# TAIWAN MARKET UPDATE

JANUARY 2025



- 1. CALL TO ORDER
- 2. REPORT OF MANAGEMENT
- 3. MARKET UPDATES
  - a. Taiwan Visitor Arrivals Review & Forecast
  - b. Airline & Market Intelligence
  - c. Taiwan News
- 4. OLD BUSINESS
  - a. GTO Activities
    - i. PR/ AD Update
  - b. Consumer Sentiment
  - c. Social Media Performance
- 5. NEW BUSINESS
  - a. CNY 2025 Charter Flights/ Meal Incentive Coupon Program
  - b. CNY Gathering w/ Travel Agents & Media
  - c. SNS Content Fam Tour
- 6. ACCOUNT SUMMARY
- 7. ANNOUNCEMENTS
  - a. Next Taiwan Market Update Meeting February 6, 2025 at 11am (subject to change)
- 8. ADJOURNMENT



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# November 2024



November 1-25, 2024

Total: 44,957 (-11.1%)

% Market Mix	Origin	2019	2023	2024	% to LY
0.3%	Taiwan	1,539	133	119	-10.5%
46.9%	Korea	51,325	25,636	21,092	-17.7%
33.2%	Japan	54,103	16,275	14,927	-8.3%
11.2%	US/Hawaii	5,182	4,551	5,045	10.9%
2.1%	Philippines	1,785	1,264	952	-24.7%
0.5%	China	540	169	226	33.7%
0.1%	Hong Kong	223	73	49	-32.9%

# Calendar Year to Date 2024



Total: 662,668 (+15.8%)

January – November 25, 2024

% Market Mix	Origin	2019	2023	2024	% to LY
0.4%	Taiwan	25,728	5,397	2,674	-50.5%
51.1%	Korea	670,721	325,221	338,827	4.2%
27.5%	Japan	607,322	114,331	182,510	59.6%
11.7%	US/Hawaii	82,211	75,078	77,647	3.4%
1.8%	Philippines	18,099	12,254	11,871	-3.1%
0.7%	China	10,852	2,467	4,590	86.1%
0.1%	Hong Kong	4,868	718	642	-10.6%

# Fiscal Year to Date 2025



October 2024 – November 25, 2024

Total: 98,034 (	(-6.3%)
-----------------	---------

% Market Mix	Origin	Origin 2019 2024		2025	% to LY
0.3%	Taiwan	3,529	318	280	-11.9%
50.0%	Korea	112,308	56,438	48,989	-13.2%
29.9%	Japan	97,116	28,168	29,308	4.0%
11.0%	US/Hawaii	12,444	11,423	10,805	-5.4%
2.3%	Philippines	3,725	2,264	2,277	0.6%
0.7%	China	1,865	639	678	6.1%
0.1% Hong Kong		724	139	104	-25.2%

# Market Intelligence: Airline Updates



**Current Route in Operation: (January 2025)** 

#### **China Airlines**



See next page for January operations schedule

#### Eva Air



- Tokyo, Osaka, Seoul, Hanoi, BKK, Manila, Jakarta, Bali, Singapore, Ho Chi Minh City, LA, San Francisco, New York, Vancouver, London, Hong Kong, Macao, Paris, Seattle Daily
- Kuala Lumpur, Brisbane Three flights per week

#### **Starlux Airlines**

- Macau, Penang, B STARLUX (a, Tokyo, Kuala Lumpur, Ho Chi Minh City, Singapore Daily
- Manila Monday, Wednesday, Thursday, Friday, Saturday

# Market Intelligence: Airline News



# **CI January Operation Schedule:**



	Location										
North America	Operation Schedule	Southeast Asia	Operation Schedule	Southeast Asia	Operation Schedule						
Los Angeles	Daily	Bangkok	Daily	Ho Chi Minh City	Daily						
Ontario	Daily	Singapore	Daily	Hanoi	Daily						
San Francisco	Daily	Jakarta	Daily	Manila	Daily						
Vancouver	Daily	Kuala Lumpur	Daily	Bali	Daily						
Seattle	5 flights/week	Penang	Daily	Da Nang	Daily						
New York	4 flights/week	Cebu	5 flight/week	Kagoshima	2 flights/week						
Guam	2 flights/week	Chiang Mai	5 flights/week	Phnom Penh	5 flights/week						
		Palau	4 flights/week	Yangon	3 flights/week						
				Brunei	3 flight/week						

