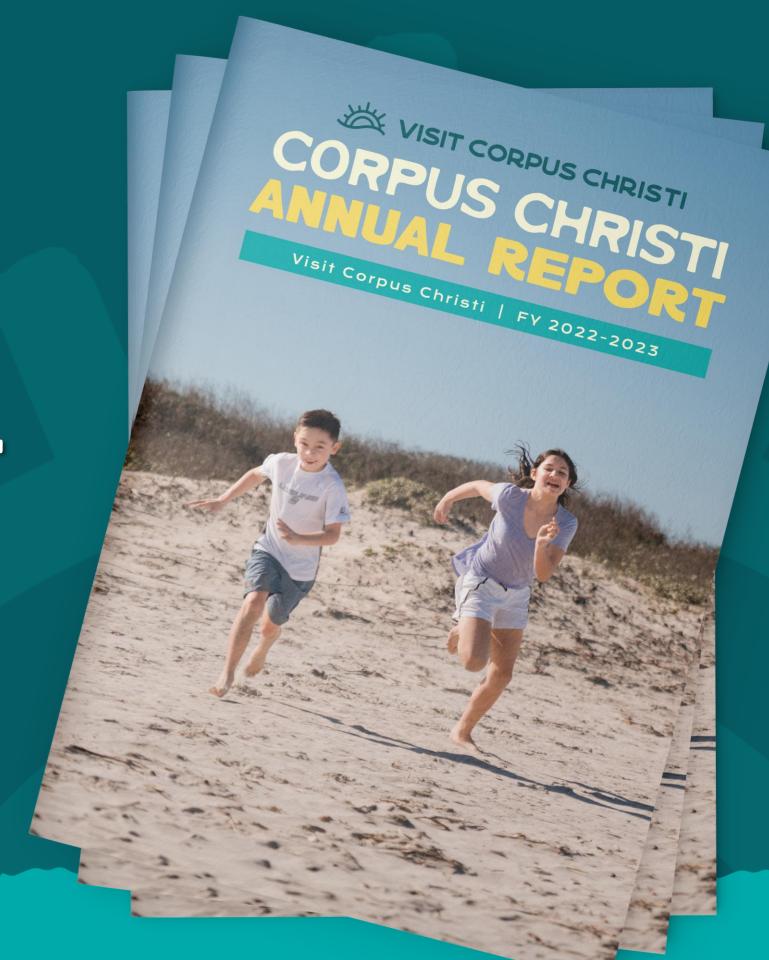








2022-2023 ANNUAL REPORT









FY 22-23 METRICS WITH TARGETS

18 OF 23 TARGETS MET

Department	Metric	Goal	FY Actual	Actual + Actual vs Goal
Organization	Annual Leisure Visitors	8,435,000.00	8,972,330	9.6% above goal
	Total Visitor Spending	\$1,052,360,534.71	\$1,390,200,000	32% above goal
	Overnight Demand	2,052,546	1,812,737	88% of goal
	Employee Satisfaction	90%	100%	11% above goal
	Avg Spend per Person per Day	\$144	\$156	\$12 over goal
Experience	Avg Days Stayed	2.06	2.14	4% above goal
•	Leisure Visitor Sentiment	9.1	9.12	0.02 points above goal
	Convention RFPs	200	222	11% above goal
	Convention Room Nights	38K	29.2K	77% of goal
Carla a	Convention Economic Impact	\$20M	\$14.5M	73% of goal
Sales	Convention Room Rate	\$136	\$136	Equal to goal
	Convention Planner Sentiment	9.5	9.48	0.02 points below goal
	Convention Site Visits	18	19	6% above goal
	Digital Engagements	7.93M	16M	101% above goal
	Email Open Rate	18%	25%	39% above goal
Marketing/PR	Website Visits	1.02M	1.8M	76% above goal
0 ,	Avg Website Visit Duration	1:27	2:34	77% above goal
	Earned Media Reach	179M	174.5M	97.5% of goal
	Sports Leads Evaluated	50	159	218% above goal
	Sports Leads Booked	30	39	30% above goal
Sports	Sports New Room Nights	5K	12.8K	156% above goal
	Sports Rebooked Room Nights	2.7K	7.5K	178% above goal
	Sports Site Visits	8	3	37.5% of goal

YTD HOTEL PERFORMANCE

BY GEOGRAPHY

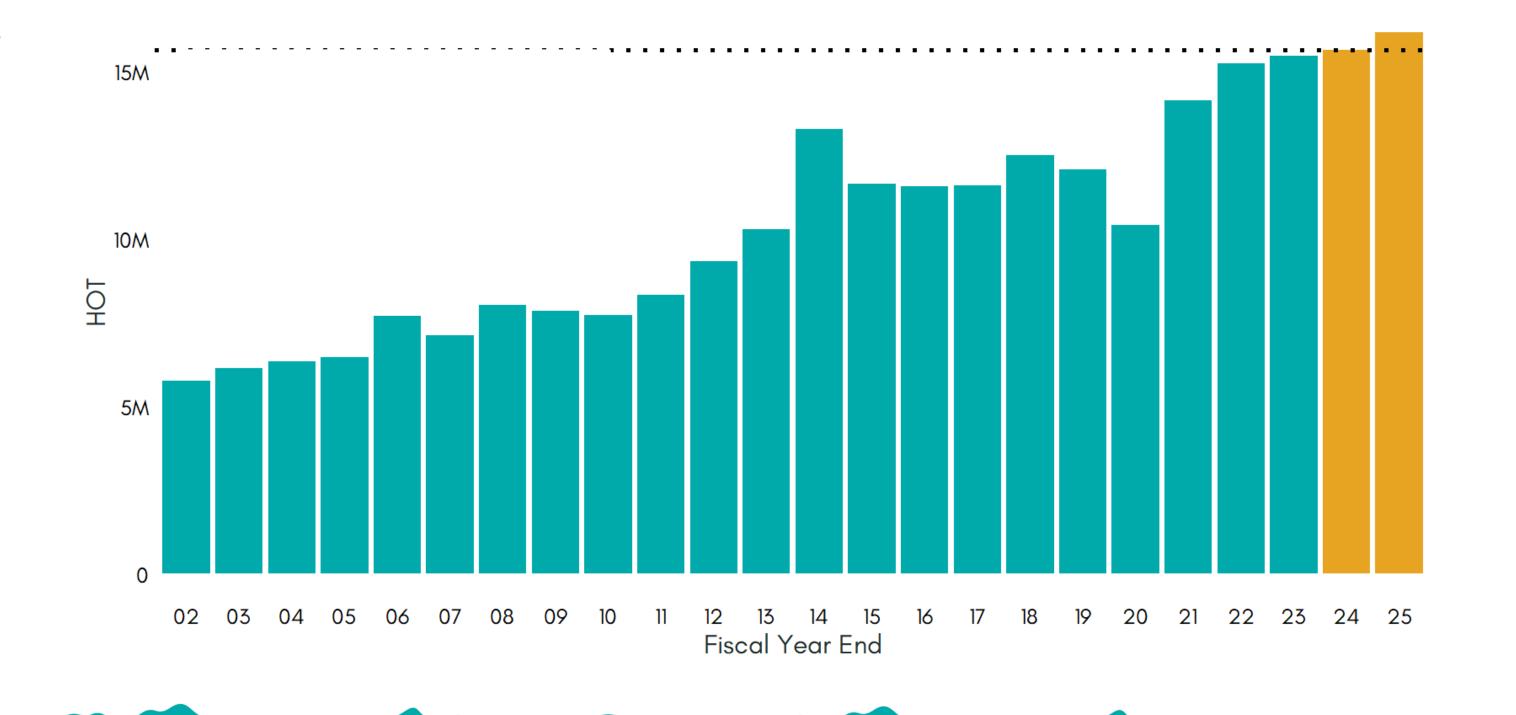
Geography	Demand Change	Revenue Change	ADR Change
Corpus Christi	+6.03%	+8.81%	+2.63%
Galveston	-0.03%	+3.76%	+4.08%
Galveston Comp	-1.81%	-3.09%	-1.30%
South Padre Island	+7.50%	+14.20%	+6.24%
San Antonio	-0.05%	-0.03%	+0.26%
Texas	-1.20%	+1.90%	+3.14%

YTD HOTEL PERFORMANCE

BY CUSTOMER SEGMENT

Geography	Segment	Demand Change	Revenue Change	ADR Change
Corpus Christi	Group	+4.05%	+10.50%	+6.17%
	Transient	+4.15%	+6.28%	+2.04%
Galveston	Group	-9.79%	+4.64%	+16.0%
	Transient	+1.70%	+3.53%	+1.81%





CC VISITOR COMPOSITION

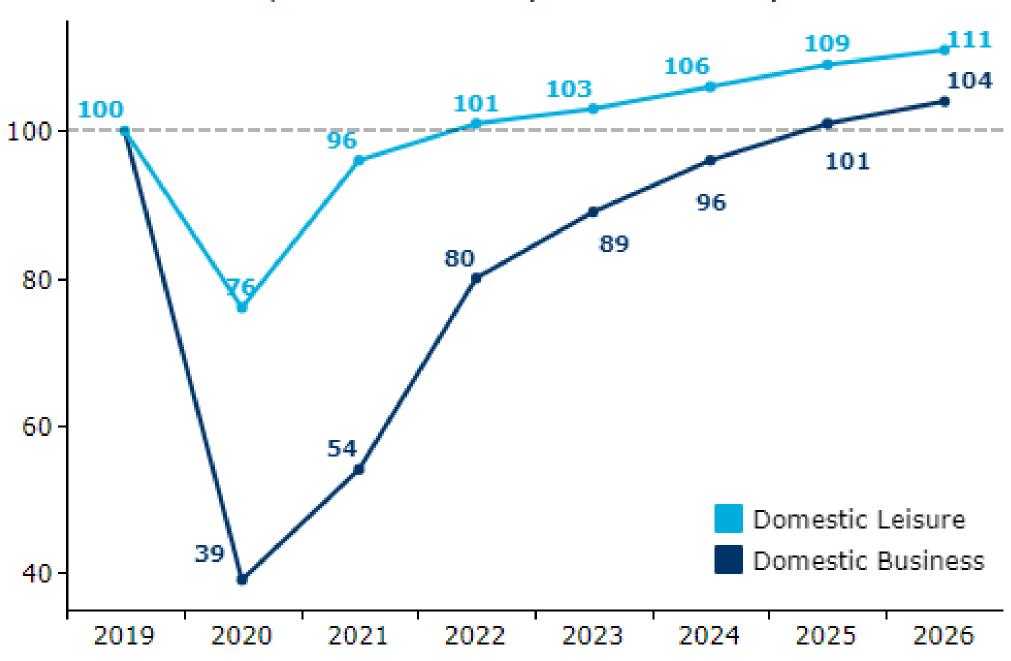
BY PURPOSE OF TRIP

Source	Visitor Type Breakdown
Dean Runyan	77% leisure, 23% business
MMGY Global	90% leisure, 6% group business, 4% transient business
State of Texas	81% leisure, 11% special event, 4% business, 5% other

