

# Hotel Caring Initiative-Social Impact Analysis





# Project Background

Hotels are more than just places to stay – they are pillars of community vitality and service.

Hotel Caring is an initiative led by the California Hotel & Lodging Association (CHLA) to showcase the positive social impact the industry has on local communities. As a research partner with CHLA, Tourism Economics conducted the research and analysis.

The project is intended to highlight all the philanthropic activities carried out by hotels and lodging hotels in California in 2023.

This report presents results from the study carried out to scan and map out a portion of the philanthropic activities carried out by hotels and lodging establishments in the state of California, specifically in Los Angeles, San Diego, and San Francisco.



# Methodology and Data Sources

A survey of hotel operators was the primary form of data collection. The survey was followed by direct communications with the hotel respondents to complete missing data items and confirm/validate the data submitted.

The survey was in the field for a five-week period starting July 12, 2024.

Philanthropic activities covered in the survey included cash or in-kind contributions, fundraisers, food/supply drives, employee initiatives, refugee support, and training. Specific details such as hours of volunteering or number of room nights donated were requested.

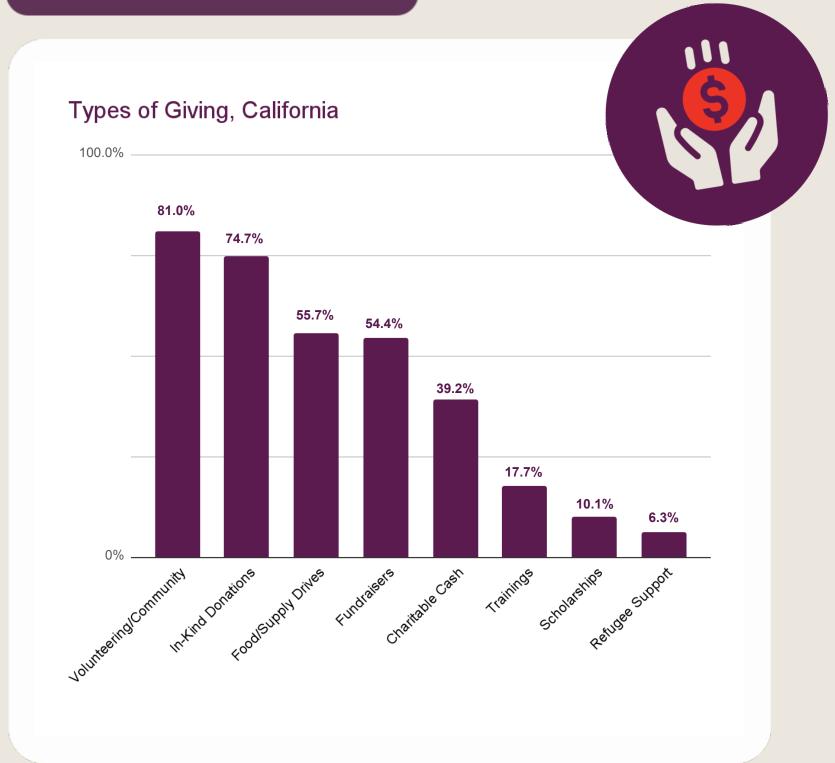
For each category of giving, the analysis relied on calculating the following:

- 1. The average contribution per hotel
- 2. The median contribution per hotel
- 3. The share of hotels within a specific bracket of giving (e.g., percentage of hotels that provided in-kind donations within each defined range)

Based on hotel size and the share of hotels participating in each type of giving, estimates of total giving, by category, were extrapolated for California and the submarkets covered in this study.

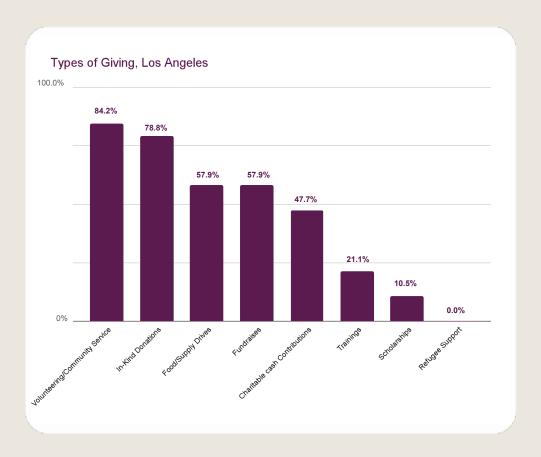
# Types of Giving

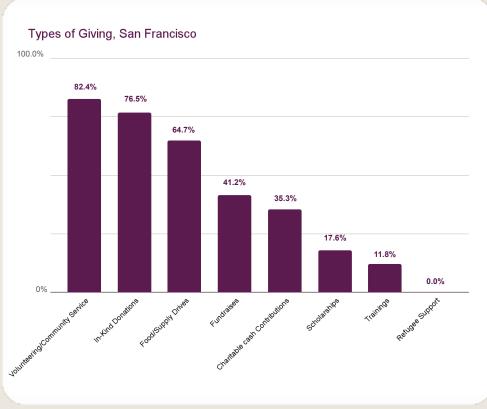
The most common type of giving among hotels in California is volunteering/community service where more than eight in 10 hotels participate in a related activity. This is followed by in-kind donations and food/supply drives.

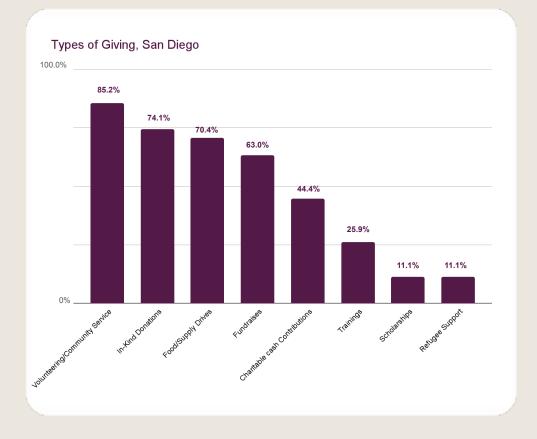


# Types of Giving, Submarkets

The results are similar across the three submarkets evaluated in the study, where volunteering/community service is the most common type of giving followed by in-kind donations. Food/supply drives are the third most common type of giving in San Francisco and San Diego, but Fundraisers are the third most common in Los Angeles.



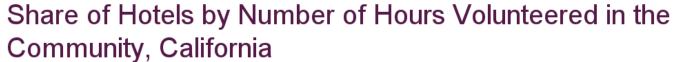


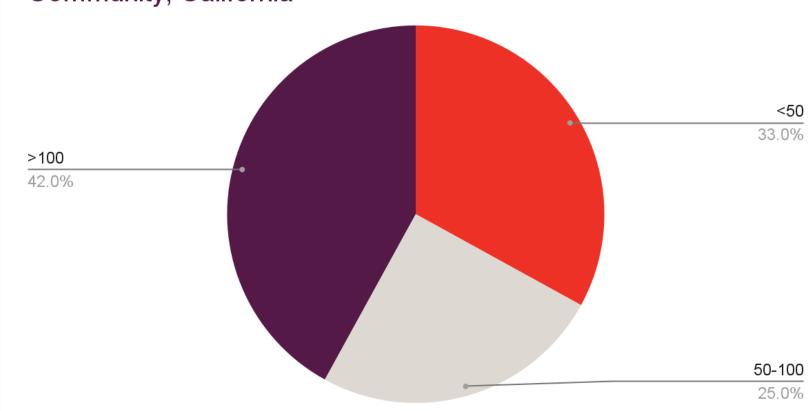


# Volunteering & Community Service

More than eight in 10 (81%) hotels in California participated in community service activities in 2023. On average, a hotel in California donated 357 hours in the community in 2023. The median contribution was 124 hours (i.e. 50% of hotels donated a number of hours greater than 124 hours).