# Market Intelligence: Airline News



# CI January Operation Schedule:



#### Location

Europe	Operation Schedule	Oceania	Operation Schedule	Northeast Asia	Operation Schedule	Northeast Asia	Operation Schedule
Amsterdam	4 flights/week	Sydney	5 flights/week	Nagoya	Daily	Busan	Daily
Frankfurt	Daily	Melbourne	5 flights/week	Fukuoka	Daily	Okinawa	Daily
London (Heathrow)	4 flights/week	Brisbane	Daily	Osaka	Daily	Takamatsu	5 flights/week
Rome	3 flights/week			Tokyo(HND)	Daily	Hiroshima	5 flights/week
Vienna	4 flights/week			Tokyo(NRT)	Daily	Hong Kong	Daily
Prague	2 flights/week			Seoul(ICN)	Daily	Shanghai	Daily
				Seoul(GMP)	3 flights/week		

# Airline Updates for Regular Flights



Airlines	GTO Contact	Updates
CHINA AIRLINES	12/27 Tao Ming Sung, Sales Manager	<ul> <li>The China Airlines TPE-GUM direct flights are ongoing from Nov. 27, 2024 ~ Feb. 2, 2025.</li> <li>The completed load factor for December has not been fully released.</li> <li>From November 27 to December 24, the average passenger load factor was 62%, with approximately 1,166 passengers.</li> </ul>
EVAAIR 長榮航空	12/27 Gary Wang, Executive Vice President	Due to limited capacity and a lack of cabin crew, EVA Air continues to evaluate the potential for direct flights resumption to Guam.
チ STARLUX 星宇航空	12/27 Patience Hsu, Manager	Spunk Tour, Phoenix Tours, and Lion Travel are on track for the launch of the CNY Starlux charter flights in 2025.
Philippine Airlines	12/27 Jason Chen, Area Manager – Taiwan	■ Philippine Airlines continues to keep an eye on the Taiwanese passenger market.
UNITED AIRLINES	12/27 Brenda Tang, General Manager	■ The United Airlines direct flight from TPE-GUM will launch on April 2 <sup>nd</sup> , 2025.

# Taiwan News



#### Tourism sector to align with global sustainability goals

- Effective Jan. 1, 2025, the Ministry of Environment (MOENV) announced a major regulatory shift requiring lodging operators to provide toiletries in large bottles instead of small ones under 180 milliliters,.
- Environmental Minister Peng Chi-ming highlighted the alignment of this policy with global sustainability efforts. The initiative aims to eliminate approximately 460 million small packaged items annually, reducing carbon emissions by an estimated 2,500 metric tons.
- Tourism Administration Deputy Director General Lin Hsin-jen further assured that the government will work with stakeholders to promote green tourism and integrate sustainability into Taiwan's tourism identity.





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#### The 68th Anniversary Celebration of the Taiwan Visitors Association (TVA)

- Date: December 9
- GVB attended the 68th anniversary celebration of the Taiwan Visitors Association (TVA) to demonstrate strong support and partnership.
- Several government officials, such as the President of the Executive Yuan, Jung-Tai, Cho and Political Deputy Minister of Ministry of Transportation and Communication (MOTC), Yen-Po, Chen, participated in the event to show their support in Taiwan's tourism industry.





President of Executive Yuan, Jung-Tai, Cho



#### 12th Golden Travel Award

- Date: December 12
- GVB attended the 12th Golden Travel Award to show support to travel agents and the Travel Quality Assurance Association.
- The Director General of Tourism Administration, MOTC, Yung-Hui Chou also showed his support at the ceremony and presented awards to each of the travel agents.
- GVB was able to network with various travel associations and discussed the direct flight of China Airlines and the upcoming United Airlines' direct flight.