BUSINESS TRAVEL IS RETURNING

Leisure vs. Business Travel Volume

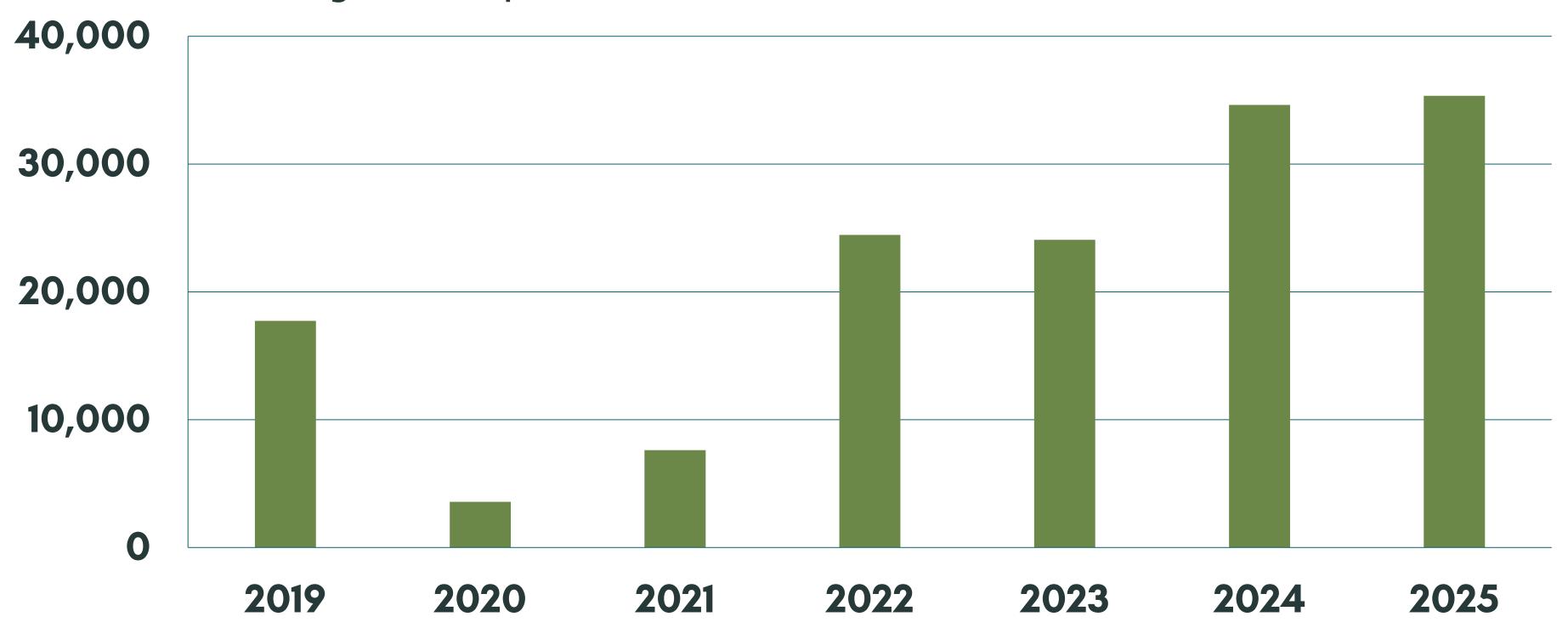
Forecasted recovery, relative to 2019 (index, 2019=100)



Source: Tourism Economics

LOCAL GROUP BUSINESS HAS EXCEEDED 2019 NUMBERS

Room Nights from Sports and Convention events at the American Bank Center



CROUP SALES EFFORTS

SINCE JANUARY 1, 2023

57 LEADS SOURCED

72,434 ROOM NICHTS

\$41,665,425 VISITOR SPENDING

LOST BUSINESS SINCE JANUARY 1, 2023

29.798 ROOM NICHTS

\$14.829,419 VISITOR SPENDING

^{*}lost due to convention center condition, or convention center too small, no connected hotel*

Business Lost March 2024

Annual Room Nights 7,275

\$1,158,368

Visitor Spending \$4,064,177

Local Tax Revenues \$164,192







Corpus Christi Speaks: Insights from the Annual

RESIDENT SENTIMENT SURVEY





SURVEY METHODOLOGY: TO UNDERSTAND RESIDENT PERCEPTIONS OF TOURISM IN CORPUS CHRISTI.

- MMGY Travel Intelligence conducted an online survey of 2,169 residents* in Corpus Christi. The survey was distributed to residents by Visit Corpus Christi.
- The survey was fielded from October 5th through October 22, 2023. Data was tabulated and analyzed by MMGY Travel Intelligence. It was then compared to the survey conducted in 2021 of 1,608 residents.
- The participants met the following criteria:
 - Must be a resident of Corpus Christi
 - 18 years of age or older
- *2,169 responses meet the criteria for the statistically significant sample size necessary to conduct this analysis





This sample size yields an error range of +/-2.10 percentage points at the 95% level of confidence. This means that if the survey was to be replicated 100 times, we would expect the results to vary by no more than 2.10 percentage points 95 of those times.

RESIDENTS SUPPORT TOURISM IN CORPUS CHRISTI AND UNDERSTAND ITS IMPORTANCE.

81%

agree tourism is important.

▲ Up from 79% in 2021

85%

agree it encourages investment in local economy.

▲ Up from 84% in 2021

69%

agree that its an important factor in making our community a great place to live.

▲ Up from 66% in 2021

62%

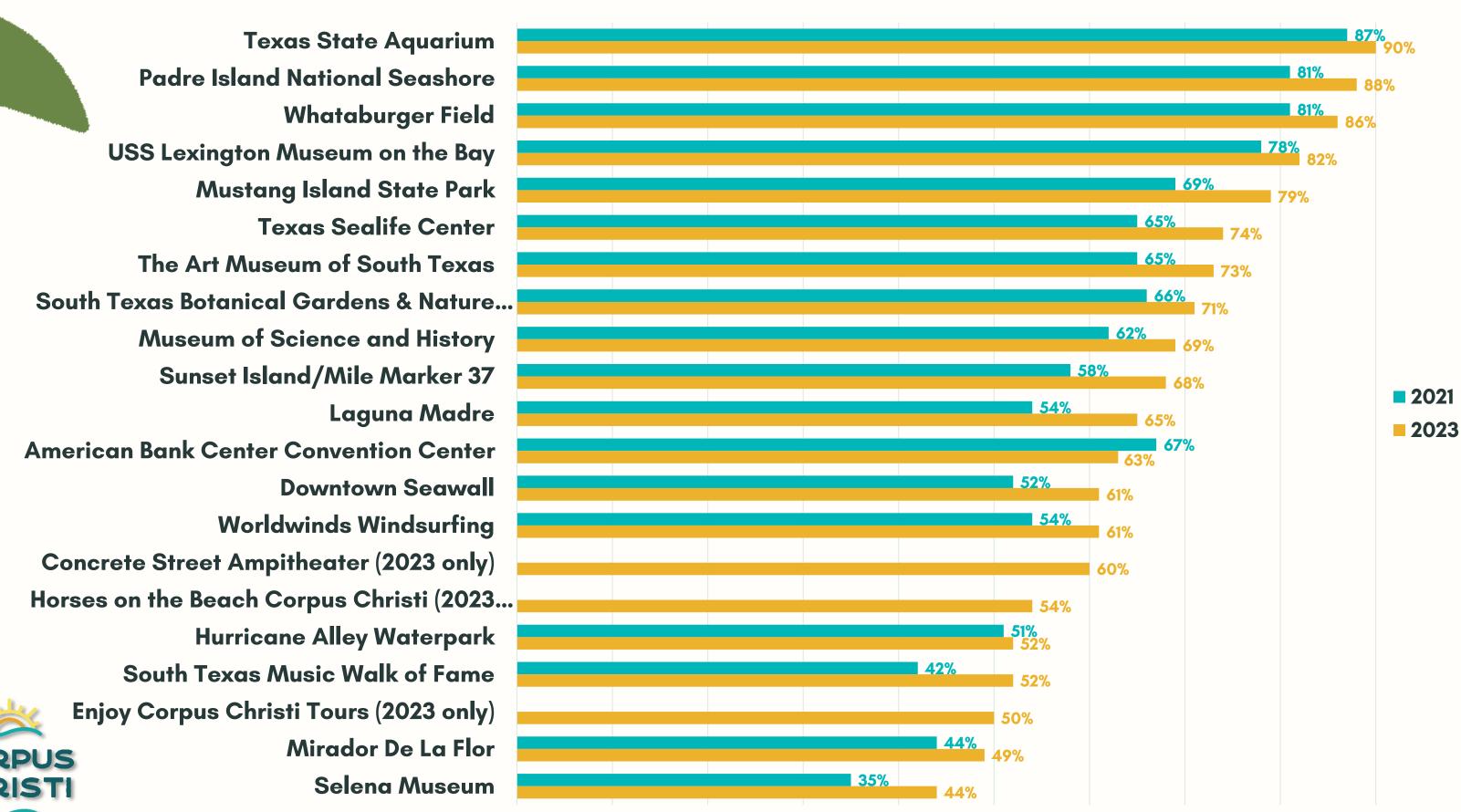
believe Visit Corpus Christi provides a service that brings value to their local economy.

