

**TURKS AND CAICOS ISLANDS**

**DEPARTING VISITORS SURVEY**

**MARCH 2017**



PUBLISHED & PRINTED BY:

STATISTICAL OFFICE  
**DEPARTMENT OF STATISTICS**  
SOUTH BASE, GRAND TURK, TURKS & CAICOS ISLANDS

Telephone: (649) 338-3001 -(10)  
Fax: (649) 946-2557  
E-mail: [deps@gov.tc](mailto:deps@gov.tc)  
Website: [sppdtci.com](http://sppdtci.com)

© COPYRIGHT 2017

DATA FROM THESE TABLES MAY BE REPRODUCED  
WITH ACKNOWLEDGEMENT FROM SOURCE

# FOREWORD

The Survey of Departing Visitors 2017 is a part of the series of Tourism statistics which will be released by the Statistical Department in collaboration with the Turks and Caicos Islands Tourist Board during the 2017 calendar year. This is an integral part of the Department's program to produce tourism statistics on the TCI as a core component of the national statistics.

As tourism is a major economic activity in the TCI, there is also a need to address the balance in providing quality products and services available to tourists, forwarding the country's business and social development and preserving the natural beauty of the Islands. It is in this area that statistical information plays a major role.

This report intends to help with providing key players in the tourism industry with useful information in planning and program development for the best interest of the Islands. This survey also provides data useful for marketing strategies and programs to evaluate the tourism product and for the TCI to remain competitive.

The report is a product of the efforts and contribution of several persons and institutions. The Statistical Office acknowledges the support of the TCI Tourist Board and in particular the Director Mr. Ramon Andrews and Ms. Candesha Swann of the Grand Turk Office. The kind cooperation of the Airport Authority led by Mr. John Smith, Mrs. Lavern Reynolds and other staff is greatly appreciated. Special thanks to the students of the TCI community college who helped with the data collection. The commitment and unwavering support of the Staff of the Statistics Department are recognized. The data collection, preparation and report presentation could not have been accomplished without the dedication and professionalism of the staff of the Statistics Office.

*Shirleen Forbes (jr)*

CHIEF STATISTICIAN





## An Overview of the Turks and Caicos Islands

The Turks and Caicos Islands lie between 21 and 22 degrees latitude, 575 miles southeast of Miami, Florida, around 30 miles from the Bahamas and 100 miles north of the Dominican Republic.

They consist of two groups of islands separated by a deep-water channel about 22 miles wide with a depth of over 7,000 feet known as the Turks Island Passage.

The Turks Islands lie to the east of the passage and include two inhabited islands, Grand Turk and Salt Cay, and six uninhabited Cays. The Caicos Islands lie to the west of the passage and consist of six islands, four of which are inhabited. The inhabited Islands are South, Middle and North Caicos and Providenciales with Middle Caicos being the largest. Parrot Cay and Pine Cay is also inhabited. The two uninhabited islands are East and West Caicos.

The total land area of the Islands is 193 square miles or approximately 500 square kilometers. Cockburn town is the capital of the Islands and is located in Grand Turk, the seat of Government. Providenciales is the commercial capital and is the most populated of the islands.

The Islands enjoy a subtropical climate with temperatures of around 77°F in the December to March period and 83°F during April to November. Trade winds temper the higher temperatures making the climate comfortable for visitors. Rainfall averages 25 inches per annum in the Turks Islands and around 40 inches in the Caicos Islands. Humidity is around 60. Relatively low for the Caribbean.

Extensive sandy beaches, exquisite coral formations and excellent dive sites are major tourist attractions.



## **Turks and Caicos Islands Profile**

Full Name:	Turks and Caicos Islands
Capital of country:	Grand Turk
Population:	39,788 (2017 SPPD estimates)
Area:	193 Sq. Miles
Official Language:	English
Major Religion:	Christianity
GDP growth (%):	4.4% (2016)
GDP per capita:	\$16,988 USD (2016 constant prices)
Inflation:	2.0% (2016)
Unemployment:	9% (2016)
Life Expectancy:	76.94 Years (men), 82.57Years (women)
Major Exports:	Fisheries Products
Value of Exports:	4,484,707 (2016)
Value of Imports:	389,282,866 (2016)
Major Imports:	Mineral fuels and related materials, food and live animals, Machinery and transport equipment, manufactured goods.
Key Productive sectors:	Tourism, Real Estate, construction, wholesale and retail trade, Transportation and storage, financial services, communications.
Major trading partners:	USA and Bahamas (Trade report 2016)
Government (Type):	The Turks and Caicos Islands is a British Overseas Territory. Being a Sovereignty of Britain, Queen Elisabeth II is the Head of State. Her Majesty is represented on the ground by an appointed governor.  The day to day government of the Turks and Caicos is carried out by a democratically elected government

### **Politics**

Head of State:	Queen Elizabeth II, Represented by a Governor
Governor:	Dr. John Freeman
Deputy Governor:	Hon. Anya Williams
Premier:	Hon. Sharlene Cartwright-Robinson
Opposition Leader:	Hon. Charles Washington Misick
Major Political Parties:	PNP and PDM



# TABLE OF CONTENTS

<b>FOREWORD</b>	3
An Overview of the Turks and Caicos Islands	4
Turks and Caicos Islands Profile	5
Table of Contents	6 - 8
<b>SURVEY DESIGN AND METHODOLOGY</b>	10 - 12
<b>SURVEY RESULTS</b>	13
Introduction	13
Coverage: Responding Visitors and Travel Companions	13
Highlights of Results	15
<b>LIST OF TABLES</b>	
Table 1.1 Total Tourist Arrivals and Rate of Growth: 2000 - 2016	13
Table 1.2 Tourist Arrivals and Survey Respondents: March 2017	13
Table 2.1. Total Responding Visitors and Travel Companions by Country of Usual Residence: March 2017	17
Table 2.2. Total Responding Visitor by Country of Usual Residence and Travel Party: March 2017	18
Table 3. Total Respondents by Country of Usual Residence and Age Group: March 2017	19
Table 4. Responding Visitors by Visits to the Caribbean and the TCI by Country of Usual Residence: March 2017	20
Table 5. Responding Visitors by Purpose of Visit and Country of Usual Residence: March 2017	21
Table 6. Responding Visitors by Main Source of Information in Planning the Trip and Country of Usual Residence: March 2017	22
Table 7. Responding Visitors and Travel Companions by Length of Stay in TCI and Country of Usual Residence: March 2017	24
Table 8. Responding Visitors and Travel Companions by Purpose of Visit and Length of Stay in TCI: March 2017	24
Table 9. Responding Visitors by Island Visited and Country of Usual Residence: March 2017	25

## TABLE OF CONTENTS (Cont'd)

### LIST OF TABLES (continued)

Table 10.1	Estimated Expenditures of Visitors: March 2017	27
Table 10.2	Tourist Arrivals, Intensity Ratio and Penetration Ratio: 2010 - 2014.	27
Table 11.1	Expenditure of Responding Visitors by Category of Expenditures: March 2017	29
Table 11.2	Average Daily Expenditures Per Person by Category of Expenditures and Country: March 2017	29
Table 12.	Average Daily Expenditures Per Person by Category of Expenditures and Main Purpose of Visit: March 2017	30
Table 13.	Average Daily Expenditures Per Person by Category of Expenditures, Visits to TCI and Travel Arrangements: March 2017	30
Table 14.	Time Consumed to Decide and Make Arrangements for Visit by Country of Usual Residence of Visitors: March 2017	31
Table 15.	Visitors Perceptions of Safety in the TCI By Country of Usual Residence: March 2017	31
Table 16.	Booking Methods used by Visitors: March 2017	33
Table 17.	Factors Considered Important in Deciding to Visit the TCI: March 2017	34
Table 18.	Ratings of Product Components by Level of Satisfaction: 2017	36
Table 19.	Ratings of Product Components by Level of Satisfaction: March 2017	37
Table 20.	Responding Visitors Willingness to Return and Recommend TCI Visit by Country of Usual Residence of Visitors: March 2017	38
Table 21	Selected Population Indicators: 1960 - 2017.	40
Table 22	Total Stay-over Visitors: 2000 - 2016.	41
Table 23.	Stay-over Visitors by Country of Usual Residence: 2014 - 2016.	41
Table 24	Stay-Over Arrivals for the Period: January - December: 2013 - 2016.	42
Table 25	Cruise Passengers Arrivals by Month for the Period: 2007 - 2016.	43
Table 26.	Stay-Over Arrivals by Major Markets for the Period January to September: 2016.	44
Table 27	Stay - Over Arrivals for the Period January to September: 2015 - 2016	44
Table 28	Cruise Ship Arrivals for the Period January to December: 2007 - 2016	45



## TABLE OF CONTENTS (Cont'd)

### LIST OF CHARTS

Chart 1.1	Total Tourist Arrival and Rate of Growth: 2000 - 2016.	14
Chart 1.2	Percentage of Responding Visitors by Country of Usual Residence: March 2017	17
Chart 2.	Percentage of Responding Visitors by Travel Party: March 2017	18
Chart 3.	Total Respondent by Age Group: March 2017	19
Chart 4.	First Time Visitors to the Caribbean and TCI by Percentage of Country Total: March 2017	20
Chart 5.	Responding Visitors by Country of Usual Residence and Purpose of Visit: March 2017	21
Chart 6.	Responding Visitors by Main Source of Information in Planning the Trip and Country of Usual Residence: March 2017	22
Chart 7.	Average Length of Stay of Visitors by Country of Usual Residence: March 2017	23
Chart 8.	Average Length of Stay of Visitors by Purpose of Visit: March 2017	23
Chart 9.	Islands Visited in the TCI by Percentage of Responding Visitors: March 2017	25
Chart 10.	Travel Arrangements by Responding Visitors by Country of Usual Residence: March 2017	26
Chart 11.	Expenditures of Responding Visitors: March 2017	28
Chart 12.	Booking Methods Used by Visitors: March 2017	33
Chart 13.	Factors Considered in Deciding to Visit the TCI by Country of Usual Residence of Visitors: March 2017	34
Chart 14.	Ratings of Product Components by Country of Usual Residence of Visitors: March 2017	35
Chart 15.	Ratings of Product Components by Purpose of Visit of Responding Visitors: March 2017	35
Chart 16.	Responding Visitors Willingness to Return and recommend TCI Visit: March 2017	38
	Appendix II	
	General Comments of Departing Visitors	47
	Survey Questionnaire	48 - 49





## Survey of Departing Visitors 2017

Tourism is an important industry in the Turks and Caicos Islands with considerable potential for growth and development. Its major benefit is that of revenue and employment generation. To help in maximizing these benefits, information about the industry must be available for planning and decision-making. The departing visitors survey has therefore been designed to capture some of this information by visitors when they are about to leave these Islands.

The Survey of Departing Visitors (SODV) was conducted by the Statistics Department in collaboration with the Turks and Caicos Islands Tourist Board. This survey was administered in March 2017 at the Departure Lounge of the Providenciales International Airport. This is the first departing visitor survey to be conducted since 2015 by the department.

The Survey of Departing Visitors was developed to supplement the Tourism statistics provided by the Tourist Board. The survey is designed to determine why visitors choose the country as their destination, if they spent any money, how much, what they spent that money on and whether the visit was up to their expectations. Based on survey data, statistics on expenditures, characteristics of visit and visitors and opinions and reactions to TCI tourism services will be provided on a more regular basis. The plan is to conduct this survey on a quarterly basis in the succeeding years.

### Objective

The main objective of the SODV is to provide sample data for computing estimates of visitor expenditures in the Islands. These statistics are a significant component of trade in services and is also an inflow in the Balance of Payments.

Also, the survey aims to provide data on the profile, behavior patterns, opinions and reactions of visitors so as to inform marketing strategies and programs, to evaluate the tourism product, to monitor trends in the industry and to



remain competitive.

### Scope and Coverage

The survey was intended to cover departing visitors who stayed in the Islands for the month of March 2017. A person is considered a visitor if he/she travels to and stay in the Islands for not more than one consecutive year for leisure, business and other purposes, other than the exercise of an activity remunerated



## Survey Instrument

A specially designed, pre-coded survey questionnaire was administered through personal interview method. A training session was held before the start of data collection to ensure that all interviewers are fully conversant with the questionnaire and with basic interviewing techniques.

The questionnaire was divided into different sections. These sections were arranged to provide data on:

The profile of the visitor as to country of usual residence, age, gender, visits to the Caribbean and to TCI, islands and places visited in TCI, purpose of visit and main source of information on visits.

The behavioural and expenditure patterns such as travel packages, length of stay, amount and type of expenditures.

Opinions and reactions particularly on the factors considered in planning for the trip, time to decide and arrange for the trip, feeling of security in the Islands, level of satisfaction on certain Island services, decision to return and to recommend the Islands to other tourists.

## Data Collection

The data collection was conducted during the period March 21st to 27th, 2017. This was to ensure an adequate representation of all flights departing from Providenciales.

Only visitors fifteen years and over were interviewed. In cases where persons were traveling together as a family or group, personal characteristics were elicited from the respondent only.

Expenditure data were obtained from the person identified as the Head, on behalf of the group. The respondent was required to state the number of persons covered in the reported expenditure. In cases where persons in a group have separate expenditure arrangements, these persons were required to complete individual questionnaires.



## Data Processing

The filled-out questionnaires were edited following an editing guideline to ensure completeness and accuracy of data. Edited questionnaires were encoded and further processed for computations of indicators. Software's used were SPSS, and Excel for data entry, processing and producing statistical tables.

## Survey Respondents Size

The interviews were administered to as many international visitors leaving the Providenciales International Airport over a one week period in March 2017. The survey respondents totaled 939 tourists and accounted for 2946 tourists including their travel companions.

## Definition of Terms

*Visitor* – referred to any person visiting a country other than in which they normally reside, for not more than one year, and whose purpose of visit is leisure and visiting friends and relatives, business and other purposes, other than the exercise of an activity remunerated from within the visited country. (*Caribbean Tourism Organization*)

*Country of Usual Residence* – referred to the country where the visitor resides and has lived there for most of the past year or 12 months, or has lived in that country for a shorter period and intends to return within 12 months.

*Persons* – referred to the number of persons traveling including the respondents.

*Person Nights* – referred to the number of nights stayed within the Islands multiplied by the number of persons traveling.

*Average Length of Stay* – referred to the average number of nights spent in the Islands.

*Average Expenditure Per Person Per day* – referred to the total expenditure divided by the total person nights.

*Total Expenditures* – referred to the total expenses incurred related to the visit to the Islands. It includes both packaged and non-packaged items.

## **SURVEY RESULTS**

### **Introduction**

Tourism is one of the main major economic activities in the Turks and Caicos Islands. More than one-third of the Islands gross domestic product is contributed by this sector alone. Over the years, there have been an increasing trend of tourism activity in the Islands. Figures from the Tourist Board reveal that in 2016, there were 453,612 total stay-over arrivals. This represents an increase of 17.7% over 2015 and approximately 299.7% increase over the number of stay-over arrivals in 2000.

With this increase in visitors it is assumed that the Islands meet the expectations of the tourists and continue to market the TCI as one the best destinations in the Caribbean, as well as in the world. This Survey of Departing Visitors is intended to capture this aspect of tourism. This report provides an inquiry into the visitor's characteristics, their expenditure patterns and level of satisfaction on tourism related products and services.

