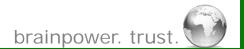
DEP SOLICITATION NO. 2016019C ADDENDUM NO. 1 EXHIBIT C



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### Florida State Parks System Market Research DEP Solicitation Number 2014003C Prepared for: Florida Department of Environmental Protection FINAL REPORT



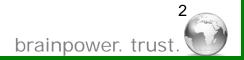
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Section 1: Project Overview

- Section 2: Park Visitors Details by FL Residents vs. Non-Residents
- Section 3: Park Visitors Executive Summary
- Section 4: Park Visitors Details by District
- Section 5: Park Non-Visitors Details
- Section 6: Park Non-Visitors Executive Summary

**APPENDIX:** Park Non-Visitor Details by District



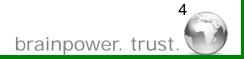
## Section 1 Project Overview



#### **Project Overview: Objectives**

The main objective of this project is to better understand Visitors (FL Residents and Non-Residents) and Non-Visitors (FL Residents) to Florida State Parks in terms of their:

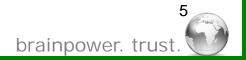
- Demographics
- •Park usage behaviors/barriers
- Reaction to promotional offers
- Appeal of ideas for enhancing the visitor experience



The overall research plan divides the project into **two (2) key tasks**:

1.Assessment of Florida Residents' and Non-Residents' visitation to Florida State Parks *(intercept study at 15 state parks)* 

2. Assessment of Florida Residents who have not visited a Florida State Park in the past year (Non-Visitor online study)



#### **Project Overview: Data Collection Among Park Visitors**

## Intercept surveys among park visitors were conducted between October 17<sup>th</sup> and November 23<sup>rd</sup>, 2013.

Interviewers approached visitors, screened them for being over 18 years old, and then had them complete the survey using a handheld electronic "tablet" device or paper questionnaire. Respondents were offered the option of the survey being self-administered or interviewer administered. The survey was about **5 minutes long**.

Listed below are the details regarding data collection at the parks.

- A <u>pretest</u> was conducted at Wekiwa Springs State Park in Apopka. interviewers completed 49 surveys among park visitors. (29 among Residents and 20 among Non-Residents).
- Following the pretest, the main set of interviews were conducted over a 5 week timeframe.
- Interviews were conducted at 3 parks within each of the 5 park regions.
- Each interviewer had 3 electronic devices to use plus the paper surveys.
- Interviews were conducted primarily on the weekend, 7-9 hours per day.

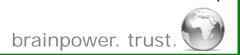


#### **Project Overview: Data Collection Among Non-Visitors**

Interviews with Florida residents who have *not* visited a Florida State Park within the past 12 months were conducted **ONLINE between Nov 11<sup>th</sup>** and **15<sup>th</sup>**, **2013**. This survey was an average of **5 minutes**.

The Florida residents that have not visited a Florida State Park in the past 12 months were recruited against the following criteria:

- Over 18 years of age
- Have lived in Florida continuously for more than 6 months
- Have not visited a Florida State Park in the past 12 months
- Equally divided across the 5 Districts



#### **Project Overview: Sample Sizes**

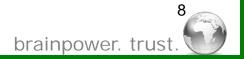
Listed below are the sample sizes for each research task of the project and the resulting confidence intervals in total and for each of the five districts. The next page lists the number of interviews conducted among Residents and Non-Residents in each of the parks where the interviews were conducted.

#### **Visitor Study:**

- Intercept Study
- 5 districts; 3 parks per district
- N=3972 (target: 3800)
- N=794 average per district (target: 780)
- Confidence Interval for Total Sample: 1.5%
- Confidence Interval for Each Region: 3.4%

#### Non-Visitor Study (FL Residents only):

- Online study
- N=382 (target: 380)
- N=76 average per district (target: 76)
- Confidence Interval for Total Sample: 4.9%
- Confidence Interval for Each Region: 11.0%



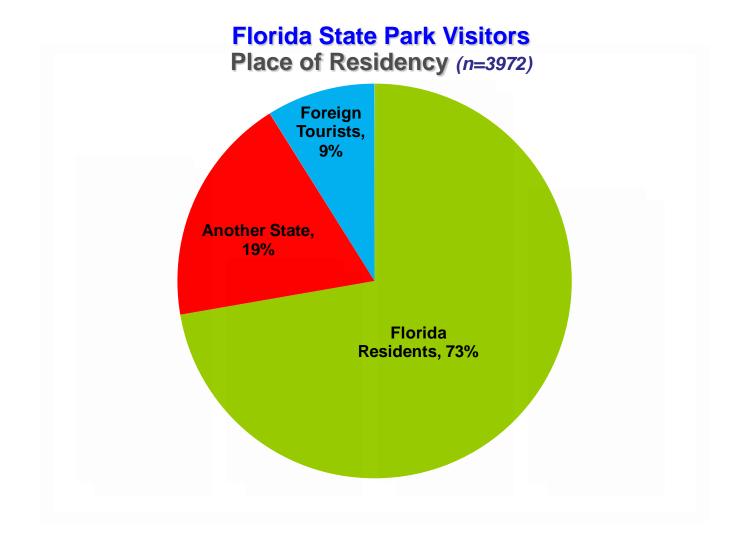
#### **Project Overview: Visitor Sample Details**