The Director General of Tourism Administration, MOTC, Yung-Hui, Chou



The President of Travel Quality Assurance Association, Yung-Cheng, Chang



#### Discover America Committee in Taiwan (DAC ) Year-end Party

- Date: December 17
- GVB attended the year event and met with members who congratulated Guam on the resumption of direct flights and expressed their excitement.
- Some DAC members participated in the recent Mega Fam Tour on Guam and provided positive feedback. Many felt Guam is an excellent destination for self-driving travel.
- The Avis Taiwan team inquired about potential car rental co-op opportunities in Guam and would like to discuss promotional plans with their headquarters and GVB.
- United Airlines contributed 2 round-trip tickets for the TPE-GUM flights as a grand prize, along with GVB sponsored gifts.







#### 2024 Taipei Association of Travel Agents Year-End Party

- Date: December 17
- GVB attended the year end party which hosted over 600 members, including representatives from travel agencies, airlines, and organizations.
- During the event, China Airlines Sales Manager Chung De Shung expressed gratitude for their support of the TPE-GUM charter flight and the Mega Fam Tour discount tickets.









#### Taoyuan City Government Secretariat Liaison Exchange Event

- Date: December 21
- To strengthen connections with liaison offices from various countries, the Secretariat organized an exchange event, inviting foreign offices, including Guam, to participate and learn about Taoyuan's local culture and PR activities.
- The Secretariat participated in the Guam Night event in November 2024 and expressed that they were impressed by the event and was worth learning from as a reference for their future planning.





Ronald Fu, Officer of International Affairs Division, Taoyuan City Government, Fifi, Special Assistant to Guam Affairs Director



#### **NR Monitor**

For the past week (December 14– December 20), a total of 29 exposures are monitored

including:

- TV Exposure: 4

- Online Exposure: 10

Social Media: 15

1 of the news reported that Direct Flight to Guam 1 | 3.5 Hours to the Island! Must-Visit Checkpoints at a Glance, Expecting 22,000 Taiwanese Visitors Next Year

1 of the news reported that Take a boat trip to explore Guam! Travel back in time to the Chamorro tribe from four thousand years ago and venture deep into the "Valley of Latte." Discover the "Guam version of the Amazon," the Talofofo River.

1 of the news reported that NEW!! The "Village of Donki" that just opened on April 25 this year adds a new shopping destination in Guam! Covering over 3,000 pings, it is said to be the largest Don Quijote store in the world!









#### **NR Monitor**

For the past week (December 21– December 27), a total of 9 exposures are monitored

including:

Online Exposure: 3

Social Media: 6

1 of the news reported that Unboxing Don Don Donki in Guam! Shop 24/7 and See the Must-Buy Local Limited Edition Souvenirs!

1 of the news reported that 5 Nature-Inspired Healing Activities in Guam's Latte Valley! Take a Boat Ride Through Jungle Rivers and Challenge Yourself with Fire-Starting by Friction.

1 of the news reported that When Traveling to Guam, Don't Just Enjoy the Blue Skies and Sea — Be Sure Not to Miss the Local Supermarkets, They're Great for Shopping and Treasure Hunting!

 ETtoday新聞書 > ETtoday孫豐書
 2004年12月22日18:33

 開箱關島唐吉訶德! 24小時都能逛 必買在地限定伴手禮一次看

ETtoday新聞雲 > ETtoday旅遊雲

木取火

2024年12月25日 09:00

NOWnews 今日新聞 <sup>●</sup> 12月23日下午9:10 · **⑥** 

心讀

到關島旅遊,除了欣賞碧海藍天 ()

(3)

(1)



關島拉提谷5種自然瘡瘡系玩法! 搭船深入叢林河流、挑戰鑽

一定不要維進當地超市,超好延順你開心挖費!