**Table 1.1. Total Tourist Arrivals and Rate of Growth: 2000 – 2016.**

Year	Total Tourist Arrivals <sup>1</sup>	Tourist Arrival Annual Growth Rate <sup>2</sup> (Tourist arrival growth over the last year)	Tourist Arrival Index <sup>3</sup>  (Base Year = 2000)
2000	151,372	25.2	100
2001	165,836	9.6	109.6
2002	154,961	(6.6)	102.4
2003	164,100	5.9	108.4
2004	173,081	5.5	114.3
2005	176,130	1.8	116.4
2006	248,343	41.0	164.1
2007	264,887	6.7	175.0
2009	254,788	(3.8)	168.3
2010	288,702	13.3	190.7
2012	291,723	1.0	192.7
2013	290,587	(0.4)	192.0
2014	357,722	23.1	236.3
2015	385,531	7.8	254.7
2016	453,612	17.7	299.7

Note:

1 – Source of data: TCI Tourist Board

2 – Computation:  $\{ [( \text{Tourist Arrival for the current year} ) / ( \text{Tourist Arrival for the previous year} ) - 1 ] * 100$

3 – Computation:  $[ ( \text{Tourist Arrival for the current year} ) / ( \text{Tourist Arrival for the year 2000} ) ] * 100$

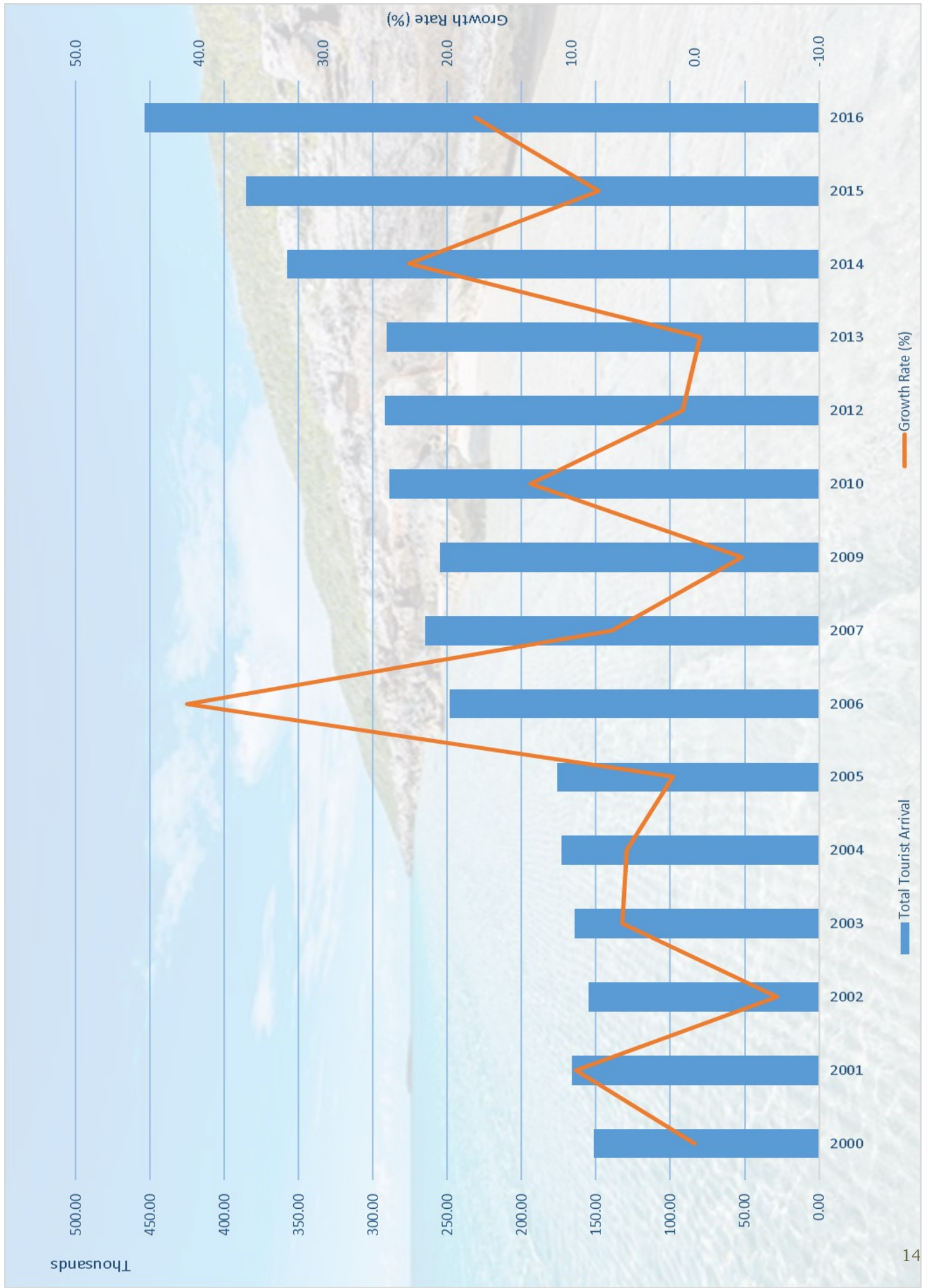
### **Coverage: Responding Visitors and Travel Companions**

The information provided in this report was based on the responses given by 939 responding visitors and accounted for 2,946 visitors overall visitors, including their travel companions. The number of responding visitors with travel companions was 6.1% of the total tourist arrivals and about 24% of the average weekly arrivals for March 2017.

**Table 1.2. Tourist Arrivals and Survey Respondents: March 2017**

Item	Number	% of Tourist Arrivals	% of Average Weekly Tourist Arrivals
<u>Tourist Board, March 2017</u>			
Tourist Arrivals for the month	48,354	100%	-----
Average Weekly Arrivals for the month	12,089	25%	100%
<u>Survey of Departing Visitors March 2017</u>			
Responding Visitor	939	1.9%	7.8%
Responding Visitors and Travel Companions	2,946	6.1%	24%

**Chart 1.1. Total Tourist Arrivals and Rate of Growth: 2000 - 2016.**



## HIGHLIGHTS OF THE RESULTS

- The largest group of visitors came from the United States of America. They accounted for 81.9 percent of responding visitors and 83.2 percent of total visitors.
- The Islands was a choice spot for visitors travelling with family. About 51 percent visited with children/family and another 29.5 percent with their spouses/partner.
- There were about 55.6 percent first time visitors to the TCI and 66.7 percent were first time visitors to the Caribbean region.
- Providenciales was the most frequented island with the majority of the visitors spending their visit on this commercial center. The top most visited place in the TCI was the Beaches Resort.
- The Islands was a favorite place for persons travelling on vacation/pleasure (93.3 percent).
- Recommendation of friends/relatives (33 percent) was the top source of information in planning the TCI trip. Next major source was the internet (27.6 percent).
- The average length of stay in the TCI was approximately 7 nights and approximately \$233. 86 was the average daily expenditure per person.
- Approximately \$4.8 million was spent by responding visitors on this particular visit. This accounted for \$ 1.93 million in packaged expenditures and \$ 2.89 million in non-packaged expenses.
- Approximately 48.6 percent of the responding visitors booked their vacation online/directly with an airline, 24.1 percent booked online through a travel website and 22.6 percent booked through a travel agent or tour operator.
- The main factors considered with utmost importance in deciding visits were the beautiful beaches (80 percent), ease of travel access (10.6 percent) and affordability (3.8 percent).
- The majority of visitors (56.7 percent) took between 2 to 6 months to decide on their visit to the TCI.
- Visitors generally felt that the tourism services and product in the TCI were very good. However, some expressed dissatisfaction with the level of souvenir purchases and the services of taxi/ hired cars and the lack of night life in the Turks and Caicos Islands.



## HIGHLIGHTS OF THE RESULTS (Cont'd)

- There was a positive willingness among visitors to return to the Islands and to recommend visit to TCI.
- Most visitors (93.1 percent) felt safe in the TCI.



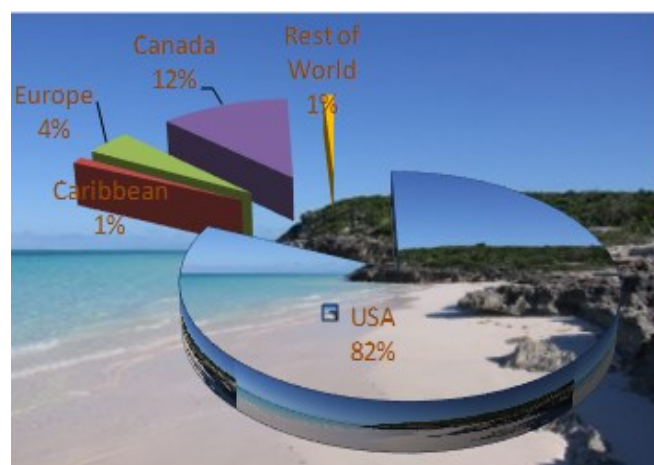
## VISITS AND VISITORS CHARACTERISTICS

### Country of Usual Residence

The largest group of visitors to the Islands came from the United States of America. They accounted for 81.9 percent of the responding visitors and approximately 83.2 percent of the responding visitors and travel companions.

Approximately 4.2 percent of the visitors originated from Europe, particularly from Italy and the United Kingdom. Only 1.1 percent came from the Caribbean region. Approximately 1 percent of the visitors came from other countries around the world. These included Israel, Argentina and Brazil.

*Chart 1.2. Percentage of Responding Visitors by Country of Usual Residence: March 2017.*



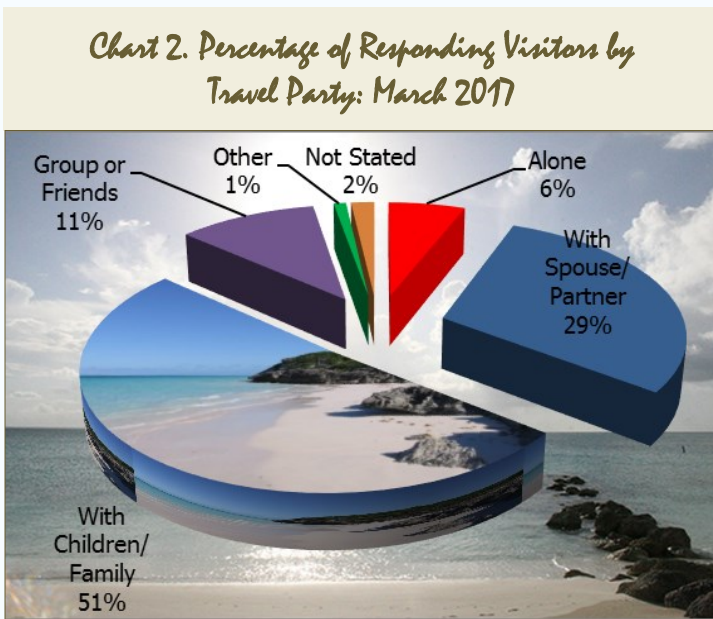
*Table 2.1. Total Responding Visitors and Travel Companions by Country of Usual Residence: March 2017*

Country of Usual Residence	Total Tourists			
	Responding Visitors		Responding Visitors and Travel Companions	
	Number	% to Total	Number	% to Total
<b>Total</b>	<b>939</b>	<b>100</b>	<b>2946</b>	<b>100</b>
United States of America	769	81.90	2452	83.23
Canada	112	11.93	367	12.46
Europe	39	4.15	86	2.92
France	4	0.43	9	0.31
Italy	6	0.64	16	0.54
Germany	1	0.11	2	0.07
United Kingdom	23	2.45	44	1.49
Other Europe	5	0.53	15	0.51
Caribbean	10	1.06	20	0.68
Bahamas	2	0.21	4	0.14
Jamaica	3	0.32	6	0.20
Trinidad	3	0.32	8	0.27
Cuba	1	0.11	1	0.03
Dominican Republic	1	0.11	1	0.03
Other Caribbean				
Rest of the World	9	0.96	21	0.71
Argentina	2	0.21	4	0.14
Australia	1	0.11	3	0.10
Bermuda	1	0.11	5	0.17
Indonesia	1	0.11	2	0.07
Philippines	1	0.11	1	0.03
Poland	1	0.11	2	0.07
Saudi Arabia	1	0.11	2	0.07
United Arab Emirates	1	0.11	2	0.07

## TRAVEL PARTY

The Islands was a choice place for tourists traveling with their family. Approximately 51 percent of the responding visitors were with children and family and another 29 percent visited with their spouse/partner.

Those traveling within groups or with friends accounted for 11 percent. Only a small percentage of visitors traveled alone (6 percent).



An examination by individual countries shows some variation in preferences with respect to travelling with companions. Most of the Americans traveled with children or family (52.4 percent) and spouses or partners (29.1 percent).

More than fifty percent of the Canadians traveled with their family (55.4 percent) while nearly one-third (31.3 percent) traveled with spouses or partners.

The majority of the Caribbean residents (50%) travelled alone while those coming from the rest of the world mainly traveled with children/family (33.3%) or with spouse/partner (44.4%).

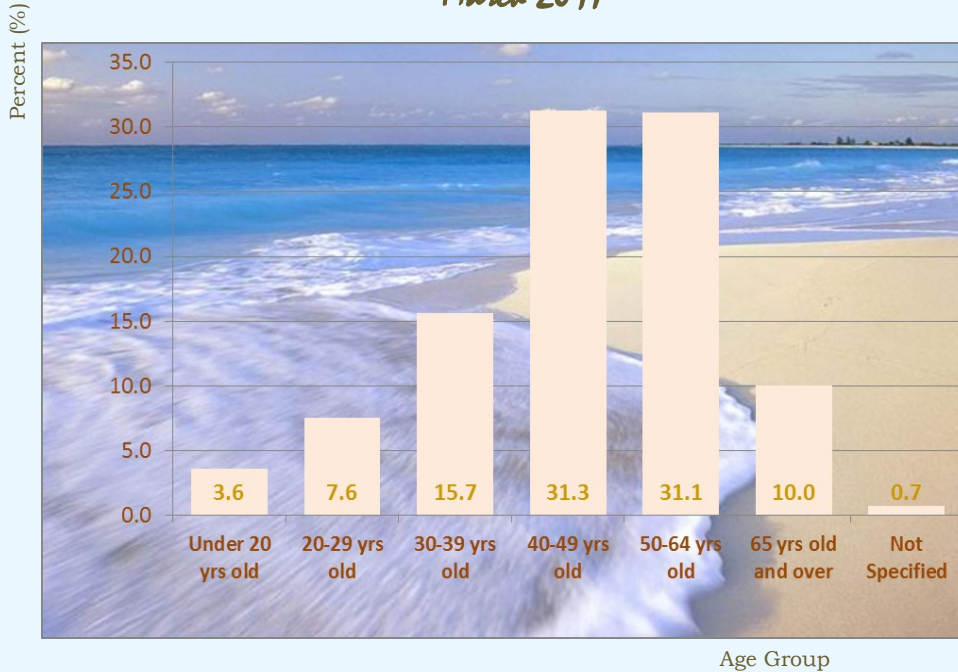
*Table 2.2 Total Responding Visitors by Country of Usual Residence and Travel Party: March 2017.*

Country of Usual Residence	Total	Travel Party					
		Alone	With Spouse/Partner	With Children/Family	Group or Friends	Other	Not Stated
<b>Total</b>	<b>939</b>	<b>56</b>	<b>277</b>	<b>479</b>	<b>101</b>	<b>9</b>	<b>17</b>
United States of America	769	32	224	403	92	4	14
Canada	112	6	35	62	5	2	2
Europe	39	12	14	10	3	0	0
Caribbean	10	5	0	1	0	3	1
Rest of the World	9	1	4	3	1	0	0
Not reported	0	0	0	0	0	0	0
<b>Percent of Country Total (%)</b>	<b>100.0</b>	<b>6.0</b>	<b>29.5</b>	<b>51.0</b>	<b>10.8</b>	<b>1.0</b>	<b>1.8</b>
United States of America	100.0	4.2	29.1	52.4	11.6	0.5	1.8
Canada	100.0	5.4	31.3	55.4	4.5	1.8	1.8
Europe	100.0	30.8	35.9	25.6	7.7	0.0	0.0
Caribbean	100.0	50.0	0.0	10.0	0.0	30.0	10.0
Rest of the World	100.0	11.1	44.4	33.3	11.1	0.0	0.0

*Date Generated:  
March 2017*

## RESPONDING VISITOR'S AGE GROUPING

*Chart 3. Total Respondent by Age Group:  
March 2017*



The Islands was a choice spot for tourist between the ages of 30 to 64 years old. The largest group of responding visitors (31.3 Percent) were between 40 to 49 years old. 15.7 percent of the responding visitors were between the ages of 30 to 39 years and 31.1 percent of responding visitors were between 50 to 64 years old. Less than 5 percent of the responding visitors were under 20 years old.