#### **Locations for On-Site Interviews and Sample Sizes**

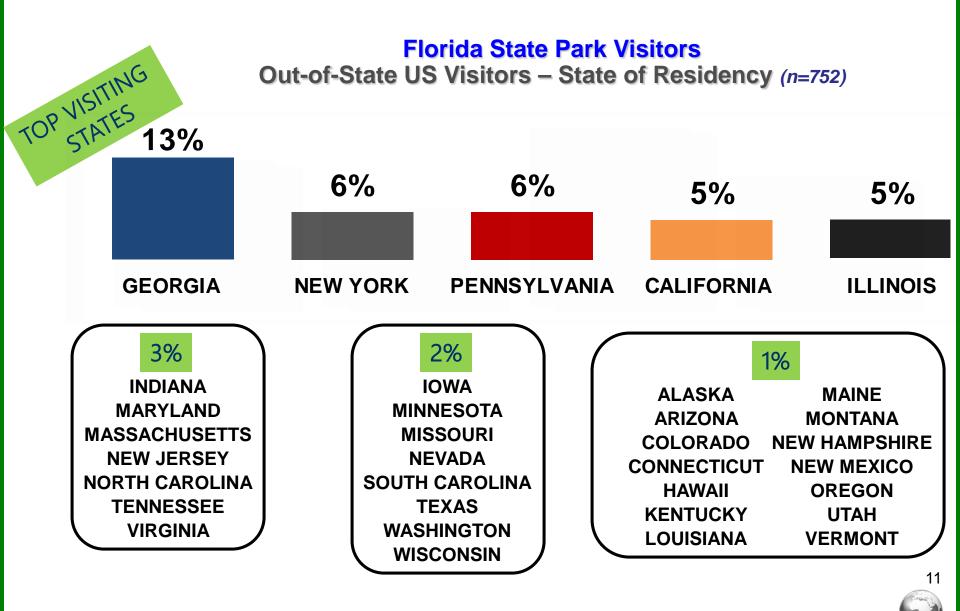
Region	Park Name	TOTAL	FL Resident Visitors	Non-Resident Visitors
	Sebastian Inlet State Park	175	144	31
Central	Anastasia State Park	258	224	34
Central	Wekiwa Springs State Park	365	287	78
	TOTAL	798	655	143
	Crystal River Preserve State Park	120	103	17
Northeast	Paynes Prairie Preserve State Park	207	183	24
Northeast	Ft. Clinch State Park	465	348	117
	TOTAL	792	634	158
	Edward Ball Wakulla Springs State Park	294	199	95
Northwest	Alfred B. Maclay Gardens State Park	163	148	15
Northwest	Grayton Beach State Park	325	208	117
	TOTAL	782	555	227
	John Pennekamp Coral Reef State Park	364	164	200
Southeast	Bill Baggs Cape Florida State Park	269	193	76
Southeast	John U. Lloyd Beach State Park	163	137	26
	TOTAL	796	494	302
	Delnor-Wiggins Pass State Park	315	224	91
Southwest	Honeymoon Island State Park	212	144	68
Southwest	Weeki Wachee Springs State Park	277	203	74
	TOTAL	804	571	<b>233</b> 9

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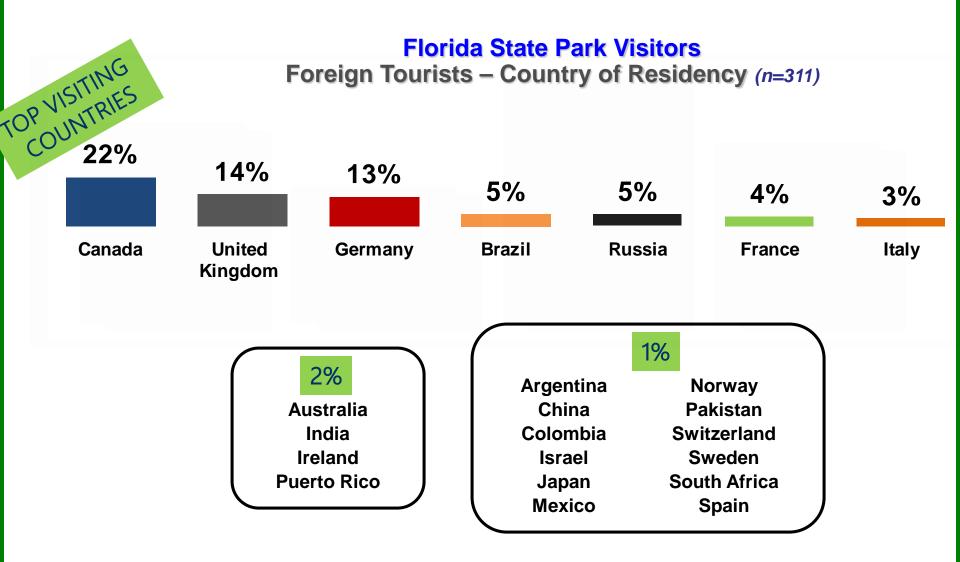
#### **Project Overview: Visitors Place of Residency**



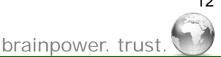




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\*Other countries was mentioned by 14% of the respondents.



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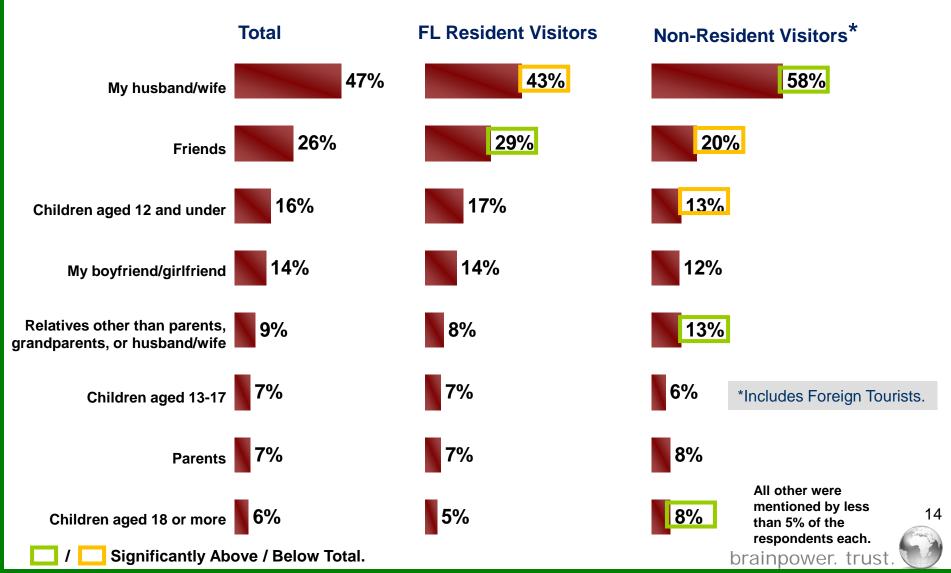
## Section 2 Florida State Park Visitors FL Residents vs. Non-Residents

This analysis is based on n=3972 Visitors who were intercepted in 15 different parks between October 17 and November 23, 2013. All of the stat testing is conducted at the 95% confidence level.



A park outing is all about family and friends; 47% visit with their spouse and 26% with friends. Non-Residents are much more likely to visit as a couple.

#### Florida State Park Visitors – Visiting Party Composition



Visitors have significant exposure to Florida State parks; on average they have visited a Florida State park an average of 8 times in the past year. As expected, Residents have a stronger frequency of visits than Non-Residents.