More than four in 10 (42%) hotels in California volunteered more than 100 hours in 2023. One in four hotels donated between 50 and 100 hours. The remaining third of hotels volunteered less than 50 hours to the community in 2023.





# Volunteering & Community Service

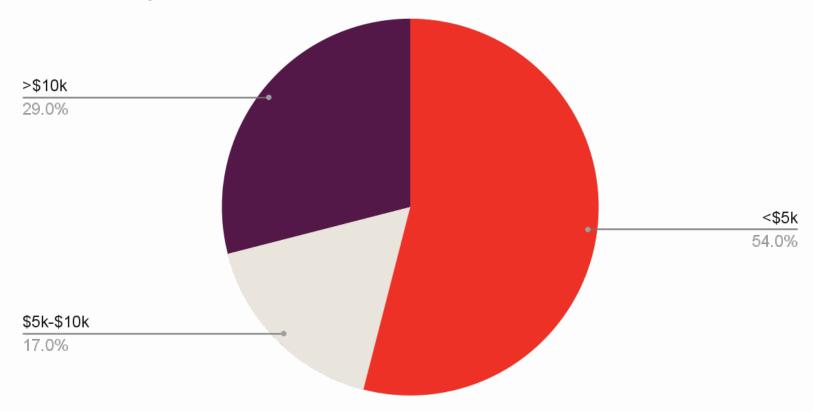
The most common initiative was beach clean-ups carried out by many hotels engaged in community service. In addition, some hotels volunteered with Wreaths Across America, Habitat for Humanity, Torch Relay, Rady Children's Hospital, the Father Joe Mission, and the Red Cross.

The average dollar value for the hours volunteered in the community is estimated at \$13,350 per hotel.

Almost (29%) of hotels volunteered a number of hours worth \$10,000 or more. Almost (17%) of hotels volunteered hours estimated between \$5,000 and \$10,000, while the majority (54%) of hotels donated hours worth \$5,000 or less.

### **HOTEL CARING SURVEY RESULTS**

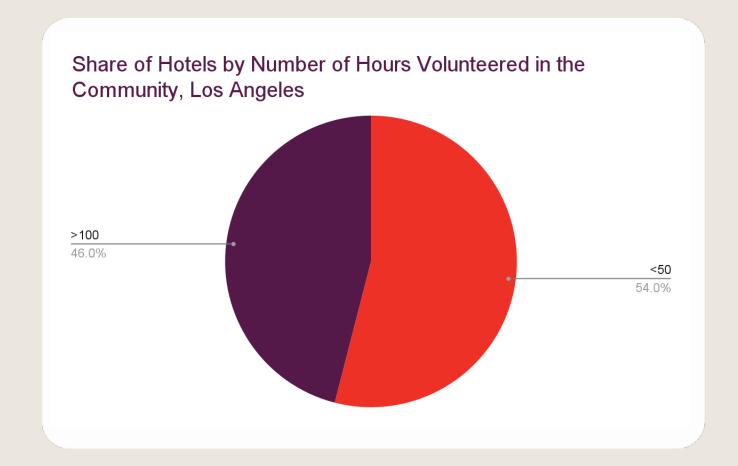
Share of Hotels by Dollar Value of Hours Volunteered in the Community, California

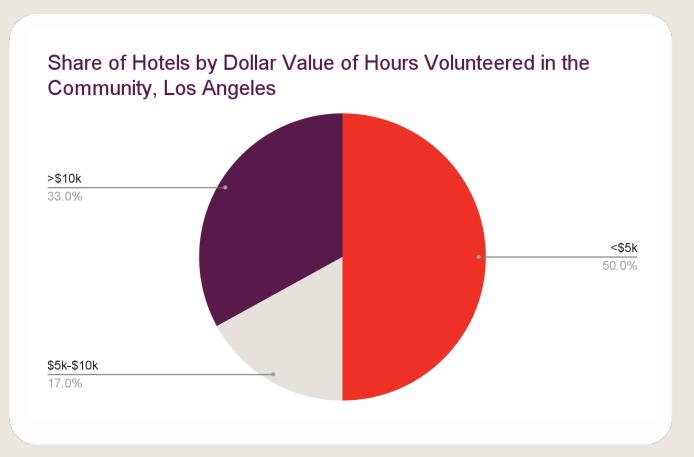


# Submarkets, Los Angeles

Across the three submarkets evaluated in the study, the average number of volunteer hours per hotel ranged between 105 and 580 hours and the average dollar value for the hours volunteered ranged between \$5,900 and \$12,500.

In Los Angeles, 84% of hotels participated in community service activities in 2023. On average, a hotel in Los Angeles donated 580 hours in the community in 2023 valued at \$12,500.

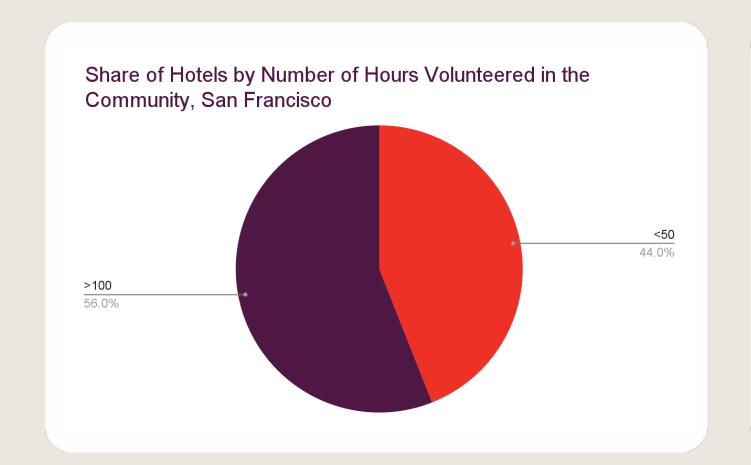


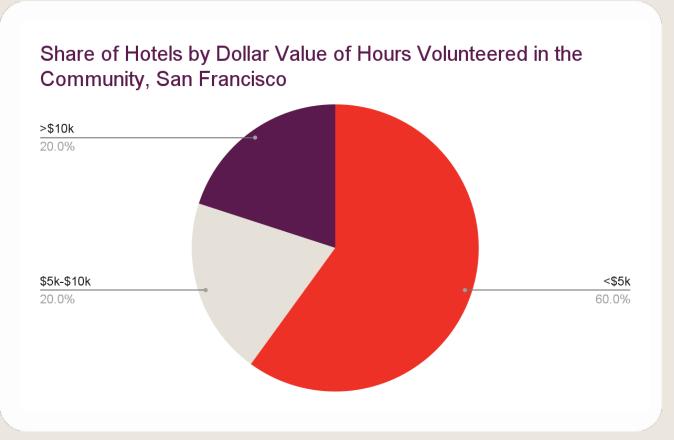


# Submarkets, San Francisco

Across the three submarkets evaluated in the study, the average number of volunteer hours per hotel ranged between 105 and 580 hours and the average dollar value for the hours volunteered ranged between \$5,900 and \$12,500.

In San Francisco, 83% of hotels participated in community service activities in 2023. On average, a hotel in San Francisco donated 105 hours in the community in 2023 valued at \$5,900.