*Table 3. Total Respondents by Country of Usual Residence  
and Age Group: March 2017*

Country of Usual Residence	Total	Age Group						
		Under 20 yrs. old	20-29 yrs. old	30-39 yrs. old	40-49 yrs. old	50-64 yrs. old	65 yrs. old and over	Not Specified
<b>Total</b>	<b>939</b>							
United States of America	769	27	55	119	250	242	73	3
Canada	112	4	7	15	40	34	11	1
Europe	39	2	6	8	1	13	8	1
Caribbean	10	0	1	4	3	1	1	0
Rest of the World	9	1	2	1	0	2	1	2
<b>Percent of Country Total (%)</b>	<b>100.0</b>	<b>3.6</b>	<b>7.6</b>	<b>15.7</b>	<b>31.3</b>	<b>31.1</b>	<b>10.0</b>	<b>0.7</b>
United States of America	100.0	3.5	7.2	15.5	32.5	31.5	9.5	0.4
Canada	100.0	3.6	6.3	13.4	35.7	30.4	9.8	0.9
Europe	100.0	5.1	15.4	20.5	2.6	33.3	20.5	2.6
Caribbean	100.0	0.0	10.0	40.0	30.0	10.0	10.0	0.0
Rest of the World	100.0	11.1	22.2	11.1	0.0	22.2	11.1	22.2

## Visits to the Turks and Caicos Islands and the Caribbean

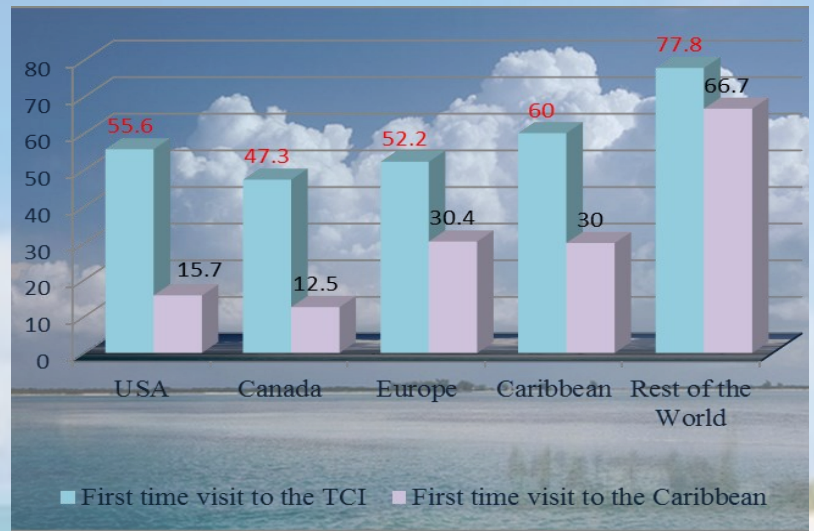
The TCI was the first Caribbean visit made by only 16.8 percent of the responding visitors. More than 20 percent of the British and European Citizens stated that this visit was their first visit to the Caribbean.

Approximately 55.6 percent of the respondents were first time visitors to these Islands. The rest had been to the Caribbean for a minimum of 1 visit to a maximum of more than 10 visits. Visitors returning for the second time were recorded at 8.2 percent. Those on their 3<sup>rd</sup> - 4<sup>th</sup> visits were 16.1 percent. Visitors on their 5<sup>th</sup> visit or more accounted for 45.8 percent.

Visitors on their 5<sup>th</sup> visit or more accounted for 45.8 percent.

Among the nationalities, this was the first visit to these Islands for 55.7 percent of the Americans, 47.3 percent of the Canadians, 52.2 percent of the British Citizens, and 100 percent of other European citizens. Surprisingly, 60 % of the visitors from the Caribbean's were first time visitors to TCI.

**CHART 4. FIRST TIME VISITORS TO THE CARIBBEAN AND TCI BY PERCENTAGE OF COUNTRY TOTAL: MARCH 2017**



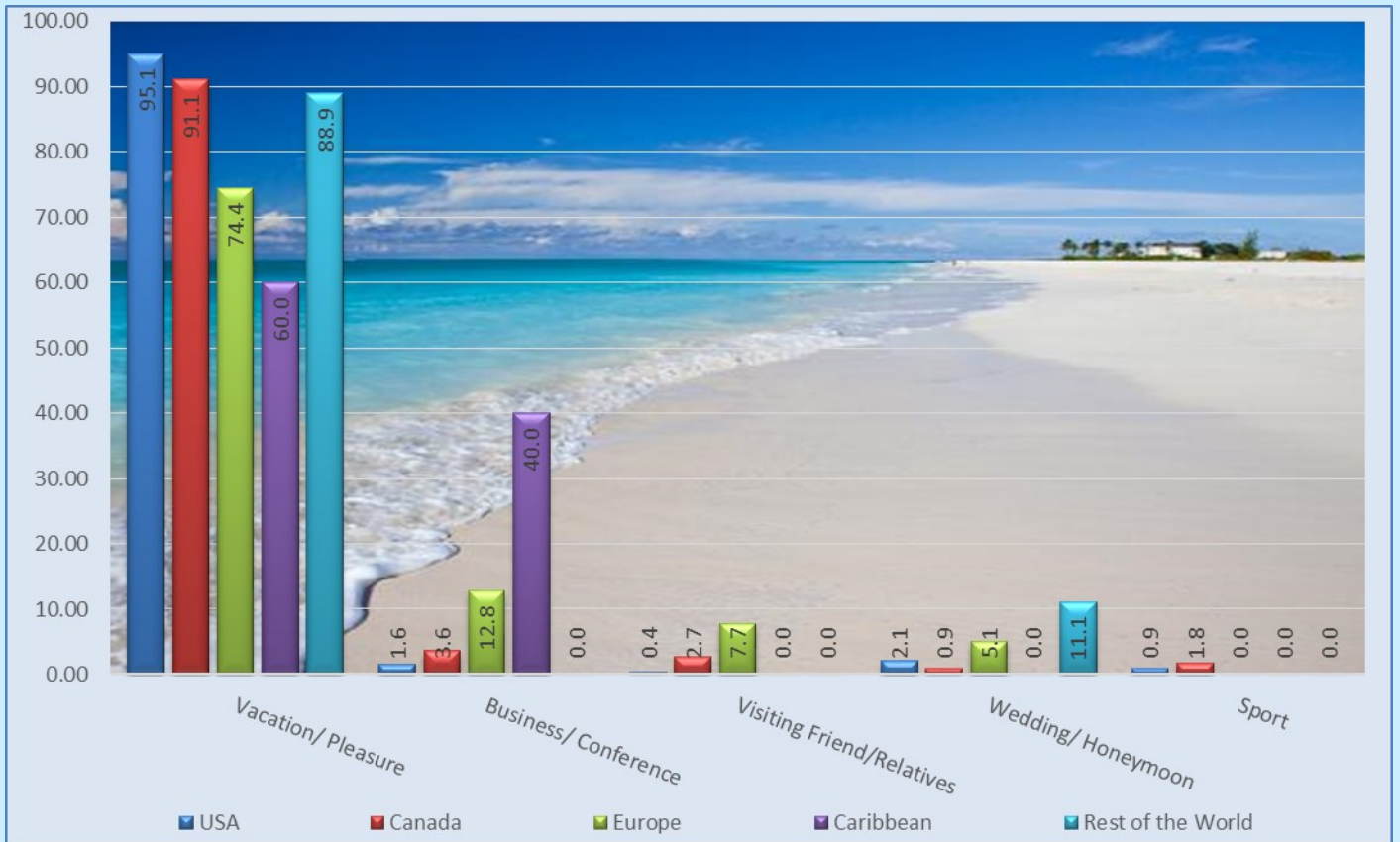
**Table 4. Responding Visitors by Visits to the Caribbean and the TCI by Country of Usual Residence: March 2017**  
(Percentage to Column Total)

Visits	TOTAL N=939	Country of Usual Residence					
		USA N=769	Canada N=112	United Kingdom N =23	Other Europe N=16	Caribbean N= 10	Other N=9
<b>Total (%)</b>	100.0	100.0	100.0	100.0	100.0	100.0	100.0
<b><u>Visit to the TCI</u></b>							
First time visit	55.59	55.66	47.32	52.17	100	60	77.78
<b><u>Visits to the Caribbean</u></b>							
First time visit	16.83	15.73	12.5	30.43	43.75	30	66.67
<b><u>Number of Previous Visits</u></b>							
1	5.32	5.3	3.57	0	18.75	0	22.22
2	8.2	8.8	60.71	4.35	6.25	0	0
3 or 4	16.08	16.25	17.86	4.35	25	0	11.11
5 or more	45.79	46.03	53.57	43.48	18.75	10	22.22
Visits unspecified	24.6	23.54	18.75	47.83	31.25	90	44.44

*Table 5. Responding Visitors by Purpose of Visit and Country of Usual Residence: March 2017  
(Percentage to Column Total)*

Purpose of Visit	TOTAL	Country of Usual Residence				
		USA	Canada	Europe	Caribbean	Other
	939	769	112	39	10	9
Total (%)	100.0	100.0	100.0	100.0	100.0	100.0
Vacation/ Pleasure	93.3	95.1	91.1	74.4	60.0	88.9
Business/ Conference	2.7	1.6	3.6	12.8	40.0	0.0
Visit Friend/Relative	1.0	0.4	2.7	7.7	0.0	0.0
Wedding/Honeymoon	2.1	2.1	0.9	5.1	0.0	11.1
Sports	1.0	0.9	1.8	0.0	0.0	0.0

*Chart 5. Responding Visitors by Country of Usual Residence and Purpose of Visit: March 2017.*

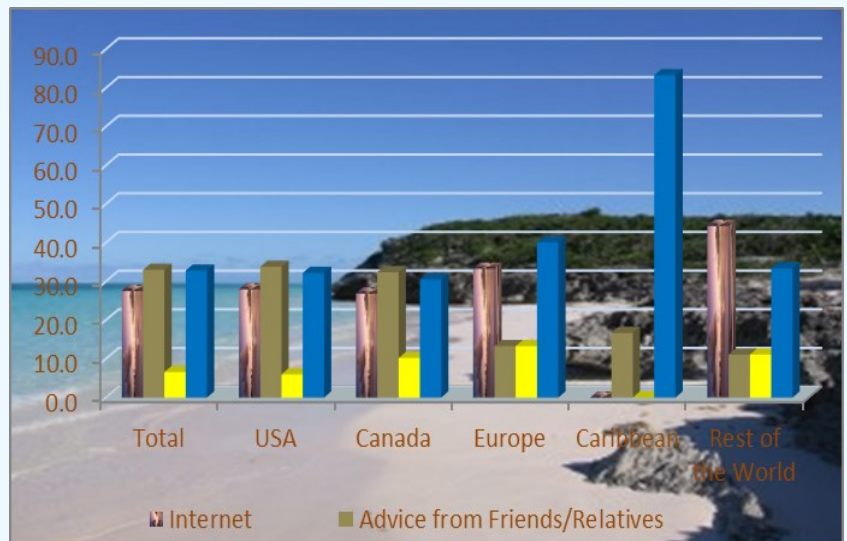


## Main Source of Information in Planning the Trip

Recommendation of friends/relatives (33%) was posted as the top source of information in planning the trip to the Islands. This was especially true for those on vacation/ pleasure and on family visits. This was also the top source of information for the Americans, Canadians and visitors from the Caribbean.

The next major source of information was the internet/e-mail (27.6 percent). Surfing the internet proved to be a good medium to advertise what the Islands has to offer to visitors. This was followed by travel agents (6.6 percent). Most of the Americans planned their trip through the help of the internet and on the advice of friends/relatives.

*Chart 6. Responding Visitors by Main Source of Information in Planning the Trip and country of usual*



Advertisements and Media Print were also an effective source of information. Approximately 5.9 percent of the responding visitors planned their visits through browsing travel brochures, magazine advertisements and magazine articles.

*Table 6. Responding Visitors by Main Source of Information in Planning the Trip and Country of Usual Residence: March 2017  
(Percentage to Column Total)*

Main Source of Information	Total	Country of Usual Residence				
		USA	Canada	Europe	Caribbean	Rest of the World
		N=769	N=112	N=39	N=10	N=9
Total (%)	100.0	100.0	100.0	100.0	100.0	100.0
Online	27.6	28.0	26.9	33.3	0.0	44.4
Magazine Advertisement	1.8	4.2	2.8	0.0	0.0	0.0
Magazine Article	1.9	2.2	0.9	0.0	0.0	0.0
Newspaper Advertisement	0.2	0.3	0.0	0.0	0.0	0.0
Newspaper Article	0.1	0.0	0.0	0.0	0.0	0.0
Feature on TV	2.8	2.7	2.8	6.7	0.0	0.0
Radio	0.1	0.1	0.0	0.0	0.0	0.0
Travel Fair	4.0	4.2	2.8	6.7	0.0	11.1
Advice from Friends/ Relatives	33.0	33.8	32.4	13.3	16.7	11.1
Travel Agent	6.6	6.0	10.2	13.3	0.0	11.1
Tour Operator	0.4	0.3	0.9	6.7	0.0	0.0
Travel Brochure	1.9	1.9	2.8	0.0	0.0	0.0
Tourist Board	1.4	0.0	8.7	0.0	0.0	0.0
Other	18.1	17.5	16.7	20.0	83.3	22.2



## SECTION 2: LENGTH OF VISIT AND EXPENDITURE DETAILS

### LENGTH OF VISIT—review

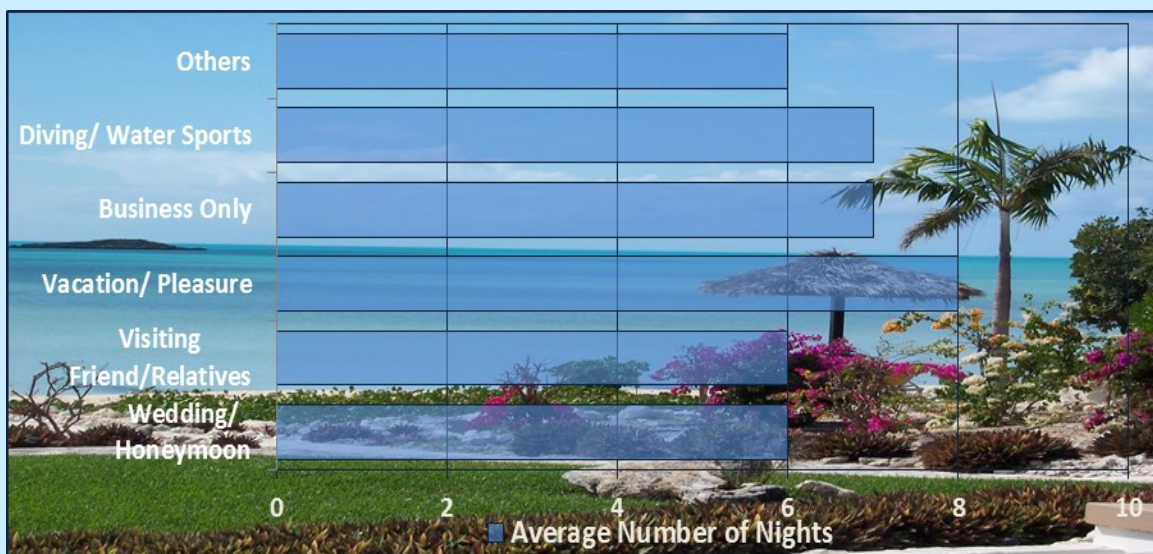
For the responses on length of stay, most visitors to the Turks and Caicos Islands appear to stay for up to 6 nights. Europeans and Canadians stayed in the Islands for a longer time. Europeans stayed for an average of 10 nights. The Americans stayed for an average of 5 nights.