Florida State Park Visitors Number of (Any) FL State Park Visits in Past 12 Months	Total (n=3972)	FL Resident Visitors (n=2909)	Non- Resident Visitors* ( <i>n</i> =1063)
Avg. Number of Park Visits in P12M	8.0	9.9	2.8
This is my first visit in the past 12 months	31%	17%	67%
2-3 times	23%	25%	20%
4-6 times	15%	18%	6%
7-9 times	7%	9%	2%
10-12 times	7%	9%	2%
13-15 times	3%	4%	1%
16-18 times	2%	2%	0%
19-21 times	2%	3%	0%
22-24 times	2%	2%	1%
25-27 times	1%	1%	0%
28-30 times	1%	2%	0%
31-36 times	1%	1%	0%
37-43 times	1%	1%	0%
44-50 times	1%	1%	0%
Over 50 times in the past 12 months	4%	6%	1%

\*Includes Foreign Tourists.





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Demographically, Non-Resident Visitors to Florida State Parks are more likely to be older than Florida Resident Visitors (average age=48 vs. 44). The parks seem to attract an even mix of men and women.

#### Florida State Park Visitors Demographic Profile – Age and Gender

	Total	Total FL Resident Visitors	
	(n=3972)	(n=2909)	(n=1063)
Avg. Age	45	44	48
18 to 24	12%	13%	8%
25 to 34	19%	19%	17%
35 to 44	20%	21%	19%
45 to 54	19%	18%	19%
55 to 64	17%	16%	21%
65 to 74	11%	10%	14%
75 or older	2%	2%	1%
Male	50%	50%	49%
Female	50%	50%	51%

\*Includes Foreign Tourists.



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Over half the park visitors are married. Non-Resident Visitors are also more likely to be married than Florida Resident Visitors (64% vs. 53%).

#### **Florida State Park Visitors**

**Demographic Profile – Marital Status and Household Composition** 

	Total FL Resident Visitors		Non-Resident Visitors*
	(n=3972)	(n=2909)	(n=1063)
Marital Sta	ntus		
Married	56%	53%	64%
Single, never married	24%	25%	19%
Separated/Divorced	8%	9%	6%
Domestic partnership	7%	7%	7%
Widowed	3%	3%	2%
Other	2%	2%	1%
People that Live in the HH			
Spouse (husband/wife)	54%	51%	62%
Children age 12 and under	18%	18%	16%
Just myself	17%	18%	16%
Children age 13-17	11%	12%	9%
Roommate/friend	9%	10%	6%
Significant other/domestic partner	9%	10%	8%
Children over the age of 18	8%	8%	9%
Parents/Grandparents	7%	8%	4%
Other	2%	2%	2%

Significantly Above / Below Total.

\*Includes Foreign Tourists.

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Non-Resident Visitors are more likely to be Caucasian (83% vs. 73%) than Florida Resident Visitors. Interestingly, Florida parks clearly under-index on African Americans, given that 15% of the Florida population is African American.

#### Florida State Park Visitors – Among US Visitors Demographic Profile – Ethnicity

	Total FL Resident Visitors		Non-Resident Visitors <sup>*</sup>
	(n=3442)	(n=2723)	(n=719)
Caucasian/White	75%	73%	83%
Hispanic	12%	14%	4%
African American	4%	5%	3%
Asian or Pacific Islander	4%	4%	5%
Some other ethnic background	5%	5%	4%

\*Includes Foreign Tourists.



Significantly Above / Below Total.

# The average party size for Visitors is 3.3 people. Non-Resident Visitors are more likely to be couples.

#### Florida State Park Visitors Park Visiting Party Size

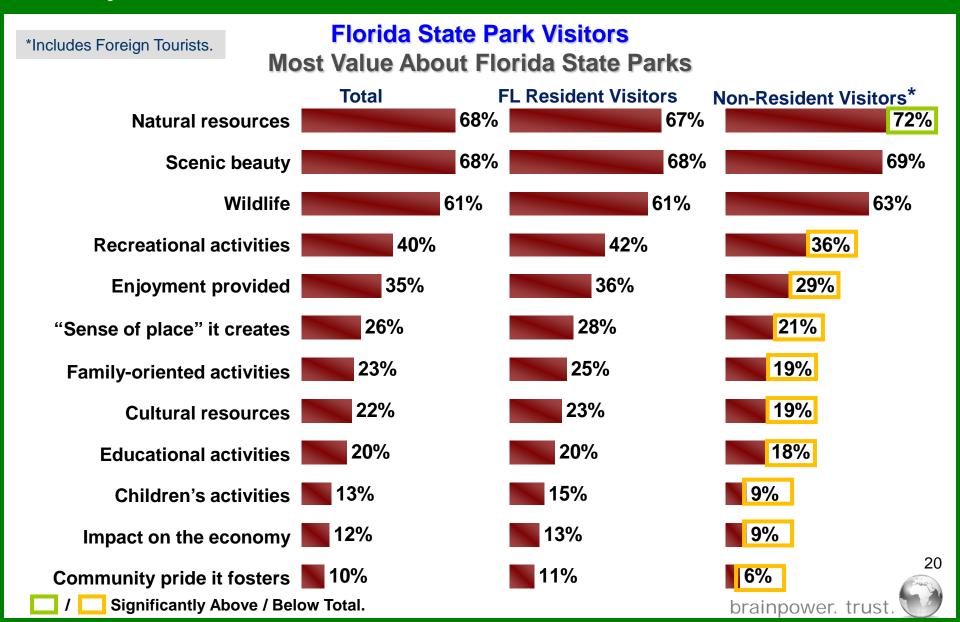
	Total	FL Resident Visitors	Non- Resident Visitors*
	(n=3972)	(n=2909)	(n=1063)
Avg. Size of Visiting Party	3.3	3.3	3.1
1	10%	<b>12%</b>	4%
2	39%	35%	48%
3	14%	14%	16%
4	16%	15%	19%
5	8%	8%	5%
6	4%	5%	3%
7	2%	2%	1%
8 or more	7%	8%	4%

\*Includes Foreign Tourists.