▲ Up from 54% in 2021





PERCEPTION OF QUALITY OF CORPUS CHRISTI TOURISM ATTRACTIONS







RESIDENTS SUPPORT FUNDING OF TOURISM INITIATIVES

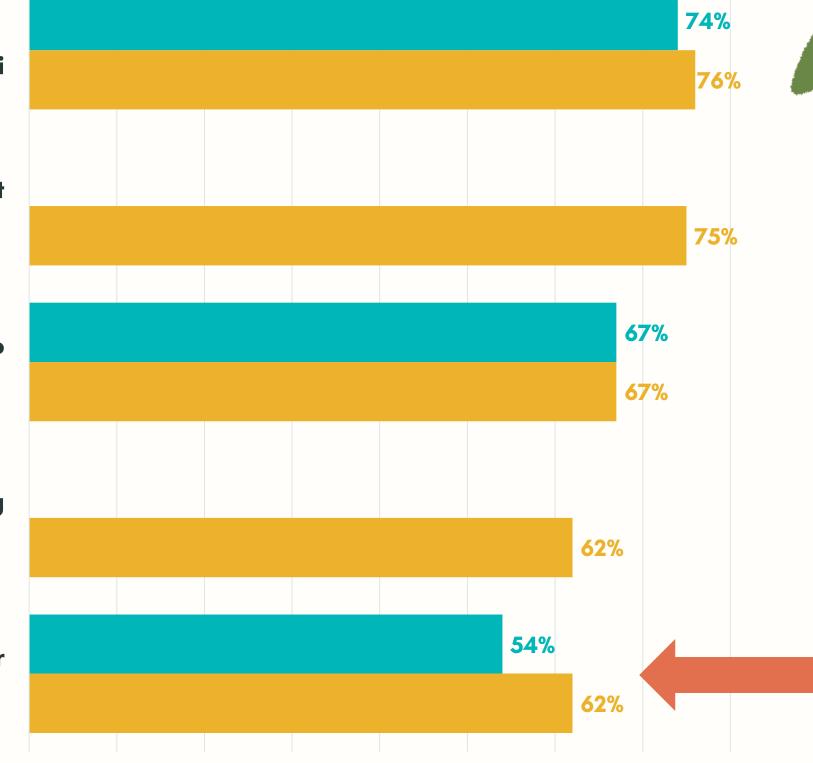
I support funding incentives that create attractions, concerts, festivals, shows, exhibits, etc. in Corpus Christi

I support funding incentives that add additional flights at the Corpus Christi International Airport (2023 only)

I support investments in marketing Corpus Christi to prospective visitors

I support investments to develop and host more sporting events in Corpus Christi (2023 only)

I support investments to develop and host more major meetings and conventions in Corpus Christi







GROUP INCENTIVE PROGRAM

FY 22-23 RECAP







THURSDAY APRIL 11

8:15 AM

American Bank Center Henry Garrett Ballroom C/D

1901 N Shoreline Blvd Corpus Christi, TX 78401

RESIDENT SUPPORT THE GROWTH OF TOURISM

74%

believe it is important to attract visitors to Corpus Christi during times of year that usually have lower visitation.

74%

agree that the positive benefits of tourism outweigh the negative impacts

ONLY 15%

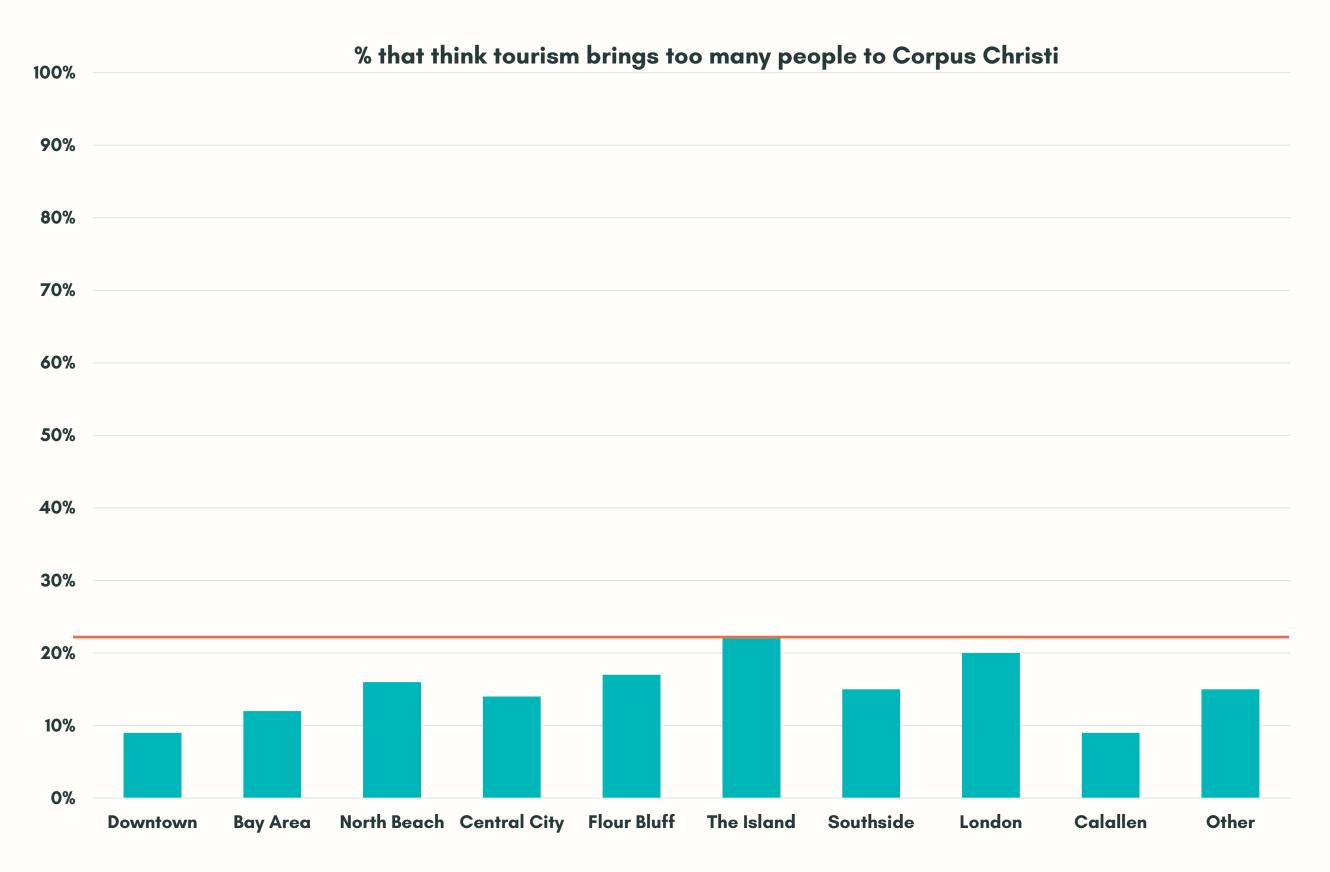
believe tourism brings too many people to Corpus Christi.







SUPPORT FOR TOURISM GROWTH BY NEIGHBORHOOD





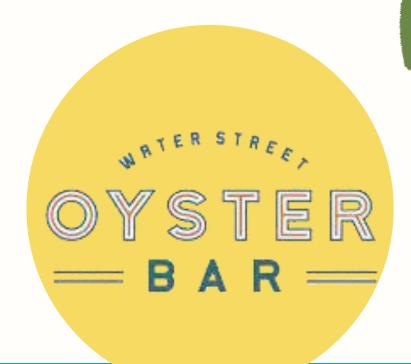


TOURISM ENHANCES QUALITY OF PLACE

of residents agree that tourism brings in new amenities and attractions that residents can also enjoy