Tourists who visited their friends and relatives and celebrated occasions in the Islands stayed for an average of 6 nights. On the other hand, lovers of diving and water sports stayed for approximately 7 nights in the TCI. Persons that came for vacation/ pleasure stayed for 8 nights on average.

*Chart 7. Average Length of Stay of Visitors by Country of Usual Residence: March 2017.*



*Chart 8. Average Length of Stay of Visitors by Purpose of Visit: March 2017*



*Table 7. Responding Visitors and Travel Companions by Length of Stay in TCI and Country of Usual Residence: March 2017  
(Percentage to Column Total)*

Length of Stay (Nights)	TOTAL	Country of Usual Residence				
		USA	Canada	Europe	Caribbean	Rest of the World
	N=2946	N=2452	N=367	N=86	N=20	N=21
Total (%)	100	100	100	100	100	100
1 – 3 days	9.7	9.9	4.5	10.3	50.0	11.1
4 – 7 days	69.2	72.8	58.9	43.6	10.0	66.7
8 – 14 days	15.9	13.4	25.0	35.9	30.0	11.1
15 days or more	2.3	0.9	9.8	10.3	0.0	0.0
Not Stated	2.9	3.0	1.8	0.0	10.0	11.1

*Table 8. Responding Visitors and Travel Companions by Length of Stay in TCI and Purpose of Visit: March 2017  
(Percentage to Row Total)*

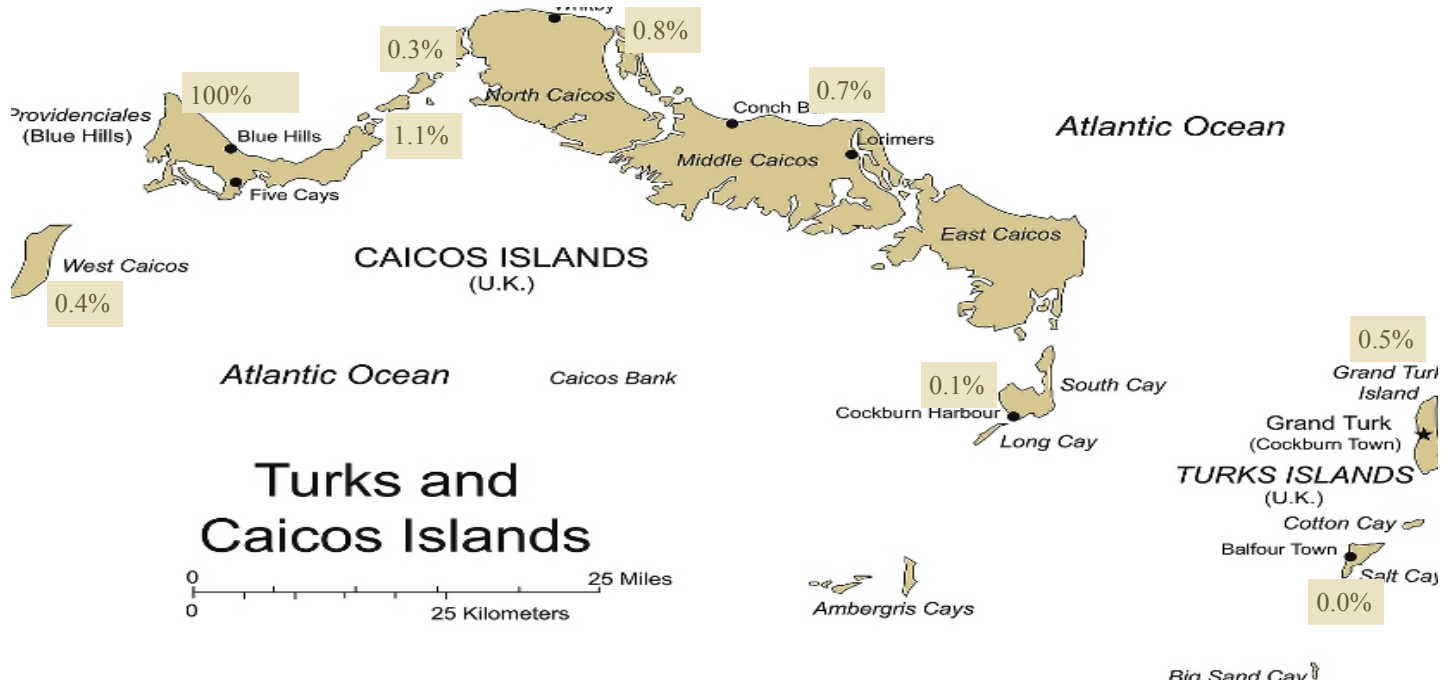
Length of Stay (Nights)	TOTAL	Purpose of Visit				
		Vacation/ Pleasure	Sports	Business Only	Visit Friend/ Relative	Wedding/ Honeymoon
Total (%)	100.0	100.0	100.0	100.0	100.0	100.0
1 – 3 days	9.7	9.1	0.0	28.0	22.2	10.0
4 – 7 days	69.2	70.2	66.7	28.0	55.6	85.0
8 – 14 days	15.9	15.9	22.2	20.0	22.2	5.0
15 days or more	2.3	2.2	0.0	12.0	0.0	0.0
Not Stated	2.9	2.6	11.1	12.0	0.0	0.0

## ISLANDS VISITED IN THE TCI

Data from the respondent visitors revealed that Providenciales was the most frequented place in the Islands. This is partly due to the fact that all of the visitors passed through this commercial center of the TCI. The next popular places of visits were Little Water Cay, North Caicos and Middle Caicos.

Among the Canadians, the second most popular site was Middle Caicos. For the Caribbean, unfortunately there were no popular places of visits outside of Providenciales.

### CHART 9. ISLANDS VISITED IN THE TCI BY PERCENTAGE OF RESPONDING VISITORS: March 2017



*Table 9. Responding Visitors by Island Visited and Country of Usual Residence: March 2017  
(Percentage to Column Total)*

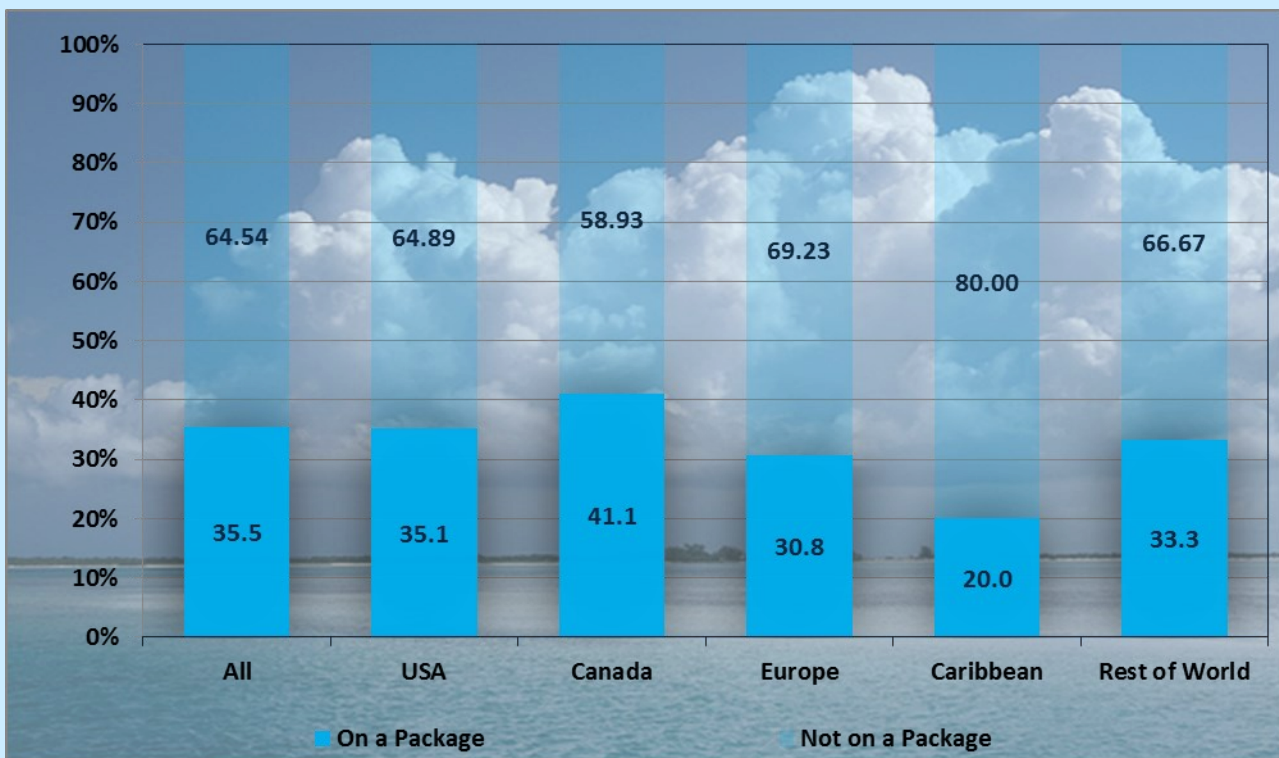
Island Visited	TOTAL 2946	Country of Usual Residence				
		USA N=2452	Canada N=367	Europe N=86	Caribbean N=20	Rest of the World N=21
Grand Turk	0.5	1.1	0.8	1.2	0.0	4.8
Little Water Cay	1.1	4.0	2.2	0.0	0.0	0.0
North Caicos	0.8	2.7	1.6	2.3	0.0	0.0
Middle Caicos	0.7	1.8	3.3	3.5	0.0	0.0
South Caicos	0.1	0.1	0.0	2.3	0.0	0.0
Providenciales	100.0	100.0	100.0	100.0	100.0	100.0
Pine Cay	0.2	1.1	0.0	0.0	0.0	0.0
Parrot Cay	0.3	0.4	0.5	2.3	0.0	0.0
West Caicos	0.4	1.4	1.1	0.0	0.0	0.0
Other	0.0	0.0	0.0	0.0	0.0	0.0



## TRAVEL ARRANGEMENT

The majority of the visitors (64.54%) preferred non-packaged travel to the Islands. Most of them were Americans and Europeans. About 35.5% made arrangement with travel agents or tour operators. The Canadians (41.4) preferred these types of packaged arrangements. Only around 20.0 percent from the Caribbean traveled on packaged visits, while (66.67%) of visitors coming from the rest of world arranged their travel on their own.

**CHART 10. TRAVEL ARRANGEMENTS OF RESPONDING VISITORS BY COUNTRY OF USUAL RESIDENCE: MARCH 2017.**



## Estimated Total Expenditures

Using the statistics generated from the survey and the tourism data from the TCI Tourist Board, the estimated total expenditures for the month of March was \$90.4 million. Statistics from the Tourist Board also shows a slight decline of less than 1 percent in total tourist arrivals to the TCI for the period January to March when compared to the same period last year.

*Table 10.1. Estimated Expenditures of Visitors: March 2017*

Item	2017
Average Length of Stay (Nights) <sup>1</sup>	8
Average Daily Expenditure per Person (US\$) <sup>1</sup>	\$233.86
Total Tourist Arrivals <sup>2</sup>	48,354
Estimated Total Expenditure of Visitors for the month of March(US\$) <sup>3</sup>	\$90,464,532

Note:

1 – Source: Survey of Departing Visitors (March 2017)

2 – Source: TCI Tourist Board

3 – Computation: (Average Length of Stay) \* (Average Daily Expenditure per Person) \* (Total Tourist Arrivals)

*Table 10.2. Tourist Arrivals, Intensity Ratio and Penetration Ratio: 2012– 2016.*

Year	Total Tourist Arrivals	Tourist Intensity Ratio <sup>1</sup>	Tourist Penetration Ratio <sup>2</sup>
2012	291,723	11.2	177.8
2013	290,587	11.1	165.5
2014	357,722	13.7	195.1
2015	385,531	16.9	230.3
2016	453,612	17.4	229.5

Source of basic data: TCI Tourist Board

Note:

Average length of stay is assumed at 7 nights for non-survey years.

1 – Measures the average daily visitor density per km<sup>2</sup>.

Computation: – (Tourist Arrivals x Average Length of Stay) / (TCI Area of 500km<sup>2</sup> x 365 days)

2 – Measures the average daily visitor density per 1000 population.

Computation: – (Tourist Arrivals x Average Length of Stay) / (Population x 365 days) x 1,000

## VISITORS EXPENDITURE

The Turks and Caicos Islands is one of the many Caribbean countries where tourism is the main sector of the economy. This makes the sector a vital plank in the economic structure. Expenditure by visitors during their stay is one important aggregate needed to determine the contribution of the sector to the economy. The collection of visitor expenditure data is often a difficult exercise, since many respondents are either unable or unwilling to provide good accurate information. In light of the potential for gathering noticeably flawed or deficient information, techniques for reasonably approximating data gaps and appropriately amending any obvious inconsistencies have been developed.