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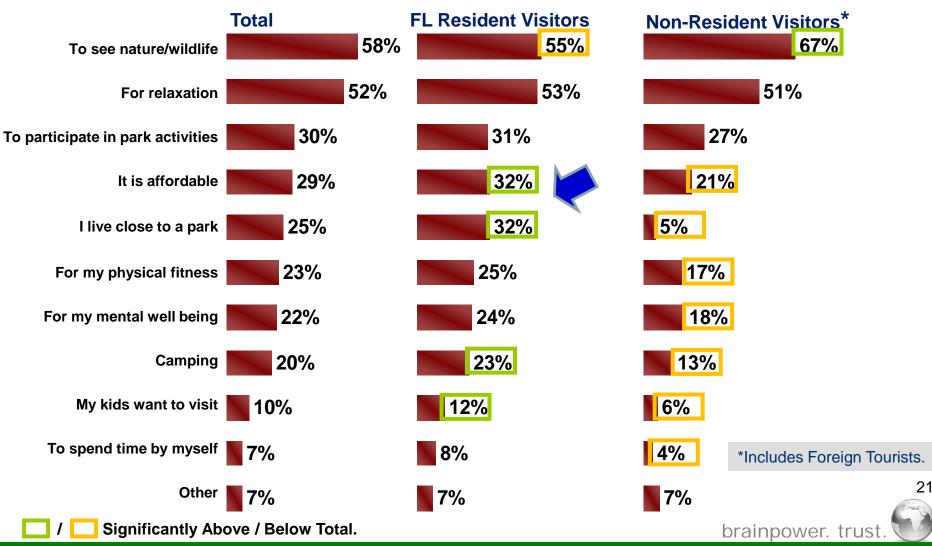


The three elements guests most value about Florida State Parks are the Natural resources, the Scenic beauty, and the Wildlife. Natural resources are especially valued by Non-Resident Visitors.

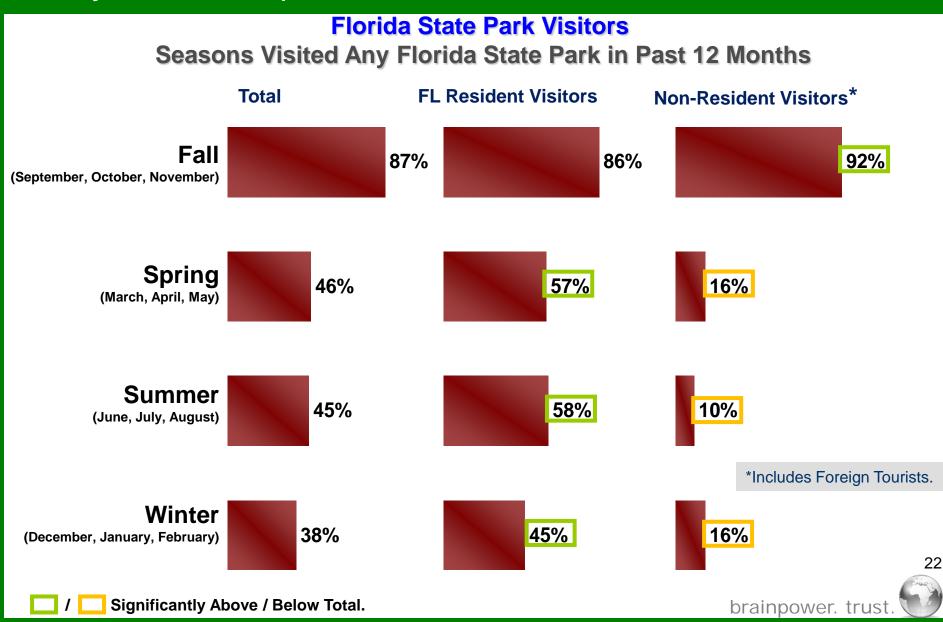


The most important reasons for participating in outdoor recreational activities at Florida State Parks are "To see nature/wildlife" and "For relaxation." Nature/Wildlife is more important to Non-Resident visitors, while location and price are relatively more important to Florida Residents.

Florida State Park Visitors - Most Important Reasons to Participate in Outdoor Recreational Activities at Florida State Parks



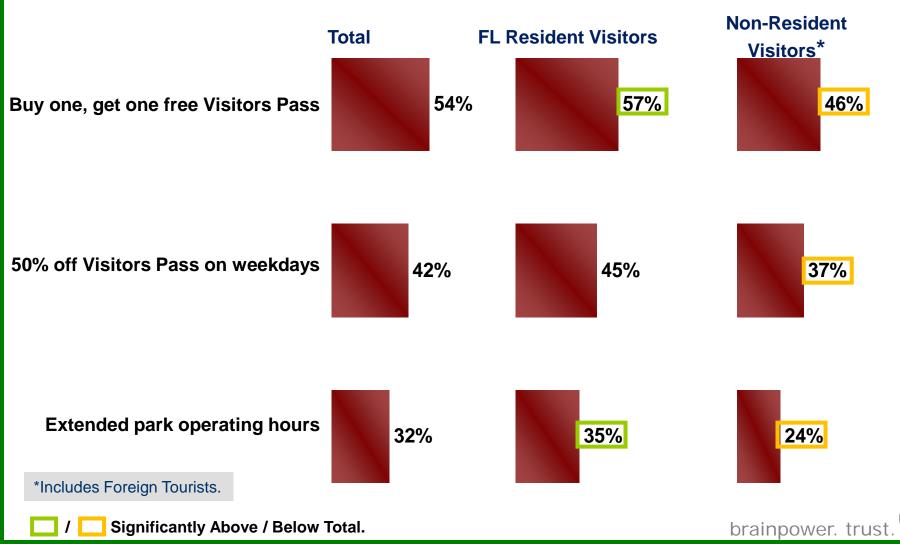
Respondents most often say Fall is the season that they have visited a Florida State Park in the past 12 months. (The fact that this study was conducted in the Fall may be one reason.)



A "Buy one, get one free Visitors Pass" is more likely to increase visitation to Florida State Parks than a "50% off Visitors Pass on weekdays" or "Extended park operating hours" – this is true among both Residents and Non-Residents. Offering all three of these has the broadest reach (see TURF description/results on the next 2 pages).

#### **Florida State Park Visitors**

% Will Make Much More Likely to Visit Florida State Parks



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#### About TURF

•A **TURF Analysis** helps <u>optimize the Offers/Ideas</u> by identifying the combination that reach the broadest base of consumers with the least amount of cannibalization.

•The "optimal combination" that a TURF produces is best looked at as the set of CORE OFFERS/IDEAS, or the "MUST HAVES."

#### Identifying the MUST HAVES:

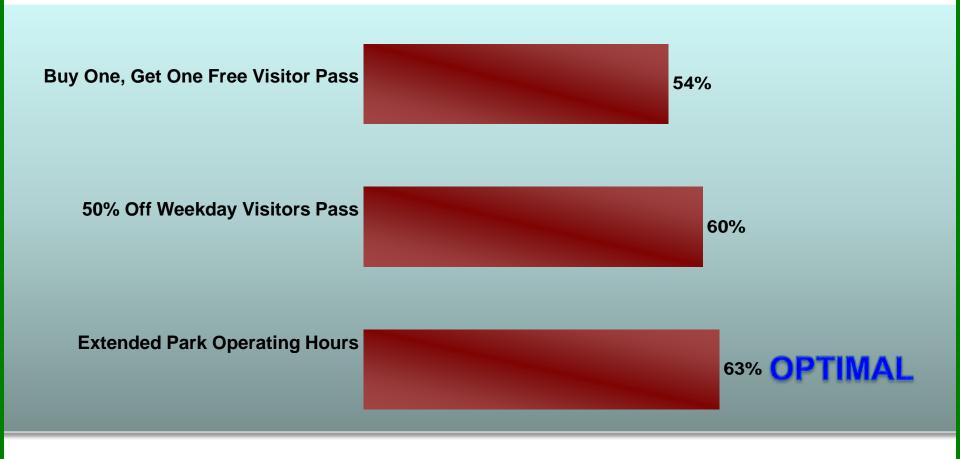
•Starting out with the most appealing offer/idea, we continue to add offers/ideas until such time as the incremental reach is not statistically significant.

