

2018 Lodging Survey

HOTEL

HOTEL TRENDS

An inside look at popular amenities and guest services





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**THE AMERICAN HOTEL & LODGING ASSOCIATION AND STR
ARE PLEASED TO PRESENT THE RESULTS OF
THE 2018 LODGING SURVEY, FUNDED BY
THE AMERICAN HOTEL & LODGING EDUCATIONAL
FOUNDATION (AHLEF).**

As the hotel and lodging industry continues to innovate and evolve, it's important to continuously compile and examine a holistic understanding of trends, amenities, services and more.

Conducted biennially, the survey provides a comprehensive analysis of the trends in the hotel and lodging industry based on direct feedback from those in the business. We are grateful to the thousands of hoteliers that provided us with the data that made this possible. Because of their input, we are able to deliver essential information and insights on the issues affecting our industry and what impact those can have on hotel guests, properties and our businesses' bottom line.

Lastly, we would like to acknowledge the donors of the Foundation who made this research possible. Your support of AH&LEF's programs help us create a better future for the lodging industry.

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METHODOLOGY

Principal Investigators

STR provides information to all major North American hotel chains and many leading European and Asian companies. Individual hotels, management companies, appraisers, consultants, investors, lenders and other lodging industry analysts also rely on STR for key lodging industry statistics. With the most comprehensive database of hotel performance information ever compiled, STR has developed a variety of products and services to meet the needs of industry leaders.

Overall Objectives

The Lodging Survey is conducted approximately every two years with funding provided by the American Hotel & Lodging Educational Foundation (AH&LEF) as a service to the lodging industry. The impetus for the survey comes from the American Hotel & Lodging Association's (AH&LA) Information Center, which tracks questions it receives for inclusion in future surveys. The overall objective of the study is to provide the Information Center with the most up-to-date and complete information available to meet the information needs of the U.S. lodging industry, allied suppliers and the media. Similar data has been collected on a regular basis since 1988.

Survey Questions

Decisions on what questions should remain from previous surveys and which questions should be added were

ultimately made by the AH&LA's Information Center. Input was provided by the research committee of the AH&LEF and STR.

New variables and other major changes to the 2018 Lodging Survey include:

New Questions

- Laundry machine for guest use
- Food waste reduction and management program with measured results (like AH&LA's Hotel Kitchen)
- Communal rooms with shared living space
- Offer guests the opportunity to donate to charities

Updated Questions

- Combined two internet access questions into one question: "Internet access"
- Revised "Branded amenity products" to "**Name brand amenity products**"
- Revised "Whole building energy management system" to "Whole building energy management system monitoring equipment/utilities; works standalone or with Building Management/Automation System (BMS/BAS) that controls building HVAC and lighting"
- Revised "Alternatives to traditional room service" to "Alternatives to room service: grab-n-go marketplace/pantry or room service pick up to avoid fees"
- Revised "100% non-smoking" to "100% non-smoking **building**"
- Revised "Children's activities" to "Children's activities **and programs**"

- Revised "Free newspaper delivered" to "Free newspaper delivered **to room**"
- Revised "Early or 24 hour check-in" to two distinct questions: "Early check-in" and "24 hour check-in"
- Combined "Frequent traveler program" and "Loyalty program" into a single question: "Loyalty/frequent traveler program"

Additionally, selected variables in 2018 that had previously been asked of survey respondents were sourced for this cycle from STR's own hotel census database. Those variables include:

- Number of guest rooms
- Number of floors
- Year property was built
- FEMA approved property
- Total meeting space
- Largest meeting space

All questions that changed in 2018 are noted throughout the report with a superscript notation. The complete wording of the changed questions are in an appendix at end of this report.

Survey Universe and Administration

From 1988 through 1996, the survey universe was limited to AH&LA membership, which typically represents approximately 25% of all hotels in the U.S. In 1998, the survey universe was expanded to include all properties in the U.S. with 10 or more hotel rooms.

STR provided its census of lodging properties for this study. STR's census is widely acknowledged to be the most

comprehensive and accurate database of U.S. hotel properties available and includes nearly 56,000 US properties with 10 or more rooms.

Hotel responses were accepted via email, fax or on-line survey. Surveys were emailed to 17,073 hotels. Each emailed survey link was coded to a specific hotel and properties that did not respond after two weeks were sent a reminder. Usable responses were received from 2,244 hotels through the on-line survey.

Surveys were faxed to a separate group of 24,783 hotels. Faxes were sent by a third-party service; responses were returned to and processed by a separate third-party service and then returned to STR. Approximately 580 useable responses were received through this method.

All other responses to the survey (8,658) were sent directly to STR from corporate or management company offices.

Representativeness and Response Rate

This survey remains the largest and most comprehensive of its kind. With just under 11,500 responses, the overall survey completion rate for the 2018 survey was 21%, a gain of six percentage points from 2016. A large proportion of these gains for the 2018 sample are attributed to greater participation from corporate data providers.

The regional distribution of respondents was very similar to the overall distribution of US hotels, as shown in the table below.

	STR Census*	Survey Respondents*
New England	5%	4%
Middle Atlantic	9%	8%
South Atlantic	21%	21%
East North Central	12%	12%
East South Central	7%	6%
West North Central	8%	7%
West South Central	14%	16%
Mountain	10%	9%
Pacific	15%	16%

* Percentages are rounded

Results for all questions have been cross tabulated by chain scale, location, price segment, age of hotel, geographic region and AH&LA membership to allow the user to view the results by multiple cuts. For definitions of chain scale and location please visit www.str.com, and click the Resources tab, then click Glossary. The total number of respondents by cross tab appears on the page called "Total Respondents," and the total respondents for each question appears at the bottom of each question.

KEY SURVEY TAKEAWAYS

THE BIG PICTURE

TRENDS IN THE HOTEL AND LODGING INDUSTRY



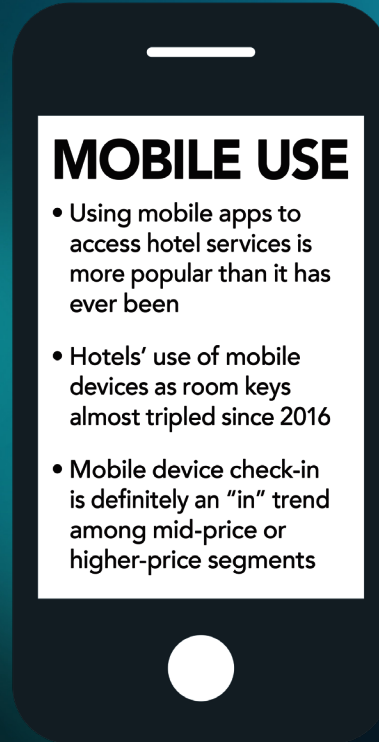
FOOD & BEVERAGE

- Luxury properties lead all segments in the number of food & beverage offerings, averaging 3 per hotel
- Food alternatives such as a grab-n-go marketplace have seen a steep gain in only two years, rising from 21% in 2016 to 31% in 2018



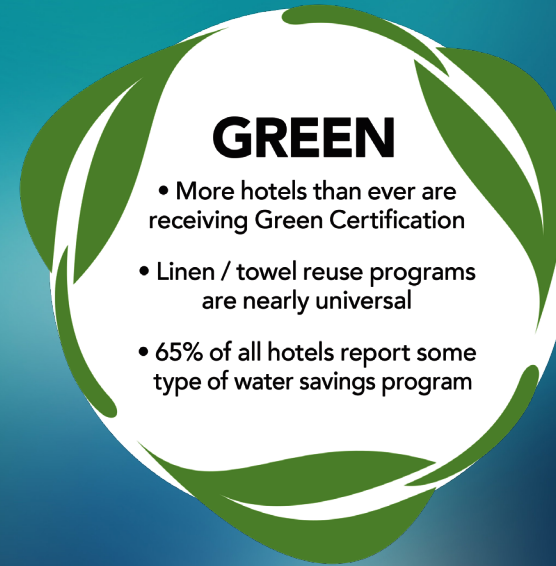
MOBILE USE

- Using mobile apps to access hotel services is more popular than it has ever been
- Hotels' use of mobile devices as room keys almost tripled since 2016
- Mobile device check-in is definitely an "in" trend among mid-price or higher-price segments



GREEN

- More hotels than ever are receiving Green Certification
- Linen / towel reuse programs are nearly universal
- 65% of all hotels report some type of water savings program



P

PARKING

- Over 90% of hotels with fewer than 130 rooms currently allow their guests to park for free



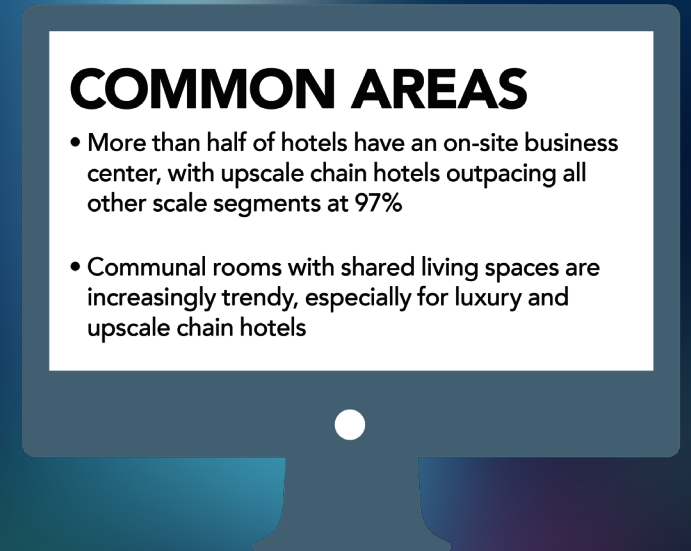
DO GOOD

- 38% of luxury hotels offer guests the opportunity to donate to charitable causes



COMMON AREAS

- More than half of hotels have an on-site business center, with upscale chain hotels outpacing all other scale segments at 97%
- Communal rooms with shared living spaces are increasingly trendy, especially for luxury and upscale chain hotels



MAJOR FINDINGS

In-Room Amenities

- High definition and/or flat screen TVs are the norm, with 95% of locations reporting. (Question 2)
- Internet service to guest rooms (99% overall) has clearly become an industry standard across all chain scales. (Question 4)
- Fees for in-room Internet (10%) have been generally flat since 2014. Just over half of chain luxury & upper upscale hotels charge for service, with generally no fee in the remaining segments. (Question 5)
- Slightly fewer hotels in 2018 report having religious materials in rooms (65%). This amenity has seen steady drops since its peak in 2006. (Question 13)
- Name brand amenity products are provided in more than nine of ten hotels in the upper-midscale and higher chain segments. This amenity is the exception for economy scale properties at 5%. (Question 17)

Sustainability

- Linen / towel reuse programs are nearly universal among affiliated hotels (range: 94%-99% across chain scales), with independent hotels (83%) not far behind. (Question 18)
- Use of high efficiency LED room lighting (90%) is unchanged overall since 2016 levels. (Question 22)
- Water savings programs saw an overall drop from 2016 (77%) to 2018 (65%). Still, a majority of hotels

within all chain scales report some type of water savings program. (Question 23)

- Larger hotels (130+ rooms) are more likely (28%) to have a whole building energy system than smaller properties (11% or less). Urban (31%) and resort (26%) hotels are implementing this system at higher rates compared to other locations. (Question 24)
- Green Certification in 2018 stands at 25%, up from 16% in 2016. (Question 25)
- Shampoo/conditioner dispensers in showers (8%) remain uncommon. They are in-use at about a quarter of independent hotels, however. (Question 26)

Housekeeping

- Use of in-house laundry stands at an all-time high 92%. Properties from the budget price segment are much more likely to clean linens in-house (98%) than luxury hotels (71%). (Question 27)
- In contrast, a smaller proportion (but still majority) of hotels are offering dry cleaning service (66%). A clear majority of midprice and higher price hotels are offering dry cleaning services to their guests. (Question 28)

Business Services

- More than half of American hotels (54%) have an on-site business center, with upscale chain hotels (97%) outpacing all other scale segments. (Question 31)
- The overall average of 3 meeting rooms/property remained unchanged from 2016. Resorts, larger

hotels and higher priced properties all had more meeting spaces than their counterparts. (Question 34)

Food & Beverage

- The number of F&B outlets per property remains unchanged at one/hotel since the 2012 reporting cycle. Luxury leads all segments, averaging 3 F&B outlets/hotel. (Question 36)
- Food alternatives such as a grab-n-go marketplace or similar pickup service have seen a steep gain in only two years, rising from 21% in 2016 to 31% in 2018. (Question 38)
- Three-in-five hotels (58%) provide complimentary breakfast. Three-quarters of hotels within the midprice and economy price segment give free breakfast. (Question 42)
- Higher priced hotels are consistently more likely to provide vegetarian and/or healthy menu options. (Question 44 & 45)

Health/Exercise/Pool

- Hotels with spas (w/treatment rooms) has dropped to an overall all-time low of 4%, down two percentage points from 2016. Almost a third of resort hotels (29%) report having spas. (Question 46)
- The percent of hotels with both indoor and outdoor swimming pools was just over 40% to each. The popularity of indoor pools has generally held steady since 2004. In contrast, outdoor pools appear to be

slightly less popular now than reports from 2014 and earlier. (Questions 47 & 48)

- Exercise/health/fitness facilities remain a predominant offering for midscale+ priced hotels (range: 90%-96%). Economy chains were least likely (11%) to provide this service. (Question 50)

Parking/Shuttle

- Over the long term, fewer hotels are providing free parking for their guests (82% in 2018). Still, over 90% of hotels with fewer than 130 rooms currently allow their guests to park for free. Only 14% of luxury chains currently allow for free parking. (Question 54)
- Hotels offering free airport shuttle service are at an all-time low (11%). Three-in-five hotels near airports are offering free rides for guests. (Question 52)
- Just over one-in-ten hotels are offering electrical charging stations. Luxury chains (66%) and resorts (30%) are the most likely to have this service. (Question 55)

General

- The percentage of hotels reporting resort fees is 6%, a trend that has been relatively stable since 2006. (Question 59)
- Smaller and budget hotels are the most pet-friendly overnight options. Overall, 56% of hotels currently allow pets, the same percentage as in 2008. (Question 64)

- For 2018, we revised “providing newspapers to guests” by adding “... and delivered to room.” Room newspaper delivery applies to 8% of US hotels. (Question 66)
- Almost all hotels overall provide for free local calls (91%), but independent hotels are a primary stand-out, with 41% charging their guests. (Question 67)
- Virtually all hotels outside of economy chains (35%) and independents (30%) have loyalty/frequent traveler programs. (Question 69)
- Since 2016, about a third of hotels overall are reporting extra charges for early check-outs. That trend is highest among the top price segment properties. (Question 70)

Technology & Property Features

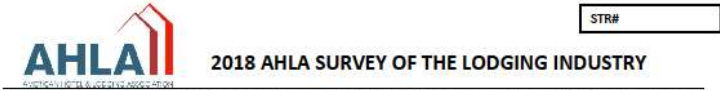
- Use of central reservation systems, website bookings, and 3rd party internet sourced bookings are generally a universal standard across chain scale segments. Independents are an exception, reporting 66%, 80% and 88%, respectively. (Questions 91-93)
- Using mobile apps to access hotel services is more popular than it has ever been, up from 35% in 2016 to 40% in 2018. (Question 97)
- Hotels’ use of mobile devices as room keys had a sizable two year increase, moving from 6% in 2016 to 17% in 2018. (Question 98)
- Mobile device check-in is definitely an “in” trend among midprice or higher price segments (all 80%+). Budget (2%) and economy (35%) hotels have been comparative hold-outs. (Question 99)

- The reported number of FTEs had a sizable drop from last cycle, down from 69/hotel in 2016 to an average of 58 employees/hotel. Property characteristics play a central role in influencing staffing levels. (Question 101)
- Small hotels (<50 rooms) have a higher percent of suite rooms (49%) than larger properties. At 23% overall, the percent of suite rooms has generally held steady since 2008. (Question 105)
- The percent of non-smoking rooms has held steady at 97%, a level the same as 2016. (Question 106)

First-Time Questions

- Almost all (99%) of the reporting economy chain hotels provide laundry machines for guest use. In contrast, only 10% of luxury chains provide the same service for their guests. (Question 30)
- Only 6% overall have put in food waste management/reduction programs. Luxury (46%) and upper upscale chains (29%) are the most likely to implement. (Question 39)
- Both early check-in (90%) and 24-hr check-in (93%) are relatively common. (Questions 71 & 72)
- 7% of hotels report having communal rooms with shared living space. That ratio more than doubles for luxury and upscale chain hotels (both 17%). (Question 73)
- About a quarter of hotels offer guests the opportunity to donate to charitable causes. Luxury (38%) and upper upscale (35%) lead all chain scales. (Question 80)

SAMPLE SURVEY



STR#

Please verify that all information below is correct. If the information provided for a given line is correct, simply move to the next line. If the information is inaccurate or blank, please correct the information in the boxes below. Please print legibly when filling boxes. The information you provide is completely confidential, and individuals or properties will not be identified in AHLA/STR reports.

PROPERTY INFORMATION

Name of Property:

Hotel Address:

City:

State: ZIP:

Telephone Number: Fax Number:
 - - - -

Property E-mail Address:

General Manager:

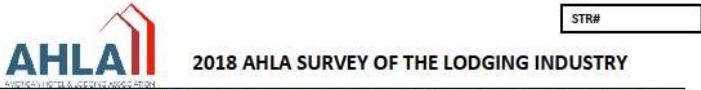
Franchise Affiliation (if applicable):

Name of Person Completing this Form (in case we have questions or receive duplicate responses)

What is your role at your property? (Select best option)
 General Mgr. Director of Sales Other Mgr. (specify):
 Owner Revenue Mgr. Other (specify):

Due date: **Monday, July 30, 2018**
 Please fax back to 1-866-888-8476
 Questions? Call STR at 1-615-824-8664 x3443

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STR#

Please fill out the following information by shading the appropriate circle. Please shade circles like this: ●

Which of the following amenities do you provide?

In-Room Amenities (for 50+% of guest rooms)

- | | | |
|-----------------------|-----------------------|--|
| Y | N | |
| <input type="radio"/> | <input type="radio"/> | Video On Demand Service |
| <input type="radio"/> | <input type="radio"/> | High definition TV and/or Flat Screen TV |
| <input type="radio"/> | <input type="radio"/> | Interactive hotel guide |
| <input type="radio"/> | <input type="radio"/> | Internet access |
| <input type="radio"/> | <input type="radio"/> | Charge for Internet access |
| <input type="radio"/> | <input type="radio"/> | Cell phone docking |
| <input type="radio"/> | <input type="radio"/> | Upgraded bedding in past year |
| <input type="radio"/> | <input type="radio"/> | Choice of pillows |
| <input type="radio"/> | <input type="radio"/> | Allergy-free rooms |
| <input type="radio"/> | <input type="radio"/> | Air purifiers |
| <input type="radio"/> | <input type="radio"/> | Exercise equipment in room |
| <input type="radio"/> | <input type="radio"/> | Female guest amenities |
| <input type="radio"/> | <input type="radio"/> | Religious material |
| <input type="radio"/> | <input type="radio"/> | Microwave in room |
| <input type="radio"/> | <input type="radio"/> | Refrigerator (not mini bar) |
| <input type="radio"/> | <input type="radio"/> | Mini bar |
| <input type="radio"/> | <input type="radio"/> | Name brand amenity products |

Sustainability

- | | | |
|-----------------------|-----------------------|---|
| Y | N | |
| <input type="radio"/> | <input type="radio"/> | Linen/towel reuse program |
| <input type="radio"/> | <input type="radio"/> | Energy management sensor in room |
| <input type="radio"/> | <input type="radio"/> | Recycling program |
| <input type="radio"/> | <input type="radio"/> | Amenities recycling program (shampoo, soaps) |
| <input type="radio"/> | <input type="radio"/> | LED Energy efficient lighting |
| <input type="radio"/> | <input type="radio"/> | Water saving program |
| <input type="radio"/> | <input type="radio"/> | Obtained green certification |
| <input type="radio"/> | <input type="radio"/> | Shampoo/conditioner dispensers in shower |
| <input type="radio"/> | <input type="radio"/> | Whole building energy management system monitoring equipment/utilities; works standalone or with Building Management/Automation System (BMS/BAS) that controls building HVAC and lighting |

Housekeeping

- | | | |
|-----------------------|-----------------------|--------------------------------|
| Y | N | |
| <input type="radio"/> | <input type="radio"/> | In-house laundry (for linens) |
| <input type="radio"/> | <input type="radio"/> | Dry cleaning service |
| <input type="radio"/> | <input type="radio"/> | Turn-down service |
| <input type="radio"/> | <input type="radio"/> | Laundry machines for guest use |

Business Services

- | | | |
|-----------------------|-----------------------|---|
| Y | N | |
| <input type="radio"/> | <input type="radio"/> | On-site business center |
| <input type="radio"/> | <input type="radio"/> | Access to interactive technology like wireless printing |
| <input type="radio"/> | <input type="radio"/> | Print boarding passes for free |
| <input type="radio"/> | <input type="radio"/> | High-speed wireless Internet in meeting rooms |

Number of Meeting Rooms

Food and Beverage

- | | | |
|-----------------------|-----------------------|--|
| Y | N | |
| <input type="radio"/> | <input type="radio"/> | Room service |
| <input type="radio"/> | <input type="radio"/> | Alternatives to room service: Grab-n-go marketplace/pantry or room service pick up to avoid fees |
| <input type="radio"/> | <input type="radio"/> | Full-service bar |
| <input type="radio"/> | <input type="radio"/> | Live music/entertainment/night club |
| <input type="radio"/> | <input type="radio"/> | Complimentary breakfast |
| <input type="radio"/> | <input type="radio"/> | Complimentary hot breakfast |
| <input type="radio"/> | <input type="radio"/> | Vegetarian menu |
| <input type="radio"/> | <input type="radio"/> | Healthy menu choices |
| <input type="radio"/> | <input type="radio"/> | Food waste reduction and management program with measured results (like AHLA's Hotel Kitchen) |
| <input type="radio"/> | <input type="radio"/> | Number of food and beverage outlets (not room service) |

Health/Exercise/Pool

- | | | |
|-----------------------|-----------------------|--|
| Y | N | |
| <input type="radio"/> | <input type="radio"/> | On site spa with treatment rooms |
| <input type="radio"/> | <input type="radio"/> | Indoor swimming pool |
| <input type="radio"/> | <input type="radio"/> | Outdoor swimming pool |
| <input type="radio"/> | <input type="radio"/> | Jacuzzi/hot tub |
| <input type="radio"/> | <input type="radio"/> | Exercise room/health/fitness facility |
| <input type="radio"/> | <input type="radio"/> | Exercise room/health/fitness facility free to guests |

Parking/Shuttle

- | | | |
|-----------------------|-----------------------|-------------------------------|
| Y | N | |
| <input type="radio"/> | <input type="radio"/> | Free airport shuttle |
| <input type="radio"/> | <input type="radio"/> | Valet parking |
| <input type="radio"/> | <input type="radio"/> | Free guest parking |
| <input type="radio"/> | <input type="radio"/> | Electric car charging station |

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 Please fax back to 1-866-888-8476
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STR#

General

- | | | |
|-----------------------|-----------------------|--|
| Y | N | |
| <input type="radio"/> | <input type="radio"/> | VIP/club/specialty floor |
| <input type="radio"/> | <input type="radio"/> | Gift shop |
| <input type="radio"/> | <input type="radio"/> | 100% non-smoking building |
| <input type="radio"/> | <input type="radio"/> | Resort fee |
| <input type="radio"/> | <input type="radio"/> | Concierge |
| <input type="radio"/> | <input type="radio"/> | Children's activities and programs |
| <input type="radio"/> | <input type="radio"/> | ATM on property |
| <input type="radio"/> | <input type="radio"/> | Pets allowed |
| <input type="radio"/> | <input type="radio"/> | Additional charge for pets |
| <input type="radio"/> | <input type="radio"/> | Free newspaper delivered to room |
| <input type="radio"/> | <input type="radio"/> | Free outgoing local phone calls |
| <input type="radio"/> | <input type="radio"/> | Kids stay free program |
| <input type="radio"/> | <input type="radio"/> | Weekend special rates |
| <input type="radio"/> | <input type="radio"/> | Charge for checking out one or more days early |
| <input type="radio"/> | <input type="radio"/> | Early check-in |
| <input type="radio"/> | <input type="radio"/> | 24 hour check-in |
| <input type="radio"/> | <input type="radio"/> | Loyalty/frequent traveler program |
| <input type="radio"/> | <input type="radio"/> | Communal rooms with shared living space |

Renovation Activity

- | | | |
|-----------------------|-----------------------|---|
| Y | N | |
| <input type="radio"/> | <input type="radio"/> | Plan major FF&E renovation in <u>next 12 months</u> |
| <input type="radio"/> | <input type="radio"/> | Plan major structural renovation in <u>next 12 months</u> |

If previous question is yes, is your hotel:

- | | | |
|-----------------------|-----------------------|--|
| <input type="radio"/> | <input type="radio"/> | Incorporating Leadership in Energy & Environment Design (LEED) |
| <input type="radio"/> | <input type="radio"/> | Completed major FF&E renovation during <u>past 12 months</u> |
| <input type="radio"/> | <input type="radio"/> | Completed major structural renovation during <u>past 12 months</u> |

If previous question is yes, is your hotel:

- | | | |
|-----------------------|-----------------------|--|
| <input type="radio"/> | <input type="radio"/> | Incorporate Leadership in Energy & Environment Design (LEED) |
|-----------------------|-----------------------|--|

Property Features

<input style="width: 20px; height: 15px;" type="text"/>	<input style="width: 20px; height: 15px;" type="text"/>	<input style="width: 20px; height: 15px;" type="text"/>	<input style="width: 20px; height: 15px;" type="text"/>	Number of full time employees
<input style="width: 20px; height: 15px;" type="text"/>	<input style="width: 20px; height: 15px;" type="text"/>	<input style="width: 20px; height: 15px;" type="text"/>	<input style="width: 20px; height: 15px;" type="text"/>	Number of guest rooms
<input style="width: 20px; height: 15px;" type="text"/>	<input style="width: 20px; height: 15px;" type="text"/>	<input style="width: 20px; height: 15px;" type="text"/>	<input style="width: 20px; height: 15px;" type="text"/>	Number of suites rooms

Charitable Contributions

- | | | |
|-----------------------|-----------------------|---|
| Y | N | |
| <input type="radio"/> | <input type="radio"/> | Contribute to charities |
| <input type="radio"/> | <input type="radio"/> | Contribute cash to charities |
| <input type="radio"/> | <input type="radio"/> | Make in-kind contributions |
| <input type="radio"/> | <input type="radio"/> | Contribute volunteer hours to charity |
| <input type="radio"/> | <input type="radio"/> | Offer guests opportunity to donate to charities |

Security and Technology

- | | | |
|-----------------------|-----------------------|--|
| Y | N | |
| <input type="radio"/> | <input type="radio"/> | Safe in room |
| <input type="radio"/> | <input type="radio"/> | Wall mounted thermostat |
| <input type="radio"/> | <input type="radio"/> | Security cameras in lobby |
| <input type="radio"/> | <input type="radio"/> | Computer in lobby for complimentary guest use |
| <input type="radio"/> | <input type="radio"/> | Internet Protocol (IP) phone system |
| <input type="radio"/> | <input type="radio"/> | Central reservations system |
| <input type="radio"/> | <input type="radio"/> | Offer property/chain website for bookings |
| <input type="radio"/> | <input type="radio"/> | Third party internet source available for bookings |
| <input type="radio"/> | <input type="radio"/> | Participation in roomkey.com |
| <input type="radio"/> | <input type="radio"/> | Use social networking sites for marketing |
| <input type="radio"/> | <input type="radio"/> | Gaming console in room or available |
| <input type="radio"/> | <input type="radio"/> | Mobile app available for hotel keys |
| <input type="radio"/> | <input type="radio"/> | Use of mobile devices as room keys |
| <input type="radio"/> | <input type="radio"/> | Use of mobile devices for check-in |
| <input type="radio"/> | <input type="radio"/> | Dedicated social media staff |

<input style="width: 20px; height: 15px;" type="text"/>	<input style="width: 20px; height: 15px;" type="text"/>	<input style="width: 20px; height: 15px;" type="text"/>	<input style="width: 20px; height: 15px;" type="text"/>	Number of non-smoking rooms
<input style="width: 20px; height: 15px;" type="text"/>	<input style="width: 20px; height: 15px;" type="text"/>	<input style="width: 20px; height: 15px;" type="text"/>	<input style="width: 20px; height: 15px;" type="text"/>	Number of shower-only rooms

Due date: **Monday, July 30, 2018**
 Please fax back to 1-866-888-8476
 Questions? Call STR at 1-615-824-8664 x3443

Page 3 of 3

FULL SURVEY RESULTS

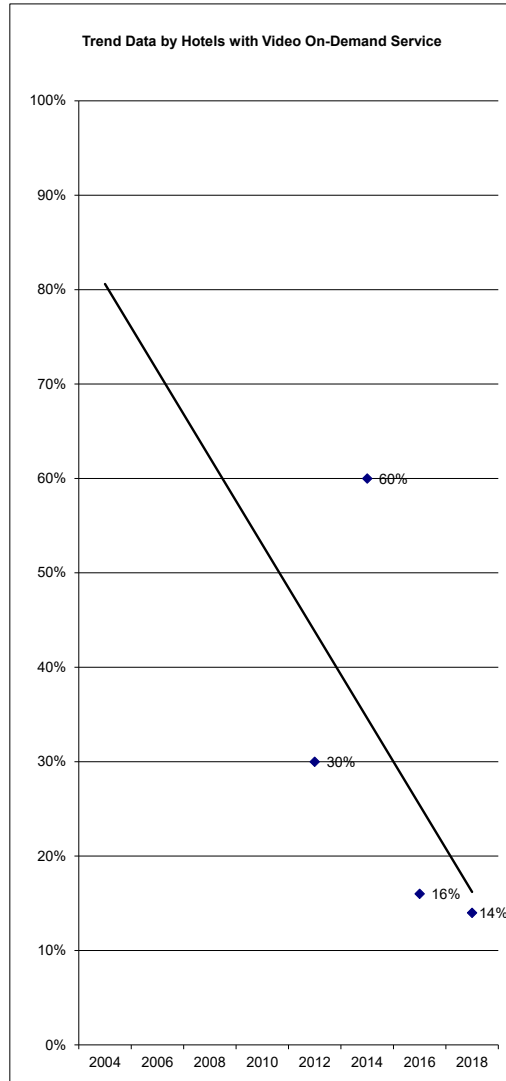
Total Respondents



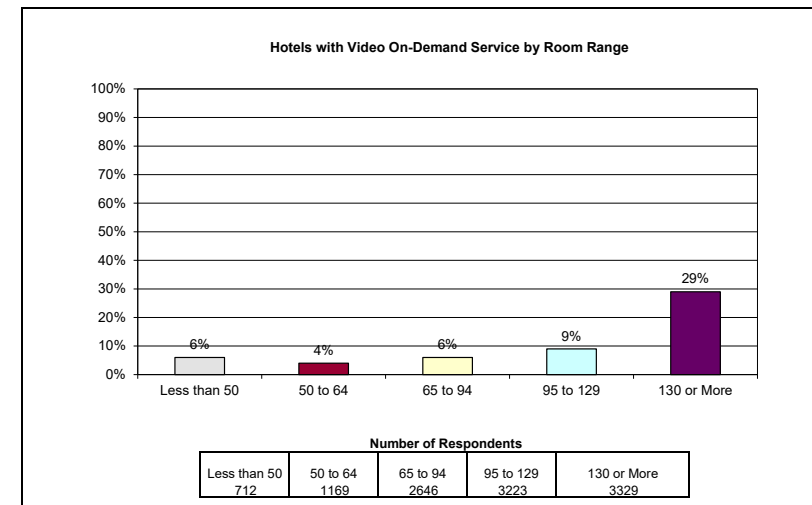
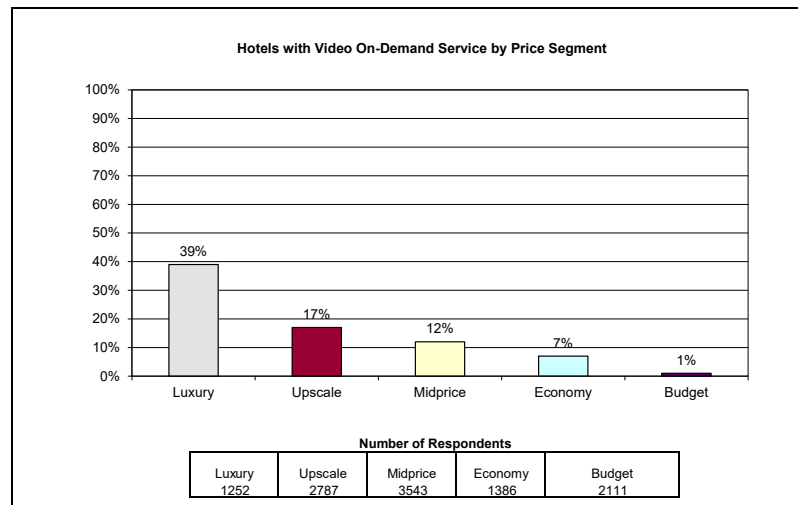
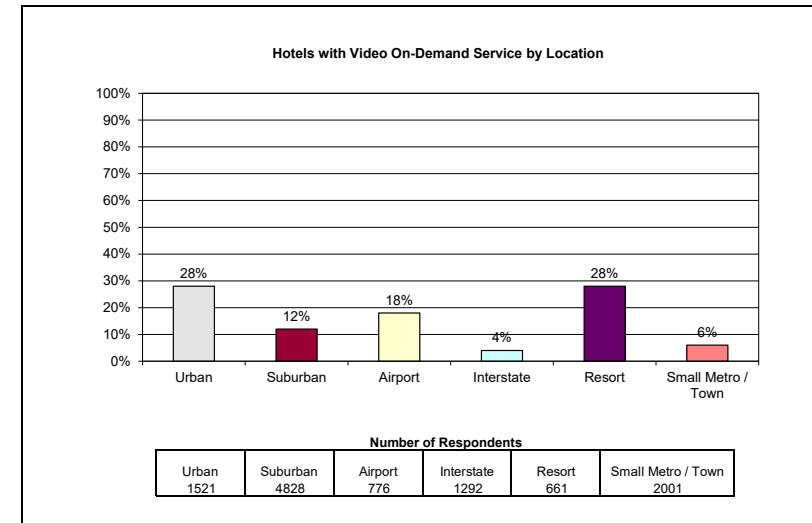
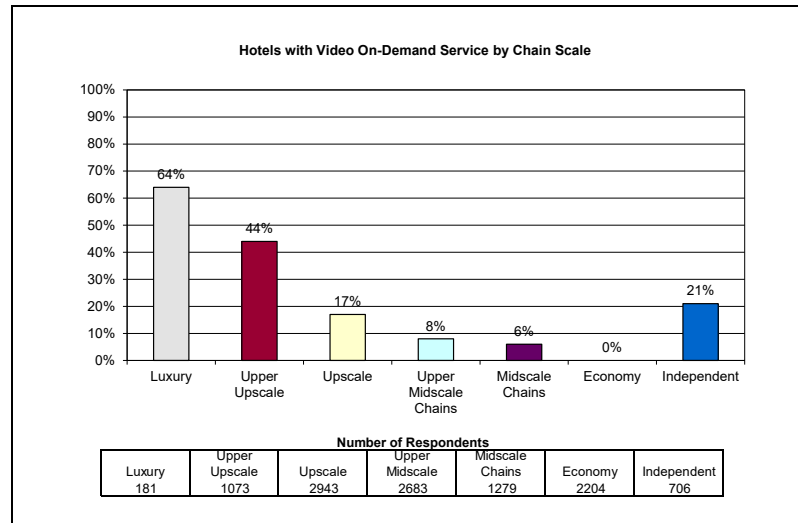
Chain Scale	Location Type	Price Segment	Room Range	Average Rack Rate	Age of Property	Region										AHLA		Total Respondents
						New England	Middle Atlantic	South Atlantic	East North Central	West North Central	West South Central	Mountain	Pacific	Yes	No			
Luxury	Urban	Luxury	Less than 50	Under \$50	Less than 8 years	New England	Middle Atlantic	South Atlantic	East North Central	West North Central	West South Central	Mountain	Pacific	Yes	No	188		
Upper Upscale	Suburban	Upscale	50 to 64	\$50 to \$54	8 to 14 years											1121		
Upscale	Airport	Midprice	65 to 94	\$55 to \$59	15 to 19 years											3085		
Upper Midscale Chains	Interstate	Economy	95 to 129	\$60 to \$64	20 to 29 years											2777		
Midscale Chains	Resort	Luxury	More than 130	\$65 to \$69	30 years or more											1302		
Economy	Small Metro / Town	Upscale	Under \$50	\$70 to \$79												2220		
Independent	Urban	Midprice	\$50 to \$54	\$80 to \$84												766		
	Suburban	Economy	\$55 to \$59	\$85 to \$89												1601		
	Airport	Luxury	\$60 to \$64	\$90 to \$94												4984		
	Interstate	Upscale	\$65 to \$69	\$95 to \$99												807		
	Resort	Midprice	\$70 to \$79	\$100 to \$104												1328		
	Small Metro / Town	Economy	\$75 to \$79	\$105 to \$109												685		
		Budget	\$80 to \$84	\$110 to \$114												2064		
			\$85 to \$89	\$115 to \$119												1319		
			\$90 to \$94	\$120 to \$124												2901		
			\$95 to \$99	\$125 to \$129												3674		
			\$100 to \$104	\$130 or more												4722		
																2134		
																743		
																1188		
																319		
																422		
																3339		
																3473		
																493		
																261		
																238		
																197		
																178		
																916		
																3068		
																5694		
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																2417		
																3491		
																445		
																950		
																2426		
																1357		
																692		
																799		
																1829		
																1088		
																1883		
																7196		
																4273		
																11469		

An 'X' indicates that there were no respondents to the question in this category.