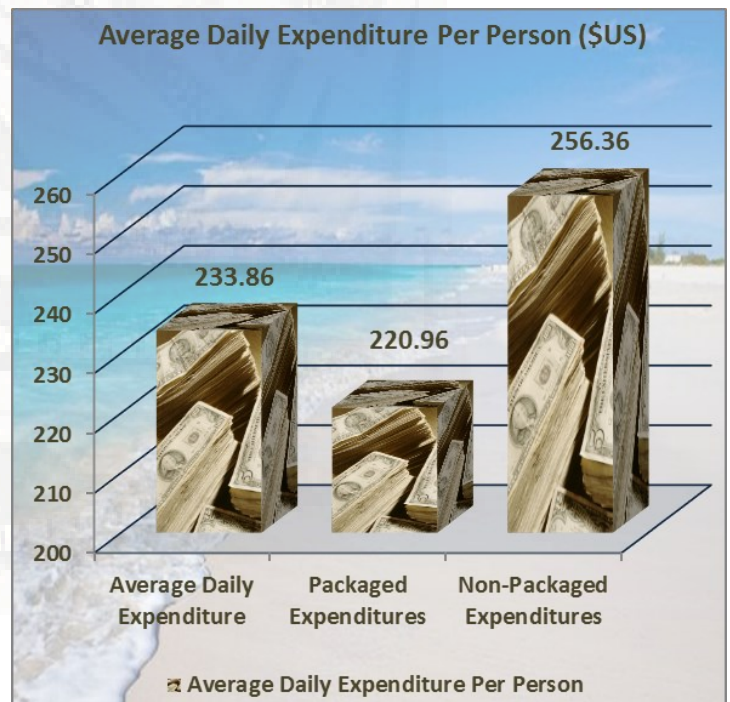
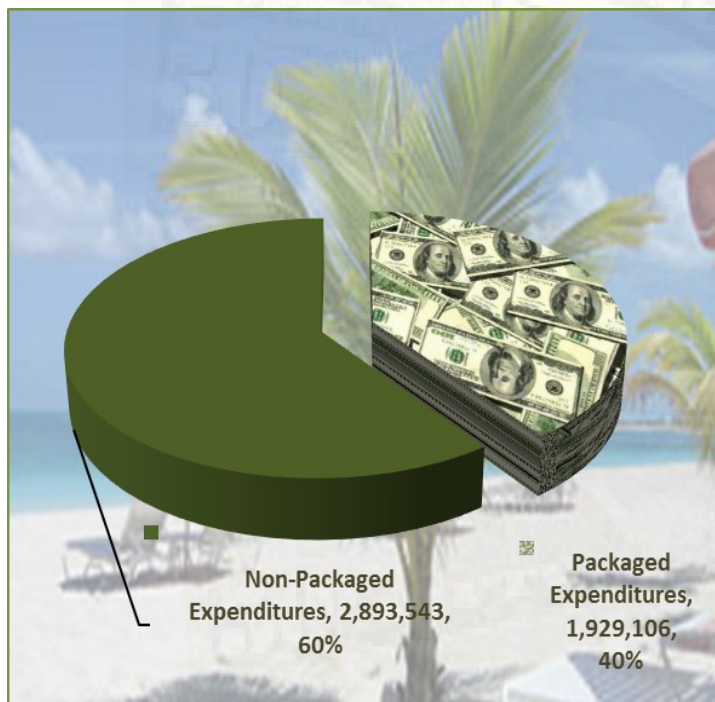
Approximately \$4.82 million were spent by visitors during the one-week period in March 2017. This accounted for \$1.93 million in packaged expenditures and \$2.89 million in non-packaged expenses. Among the non-packaged expenditures, accommodations and meals accounted for the largest share of approximately 83.6 percent. Shopping expenses accounted for only 2.97 percent. This percentage could have been much higher if only a greater variety of shops were available to the visitors. Many of the visitors recommended that more shops be made available for tourists and complained about the souvenir purchases.

Translated into daily figures, each visitor had spent an average daily expenditure of \$233.86. This represented approximately \$256.36 for packaged expenses and \$220.93 for non-packaged expenses.

By categories:

- Among the group with the largest number of visitors, the Americans were the big spenders. The average daily expenses per person were \$233.67 of which \$255.05 were spent on packaged items.
- First time visitors to the Islands spent a daily average of \$171.91 per person. On the other hand, previous visitors spent around \$178.57 daily.

**CHART 11. EXPENDITURES OF RESPONDING VISITORS: MARCH 2017.**



*Table 11.1. Expenditures of Responding Visitors  
By Category of Expenditures: March 2017.*

Category of Expenditure	Total Expenditures		Average Daily Expenditures (US\$)
	Amount (US\$)	% of Total	
<b>Total</b>	<b>4,822,649.06</b>	<b>100.00</b>	<b>233.86</b>
Packaged Expenditures	1,929,106.35	37.40	256.36
Non-Packaged Expenditures	2,893,542	62.60	220.93
Accommodation	2,022,331.33	69.89	154.41
Meals	395,480.34	13.67	30.20
Taxi/ Car Rental	114,617.30	3.96	8.75
Tours/ Excursions	136,405	4.71	10.4
Entertainment/Recreation	81,246.01	2.81	6.20
Shopping	85,967.73	2.97	6.56
All Other Spending	57,495	1.99	4.39

*Table 11.2 Average Daily Expenditures Per Person  
by Category of Expenditures and Country: March 2017.*

Category of Expenditure	Average Daily Expenditures per Person (US\$)					
	Total	USA	Canada	Europe	Caribbean	Rest of the World
<b>Total</b>	<b>233.86</b>	<b>237.66</b>	<b>212.08</b>	<b>240.66</b>	<b>115.36</b>	<b>187.47</b>
Packaged Expenditures	256.36	255.05	256.05	230.55	190.48	238.10
Non-Packaged Expenditures	220.93	227.65	184.97	238.93	83.16	167.14
Accommodation	154.41	160.66	137.62	162.36	59.18	85.71
Meals	30.20	30.64	29.21	29.14	16.33	11.90
Taxi/ Car Rental	8.75	8.59	10.10	7.42	3.37	7.14
Tours/ Excursions	10.4	11.03	7.06	8.16	1.22	12.86
Entertainment/ Recreation	6.20	5.80	5.05	5.02	3.06	4.29
Shopping	6.56	6.27	8.47	4.58	5.61	6.67
All Other Spending	4.39	4.59	3.19	3.48	0.00	9.52



*Table 12. Average Daily Expenditures by Category of Expenditures and Main Purpose of Visit:  
March 2017.*

Category of Expenditure	Total	Main Purpose of Visit					
		Business Only	Sports	Vacation	Vacation/ Pleasure	Visiting Friend/ Relatives	Wedding/ Honeymoon
<b>Total</b>	<b>233.86</b>	<b>190.55</b>	<b>81.93</b>	<b>282.17</b>	<b>311.54</b>	<b>71.56</b>	<b>254.82</b>
<b>Packaged Expenditures</b>	256.36	120.30	2.56	214.95	245.13	25.97	103.11
<b>Non-Packaged Expenditures</b>	220.93	260.79	161.29	349.39	377.94	117.15	406.52
Accommodation	154.41	135.53	75.22	155.58	145.09	74.68	243.79
Meals	30.20	34.02	17.99	30.4	38.45	5.84	19.25
Taxi/ Car Rental	8.75	8.35	3.96	8.94	11.08	1.06	5.87
Tours/ Excursions	10.40	5.72	16.59	10.76	8.98	0.00	6.52
Entertainment/ Recreation	6.20	5.26	2.76	5.77	6.11	3.96	6.99
Shopping	6.56	4.88	3.46	6.79	6.18	0.00	6.06
All Other Spending	4.39	0	1.84	3.43	2.87	4.92	5.09

*Table 13. Average Daily Expenditures by Category of Expenditures  
and Visits to TCI: March 2017.*

Category of Expenditure	Total	Visits to TCI	
		First Time	Previously Visited
<b>Total</b>	233.86	171.91	178.57
<b>Packaged Expenditures</b>	256.36	129.67	132.56
<b>Non-Packaged Expenditures</b>	220.93	214.67	224.57
Accommodation	154.41	139.86	164.17
Meals	30.20	22.04	25.62
Taxi/ Car Rental	8.75	5.24	5.92
Tours/ Excursions	10.40	6.21	7.09
Entertainment/Recreation	6.20	4.49	3.3
Shopping	6.56	4.76	3.48
All Other Spending	4.39	3.02	2.51



### Time Consumed to Decide and Make Arrangements

More than 50 percent of the visitors took 2-6 months to decide on making a visit to the Islands. 18.6 percent of the visitors consumed 7 months to 1 year before making a decision. However, visitors from the Caribbean had a much shorter time to decide with 50 percent taking 2 weeks to 1 month and 20 percent for less than 1 week to decide on their visit to the TCI.

*Table 14. Time Consumed to Decide and Make Arrangements for Visit*

Time Consumed	Total Number of Responding Visitors by Country					
	ALL	USA	Canada	Europe	Caribbean	Rest of the World
	N=939	N=769	N=112	N=39	N=10	N=9
<u>Plan Trip</u>						
Less than 1 week	30	24	2	2	2	0
2 weeks to 1 month	138	103	19	8	5	3
2 to 6 months	532	448	56	21	2	5
7 months to 1 Year	175	142	27	6	0	0
Over 1 year	51	43	7	1	0	0
Not Reported	13	9	1	1	1	1
<u>Percentage to Country Total of Responding Visitors</u>						
Less than 1 week	3.2	3.1	1.8	5.1	20.0	0.0
2 weeks to 1 month	14.7	13.4	17.0	20.5	50.0	33.3
2 to 6 months	56.7	58.3	50.0	53.8	20.0	55.6
7 months to 1 Year	18.6	18.5	24.1	15.4	0.0	0.0
Over 1 year	5.4	5.6	6.3	2.6	0.0	0.0
Not Reported	1.4	1.2	0.9	2.6	10.0	11.1

### Perceived Safety in the TCI

Despite periods of upsurge in criminal activity the TCI is still considered safe when compared to other destinations. There was a general sense of being safe in the Islands among the responding visitors. Visitors felt safe even on the Islands which were uninhabited.

This was a reflection of the relatively low crime rate recorded by the TCI Criminal Investigation Department. The authorities must however continue efforts to improve the level of safety for both residents and visitors and ensure that visitors continue to feel safe in the TCI

*Table 15. Visitors Perception of Safety in the TCI by Country of Usual Residence of Responding Visitors: March 2017.*

Country of Usual Residence	Total Visitors	Visitors Who Felt Safe in TCI	
		Total	% to Country Total
Total	939	874	93.1
United States of America	769	718	93.4
Canada	112	104	92.9
Europe	39	36	92.3
Caribbean	10	8	80.0
Rest of the World	9	8	88.9

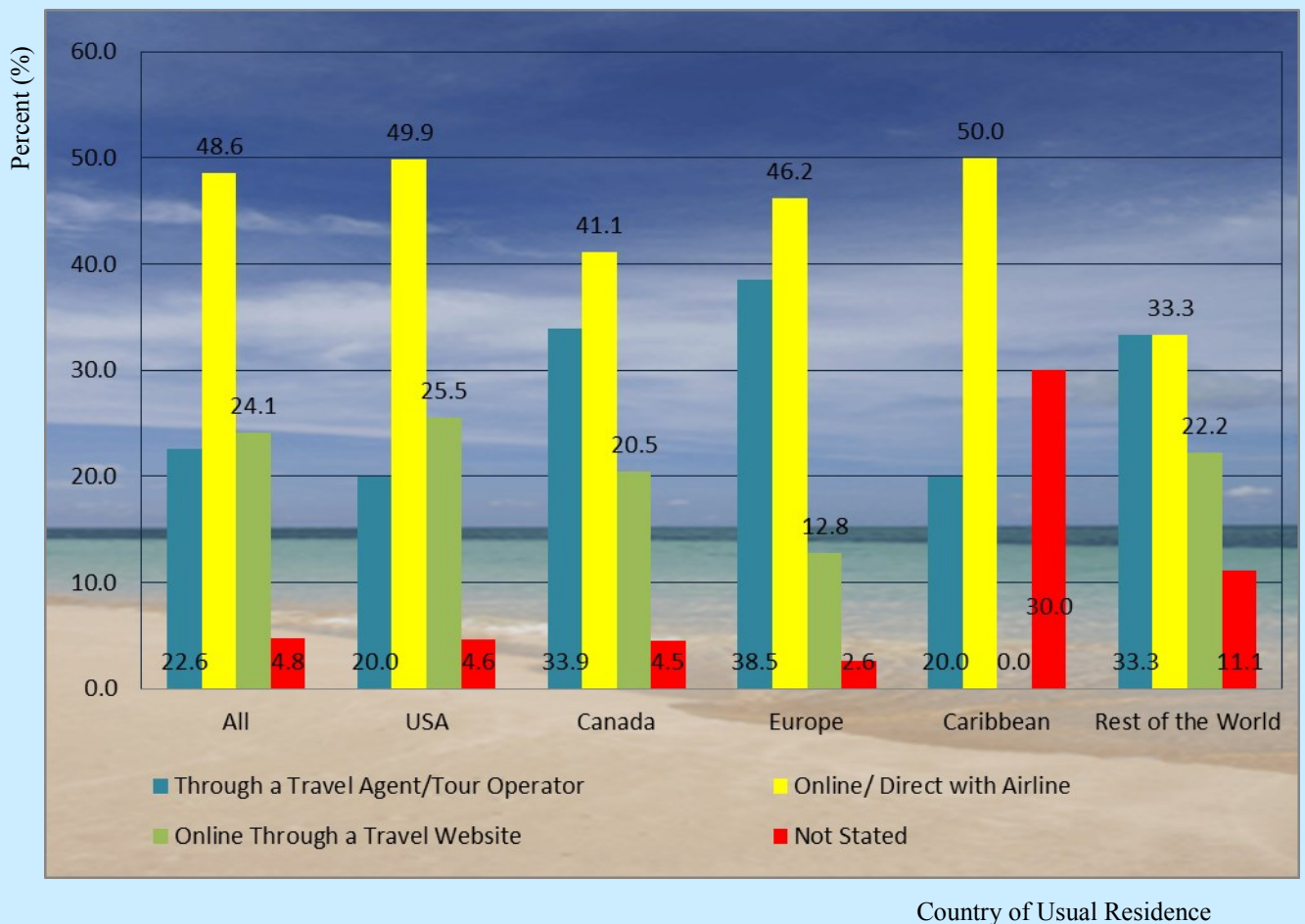


*Table 16. Booking Methods used by Visitors:  
March 2017*

*(Percentage to Row Total)*

Travel Booking	ALL	Country of Usual Residence				
		USA	Canada	Europe	Caribbean	Rest of the World
<b>Total (%)</b>	939	769	112	39	10	9
	100.0	100.0	100.0	100.0	100.0	100.0
Through a Travel Agent/ Tour Operator	22.6	20.0	33.9	38.5	20.0	33.3
Online/ Direct with Airline	48.6	49.9	41.1	46.2	50.0	33.3
Online Through a Travel Website	24.1	25.5	20.5	12.8	0.0	22.2
Not Stated	4.8	4.6	4.5	2.6	30.0	11.1