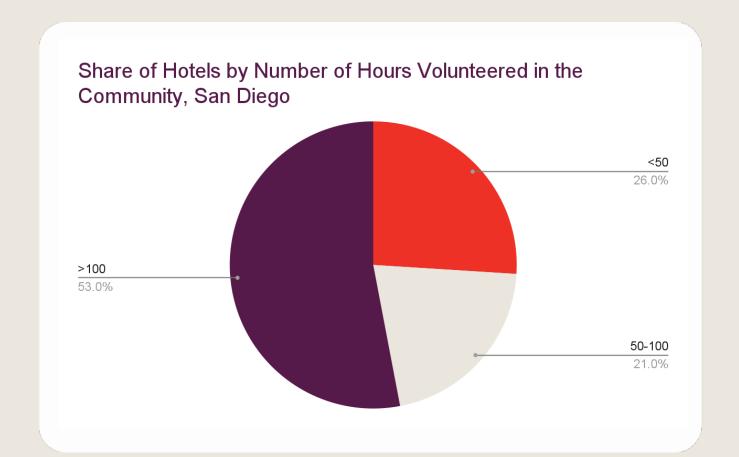


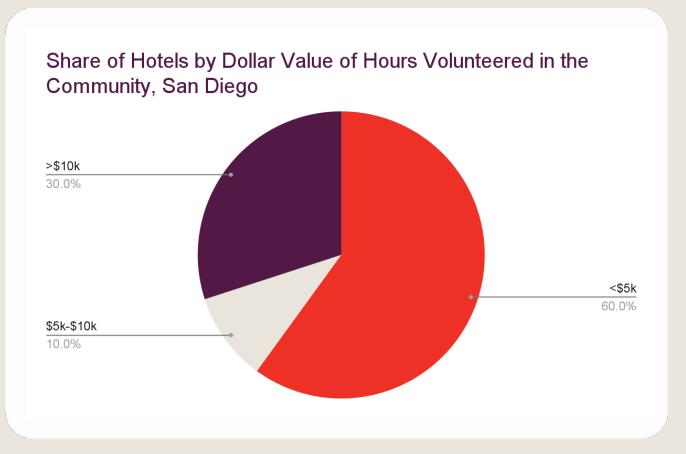


# Submarkets, San Diego

Across the three submarkets evaluated in the study, the average number of volunteer hours per hotel ranged between 105 and 580 hours and the average dollar value for the hours volunteered ranged between \$5,900 and \$12,500.

In San Diego, 85% of hotels participated in community service activities in 2023. On average, a hotel in San Diego donated 203 hours in the community in 2023 valued at \$10,200.

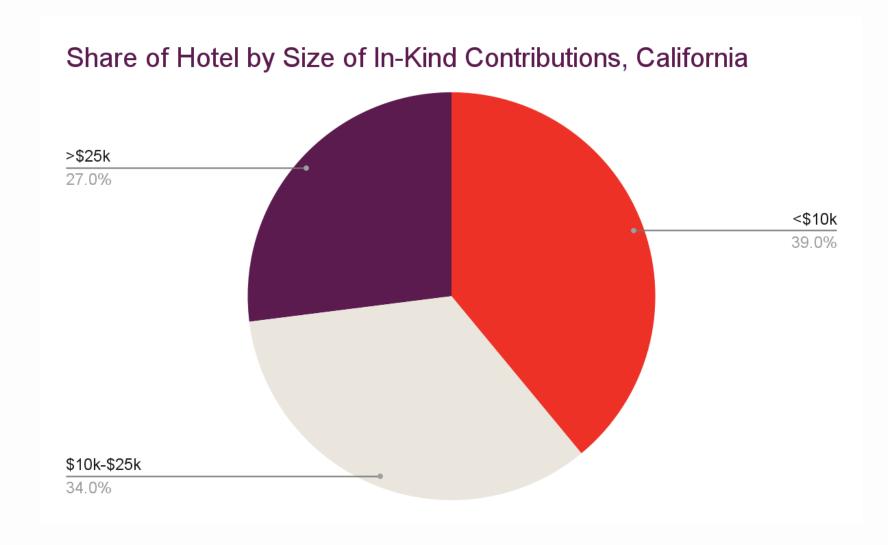




# In-Kind Donations

Almost three in four (75%) hotels in California provided in-kind donations\* in 2023. On average, a hotel in California donated in-kind donations estimated at a value of \$39,080 in 2023. The median contribution was \$19,088 (i.e. 50% of hotels donated in-kind donations of a value greater than \$19,088).

More than a quarter (27%) of hotels in California gave in-kind contributions with a value of \$25,000 or more. More than a third (34%) gave in-kind contributions estimated at a value of \$10,000-\$25,000, and almost four in 10 (39%) hotels contributed with in-kind donations at a value of less than \$10,000.





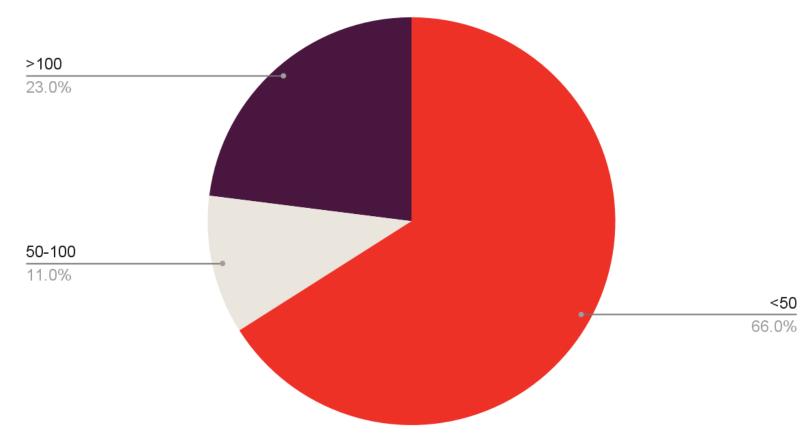
# In-Kind Donations

Beneficiaries of the in-kind contributions included Rady Children's Hospital, Goodwill, the Cystic Fibrosis Foundation, the YMCA, and the Salvation Army, among various other nonprofit hotels, charities, schools, and hospitals.

In addition, 57% of hotels donated room nights with the average donated per hotel estimated at 82 room nights. The median contribution was 40 room nights (i.e. 50% of hotels donated more than 40 rooms in 2023).

Almost a quarter of hotels (23%) in California donated 100 room nights or more. One in 10 hotels (11%) donated 50 to 100 rooms, while almost 7 in 10 (66%) donated less than 50 room nights.



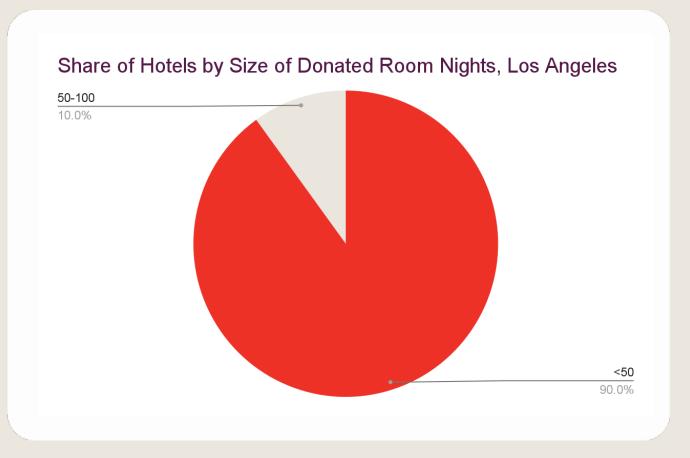


# Submarkets, Los Angeles

Across the three submarkets evaluated in the study, the average value of in-kind donations per hotel ranged between \$23,400 and \$51,300, and the average number of room nights donated per hotel ranged between 32 and 114.

In Los Angeles, 79% of hotels provided in-kind donations to the community in 2023. On average, a hotel in Los Angeles donated in-kind donations estimated at a value of \$27,300 and 32 room nights in 2023.