Note: A TURF provides guidance on offers/ideas at a conceptual level. Other strategic considerations must also be made before deciding to add an offer/idea.



Only having the most popular offer of "Buy One, Get One Free Visitor Pass" appeals to 54% of consumers, but offering all three of the offers appeals to 63% of consumers – which is optimal.

#### Florida State Park Visitors - Total TURF – Best Set of Offers

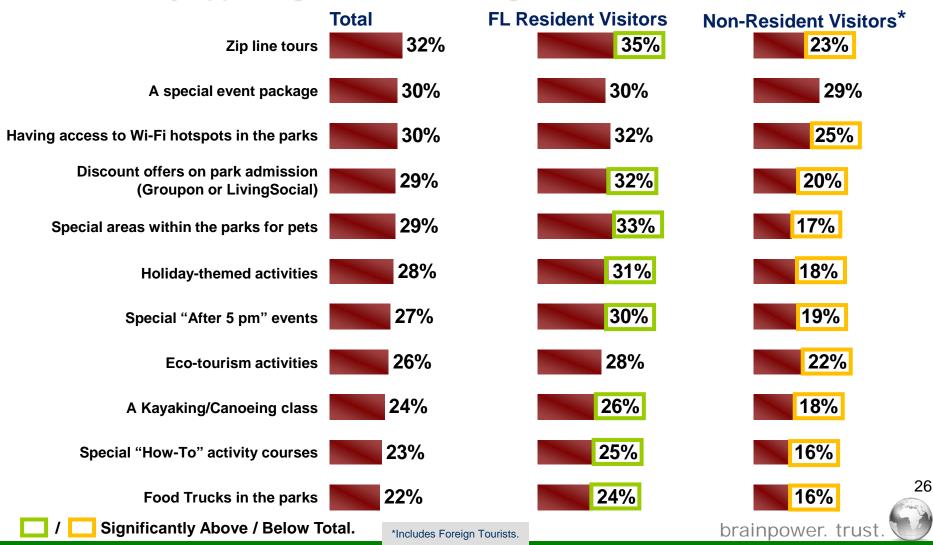




Many of the ideas for encouraging visitation to Florida State Parks appeal to consumers, with the three most appealing being Zip line tours, A special event package, and Having access to Wi-Fi hotspots in the parks. Most of the ideas appeal significantly more to Florida Residents.

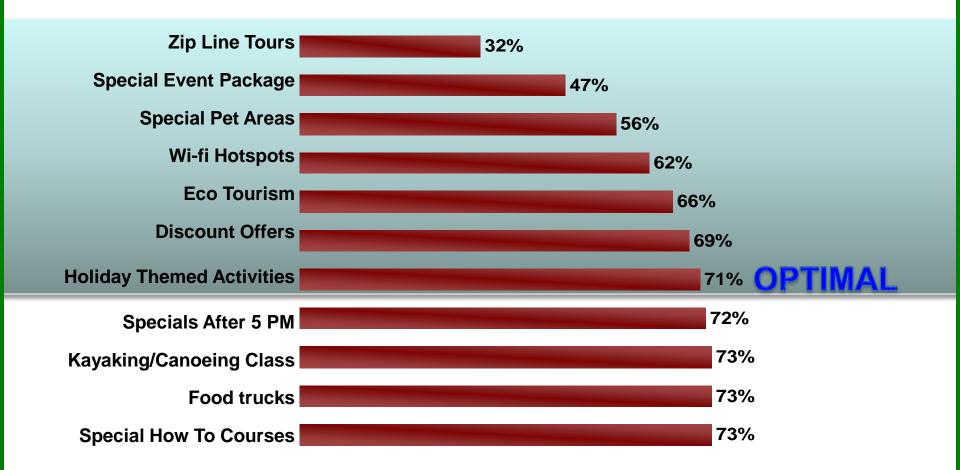
#### **Florida State Park Visitors**

**Extremely Appealing Ideas to Encourage Florida State Parks Visitation** 



Of the 11 ideas evaluated, TURF results show that 7 of them need to be offered to achieve "optimal" REACH. Eco Tourism is an idea rates lower on "appeal" than many of the other ideas (see previous slide), but that is important to offer to reach a wider/more diverse audience.

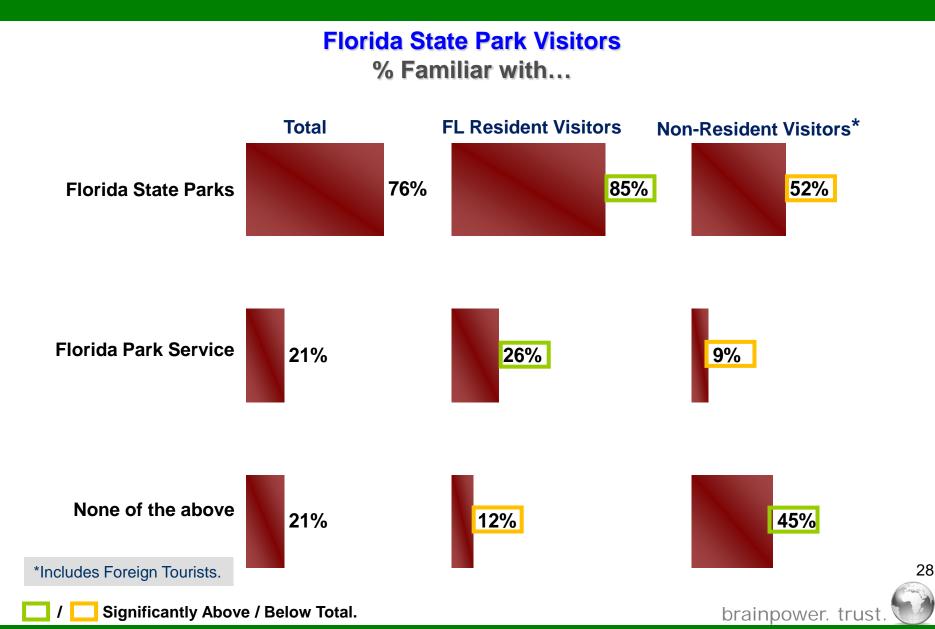
#### Florida State Park Visitors - Total TURF – Best New Ideas