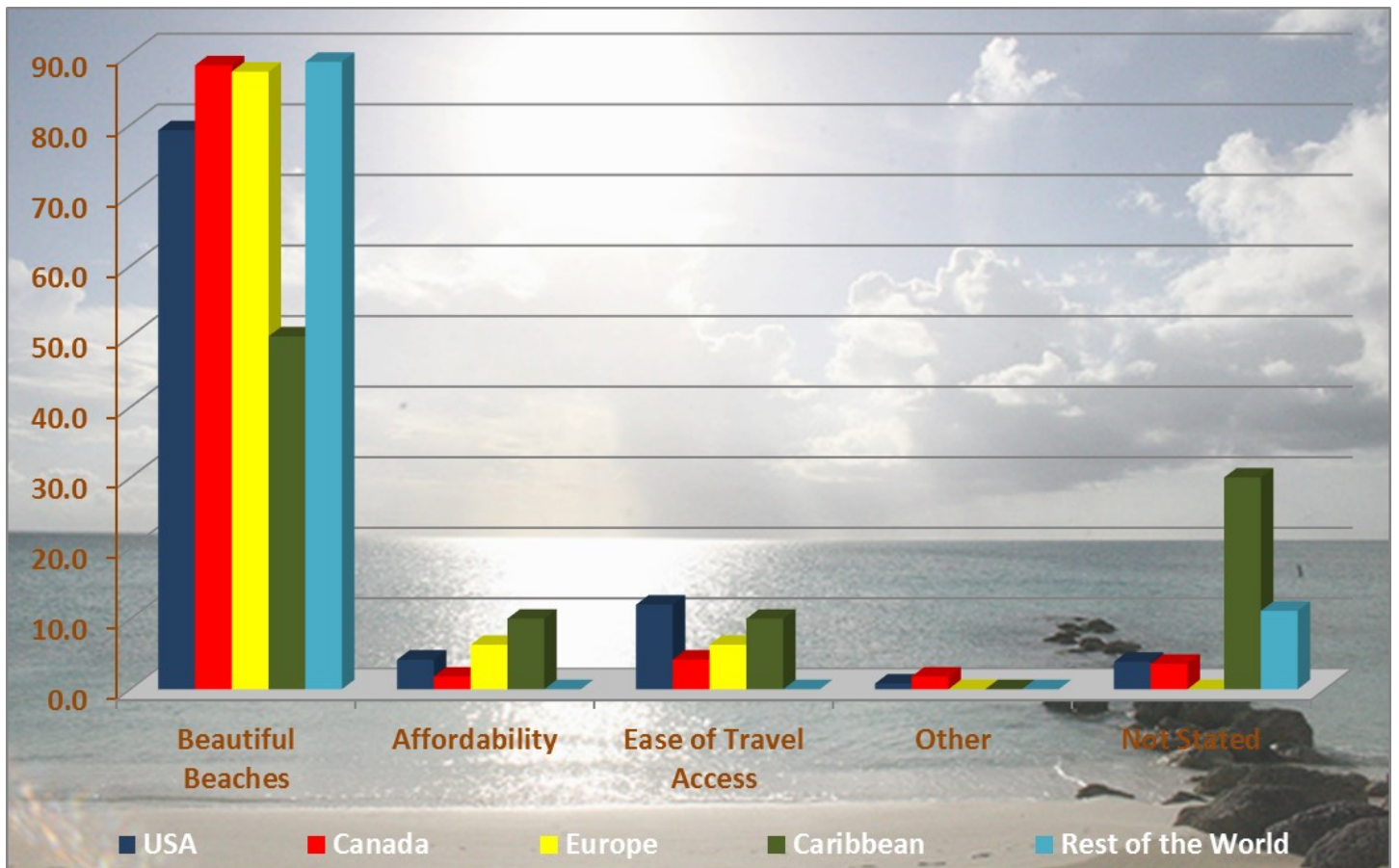
*Chart 12. Booking Methods used by Visitors: March 2017.*



*Table 17. Factors Considered Important in Deciding to Visit the TCI: March 2017.*

Factors	ALL	Country of Usual Residence					
		USA	Canada	United Kingdom	Other Europe	Caribbean	Other
Total (%)	939						
	100.0	100.0	100.0	100	100.0	100.0	100.0
Beautiful Beaches	80.0	79.2	88.4	69.6	87.5	50.0	88.9
Affordability	3.8	4.2	1.8	0.0	6.3	10.0	0.0
Ease of Travel Access	10.6	12.0	4.5	4.3	6.3	10.0	0.0
Other	1.2	0.8	1.8	13.0	0.0	0.0	0.0
Not Stated	4.4	3.9	3.6	13.0	0.0	30.0	11.1

*Chart 13: Factors Considered Important in Deciding to Visit the TCI: March 2017.*



## Product Component

Visitors were generally satisfied with the tourism services in the Islands. This was the general impression of visitors coming from all countries. Visitors from the Caribbean were however not as satisfied as visitors from other countries. However, the overall level of satisfaction was still not below average.

Most visitors felt that the souvenir provided in the TCI was poor. Much improvements is also needed in the taxi/hired cars services which was judged by visitors to be average.

**Chart 14. Ratings of Product Components by Country of Usual Residence of Visitors: March 2017**

<i>All</i>	*****	*****	***	***	*****
<i>USA</i>	*****	*****	***	***	*****
<i>Canada</i>	*****	*****	***	***	*****
<i>Europe</i>	*****	***	***	***	*****
<i>Caribbean</i>	***	***	*	**	***
<i>Rest of the World</i>	*****	***	**	***	***
	<i>Accommodation</i>	<i>Meals and Drinks</i>	<i>Souvenir Purchases</i>	<i>Taxi/ Hired Cars</i>	<i>Overall Cost of Visit</i>

**Chart 15. Ratings of Product Components by Reasons for Visitors: March 2017**

<i>All</i>	*****	*****	***	***	*****
<i>Vacation\ Pleasure</i>	*****	*****	***	***	*****
<i>Sports</i>	***	***	***	*****	*****
<i>Business Only</i>	***	***	**	**	***
<i>Visit Friend/ Relative</i>	*****	***	*	*	*****
<i>Wedding/ Honeymoon</i>	*****	*****	***	***	*****
	<i>Accommodation</i>	<i>Meals and Drinks</i>	<i>Souvenir Purchases</i>	<i>Taxi/ Hired Cars</i>	<i>Overall Cost of Visit</i>

**Legend:**

\*\*\*\*\*

Excellent

\*\*\*\*\*

Good

\*\*\*

Average

\*\*

Poor

\*

Very Poor



**TABLE 18. RATINGS OF PRODUCT COMPONENTS BY LEVEL OF SATISFACTION: 2017.**

Product Component	Level of Satisfaction	Percentage to Total Responding Visitors					
		Excellent	Good	Average	Poor	Very Poor	Not Stated
<b>All Responding Visitors</b>							
Accommodations	Good	37.3	37.7	17.0	1.8	0.4	5.8
Meals and Drinks	Good	30.1	36.1	20.3	6.9	1.4	5.1
Souvenir Purchases	Average	16.2	27.9	23.3	2.8	0.7	29.1
Taxi/ Hired Cars	Average	20.2	29.9	19.6	4.7	3.0	22.6
Overall Cost of Visit	Good	22.7	41.4	22.0	4.5	1.2	8.2
<b>United States of America</b>							
Accommodations	Good	39.5	37.2	16.1	1.7	0.4	5.1
Meals and Drinks	Good	31.2	36.4	19.6	6.6	1.3	4.8
Souvenir Purchases	Average	17.4	28.4	22.9	2.9	0.7	28.0
Taxi/ Hired Cars	Average	21.2	31.1	19.4	4.9	2.5	20.9
Overall Cost of Visit	Good	23.1	42.7	21.3	4.2	1.2	7.5
<b>Canada</b>							
Accommodations	Good	25.9	47.3	15.2	3.6	0.0	8.0
Meals and Drinks	Good	27.7	34.8	24.1	8.0	1.8	3.6
Souvenir Purchases	Average	9.8	30.4	25.0	2.7	1.8	30.4
Taxi/ Hired Cars	Average	14.3	28.6	19.6	4.5	4.5	28.6
Overall Cost of Visit	Good	23.2	35.7	26.8	7.1	0.9	6.3
<b>Europe</b>							
Accommodations	Good	28.2	33.3	30.8	0.0	2.6	5.1
Meals and Drinks	Average	20.5	30.8	25.6	10.3	2.6	10.3
Souvenir Purchases	Poor	12.8	17.9	30.8	2.6	0.0	35.9
Taxi/ Hired Cars	Poor	20.5	15.4	17.9	2.6	10.3	33.3
Overall Cost of Visit	Average	15.4	35.9	23.1	5.1	2.6	17.9
<b>Caribbean</b>							
Accommodations	Average	30.0	0.0	133.3	0.0	0.0	30.0
Meals and Drinks	Average	40.0	20.0	20.0	0.0	0.0	20.0
Souvenir Purchases	Very Poor	10.0	10.0	20.0	0.0	0.0	60.0
Taxi/ Hired Cars	Avery Poor	20.0	20.0	20.0	0.0	0.0	40.0
Overall Cost of Visit	Average	20.0	40.0	10.0	0.0	0.0	30.0
<b>Rest of the World</b>							
Accommodations	Good	41.7	42.3	16.7	8.3	0.0	0.0
Meals and Drinks	Average	16.7	42.3	50.0	0.0	0.0	8.3
Souvenir Purchases	Poor	8.3	26.9	16.7	25.0	0.0	25.0
Taxi/ Hired Cars	Average	0.0	26.9	58.3	8.3	0.0	8.3
Overall Cost of Visit	Average	0.0	46.2	41.7	0.0	0.0	8.3

*Table 19. Ratings of Product Components by Level of Satisfaction:  
March 2017.*

Product Component	Level of Satisfaction	Percentage to Total Responding Visitors					
		Excellent	Good	Average	Poor	Very Poor	Not Stated
Friendliness of People	Excellent	71.7	22.2	3.9	0.3	0.1	1.8
Airline Connections	Good	46.6	33.7	6.1	1.4	0.7	11.5
Airport Check-in	Good	47.8	33.1	10.8	4.4	1.9	2.0
Immigration/Customs	Good	46.0	36.4	10.9	2.6	1.1	3.1
Accommodations	Good	62.5	29.2	5.3	0.6	0.2	2.1
Restaurants	Good	51.5	36.0	7.2	0.5	0.2	4.5
Night Life	Average	21.7	25.6	14.4	2.7	0.5	35.1
Shopping	Average	20.3	30.0	20.6	5.1	1.0	23.0
Beaches	Excellent	86.0	8.9	1.2	0.2	0.1	3.5
Watersports	Average	49.6	21.7	3.7	0.1	0.2	24.6
Environment/ Cleanliness	Good	48.6	30.1	10.8	3.9	0.7	5.9
Taxi/ Hired Cars	Average	35.0	29.3	9.7	2.8	1.0	22.3
Tours/ Excursions	Poor	31.0	19.5	4.6	0.5	0.1	44.3
Other (please specify)	na	6.1	2.3	0.4	0.1	0.1	90.9

Determination of Level of Satisfaction

1. The cell with percentage 51% and over.
2. Else, the cell with at least 35% percentage.
3. Else, the average to be computed as follows: { sum of [ (cell count) \* (cell score) ] } / (total respondents)  
where 1.00-1.50=Very Poor, 1.51-2.50=Poor, 2.51-3.50=Average, 3.51-4.50=Good, 4.51-5.00=Excellent

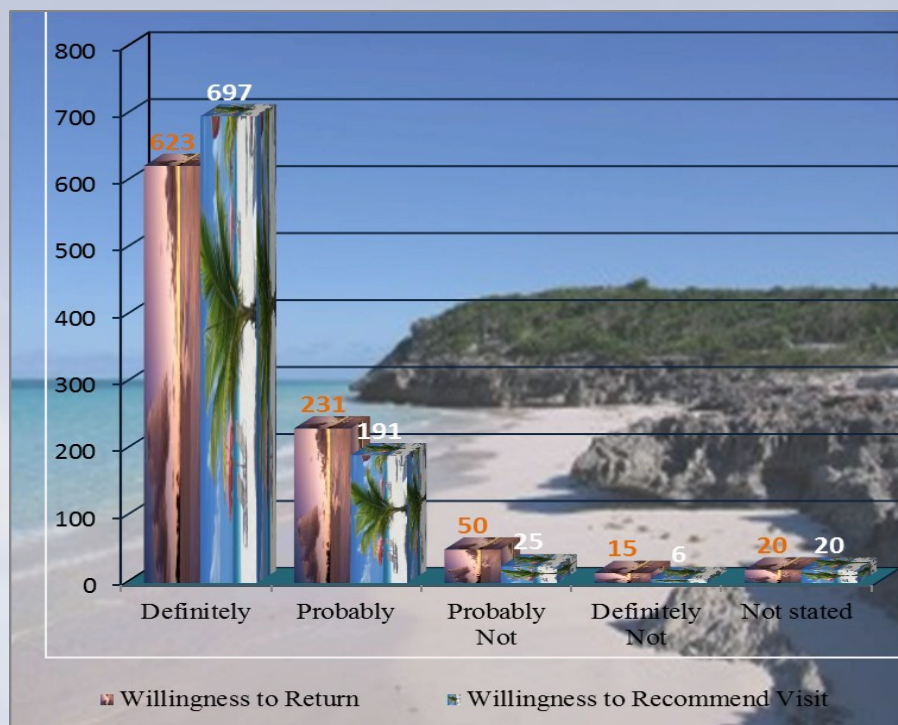


## WILLINGNESS TO RETURN AND RECOMMEND TCI VISIT

*Chart 16. Responding Visitors Willingness to Return and Recommend TCI Visit: March 2017.*

The majority of the visitors (66.3%) were willing to return to the Islands and willing to recommend a TCI visit to others. Approximately 24.6 expressed probable return and recommendation of visit to the Islands.

The TCI could expect return visits from approximately two-thirds of the Americans, Canadians and responding visitors from the Caribbean.