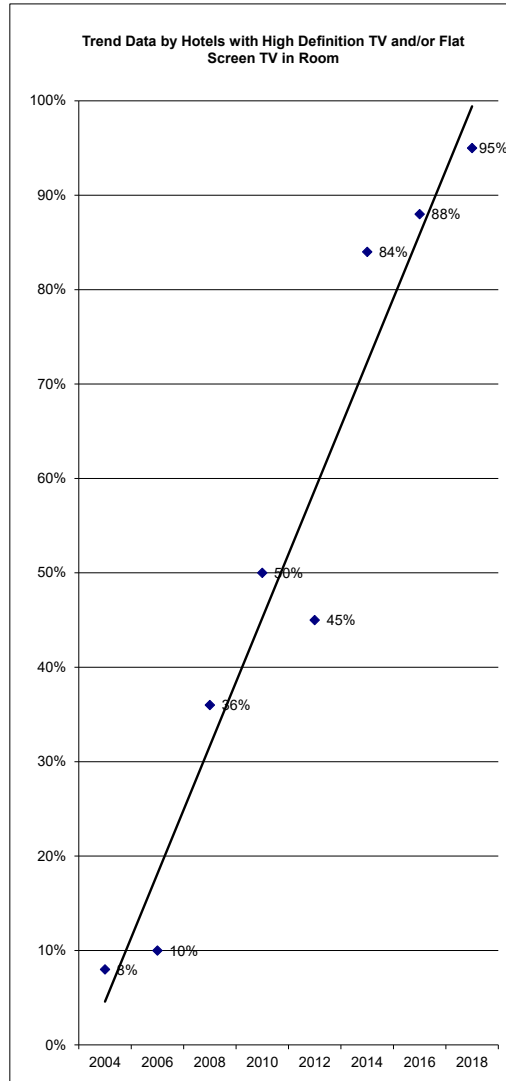
Question 1: Percentage of Hotels with Video On-Demand Service



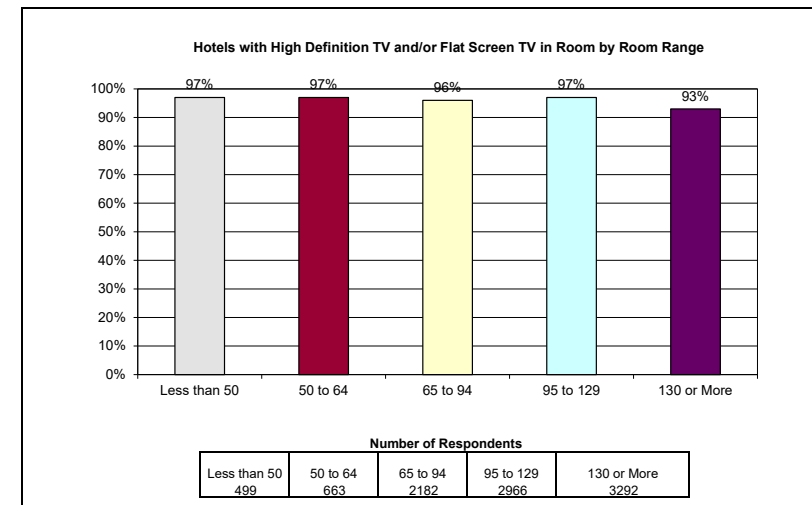
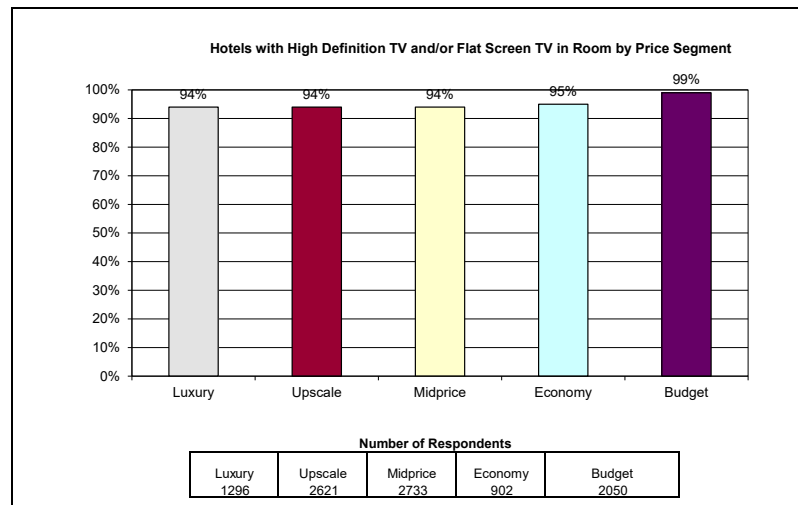
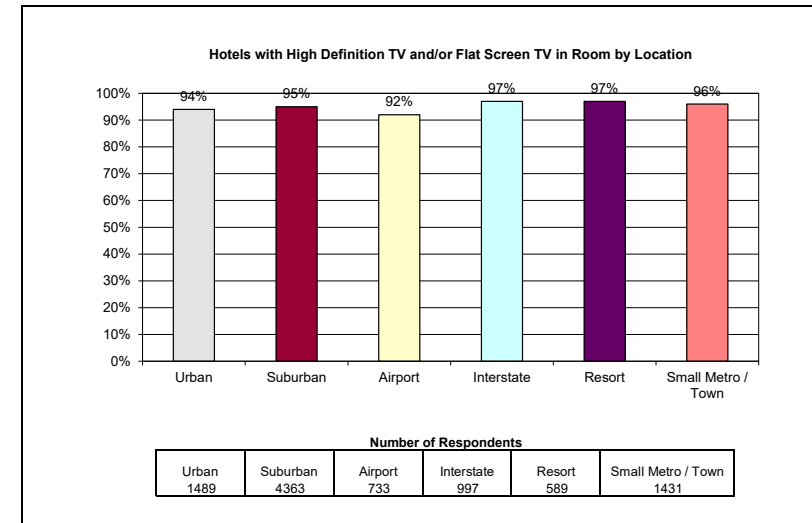
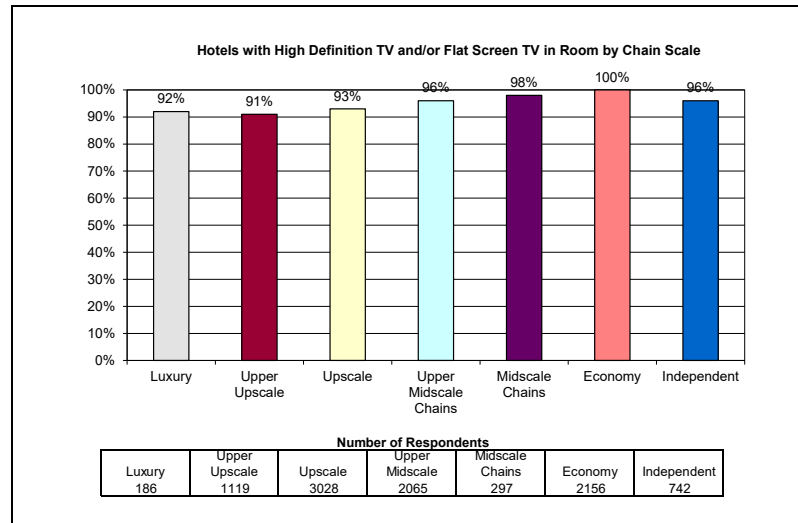
Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.
 Historical Data does not exist prior to 2012 due to question being first introduced that year.



Question 2: Percentage of Hotels with High Definition TV and/or Flat Screen TV in Room



Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.



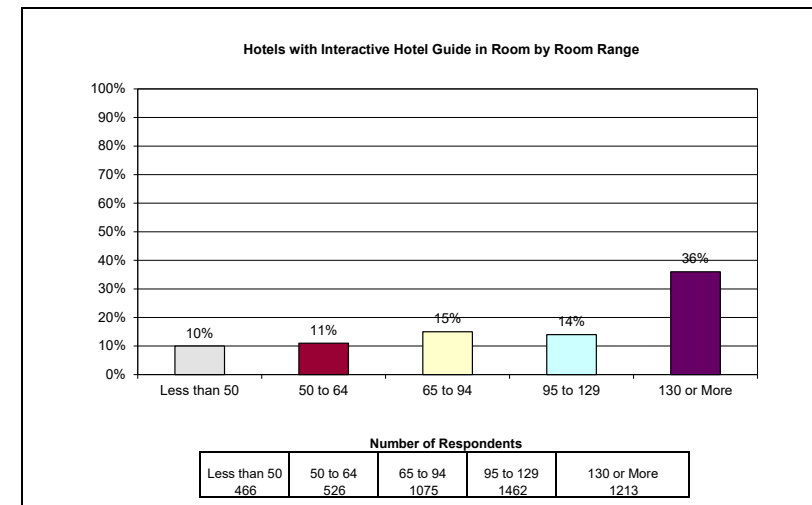
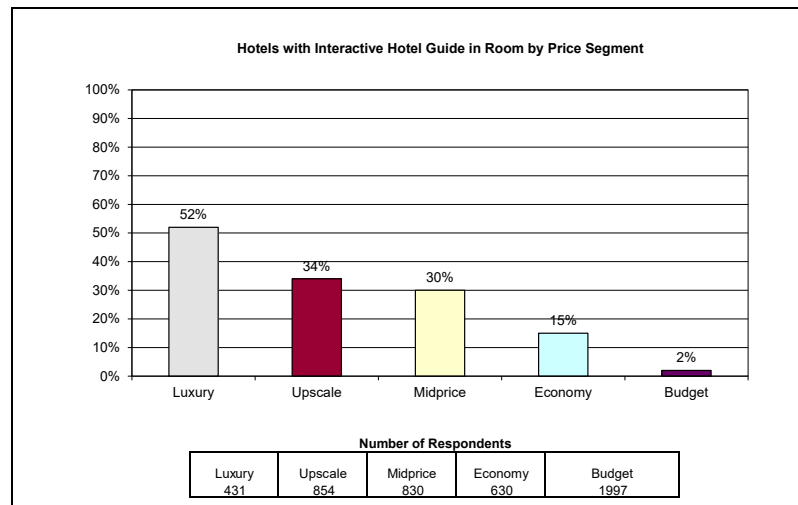
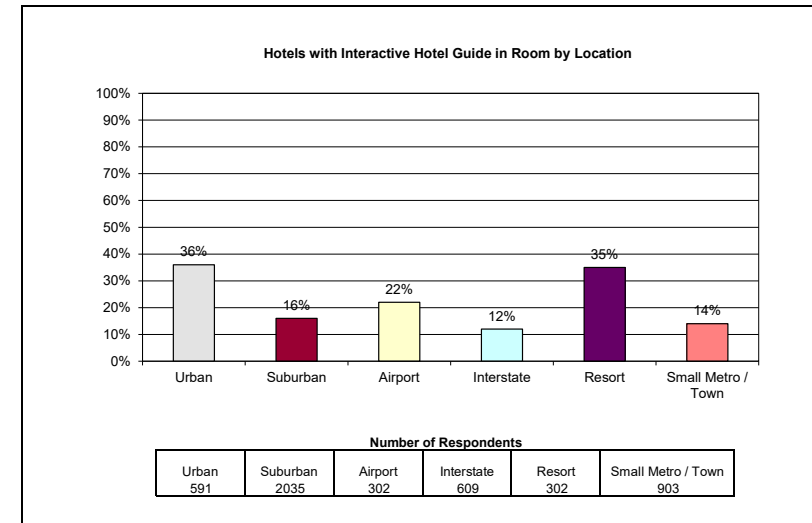
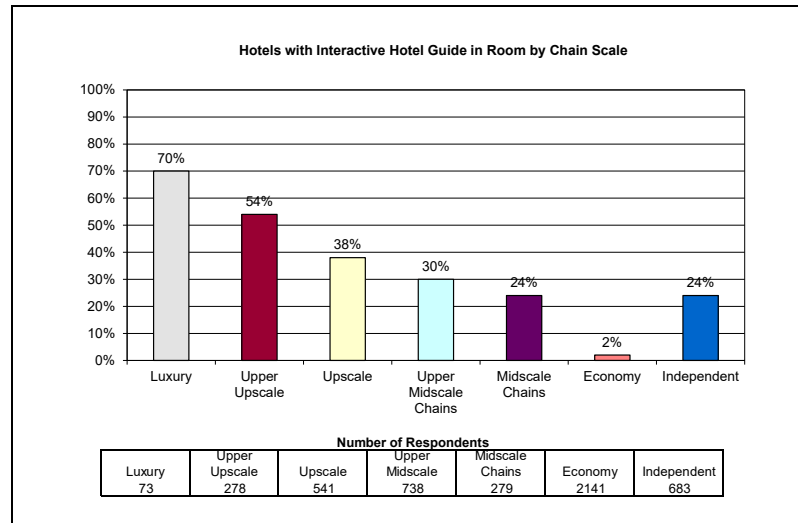
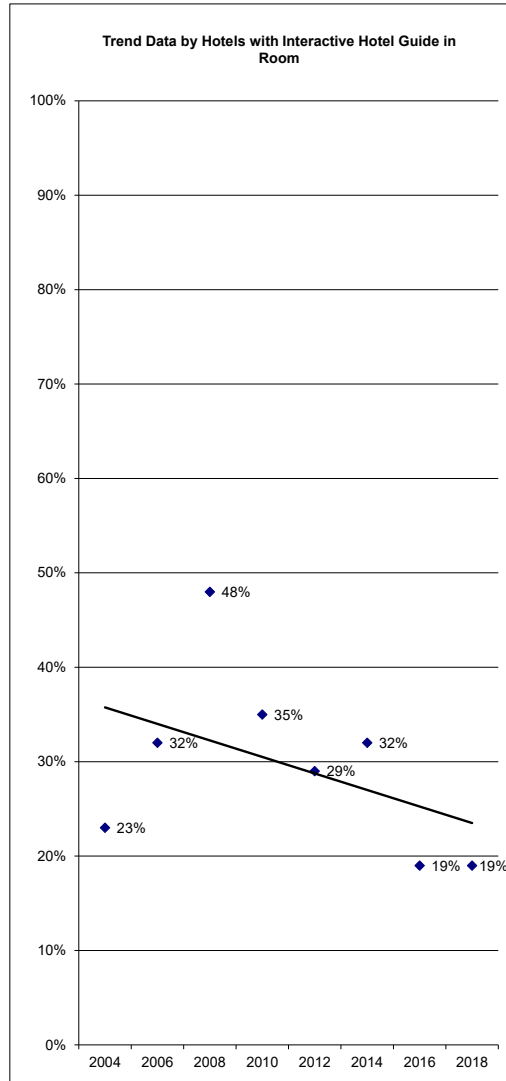
Question 2: Percentage of Hotels with High Definition TV and/or Flat Screen TV in Room



Chain Scale	Location Type	Price Segment	Room Range	Age of Property	Region	AHLA		Total Respondents																															
						Yes	No																																
Luxury	Upper Upscale	Upscale	Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	West North Central	West South Central	Mountain	Pacific	Yes	No														
Luxury	Upper Upscale	Upscale	Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	West North Central	West South Central	Mountain	Pacific	Yes	No														
186	1119	3028	2065	297	2156	742	1489	4363	733	997	589	1431	1296	2621	2733	902	2050	499	663	2182	2966	3292	1937	1598	1419	1971	2677	397	826	2151	1154	574	661	1490	869	1480	5510	4092	9602

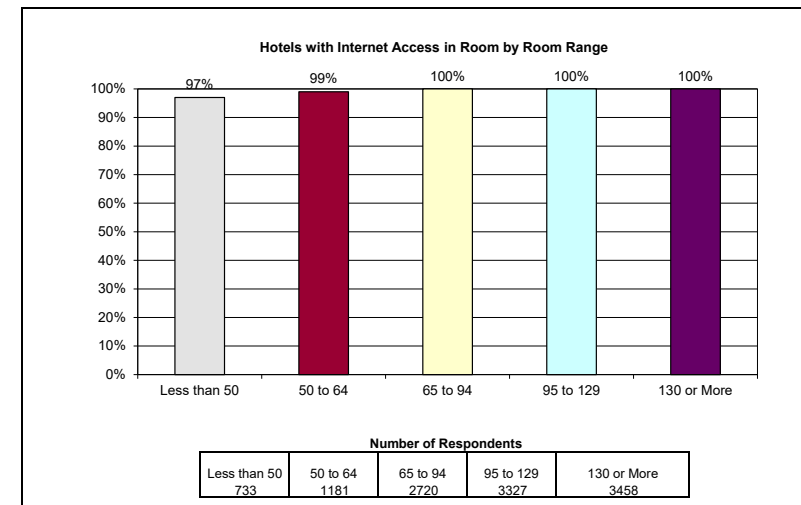
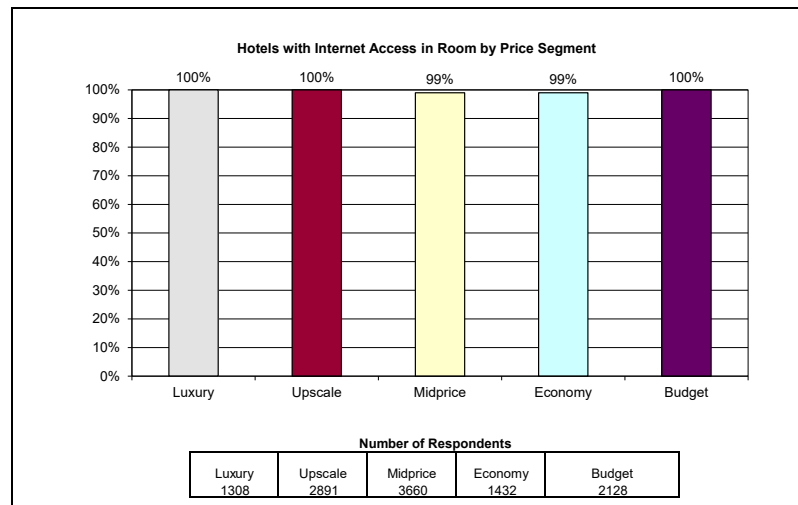
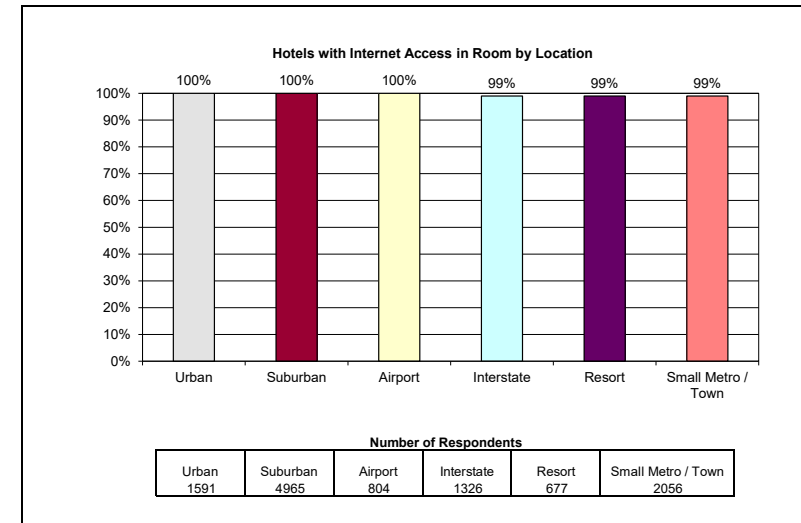
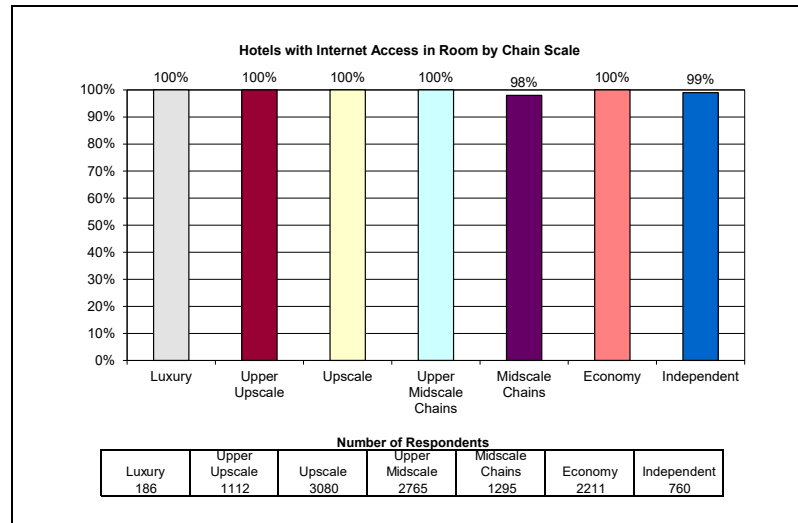
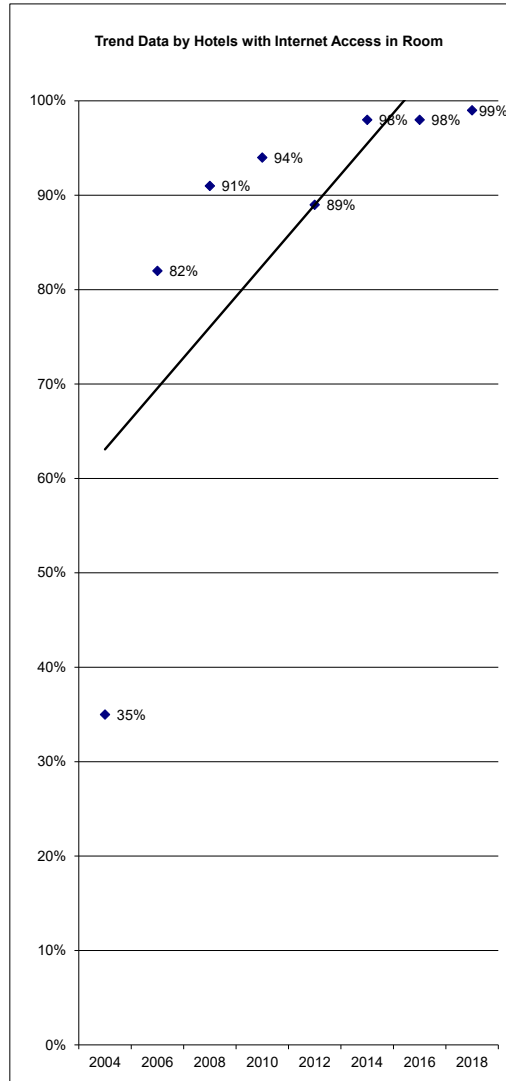
Does your property provide high definition TV and/or flat screen TV in guest rooms? Yes or No
 Percentages are based on the number of 'Yes' respondents in each category divided by the total responding to the question.
 For example, 100% of all responding Economy properties in a Urban location provide high definition TV and/or flat screen TV in guest rooms.
 An 'X' indicates that there were no respondents to the question in that category.

Question 3: Percentage of Hotels with Interactive Hotel Guide in Room



Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.

Question 4: Percentage of Hotels with Internet Access in Room¹



Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.

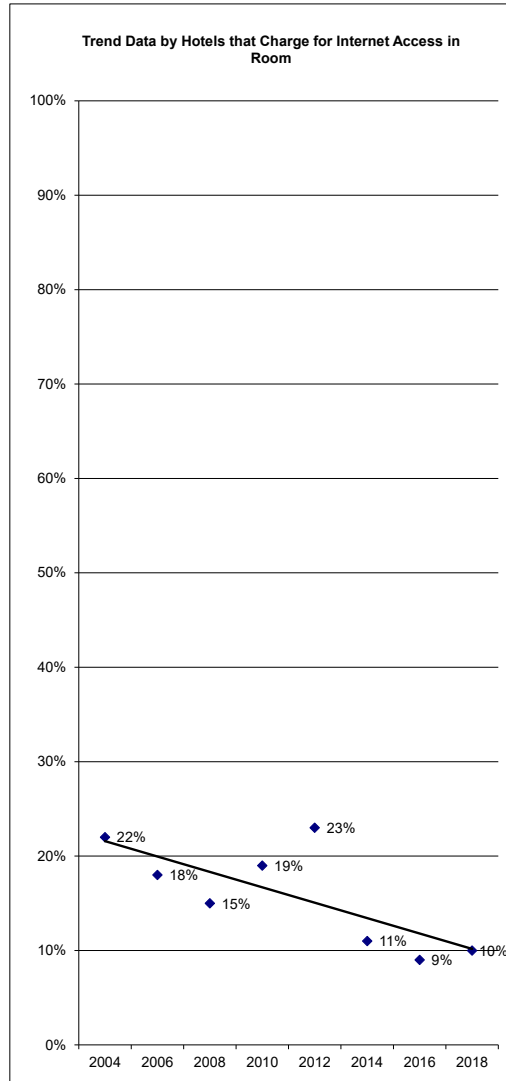
Question 4: Percentage of Hotels with Internet Access in Room¹



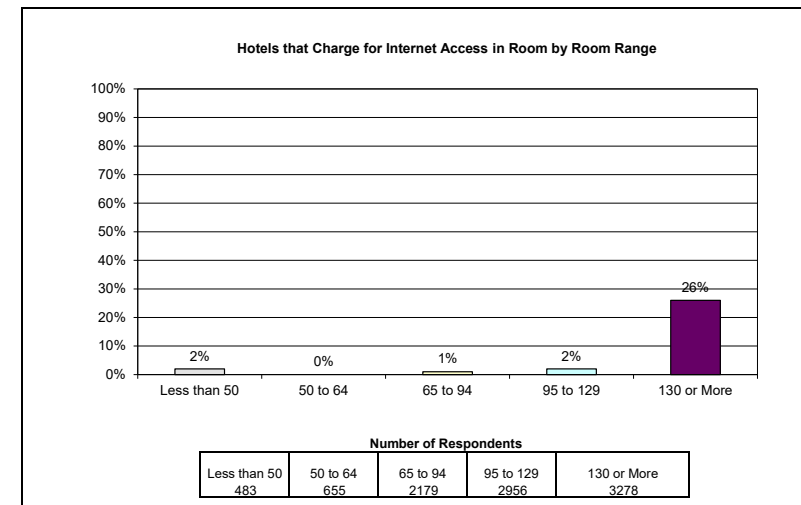
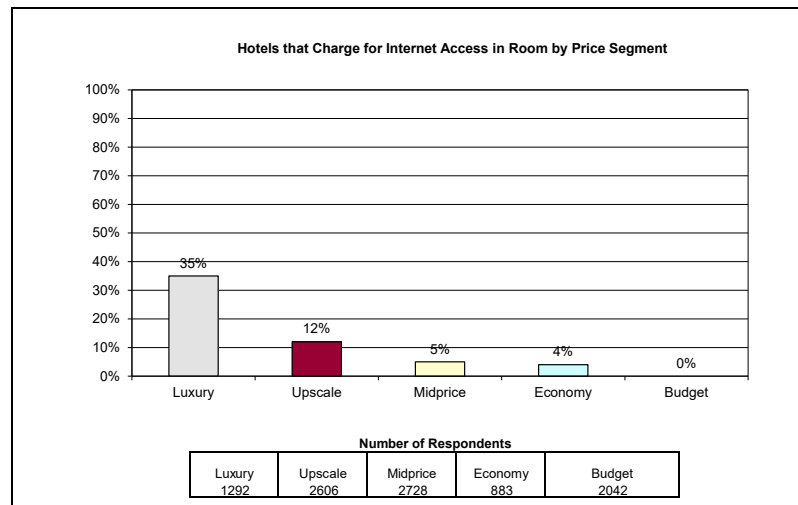
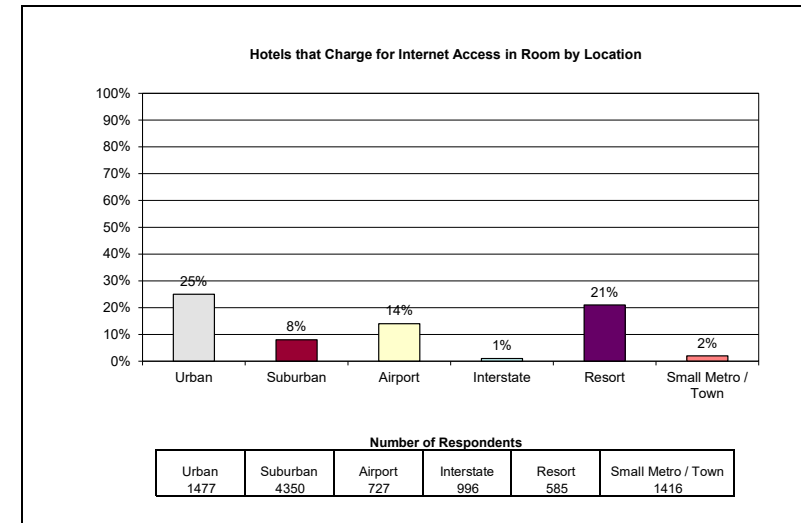
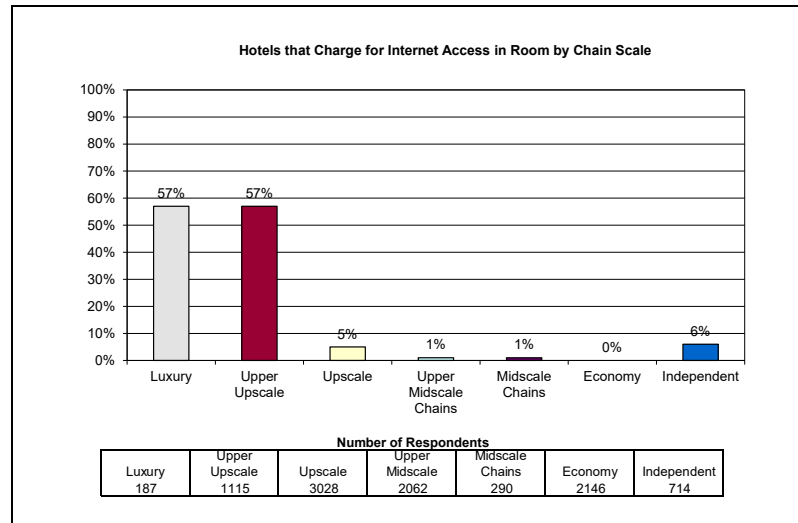
Chain Scale	Location Type	Price Segment	Room Range	Age of Property	Region	AHLA		Total Respondents																				
						Yes	No																					
Luxury	Upper Upscale	Upscale	Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	Yes	No		
Chain Scale	Luxury																											186
	Upper Upscale																											1112
	Upscale																											3080
	Upper Midscale Chains																											2765
	Midscale Chains																											1295
	Economy																											2211
	Independent																											760
Location Type (exclusive)	Urban																											1591
	Suburban																											4965
	Airport																											804
	Interstate																											1326
	Resort																											677
	Small Metro / Town																											2056
Price Segment	Luxury																											1308
	Upscale																											2891
	Midprice																											3660
	Economy																											1432
	Budget																											2128
Room Range	Less than 50																											733
	50 to 64																											1181
	65 to 94																											2720
	95 to 129																											3327
	130 or More																											3458
Age of Property	Less than 8 years																											2054
	8 to 14 years																											1827
	15 to 19 years																											1656
	20 to 29 years																											2410
	30 years or more																											3472
Region	New England																											445
	Middle Atlantic																											947
	South Atlantic																											2414
	East North Central																											1352
	East South Central																											689
	West North Central																											798
	West South Central																											1818
	Mountain																											1085
	Pacific																											1871
AHLA Member	Yes																											7170
	No																											4249
Overall Average																												99
Total Respondents																												11419

Does your property provide Internet access in guest rooms? Yes or No
 Percentages are based on the number of 'Yes' respondents in each category divided by the total responding to the question.
 For example, 100% of all responding Economy properties in a Urban location provide Internet access in guest rooms.
 An 'X' indicates that there were no respondents to the question in that category.

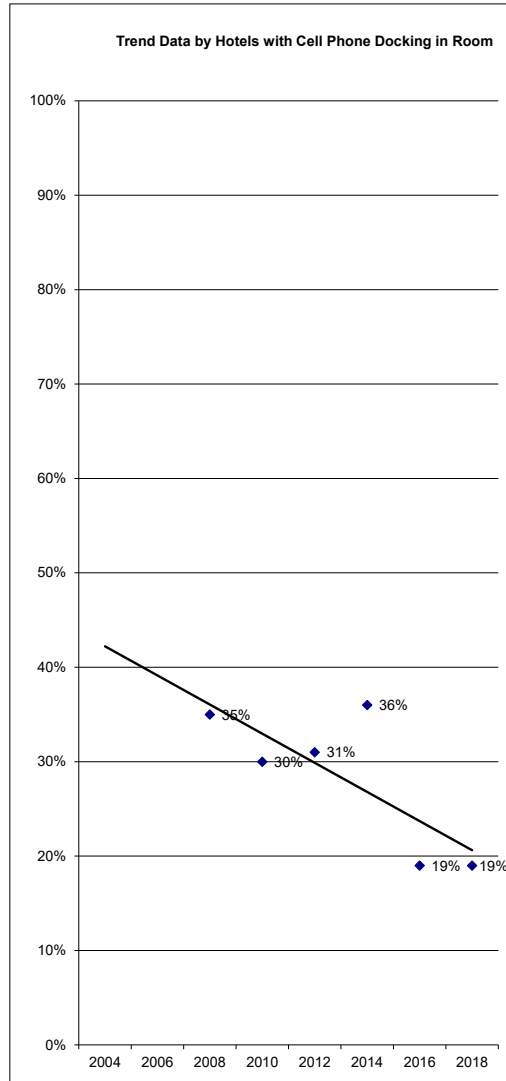
Question 5: Percentage of Hotels that Charge for Internet Access in Room



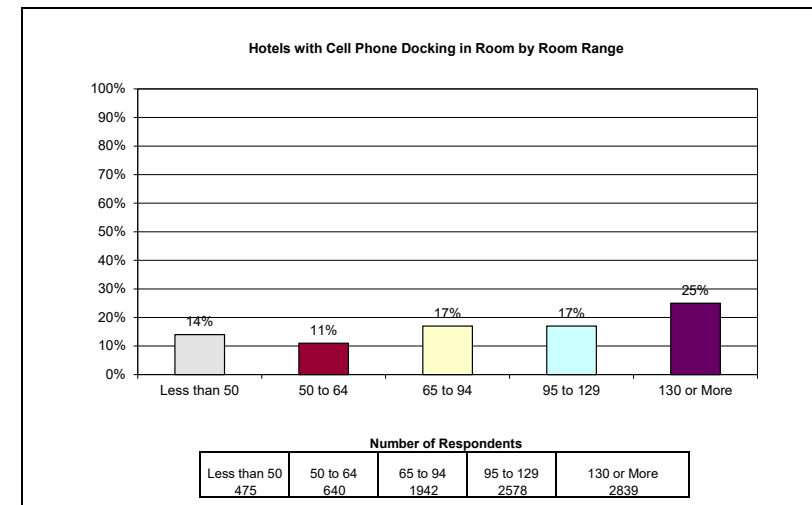
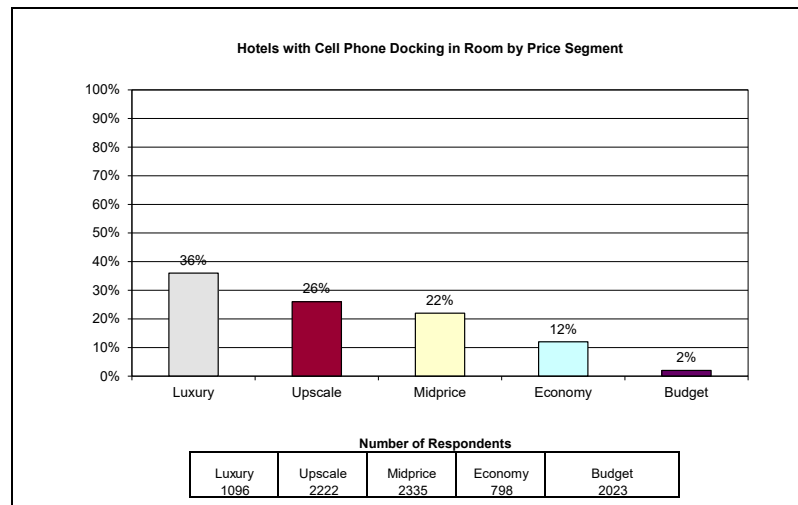
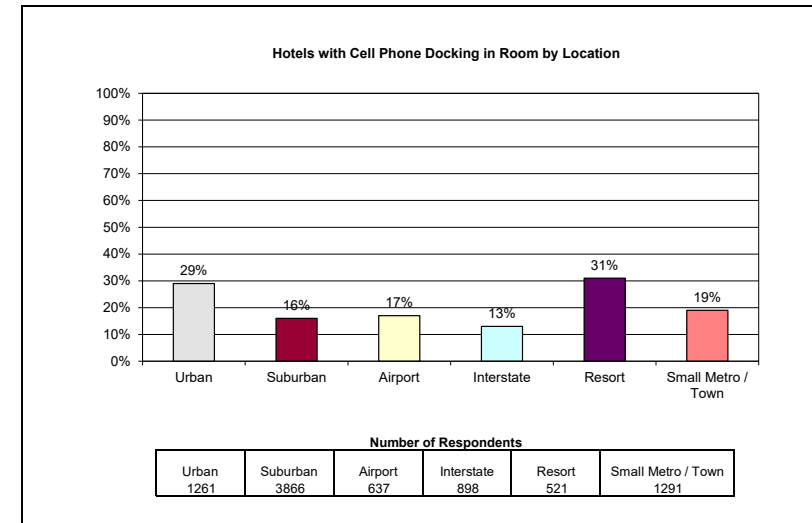
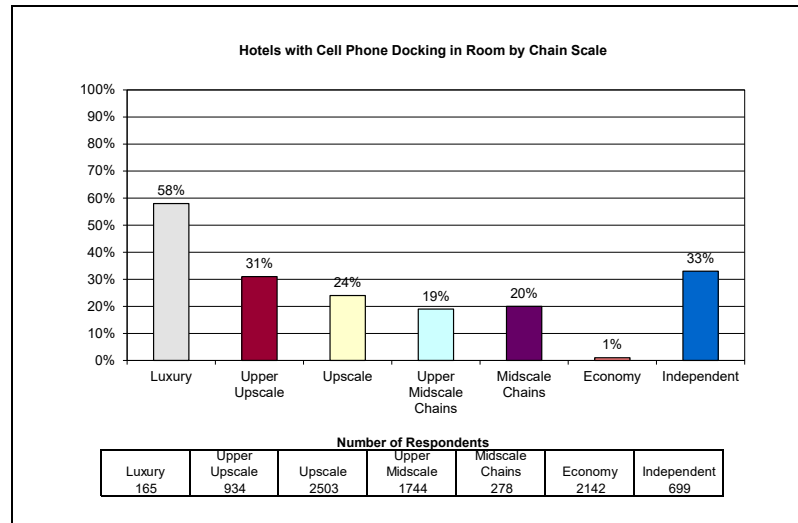
Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.



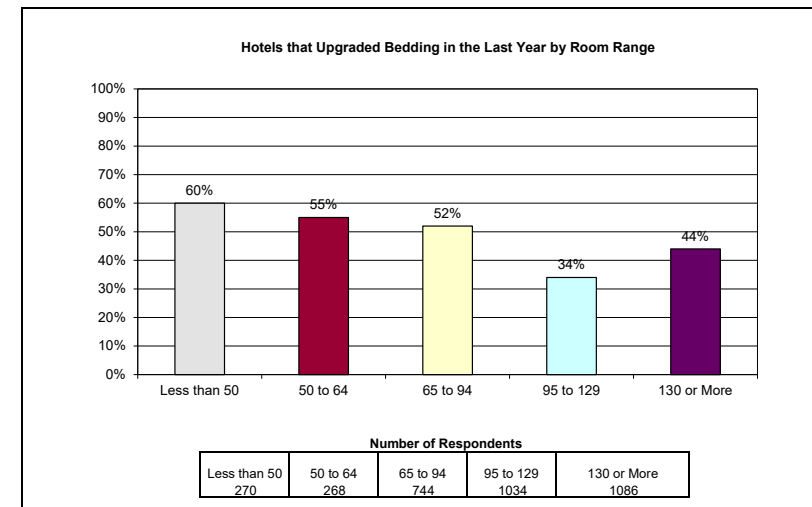
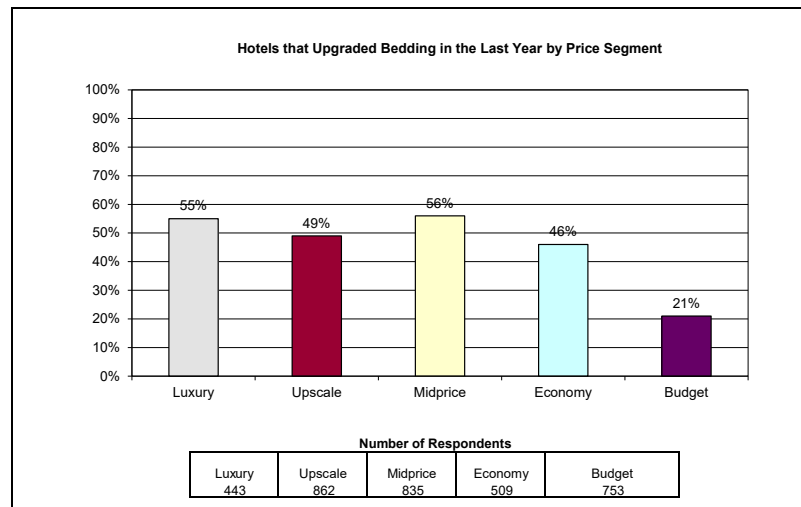
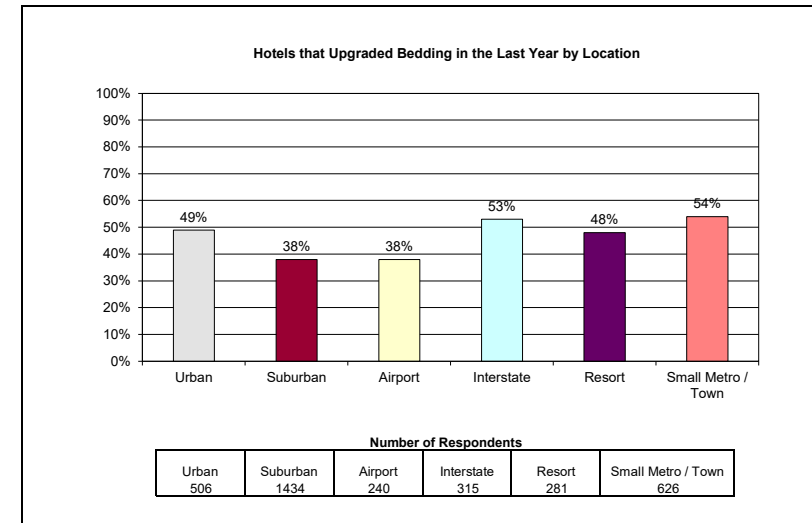
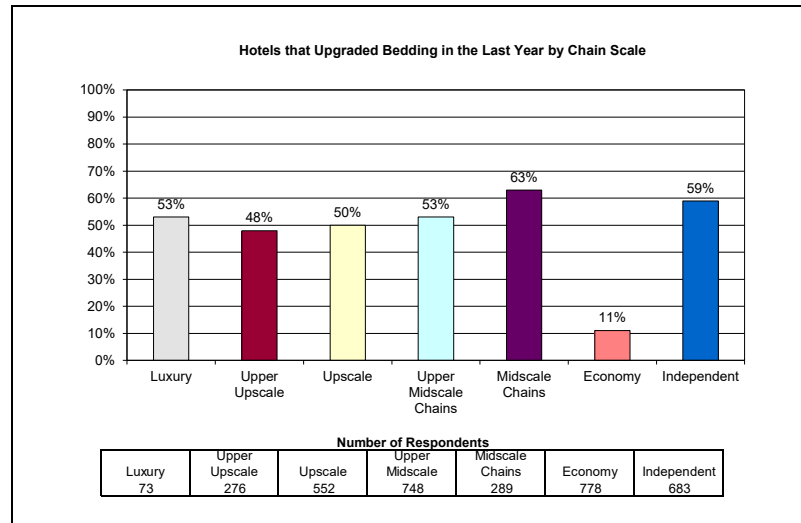
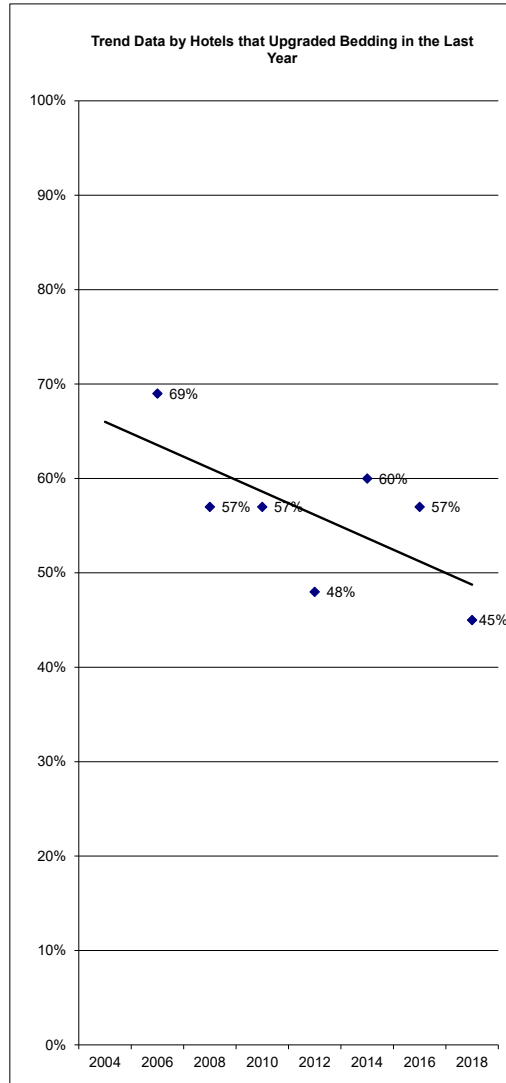
Question 6: Percentage of Hotels with Cell Phone Docking in Room



Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.
 Historical Data does not exist prior to 2008 due to question being first introduced that year.