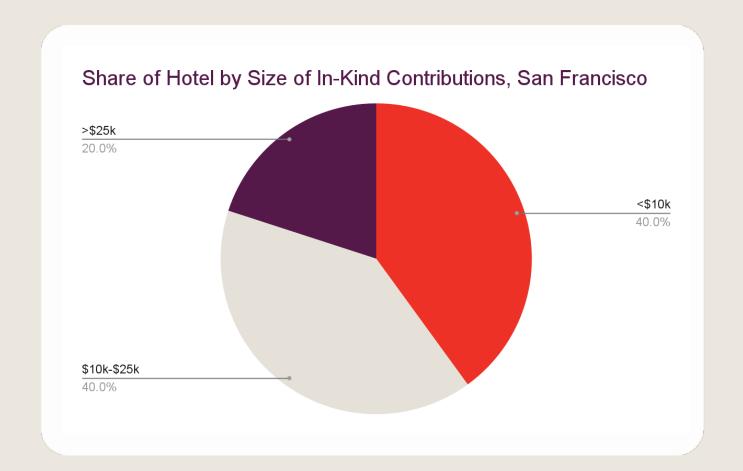


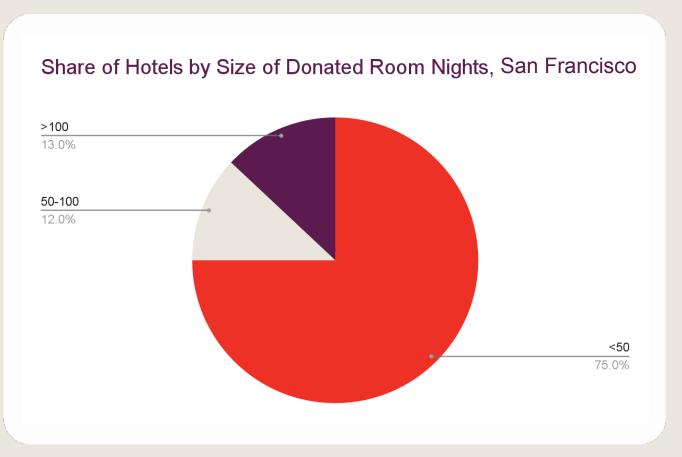


# Submarkets, San Francisco

Across the three submarkets evaluated in the study, the average value of in-kind donations per hotel ranged between \$23,400 and \$51,300, and the average number of room nights donated per hotel ranged between 32 and 114.

In San Francisco, 77% of hotels provided in-kind donations to the community in 2023. On average, a hotel in San Francisco donated in-kind donations estimated at a value of \$23,400 and 53 room nights in 2023.

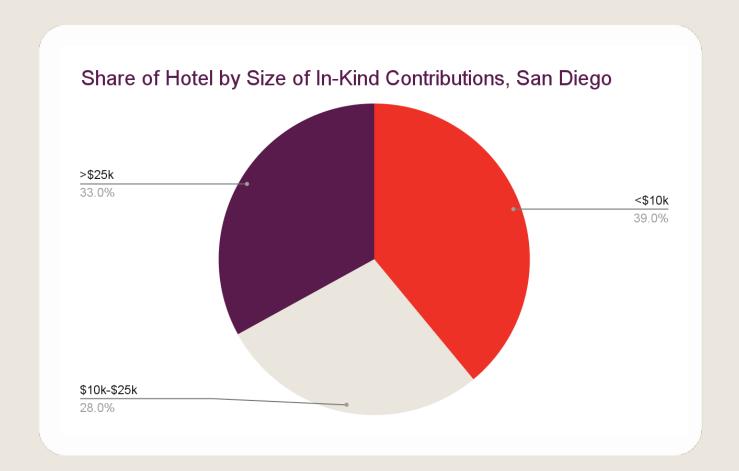


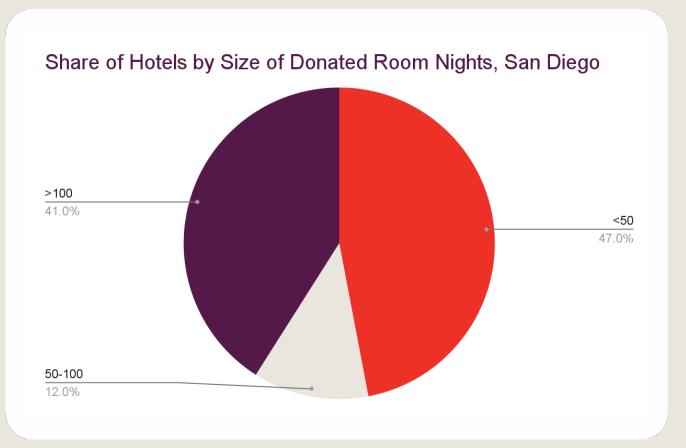


# Submarkets, San Diego

Across the three submarkets evaluated in the study, the average value of in-kind donations per hotel ranged between \$23,400 and \$51,300, and the average number of room nights donated per hotel ranged between 32 and 114.

In San Diego, 74% of hotels provided in-kind donations to the community in 2023. On average, a hotel in San Diego donated in-kind donations estimated at a value of \$51,300 and 114 room nights in 2023.



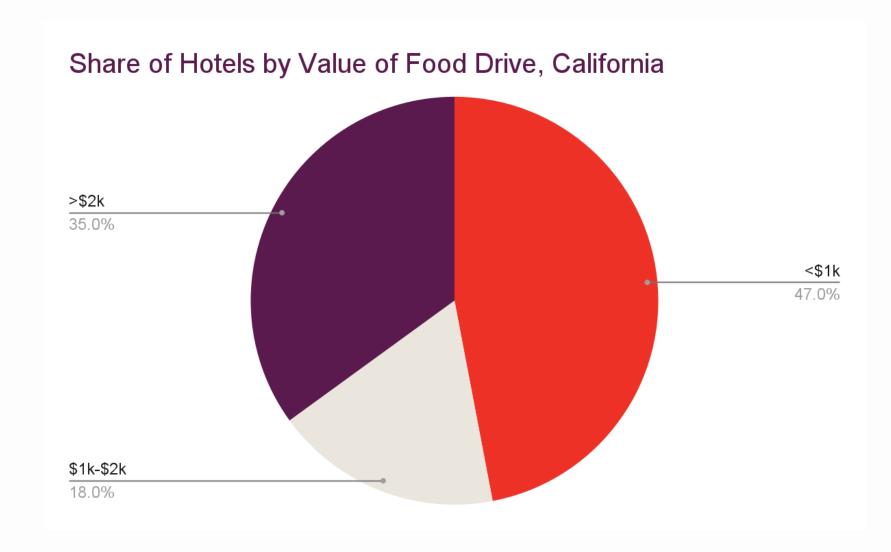


# Food/Supply Drives

Almost six in 10 (56%) hotels in California organized food/supply drives in 2023. On average, a hotel in San Diego organized food/supply drives estimated at a value of \$2,500. The median value of a food/supply drive was \$1,200 (i.e. 50% of hotels organized a food/supply drive with a value greater than \$1,200).

Beneficiaries included the Salvation Army, food banks, and Toys for Tots.

More than a third of hotels in California organized food/supply drives with values greater than \$2,000 in 2023. Approximately two in 10 hotels organized drives valued between \$1,000 and \$2,000, while the remaining half organized drives worth \$1,000 or less.



# Food/Supply Drives, Submarkets

Across the three submarkets evaluated in the study, the average value food/supply drives per hotel ranged between \$1,540 and \$3,500.

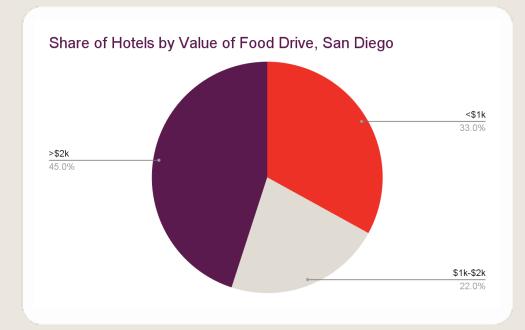
### **HOTEL CARING SURVEY RESULTS**



In Los Angeles, 58% of hotels organized food/supply drives. On average, a hotel in Los Angeles organized supply drives estimated at a value of \$1,540.