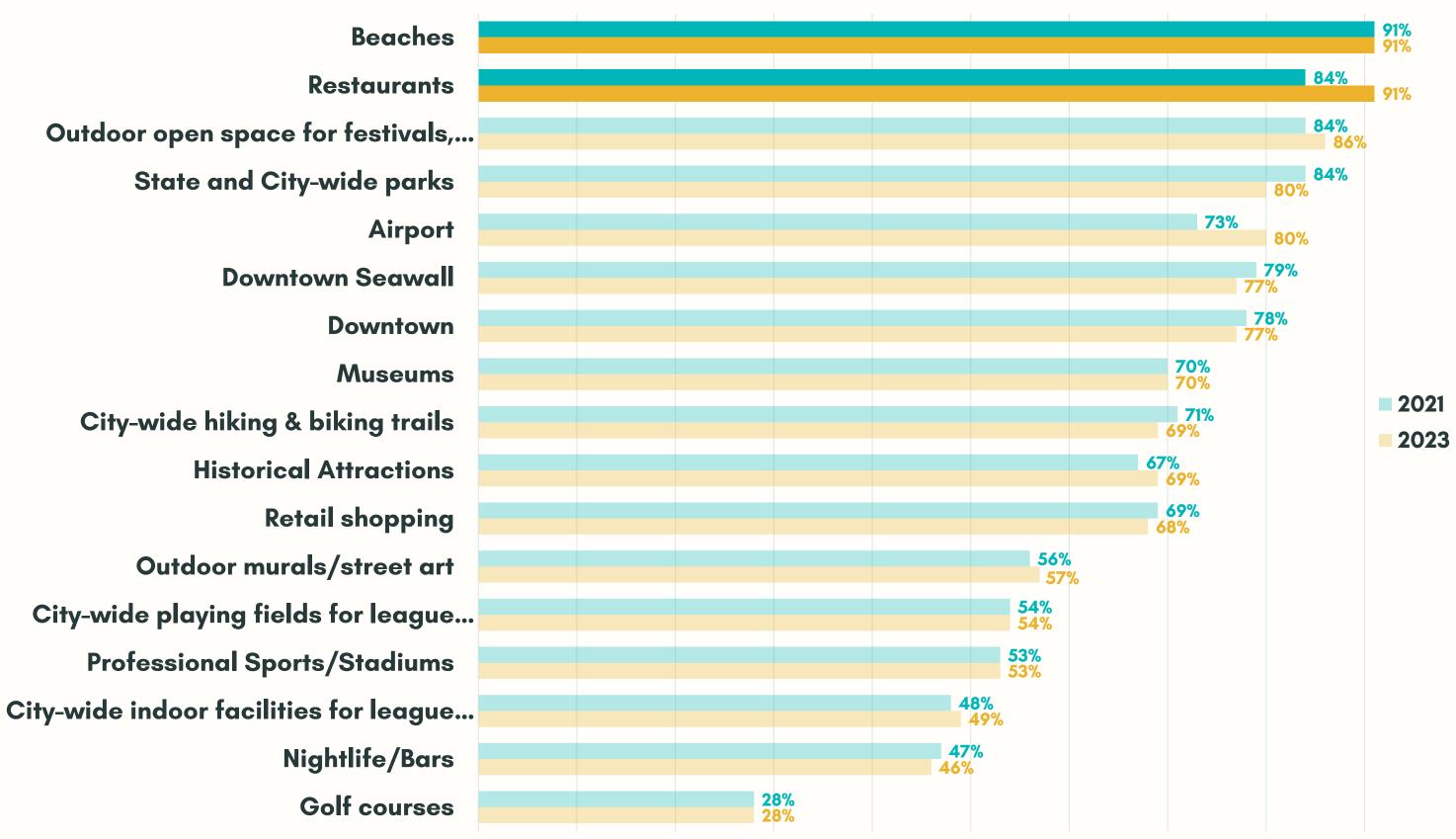


Doc's Seafood & Steaks 90%

Texas State Aquarium 80%

Water Street Oyster Bar 60%

BEACHES AND RESTAURANTS ARE MOST IMPORTANT TO THE QUALITY OF LIFE OF RESIDENTS

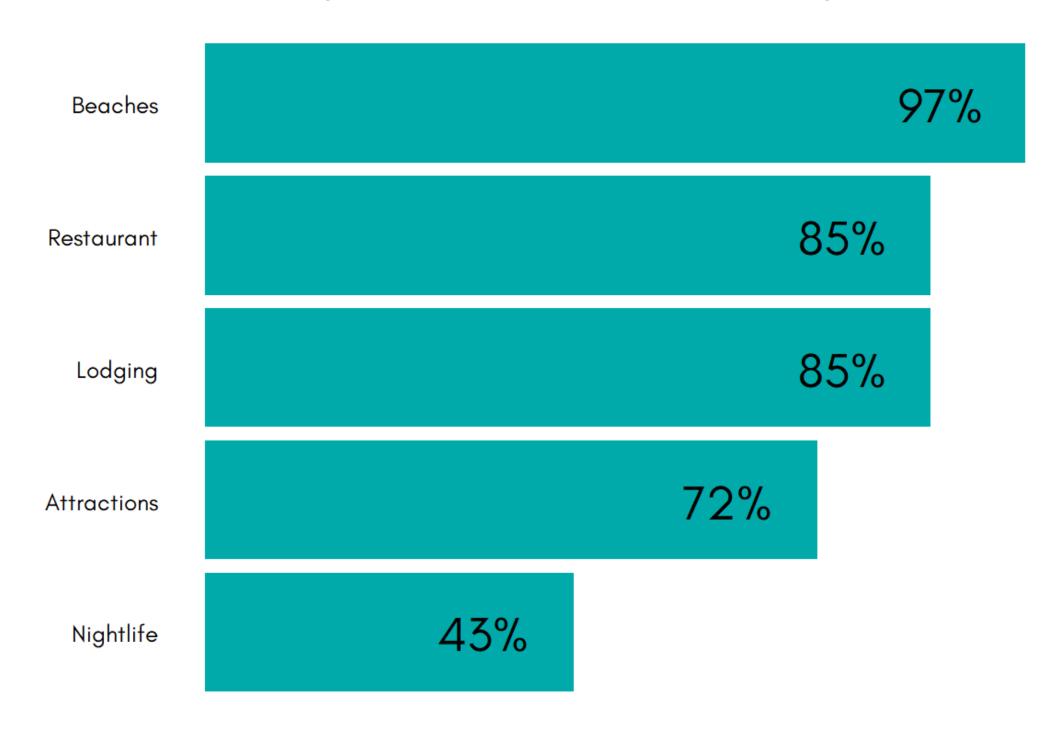






LEISURE VISITOR SURVEY

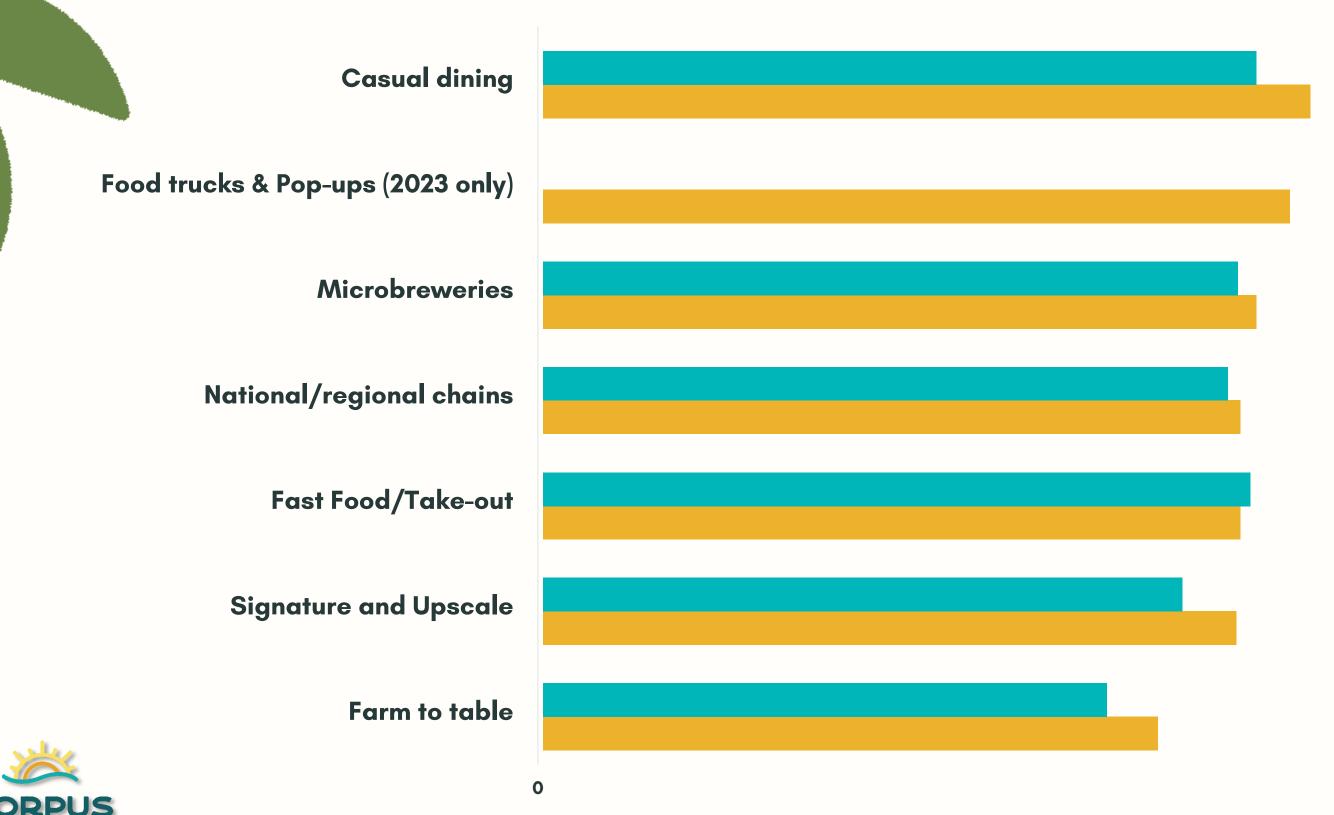
% of respondents that said each was important







PERCEPTIONS OF THE QUALITY OF DINING OPTIONS





2021

2023

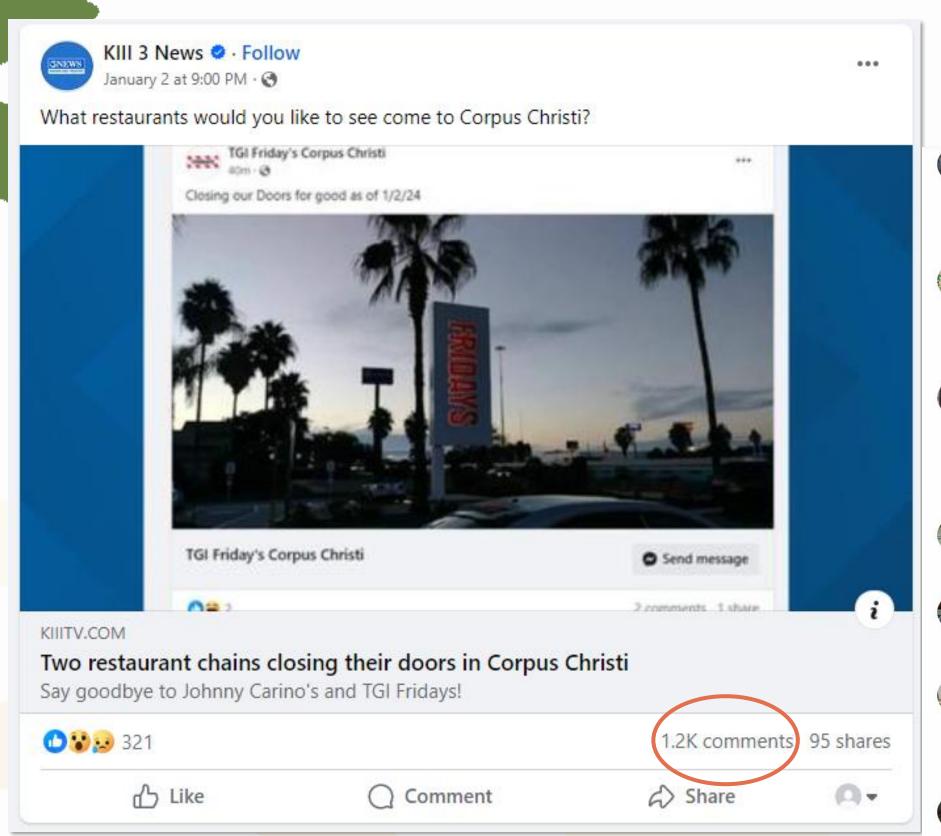
PERCEPTIONS OF THE VARIETY OF DINING OPTIONS Casual dining Food trucks & Pop-ups (2023 only) **Microbreweries** National/regional chains





2021

2023







Resident Development Survey

A recent Resident Sentiment Survey conducted by Visit Corpus Christi found that 91% of Corpus Christi residents consider restaurants important to their quality of life, but there is room for improvement in our current food landscape.

Following that survey, a popular post on KIII's Facebook page resulted in over a thousand comments from Corpus Christi residents voicing their opinion about what they would like to see come to Corpus Christi.

This survey puts the most popular recommendations in voting form which will allow us to organize your opinions and put them in action. The strategy will be to share the results with local business owners and existing brands in hopes of enhancing our offerings. We are listening and we are dedicated to supporting community growth.