Question 7: Percentage of Hotels that Upgraded Bedding in the Last Year



Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.
 Historical Data does not exist prior to 2006 due to question being first introduced that year.

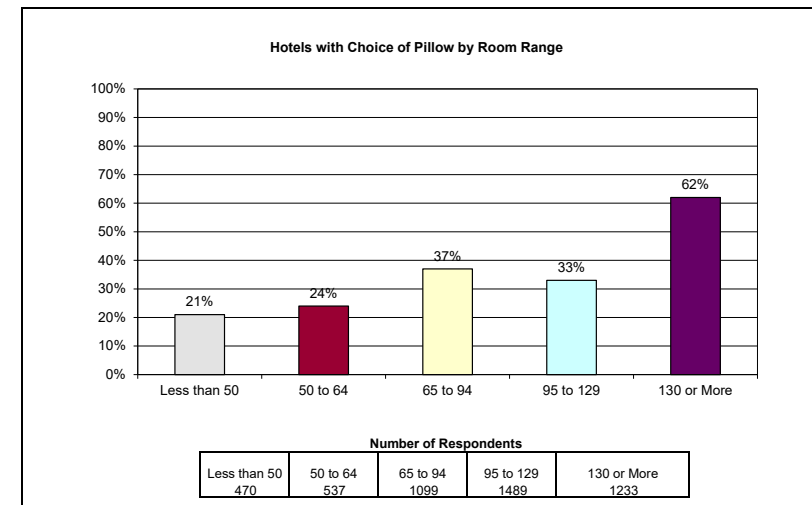
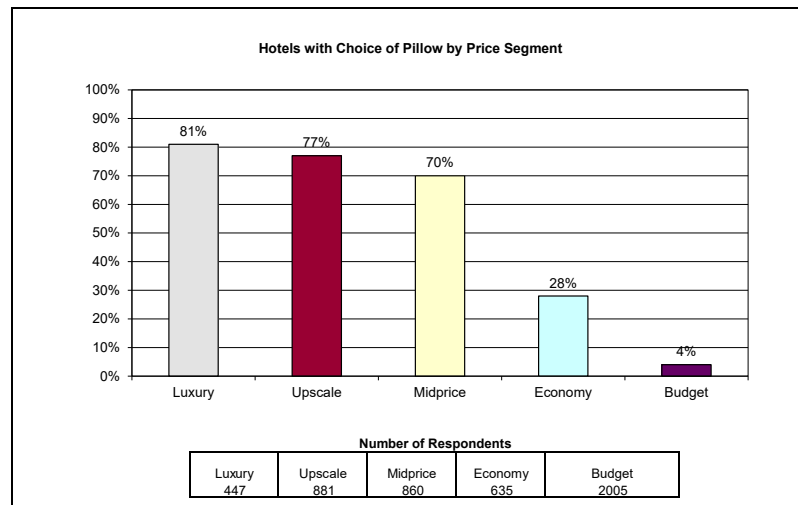
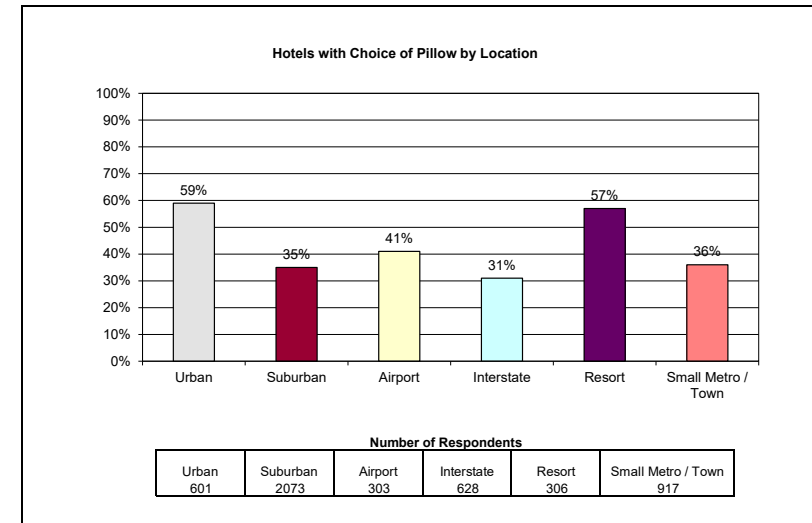
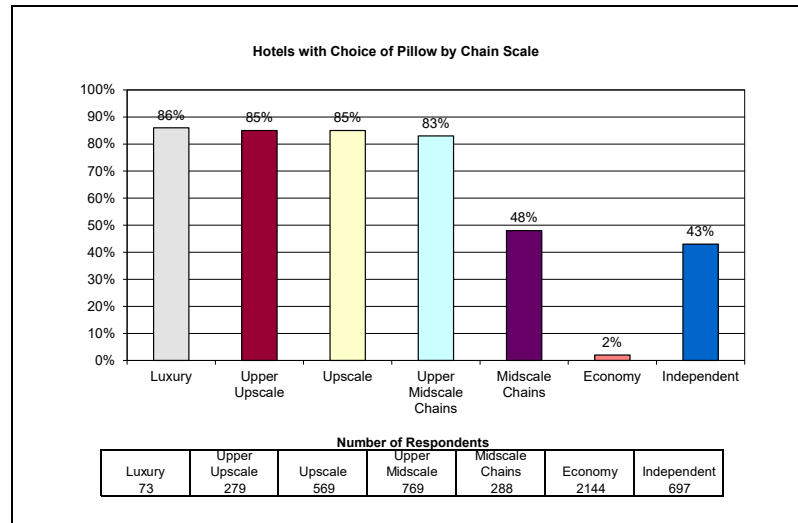
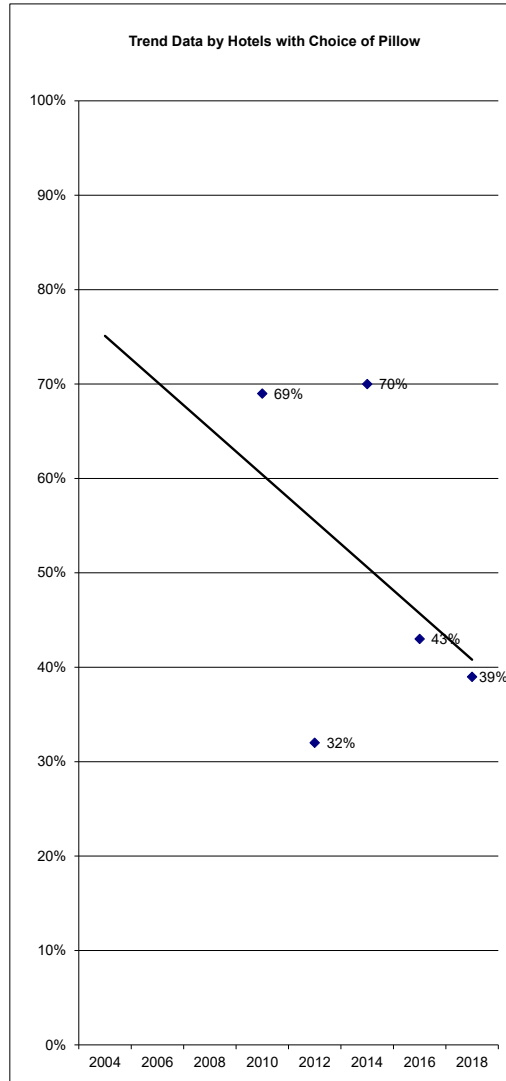
Question 7: Percentage of Hotels that Upgraded Bedding in the Last Year



Chain Scale	Location Type	Price Segment	Room Range	Age of Property	Region											AHLA		Total Respondents
					New England	Middle Atlantic	South Atlantic	East North Central	West North Central	West South Central	Mountain	Pacific	Yes	No				
Luxury	Upper Upscale	Upscale	Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	Yes	No	
Chain Scale	Luxury																	73
	Upper Upscale																	276
	Upscale																	552
	Upper Midscale Chains																	748
	Midscale Chains																	289
	Economy																	778
	Independent																	683
Location Type (exclusive)	Urban																	506
	Suburban																	1434
	Airport																	240
	Interstate																	315
	Resort																	281
	Small Metro / Town																	626
Price Segment	Luxury																	443
	Upscale																	862
	Midprice																	835
	Economy																	509
	Budget																	753
Room Range	Less than 50																	270
	50 to 64																	268
	65 to 94																	744
	95 to 129																	1034
	130 or More																	1086
Age of Property	Less than 8 years																	569
	8 to 14 years																	503
	15 to 19 years																	549
	20 to 29 years																	903
	30 years or more																	878
Region	New England																	139
	Middle Atlantic																	290
	South Atlantic																	747
	East North Central																	439
	East South Central																	201
	West North Central																	269
	West South Central																	481
	Mountain																	300
	Pacific																	536
AHILA Member	Yes																	2028
	No																	1374
Overall Average																		45
Total Respondents																		3402

Does your property have upgraded guest bedding in the last year? Yes or No
 Percentages are based on the number of 'Yes' respondents in each category divided by the total responding to the question.
 For example, 10% of all responding Economy properties in a Urban location have upgraded guest bedding in the last year.
 An 'X' indicates that there were no respondents to the question in that category.

Question 8: Percentage of Hotels with Choice of Pillow



Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.
 Historical Data does not exist prior to 2010 due to question being first introduced that year.

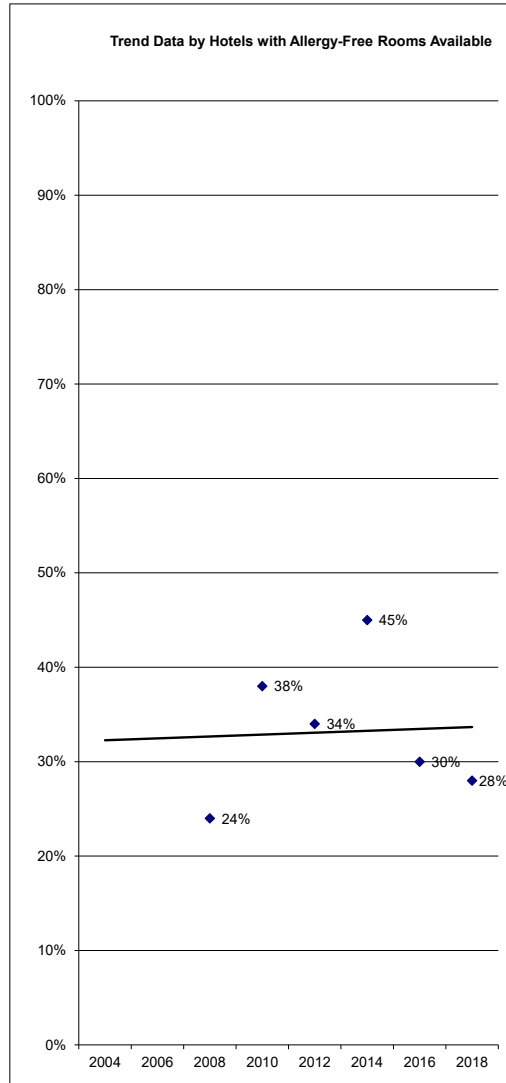
Question 8: Percentage of Hotels with Choice of Pillow



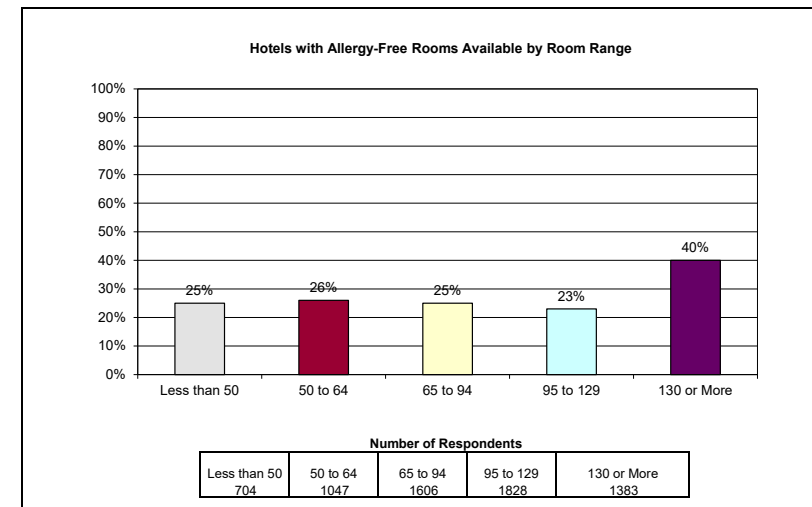
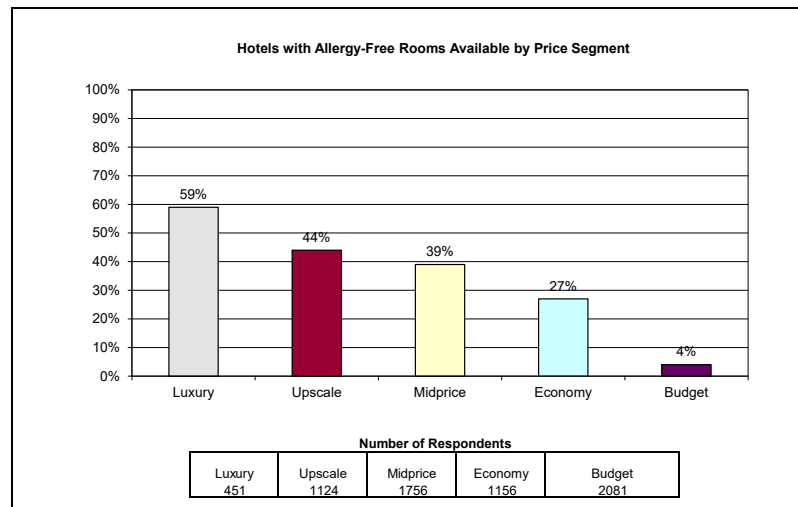
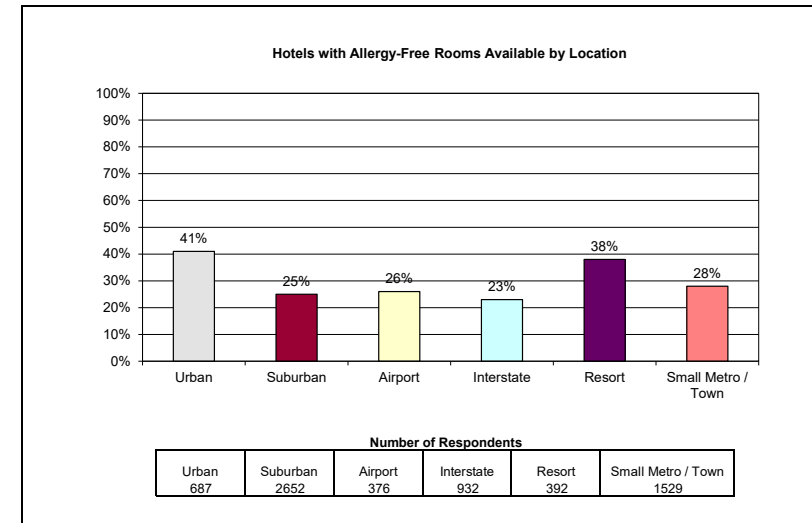
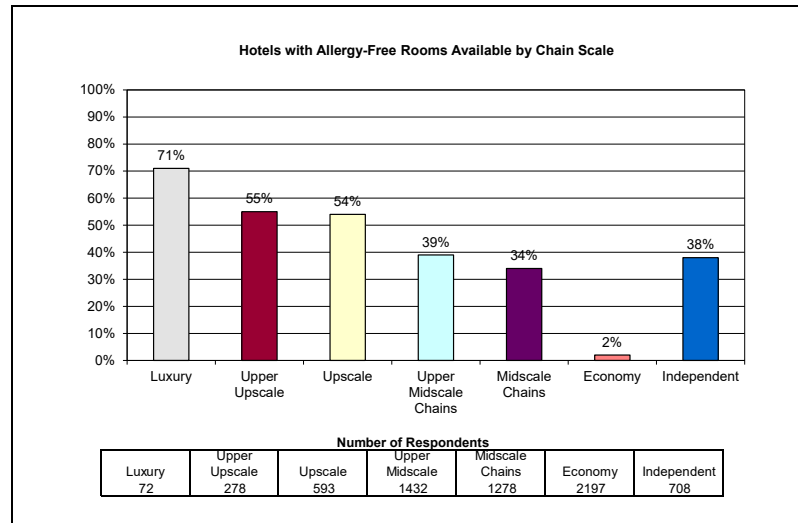
Chain Scale	Location Type								Price Segment				Room Range				Age of Property				Region								AHLA		Total Respondents													
	Luxury	Upper Upscale	Upscale	Upper Midscale Chains	Midscale Chains	Economy	Independent	Urban	Suburban	Airport	Interstate	Resort	Small Metro / Town	Luxury	Upscale	Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	Yes	No	Yes	No			
Chain Scale	Luxury							91	92	100	X	74	100	89	76	100	X	X	100	100	100	90	84	94	94	62	86	84	100	67	69	100	X	100	100	89	88	84	91	73				
	Upper Upscale							82	85	90	75	92	75	85	85	84	67	100	75	X	62	93	85	93	85	79	79	84	85	90	86	81	83	82	78	95	88	84	89	279				
	Upscale							84	88	78	85	79	86	85	86	86	76	60	80	50	75	87	86	81	88	85	84	88	75	83	91	93	76	82	86	92	74	85	84	569				
	Upper Midscale Chains							84	82	76	86	86	83	90	82	84	76	80	56	77	85	84	80	78	84	88	84	83	92	76	83	85	91	82	80	79	88	83	82	769				
	Midscale Chains							57	44	56	51	75	45	X	46	54	44	43	56	46	51	42	53	60	49	41	48	46	60	62	42	36	57	55	49	44	53	42	53	288				
	Economy							1	1	0	2	4	3	X	22	6	5	1	4	2	2	1	0	1	0	1	2	2	0	1	1	2	3	5	2	1	0	1	4	2144				
	Independent							60	48	44	27	47	33	67	57	41	25	22	34	37	39	41	60	69	55	53	33	37	43	44	47	39	39	38	34	48	47	47	40	697				
Location Type (exclusive)	Urban	91	82	84	84	57	1	60						84	76	70	25	8	24	32	35	45	76	81	66	47	45	54	67	66	68	66	61	71	54	52	48	57	64	601				
	Suburban	92	85	88	82	44	1	48						85	83	74	27	2	23	25	32	29	52	67	68	32	22	23	40	46	38	36	34	40	29	35	28	31	43	2073				
	Airport	100	90	78	76	56	0	44						76	81	80	35	2	25	8	29	31	59	60	84	44	27	34	50	27	38	50	38	45	46	50	30	41	42	303				
	Interstate	X	75	85	86	51	2	27						67	76	78	28	4	10	21	45	31	55	59	60	37	37	8	50	34	40	35	39	36	21	23	18	24	42	628				
	Resort	74	92	79	86	75	4	47						74	75	57	24	11	36	12	48	45	70	82	81	53	46	50	X	25	57	67	46	100	56	65	54	56	57	306				
	Small Metro / Town	100	75	86	83	45	3	33						57	67	61	27	7	24	26	42	43	51	63	60	41	30	21	45	42	42	48	40	33	31	23	33	41	917					
Price Segment	Luxury	89	85	85	90	X	X	67	84	85	76	67	74	57																											447			
	Upscale	76	85	86	82	46	22	57	76	83	81	76	75	67					45	63	75	81	81	78	78	81	74	73	62	75	80	79	83	74	74	70	80	79	72	881				
	Midprice	100	84	86	84	54	6	41	70	74	80	78	57	61					50	51	71	77	76	77	77	71	71	60	71	67	71	80	64	68	70	76	65	70	72	860				
	Economy	X	67	76	76	44	5	25	25	27	35	28	24	27					21	23	32	24	36	43	40	22	25	25	52	46	33	29	27	42	23	34	9	20	38	635				
	Budget	X	100	60	80	43	1	22	8	2	2	4	11	7					9	3	3	2	7	12	6	2	2	5	10	10	1	4	5	6	2	5	4	2	9	2005				
Room Range	Less than 50	100	75	80	56	56	4	34	24	23	25	10	36	24	56	45	50	21	9																						470			
	50 to 64	100	X	50	77	46	2	37	32	25	8	21	12	26	71	63	51	23	3																						537			
	65 to 94	100	62	75	85	51	2	39	35	32	29	45	48	42	80	75	71	32	3																						1099			
	95 to 129	90	93	87	84	42	1	41	45	29	31	31	45	43	80	81	77	24	2																						1489			
	130 or More	84	85	86	80	53	0	60	76	52	59	55	70	51	85	81	76	36	7																						1233			
Age of Property	Less than 8 years	94	93	81	78	60	1	69	81	67	60	59	82	63	86	78	77	43	12	39	32	61	82	82																640				
	8 to 14 years	94	85	88	84	49	1	55	66	68	84	60	81	60	88	78	77	40	6	31	41	67	72	78																	572			
	15 to 19 years	62	79	85	88	41	1	53	47	32	44	37	53	41	78	81	71	22	2	35	28	44	24	57																	648			
	20 to 29 years	86	79	84	84	48	2	33	45	22	27	37	46	30	81	74	71	25	2	22	27	29	24	38																	1142			
	30 years or more	84	84	88	83	46	2	37	54	23	34	8	50	21	76	73	60	25	5	15	13	12	14	63																	1826			
Region	New England	100	85	75	92	60	0	43	67	40	50	50	X	45	81	62	71	52	10	28	31	39	41	65	67	84	39	35	38											47	43	169		
	Middle Atlantic	67	90	83	76	62	1	44	66	46	27	34	25	42	74	75	67	46	10	22	36	52	45	59	62	73	31	44	41												49	47	349	
	South Atlantic	69	86	91	83	42	1	47	68	38	38	40	57	42	84	80	71	33	1	26	27	41	34	65	72	72	39	28	37													44	44	955
	East North Central	100	81	93	85	36	2	39	66	36	50	35	67	42	88	79	80	29	4	22	33	38	34	66	82	82	39	29	29													40	43	579
	East South Central	X	83	76	91	57	3	39	61	34	38	39	46	48	78	83	64	27	5	22	26	42	40	71	87	68	36	30	23													39	48	285
	West North Central	100	82	82	82	55	5	38	71	40	45	36	100	40	77	74	68	42	6	26	31	48	44	60	65	54	50	32	25													36	48	356
	West South Central	100	78	86	80	49	2	34	54	29	46	21	56	33	83	74	70	23	2	16	11	35	30	60	58	52	40	21	21													30	46	822
	Mountain	89	95	92	79	44	1	48	52	35	50	23	65	31	93	70	76	34	5	20	30	37	29	61	73	69	35	30	25													32	49	457
	Pacific	88	88	74	88	53	0	47	48	28	30	18	54	23	74	80	65	9	4	20	16	22	22	56	72	65	32	26	24													27	47	856
AHILA Member	Yes	84	84	85	83	42	1	47	57	31	41	24	56	33	80	79	70	20	2	12	18	31	27	61	69	68	38	26	28														3187	
	No	91	89	84	82	53	4	40	64	43	42	42	57	41	83	72	72	38	9	28	33	49	47	65	69	62	38	34	29														1641	
Overall Average		86	85	85	83	48	2	43	59	35	41	31	57	36	81	77	70	28	4	21	24	37	33	62	69	66	38	28	28													36	46	39
Total Respondents		73	279	569	769	288	2144	697	601	2073	303	628	306	917	447	881	860	635	2005	470	537	1099	1489	1233	640	572	648	1142	1826	169	349	955	579	285	356	822	457	856	3187	1641	4828			

Does your property provide choice of pillow in guest rooms? Yes or No
 Percentages are based on the number of 'Yes' respondents in each category divided by the total responding to the question.
 For example, 1% of all responding Economy properties in a Urban location provide choice of pillow in guest rooms.
 An 'X' indicates that there were no respondents to the question in that category.

Question 9: Percentage of Hotels with Allergy-Free Rooms Available



Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.
 Historical Data does not exist prior to 2008 due to question being first introduced that year.



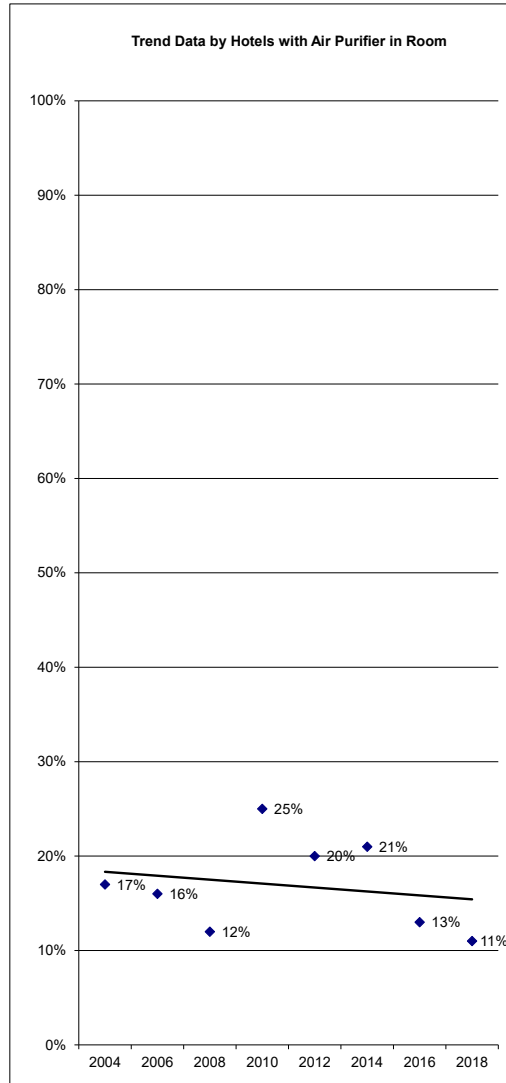
Question 9: Percentage of Hotels with Allergy-Free Rooms Available



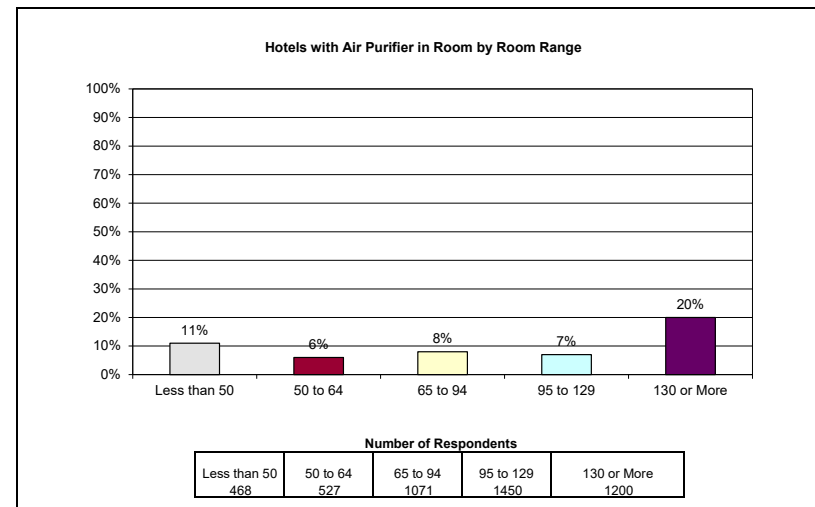
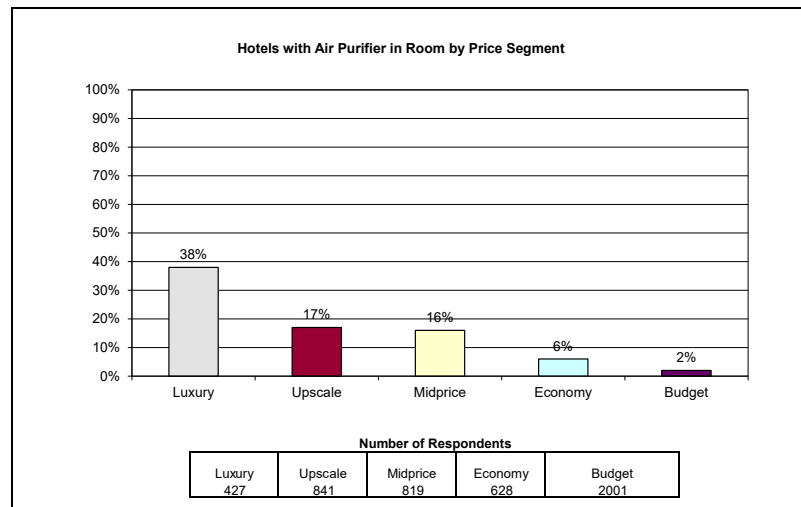
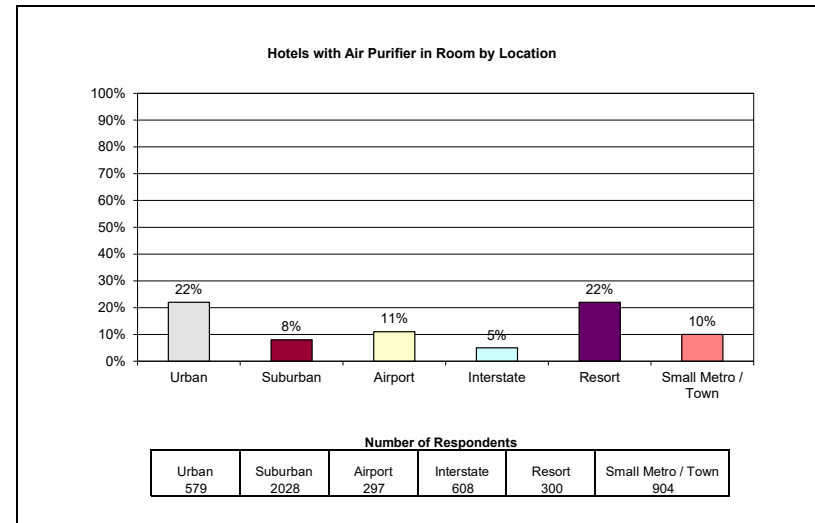
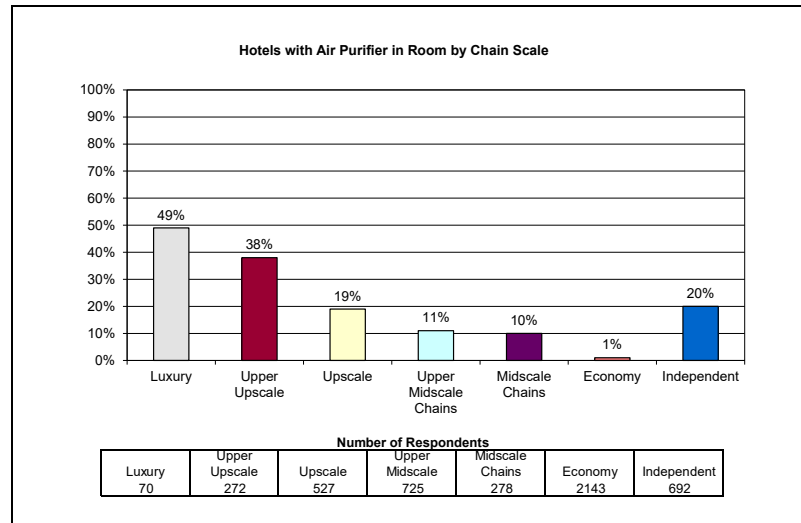
Chain Scale	Location Type	Price Segment	Room Range	Age of Property	Region										AHLA		Total Respondents			
					New England	Middle Atlantic	South Atlantic	East North Central	West North Central	West South Central	Mountain	Pacific	Yes	No	Yes	No				
Luxury	Urban	Luxury	Less than 50	Less than 8 years	New England	Middle Atlantic	South Atlantic	East North Central	West North Central	West South Central	Mountain	Pacific	Yes	No	Yes	No	Yes	No		
Upper Upscale	Suburban	Upscale	50 to 64	8 to 14 years	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	
Upscale	Airport	Midprice	65 to 94	15 to 19 years	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67
Upper Midscale Chains	Interstate	Economy	95 to 129	20 to 29 years	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67
Midscale Chains	Resort	Budget	130 or More	30 years or more	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67
Economy	Small Metro / Town				67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67
Independent					67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67
Urban					67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67
Suburban					67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67
Airport					67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67
Interstate					67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67
Resort					67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67
Small Metro / Town					67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67
Luxury					67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67
Upscale					67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67
Midprice					67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67
Economy					67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67
Budget					67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67
Less than 50					67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67
50 to 64					67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67
65 to 94					67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67
95 to 129					67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67
130 or More					67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67
Less than 8 years					67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67
8 to 14 years					67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67
15 to 19 years					67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67
20 to 29 years					67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67
30 years or more					67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67
New England					67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67
Middle Atlantic					67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67
South Atlantic					67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67
East North Central					67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67
East South Central					67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67
West North Central					67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67
West South Central					67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67
Mountain					67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67
Pacific					67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67
Yes					67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67
No					67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67
Overall Average					67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67
Total Respondents					67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67

Does your property have allergy-free rooms? Yes or No
 Percentages are based on the number of 'Yes' respondents in each category divided by the total responding to the question.
 For example, 1% of all responding Economy properties in a Urban location have allergy-free rooms.
 An 'X' indicates that there were no respondents to the question in that category.

Question 10: Percentage of Hotels with Air Purifier in Room



Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.