In San Francisco, 65% of hotels organized food/supply drives. On average, a hotel in San Francisco organized supply drives estimated at a value of \$1,550.



In San Diego, 70% of hotels organized food/supply drives.
On average, a hotel in San Diego organized supply drives estimated at a value of \$3,500.

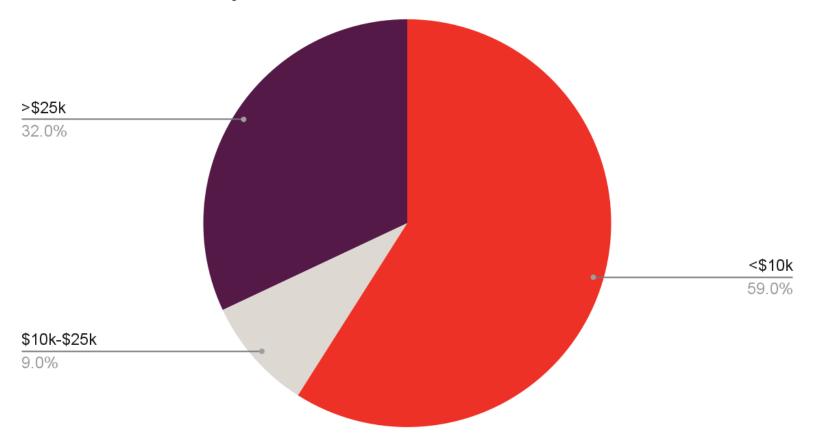
## Fundraisers

More than half (54%) hotels in California organized fundraisers in 2023. On average, a hotel in California raised \$72,012 through fundraisers in 2023. The median value of a fundraiser was \$5,750 (i.e. 50% of hotels raised more than \$5,750).

Beneficiaries of the fundraisers included Rady Children's Hospital, Give Kids The World Village, Make A Wish, the Community Center for Solutions, The Giving Tree, as well as several other charitable hotels.

The majority of hotels raised \$10,000 or less through fundraisers in 2023, 9% raised between \$10,000 and \$25,000, while 32% of hotels raised funds with a value of more than \$25.000.





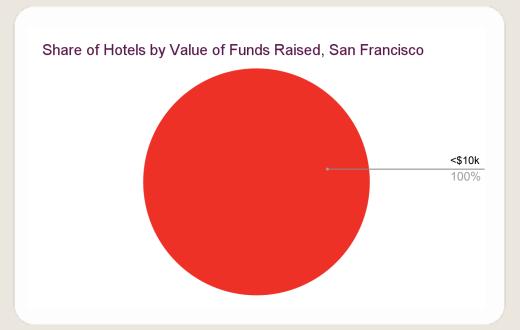
# Fundraisers, Submarkets

Across the three submarkets evaluated in the study, the average value of a fundraiser ranged between \$3,750 to \$14,500.

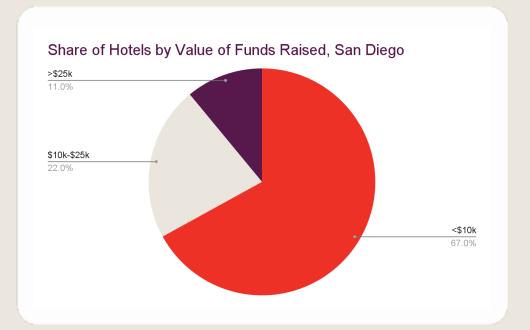
### **HOTEL CARING SURVEY RESULTS**



In Los Angeles, 58% of hotels organized fundraisers. On average, a hotel in Los Angeles organized fundraisers estimated at a value of \$14,500.



In San Francisco, 41% of hotels organized fundraisers. On average, a hotel in San Francisco organized fundraisers estimated at a value of \$3,750.



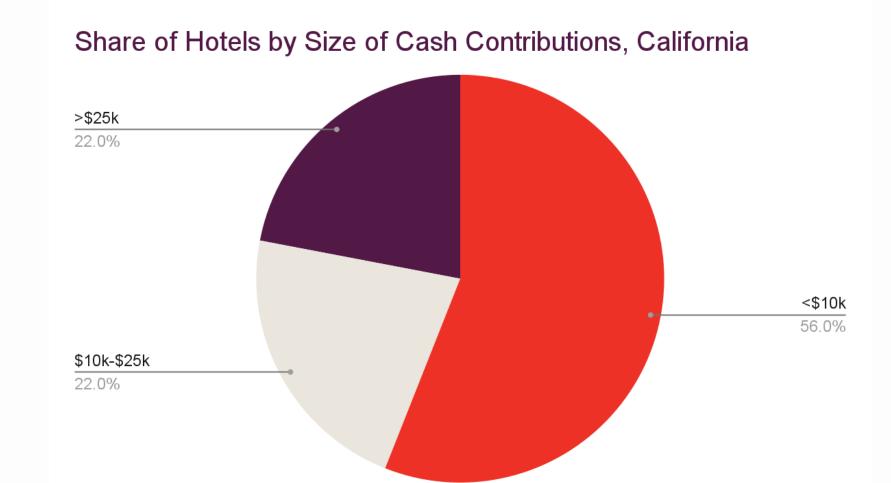
In San Diego, 63% of hotels organized fundraisers. On average, a hotel in San Diego organized fundraisers estimated at a value of \$10.800.

# Charitable Cash Contributions

Almost four in 10 (39%) of hotels in California gave cash contributions. On average, a hotel in California donated \$32,300 in cash in 2023. The median contribution was \$10,000 (i.e. 50% of hotels donated an amount greater than \$10,000).

Beneficiaries of the in-kind contributions included Rady Children's Hospital, the Laguna Canyon Foundation, the Take Care Relief Fund, the Children's Miracle Network, Shelter from the Storm, Share the Warmth, and the Maui Relief Fund.

Almost one in four (22%) hotels in California gave cash contributions with an amount of \$25,000 or more in 2023. Another 22% gave an amount between \$10,000 and \$25,000. The remaining 56% of hotels gave an amount less than \$10,000.

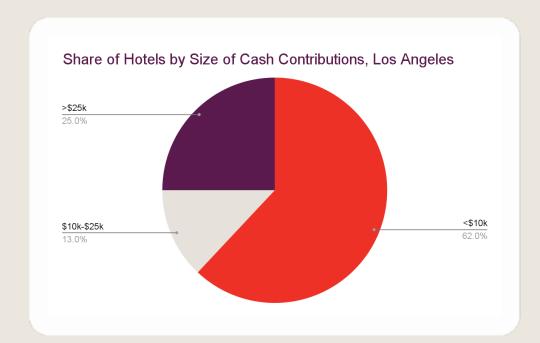




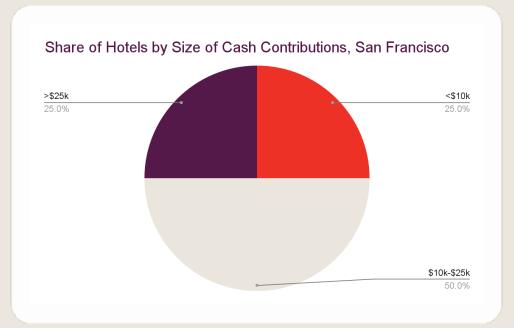
# Charitable Cash Contributions, Submarkets

Across the three submarkets evaluated in the study, the average value of a fundraiser ranged between \$3,750 to \$14,500.