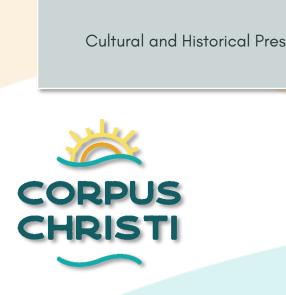
Sign in to Google to save your progress. Learn more

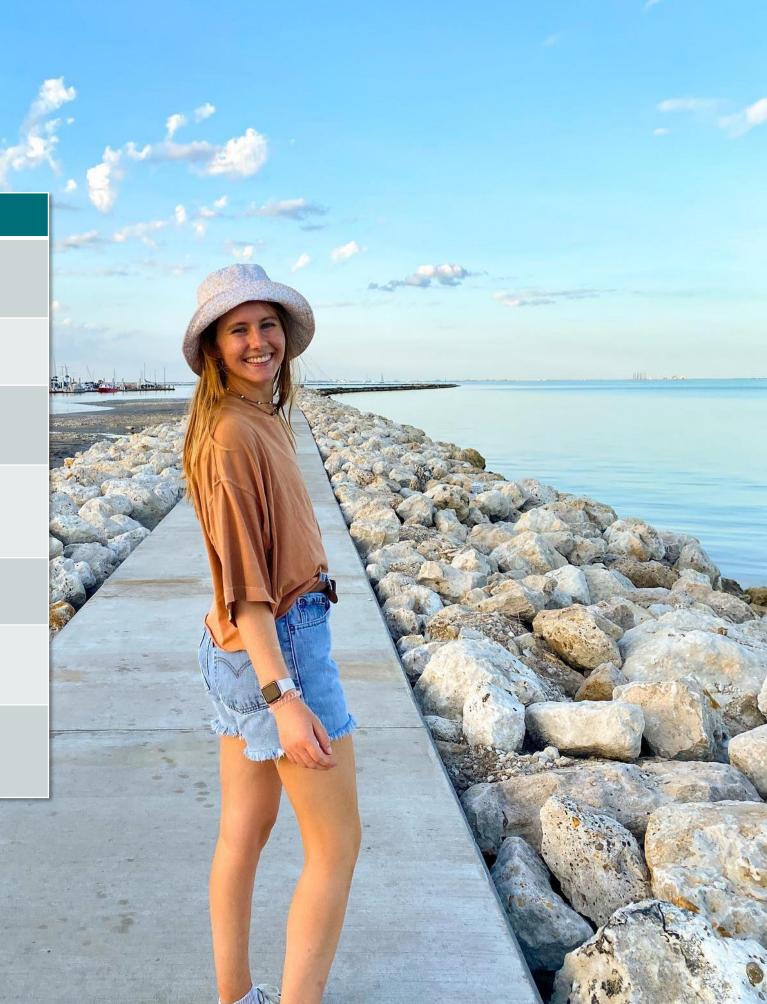
The below options were the most commonly mentioned in the comments of KIII's Facebook post. Of the following options, which restaurant would you most like to see in Corpus Christi?

Lupe Tortilla	0	0	0
Pancho's Mexican Buffet	0	0	0
Plucker's Wing Bar	0	0	0
Panera Bread	0	0	0
Pappasito's Cantina	0	0	0
Red Robin	0	0	0
Sea Island Shrimp House	0	0	0
Torchy's Tacos	0	0	0
Waffle House	0	0	0
Wing Daddy's Sauce House	0	0	0
Other (please indicate below)	0	0	0
If you indicated Other in the response above, what other restaurant would you like to see?			
Your answer			

WHAT COULD VCC DO TO MAKE THE CITY MORE ATTRACTIVE TO ENTICE TRAVELERS TO VISIT HERE RATHER THAN TO ANOTHER CITY?

Category	Rank	Examples
Cleanliness and Safety	1	Keeping areas of tourism clean and safe; First and foremost, cleanliness of the city
Activities and Attractions	2	Emphasize leisure nature activities, also religious and historical; More family-friendly
Urban Development	3	Downtown revitalization; Develop north beach area; More art in public places
Advertising and Marketing	4	Advertise to specific groups.; Show and educate what the city has to offer.; Improve the website for tourist information.
Infrastructure and Transportation	5	Add more flights; Downtown board walk is lacking; More direct flights from major cities
Accommodations and Facilities	6	Improved fights, improved convention center, better hotels; Better and more affordable
Cultural and Historical Preservation	7	Perhaps more outdoors recreations and artistry related to cultural heritage.; Preserve historical landmarks.



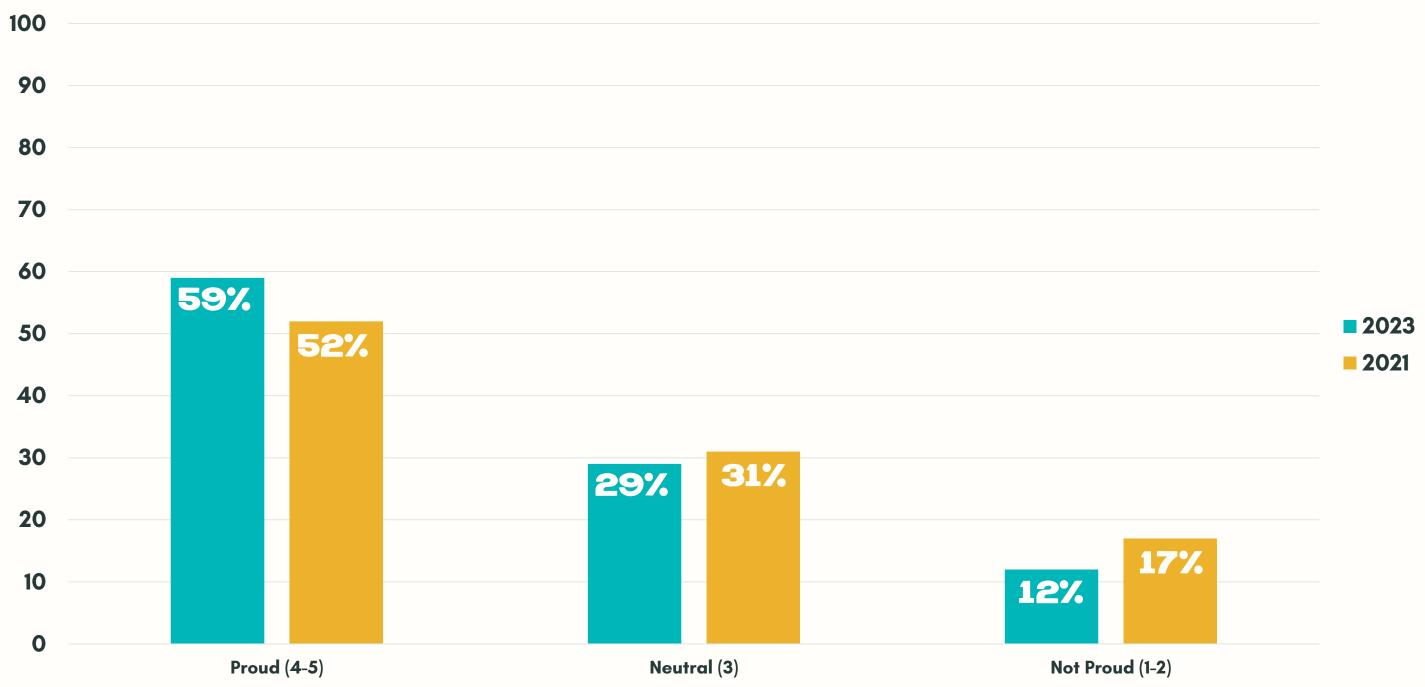




COMMUNITY PRIDE IS GROWING

of Corpus Christi residents are proud to live in Corpus Christi.

\[\text{Up from 52\% in 2021} \]



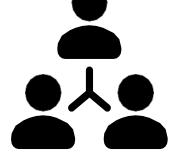




COMMUNITY IDENTITY AND LOCAL ADVOCACY HAS STRENGTHENED

2021

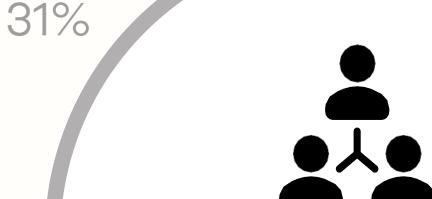
37%



Residents that consider themselves ambassadors

63%

2023

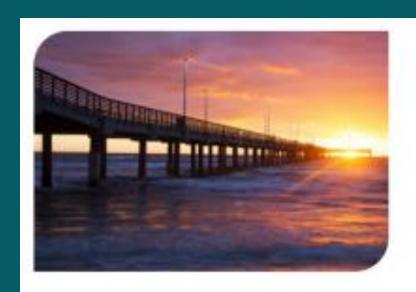


Residents that consider themselves ambassadors

69%







47 CORPUS CHRISTI,

POPULATION METRO 452,927

HIGHLIGHTS





A heritage of hospitality keeps the young pouring in, even during a pandemic.

COMMUNITY SOCIAL MEDIA PRESENCE IS STRONG

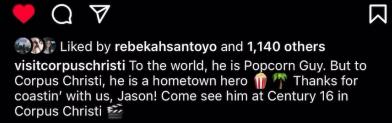
"Of course, the area is best known globally for its spring break revelry, when the beaches around Corpus Christi Bay and Padre Island become a mass of humanity for the better part of the month. Even the pandemic didn't stop too many from feeling the lure of the place, as newsfeeds showed the usual crowds, undeterred by the risk of infection. They of course documented it all on social media, which explains why the city ranks #3 nationally in our Facebook Check-ins subcategory and #7 for Instagram Hashtags."