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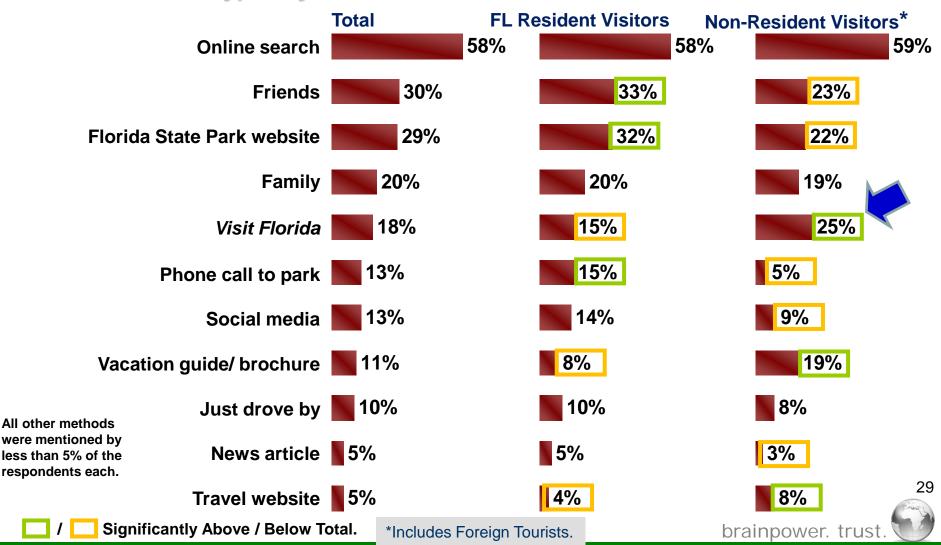
Awareness is much higher for Florida State Parks than the Florida Park Service among both Florida Residents and Non-Residents.



An Online Search is by far the most popular way that Visitors get information about Florida State Parks. Florida Residents are more likely than Non-Residents to get information from Friends and the Florida State Park website. *Visit Florida* appears to be very popular among Out-of-State Visitors.

#### **Florida State Park Visitors**

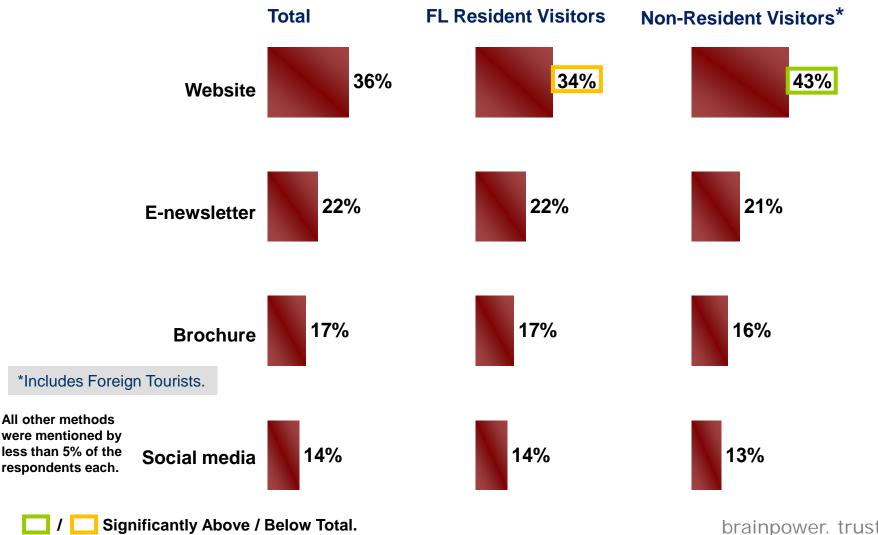
How Typically Get Information about Florida State Parks



Many Visitors would want to learn about new Florida State Parks products or services through a Website or E-newsletter. Non-Residents significantly prefer getting their information from a Website vs. Florida Residents.

#### Florida State Park Visitors

**Preferred Method for Learning About New Products or Services** 



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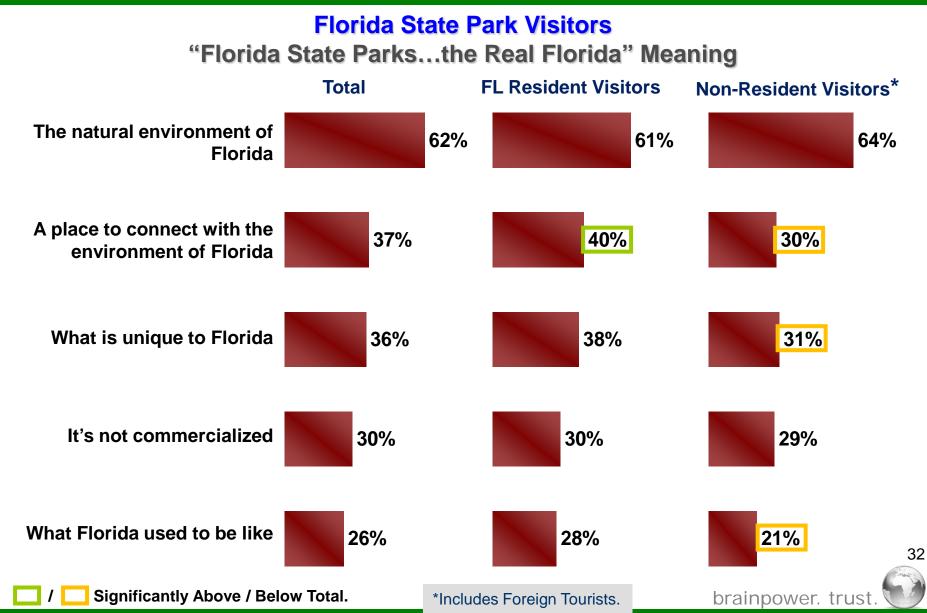
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Florida Resident Visitors are willing to travel an average of 62 miles to attend a special event at a Florida State Park, while Out-of-State visitors are willing to travel even farther (average of 72 miles). This was not asked of foreign tourists.