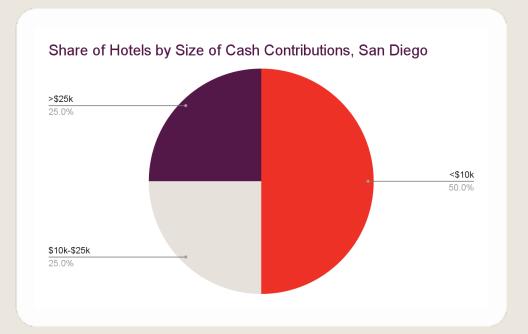
### **HOTEL CARING SURVEY RESULTS**



In Los Angeles, 47% of hotels gave cash contributions. On average, a hotel in Los Angeles donated \$24,000 in cash in 2023.



In San Francisco, 35% of hotels gave cash contributions. On average, a hotel in San Francisco donated \$17,200 in cash in 2023.

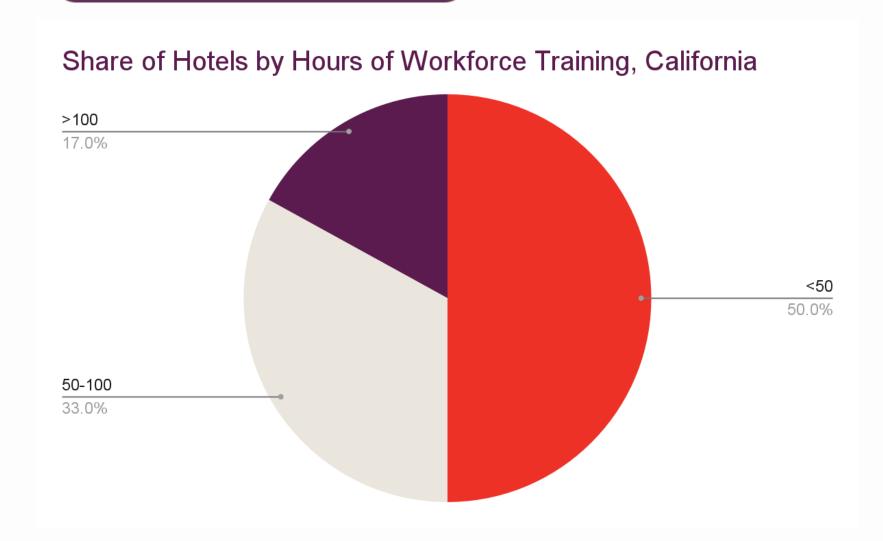


In San Diego, 44% of hotels gave cash contributions. On average, a hotel in San Diego donated \$49,200 in cash in 2023.

# Trainings

Almost two in 10 (18%) hotels in California organized no-cost workforce training. On average, a hotel in California held 89 hours of workforce training in 2023. The median value was 55 hours (i.e., 50% of hotels provided more than 55 hours of training).

Half of hotels held more than 50 hours of no-cost workforce training in 2023. A third of hotels held 50 to 100 hours of workforce training, while the remaining 17% held more than 100 hours of workforce training.



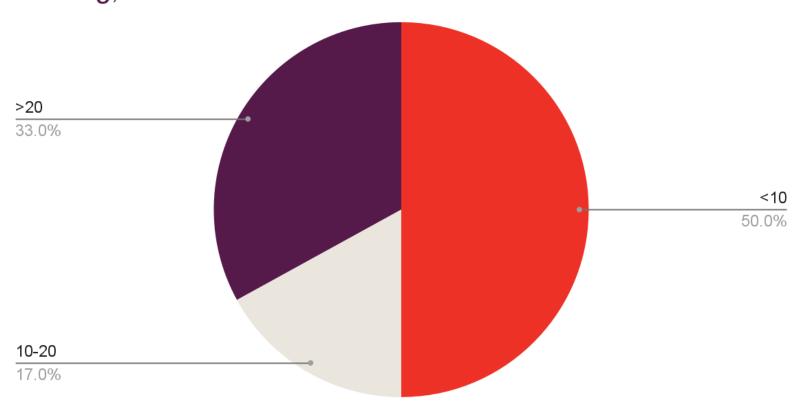
<sup>\*</sup> Survey results by submarket are not reported due to insufficient sample sizes.

# Trainings

On average, 59 individuals participated in no-cost workforce training per hotel and acquired skills as CPR, leadership, resume building, interviewing, front office, social media/PR, and financial skills.

Half of the hotels trained 10 individuals or less, 17% trained between 10 and 20 individuals, and a third trained 20 individuals or more.





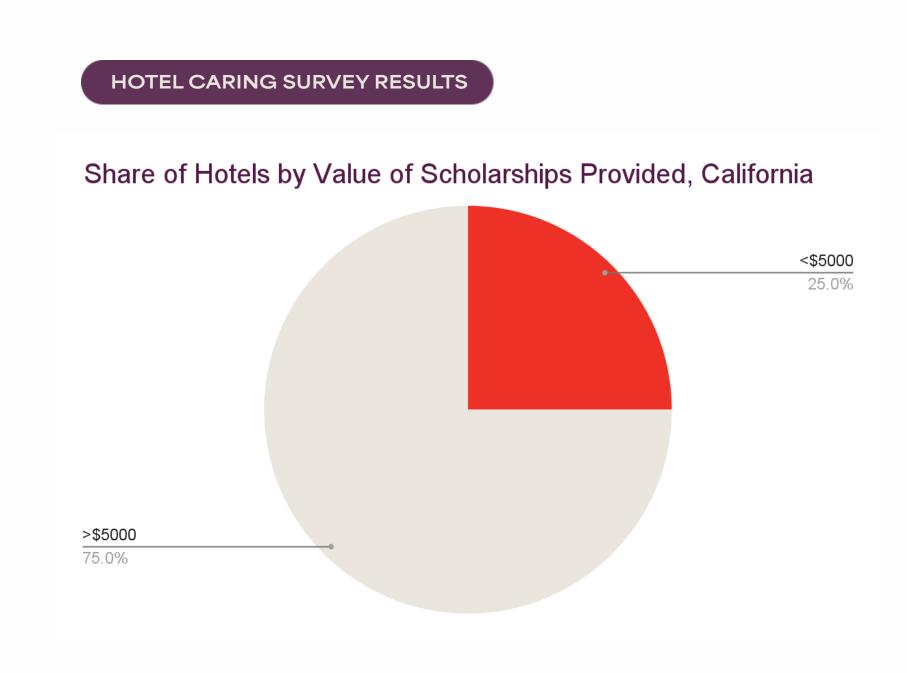
<sup>\*</sup> Survey results by submarket are not reported due to insufficient sample sizes.

# Scholarships

One in 10 (10%) hotels in California supported scholarships. On average, a hotel in California supported scholarships with an estimated value of \$10,000.

The donations were made either to the local hospitality school, to the employees' children college fund, or to the CHLA Foundation.

Three in four hotels supported scholarships with more than \$5,000, while the remaining quarter supported with a value of less than \$5,000.



# Social Impact Analysis Approach

To estimate the size of philanthropic contributions by hotels in California and each of the submarkets evaluated,

Tourism Economics designed a model to extrapolate the total amount in each of the geographies based on hotel

size and the share of hotels participating in each type of giving.

A conservative assumption – based on the distribution of hotels by class – was made to adjust for potentially lower levels of typical giving among non-respondent hotels.

The results on the state and submarket level are presented in this section by type of giving.