Source: Resonance Best Small City Rankings

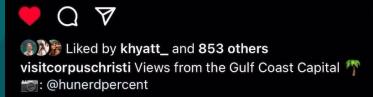


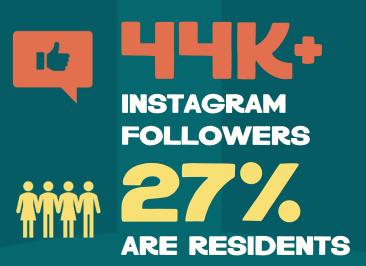
SOCIAL MEDIA AS A CATALYST FOR COMMUNITY PRIDE IN 2023





















SCAN HERE FOR THE FULL

RESIDENT SENTIMENT SURVEY





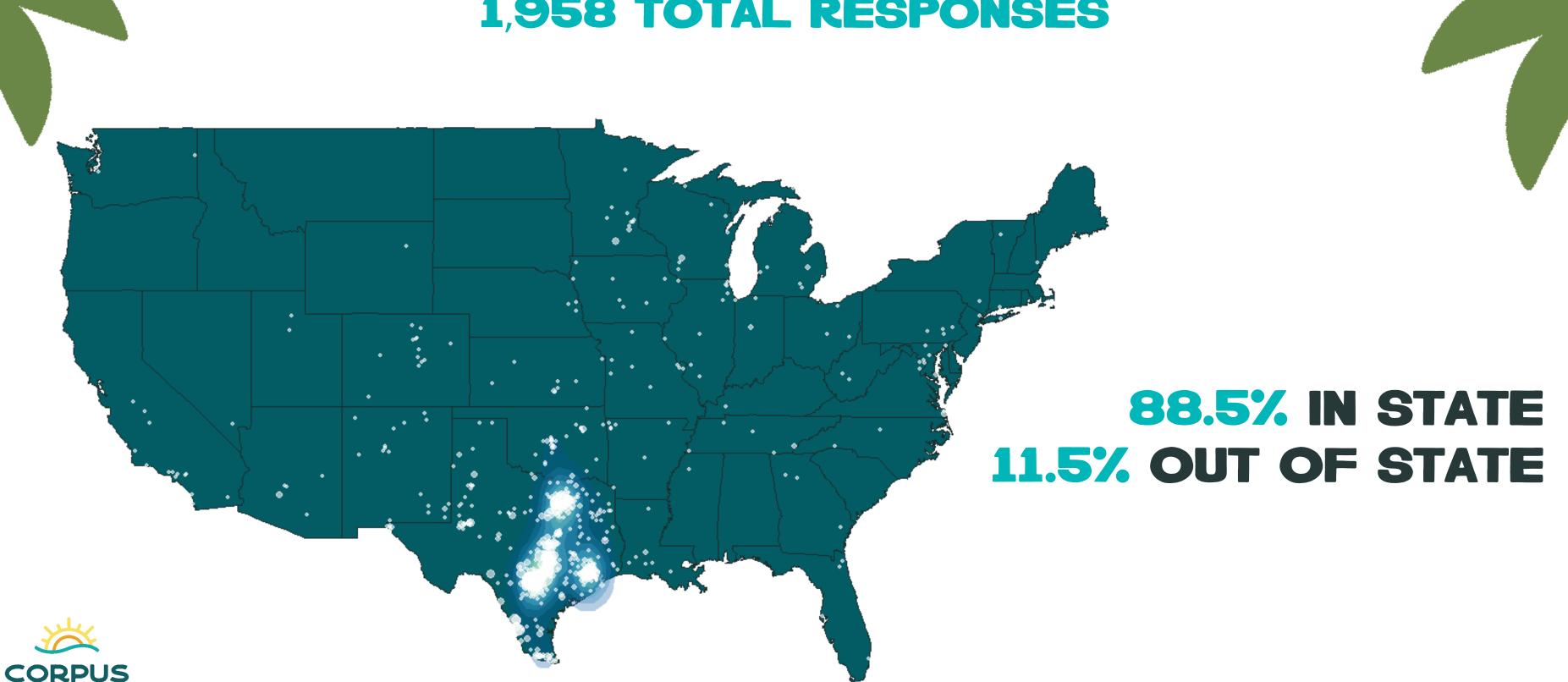






RESPONDENT ORIGINS

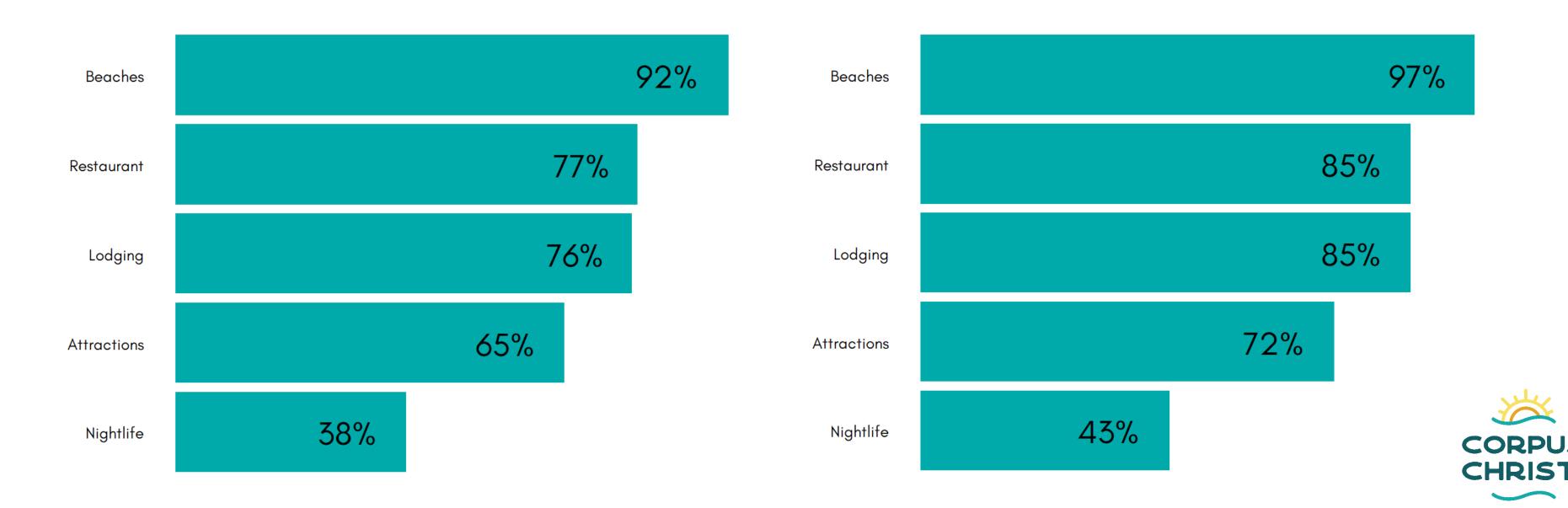
1,958 TOTAL RESPONSES



WHAT IS IMPORTANT? WHAT DID PEOPLE LIKE?

% OF RESPONDENTS THAT WERE SATISFIED WITH...

% OF RESPONDENTS THAT SAID EACH WAS IMPORTANT



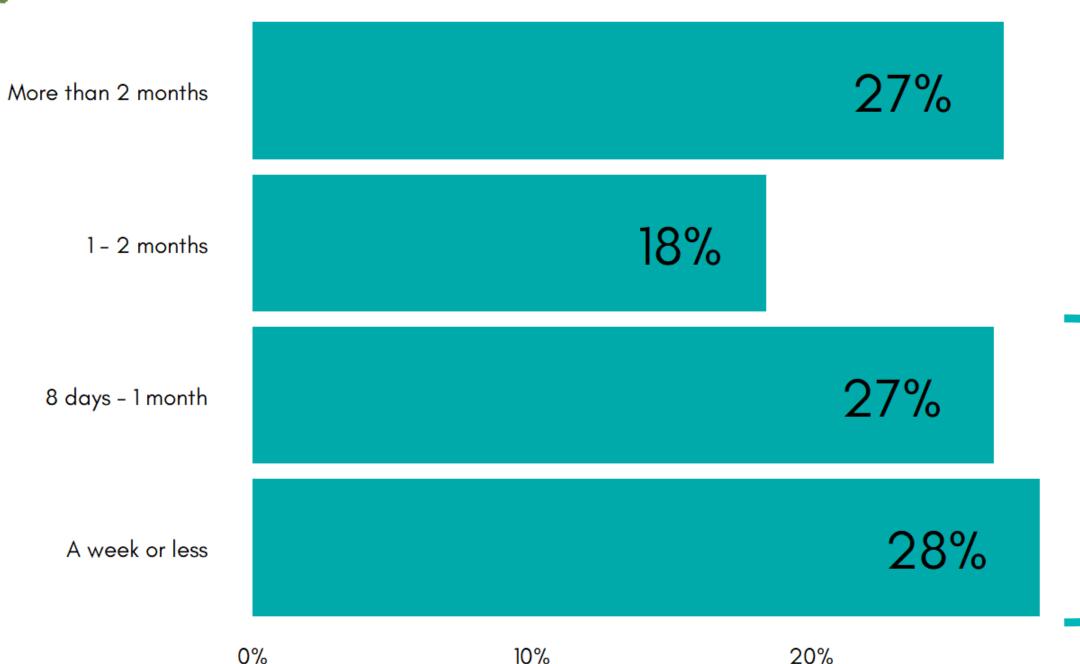
TRAVELER SENTIMENT

"ON A SCALE OF 1-10, HOW LIKELY ARE YOU TO RECOMMEND CORPUS CHRISTI AS A VACATION DESTINATION?"

Origin	Average
Texas	9.14
Out of State	8.91
Total	9.12



TRAVEL PLANNING



% of Respondents

"WHEN DID YOU START PLANNING YOUR TRIP, EVEN IF YOU HADN'T DECIDED WHERE TO GO YET?"