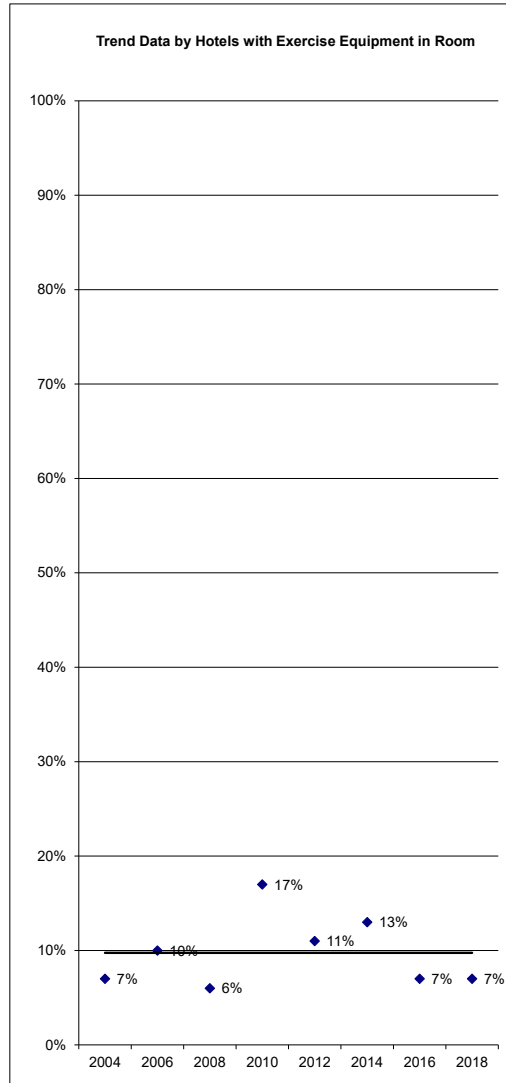
Question 10: Percentage of Hotels with Air Purifier in Room



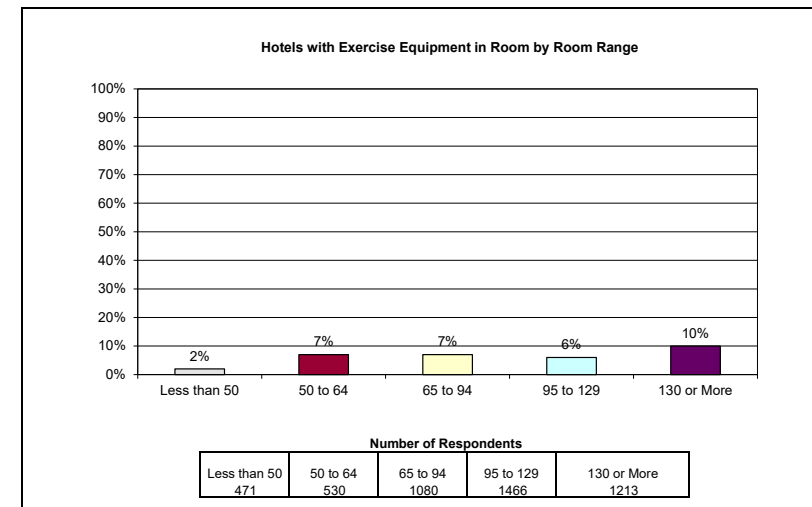
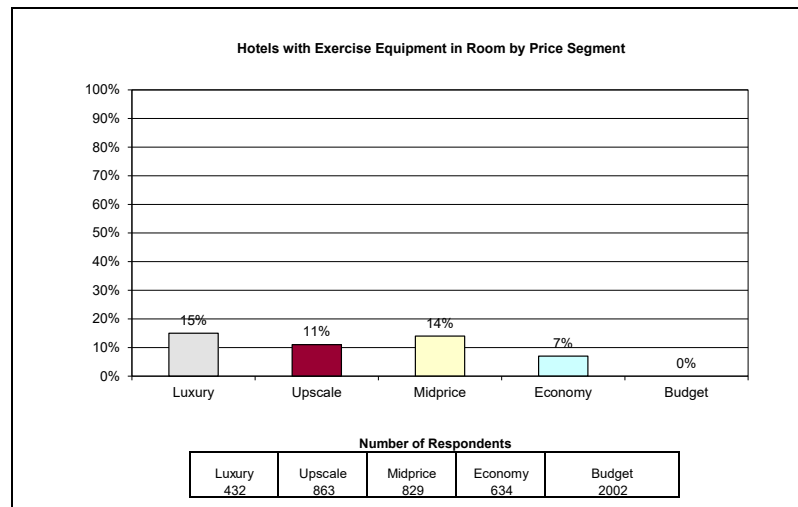
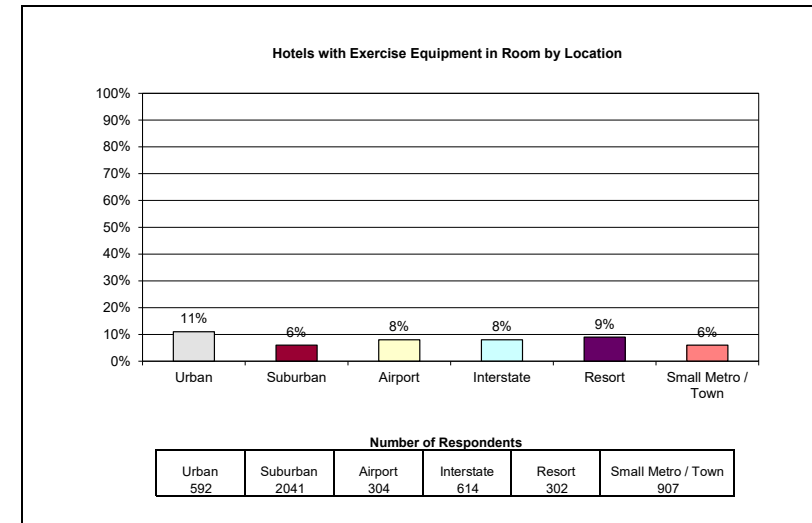
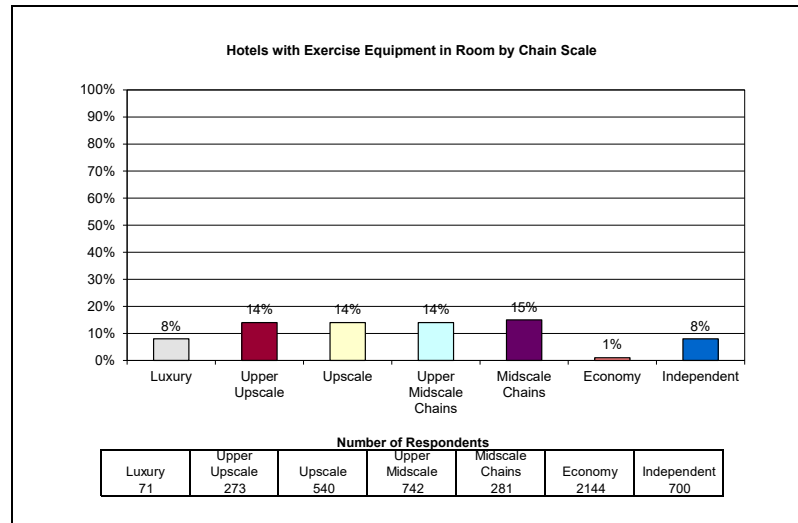
Chain Scale		Location Type						Price Segment						Room Range						Age of Property						Region						AHLA		Total Respondents							
		Upper Upscale	Upper Midscale Chains	Midscale Chains	Economy	Independent	Urban	Suburban	Airport	Interstate	Resort	Small Metro / Town	Luxury	Upscale	Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	Yes	No			
Chain Scale	Luxury						58	50	0	X	39	33	53	38	0	X	X	67	100	25	33	51	53	80	43	29	33	67	67	18	67	X	100	62	56	42	51	43	70		
	Upper Upscale						36	38	35	0	45	50	44	32	38	17	0	33	X	50	57	36	45	45	30	30	37	46	43	41	38	29	18	38	44	35	38	37	272		
	Upscale						24	17	26	17	24	10	30	18	15	31	33	0	50	15	16	23	18	19	20	12	26	12	31	12	16	23	11	28	32	16	20	18	527		
	Upper Midscale Chains						11	10	6	10	15	15	18	9	13	9	0	10	12	14	8	10	10	12	17	10	8	8	9	12	11	10	14	10	13	14	13	8	725		
	Midscale Chains						15	10	18	8	0	11	X	5	11	8	18	20	5	9	17	5	17	6	6	9	12	20	11	8	18	0	10	7	15	13	7	12	278		
	Economy						1	1	0	1	2	2	X	11	9	3	0	4	2	1	0	0	0	2	1	2	1	0	1	1	1	1	2	1	1	0	1	2	2143		
	Independent						27	23	27	16	20	15	35	21	23	7	14	18	17	15	23	26	31	28	20	17	17	20	29	20	19	18	12	12	14	27	21	19	692		
Location Type (exclusive)	Urban	58	36	24	11	15	1	27					38	21	20	13	2	6	15	12	12	30	31	28	19	11	20	43	33	21	23	8	21	17	15	20	22	21	579		
	Suburban	50	38	17	10	10	1	23					40	16	15	6	1	13	8	8	4	14	12	18	7	4	8	9	14	6	5	10	7	9	10	9	8	9	2028		
	Airport	0	35	26	6	18	0	27					29	26	23	2	0	0	8	0	9	18	16	14	15	8	10	50	0	6	19	5	15	13	12	14	11	11	297		
	Interstate	X	0	17	10	8	1	16					0	13	10	5	2	6	1	5	7	10	8	10	2	7	3	12	0	6	8	0	8	1	8	6	4	6	608		
	Resort	39	45	24	15	0	2	20					39	23	21	7	6	24	6	23	18	26	39	39	18	12	19	X	40	24	33	5	0	22	30	21	22	22	300		
	Small Metro / Town	33	50	10	15	11	2	15					25	15	15	6	5	12	8	9	6	16	14	13	11	8	8	7	5	9	16	16	7	9	8	9	9	11	904		
Price Segment	Luxury	53	44	30	18	X	X	35	38	40	29	0	39	25				27	44	40	34	39	37	50	40	27	34	44	45	37	37	20	24	37	48	41	39	35	427		
	Upscale	38	32	18	9	5	11	21	21	16	26	13	23	15				13	8	11	15	25	16	16	14	12	25	19	26	13	15	16	9	19	20	23	19	15	841		
	Midprice	0	38	15	13	11	9	23	20	15	23	10	21	15				23	15	14	13	19	15	13	16	13	19	18	13	13	16	9	18	14	20	21	17	14	819		
	Economy	X	17	31	9	8	3	7	13	6	2	5	7	6				9	4	7	4	7	11	7	3	7	5	0	13	6	7	8	4	6	9	4	5	7	628		
	Budget	X	0	33	0	18	0	14	2	1	0	2	6	6				8	1	1	0	2	6	3	1	1	2	5	3	1	2	3	3	1	2	2	1	4	2001		
Room Range	Less than 50	67	33	0	10	20	4	18	6	13	0	6	24	12	27	13	23	9	8				16	16	12	10	10	11	7	16	18	17	8	8	5	12	7	14	468		
	50 to 64	100	X	50	12	5	2	17	15	8	8	1	6	8	44	8	15	4	1				7	5	12	6	5	15	3	4	8	2	6	4	8	11	6	6	527		
	65 to 94	25	50	15	14	9	1	15	12	8	0	5	23	9	40	11	14	7	1				13	14	8	6	3	4	16	8	3	8	6	8	12	7	8	8	1071		
	95 to 129	33	57	16	8	17	0	23	12	4	9	7	18	6	34	15	13	4	0				13	14	5	5	4	12	14	3	7	5	6	4	10	6	5	9	1450		
	130 or More	51	36	23	10	5	0	26	30	14	18	10	26	18	39	25	19	7	2				32	33	16	8	21	22	24	19	22	18	19	22	18	20	21	20	1200		
Age of Property	Less than 8 years	53	45	18	10	17	0	31	31	12	16	8	39	14	37	16	15	11	6	16	7	13	13	32															619		
	8 to 14 years	80	45	19	12	6	2	28	28	18	14	10	39	13	50	16	13	7	3	16	5	14	14	33															544		
	15 to 19 years	43	30	20	17	6	1	20	19	7	15	2	18	11	40	14	16	3	1	12	12	8	5	16															637		
	20 to 29 years	29	30	12	10	9	2	17	11	4	8	7	12	8	27	12	13	7	1	10	6	6	5	8															1114		
	30 years or more	33	37	26	8	12	1	17	20	8	10	3	19	8	34	25	19	5	2	10	5	3	4	21															1802		
Region	New England	67	46	12	8	20	0	20	43	9	50	12	X	7	44	19	18	0	5	11	15	4	12	22	7	22	8	15	15									167			
	Middle Atlantic	67	43	31	9	11	1	29	33	14	0	0	40	5	45	26	13	13	3	7	3	16	14	24	25	18	9	13	15										335		
	South Atlantic	18	41	12	12	8	1	20	21	6	6	6	24	9	37	13	13	6	1	16	4	8	3	19	19	15	3	4	13										919		
	East North Central	67	38	16	11	18	1	19	23	5	19	8	33	16	37	15	16	7	2	18	8	3	7	22	15	20	12	6	10										569		
	East South Central	X	29	23	10	0	1	18	8	10	5	0	5	16	20	16	9	8	3	17	2	8	5	18	15	13	15	3	6										273		
	West North Central	100	18	11	14	10	2	12	21	7	15	8	0	7	24	9	18	4	3	8	6	6	19	12	9	7	6	8											351		
	West South Central	62	38	28	10	7	1	12	17	9	13	1	22	9	37	19	14	6	1	8	4	8	4	22	15	10	14	5	8										801		
	Mountain	56	44	32	13	15	1	14	15	10	12	8	30	8	48	20	20	9	2	5	8	12	10	18	22	30	5	7	8										448		
	Pacific	42	35	16	14	13	0	27	20	9	14	6	21	9	41	23	21	4	2	12	11	7	6	20	26	27	15	8	8										853		
AHLA Member	Yes	51	38	20	13	7	1	21	22	8	11	4	22	9	39	19	17	5	1	7	6	8	5	21	21	17	10	7	10	17	16	10	10	8	11	9	10	10	3115		
	No	43	37	18	8	12	2	19	21	9	11	6	22	11	35	15	14	7	4	14	6	8	9	20	17	18	9	6	9	8	16	10	11	10	7	11	15	16	1601		
Overall Average		49	38	19	11	10	1	20	22	8	11	5	22	10	38	17	16	6	2	11	6	8	7	20	18	17	10	6	10	14	16	10	10	8	9	9	12	12	10	11	11
Total Respondents		70	272	527	725	278	2143	692	579	2028	297	608	300	904	427	841	819	628	2001	468	527	1071	1450	1200	619	544	637	1114	1802	167	335	919	569	273	351	801	448	853	3115	1601	4716

Does your property provide an air purifier in guest rooms? Yes or No
 Percentages are based on the number of 'Yes' respondents in each category divided by the total responding to the question.
 For example, 1% of all responding Economy properties in a Urban location provide an air purifier in guest rooms.
 An 'X' indicates that there were no respondents to the question in that category.

Question 11: Percentage of Hotels with Exercise Equipment in Room



Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.



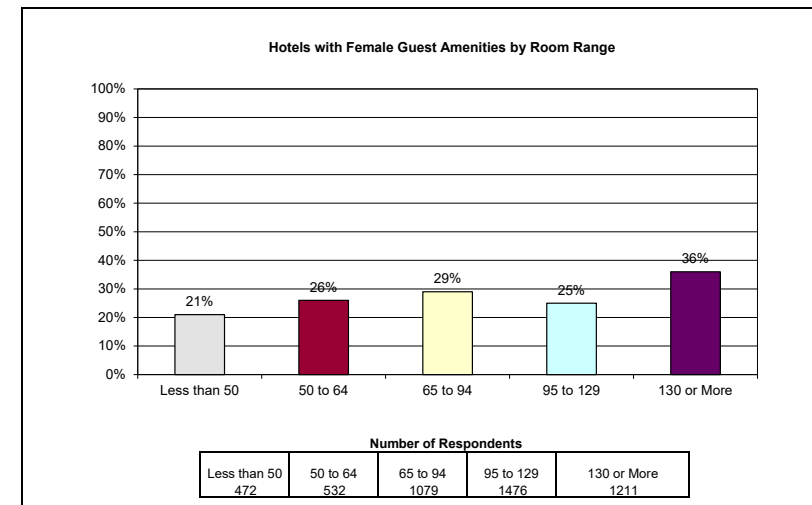
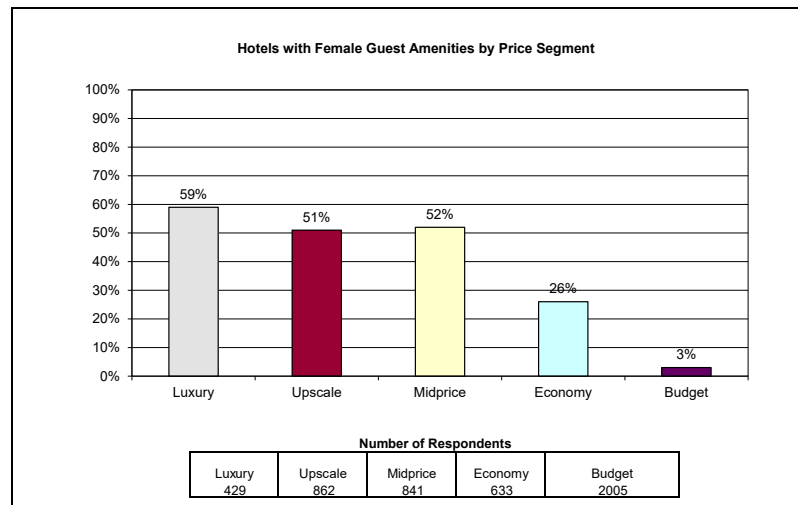
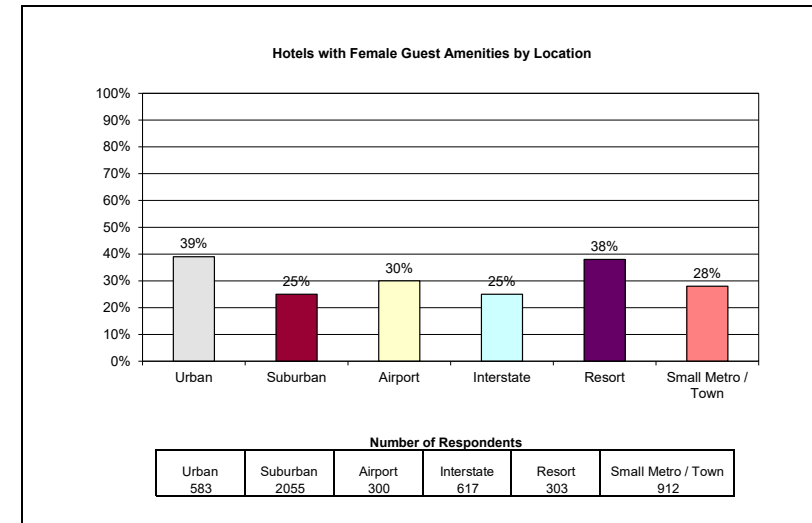
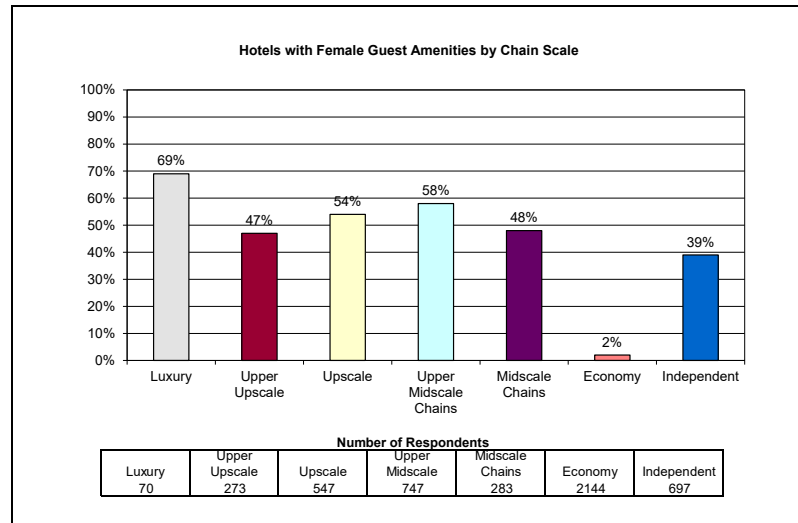
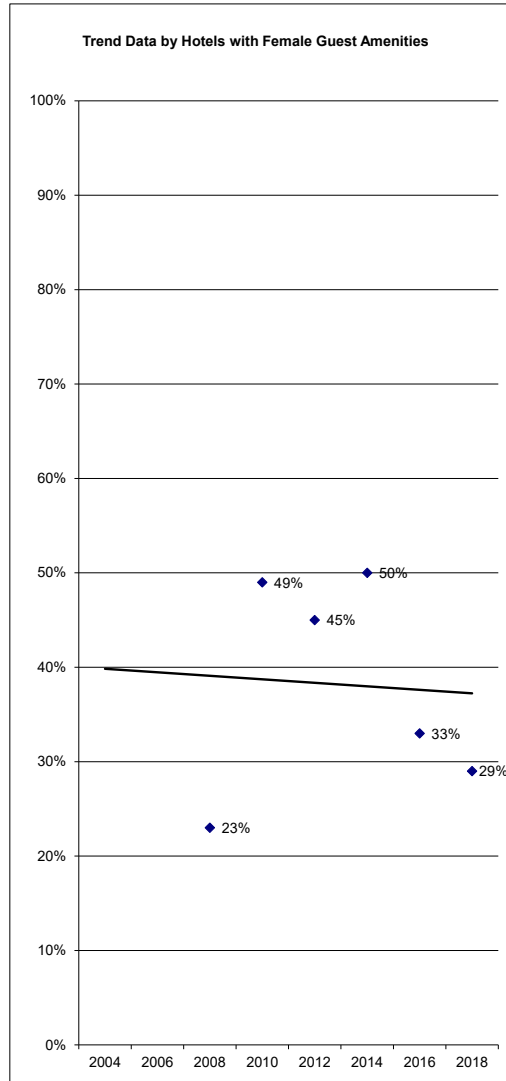
Question 11: Percentage of Hotels with Exercise Equipment in Room



Chain Scale		Location Type							Price Segment					Room Range					Age of Property					Region							AHLA		Total Respondents									
		Luxury	Upper Upscale	Upscale	Upper Midscale Chains	Midscale Chains	Economy	Independent	Urban	Suburban	Airport	Interstate	Small Metro / Town	Luxury	Upscale	Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	West North Central	West South Central	Mountain	Pacific	Yes	No				
Chain Scale	Luxury							9	8	100	X	4	0	9	6	0	X	X	0	0	0	0	11	6	19	0	0	8	0	0	0	0	X	0	23	11	8	10	5	71		
	Upper Upscale							14	20	5	0	7	25	18	10	10	17	0	0	X	29	36	12	21	22	3	6	13	23	14	10	27	0	0	12	24	13	12	22	273		
	Upscale							13	13	20	11	18	8	16	13	16	0	0	0	0	7	13	16	11	17	18	15	11	8	11	15	12	13	11	20	13	11	15	12	540		
	Upper Midscale Chains							12	11	12	19	29	13	15	12	14	18	0	10	21	16	12	8	14	18	11	13	9	8	16	13	13	20	12	12	16	12	13	14	742		
	Midscale Chains							46	15	0	20	25	10	X	4	20	15	9	7	17	15	16	16	14	9	25	14	15	40	11	18	15	9	19	12	21	7	15	15	281		
	Economy							0	0	1	2	0	1	X	11	11	1	0	1	1	1	0	0	1	5	0	1	0	0	1	1	1	2	1	0	1	0	0	1	1	2144	
	Independent							14	7	19	4	7	5	12	9	10	6	1	3	7	5	8	14	12	13	10	5	6	4	10	10	7	7	7	8	5	8	10	5	700		
Location Type (exclusive)	Urban	9	14	13	12	46	0	14						14	12	16	13	0	0	3	7	10	14	16	18	9	8	8	17	12	10	17	7	7	13	10	6	11	11	592		
	Suburban	8	20	13	11	15	0	7						18	11	12	7	0	1	6	5	5	8	10	12	5	4	3	6	8	6	6	5	2	5	8	4	5	7	2041		
	Airport	100	5	20	12	0	1	19						10	15	17	9	1	0	0	6	9	9	11	21	11	3	6	0	9	10	12	14	5	7	7	5	7	10	304		
	Interstate	X	0	11	19	20	2	4						0	15	21	11	1	2	9	9	9	5	10	23	6	7	3	0	10	9	12	6	12	4	9	3	7	9	614		
	Resort	4	7	18	29	25	0	7						14	8	13	0	3	4	6	13	7	10	25	7	6	4	7	X	20	7	0	8	0	11	12	10	7	12	302		
	Small Metro / Town	0	25	8	13	10	1	5						0	9	14	4	0	3	7	8	3	10	9	11	11	4	3	2	5	8	5	7	9	9	2	3	6	5	907		
Price Segment	Luxury	9	18	16	15	X	X	12	14	18	10	0	14	0					4	6	6	20	16	16	19	11	14	12	19	22	12	14	8	5	18	22	12	14	15	432		
	Upscale	6	10	13	12	4	11	9	12	11	15	15	8	9					2	12	14	11	11	12	12	12	10	8	6	11	13	12	11	7	14	11	9	12	10	863		
	Midprice	0	10	16	14	20	11	10	16	12	17	21	13	14					7	20	13	12	17	13	22	13	12	12	14	10	13	19	20	17	18	13	11	14	15	829		
	Economy	X	17	0	18	15	1	6	13	7	9	11	0	4					3	7	10	8	3	11	8	9	7	4	5	12	9	12	4	8	2	12	3	7	7	634		
	Budget	X	0	0	0	9	0	1	0	0	1	1	3	0					0	0	0	0	1	3	1	0	0	0	1	1	1	0	0	1	1	0	0	0	1	2002		
Room Range	Less than 50	0	0	0	10	7	1	3	0	1	0	2	4	3	4	2	7	3	0					3	3	5	1	2	0	0	3	2	0	2	2	4	1	2	2	471		
	50 to 64	0	X	0	21	17	1	7	3	6	0	9	6	7	6	12	20	7	0					5	19	9	9	1	7	9	11	12	6	5	4	10	1	7	6	530		
	65 to 94	0	29	7	16	15	1	5	7	5	6	9	13	8	6	14	13	10	0					12	14	8	4	2	4	12	7	8	9	11	5	8	4	6	9	1080		
	95 to 129	0	36	13	12	16	0	8	10	5	9	9	7	3	20	11	12	8	0					12	13	5	4	3	10	8	5	6	8	4	7	5	3	5	9	1466		
	130 or More	11	12	16	8	16	0	14	14	8	9	5	10	10	16	11	17	3	1					16	17	8	6	9	6	10	11	10	7	10	13	10	9	10	12	1213		
Age of Property	Less than 8 years	6	21	11	14	14	1	12	16	10	11	10	25	9	16	12	13	11	3	3	5	12	12	16					13	12	12	10	25	2	17	13	9	10	13	631		
	8 to 14 years	19	22	17	18	9	5	13	18	12	21	23	7	11	19	12	22	8	1	3	19	14	13	17					22	24	14	7	10	16	13	17	13	15	12	552		
	15 to 19 years	0	3	18	11	25	0	10	9	5	11	6	6	11	11	12	13	9	0	5	9	8	5	8					8	5	8	7	3	15	5	13	3	6	8	639		
	20 to 29 years	0	6	15	13	14	1	5	8	4	3	7	4	4	14	10	12	7	0	1	9	4	4	6					4	8	5	8	2	2	3	5	5	5	5	1124		
	30 years or more	8	13	11	9	15	0	6	8	3	6	3	7	3	12	8	12	4	0	2	1	2	3	9					1	4	6	8	4	6	3	3	3	4	4	1814		
Region	New England	0	23	8	8	40	0	4	17	6	0	0	X	2	19	6	14	5	0	0	7	4	10	6	13	22	8	4	1										5	9	168	
	Middle Atlantic	0	14	11	16	11	1	10	12	8	9	10	20	5	22	11	10	12	1	0	9	12	8	10	12	24	5	8	4											7	12	337
	South Atlantic	0	10	15	13	18	1	10	10	6	10	9	7	8	12	13	13	9	1	3	11	7	5	11	12	14	8	5	6											8	8	933
	East North Central	0	27	12	13	15	2	7	17	6	12	12	0	5	14	12	19	12	0	2	12	8	6	10	10	7	7	8	8											9	7	573
	East South Central	X	0	13	20	9	1	7	7	5	14	6	8	7	8	11	20	4	0	0	6	9	8	7	25	10	3	2	4											4	14	277
	West North Central	0	0	11	12	19	0	7	7	2	5	12	0	9	5	7	17	8	1	2	5	11	4	10	2	16	15	2	6											7	6	354
	West South Central	23	12	20	12	12	1	8	13	5	7	4	11	9	18	14	18	2	1	2	4	5	7	13	17	13	5	3	3											6	11	808
	Mountain	11	24	13	16	21	0	5	10	8	7	9	12	2	22	11	13	12	0	4	10	8	5	10	13	17	13	5	3											6	9	451
	Pacific	8	13	11	12	7	0	8	6	4	5	3	10	3	12	9	11	3	0	1	1	4	3	9	9	13	3	5	3											5	3	859
AHLA Member	Yes	10	12	15	13	15	1	10	11	5	7	7	7	6	14	12	14	7	0	2	7	6	5	10	10	15	6	5	4	5	7	8	9	4	7	6	6	5			3145	
	No	5	22	12	14	15	1	5	11	7	10	9	12	5	15	10	15	7	1	2	6	9	9	12	13	12	8	5	4	9	12	8	7	14	6	11	9	3			1615	
Overall Average		8	14	14	14	15	1	8	11	6	8	8	9	6	15	11	14	7	0	2	7	7	6	10	12	14	7	5	4	7	9	8	8	7	6	7	7	5	6	8	7	
Total Respondents		71	273	540	742	281	2144	700	592	2041	304	614	302	907	432	863	829	634	2002	471	530	1080	1466	1213	631	552	639	1124	1814	168	337	933	573	277	354	808	451	859	3145	1615	4760	

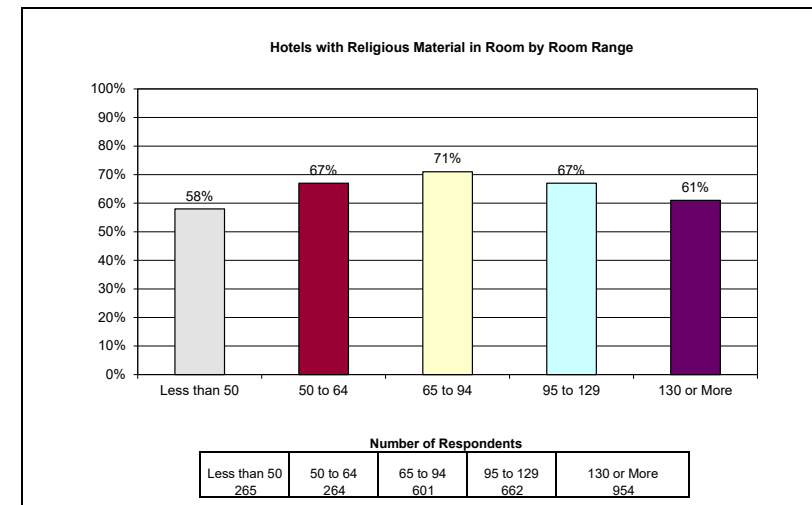
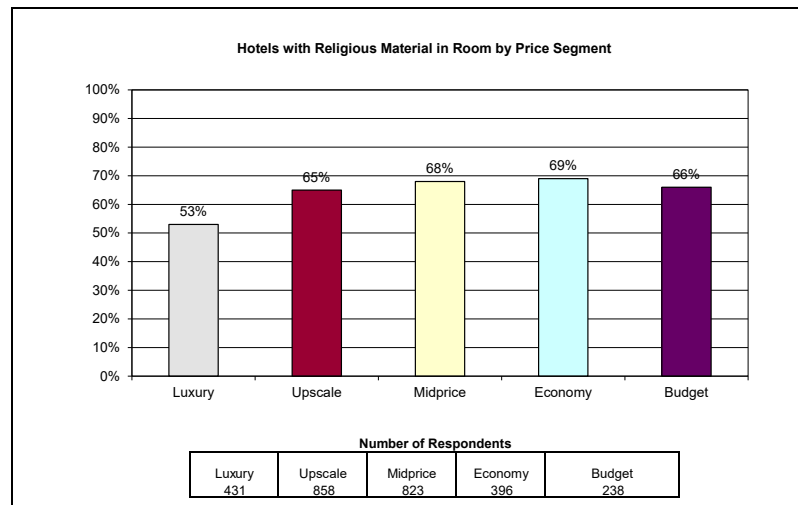
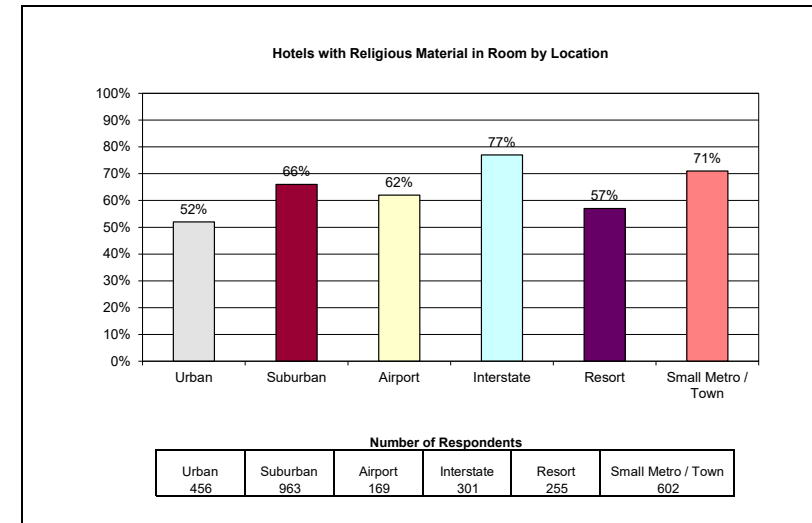
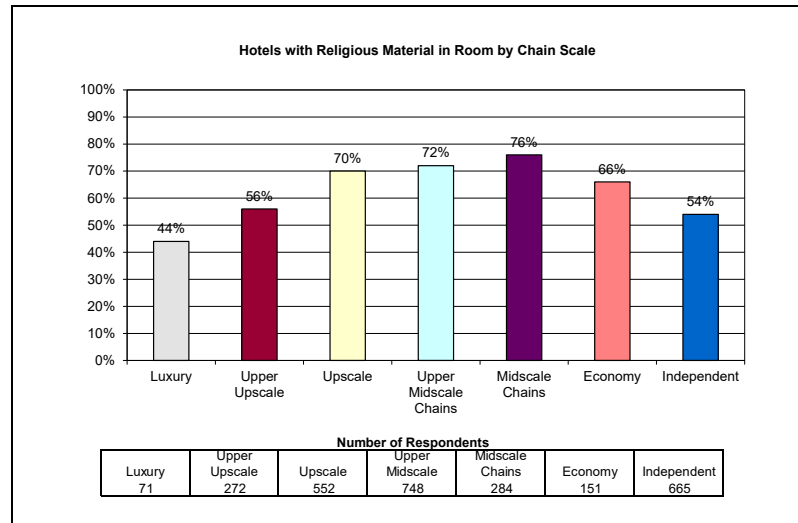
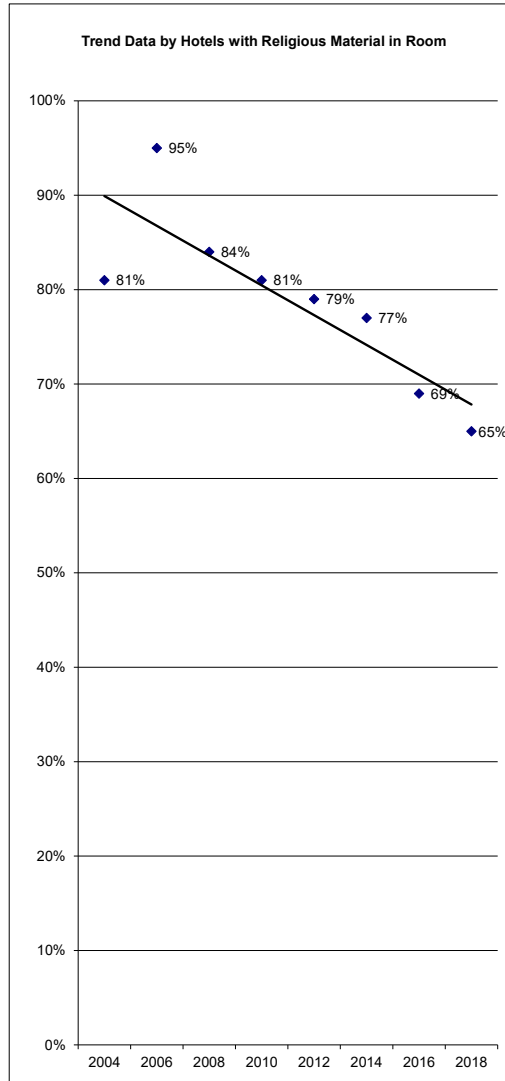
Does your property provide exercise equipment in guest rooms? Yes or No
 Percentages are based on the number of 'Yes' respondents in each category divided by the total responding to the question.
 For example, 0% of all responding Economy properties in a Urban location provide exercise equipment in guest rooms.
 An 'X' indicates that there were no respondents to the question in that category.

Question 12: Percentage of Hotels with Female Guest Amenities



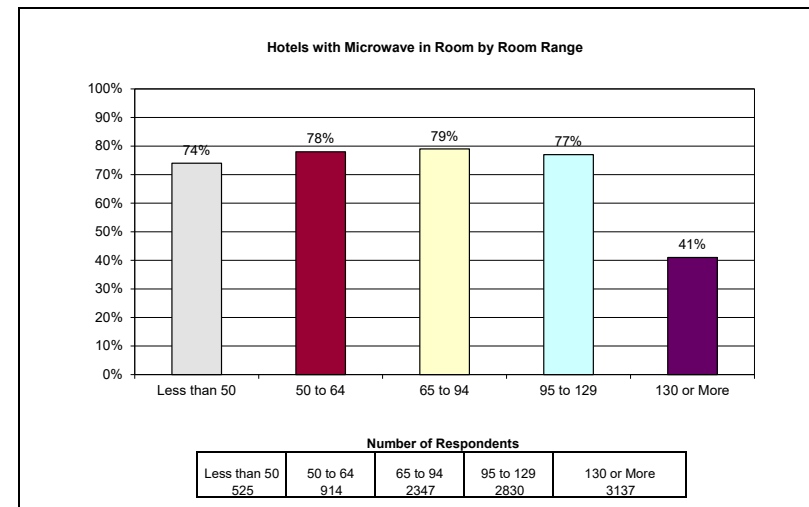
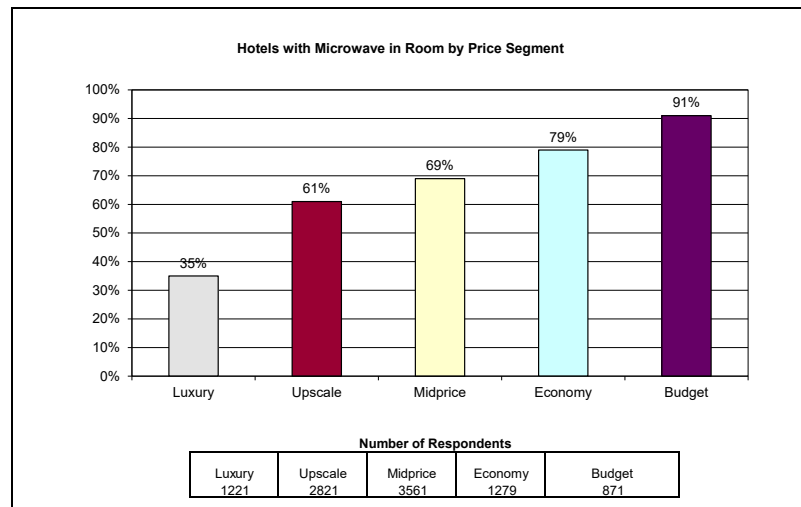
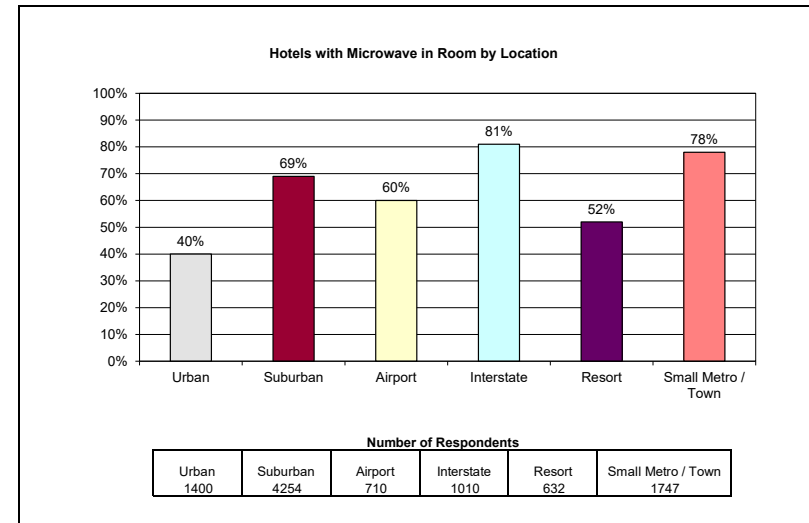
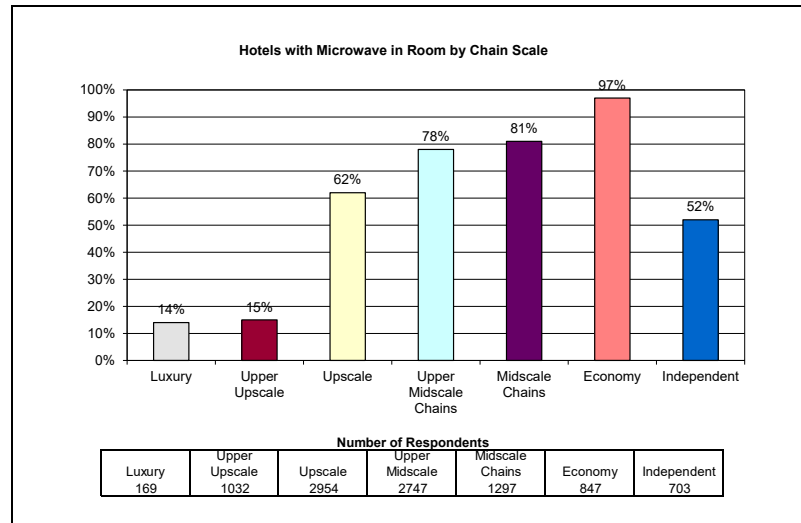
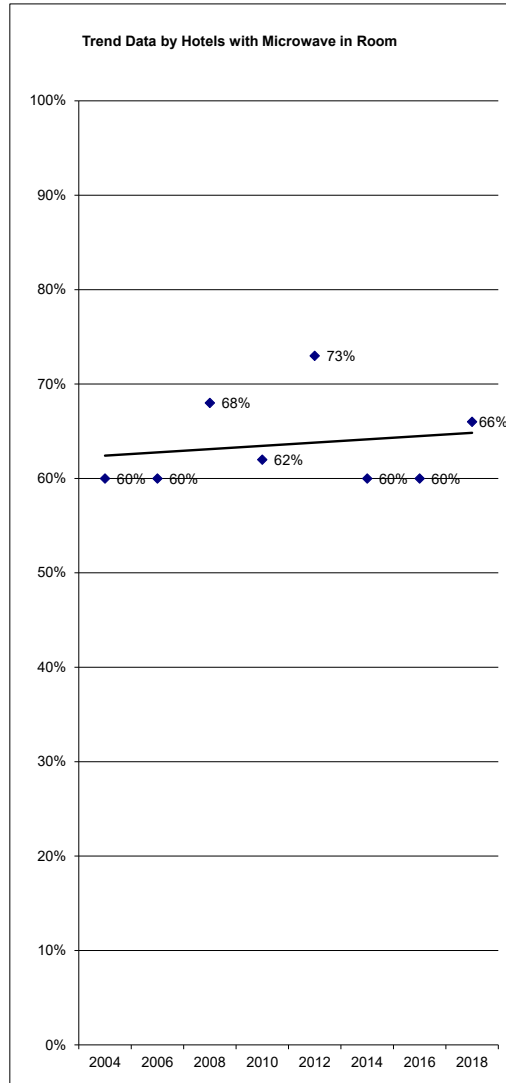
Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.
 Historical Data does not exist prior to 2008 due to question being first introduced that year.