*Table 20. Total Responding Visitors by Country of Usual Residence and Willingness to Return to TCI and Recommend Visit to TCI: March 2017.*

Country of Usual Residence	Total	Willingness to Return					Total	Willingness to Recommend Visit				
		Definitely	Probably	Probably Not	Definitely Not	Not stated		Definitely	Probably	Probably Not	Definitely Not	Not stated
<b>Total</b>	<b>939</b>	<b>623</b>	<b>231</b>	<b>50</b>	<b>15</b>	<b>20</b>	<b>939</b>	<b>697</b>	<b>191</b>	<b>25</b>	<b>6</b>	<b>20</b>
United States of America	769	522	182	42	8	15	769	579	152	18	4	16
Canada	112	70	29	3	6	4	112	80	26	3	1	2
Europe	39	22	11	5	1	0	39	27	7	3	1	1
Caribbean	10	7	3	0	0	0	10	6	3	1	0	0
Rest of the World	9	2	6	0	0	1	9	5	3	0	0	1
<b>Percent of Country Total (%)</b>	<b>100</b>	<b>66.3</b>	<b>24.6</b>	<b>5.3</b>	<b>1.6</b>	<b>2.1</b>	<b>100</b>	<b>74.2</b>	<b>20.3</b>	<b>2.7</b>	<b>0.6</b>	<b>2.1</b>
United States of America	100	67.9	23.7	5.5	1.0	2.0	100	75.3	19.8	2.3	0.5	2.1
Canada	100	62.5	25.9	2.7	5.4	3.6	100	71.4	23.2	2.7	0.9	1.8
Europe	100	56.4	28.2	12.8	2.6	0.0	100	69.2	17.9	7.7	2.6	2.6
Caribbean	100	70.0	30.0	0.0	0.0	0.0	100	60.0	30.0	10.0	0.0	0.0
Rest of the World	100	22.2	66.7	0.0	0.0	11.1	100	55.6	33.3	0.0	0.0	11.1

# APPENDIX I



**TABLE 21: SELECTED POPULATION INDICATORS**  
**TURKS AND CAICOS ISLANDS: 1960 – 2017.**

Year	Total Population	Population Annual Growth Rate <sup>a</sup>	Population Density <sup>b</sup>
	( Number of Persons )	( % change )	( Number of persons per square mile )
1960	5,668	----	29.4
1970	5,558	(1.9)	28.8
1980	7,413	33.4	38.4
1990	11,465	54.7	59.4
1991	11,969	4.4	62
1992	12,519	4.6	64.9
1993	13,125	4.8	68
1994	14,042	7.0	72.8
1995	14,502	3.3	75.1
1996	15,310	5.6	79.3
1997	15,819	3.3	82
1998	16,515	4.4	85.6
1999	17,194	4.1	89.1
2000	18,491	7.5	95.8
2001 <sup>c</sup>	19,886	7.5	103
2002	20,900	5.1	108.3
2003	25,143	20.3	130.3
2004	27,496	9.4	142.5
2005	30,602	11.3	158.6
2006	33,202	8.5	172
2007	34,862	5.0	180.6
2008	36,605	5.0	189.7
2010	34,635	(5.4)	179.5
2011	33,500	(3.3)	173.6
2012	32,199	(3.9)	166.8
2013	33,677	4.6	174.5
2014	35,168	4.4	182.2
2015	36,689	4.3	190.1
2016	37,910	3.3	196.4
2017	39,788	5.0	206.1

Source of data: Statistical Office, Department of Statistics

a – Increase in the population over the previous year

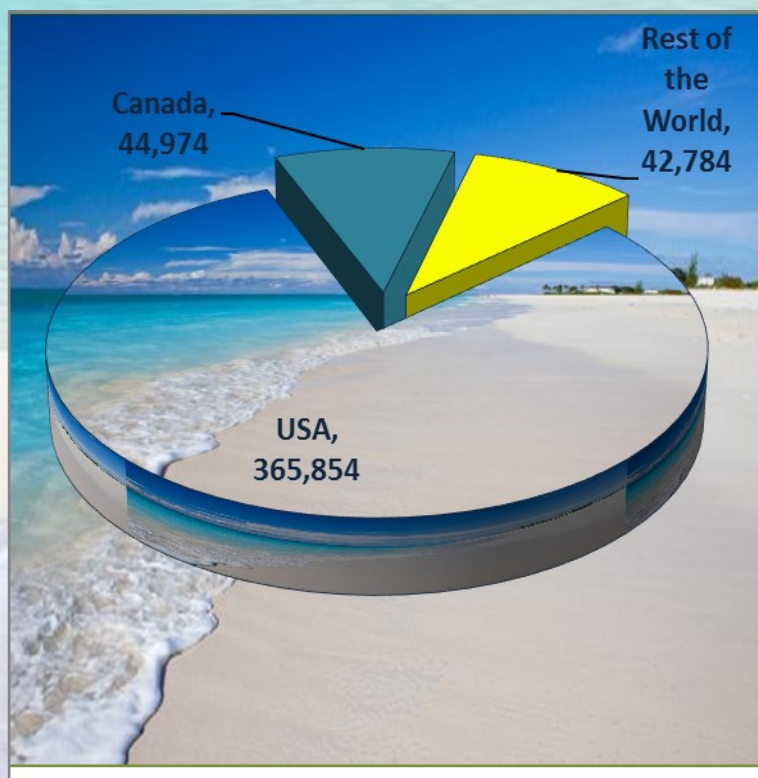
b – TCI has an area of 193 sq miles.

c – Census year

**Table 22. Total Stay-over Visitors:  
2000 - 2016.**

Year	Total Stay-Over Visitors	Percentage Change (%)
2000	151,372	----
2001	165,836	9.6
2002	154,961	-6.6
2003	164,100	5.9
2004	173,081	5.5
2005	176,130	1.8
2006	248,343	41.0
2007	264,887	6.7
2008	.....	na
2009	254,788	na
2010	288,702	13.3
2011	.....	na
2012	291,723	na
2013	290,587	-0.4
2014	357,722	23.1
2015	385,531	7.8
2016	453,612	17.7

**Stay-over Visitor Arrival by Country: 2016**



**Table 23: Stay-Over Visitors by country of Residences: 2014 - 2016.**

Country of Residence	Years			Difference	% Change
	2014	2015	2016		
USA	289,676	315,517	365,854	50,337	16
Canada	37,989	36,512	44,974	8,462	23
United Kingdom	4,304	6,399	8,991	2,592	41
Italy	1,345	1,472	1,960	488	33
France	789	1,027	1,256	229	22
Germany	-	388	363	(25)	(6)
Other EU	1,457	2,311	1,986	(325)	(14)
Brazil	1,890	1,366	1,264	(102)	(7)
Caribbean	15,551	16,889	20,486	(3,597)	21
Other	4,721	4,455	6,478	(2,023)	45
<b>Total</b>	<b>357,722</b>	<b>385,531</b>	<b>453,612</b>	<b>68,081</b>	<b>18</b>

Source: Turks and Caicos Islands Tourist Board

*Table 24. Stay-Over Arrivals for the period January - December: 2013 - 2016.*

Month	2013	2014	2015	2016	Difference	% Change
January	29,549	31,155	38,377	44,567	6,190	16
February	29,540	32,962	35,912	41,981	6,069	17
March	36,353	41,389	41,690	50,913	9,223	22
April	30,648	34,212	37,633	49,933	12,300	33
May	22,623	28,779	29,650	33,495	3,845	13
June	23,290	30,850	31,737	37,985	6,248	20
July	24,734	34,206	35,525	43,421	7,896	22
August	18,459	30,175	33,358	34,992	1,634	5
September	14,094	14,376	15,078	19,202	4,124	27
October	17,466	18,385	19,625	24,582	4,957	25
November	19,475	26,904	27,319	29,955	2,636	10
December	25,492	34,329	39,627	42,586	2,959	7
<b>Total</b>	<b>291,723</b>	<b>357,722</b>	<b>385,531</b>	<b>453,612</b>	<b>68,081</b>	<b>18</b>

Source: Turks and Caicos Islands Tourist Board



**TABLE 25. CRUISE PASSENGERS ARRIVALS BY MONTH FOR THE PERIOD: 2007- 2016**

Cruise Passenger Arrivals Jan- Dec 2007 - 2016.											
Month/ Quarter	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	Difference 2015-2016
<b>January</b>	42,102	35,872	57,752	63,247	67,981	71,172	77,144	95,517	96,129	95,804	(325)
<b>February</b>	34,014	40,832	42,485	53,664	73,197	67,147	66,389	72,862	104,928	73,866	(31,062)
<b>March</b>	43,088	40,017	43,114	70,322	85,531	87,166	29,355	84,303	75,350	94,604	19,254
<b>Quarter 1</b>	<b>119,204</b>	<b>116,721</b>	<b>143,351</b>	<b>187,233</b>	<b>226,709</b>	<b>225,485</b>	<b>172,888</b>	<b>252,682</b>	<b>276,407</b>	<b>264,274</b>	<b>(12,133)</b>
<b>April</b>	30,869	36,735	36,715	50,857	51,229	64,870	44,495	74,092	54,611	55,400	789
<b>May</b>	14,628	23,618	29,262	44,753	41,279	43,641	69,184	71,586	52,248	54,377	2129
<b>June</b>	16,654	31,844	50,167	51,741	49,142	42,704	54,785	79,230	82,587	68,738	(13,849)
<b>Quarter 2</b>	<b>62,151</b>	<b>92,197</b>	<b>116,144</b>	<b>147,351</b>	<b>141,650</b>	<b>151,215</b>	<b>168,464</b>	<b>224,908</b>	<b>189,446</b>	<b>178,515</b>	<b>(10,931)</b>
<b>July</b>	20,407	41,455	46,283	47,596	52,229	44,407	55,574	97,646	78,929	67,246	(11683)
<b>August</b>	32,791	32,861	40,227	42,535	41,180	42,972	75,699	73,973	71,182	72,603	1,421
<b>September</b>	31,427	-	30,472	29,084	31,964	32,538	62,564	66,413	57,121	59,613	2,492
<b>Quarter 3</b>	<b>84,625</b>	<b>74,316</b>	<b>116,982</b>	<b>119,215</b>	<b>125,373</b>	<b>119,917</b>	<b>193,837</b>	<b>238,032</b>	<b>150,111</b>	<b>199,462</b>	<b>(7,7770)</b>
<b>October</b>	19,360	30,534	33,589	27,085	29,933	35,419	69,236	68,553	72,248	44,132	(28,116)
<b>November</b>	48,603	39,243	38,950	59,020	58,220	77,171	82,043	81,094	91,151	62,781	(28,370)
<b>December</b>	45,993	33,931	64,912	77,959	75,612	67,440	92,452	106,569	93,253	97,799	4,546
<b>Quarter 4</b>	<b>113,956</b>	<b>103,708</b>	<b>137,451</b>	<b>164,064</b>	<b>163,765</b>	<b>180,030</b>	<b>243,731</b>	<b>256,216</b>	<b>256,652</b>	<b>204,712</b>	<b>(51,940)</b>
<b>Total</b>	<b>379,936</b>	<b>386,942</b>	<b>513,928</b>	<b>617,863</b>	<b>657,497</b>	<b>676,647</b>	<b>778,920</b>	<b>971,838</b>	<b>929,737</b>	<b>846,963</b>	<b>(82,774)</b>

Source: Turks and Caicos Islands Tourist Board

*Table 26. Stay-Over Arrivals by Major Markets for the Period January to September: 2016.*

Month	Total	USA	Canada	Italy	France	U.K.	Germany	Other Europe	Brazil	Caribbean	Other Countries
January	44,241	33,935	6,826	161	69	827	34	165	174	1,607	443
February	41,744	33,252	5,639	206	78	675	26	179	139	1,317	233
March	50,682	41,819	5,836	217	105	686	32	228	56	1,374	329
April	49,687	41,962	5,088	167	101	620	19	136	66	1,263	265
May	33,179	27,746	2,353	112	70	585	43	114	59	1,798	299
June	37,652	33,333	1,928	89	65	555	16	173	63	1,201	229
July	43,348	36,549	2,625	147	137	1,240	31	173	109	1,663	674
August	34,868	28,019	2,509	451	207	1,303	60	135	109	1,761	314
September	19,106	14,273	1,488	19	55	594	5	82	84	2,131	375
<b>Total</b>	<b>354,507</b>	<b>290,888</b>	<b>34,292</b>	<b>1,569</b>	<b>887</b>	<b>7,085</b>	<b>266</b>	<b>1,385</b>	<b>859</b>	<b>14,115</b>	<b>3,161</b>

Source of Publication: Turks & Caicos Islands Tourist Board

*Table 27. Stay-over Arrivals for the Period January - September: 2015 - 2016*

Month	2015	2016	Percentage Change (%)
January	38,377	44,567	16
February	35,912	41,981	17
March	41,690	50,913	22
April	37,633	49,933	33
May	29,650	33,495	13
June	31,737	37,985	20
July	35,525	43,421	22
August	33,358	34,992	5
September	15,078	19,202	27
<b>Total</b>	<b>298,960</b>	<b>356,489</b>	<b>19</b>

Source of Publications: Tourist Board, P - Preliminary



*Table 28. Cruise Ship Arrivals: January - December: 2007 - 2016 .*

Month	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Jan	25	20	29	30	32	30	29	40	37	37
Feb	19	22	20	21	34	29	24	27	37	29
Mar	21	24	23	32	38	37	12	35	30	34
<b>Quarter 1</b>	<b>65</b>	<b>66</b>	<b>72</b>	<b>83</b>	<b>104</b>	<b>96</b>	<b>65</b>	<b>102</b>	<b>104</b>	<b>100</b>
Apr	16	19	14	20	24	25	13	25	18	17
May	5	9	11	18	15	15	20	24	16	17
Jun	5	10	17	17	16	14	15	24	24	20
<b>Quarter 2</b>	<b>26</b>	<b>38</b>	<b>42</b>	<b>55</b>	<b>55</b>	<b>54</b>	<b>48</b>	<b>73</b>	58	54
Jul	6	14	15	15	17	14	15	28	22	19
Aug	11	13	15	14	13	14	20	21	21	21
Sep	11	0	11	11	11	14	18	21	18	18
<b>Quarter 3</b>	<b>28</b>	<b>27</b>	<b>41</b>	<b>40</b>	<b>41</b>	<b>42</b>	<b>53</b>	<b>70</b>	<b>61</b>	<b>58</b>
Oct	12	11	13	11	11	12	22	23	25	14
Nov	25	18	18	23	25	30	31	31	33	23
Dec	29	22	29	33	34	27	39	41	36	35
<b>Quarter 4</b>	<b>66</b>	<b>51</b>	<b>60</b>	<b>67</b>	<b>70</b>	<b>69</b>	<b>92</b>	<b>95</b>	<b>94</b>	<b>72</b>
<b>Total</b>	<b>185</b>	<b>182</b>	<b>215</b>	<b>245</b>	<b>270</b>	<b>261</b>	<b>258</b>	<b>340</b>	<b>317</b>	<b>284</b>



**Table 29**  
**GROSS DOMESTIC PRODUCT BY ECONOMIC ACTIVITY**  
**IN CURRENT PRICES: 2012-2018**  
**(In US\$'000)**

ECONOMIC ACTIVITY	2012	2013	2014	2015e	2016f	2017f	2018f
Agriculture & Fishing	3,294	4,177	4,131	4,838	5,116	5,550	6,040
Mining & Quarrying	2,129	2,338	2,557	2,526	2,726	3,076	3,273
Manufacturing	5,103	5,484	6,034	6,241	6,607	6,982	7,465
Electricity & Water Supply	35,253	37,113	37,496	40,939	43,707	47,466	51,650
Construction	26,609	29,220	31,958	31,574	34,071	38,453	40,913
Wholesale & Retail Trade	24,490	24,124	25,813	25,389	26,880	29,233	30,503
Hotels & Restaurants	261,118	267,354	296,325	321,993	344,178	367,252	400,187
Transport, Storage & Communication	56,971	58,091	61,550	63,828	67,102	70,855	75,590
Financial Intermediation	74,958	72,832	78,304	78,197	81,196	85,223	89,625
Real Estate, Renting & Business Activities	67,672	69,772	73,773	77,488	81,417	86,412	92,226
Public Administration & Defence; Compulsory Social Security	45,139	50,337	52,394	57,650	60,448	64,190	68,627
Education	21,074	22,259	22,509	24,441	25,302	26,403	27,782
Health & Social Work	17,160	18,799	19,655	20,849	21,649	22,656	23,756
Other Community, Social & Personal Services	17,989	18,723	19,266	20,054	21,011	22,187	23,475
Less FISIM	56,403	55,298	54,354	48,919	50,795	53,158	55,739
<b>GROSS VALUE ADDED</b>							
in Basic Prices	602,556	625,324	677,410	727,087	770,616	822,780	885,372
<i>Growth Rate (%)</i>	(3.18)	3.78	8.33	7.33	5.99	6.77	7.61
Taxes on Products	114,065	116,414	147,760	167,796	181,220	195,718	215,289
Less Subsidies on Products	898	961	1,202	1,382	1,479	1,582	1,693
<b>GROSS DOMESTIC PRODUCT</b>							
in Market Prices	715,723	740,777	823,968	893,502	950,358	1,016,915	1,098,968
<i>Growth Rate (%)</i>	(1.79)	3.50	11.23	8.44	6.36	7.00	8.07