ABC STOI ES

WALKERLAND.COM.TW 關島超市必買清單!9大伴手禮推薦,太平洋Asahi啤酒、在地辣椒磨最穷。|美 食|WalkerLand窩客島

記者蔡玟君 / 美國報導

▲關島唐吉訶徳今年正式閩幕。(圖/記者蔡玟君摄

日本唐吉訶德今年正式登陸蘭島了!與日本一樣,主打24小時不打烊,讓旅客在海島天堂度 假之餘,随時都能享受購物裝趣。《ETtoday新聞唇》實際走達商場,一採這閩唐吉阿德有鄉 此必需任年達。

關島唐吉訶德於今年4月開幕,距離機楊僅5分鐘車程,且同時結合藥妝店、多種美食選擇, 打造成佔地超巖閣的「唐吉訶德村(Village of Donki)」。 記者藝玟君 / 美國報導

在關島體驗過在月牙沙灘路浪漫步,住過頂級橋繳飯店,挑戰過從萬呎賽嫡高空跳傘,騎過水上摩托車在海浪上奔馳,那不妨一路向南來到「拉提谷重美洛村(Valley of the Latte Adventure Park)」,接上船筏深入嚴林河流觀棄綠章生趣、感受自然風景,再透過親手鑽木取火、用椰子葉編鐵物品,感受流傳千年的傳統重美洛文化。

□ 留言

☆ 分享

## **Consumer Sentiment**



#### Facebook

(United Airlines Direct Flight Promotion)



#### Facebook (Guam Scenery)

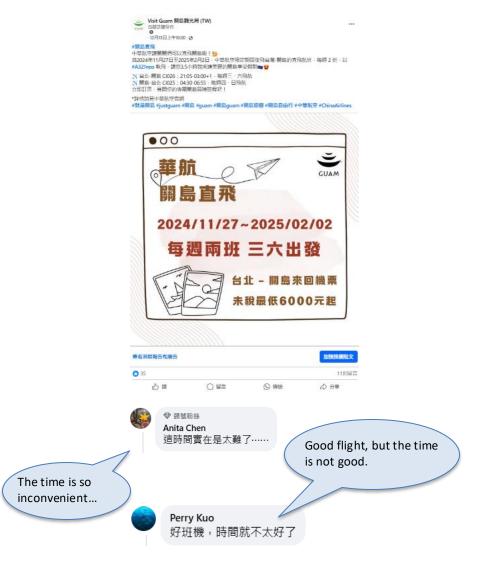
cancelled.



## **Consumer Sentiment**



#### Facebook (China Airline Direct Flight Promotion)



#### Facebook (Guam Attraction)



It's beautiful, but there's a garbage truck next to it and it smells very bad.