Question 13: Percentage of Hotels with Religious Material in Room



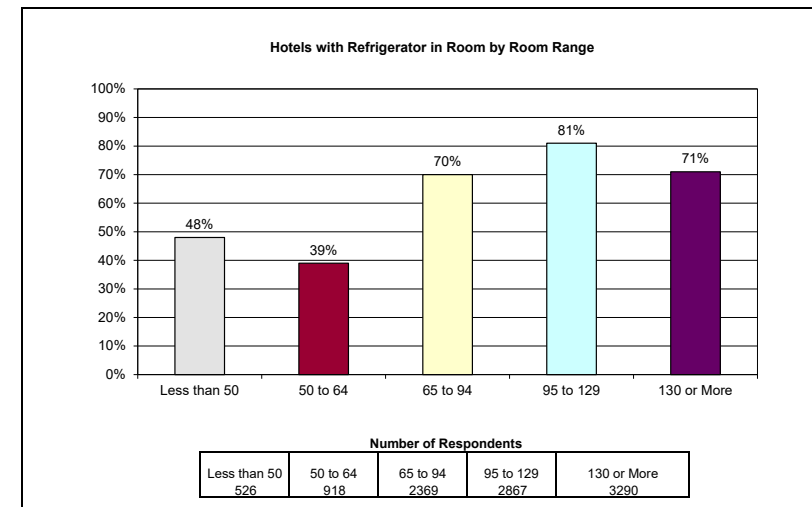
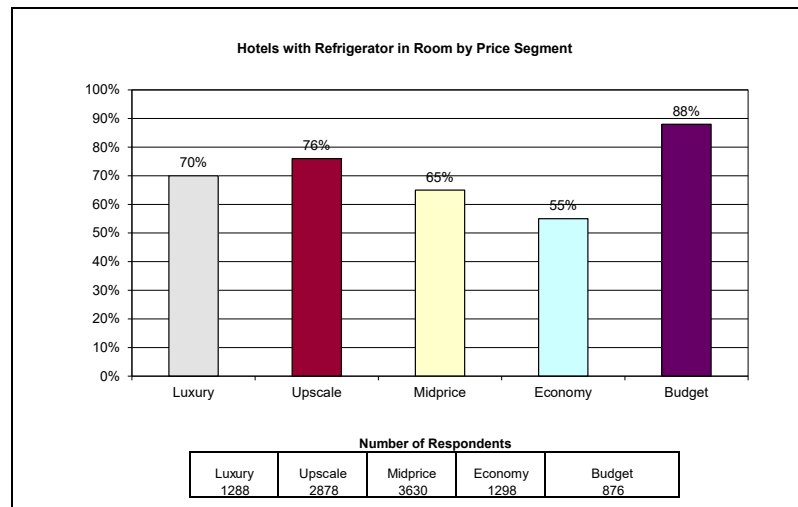
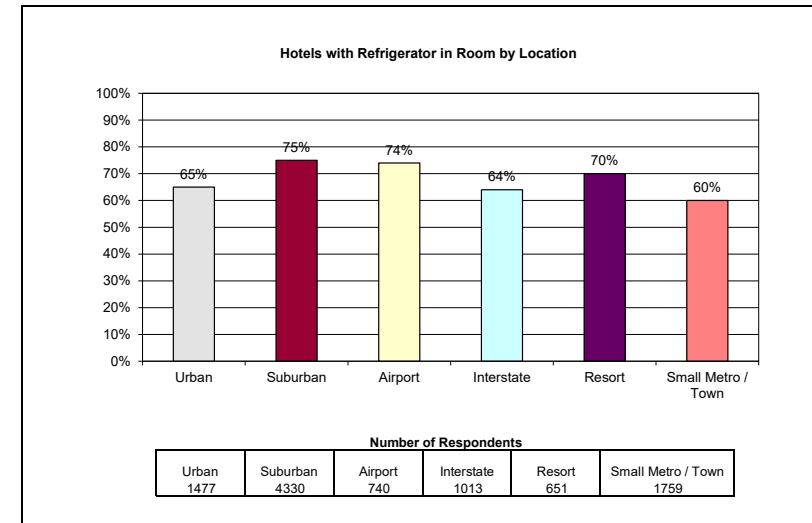
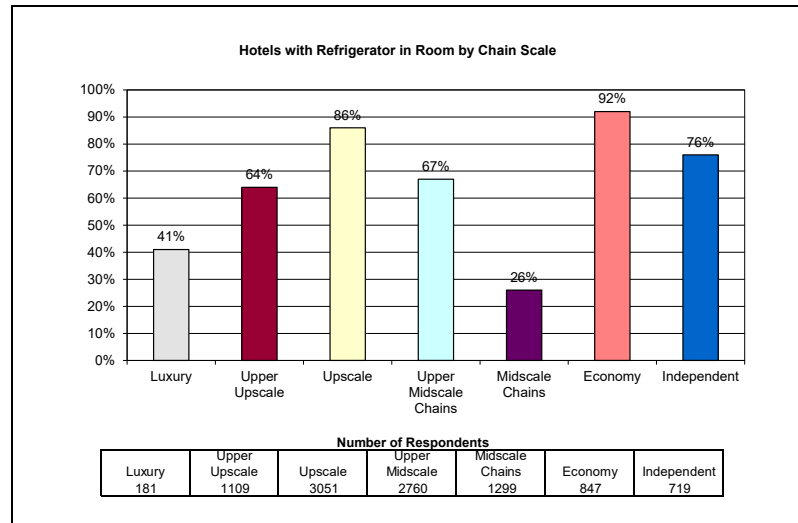
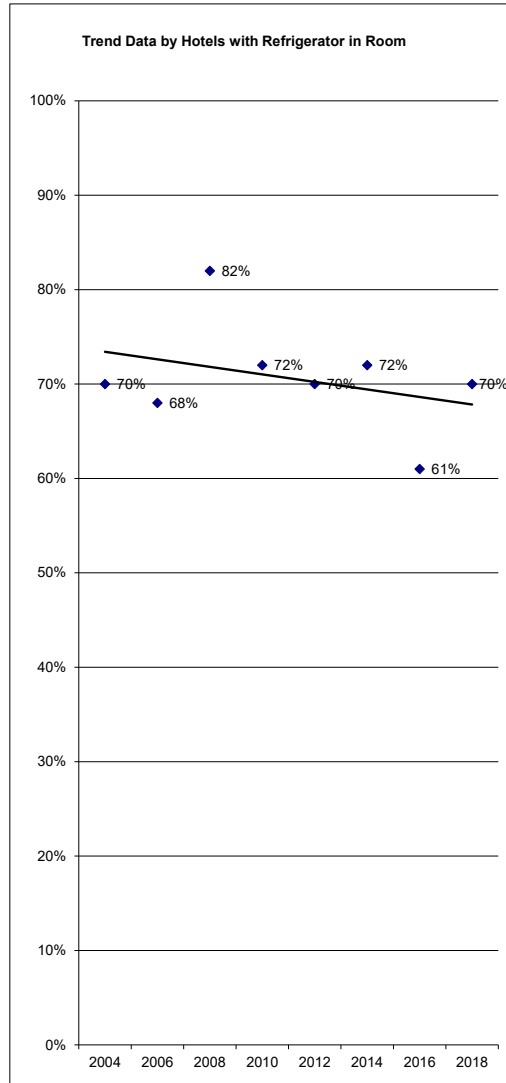
Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.

Question 14: Percentage of Hotels with Microwave in Room



Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.

Question 15: Percentage of Hotels with Refrigerator in Room



Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.

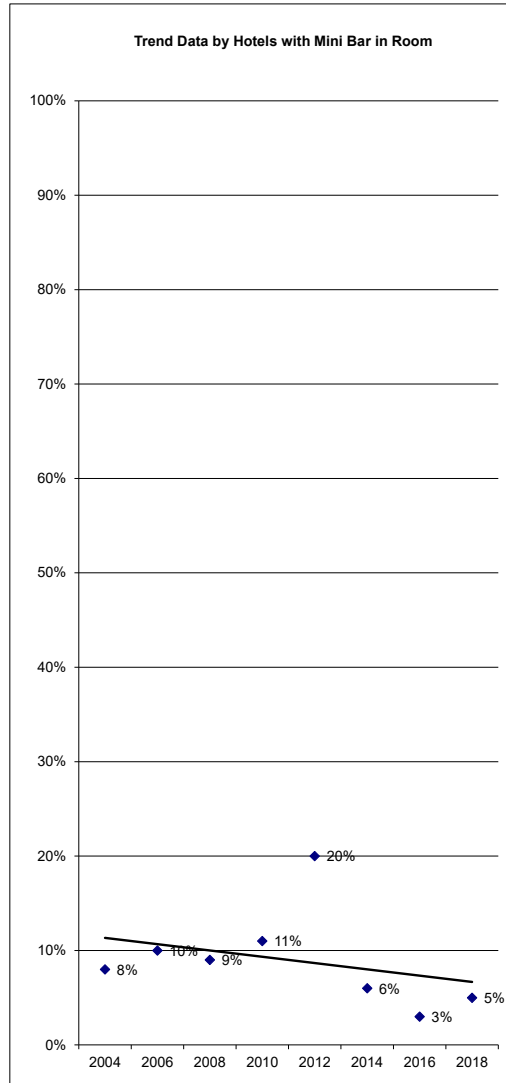
Question 15: Percentage of Hotels with Refrigerator in Room



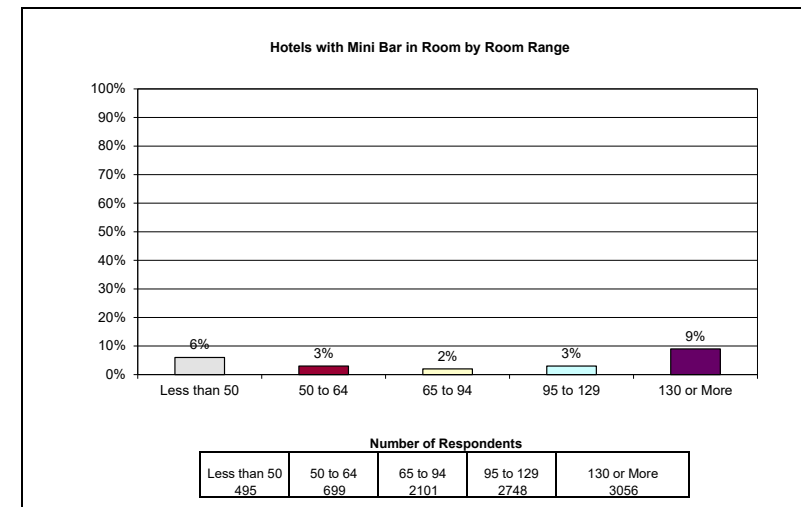
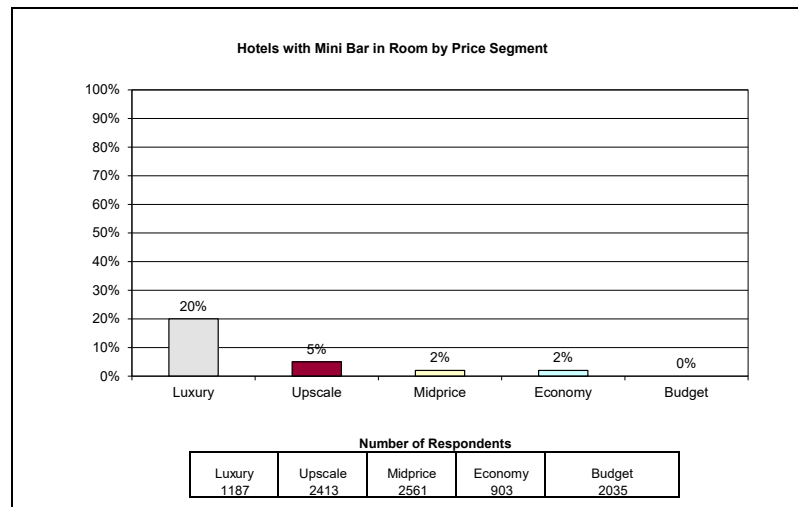
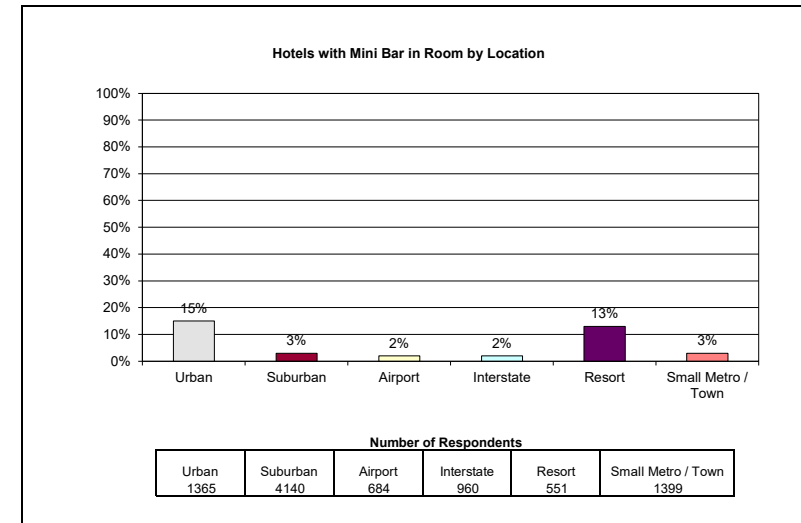
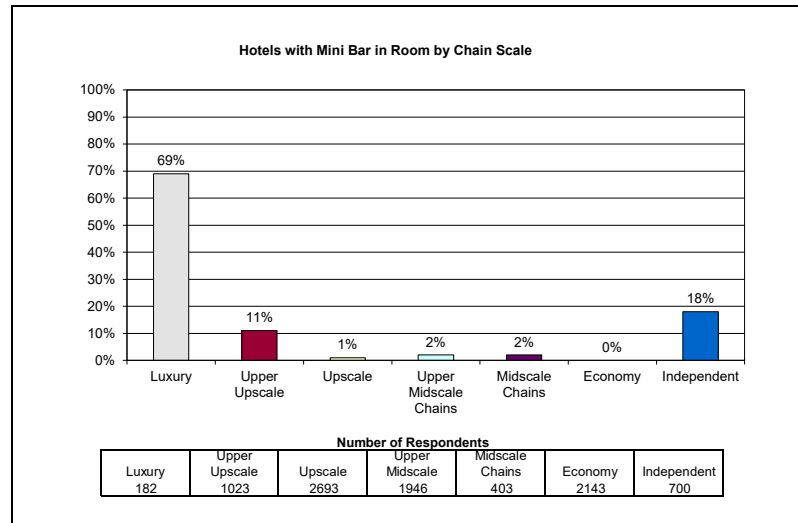
Chain Scale		Location Type						Price Segment						Room Range						Age of Property						Region						AHLA		Total Respondents							
Chain Scale		Urban	Suburban	Airport	Interstate	Resort	Small Metro / Town	Luxury	Upscale	Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	Yes	No	Yes	No						
Chain Scale	Luxury	29	62	67	X	53	20	41	41	100	X	X	50	100	38	38	41	44	39	42	50	39	29	38	36	36	0	40	29	45	56	41	43	181							
	Upper Upscale	60	66	62	50	74	67	66	63	62	67	100	50	67	45	59	65	70	62	69	64	62	60	54	67	61	66	63	63	65	69	65	61	1109							
	Upscale	82	87	83	90	86	88	90	88	84	73	50	71	60	84	92	82	92	92	87	79	74	90	85	88	82	81	85	88	85	87	86	86	3051							
	Upper Midscale Chains	55	69	71	73	60	65	70	74	68	54	62	33	45	72	75	60	85	68	67	63	35	65	71	77	71	71	70	64	63	50	56	83	2760							
	Midscale Chains	32	29	33	26	17	22	20	22	22	28	52	11	20	34	31	37	80	41	33	25	15	23	28	30	24	24	40	32	25	12	15	79	1299							
	Economy	90	96	92	76	92	78	X	89	58	85	96	70	70	91	97	96	82	92	95	96	64	100	95	95	96	91	84	86	88	90	92	91	847							
	Independent	57	69	53	93	84	84	59	70	78	81	93	83	71	79	76	68	61	69	70	80	79	76	65	74	73	93	81	70	89	72	73	78	719							
Location Type (exclusive)	Urban	29	60	62	55	32	90	57																											1477						
	Suburban	62	66	87	69	29	96	69																											4330						
	Airport	67	62	83	71	33	92	53																												740					
	Interstate	X	50	90	73	26	76	93																												1013					
	Resort	53	74	86	60	17	92	84																												651					
	Small Metro / Town	20	67	88	65	22	78	84																												1759					
Price Segment	Luxury	41	66	90	70	20	X	59	66	77	75	100	71	64																						1288					
	Upscale	41	63	88	74	22	89	70	69	82	81	78	72	69																							2878				
	Midprice	100	62	84	68	22	58	78	57	73	74	59	65	51																							3630				
	Economy	X	67	73	54	28	85	81	60	54	57	46	66	57																							1298				
	Budget	X	100	50	62	52	96	93	72	93	86	82	92	85																							876				
Room Range	Less than 50	50	50	71	33	11	70	83	46	39	25	44	66	52	60	46	26	49	85																	526					
	50 to 64	100	67	60	45	20	70	71	37	39	24	40	35	40	48	43	35	36	69																		918				
	65 to 94	38	45	84	72	34	91	79	58	75	63	71	54	67	72	77	67	60	87																		2369				
	95 to 129	38	59	92	75	31	97	76	76	85	85	76	70	73	83	87	78	59	92																		2867				
	130 or More	41	65	82	60	37	96	68	64	74	74	59	76	68	68	73	71	59	89																		3290				
Age of Property	Less than 8 years	44	70	92	85	80	82	61	74	91	87	89	81	81	78	88	86	79	73	61	46	85	93	81												1955					
	8 to 14 years	39	62	92	68	41	92	69	68	79	86	77	69	66	74	80	74	58	73	29	39	74	89	76													1767				
	15 to 19 years	42	69	87	67	33	95	70	70	81	75	56	78	57	70	80	67	68	94	31	34	73	91	79													1563				
	20 to 29 years	50	64	79	63	25	96	80	67	75	76	54	70	52	74	69	57	59	96	45	41	69	81	75													2169				
	30 years or more	39	62	74	35	15	64	79	54	52	56	34	65	48	61	59	46	37	76	58	37	38	41	60													2516				
Region	New England	29	60	90	65	23	100	76	62	77	50	70	0	79	62	82	74	65	75	72	45	74	83	70	90	78	87	72	57							415					
	Middle Atlantic	38	54	85	71	28	95	65	55	80	61	72	56	67	66	72	74	54	78	57	43	69	84	64	84	68	76	75	51								879				
	South Atlantic	36	67	88	77	30	95	74	69	79	83	72	71	70	71	80	75	61	93	64	43	78	83	73	91	81	80	74	57								2202				
	East North Central	36	61	82	71	24	96	73	67	74	72	58	50	63	71	77	62	53	92	44	45	72	84	68	87	72	76	68	51								1208				
	East South Central	0	66	81	71	24	91	93	71	75	73	65	72	55	82	72	59	48	90	26	46	73	77	74	83	82	65	59	51								606				
	West North Central	40	63	85	70	40	84	81	64	73	77	73	50	69	68	78	63	65	92	67	57	76	80	64	90	74	72	70	48								712				
	West South Central	29	63	88	64	32	86	70	68	76	70	61	79	54	69	78	63	43	89	30	25	75	87	71	80	68	62	68	53								1475				
	Mountain	45	65	85	63	25	88	89	74	73	69	55	72	58	71	74	56	56	92	56	45	65	75	67	82	77	71	68	47								925				
	Pacific	56	69	87	50	12	90	72	60	70	71	48	70	46	69	68	57	50	87	45	26	49	70	75	80	77	72	61	50								1548				
AHLA Member	Yes	41	65	86	56	15	92	73	63	68	72	48	65	47	70	72	52	42	85	25	27	60	75	69	79	71	68	64	45	68	63	68	62	63	57	61	55	55	6028		
	No	43	61	86	83	79	91	78	68	85	78	88	79	84	71	81	83	80	93	81	73	85	88	74	88	83	84	77	72	81	81	84	81	77	83	82	82	79	3942		
Overall Average		41	64	86	67	26	92	76	65	75	74	64	70	60	70	76	65	55	88	48	39	70	81	71	85	75	74	68	52	74	70	75	69	68	71	68	66	63	62	82	70
Total Respondents		181	1109	3051	2760	1299	847	719	1477	4330	740	1013	651	1759	1288	2878	3630	1298	876	526	918	2369	2867	3290	1955	1767	1563	2169	2516	415	879	2202	1208	606	712	1475	925	1548	6028	3942	9970

Does your property provide a refrigerator in guest rooms? Yes or No
 Percentages are based on the number of 'Yes' respondents in each category divided by the total responding to the question.
 For example, 90% of all responding Economy properties in a Urban location provide a refrigerator in guest rooms.
 An 'X' indicates that there were no respondents to the question in that category.

Question 16: Percentage of Hotels with Mini Bar in Room



Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.



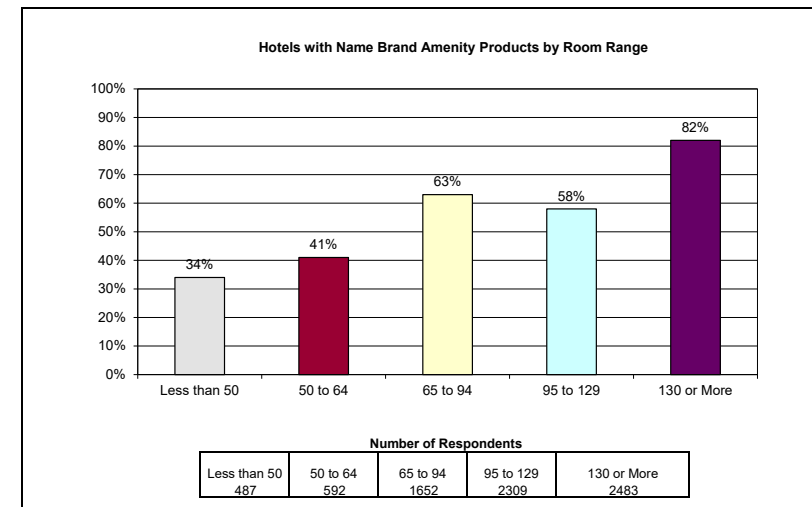
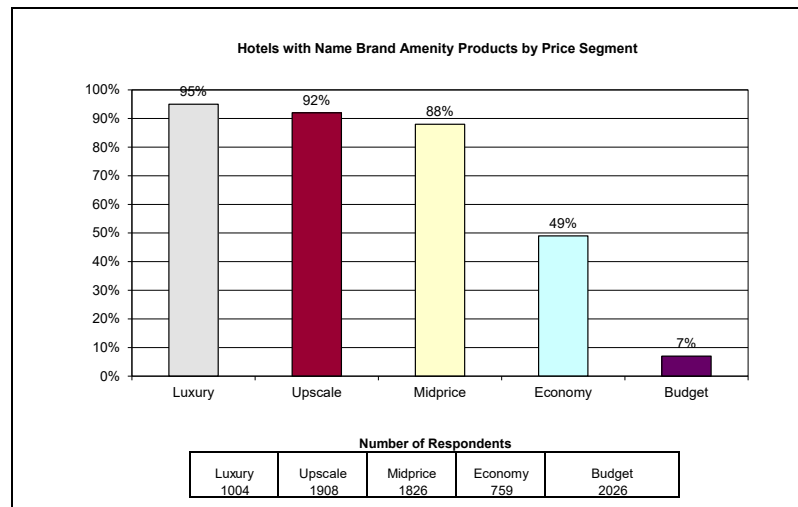
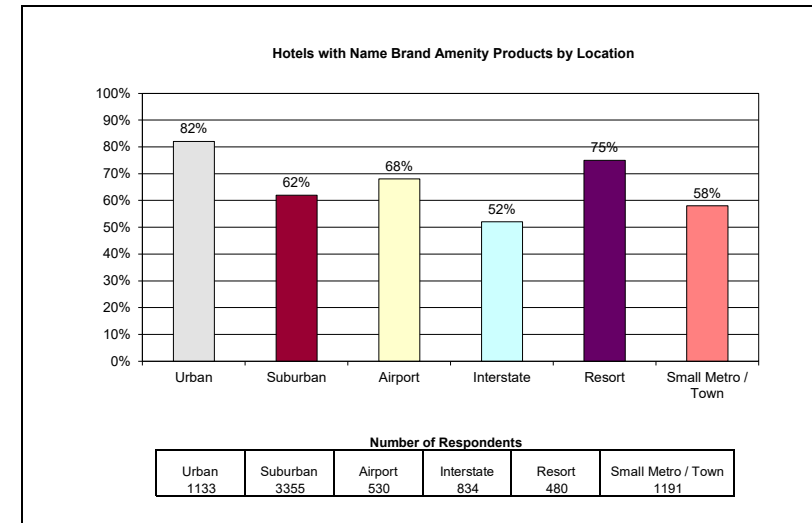
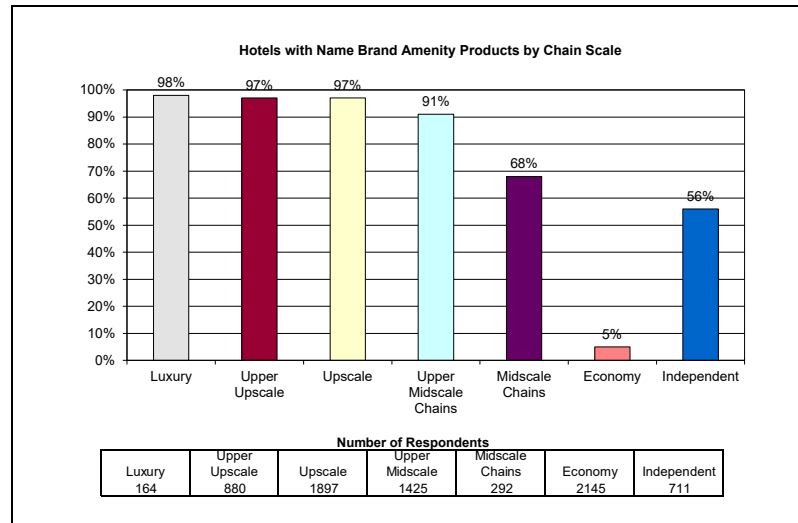
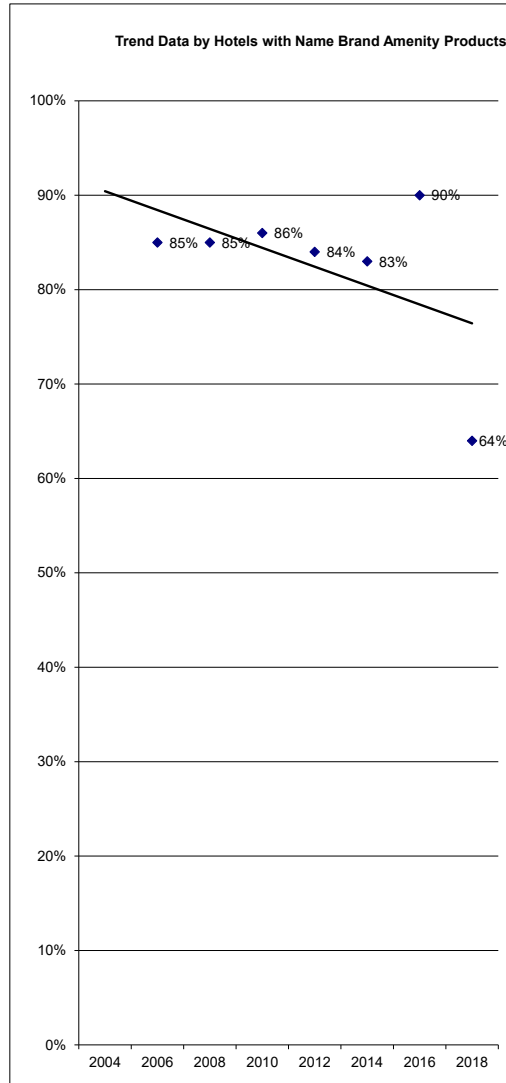
Question 16: Percentage of Hotels with Mini Bar in Room



Chain Scale	Location Type	Price Segment	Room Range	Age of Property	Region	AHLA		Total Respondents																																
						Yes	No																																	
Luxury	Upper Upscale	Upscale	Upper Midscale Chains	Midscale Chains	Economy	Independent	Urban	Suburban	Airport	Interstate	Resort	Small Metro / Town	Luxury	Upscale	Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	Yes	No		
Luxury	Upper Upscale	Upscale	Upper Midscale Chains	Midscale Chains	Economy	Independent	Urban	Suburban	Airport	Interstate	Resort	Small Metro / Town	Luxury	Upscale	Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	Yes	No		
Chain Scale	Luxury	Upper Upscale	Upscale	Upper Midscale Chains	Midscale Chains	Economy	Independent	Urban	Suburban	Airport	Interstate	Resort	Small Metro / Town	Luxury	Upscale	Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	Yes	No	
Location Type (exclusive)	Urban	Suburban	Airport	Interstate	Resort	Small Metro / Town	Luxury	Upscale	Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	Yes	No	Total Respondents							
Price Segment	Luxury	Upscale	Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	Yes	No	Total Respondents													
Room Range	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	Yes	No	Total Respondents																		
Age of Property	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	Yes	No	Total Respondents																							
Region	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	Yes	No	Total Respondents																												
AHLA Member	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No		
Overall Average	69	11	1	2	2	0	18	15	3	2	2	13	3	20	5	2	2	0	6	3	2	3	9	7	6	4	3	5	4	5	5	4	3	4	4	5	7	5	5	
Total Respondents	182	1023	2693	1946	403	2143	700	1365	4140	684	960	551	1399	1187	2413	2561	903	2035	495	699	2101	2748	3056	1538	1523	1419	1951	2668	379	763	2022	1101	526	628	1403	836	1441	5438	3661	9099

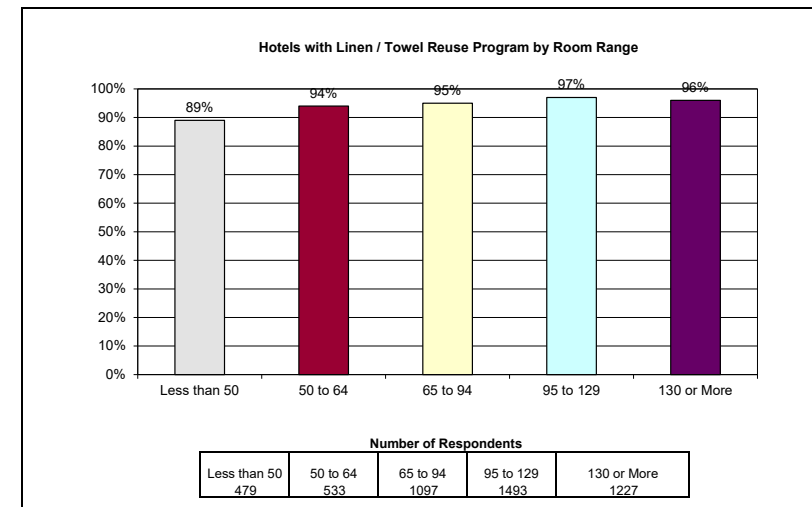
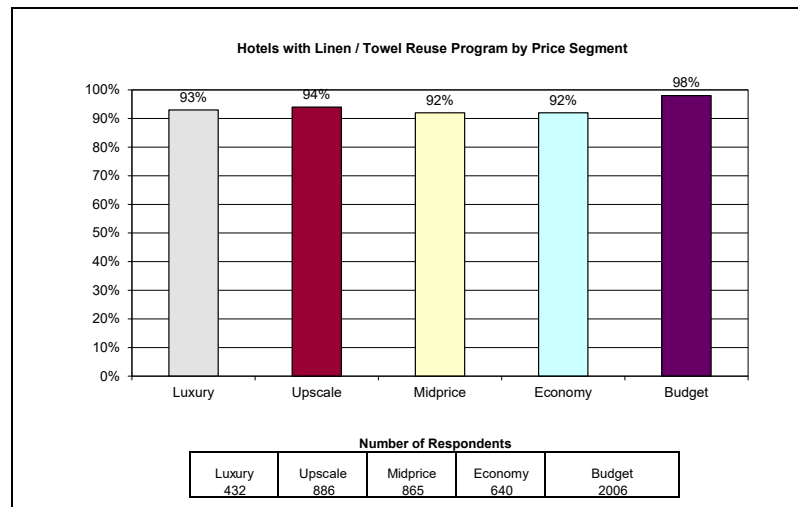
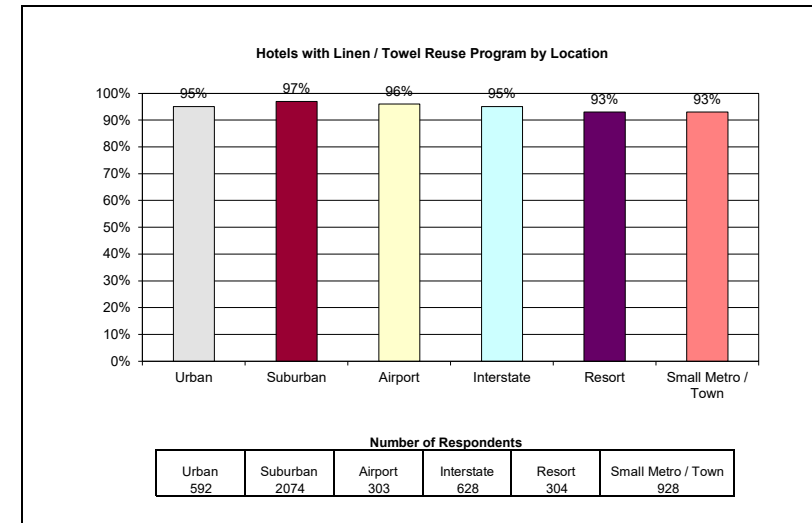
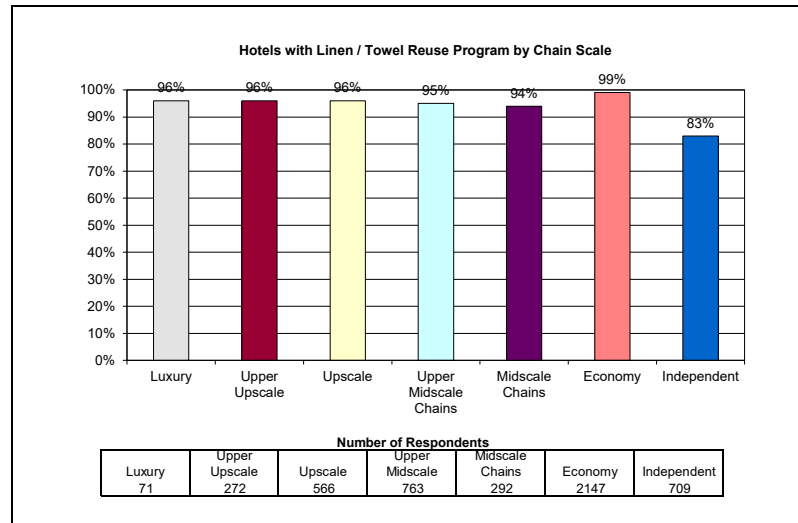
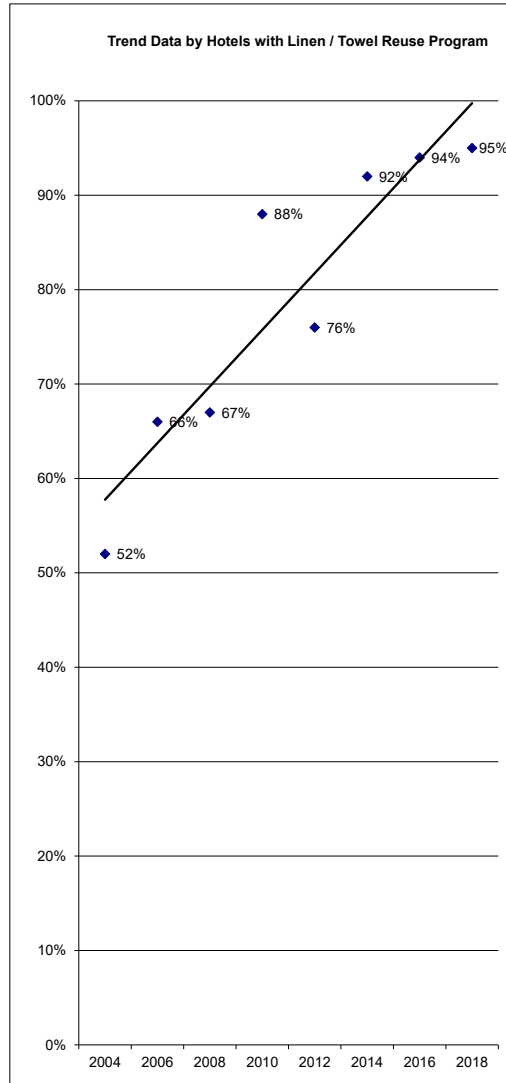
Does your property provide a mini bar in guest rooms? Yes or No
 Percentages are based on the number of 'Yes' respondents in each category divided by the total responding to the question.
 For example, 0% of all responding Economy properties in a Urban location provide a mini bar in guest rooms.
 An 'X' indicates that there were no respondents to the question in that category.

Question 17: Percentage of Hotels with Name Brand Amenity Products²



Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.
 Historical Data does not exist prior to 2006 due to question being first introduced that year.

Question 18: Percentage of Hotels with Linen / Towel Reuse Program



Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.