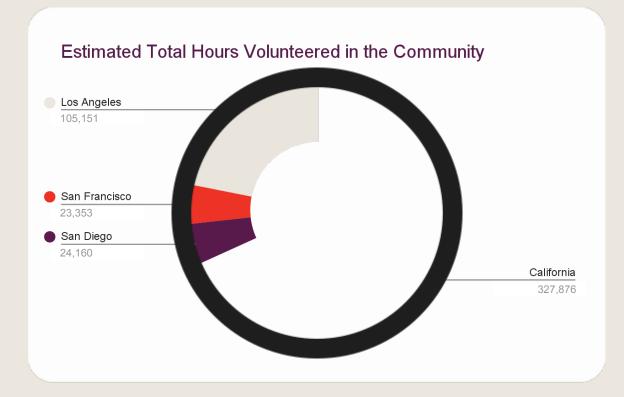
# Volunteering/ Community Service

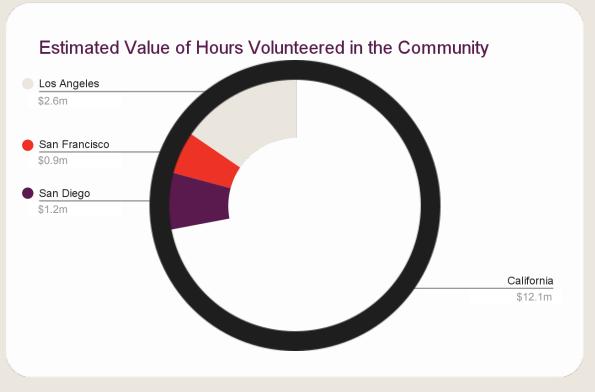
It is estimated that hotels in California donated a total of 327,876 hours in 2023, with a value of \$12.1 million.

# Submarkets

### It is estimated that:

- Hotels in Los Angeles donated a total of 105,151 hours in 2023, with a value of \$2.6 million.
- Hotels in San Francisco donated a total of 23,353 hours in 2023, with a value of \$0.9 million.
- Hotels in San Diego donated a total of 24,160 hours in 2023, with a value of \$1.2 million.





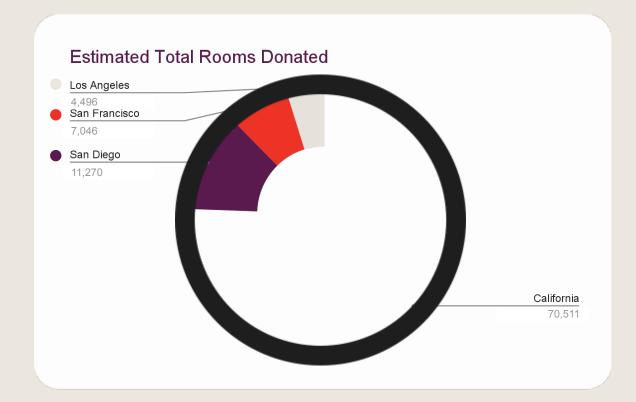
# In-Kind Donations

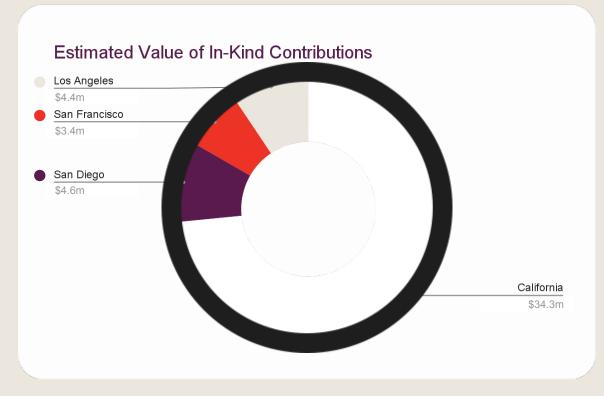
It is estimated that hotels in California donated a total of 70,511 room nights and in-kind contributions with a value of \$34.3 million in 2023.

# Submarkets

### It is estimated that:

- Hotels in Los Angeles donated a total of 4,496 room nights and inkind contributions with a value of \$4.4 million in 2023.
- Hotels in San Francisco donated a total of 7,046 room nights and in-kind contributions with a value of \$3.4 million in 2023.
- Hotels in San Diego donated a total of 11,270 room nights and inkind contributions with a value of \$4.6 million in 2023.





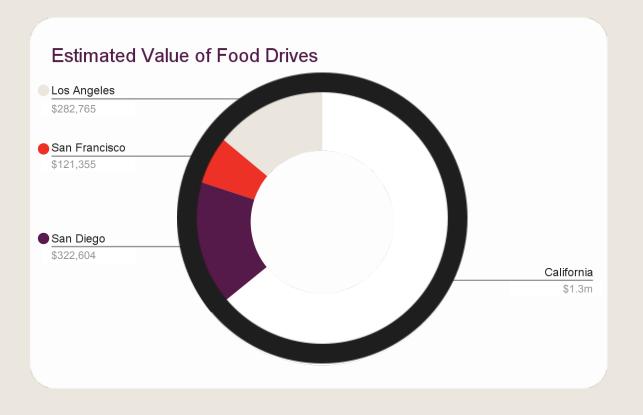
# Food/Supply Drives

It is estimated that hotels in California organized food/supply drives with a total value of \$1.3 million in 2023.

## Submarkets

### It is estimated that:

- Hotels in Los Angeles organized food/supply drives with a total value of \$282,765 in 2023.
- Hotels in San Francisco organized food/supply drives with a total value of \$121,355 in 2023.
- Hotels in San Diego organized food/supply drives with a total value of \$322.604 in 2023.



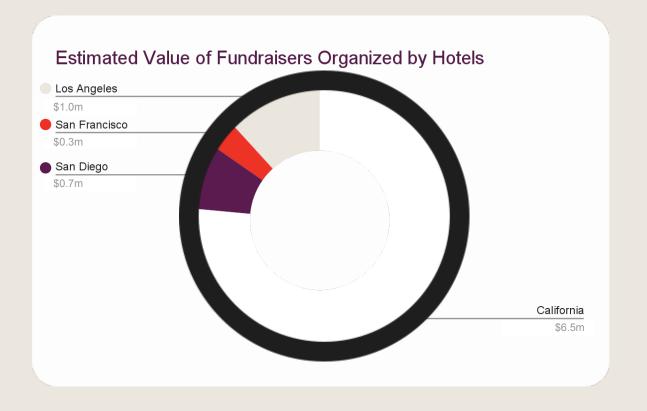
# **Fundraisers**

It is estimated that hotels in California organized fundraisers in 2023 that raised almost \$6.5m.

# Submarkets

### It is estimated that:

- Hotels in Los Angeles organized fundraisers in 2023 that raised almost \$1.0m.
- Hotels in San Francisco organized fundraisers in 2023 that raised almost \$0.3m.
- Hotels in San Diego organized fundraisers in 2023 that raised more than \$0.7m.



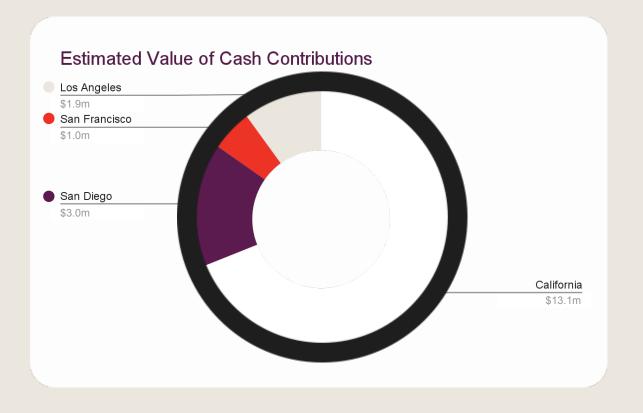
# Cash Contributions

It is estimated that hotels in California donated a total of \$13.1m in cash contributions in 2023.

# Submarkets

### It is estimated that:

- Hotels in Los Angeles donated more than \$1.9m in cash contributions in 2023.
- Hotels in San Francisco donated almost \$1.0m in cash contributions in 2023.
- Hotels in San Diego donated more than \$3.0m in cash contributions in 2023.