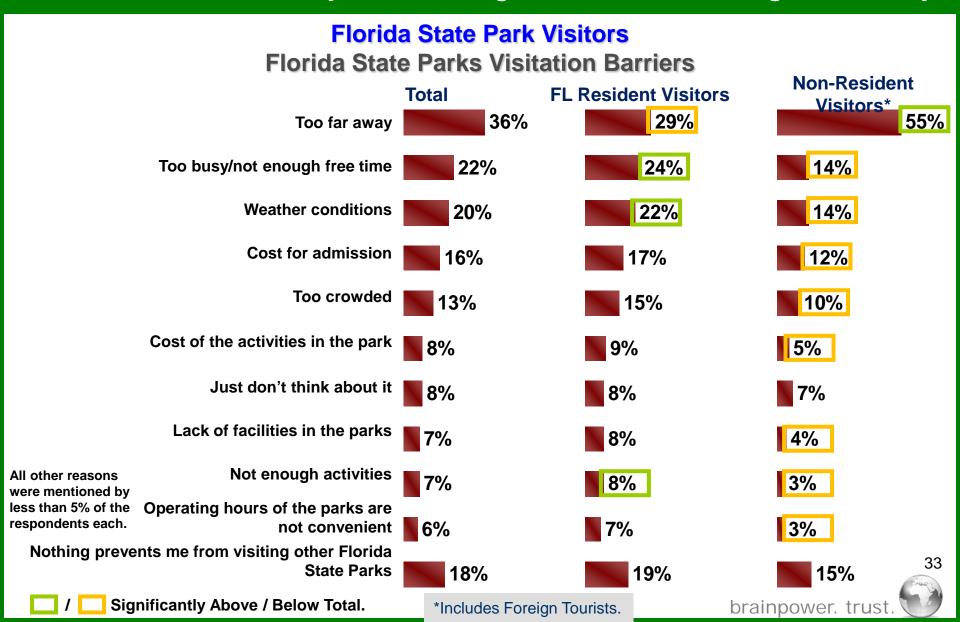
Florida State Park Visitors Miles Willing to Travel to Attend a Special Event at a Florida State Park	Total (n=3972)	FL Resident Visitors (n=2909)	Out-of-State Visitors (n=1063)
Avg. Number of miles	64	62	72
Less than one mile	1%	1%	1%
1-4 miles	2%	2%	2%
5-9 miles	4%	4%	3%
10-14 miles	8%	8%	8%
15-19 miles	6%	6%	7%
20-24 miles	9%	10%	9%
25-29 miles	8%	8%	7%
30-39 miles	9%	9%	8%
40-49 miles	5%	5%	3%
50-59 miles	11%	12%	9%
60-69-miles	7%	8%	5%
70-79 miles	3%	3%	1%
80-89 miles	2%	2%	1%
90-99 miles	3%	3%	2%
100-149 miles	8%	9%	6%
150-199 miles	3%	3%	2%
200-249 miles	1%	2%	1%
250-299 miles	1%	1%	1%
300 miles or more	4%	3%	7%



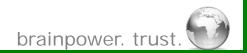
The most common meaning to Visitors of the phrase "Florida State Parks...the Real Florida" relates to "The natural environment of Florida." Florida Resident Visitors are more likely than Non-Residents to indicate "A place to connect with the environment of Florida."



The most common barriers preventing Florida Resident Visitors from visiting other Florida State Parks are Too far away, Too busy/not enough free time, and Weather conditions. The key barrier among Non-Residents is being Too far away.



## Section 4 Florida State Park Visitors By District



Central Florida residents appear to be the most active park visitors, while those in the Southeast have the lowest frequency.

#### **Florida State Park Visitors**

Number of (Any) Park Visits in Past 12 Months		Total	Central Florida	Northeast Florida	Northwest Florida	Southeast Florida	Southwest Florida
		(n=3972)	(n=798)	(n=792)	(n=782)	(n=796)	(n=804)
	Avg. Number of Park Visits in P12M	8.0	10.7	6.7	8.5	5.1	9.1
	This is my first visit in the past 12 months	31%	22%	29%	29%	40%	32%
	2-3 times	23%	24%	26%	23%	24%	20%
	4-6 times	15%	15%	17%	16%	13%	13%
	7-9 times	7%	7%	8%	8%	6%	6%
	10-12 times	7%	5%	7%	6%	8%	7%
	13-15 times	3%	4%	3%	3%	2%	4%
	16-18 times	2%	2%	1%	2%	1%	2%
	19-21 times	2%	2%	3%	2%	2%	3%
	22-24 times	2%	4%	1%	1%	1%	1%
	25-27 times	1%	3%	1%	1%	1%	1%
	28-30 times	1%	2%	1%	1%	0%	2%
	31-36 times	1%	1%	0%	1%	0%	1%
	37-43 times	1%	2%	0%	1%	0%	1%
	44-50 times	1%	1%	1%	1%	0%	0%
	Over 50 times in the past 12 months	4%	6%	3%	5%	1%	6%



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Central and the Southeast districts generally attract younger guests than the other regions. The youngest demographic clearly is in the Central district.

#### Florida State Park Visitors by Regions Demographic Profile – Age & Gender

	Total	Central Florida	Northeast Florida	Northwest Florida	Southeast Florida	Southwest Florida
	(n=3972)	(n=798)	(n=792)	(n=782)	(n=796)	(n=804)
Avg. Age	45	42	47	47	44	47
18 to 24	12%	19%	9%	13%	8%	10%
25 to 34	19%	22%	17%	16%	23%	16%
35 to 44	20%	20%	20%	17%	25%	19%
45 to 54	19%	16%	17%	20%	20%	20%
55 to 64	17%	13%	19%	20%	16%	20%
65 to 74	11%	9%	14%	12%	7%	12%
75 or older	2%	1%	3%	2%	1%	3%
Male	50%	56%	53%	49%	52%	41%
Female	50%	44%	47%	51%	48%	59%



Given the younger demographic, the Central district is more likely to attract those who are Single, never married. The Southeast has the highest percentage of children age 12 and under (24%).