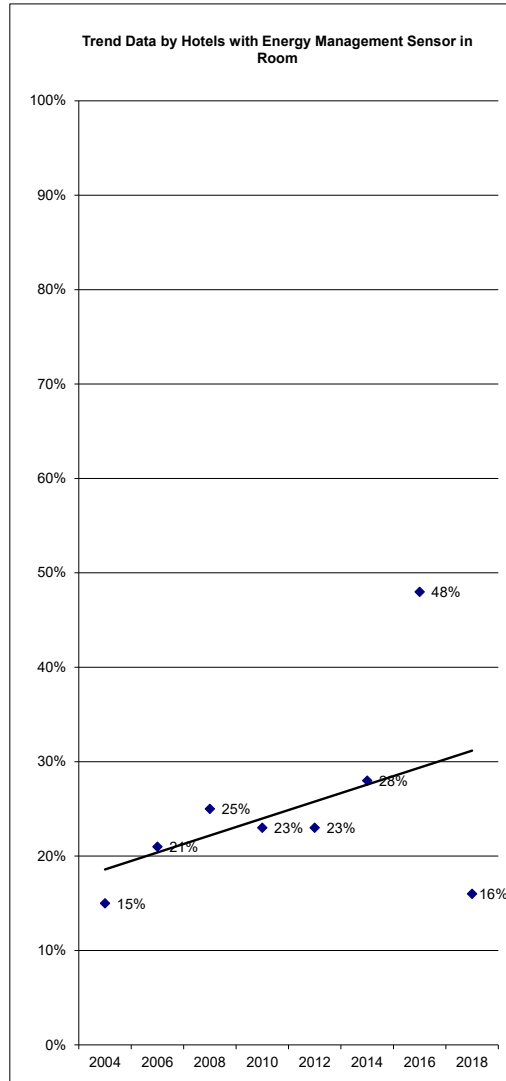
Question 18: Percentage of Hotels with Linen / Towel Reuse Program



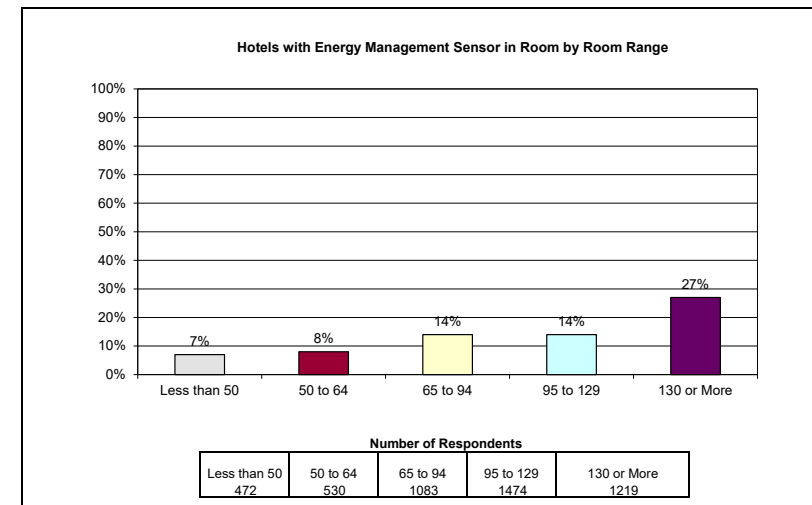
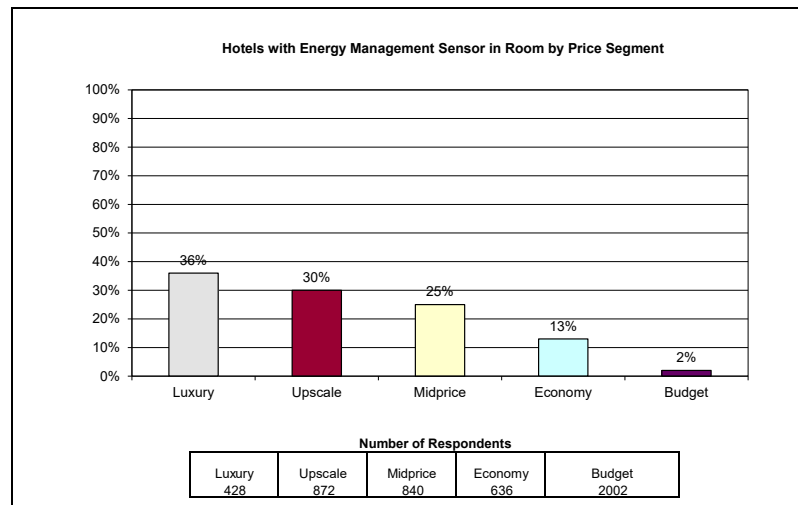
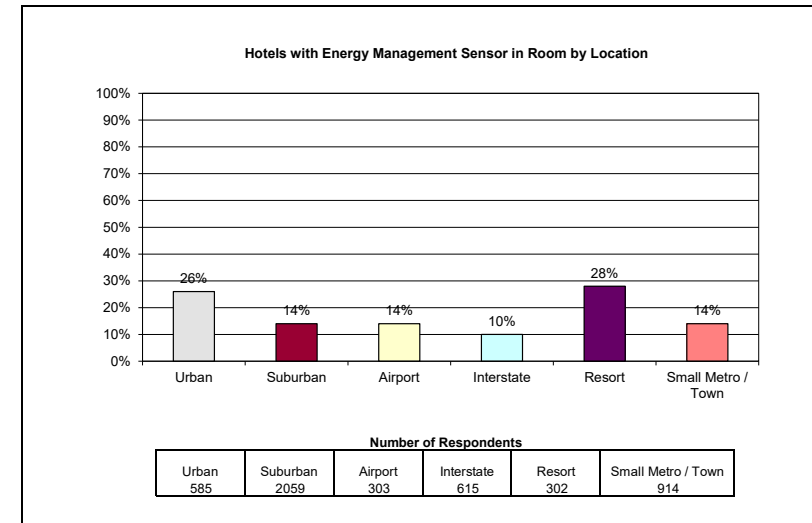
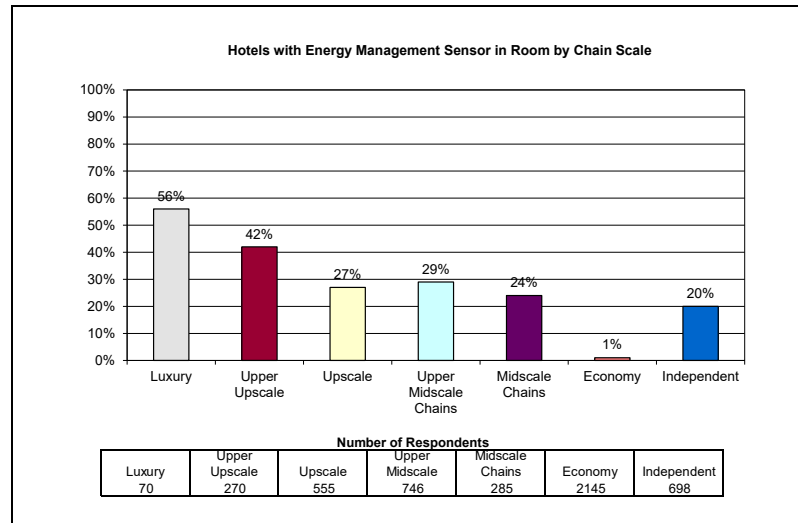
Chain Scale	Location Type	Price Segment	Room Range	Age of Property	Region	AHLA		Total Respondents
						Yes	No	
Luxury								71
Upper Upscale								272
Upscale								566
Upper Midscale Chains								763
Midscale Chains								292
Economy								2147
Independent								709
Urban								592
Suburban								2074
Airport								303
Interstate								628
Resort								304
Small Metro / Town								928
Luxury								432
Upscale								886
Midprice								865
Economy								640
Budget								2006
Less than 50								479
50 to 64								533
65 to 94								1097
95 to 129								1493
130 or More								1227
Less than 8 years								641
8 to 14 years								566
15 to 19 years								647
20 to 29 years								1141
30 years or more								1834
New England								169
Middle Atlantic								349
South Atlantic								940
East North Central								576
East South Central								283
West North Central								361
West South Central								819
Mountain								463
Pacific								869
Yes								3174
No								1655
Overall Average								95
Total Respondents								4829

Does your property have a linen / towel reuse program? Yes or No
 Percentages are based on the number of 'Yes' respondents in each category divided by the total responding to the question.
 For example, 99% of all responding Economy properties in a Urban location have a linen / towel reuse program.
 An 'X' indicates that there were no respondents to the question in that category.

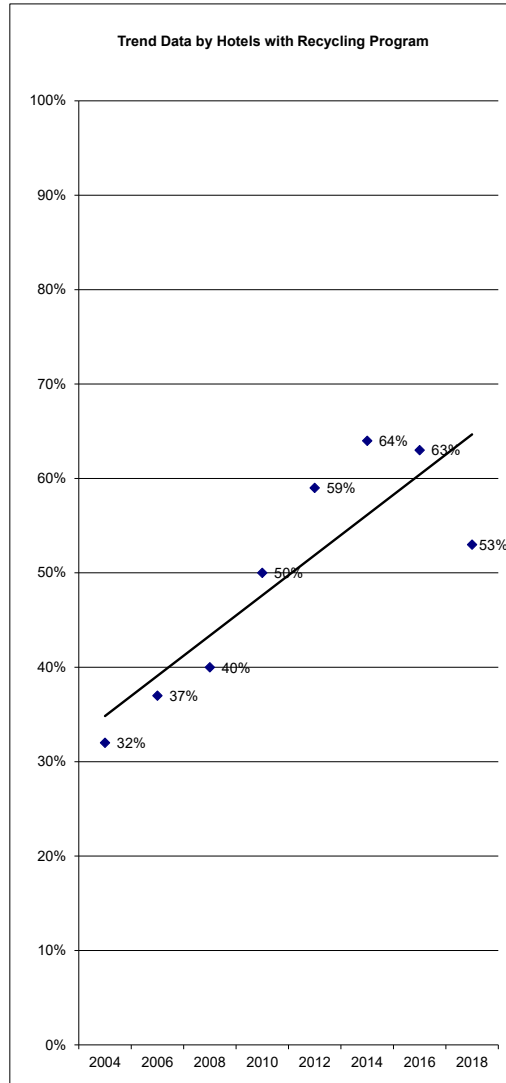
Question 19: Percentage of Hotels with Energy Management Sensor in Room



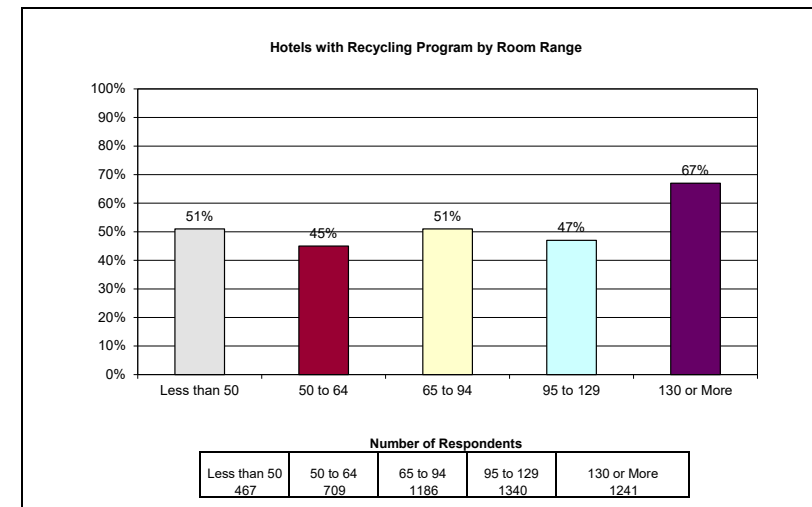
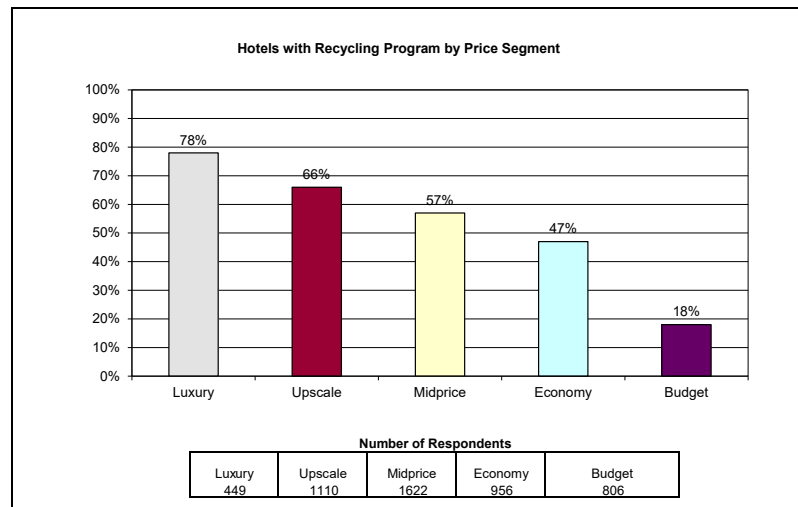
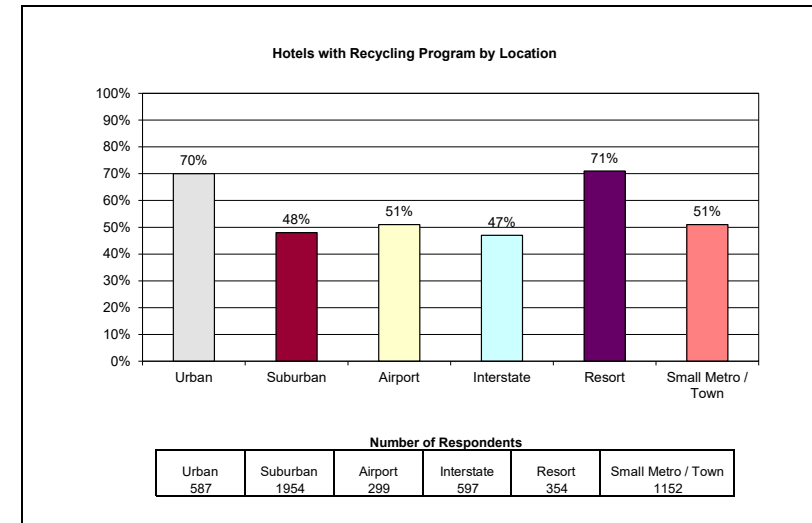
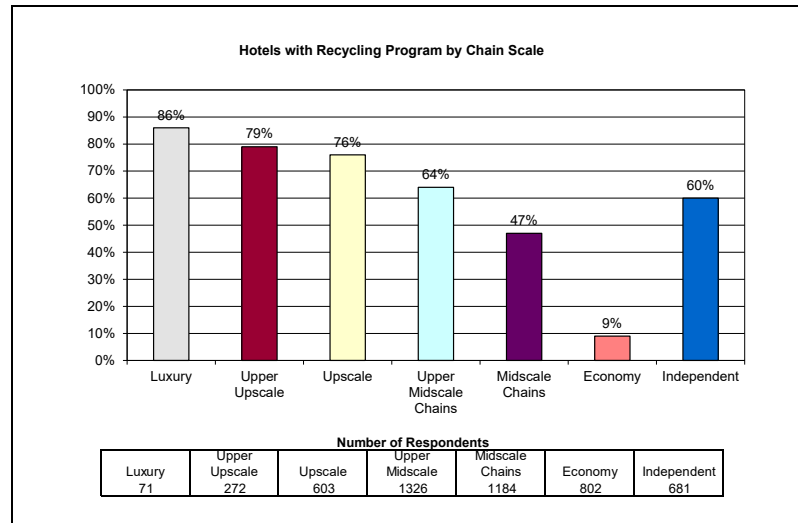
Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.



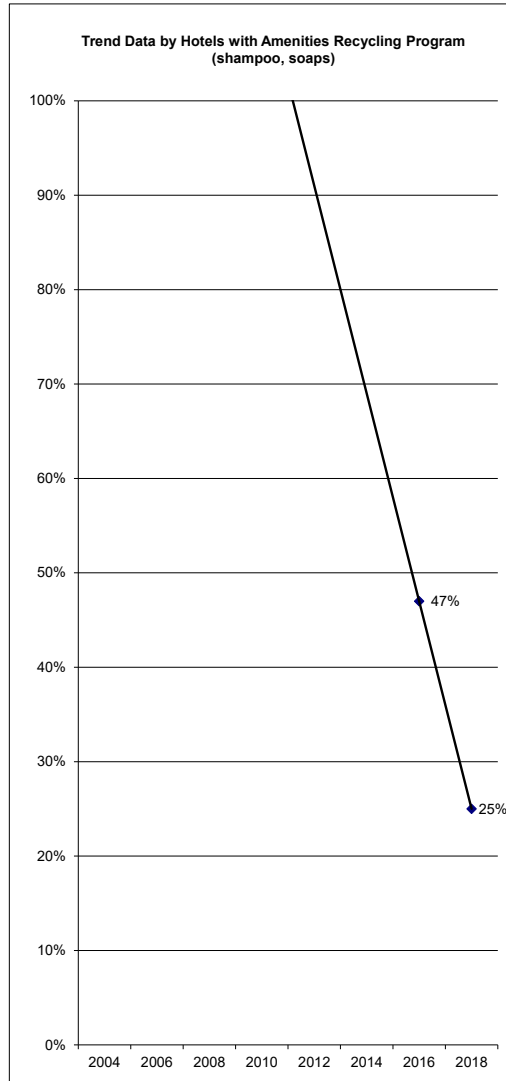
Question 20: Percentage of Hotels with Recycling Program



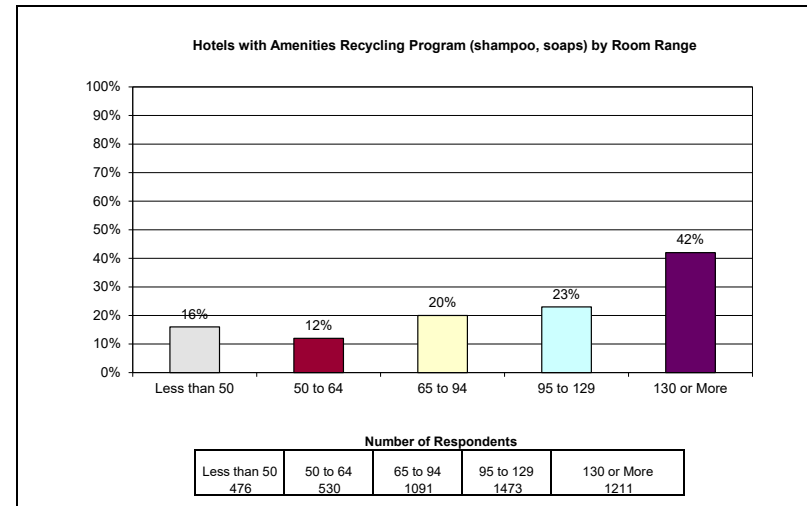
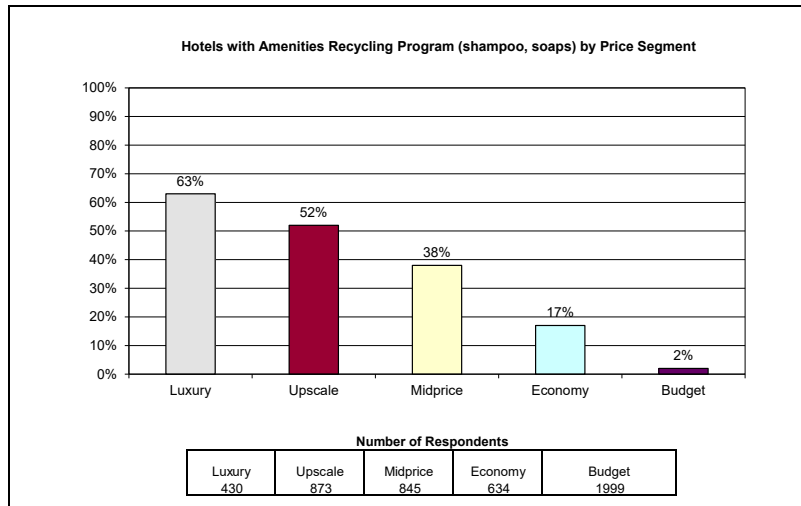
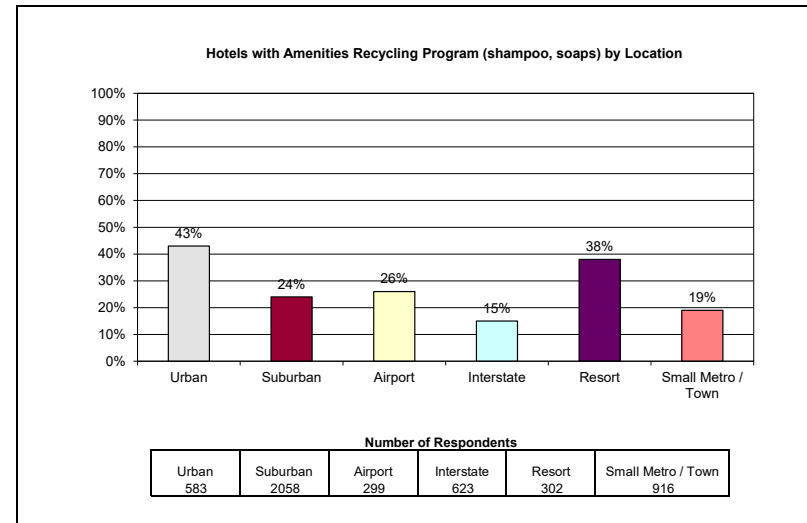
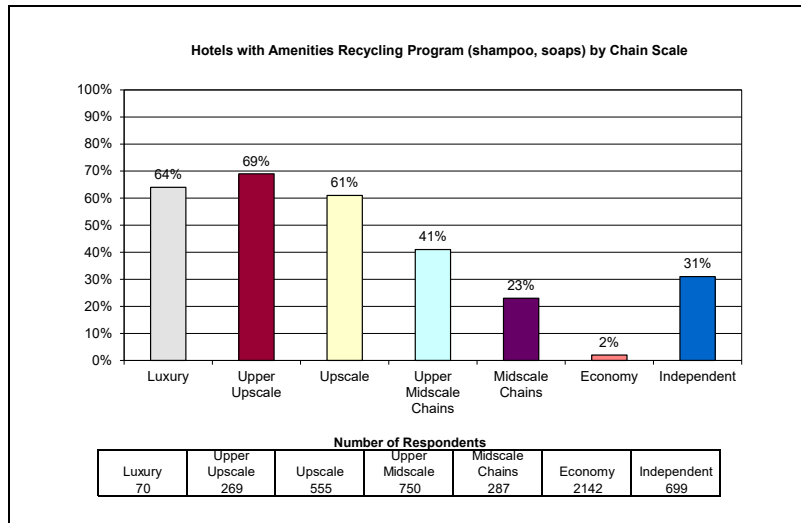
Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.



Question 21: Percentage of Hotels with Amenities Recycling Program (shampoo, soaps)



Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.
 Historical Data does not exist prior to 2016 due to question being first introduced that year.



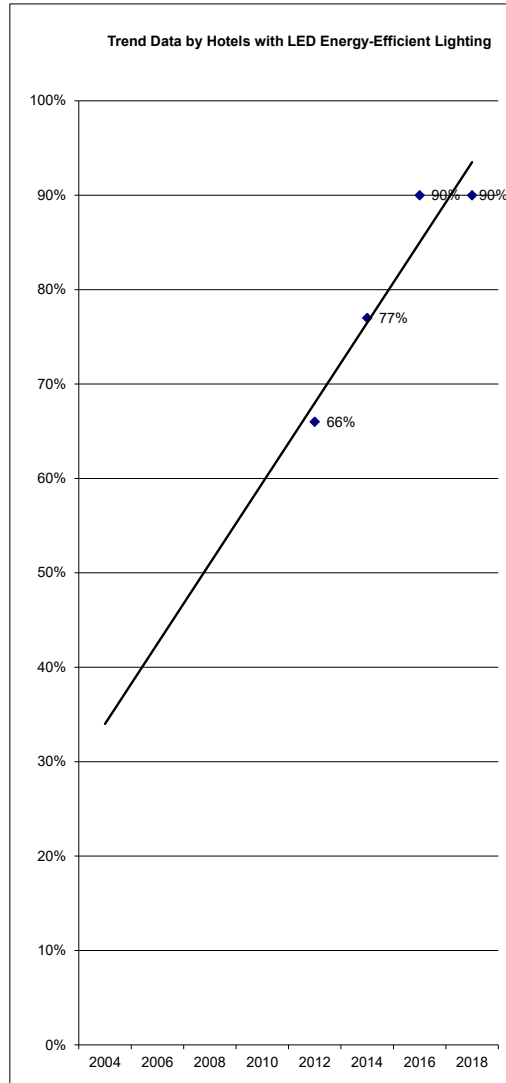
Question 21: Percentage of Hotels with Amenities Recycling Program (shampoo, soaps)



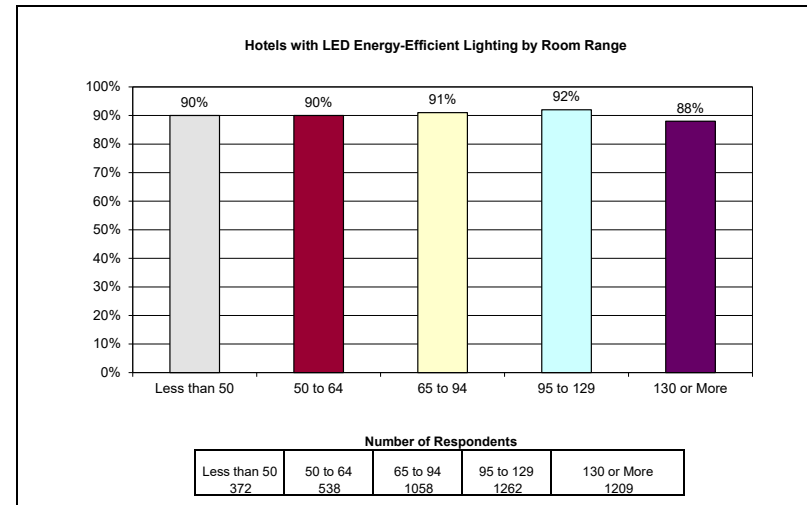
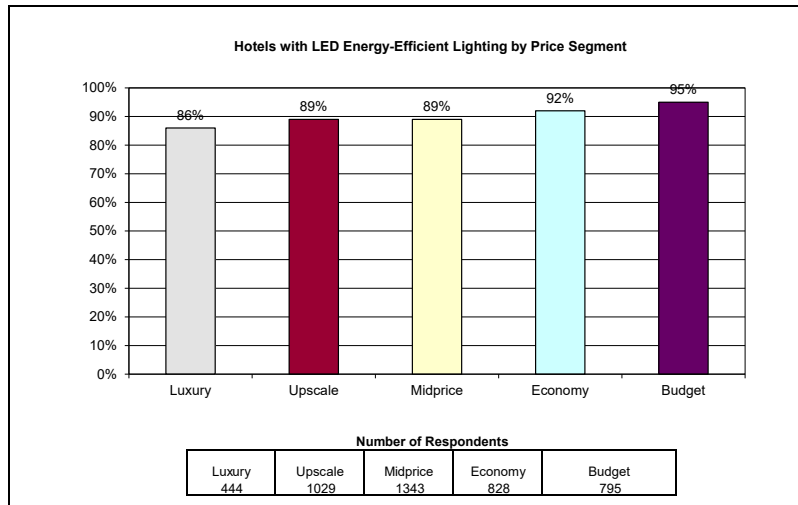
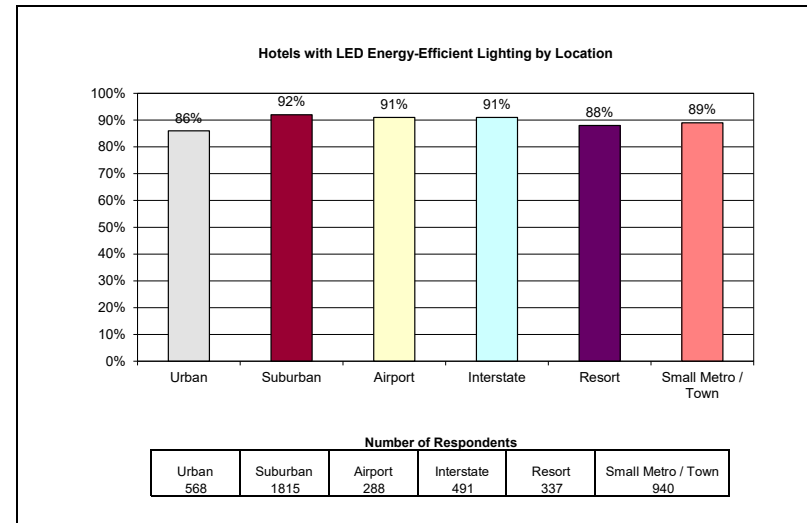
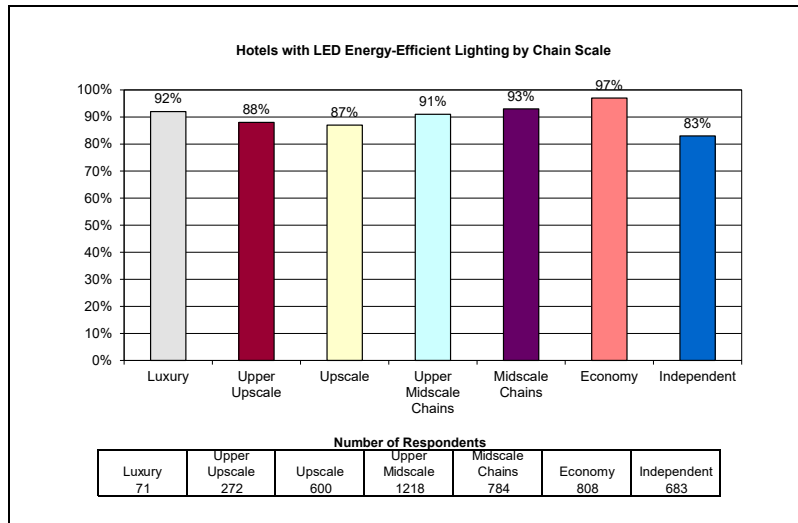
Chain Scale	Location Type	Price Segment	Room Range	Age of Property	Region	AHLA		Total Respondents																																
						Yes	No																																	
Luxury	Upper Upscale	Upscale	Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	Yes	No														
Luxury	Upper Upscale	Upscale	Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	70	48	70													
Upper Upscale	Upscale	Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	269	66	269														
Upper Midscale Chains	Midscale Chains	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	750	46	750															
Midscale Chains	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	287	2142	287																
Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	699	36	699																	
Independent	Urban	Suburban	Airport	Interstate	Resort	Small Metro / Town	Luxury	Upscale	Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	583	46	583							
Urban	Suburban	Airport	Interstate	Resort	Small Metro / Town	Luxury	Upscale	Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	2058	22	2058								
Suburban	Airport	Interstate	Resort	Small Metro / Town	Luxury	Upscale	Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	299	19	299									
Airport	Interstate	Resort	Small Metro / Town	Luxury	Upscale	Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	623	15	623										
Interstate	Resort	Small Metro / Town	Luxury	Upscale	Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	302	36	302											
Resort	Small Metro / Town	Luxury	Upscale	Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	41	3	41												
Small Metro / Town	Luxury	Upscale	Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	302	36	302													
Luxury	Upscale	Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	430	53	430														
Upscale	Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	873	47	873															
Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	845	31	845																
Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	634	15	634																	
Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	1999	6	1999																		
Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	476	19	476																			
50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	530	12	530																				
65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	1091	1	1091																					
95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	1473	1	1473																						
130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	1211	4	1211																							
Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	635	7	635																								
8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	557	4	557																									
15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	640	15	640																										
20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	1134	1	1134																											
30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	1815	3	1815																												
New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	165	23	165																													
Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	349	8	349																														
South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	930	24	930																															
East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	570	22	570																																
East South Central	West North Central	West South Central	Mountain	Pacific	278	23	278																																	
West North Central	West South Central	Mountain	Pacific	357	27	357																																		
West South Central	Mountain	Pacific	814	19	814																																			
Mountain	Pacific	458	25	458																																				
Pacific	3148	1633	4781																																					
Yes	No	3148	1633																																					
Overall Average	64	69	61	41	23	2	31	43	24	26	15	38	19	63	52	38	17	2	16	12	20	23	42	46	40	24	17	19	30	35	27	26	24	25	20	27	22	25	25	
Total Respondents	70	269	555	750	287	2142	699	583	2058	299	623	302	916	430	873	845	634	1999	476	530	1091	1473	1211	635	557	640	1134	1815	165	349	930	570	278	357	814	458	860	3148	1633	4781

Does your property have an amenities recycling program (shampoo, soaps)? Yes or No
 Percentages are based on the number of 'Yes' respondents in each category divided by the total responding to the question.
 For example, 3% of all responding Economy properties in a Urban location have an amenities recycling program (shampoo, soaps).
 An 'X' indicates that there were no respondents to the question in that category.

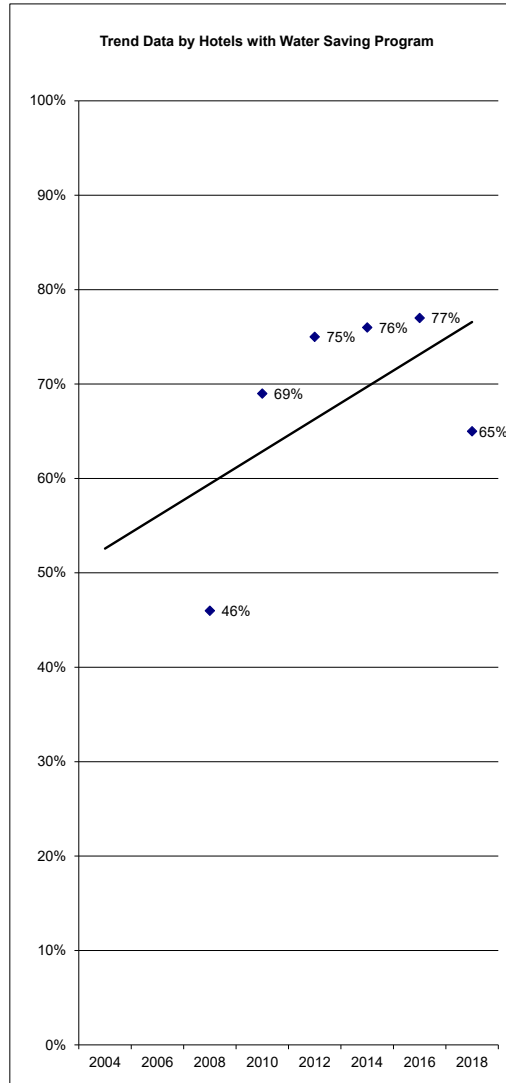
Question 22: Percentage of Hotels with LED Energy-Efficient Lighting



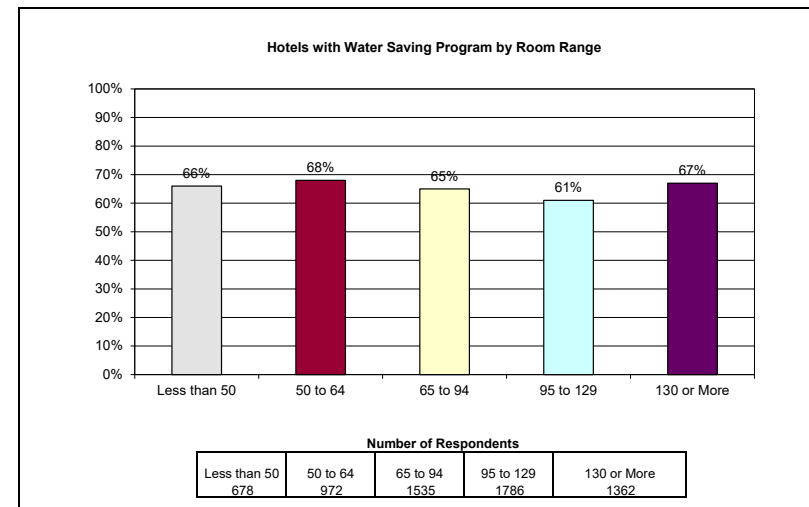
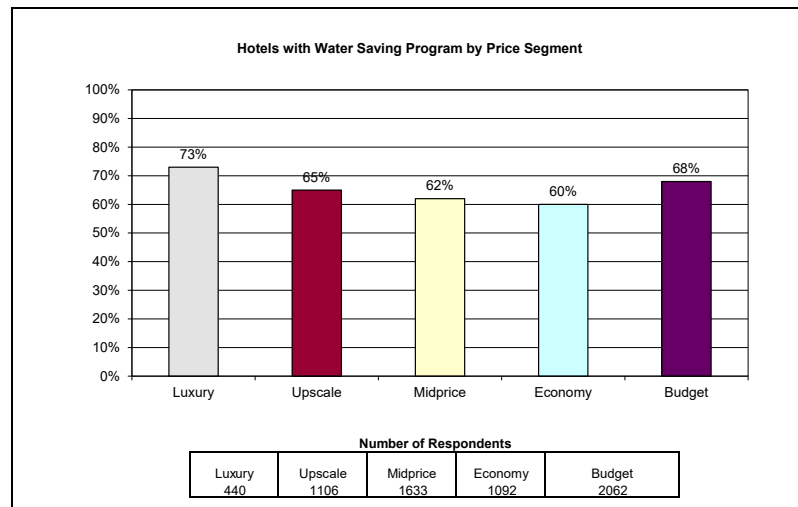
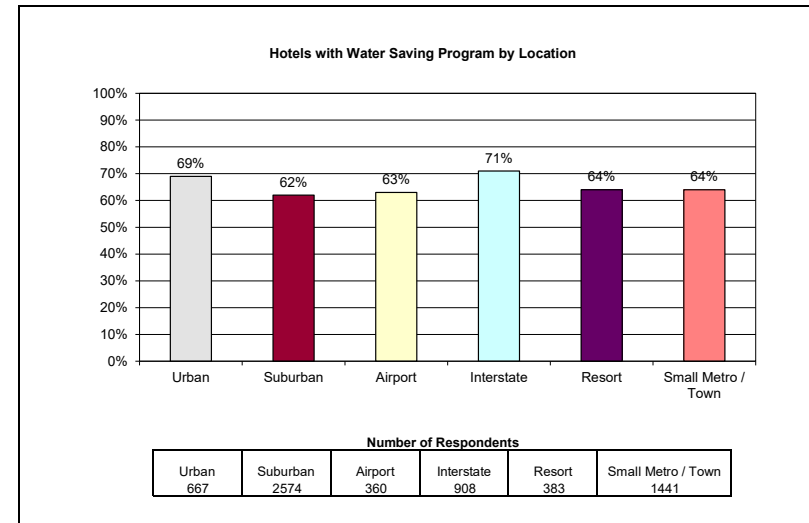
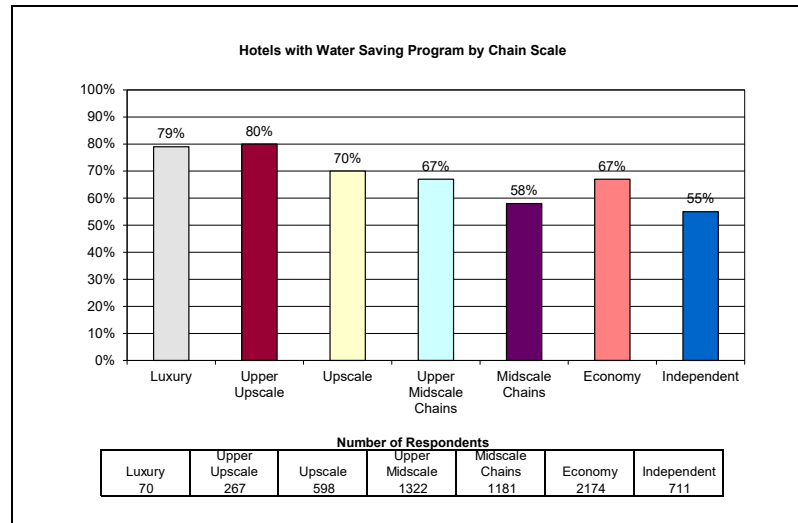
Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.
 Historical Data does not exist prior to 2012 due to question being first introduced that year.