**Table 30**  
**GROSS DOMESTIC PRODUCT BY ECONOMIC ACTIVITY**  
**IN CONSTANT (2000) PRICES: 2012-2018**

ECONOMIC ACTIVITY	(In US\$'000)						
	2012	2013	2014	2015 e	2016 f	2017 f	2018 f
Agriculture & Fishing	2,416	2,495	2,479	2,860	2,971	3,140	3,324
Mining & Quarrying	984	1,069	1,124	1,085	1,150	1,265	1,310
Manufacturing	4,492	4,764	4,969	5,068	5,271	5,429	5,646
Electricity & Water Supply	19,921	21,034	22,387	24,055	25,207	26,655	28,186
Construction	12,300	13,361	14,056	13,564	14,378	15,815	16,369
Wholesale & Retail Trade	16,289	15,654	16,373	15,882	16,517	17,508	17,770
Hotels & Restaurants	207,864	207,661	224,273	240,582	252,611	262,716	278,479
Transport, Storage & Communication	35,642	35,826	36,212	37,183	38,368	39,459	40,891
Financial Intermediation	63,614	61,319	60,963	60,323	61,529	62,916	64,334
Real Estate, Renting & Business Activities	46,961	49,242	51,102	53,051	54,692	56,566	58,640
Public Administration & Defence; Compulsory Social Security	37,051	41,257	43,044	43,162	44,456	46,012	47,853
Education	17,877	17,822	17,980	18,344	18,683	19,030	19,493
Health & Social Work	13,355	13,940	14,134	14,453	14,742	15,037	15,338
Other Community, Social & Personal Services	15,344	15,867	16,361	16,756	17,250	17,758	18,281
Less FISIM	41,754	40,792	40,096	36,086	36,808	37,544	38,295
<b>GROSS VALUE ADDED in Basic Prices</b>	<b>452,355</b>	<b>460,518</b>	<b>485,361</b>	<b>510,281</b>	<b>531,017</b>	<b>551,761</b>	<b>577,618</b>
<b>Growth Rate (%)</b>	<b>(4.81)</b>	<b>1.80</b>	<b>5.39</b>	<b>5.13</b>	<b>4.06</b>	<b>3.91</b>	<b>4.69</b>
Taxes on Products	86,662	85,877	97,758	107,534	113,986	120,825	130,491
Less Subsidies on Products	682	709	852	954	1,002	1,052	1,105
<b>GROSS DOMESTIC PRODUCT in Market Prices</b>	<b>538,335</b>	<b>545,685</b>	<b>582,266</b>	<b>616,860</b>	<b>644,000</b>	<b>671,534</b>	<b>707,005</b>
<b>Growth Rate (%)</b>	<b>(2.53)</b>	<b>1.37</b>	<b>6.70</b>	<b>5.94</b>	<b>4.40</b>	<b>4.28</b>	<b>5.28</b>



# APPENDIX 2



## *General Comments by Departing Visitors*

POSITIVE COMMENTS	NEGATIVE COMMENTS	COMMENTS ON WHY YOU WILL NOT RETURN TO TURKS & CAICOS
<p>Beautiful beaches</p> <p>Friendly and most courteous local people of all islands visited before</p> <p>Best spot for water sport vacation</p> <p>Ease of travel</p> <p>Relaxing nature of island</p> <p>Relatively clean, no traffic!</p> <p>Great roads, great dining</p> <p>Ease of getting around</p> <p>Being able to use US dollar</p> <p>Friendly taxi drivers</p> <p>Tranquility</p> <p>Nature/Environment</p> <p>Fairly safe</p> <p>Warm Climate</p> <p>Kite boarding was impressive</p> <p>Fish Fry was great</p> <p>Love the people, weather and food</p> <p>Loved the diving spots</p> <p>Liked Cheshire Plantation, Sapodilla Hill</p> <p>Grace Bay area is nice</p>	<p>Overdevelopment happening</p> <p>Overpriced, not much to see</p> <p>Would like to see recycling</p> <p>Island is expensive</p> <p>Nothing to do when it rains</p> <p>Bad Taxi Experience</p> <p>The ferry is to expensive</p> <p>Trash along roads</p> <p>There were no bike paths</p> <p>Not too many kid friendly activities</p> <p>We couldn't stay longer</p> <p>No nightlife</p> <p>Bad weather during visit</p> <p>More options for food</p> <p>Cost to fly here</p> <p>Expensive souvenirs</p> <p>Lack of shops near hotel</p> <p>Airline connection inconvenient</p> <p>Very difficult to get information on activities</p> <p>Too many stray dogs</p>	<p>High hotel tax is obscene</p> <p>Never went snorkeling, bad weather</p> <p>Far too expensive, other options closer to home</p> <p>Not enough variety of activities</p> <p>Taxi fare is ridiculously expensive</p> <p>Limited shopping/ night life</p> <p>Grace Bay overdeveloped</p> <p>Snorkeling deteriorated since last visit</p> <p>Other places on bucket list</p> <p>The travel was difficult, the resort was crowded</p> <p>Not to much to do if you don't like water-sports</p> <p>Understood the tourist are being attacked</p> <p>We were warned about crime</p> <p>Trip was not that special compared to other trips we've taken</p> <p>Work permit people do not care about the island, not friendly at all</p> <p>We were not a good fit with the island</p> <p>The airport process for departure is absolutely ridiculous.</p>

15.(a) Did you purchase souvenirs in the Turks and Caicos Islands?

Yes  No

(If no, go to question 16)

(b) If yes, what was the nature of your souvenir purchase during your stay in the Turks and Caicos Islands? (Tick all that apply)

Paintings     Pottery     T-shirts      
 Jewellery     Toys     Other Clothing      
 Other (Please Specify) \_\_\_\_\_

16. Name three places of interest that you visited during your stay in the Turks and Caicos Islands.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

17. (a) Did you visit any other Island during your stay in the Turks and Caicos Islands?

Yes  No

(If no, go to question 18)

(b) If yes, list these Islands?

\_\_\_\_\_

\_\_\_\_\_

(c) By what means did you travel to these Islands?

Boat     Ferry      
 Airplane     Not Stated   

18. Did you feel safe in the Turks and Caicos Islands?

Yes  No

19. How would you rate the following aspect of your stay in the Turks and Caicos Islands?

	Excellent	Good	Average	Poor	Very Poor
Friendliness of People	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Airline Connections	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Airport Check-in	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Immigration/Customs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accommodations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Restaurants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Night Life	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shopping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Beaches	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Water sports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environment/Cleanliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taxi/ Hired Cars	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tours/ Excursions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

20. How would you rate value for money paid for the following during your stay in the Turks and Caicos islands?

	Excellent	Good	Average	Poor	Very Poor
Accommodations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meals and Drinks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Souvenir Purchases	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taxi/ Hired Cars	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall cost of Visit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

21.(a) Would you return or recommend the Turks and Caicos Islands to a friend or relative?

	Definitely	Probably	Probably Not	Definitely Not
Return Yourself	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recommend Friends/Relatives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(b) If no, why not?

\_\_\_\_\_

\_\_\_\_\_

**TURKS AND CAICOS ISLANDS**



ID #

Date

Day	Month	Year
<input type="text"/>	<input type="text"/>	<input type="text"/>

**VISITOR SATISFACTION AND EXPENDITURE SURVEY**

We hope that your stay in the Turks and Caicos Islands was a pleasant and rewarding experience.

Before you leave, we would like you to complete this questionnaire as accurately as you possibly can.

The information you provide will help us to better plan and develop our product and services being offered in the tourism industry.

Only one person from a family or spending party should complete a questionnaire.

Your information will be treated confidentially. We do not require your name.

Department of Economic Planning and Statistics  
 in Collaboration with  
 The Ministry of Tourism

1. What is your country of usual residence?

United States	<input type="checkbox"/>	State	_____
Canada	<input type="checkbox"/>	Province	_____
United Kingdom	<input type="checkbox"/>	County	_____
Other Europe	<input type="checkbox"/>	Country	_____
Caribbean	<input type="checkbox"/>	Country	_____
Other	<input type="checkbox"/>	Country	_____

2. What was the main purpose of your visit to the Turks and Caicos Islands?

Vacation/ Pleasure	<input type="checkbox"/>	Diving/ Water Sport	<input type="checkbox"/>
Business Conference	<input type="checkbox"/>	Fishing	<input type="checkbox"/>
Visiting Friend/ Relative	<input type="checkbox"/>	Other (Specify)	_____

3.(a) Is this your first visit to the Caribbean?

Yes  No

If no, how many times before? \_\_\_\_\_

(b) Is this your first visit to the Turks and Caicos Islands?

Yes  No

4. To which age group do you belong?

Under 20 years	<input type="checkbox"/>	20 - 29 years	<input type="checkbox"/>
30 - 39 years	<input type="checkbox"/>	40 - 49 years	<input type="checkbox"/>
50 - 64 years	<input type="checkbox"/>	Over 64 years	<input type="checkbox"/>

5. How far in advance did you plan your trip?

Less than 1 week	<input type="checkbox"/>	2 weeks to 1 month	<input type="checkbox"/>
2 to 6 months	<input type="checkbox"/>	7 months to 1 year	<input type="checkbox"/>
Over 1 year	<input type="checkbox"/>		

6. Where did you stay in the Turks and Caicos Islands?

All Inclusive hotel	<input type="checkbox"/>	Other hotel	<input type="checkbox"/>
Guest House	<input type="checkbox"/>	Friend/Relative	<input type="checkbox"/>
Apartment/ Villa	<input type="checkbox"/>	Other	<input type="checkbox"/>

7. How many nights did you spend in the Turks and Caicos?

\_\_\_\_\_

8. With whom did you travel?

Alone	<input type="checkbox"/>	Spouse/ Partner only	<input type="checkbox"/>
Family/ Children	<input type="checkbox"/>	Group/ Friends	<input type="checkbox"/>
Other (Specify)	_____		

9. On which airline did you travel?

\_\_\_\_\_

10. Why did you select the Turks and Caicos as your travel destination?

**(Tick one only)?**

Beautiful Beaches	<input type="checkbox"/>	Climate/ Weather	<input type="checkbox"/>
Affordability	<input type="checkbox"/>	Business Climate	<input type="checkbox"/>
Ease of Travel Access	<input type="checkbox"/>	Diving/ Water Sport	<input type="checkbox"/>
Previous Trip	<input type="checkbox"/>		

11. How did you book your travel?

Through a travel agent/ Tour operator	<input type="checkbox"/>
Online/ Direct with airline	<input type="checkbox"/>
Online/ Through a travel website	<input type="checkbox"/>

12. Did any of the following influence your decision to visit the Turks and Caicos?

and Caicos?

Online	<input type="checkbox"/>	Travel fair	<input type="checkbox"/>
Magazine advertisement	<input type="checkbox"/>	Advice from friends/ Relatives	<input type="checkbox"/>
Magazine article	<input type="checkbox"/>	Travel agent	<input type="checkbox"/>
Newspaper advertisement	<input type="checkbox"/>	Tour operator	<input type="checkbox"/>
Feature on TV	<input type="checkbox"/>	Travel brochure	<input type="checkbox"/>
Radio	<input type="checkbox"/>	Tourist board	<input type="checkbox"/>
	<input type="checkbox"/>	Other	<input type="checkbox"/>

13.(a) Did you travel on a pre-paid package?

Yes  No

(If no, go to question 14(a))

(b) If yes, how much did your package cost? \_\_\_\_\_

(c) Which of the following were included in your package?

Airline Ticket	<input type="checkbox"/>	Accommodation	<input type="checkbox"/>
Meals	<input type="checkbox"/>	Ground Transportation	<input type="checkbox"/>
Other	<input type="checkbox"/>	(Please Specify)	_____

(Go to question 14(e))

14(a). If you did not come on a package, what was your total expenditure in the Turks and Caicos?

\_\_\_\_\_ (Currency) (Amount)

(b) How much of the money did you spend on accommodation?

\_\_\_\_\_ (Currency) (Amount)

(c) How much was spent on meals?

\_\_\_\_\_ (Currency) (Amount)

(d) Was there any additional expenditure in the Turks and Caicos?

If No, go to 14(e)

If yes, please list

Other meals and drinks (Outside the hotel)	_____ (Currency) (Amount)
Taxi/ Car rental	_____ (Currency) (Amount)
Tours/ Excursions	_____ (Currency) (Amount)
Entertainment/ Recreation	_____ (Currency) (Amount)
Shopping	_____ (Currency) (Amount)
All other spending	_____ (Currency) (Amount)

(e) How many persons did this expenditure cover? \_\_\_\_\_

## Government of the Turks and Caicos Islands-- Selected Indicators

INDICATORS	2010	2011	2012	2013	2014	2015	2016f	2017f	2018f
<b>ECONOMIC INDICATORS (%)</b>									
Population	34,500	33,500	32,199	33,677	35,168	36,689	37,910	39,788	41,369
Nominal GDP (bil.LC)	0.69	0.73	0.72	0.74	0.82	0.89	0.95	1.02	1.1
Nominal GDP (bil. \$)	0.69	0.73	0.72	0.74	0.82	0.89	0.95	1.02	1.1
GDP per capita (000s \$)	19.9	21.8	22.2	22	23.4	24.4	25.1	25.6	26.6
Real GDP growth	1	4.6	-2.5	1.4	6.7	5.9	4.4	4.3	5.3
Real GDP per capita growth	5.4	7.7	1.4	-3.1	2.2	1.5	1	-0.6	1.3
Merchandise Exports (million)	15.6	14.8	14.8	5.9	6.5	4.6	4.5	4.6	4.9
Merchandise Imports (million)	302	318.1	343.7	345	406.2	409.7	389.3	408.7	429.2
Merchandise Imports/GDP	57.2	57.6	63.8	63.2	69.8	66.4	60.4	60.9	60.7
Unemployment rate	N/A	N/A	17.2	15	12	11	10	9	7
<b>EXTERNAL INDICATORS (%)</b>									
Trade balance/GDP	-41.7	-41.6	-45.9	-45.8	-48.5	-45.3	-40.5	-39.7	-38.6
FISCAL INDICATORS (% General government)									
Revenue/GDP	25.2	27.9	38.2	33.5	35.1	31.9	30	29.3	28.7
Expenditures/GDP	32.3	30.6	28.8	26.9	24.1	24.1	28.2	27.6	27.6
Debt/GDP	27.4	29.4	30	28	23.3	5	5.4	3.5	1.8
<b>MONETARY INDICATORS (%)</b>									
CPI growth	3.2	5.2	3.1	2.5	2.3	2.3	2	2	2
GDP deflator growth	-3.3	1.4	0.8	2.1	4.2	2.4	2	2	2

## **STATISTICAL PUBLICATIONS**

### **MONTHLY**

Trade Bulletin

### **ANNUALLY**

Turks & Caicos Islands Yearbook of Statistics

Turks & Caicos Islands Quick Facts and Figures

Social Indicators Trends & Statistics

Vital Statistics Report

Report on Government Finance Statistics

External Trade Report

National Accounts

### **OTHER**

Survey of Departing Visitors

Preliminary Census Report

Population and Housing Tables Census 2012

TCI Gender Profile



TURKS & CAICOS ISLANDS

Survey of Departing Visitors March 2017

STATISTICAL OFFICE  
STRATEGIC POLICY AND PLANNING DEPARTMENT  
SOUTH BASE, GRAND TURK  
FAX: (649) 946-2557  
TEL: (649) 338-3006  
E-MAIL: [DEPS@GMAIL.COM](mailto:DEPS@GMAIL.COM)  
WEBSITE: [www.sppdtci.com](http://www.sppdtci.com)