# Trainings

It is estimated that hotels in California organized 11,372 hours of no-cost workforce trainings, teaching a total of 7,567 members of the community.

# Scholarships

It is estimated that hotels in California provided scholarships worth \$600,000.

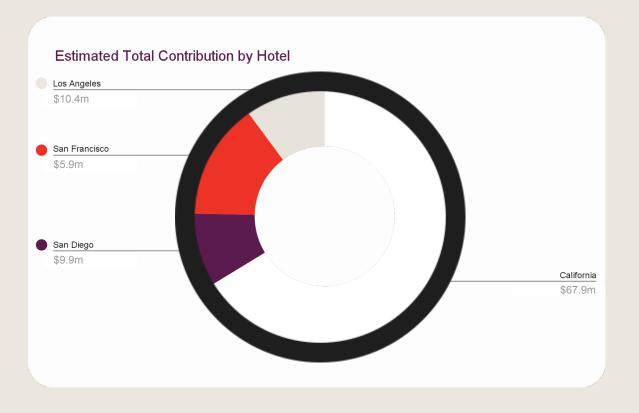
# Total Contributions

Aggregating hotel contributions in the various forms of giving, it is estimated that hotels in California contributed \$67.9m in the form of cash, in-kind, fundraising, scholarship, and food drive donations.

# Submarkets

### It is estimated that:

- Hotels in Los Angeles contributed close to \$10.4m in total contributions to the community in 2023.
- Hotels in San Francisco contributed more than \$5.9m in total contributions to the community in 2023.
- Hotels in San Diego contributed close to \$9.9m in total contributions to the community in 2023.



# Key Findings - California

Average Giving Contributions In California

On average, a hotel in California contributed \$42,227 in the community in 2023, with 50% of hotels making a contribution higher than \$12,000.



\$42k

### **Average Contribution**

in the form of cash, in-kind, fundraising, scholarship, and food drive donations



357

### **Average Volunteer Hours**

for various activities ranging from beach clean-ups to blood drives.



89

### **Average Training Hours**

# Key Findings - California

### Total Giving Contributions In California

It is estimated that all hotels in California contributed \$68 million in the community in 2023 in the form of cash, in-kind, fundraising, scholarship, and food drive donations.



\$68M
Total Contribution

in the form of cash, in-kind, fundraising, scholarship, and food drive donations.



328,000 Volunteer Hours

for various activities ranging from beach clean-ups to blood drives.



11,000 Training Hours

# Key Findings - Los Angeles



**Average Giving Contributions In Los Angeles** 

On average, a hotel in Los Angeles contributed \$31,858 in the community in 2023, with 50% of hotels making a contribution higher than \$12,665.



**\$32k**Average Contribution

in the form of cash, in-kind, fundraising, scholarship, and food drive donations.



**580**Average Volunteer Hours

for various activities ranging from beach clean-ups to blood drives.



100 Average Training Hours

# Key Findings - Los Angeles



### Total Giving Contributions In Los Angeles

It is estimated that all hotels in California contributed \$10 million in the community in 2023 in the form of cash, in-kind, fundraising, scholarship, and food drive donations.



\$10M

**Total Contribution** 

in the form of cash, in-kind, fundraising, scholarship, and food drive donations.



105,000

**Volunteer Hours** 

for various activities ranging from beach clean-ups to blood drives.

# Key Findings - San Francisco



Average Giving Contributions In San Francisco

On average, a hotel in San Francisco contributed \$21,964 in the community in 2023, with 50% of hotels making a contribution higher than \$31,206.



\$22k **Average Contribution** 

in the form of cash, in-kind, fundraising, scholarship, and food drive donations.



105 **Average Volunteer Hours** 

for various activities ranging from beach clean-ups to blood drives.



**Average Training Hours** 

# Key Findings - San Francisco



### Total Giving Contributions In San Francisco

It is estimated that all hotels in California contributed \$6 million in the community in 2023 in the form of cash, in-kind, fundraising, scholarship, and food drive donations.



\$6M **Total Contribution** 

in the form of cash, in-kind, fundraising, scholarship, and food drive donations.



23,000 **Volunteer Hours** 

for various activities ranging from beach clean-ups to blood drives.

# Key Findings - San Diego



Average Giving Contributions In San Diego

On average, a hotel in San Diego contributed \$64,947 in the community in 2023, with 50% of hotels making a contribution higher than \$29,590.



\$65k

**Average Contribution** 

in the form of cash, in-kind, fundraising, scholarship, and food drive donations.



203

**Average Volunteer Hours** 

for various activities ranging from beach clean-ups to blood drives.



96

**Average Training Hours** 

# Key Findings - San Diego



Total Giving Contributions In San Diego

It is estimated that all hotels in San Diego contributed \$10 million in the community in 2023 in the form of cash, in-kind, fundraising, scholarship, and food drive donations.



**\$10M** 

**Total Contribution** 

in the form of cash, in-kind, fundraising, scholarship, and food drive donations.



24,000

**Volunteer Hours** 

for various activities ranging from beach clean-ups to blood drives.

# **About CHLA**

Recognized as one of the most influential state lodging associations throughout the country, the California Hotel & Lodging Association's mission is to protect the rights and interests of owners and operators and be their indispensable business resource.

Established over 130 years ago to represent a burgeoning industry, CHLA has built upon the goals and objectives first established in 1893. CHLA continues to serve the unique interests of each segment of California's diverse lodging industry.

As the industry changed with increased legislative activity, overall industry and membership growth and the corresponding increase in members' needs, it became apparent that one unified association could best serve the goals of the industry in California. On May 1, 1970, the Southern California Hotel Association and the California State Hotel & Motel Association joined forces to create the California Hotel & Motel Association, with a total of 445 property members.

In 2001, there was yet another name change at the state and national level with the formation of the California Hotel & Lodging Association and the American Hotel & Lodging Association.

The focus of CHLA now is on governmental advocacy, professional education and industry communication programs on behalf of its membership. Along with the 2007 merger with the California Association of Boutique & Breakfast Inns (CABBI), CHLA continues to represent all facets of today's lodging industry as the largest and most influential state lodging industry association in the country.

By building on the goals and objectives established in 1893 and cultivated since its inception, CHLA is realizing its mission to protect the rights and interests of the California lodging industry.

# **About Tourism Economics**

Tourism Economics is an Oxford Economics company with a singular objective: combine an understanding of the travel sector with proven economic tools to answer the most important questions facing our clients. More than 500 companies, associations, and destination work with Tourism Economics every year as a research partner. We bring decades of experience to every engagement to help our clients make better marketing, investment, and policy decisions. Our team of highly-specialized economists deliver:

- Global travel data-sets with the broadest set of country, city, and state coverage available
- Travel forecasts that are directly linked to the economic and demographic outlook for origins and destinations
- Economic impact analysis that highlights the value of visitors, events, developments, and industry segments
- Policy analysis that informs critical funding, taxation, and travel facilitation decisions
- Market assessments that define market allocation and investment decisions

Tourism Economics operates out of regional headquarters in Philadelphia and Oxford, with offices in Belfast, London, Frankfurt, Ontario, and Sydney.

Oxford Economics is one of the world's foremost independent global advisory firms, providing reports, forecasts and analytical tools on 200 countries, 100 industrial sectors and over 3,000 cities. Our best-of-class global economic and industry models and analytical tools give us an unparalleled ability to forecast external market trends and assess their economic, social and business impact. Headquartered in Oxford, England, with regional centers in London, New York, and Singapore, Oxford Economics has offices across the globe in Belfast, Chicago, Dubai, Miami, Milan, Paris, Philadelphia, San Francisco, and Washington DC, we employ over 400 full-time staff, including 300 professional economists, industry experts and business editors—one of the largest teams of macroeconomists and thought leadership specialists.