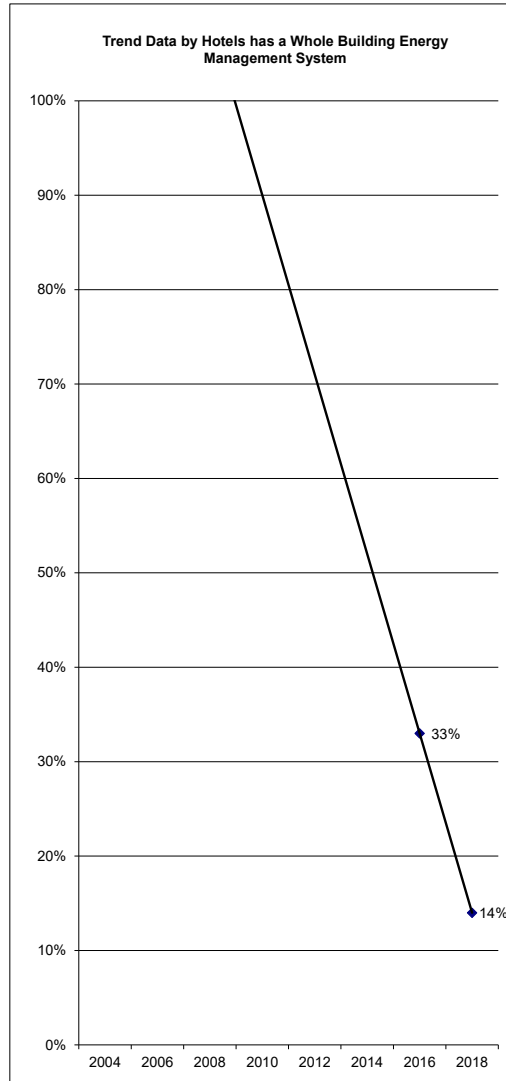
Question 23: Percentage of Hotels with Water Saving Program



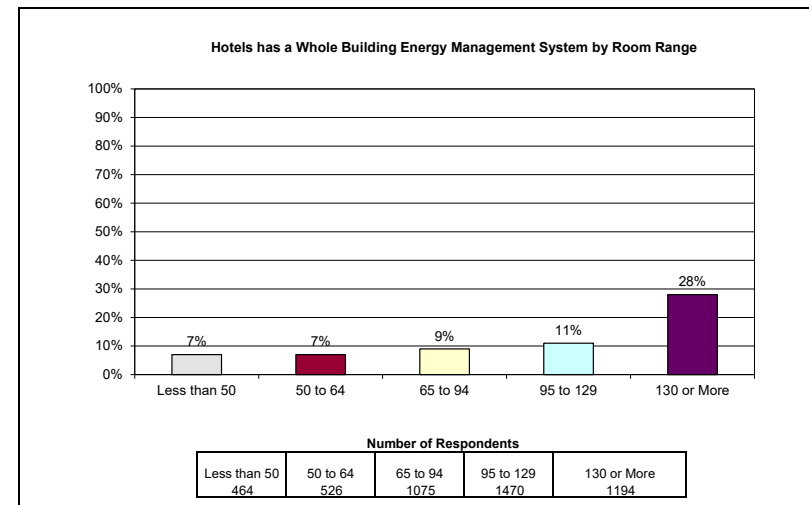
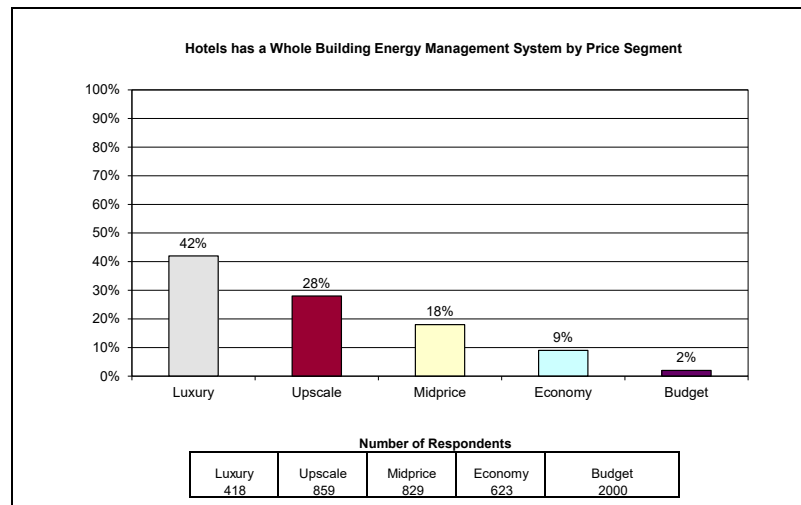
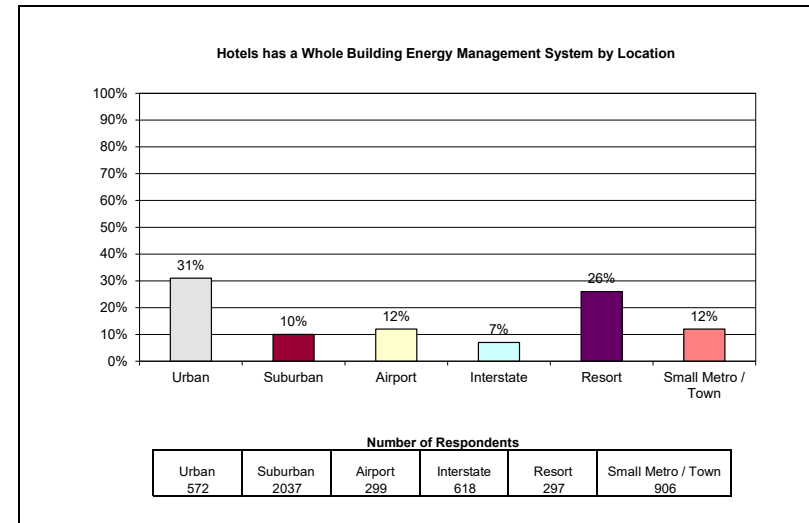
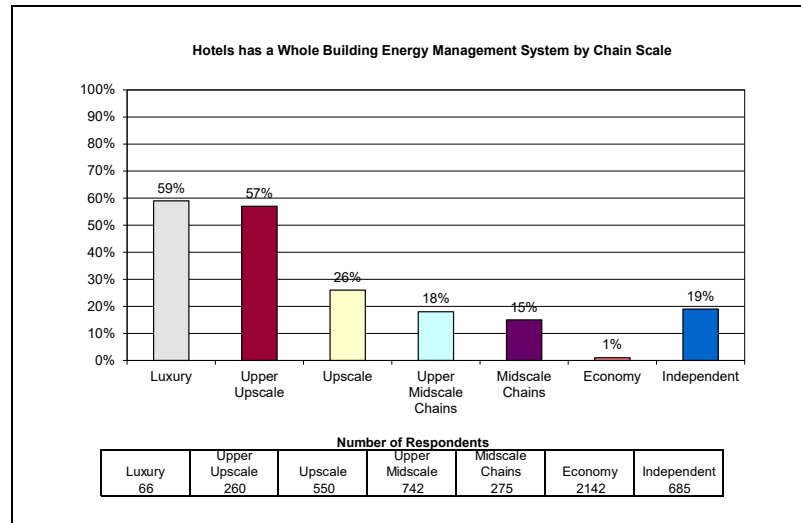
Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.
 Historical Data does not exist prior to 2008 due to question being first introduced that year.



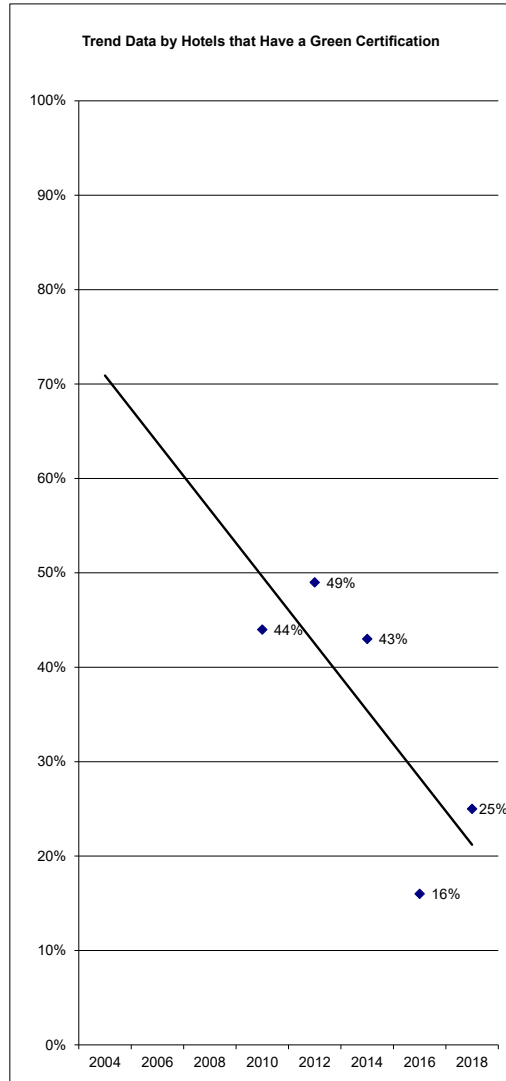
Question 24: Percentage of Hotels has a Whole Building Energy Management System³



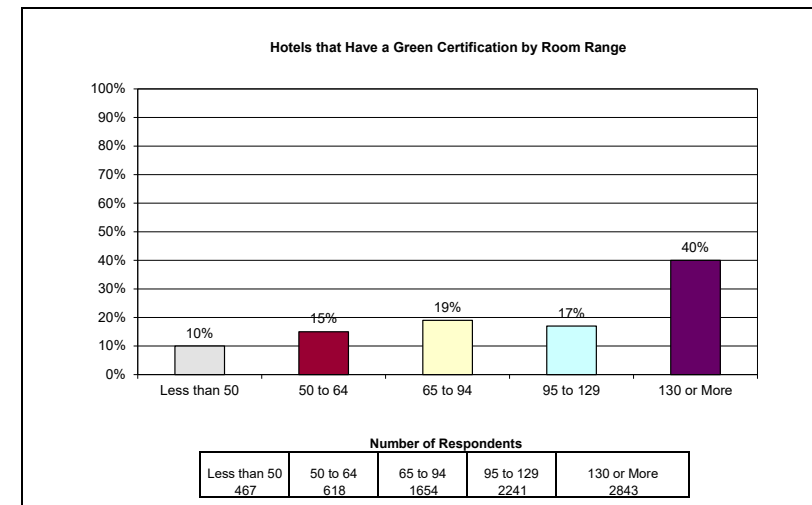
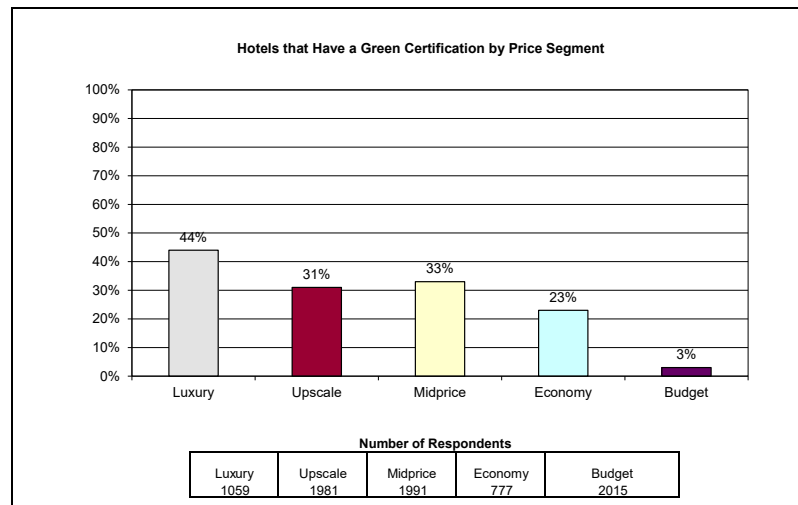
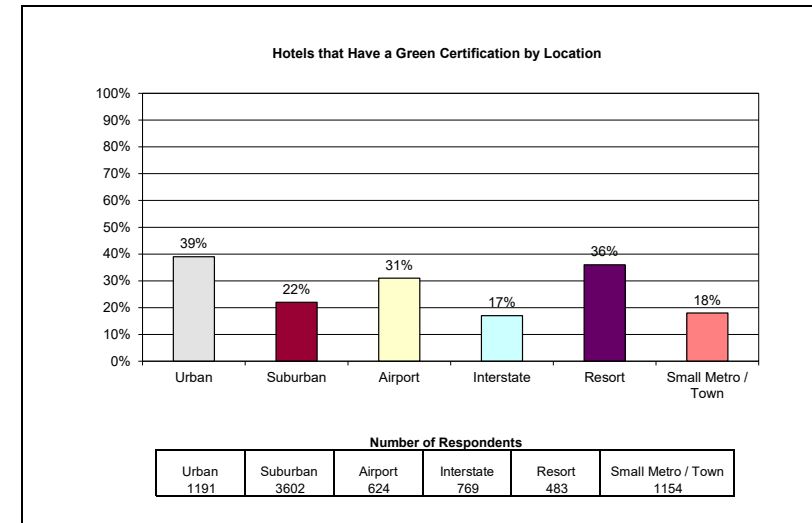
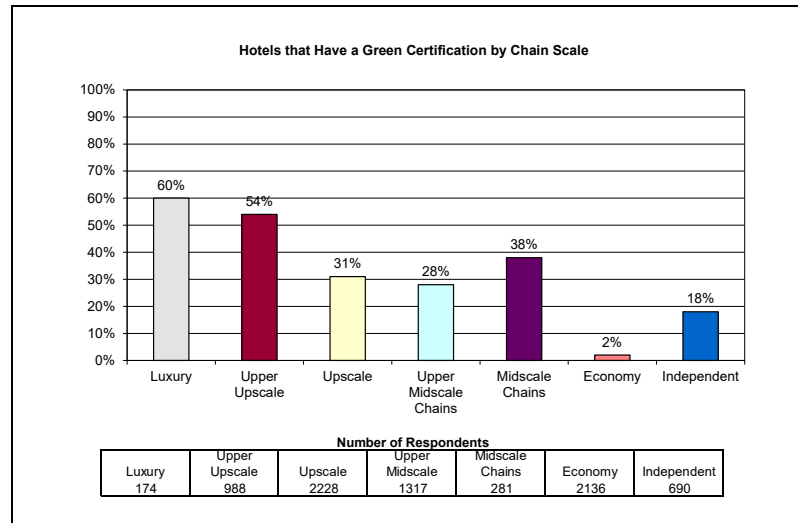
Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.
 Historical Data does not exist prior to 2016 due to question being first introduced that year.



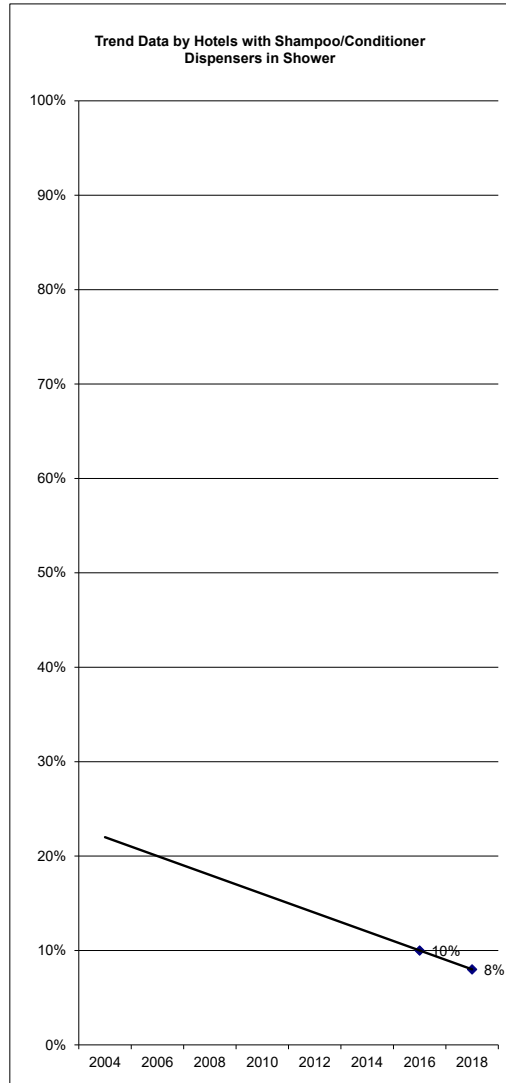
Question 25: Percentage of Hotels that Have a Green Certification



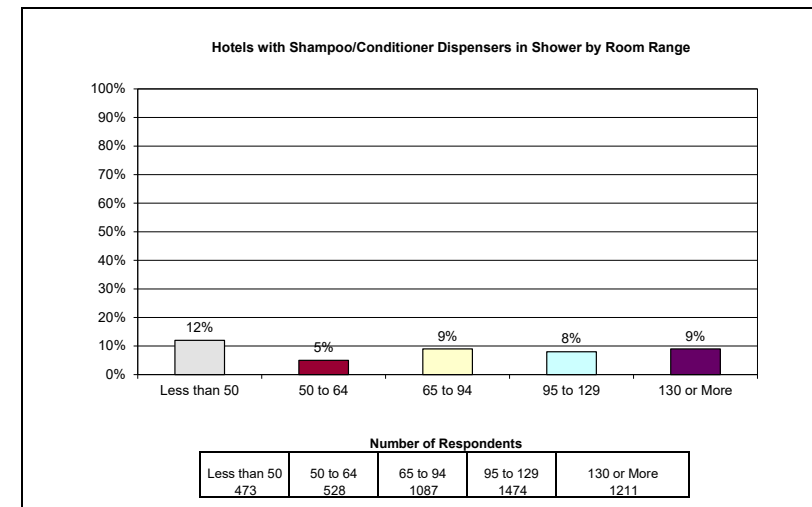
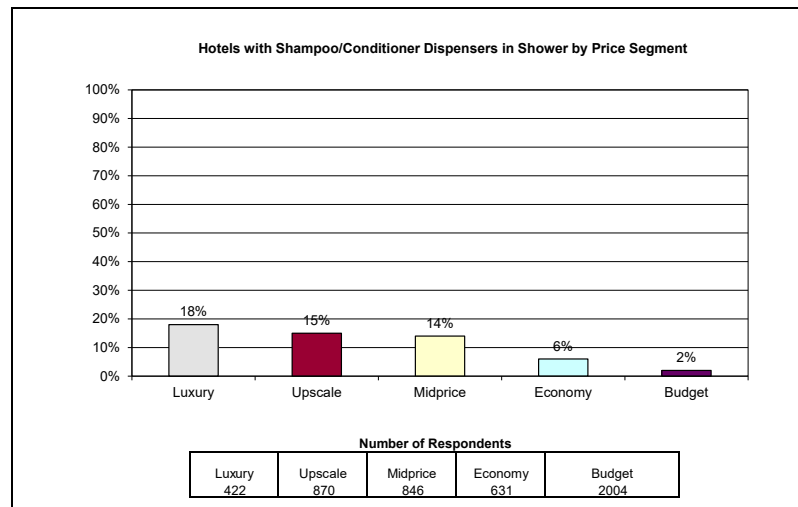
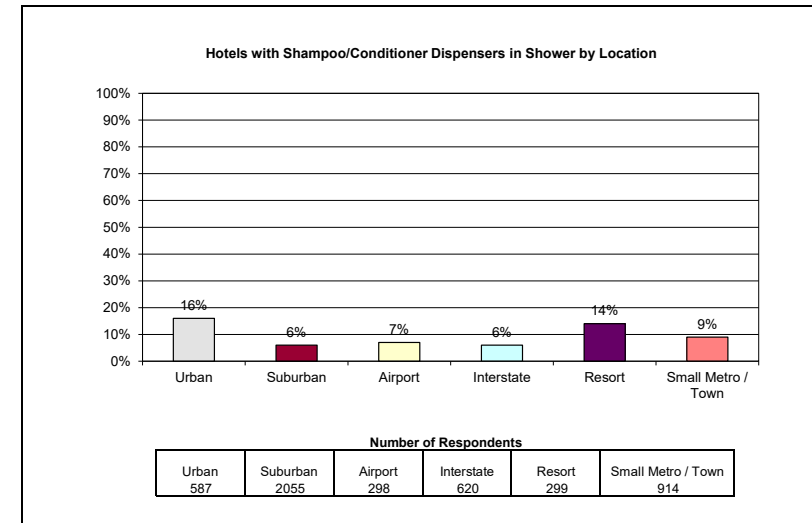
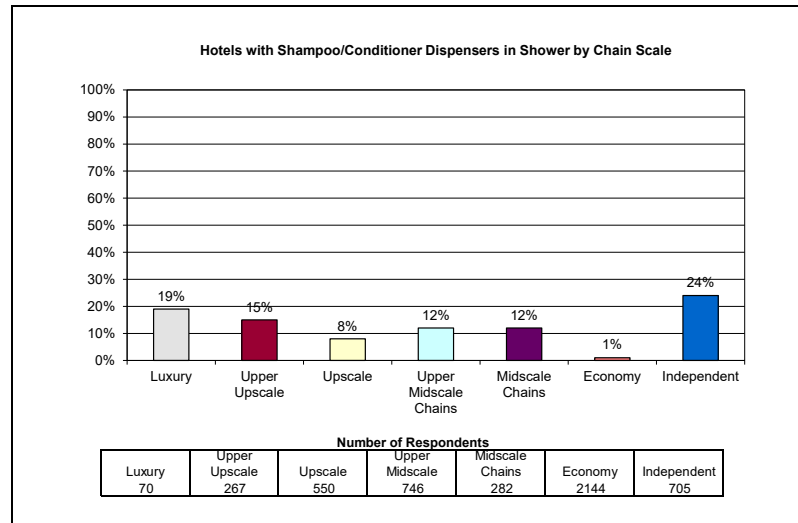
Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.
 Historical Data does not exist prior to 2010 due to question being first introduced that year.



Question 26: Percentage of Hotels with Shampoo/Conditioner Dispensers in Shower



Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.
 Historical Data does not exist prior to 2016 due to question being first introduced that year.



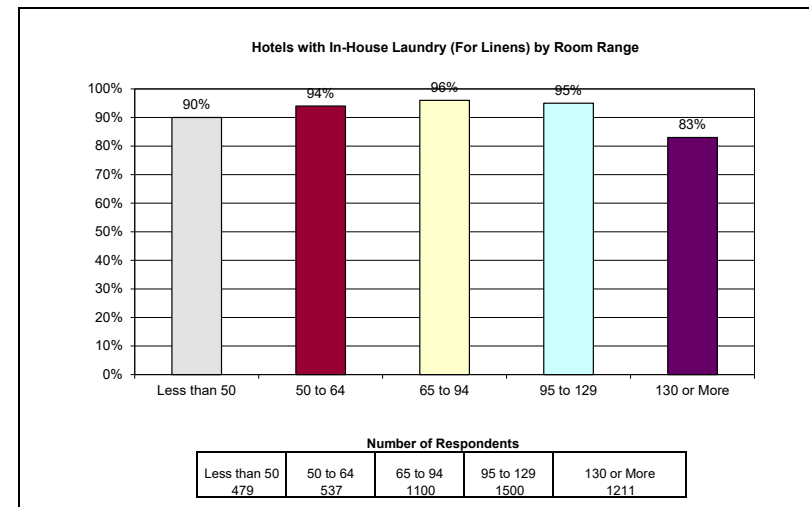
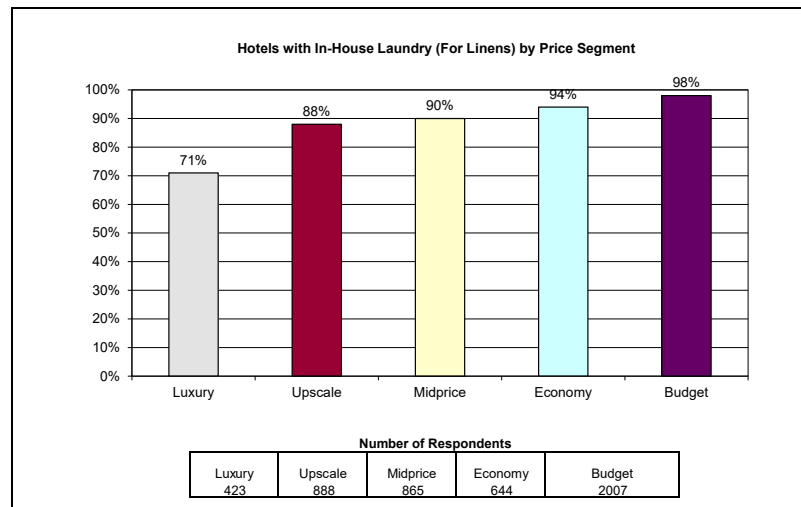
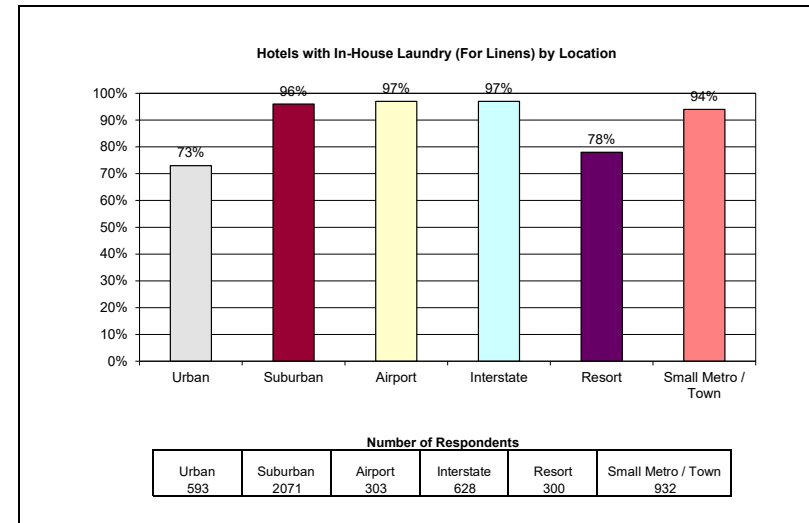
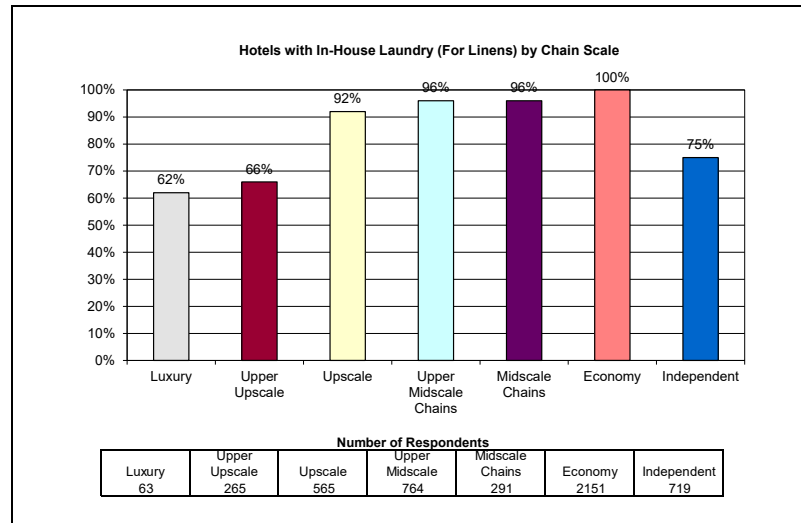
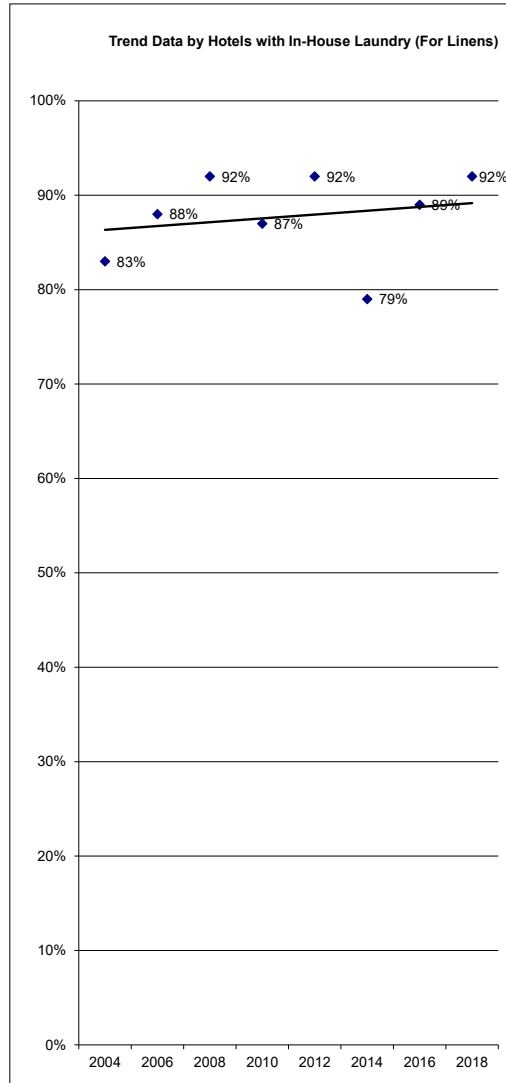
Question 26: Percentage of Hotels with Shampoo/Conditioner Dispensers in Shower



Chain Scale		Location Type						Price Segment						Room Range						Age of Property						Region						AHLA		Total Respondents							
		Urban	Suburban	Airport	Interstate	Resort	Small Metro / Town	Luxury	Upscale	Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	West North Central	West South Central	Mountain	Pacific	Yes	No	Total								
Chain Scale	Luxury																																								
	Upper Upscale																																								
	Upscale																																								
	Upper Midscale Chains																																								
	Midscale Chains																																								
	Economy																																								
	Independent																																								
Location Type (exclusive)	Urban	7	17	0	X	33	33	13	35	0	X	X	67	0	0	33	15	12	27	0	57	12	0	0	20	33	X	0	14	33	21	14	29	70							
	Suburban	21	9	5	25	16	14	19	15	3	0	0	50	X	14	62	12	37	13	4	3	12	23	15	13	11	6	9	10	17	25	11	29	267							
	Airport	6	9	8	5	8	8	6	6	12	6	20	0	100	12	9	6	10	10	8	3	6	0	7	7	10	3	21	6	6	9	7	9	550							
	Interstate	12	14	20	11	14	10	10	13	13	10	13	10	3	14	18	4	29	7	4	4	6	8	11	11	12	22	11	17	11	8	9	17	746							
	Resort	0	15	6	15	0	8	X	4	14	9	18	13	2	19	16	0	36	23	2	5	2	20	15	11	12	9	12	11	9	19	8	15	282							
	Small Metro / Town	1	0	0	1	0	2	X	0	3	1	0	3	1	0	0	0	0	2	1	0	1	0	0	0	0	1	1	1	1	0	0	1	2144							
	Total	40	25	36	12	19	17	30	33	22	14	17	22	22	22	31	24	36	18	28	21	23	22	25	22	19	15	14	24	35	22	26	705								
Price Segment	Luxury	13	19	6	10	X	X	30	17	15	19	50	22	29																											
	Upscale	35	15	6	13	4	0	33	26	15	9	12	17	11																											
	Midprice	0	3	12	13	14	3	22	21	13	11	14	12	13																											
	Economy	X	0	6	10	9	1	14	7	5	10	4	4	8																											
	Budget	X	0	0	20	13	18	0	17	6	1	1	1	6	4																										
Room Range	Less than 50	67	50	0	10	13	3	22	20	15	29	7	22	11	44	28	16	10	7																						
	50 to 64	0	X	100	3	2	1	22	18	4	8	1	7	6	22	17	8	2	2																						
	65 to 94	0	14	12	14	19	0	22	12	8	7	8	21	8	27	14	16	9	1																						
	95 to 129	33	62	9	18	16	0	31	18	6	6	5	17	8	24	16	19	5	1																						
	130 or More	15	12	6	4	0	0	24	16	4	6	5	12	8	13	13	7	4	2																						
Age of Property	Less than 8 years	12	37	10	29	36	0	36	29	23	33	17	26	19	31	21	29	18	6	31	8	23	31	18																	
	8 to 14 years	27	13	10	7	23	2	18	11	10	10	14	12	8	9	11	11	14	4	16	5	13	10	8																	
	15 to 19 years	0	4	8	4	2	1	28	12	4	4	2	9	6	13	11	9	0	1	12	3	4	6	4																	
	20 to 29 years	57	3	3	4	5	0	21	7	2	5	4	6	7	14	3	7	6	1	10	4	3	2	4																	
	30 years or more	12	12	6	6	2	1	23	16	5	4	2	15	6	16	22	11	4	2	11	6	4	5	10																	
Region	New England	0	23	0	8	20	0	22	26	5	0	12	X	10	6	19	11	0	7	17	21	7	7	8	21	5	0	12	12												
	Middle Atlantic	0	15	7	11	15	0	25	12	10	0	3	0	12	17	15	10	10	5	17	3	15	8	8	23	12	0	2	11												
	South Atlantic	20	13	7	11	11	0	22	16	4	8	5	17	7	18	10	14	5	1	17	1	8	6	8	19	12	3	2	8												
	East North Central	33	11	10	12	12	0	19	19	5	4	5	0	11	15	11	14	9	2	8	8	8	8	5	27	9	6	4	5												
	East South Central	X	6	3	22	9	1	15	4	6	5	9	4	12	8	11	19	4	2	13	2	7	12	4	34	2	3	2	5												
	West North Central	0	9	21	11	12	1	15	15	12	0	4	0	10	18	15	14	8	2	11	3	7	15	7	22	13	2	6	2												
	West South Central	14	10	6	17	11	1	14	9	6	9	5	11	5	14	8	11	10	2	8	2	7	6	7	18	6	5	3	4												
	Mountain	33	17	6	11	9	1	24	17	7	0	8	15	8	18	23	10	5	2	5	8	12	7	10	29	18	8	1	6												
	Pacific	21	25	9	8	19	0	35	26	8	14	6	16	8	31	28	19	3	2	18	9	9	9	14	28	13	13	8	10												
AHLA Member	Yes	14	11	7	9	8	0	22	14	4	5	4	10	6	13	11	12	5	1	7	5	6	5	7	18	10	4	3	6	10	8	6	6	4							
	No	29	29	9	17	15	1	26	22	12	12	9	22	12	30	23	16	7	6	16	6	14	14	14	25	12	6	6	11	8	14	10	11	16	14	12	16	20			
Overall Average		19	15	8	12	12	1	24	16	6	7	6	14	9	18	15	14	6	2	12	5	9	8	9	23	10	5	4	7	10	10	7	8	8	9	6	9	12	6	13	8
Total Respondents		70	267	550	746	282	2144	705	587	2055	298	620	299	914	422	870	846	631	2004	473	528	1087	1474	1211	631	559	641	1128	1814	168	346	923	572	279	357	807	456	865	3151	1622	4773

Does your property have shampoo/conditioner dispensers in showers? Yes or No
 Percentages are based on the number of 'Yes' respondents in each category divided by the total responding to the question.
 For example, 1% of all responding Economy properties in a Urban location have shampoo/conditioner dispensers in showers.
 An 'X' indicates that there were no respondents to the question in that category.

Question 27: Percentage of Hotels with In-House Laundry (For Linens)



Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.

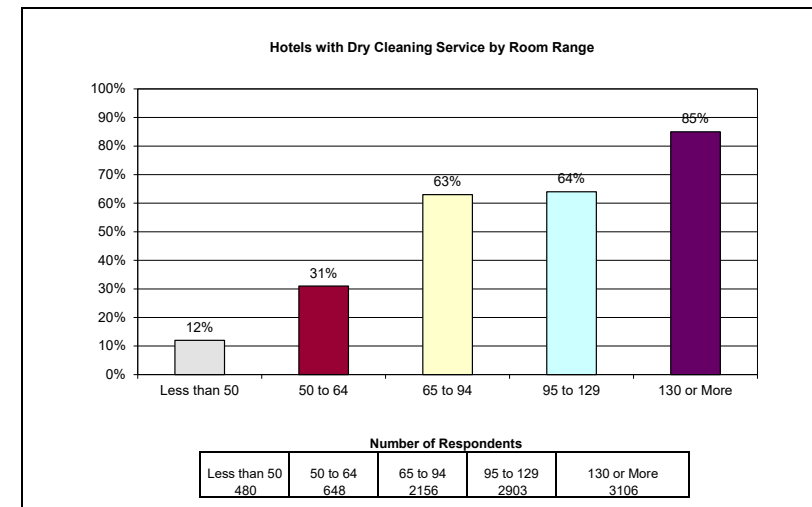
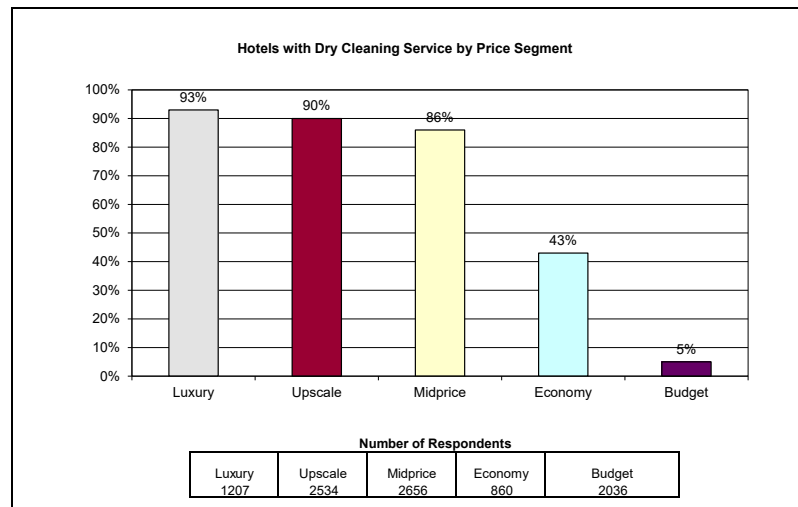
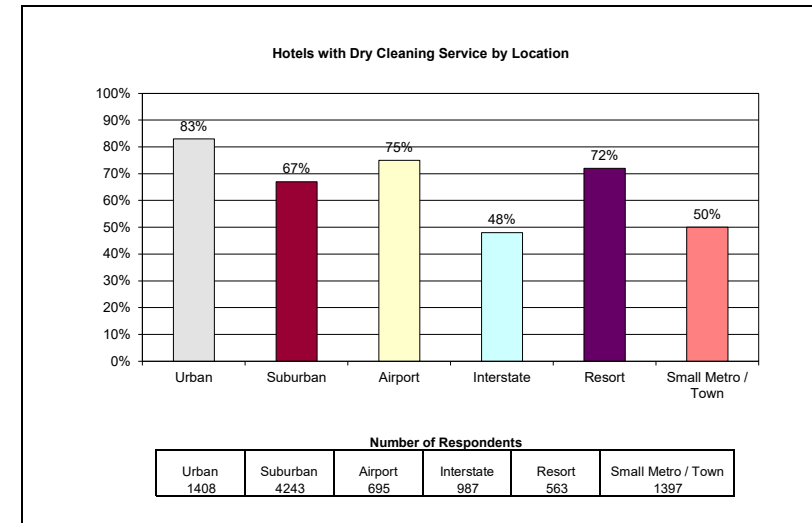
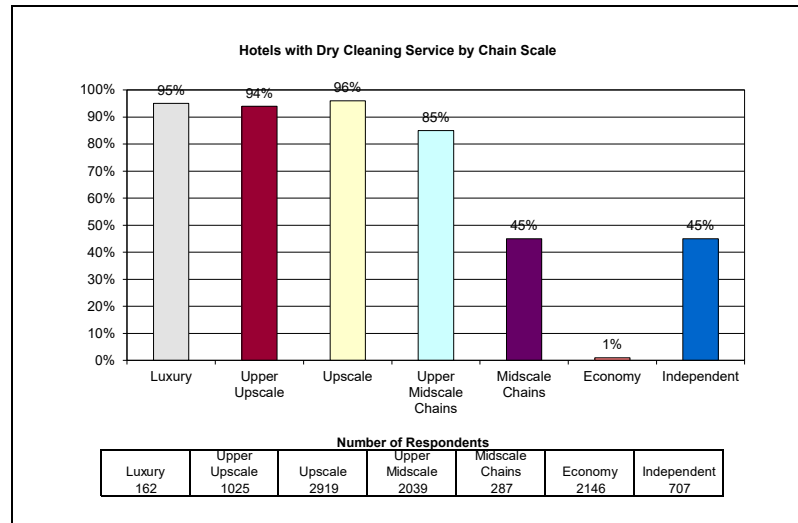
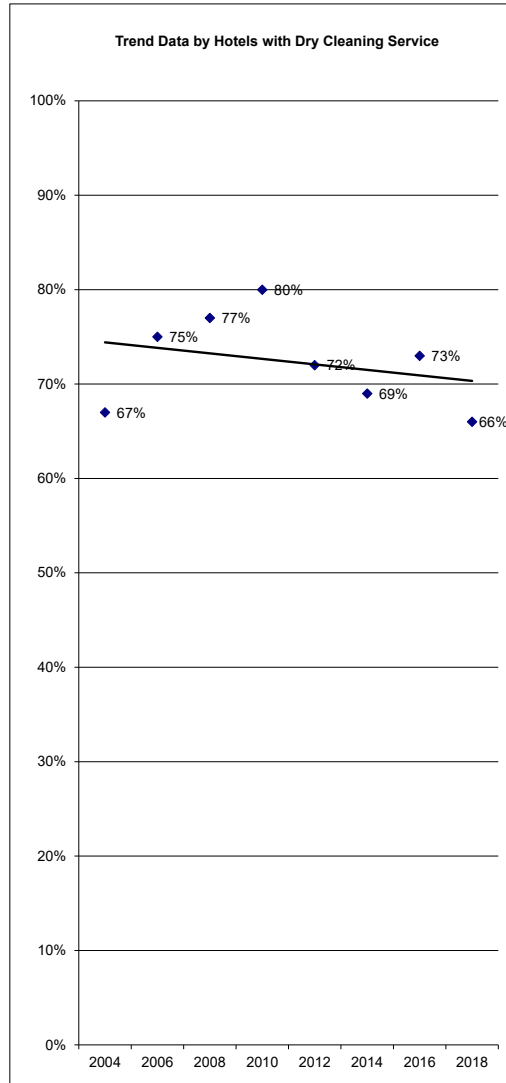
Question 27: Percentage of Hotels with In-House Laundry (For Linens)



Chain Scale	Location Type	Price Segment	Room Range	Age of Property	Region	AHLA		Total Respondents																															
						Yes	No																																
Luxury	Upper Upscale	Upper Midscale Chains	Midscale Chains	Economy	Independent	Urban	Suburban	Airport	Interstate	Resort	Luxury	Upscale	Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	Yes	No			
Luxury	Upper Upscale	Upper Midscale Chains	Midscale Chains	Economy	Independent	Urban	Suburban	Airport	Interstate	Resort	Luxury	Upscale	Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	Yes	No			
63	265	565	764	291	2151	719	593	2071	303	628	300	932	423	888	865	644	2007	479	537	1100	1500	1211	640	569	644	1144	1830	167	350	938	576	282	363	821	461	869	3176	1651	4827

Does your property have in-house laundry? Yes or No
 Percentages are based on the number of 'Yes' respondents in each category divided by the total responding to the question.
 For example, 99% of all responding Economy properties in a Urban location have in-house laundry.
 An 'X' indicates that there were no respondents to the question in that category.

Question 28: Percentage of Hotels with Dry Cleaning Service



Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.