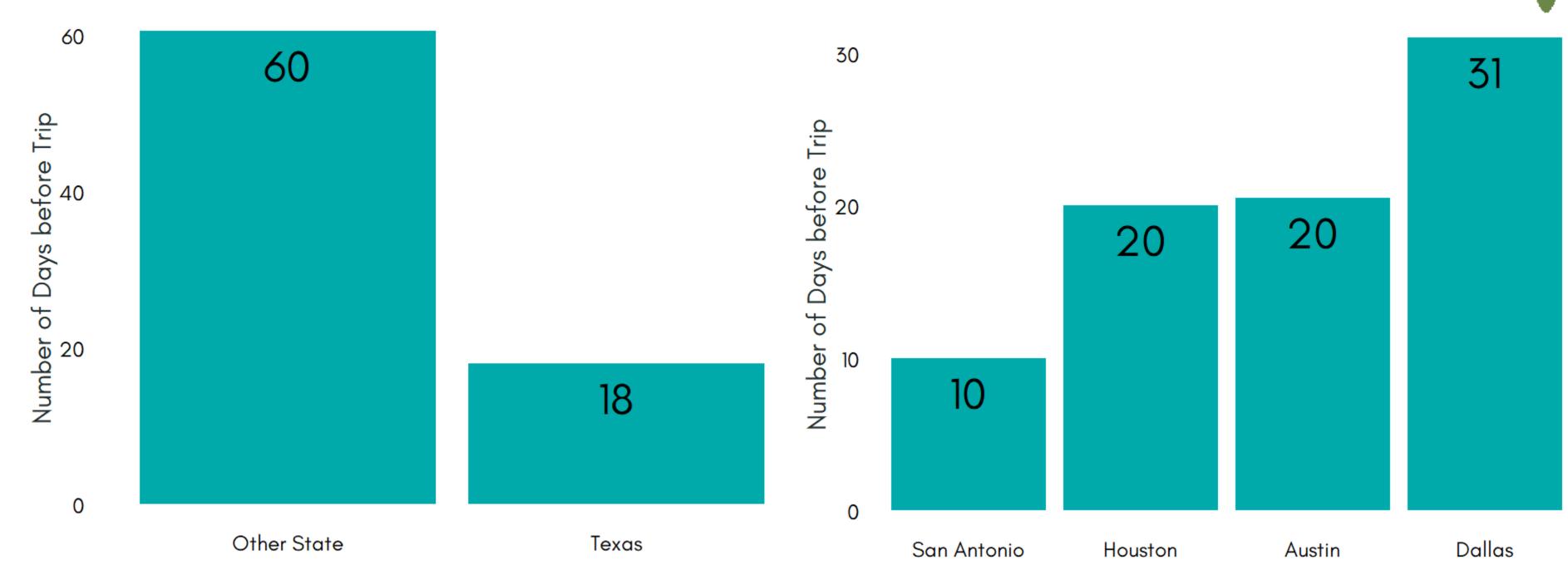
- 55% OF ALL RESPONDENTS



VISITORS WHO TRAVEL FARTHER START THEIR PLANNING EARLIER



MAJOR TEXAS METROS





MORE PLANNING USUALLY

MEANS MORE SPENDING

DAILY SPEND PER PERSON

DAILY TOTAL SPEND



GENERAL POSITIVE COMMENTS

"Everyone should visit the corpus area"

"Love it and can't wait to come back"

"Very friendly locals"

"I love the seafood restaurants. Liked corpus so much, we bought a car here."

"Beautiful beach friendly folks"

"Love it here. The people are great the vibes are great"

"Great family place to have fun"

"Impressed with trash service and cleanliness"

"This is my first time in Corpus and it reminds me of being back home. It's so nice and refreshing, I would love to come back and visit more"

"Amazing place to always visit I love it here"

"Everybody is nice"

"Beautiful city/ good care of the environment"

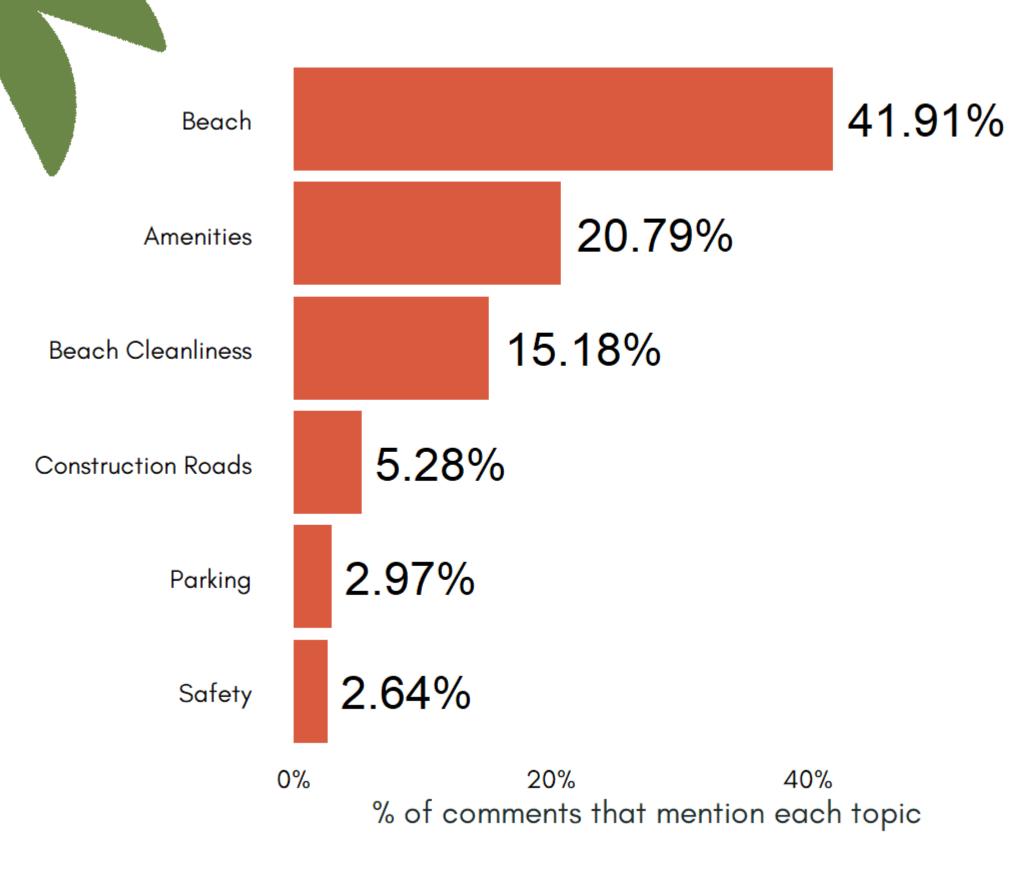
"Awesome variety for our family"

"CC has been improving and I'm so happy."

"Corpus is great!!!"

"Everything's good and easy going, convenient"

TOP COMMENT TOPICS



BEACH CLEANLINESS

"Beaches are well kept, amazing environment, clean beaches, extremely nice people"

"Love your beaches always clean"

"Clean up the beaches and water"

"Water is dirty, trash in the sand"

"The beach has black oil that needs to be clean"

"It would be better if more trash was picked up on beach."

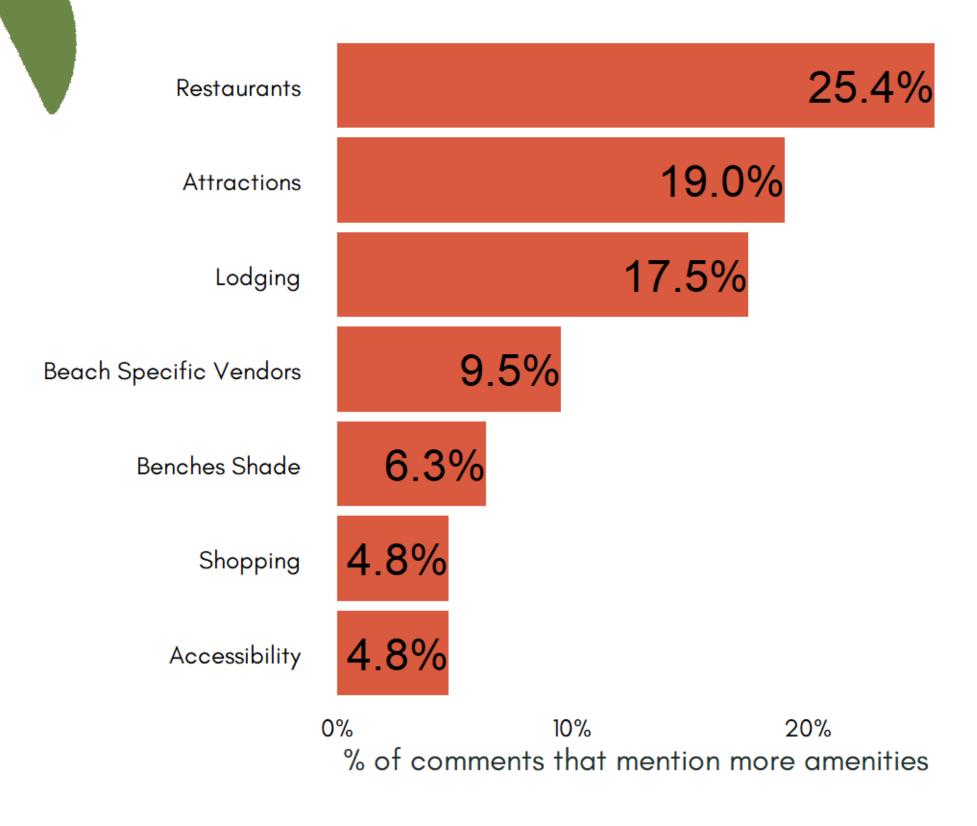
CONSTRUCTION/ROADS

"Construction on the roads need to be fixed"

"When will harbor bridge be finished?"

"Lots of potholes driving"

COMMENTS ABOUT AMENITIES



RESTAURANTS

"Need better diversity in food options"

"More restrooms and restaurants on the beach."

"Good restaurants and coffee spots. Cute place to vacay!"

ATTRACTIONS

"Work on downtown attractions and things to do."

"Lacks the independent/local restaurants and bars and city attractions these larger comparable cities have"

LODGING

"Would love to see more hotels on the beach and boardwalk ."