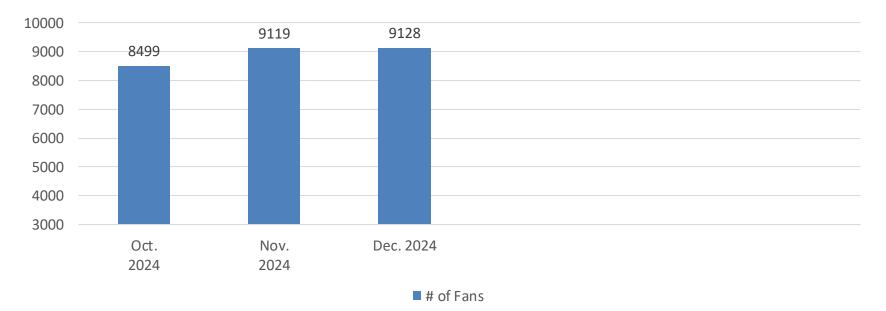
## Social Media Performance



# Social Media Performance FY2025



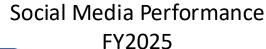
# of Fans



Monthly percentage growth (Dec): +0.09%

# Social Media Performance

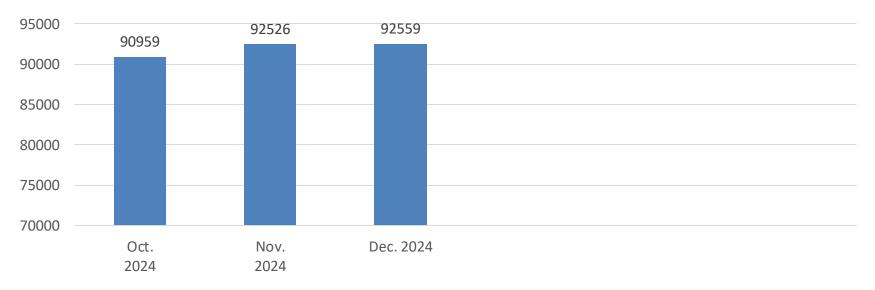






Total Page Followers

#### # of Followers



# of Followers

Monthly percentage growth (Dec): +0.03%

# January SNS Calendar



		Social M	dedia January (	Content Calen	dar		Category Scenery Lucky Draw CVB Events Other Promotion
				01-01-2025	02-01-2025	03-01-2025	04-01-2025
Week1	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
				New Year's Day Lucky Draw Promotion	New Year's Day Lucky Draw Promotion	New Year's Day Lucky Draw Promotion	New Year's Day Lucky Draw Promotion
						Guam Scenery	Guam Night Life - Tao Tao Tasi Dinner Show
	05-01-2025	06-01-2025	07-01-2025	08-01-2025	09-01-2025	10-01-2025	11-01-2025
Week 2	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	EDF+G-CNMI Promotion	United Airlines direct flight	Guam Night Life - Chamorro Night Market	Guam Restaurant - Beachin Shrimp			United Airlines direct flight
		New Year's Day Lucky Draw Winner Announce					
	12-01-2025	13-01-2025	14-01-2025	15-01-2025	16-01-2025	17-01-2025	18-01-2025
Week 3	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	Guam Scenery	Guam Night Life - Club ZOH	EDF+G-CNMI Promotion	Year-end party Lucky Draw Promotion	Year-end party Lucky Draw Promotion	Year-end party Lucky Draw Promotion	Year-end party Lucky Draw Promotion
						Guam Scenery	Guam Restaurant - Tony Roma's
	19-01-2025	20-01-2025	21-01-2025	22-01-2025	23-01-2025	24-01-2025	25-01-2025
Week 4	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	Year-end party Lucky Draw Promotion	Year-end party Lucky Draw Winner Announce				Guam Restaurant - Three Squares Restaurant	
	United Airlines direct flight	Guam Scenery					
	26-01-2025	27-01-2025	28-01-2025	29-01-2025	30-01-2025	31-01-2025	
Week 5	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	Lantern Festival	EDF+G-CNMI Promotion	Chinese New Year Lucky Draw Promotion	Chinese New Year Lucky Draw Promotion	Chinese New Year Lucky Draw Promotion		



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### CNY 2025 Charter Flights/ Meal Incentive Program



#### **Chinese New Year 2025 Charter Flights**

GVB is excited to provide a warm airport greeting to the four (4) charter flights during the upcoming Chinese New Year holiday.

#### Arrival Date for the Charter Flights:

- Phoenix Tours and Spunk Tour: Jan. 25<sup>th</sup>, Jan. 29<sup>th</sup>
- Lion Travel: Jan. 26<sup>th</sup>, Jan. 30<sup>th</sup>
- Airline: Starlux
- Aircraft: Airbus321neo (177 pax)









#### **Meal Coupon Incentive Program:**

GVB will provide a meal coupon that may be redeemed at participating local hotel restaurants and a red gift bag filled with Made in Guam gifts and snacks to every passenger.





# Chinese New Year Gathering

### w/ Travel Agents & Media



- Event Date: Thursday, January 9<sup>th</sup>, 2025
- Event Venue: Shangri-La Far Eastern Taipei
  - GVB will host a CNY gathering to celebrate the holiday with several travel agencies and news media and further strengthen industry connections.
  - The gathering aims to provide updates on Guam's entry procedures, MICE programs, TA Sales Contest, and introduce a presentation by United Airlines to highlight flight schedules and services, along with engaging travel insights shared by prominent online bloggers.
  - To create an engaging and memorable experience, GVB is planning a lucky draw with exciting prizes, including round-trip flight tickets for two people sponsored by United Airlines.