#### **Florida State Park Visitors by Regions**

#### **Demographic Profile – Marital Status and Household Composition**

	Total	Central Florida	Northeast Florida	Northwest Florida	Southeast Florida	Southwest Florida
	(n=3972)	(n=798)	(n=792)	(n=782)	(n=796)	(n=804)
Marital Status						
Married	56%	44%	57%	59%	60%	61%
Single, never married	24%	33%	24%	22%	22%	17%
Separated/Divorced	8%	8%	7%	9%	9%	9%
Domestic partnership	7%	8%	6%	6%	7%	9%
Widowed	3%	4%	4%	2%	2%	3%
Other	2%	3%	1%	2%	1%	1%
People that Live in the HH						
Spouse (husband/wife)	54%	42%	55%	57%	57%	59%
Children age 12 and under	18%	15%	14%	17%	24%	/ 19%
Just myself	17%	19%	18%	17%	18%	14%
Children age 13-17	11%	12%	10%	11%	11%	12%
Roommate/friend	9%	13%	12%	8%	4%	6%
Significant other/domestic partner	9%	10%	10%	8%	9%	10%
Children over the age of 18	8%	8%	8%	8%	9%	8%
Parents/Grandparents	7%	9%	4%	5%	7%	8%
Other	2%	4%	1%	1%	2%	2%



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Park Visitors in the Northern districts are more likely to be Caucasian/White, while the largest percentage of Hispanics can be found in the Southeast (28%). <u>African</u> <u>American visitation is low across all districts.</u>

#### Florida State Park Visitors by Regions – Among US Visitors Demographic Profile – Ethnicity

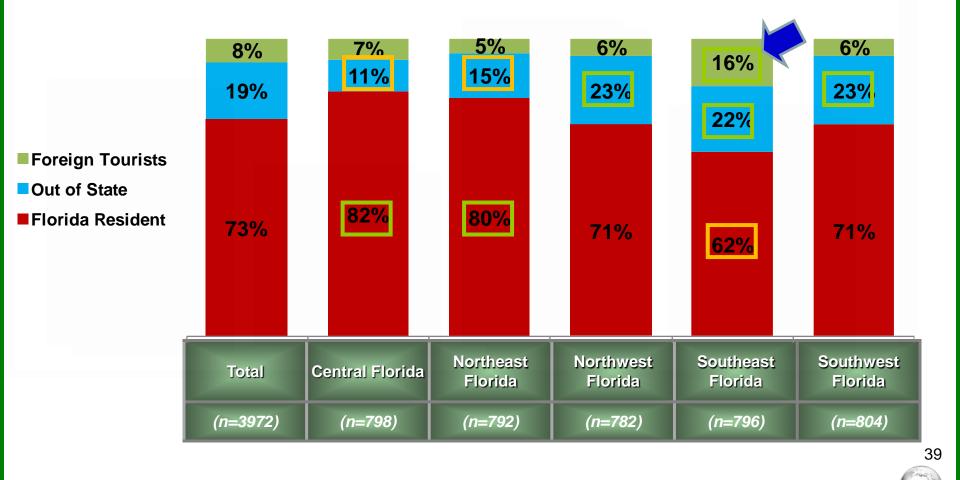
	Total	Central Florida	Northeast Florida	Northwest Florida	Southeast Florida	Southwest Florida
	(n=3442)	(n=714)	(n=656)	(n=694)	(n=622)	(n=756)
Caucasian/White	75%	74%	79%	89%	52%	78%
Hispanic	12%	11%	9%	3%	28%	11%
African American	4%	8%	3%	2%	6%	3%
Asian or Pacific Islander	4%	3%	3%	1%	7%	5%
Some other ethnic background	5%	4%	6%	4%	8%	3%



Significantly Above / Below Total.

The district most likely to attract Foreign Tourists is the Southeast, while the districts most likely to attract Local FL residents are the Central and the Northeast.

Florida State Park Visitors by Regions Demographic Profile – Place of Residency



Most of the Florida Resident Visitors to parks in a particular district also live in the same region as the park.

#### Florida State Park Visitors by Regions – Among FL Residents Demographic Profile – FL Area of Residency

	Total	Central Florida	Northeast Florida	Northwest Florida	Southeast Florida	Southwest Florida
	(n=2909)	(n=655)	(n=634)	(n=555)	(n=494)	(n=571)
Central Florida	27%	61%	26%	7%	6%	25%
Northeast Florida	19%	1 <b>2%</b>	56%	16%	3%	4%
Northwest Florida	17%	3%	5%	71%	3%	8%
Southeast Florida	20%	17%	5%	3%	75%	10%
Southwest Florida	16%	6%	8%	3%	13%	53%

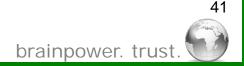


Georgia is the state where the largest percentage of Out-of-State Visitors live who are visiting parks within the Central, NE, and NW districts. California is the most common state for the Southeast, while New York is the most common in the Southwest district.

Florida State Park Visitors by Regions – Among Out-of-State Visitors Demographic Profile – US Out-of-State Visitors State of Residency Top States

Central Florida (n=88)		Northeast Florida (n=118)		Northwest Florida (n=181)		Southeast Florida (n=178)		Southwest Florida (n=187)	
GEORGIA	13%	GEORGIA	<b>21%</b>	GEORGIA	23%	CALIFORNIA	<b>9%</b>	NEW YORK	11%
CALIFORNIA	7%	PENNSYLVANIA	7%	TENNESSEE	10%	PENNSYLVANIA	7%	ILLINOIS	9%
ALABAMA	7%	NEW YORK	5%	ALABAMA	9%	NEW YORK	6%	GEORGIA	8%
NEW YORK	6%	ILLINOIS	5%	PENNSYLVANIA	7%	ILLINOIS	6%	CALIFORNIA	6%
MASSACHUSETTS	6%	NORTH CAROLINA	5%	INDIANA	5%	NEW JERSEY	6%	MICHIGAN	6%
PENNSYLVANIA	5%	NEW JERSEY	5%			GEORGIA	5%		
MICHIGAN	5%					MASSACHUSETTS	5%		
WASHINGTON	5%								

All other states were mentioned by less than 5% of the respondents each.



Canada is the country where most Foreign Tourists live for all districts except the Southwest -- where the United Kingdom is the most common country. Please note that sample sizes are very small and these conclusions are directional.

Florida State Park Visitors by Regions – Among Out-of-State Visitors Demographic Profile – Foreign Tourists Country of Residency Top Countries

Central Florida (n=55)		Northeast Florida (n=40)		Northwest Florida (n=46)		Southeast Florida (n=124)		Southwest Florida (n=46)	
Canada	20%	Canada	28%	Canada	30%	Canada	<b>19%</b>	United Kingdom	<b>24%</b>
United Kingdom	16%	United Kingdom	18%	Germany	17%	Other	18%	Canada	20%
Germany	9%	Other	15%	Other	15%	Germany	17%	Other	11%
Puerto Rico	9%	Germany	10%	France	9%	United Kingdom	15%	Germany	7%
Other	7%	Italy	8%	Brazil	9%	Brazil	7%	MICHIGAN	6%
India	5%	Russia	5%	Russia	7%	Russia	5%		
Ireland	5%	France	5%						
Norway	5%								

All other states were mentioned by less than 5% of the respondents each.