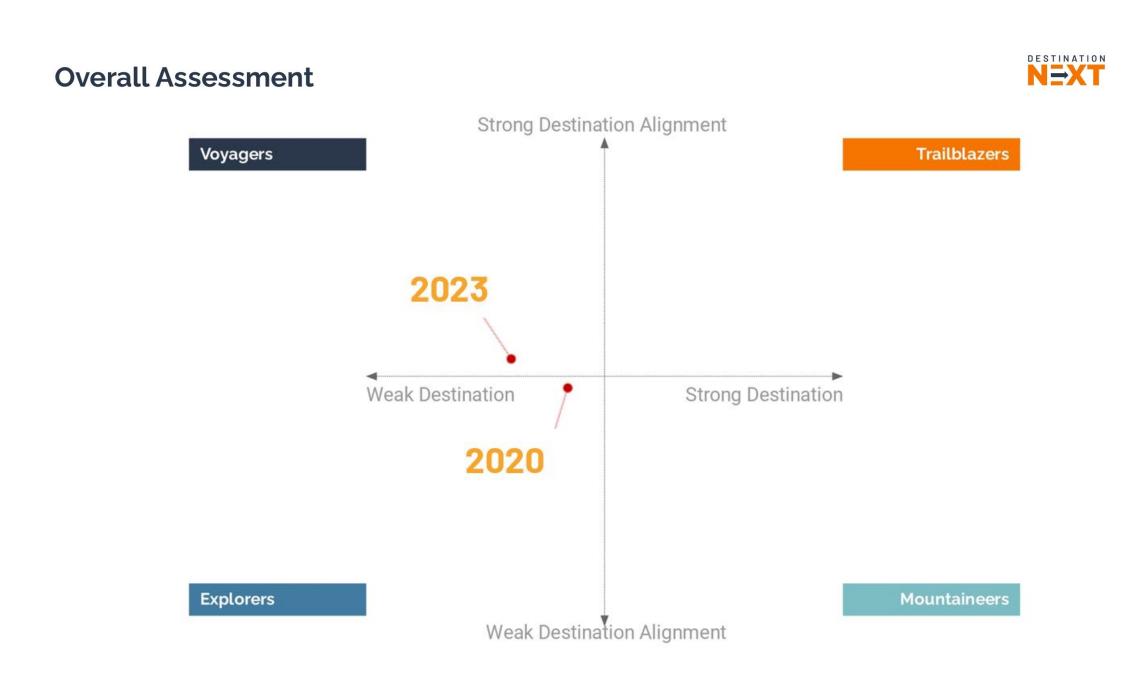
"More hotels with beach access; more landscaping including palm trees; more quick healthy eating options; Grocery store"

"Updated lodging"

DESTINATION NEXT STRATEGIC PLAN 2023-2027



SCORING MODULE

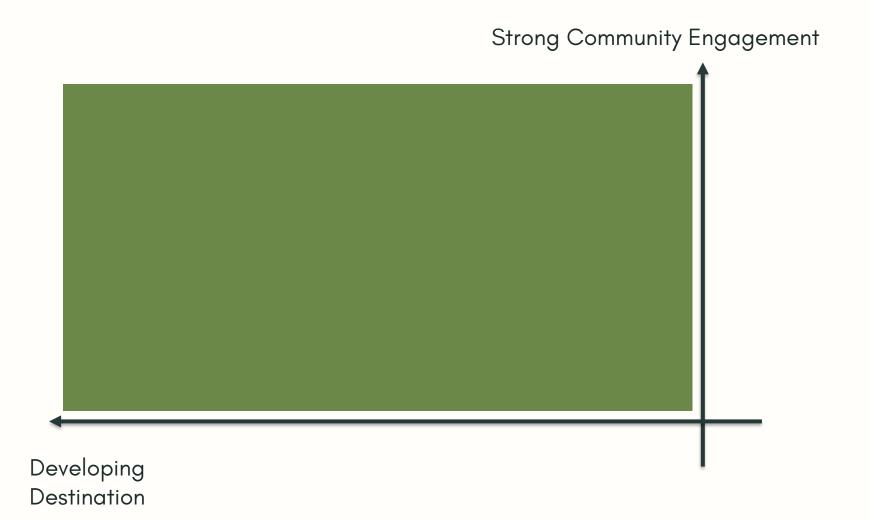


VOYAGER CITIES

These Destinations have at tourism vision and a community mandate to get it done.

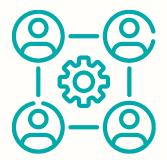
KEY STRATEGIC CHALLENGES

- Maintaining momentum over time required to implement the strategy
- Making prioritized choices for focused action; avoiding the temptation to be all things to all people
- Establishing destination marketplace credibility; delivering on brand promises for target segments





DESTINATION ALIGNMENT VARIABLES



Business Support







Government Support



Organization Governance



Workforce Development



Hospitality Culture



Equity, Diversity & Inclusion



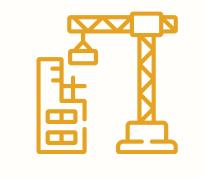
Funding Support & Certainty







Emergency Preparedness



Economic Development

Destination Alignment: Highest Variable Scores



Highest-scored Variables

	Variable	Performance •
1.	Organization Governance	4.09
2.	Economic Development	4.04
3.	Business Support	4.04
4.	Funding Support & Certainty	3.87
5.	Government Support	3.83

Lowest-scored Variables

	Variable	Performance •
1.	Workforce Development	2.77
2.	Hospitality Culture	3.22
3.	Community Group & Resident Support	3.56
4.	Sustainability & Resilience	3.61
5.	Regional Cooperation	3.75

Destination Alignment: Highest & Lowest Statement Scores



Highest-scored Statements

	Statement	Performance *
1.	DMO and tourism industry play a critical role in long-term economic development	4.52
2.	tourism industry leaders are advocates of tourism	4.38
3.	tourism industry leaders are advocates of DMO	4.35
4.	DMO measures and tracks tourism industry performance	4.29
5.	Destination's marketing efforts have economic benefits across the region	4.21

Lowest-scored Statements

	Statement	Performance •
1.	Affordable daycare options for workers	2.39
2.	Adequate affordable housing for hospitality workers	2.44
3.	Public transportation for workers	2.57
4.	Hospitality industry provides adequate and competitive salaries	2.64
5.	Adequate workforce for frontline hospitality jobs	2.72



SAVE THE DATE

WORKFORCE AND SUMMER SUMMIT

MAXIMIZE 100 DAYS OF SUMMER

WEDNESDAY, APRIL 17

9:30 AM - 1:00 PM

HOLIDAY INN CORPUS CHRISTI AIRPORT

5549 LEOPARD STREET

TO BE PROVIDED!

SCORING MODULE





DESTINATION STRENGTH VARIABLES

























Destination Strength: Highest & Lowest Variable Scores



Highest-scored Variables

Lowest-scored Variables

	Variable	Performance ▼		Variable	Performance •
1.	Outdoor Recreation	3.46	1.	Health & Safety	2.65
2.	Attractions & Experiences	3.41	2.	Destination Access	2.68
3.	Arts, Culture & Heritage	3.41	3.	Local Mobility & Access	2.72
4.	Events & Festivals	3.26	4.	Sporting Events	2.85
5.	Communication Infrastructure	3.18	5.	Conventions & Meetings	2.87

Destination Strength: Highest & Lowest Statement Scores



Highest-scored Statements

	Statement	Performance •
1.	High-quality outdoor recreation experiences	4.04
2.	Assortment of authentic and unique attractions	3.84
3.	Year-round outdoor experiences	3.81
4.	Adequate economy hotel supply	3.77
5.	PP-Strength-mid range hotel supply	3.73

Lowest-scored Statements

	Statement	Performance •
1.	Airport is accessible with public transit	1.76
2.	Airport is a state-of-the-art facility	1.86
3.	Variety and quality international air access	2.12
4.	Known as a walkable destination	2.15
5.	Limited issues with homelessness	2.33

KEY TAKEAWAYS FROM DNEXT

There are several opportunities for improvement in Corpus Christi as per the lowest rated variables shown:

DESTINATION STRENGTH

1.	Health & Safety	2.65
2.	Destination Access	2.68
3.	Local Mobility & Access	2.72
4.	Sporting Events	2.85
5.	Conventions & Meetings	2.87

DESTINATION ALIGNMENT

1.	Workforce Development	2.77
2.	Hospitality Culture	3.22
3.	Community Group & Resident Support	3.56
4.	Sustainability & Resilience	3.61
5.	Regional Cooperation	3.75



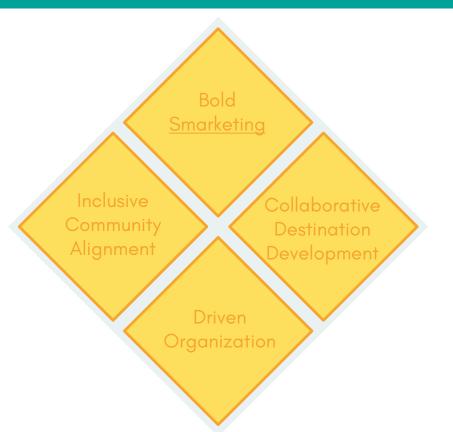
VISION

To become the Gulf Coast Capital for year-round experiences and events

MISSION

Strengthening our community by sharing Corpus Christi with the world

STRATEGIC GOALS



DestinationNEXT Results



Bold Smarketing

Collaborative Destination Development

Inclusive Community Alignment

Driven Organization

KEY INITIATIVES

STRATEGIC PLAN - FY 23/24-26/27

- a. Continue to build a global brand
- b. Continue to grow domestic land sports and international water sports
- Expand group sales strategy for emerging opportunities
- d. Create a film & music sales strategy
- Identify and promote signature events to enhance off-peak seasonality

- Advocate and support redevelopment of the (ABC Center, hotel & district)
- b. Promote and support development of new youth sport facilities
- Complete a Destination
 Development Strategy to include the islands, North
 Beach and downtown
- d. Work with CCIA to improve air service
- Promote cleanliness & beautification initiatives for the area

- Cultivate resident and community support for tourism and VCC
- b. Promote regenerative tourism through environmental, sociocultural and economic sustainability
- Leverage PATH to improve the tourism and hospitality workforce
- d. Strengthen collaboration with key industry and community organizations
- e. Enhance relationships and collaboration with City/ State

- Obtain a new, improved contract with the City
- Renew DMAP Certification "with distinction"
- Develop an employee retention and professional development plan
- d. Capitalize on new technology and innovation trends
- Enact Tourism Diversity Matters strategic initiatives to improve regional social inclusion, welcoming and belonging

TARGETS

- Better change in visitor spend over four years than state of Texas
- Growth in annual economic impact from group sales and sports by 2028
- Increase in POAT Competitive Rank Visitor Interest

- DMP completed by end of 2025
- Minimum one citywide beautification initiative
- Increase in air lift from out of state passengers

- Improved resident sentiment score
- Growth in tourism-related fields of study at local schools
- Develop a metric to measure destination sustainability
- Improved DNEXT assessment score in 2027

- New contract with City by September 2024
- DMAP recertification completed by 2026
- Improved employee satisfaction survey scores
- Above the mean scores on Destinations International EDI Assessment



COASTAL BEND SPORTS

AND AWARDS SHOW

THURSDAY HILLINES

DOORS OPEN AT 5:30PM

Save the Date

AMERICAN BANK CENTER ARENA

1901 N. SHORELINE BLVD. CORPUS CHRISTI, TX 78401

TRANSPARENCC.COM



Monthly Organization Reports



2023 Annual Report



2023-2027 Strategic Plan



2023-2025 Business Plan



2023 Resident Sentiment Survey



2023 Annual Independent Audit



Monthly Data Reports



2021 Resident Sentiment Survey

TOURISM INDUSTRY STUDIES



Economic Impact of Travel in Corpus Christi Arecent economic impact study found that the impact of the Corpus Christi

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