## **SNS Content Fam Tour**



- Date: January 11<sup>th</sup> 16<sup>th</sup>
- To promote Guam as a premier destination for Taiwanese travelers, GVB is organizing a content creation trip by inviting two photographers and a videographer to capture the island's stunning scenery, vibrant culture, and delicious cuisine.
- These visuals will be utilized on social media platforms to inspire and engage the target audiences in Taiwan and showcase the best of Guam's offerings.
- The Fam Tour will capture various categories such as: Adventure sports, water activities, food offerings, nightlife, family activities, Guam beaches & scenery, shopping and souvenirs.









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# **Account Summary**



### FY2025 Budget

									as of 12/30/202
	FY2025 Taiwar	n Act	ual Spend vers	us	Budget YTD				
G/L Code	Account Title		Budget		Paid	Pending	R	emaining \$	Remaining %
PRE001	Marketing Representative Fees	\$	144,000.00	\$	24,000.00	\$ 120,000.00	\$	-	0.00%
PRE005	Sales Calls	\$	12,000.00	\$	2,171.07	\$ 4,000.00	\$	5,828.93	48.57%
TTC039	Media/Travel Industry Fam Tours	\$	23,639.00	\$	-	\$ 23,639.00	\$	-	0.00%
ADV018	Social Media/Online Campaigns & Advertising	\$	36,000.00	\$	3,483.76	\$ 12,000.00	\$	20,516.24	56.99%
TTC031	Travel Fairs	\$	34,361.00	\$	-	\$ -	\$	34,361.00	100.00%
SMD023	Travel Trade Co-ops & MICE Programs	\$	180,000.00	\$	55,460.46	\$ 76,898.25	\$	47,641.29	26.47%
SMD019	Sales Market Development (HQ)	\$	70,000.00	\$	57,853.81	\$ 10,850.00	\$	1,296.19	1.85%
	GRAND TOTAL	\$	500,000.00	\$	142,969.10	\$ 247,387.25	\$	109,643.65	21.93%

### FY2025 Additional Funding Budget

		_								
										as of 12/30/2024
FY2025 Taiwan Additional Funds Actual Spend versus Budget YTD										
G/L Code	Account Title		Budget		Paid		Pending		aining \$	Remaining %
FY24TA	Air Service Development (additional funds)	\$	500,000.00	\$	-	\$	301,400.00	\$ 19	98,600.00	39.72%
	GRAND TOTAL	\$	500,000.00	\$	_	\$	301.400.00	\$ 19	98.600.00	39.72%
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### Announcements





# NOTICE OF MEETING MEMBERSHIP ELECTION

Tuesday, January 7, 2025 9:00 am - 11:00 am

RIHGA Royal Laguna Resort Guam Main Ballroom

#### **AGENDA**

- I. Certification of Quorum
- II. Management Report
  - a. Update on Homeless Coalition
  - b. Korean Airline Incentives
- III. Action of Members
  - a. Election of Directors
- IV. Adjournment

#### \$33 per person

Please RSVP by 12:00 noon on Monday, January 6, 2025.

Call GVB at 646-5278 or email taylor.pangilinan@visitguam.com.

You may join the meeting here:

https://us02web.zoom.us/j/83809547098 Meeting ID: 838 0954 7098

Any individuals needing special accommodations are requested to contact GVB at 646-5278 for assistance.

This advertisement was paid for by the GVB Membership Fund.

**GUAM VISITORS BUREAU | SETBISION BISITAN GUÂHAN** 

401 Pale San Vitores Road | Tumon, Guam 96913 | (671) 646-5278 | (671) 646-8861 fax guamvisitorsbureau.com | visitguam.com | info@visitguam.com







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  - a. Next Taiwan Market Update Meeting February 6, 2025 at 11am (subject to change)
- ADJOURNMENT

# TAIWAN MARKET UPDATE

# SI YU'OS MA'ÅSE'