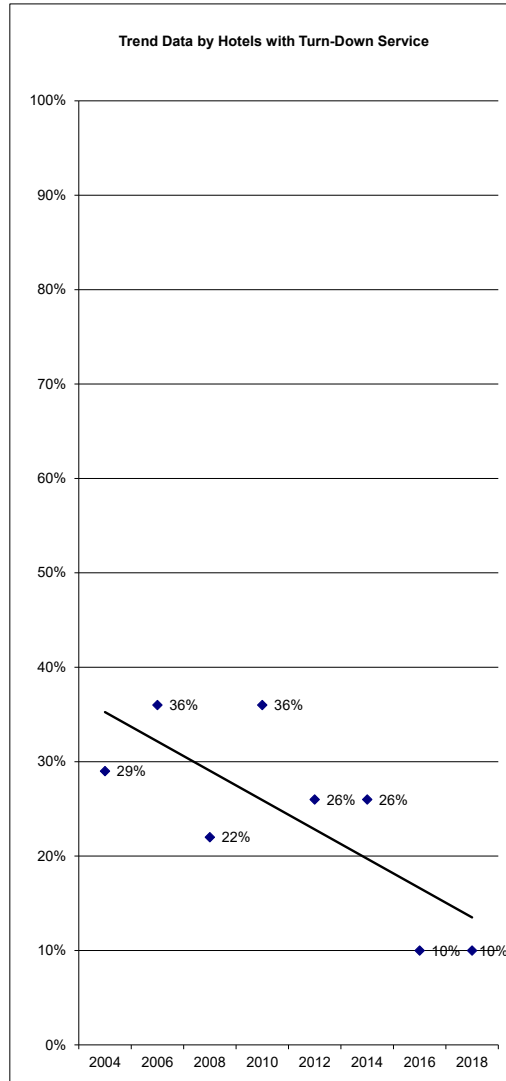
Question 28: Percentage of Hotels with Dry Cleaning Service



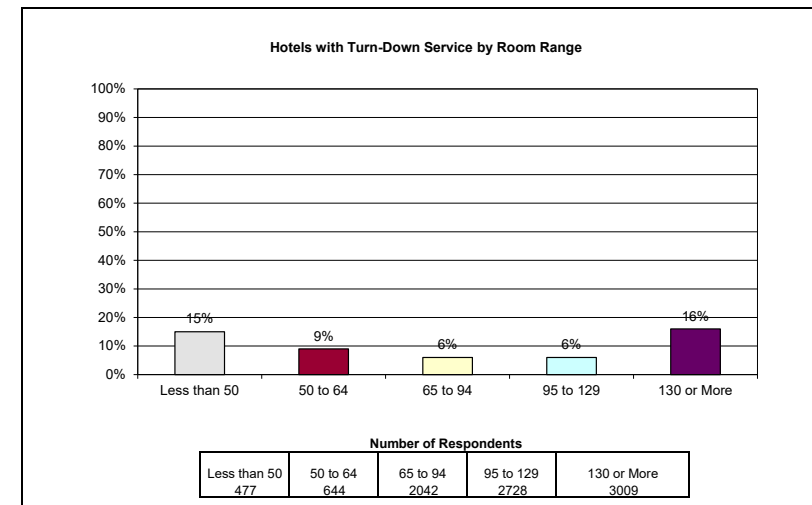
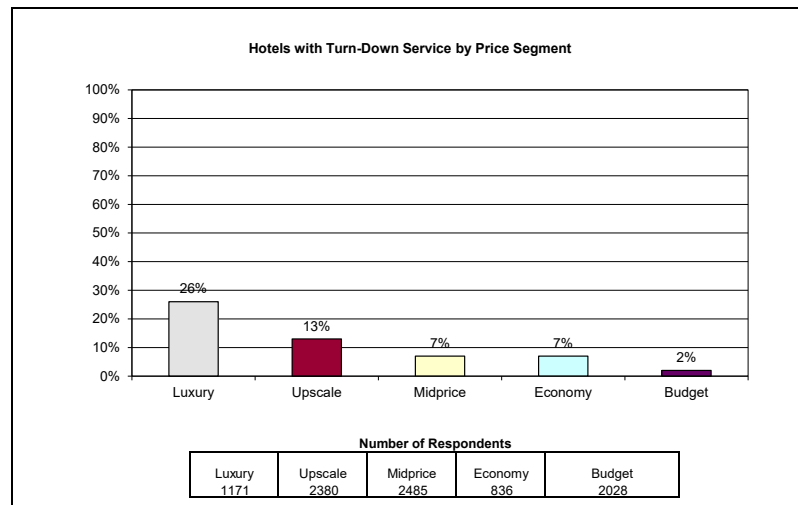
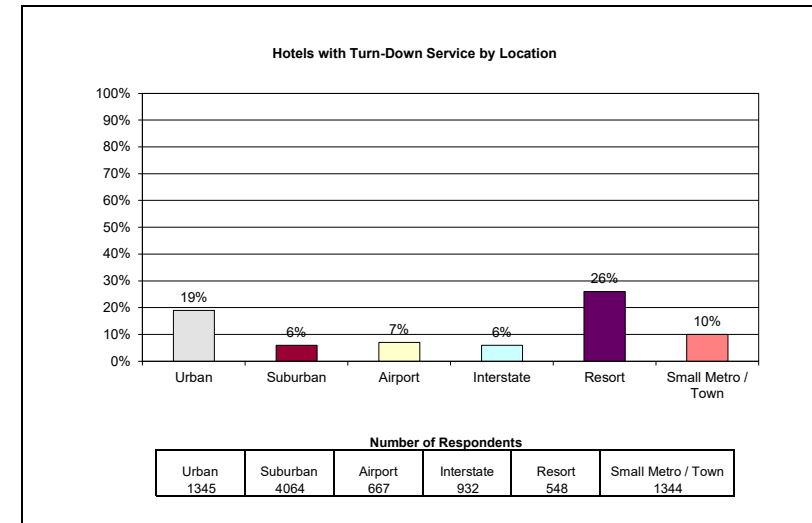
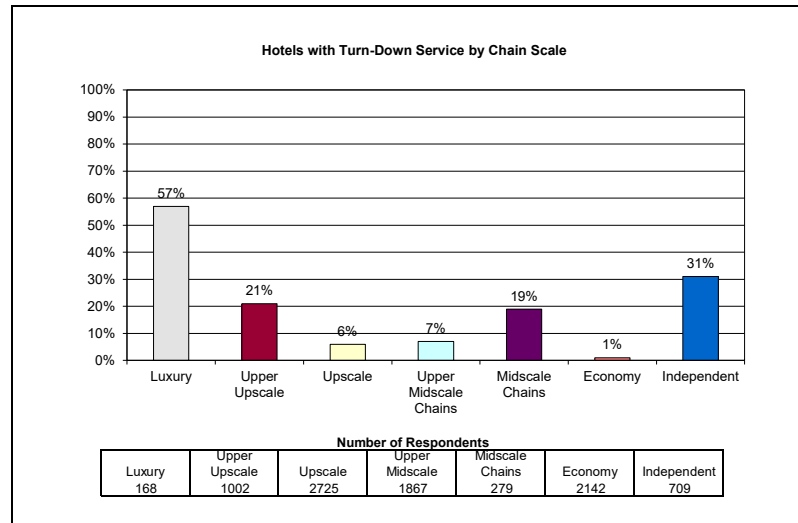
Chain Scale		Location Type							Price Segment							Room Range							Age of Property							Region							AHLA		Total Respondents																										
Chain Scale	Luxury	Upper Upscale	Upscale	Midscale Chains	Economy	Independent	Urban	Suburban	Airport	Interstate	Resort	Small Metro / Town	Luxury	Upscale	Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	Yes	No																											
		Upper Upscale	Upper Upscale	Upscale	Midscale Chains	Midscale Chains	Economy	Independent	Urban	Suburban	Airport	Interstate	Resort	Small Metro / Town	Luxury	Upscale	Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	Yes	No																									
Luxury	Upper Upscale	Upscale	Midscale Chains	Midscale Chains	Economy	Independent	Urban	Suburban	Airport	Interstate	Resort	Small Metro / Town	Luxury	Upscale	Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	Yes	No																											
Chain Scale	Luxury	Upper Upscale	Upscale	Midscale Chains	Midscale Chains	Economy	Independent	Urban	Suburban	Airport	Interstate	Resort	Small Metro / Town	Luxury	Upscale	Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	Yes	No	162	1025																								
Location Type (exclusive)	Urban	Suburban	Airport	Interstate	Resort	Small Metro / Town	Luxury	Upscale	Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	Yes	No	1408	4243	695	987	563	1397	1207	2534	2656	860	2036	480	648	2156	2903	3106	1875	1526	1388	1944	2560	387	786	2077	1119	556	648	1447	846	1427	5334	3959	9293
Price Segment	Luxury	Upscale	Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	Yes	No	1207	2534	2656	860	2036	480	648	2156	2903	3106	1875	1526	1388	1944	2560	387	786	2077	1119	556	648	1447	846	1427	5334	3959	9293												
Room Range	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	Yes	No	1207	2534	2656	860	2036	480	648	2156	2903	3106	1875	1526	1388	1944	2560	387	786	2077	1119	556	648	1447	846	1427	5334	3959	9293																	
Age of Property	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	Yes	No	1207	2534	2656	860	2036	480	648	2156	2903	3106	1875	1526	1388	1944	2560	387	786	2077	1119	556	648	1447	846	1427	5334	3959	9293																						
Region	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	Yes	No	1207	2534	2656	860	2036	480	648	2156	2903	3106	1875	1526	1388	1944	2560	387	786	2077	1119	556	648	1447	846	1427	5334	3959	9293																											
AHLEF Member	Yes	No	1207	2534	2656	860	2036	480	648	2156	2903	3106	1875	1526	1388	1944	2560	387	786	2077	1119	556	648	1447	846	1427	5334	3959	9293																																				
Overall Average	95	94	96	85	45	1	45	83	67	75	48	72	50	93	90	86	43	5	12	31	63	64	85	85	83	70	55	47	72	77	71	67	65	64	62	62	57	61	73	66																									
Total Respondents	162	1025	2919	2039	287	2146	707	1408	4243	695	987	563	1397	1207	2534	2656	860	2036	480	648	2156	2903	3106	1875	1526	1388	1944	2560	387	786	2077	1119	556	648	1447	846	1427	5334	3959	9293																									

Does your property offer dry cleaning services? Yes or No
 Percentages are based on the number of 'Yes' respondents in each category divided by the total responding to the question.
 For example, 3% of all responding Economy properties in a Urban location offer dry cleaning services.
 An 'X' indicates that there were no respondents to the question in that category.

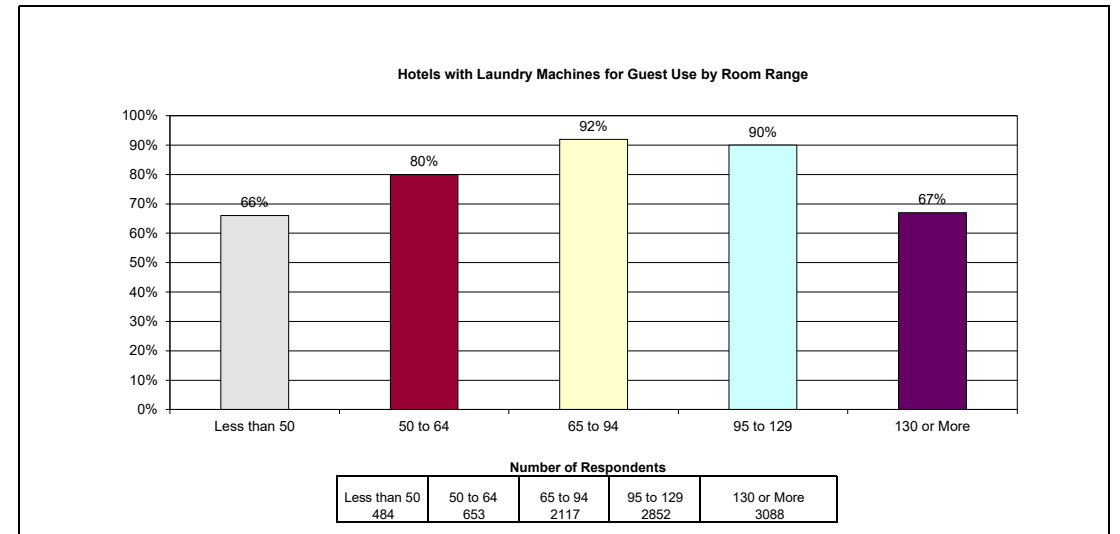
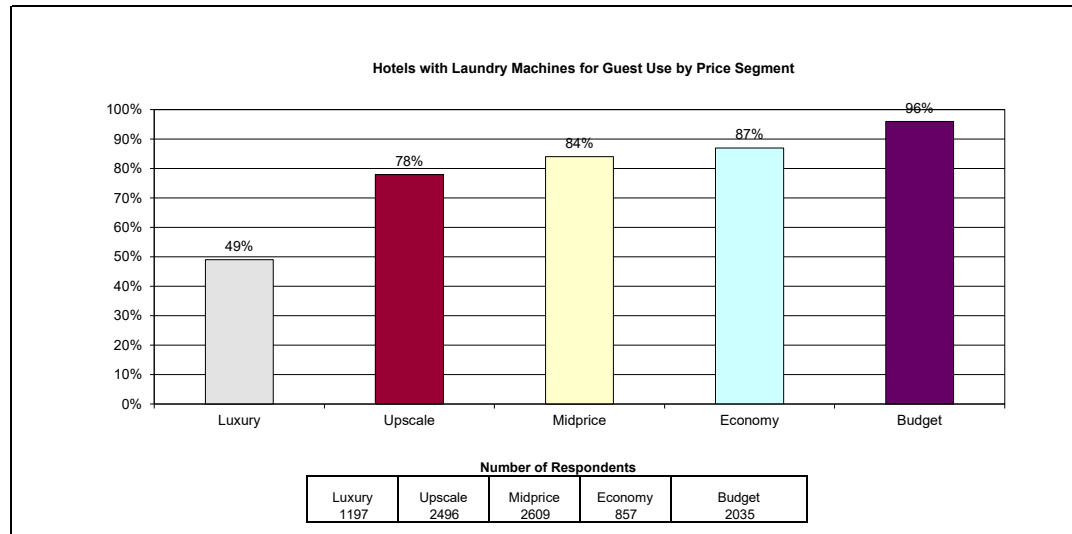
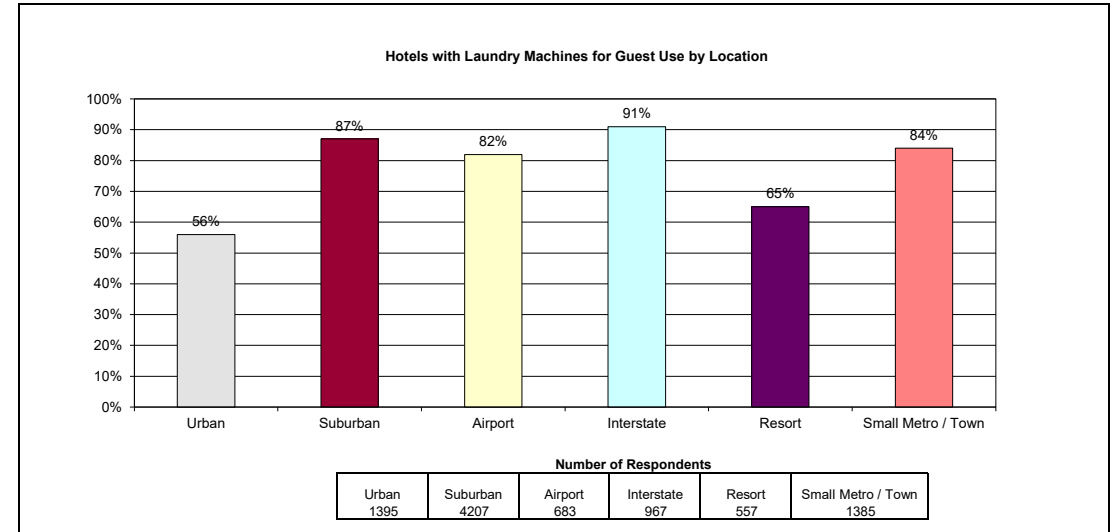
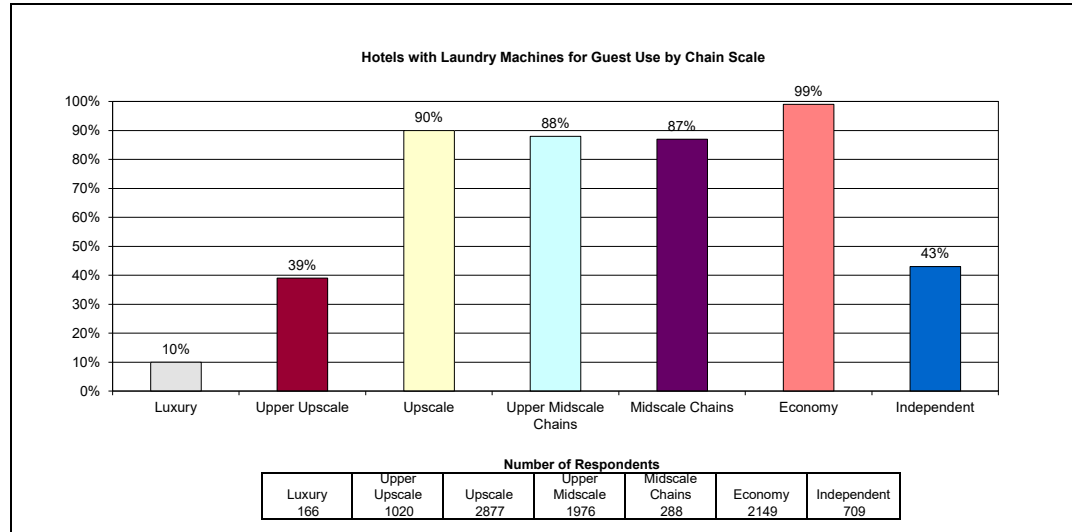
Question 29: Percentage of Hotels with Turn-Down Service



Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.



Question 30: Percentage of Hotels with Laundry Machines for Guest Use⁴



Historical Data does not exist due to question being introduced this year.

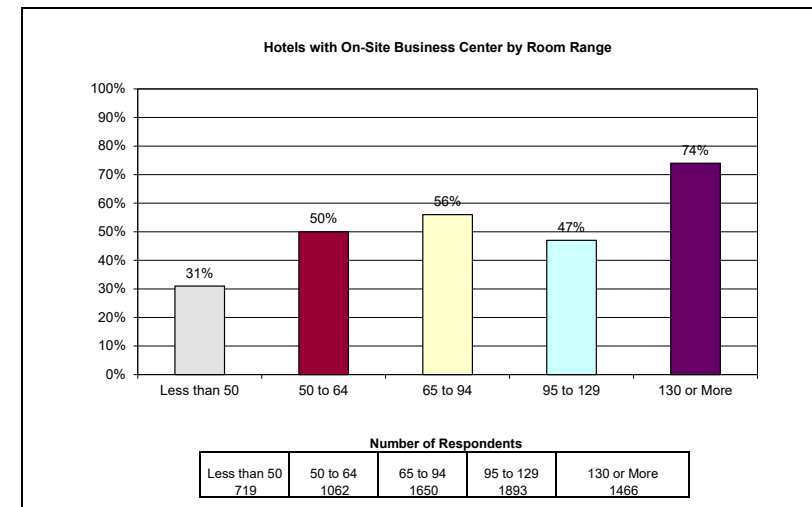
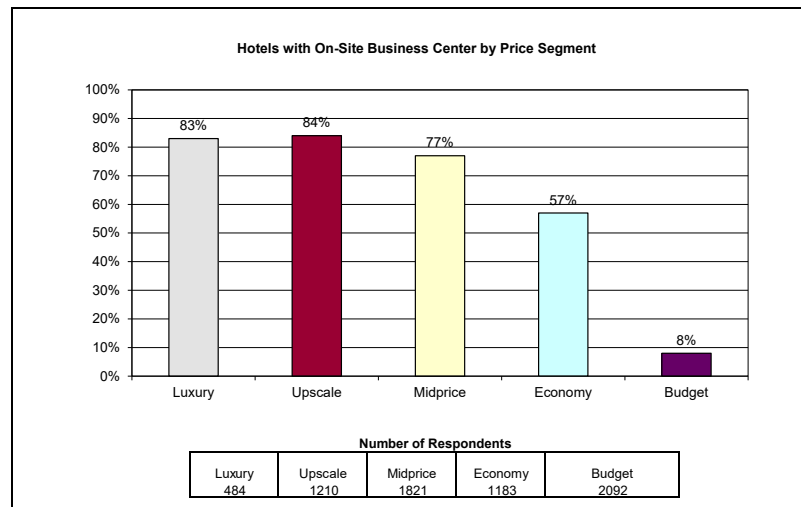
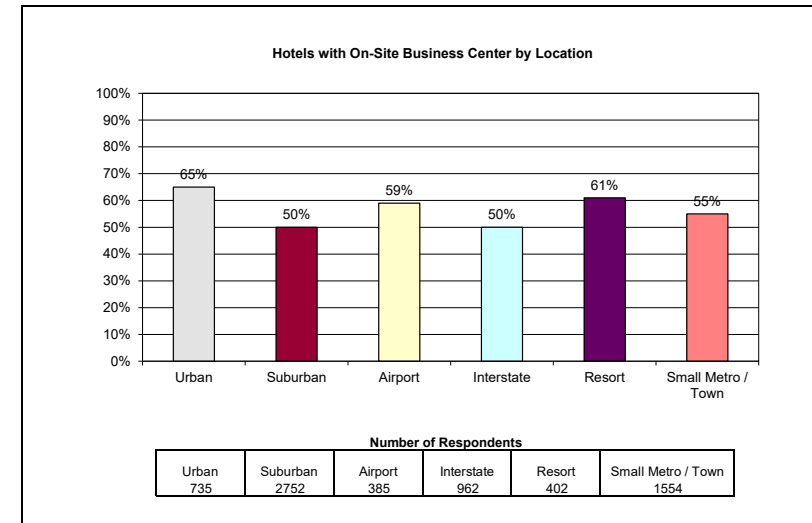
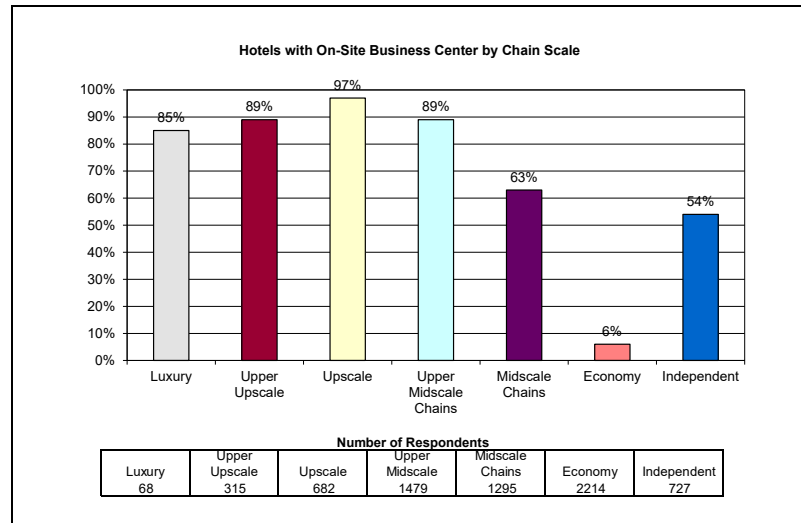
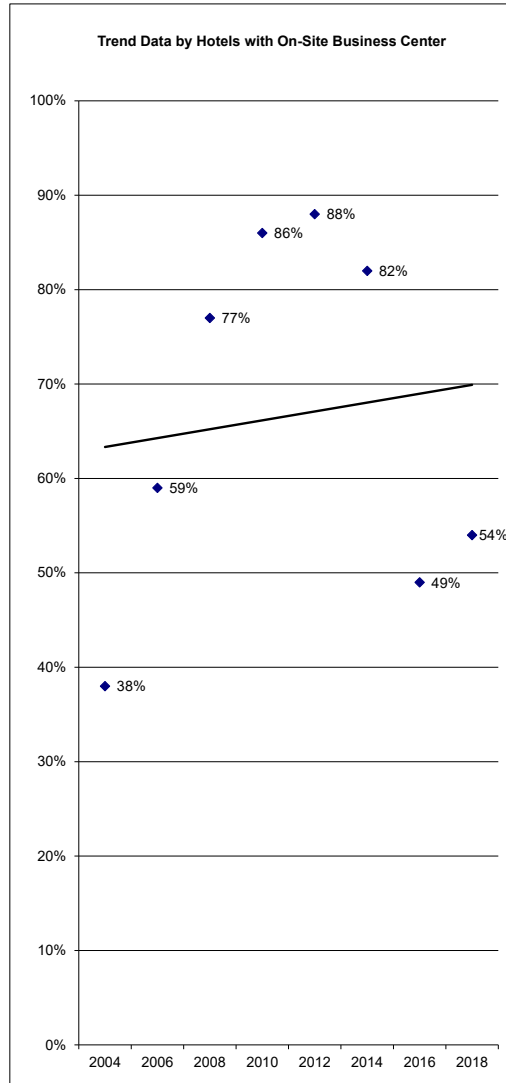
Question 30: Percentage of Hotels with Laundry Machines for Guest Use⁴



Chain Scale		Location Type						Price Segment						Room Range						Age of Property						Region						AHLA		Total Respondents						
Chain Scale	Luxury Upper Upscale Upscale Upper Midscale Chains Midscale Chains Economy Independent	Urban	Suburban	Airport	Interstate	Resort	Luxury	Upscale	Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	Yes	No	Yes	No						
		2	17	0	X	21	0	10	10	100	X	X	0	100	38	8	8	17	9	3	12	12	0	0	8	9	0	0	0	19	20	7	20	166	1020					
Chain Scale	Luxury																																							
	Upper Upscale	26	47	47	25	47	64	32	43	49	75	0	10	0	11	15	41	19	36	51	47	40	30	36	43	32	42	40	42	44	38	40	30	90	90	2877				
	Upscale	83	91	87	93	89	96	87	92	89	86	69	40	50	96	92	86	89	94	94	88	81	88	87	89	89	89	90	93	91	90	90	85	91	85	91	87	288		
	Upper Midscale Chains	68	90	86	90	93	90	81	87	89	86	85	83	74	93	88	80	94	92	87	77	81	85	74	89	86	87	89	94	94	91	85	91	87	2149					
	Midscale Chains	93	91	94	81	100	85	X	83	88	86	91	67	80	91	88	95	84	96	98	80	84	100	85	87	89	74	84	91	89	89	87	87	87	87	709				
	Economy	97	100	99	99	96	95	X	89	80	96	99	96	96	98	100	100	100	99	99	99	99	97	99	98	96	99	99	100	99	98	99	98	98	98	98	98			
	Independent	22	44	43	63	49	48	16	39	39	64	61	36	42	56	48	42	25	40	41	56	45	30	26	48	43	66	57	54	60	30	43	43	44	44	44				
Location Type (exclusive)	Urban	2	26	83	68	93	97	22																																
	Suburban	17	47	91	90	91	100	44																																
	Airport	0	47	87	86	94	99	43																																
	Interstate	X	25	93	90	81	99	63																																
	Resort	21	47	89	93	100	96	49																																
	Small Metro / Town	0	64	96	90	85	95	48																																
Price Segment	Luxury	10	32	87	81	X	X	16																																
	Upscale	10	43	92	87	83	89	39																																
	Midprice	100	49	89	89	88	80	39																																
	Economy	X	75	86	86	86	96	64																																
	Budget	X	0	69	85	91	99	61																																
Room Range	Less than 50	0	10	40	83	67	96	36																																
	50 to 64	100	0	50	74	80	96	42																																
	65 to 94	38	11	96	93	91	98	56																																
	95 to 129	8	15	92	88	88	100	48																																
	130 or More	8	41	86	80	95	100	42																																
Age of Property	Less than 8 years	17	19	89	94	84	100	25																																
	8 to 14 years	9	36	94	92	96	100	40																																
	15 to 19 years	3	51	94	87	98	99	41																																
	20 to 29 years	12	47	88	77	80	99	56																																
	30 years or more	12	40	81	81	84	98	45																																
Region	New England	0	30	88	85	100	100	30																																
	Middle Atlantic	0	36	87	74	85	97	26																																
	South Atlantic	8	43	89	89	87	99	48																																
	East North Central	9	32	89	86	89	98	43																																
	East South Central	0	42	89	87	74	96	66																																
	West North Central	0	40	90	89	84	99	57																																
	West South Central	0	42	93	94	91	99	54																																
	Mountain	19	44	91	94	89	100	60																																
	Pacific	20	38	90	91	89	99	30																																
AHILA Member	Yes	7	40	90	85	87	99	43																																
	No	20	38	90	91	87	98	44																																
Overall Average		10	39	90	88	87	99	43																																
Total Respondents		166	1020	2877	1976	288	2149	709																																

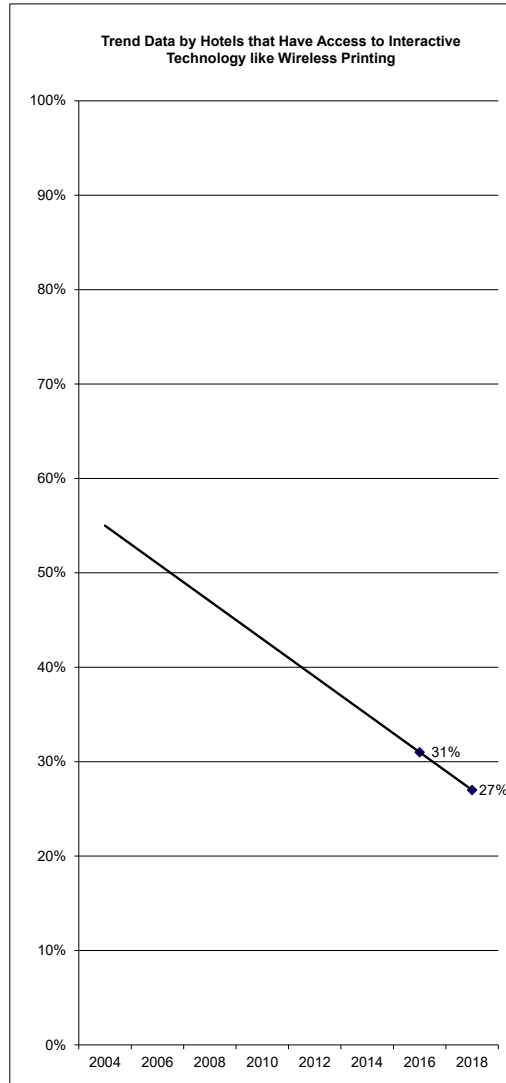
Does your property have laundry machines for guest use? Yes or No
 Percentages are based on the number of 'Yes' respondents in each category divided by the total responding to the question.
 For example, 97% of all responding Economy properties in a Urban location have laundry machines for guest use.
 An 'X' indicates that there were no respondents to the question in that category.

Question 31: Percentage of Hotels with On-Site Business Center

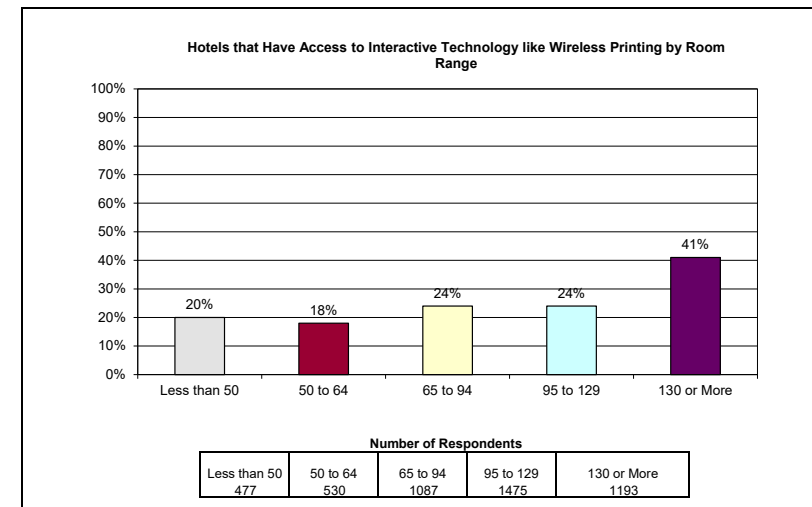
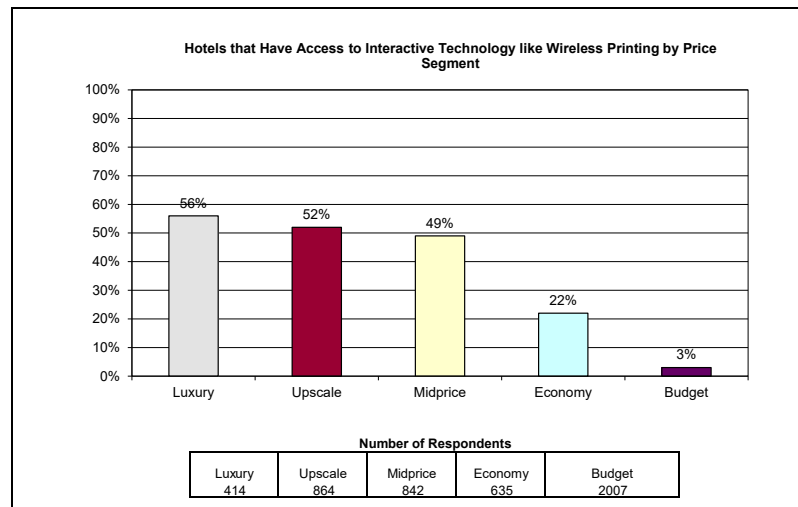
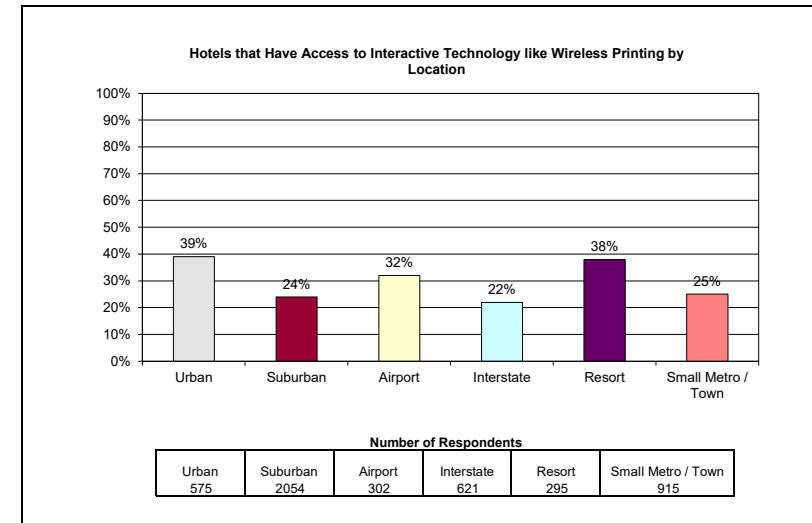
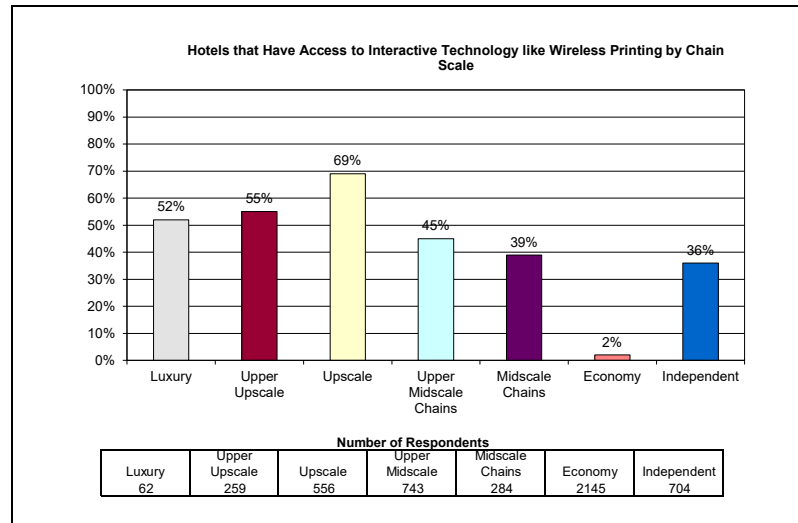


Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.

Question 32: Percentage of Hotels that Have Access to Interactive Technology like Wireless Printing



Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.
 Historical Data does not exist prior to 2016 due to question being first introduced that year.



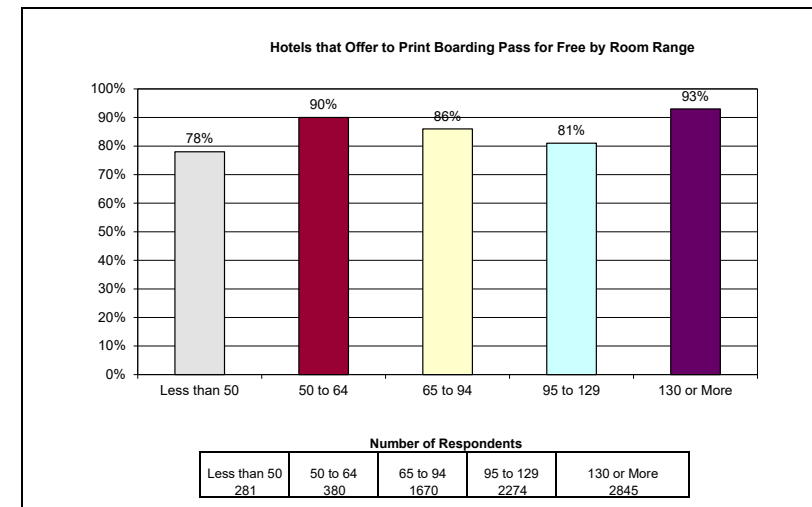
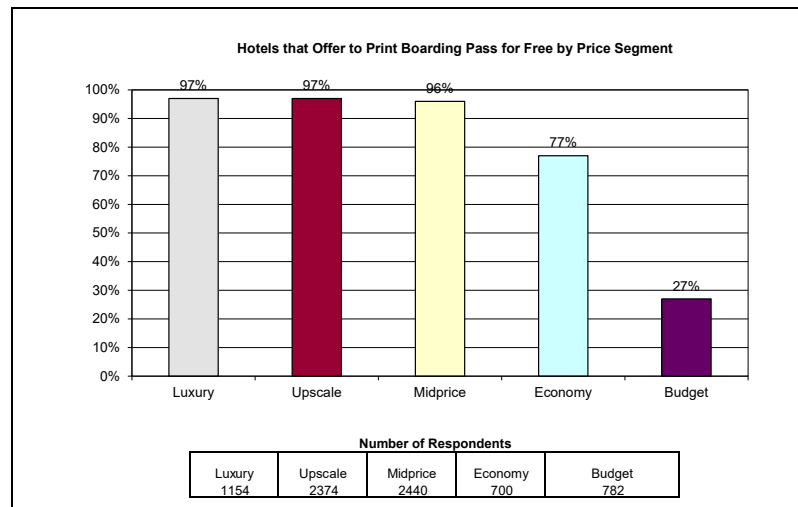
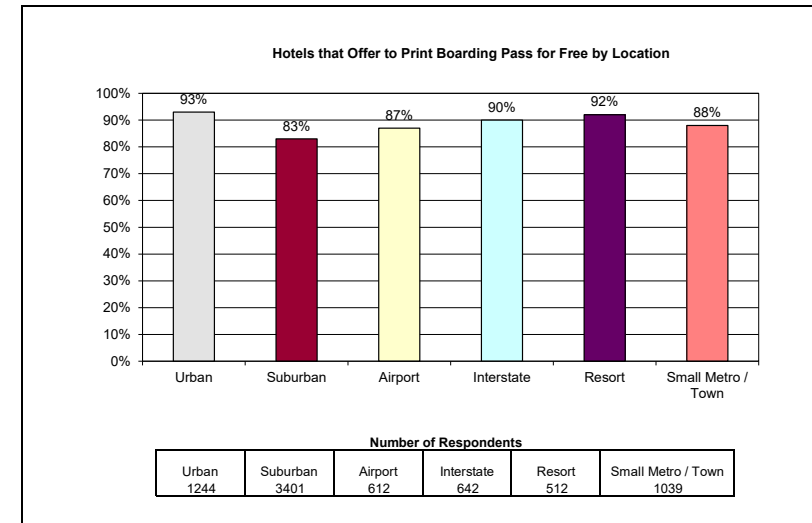
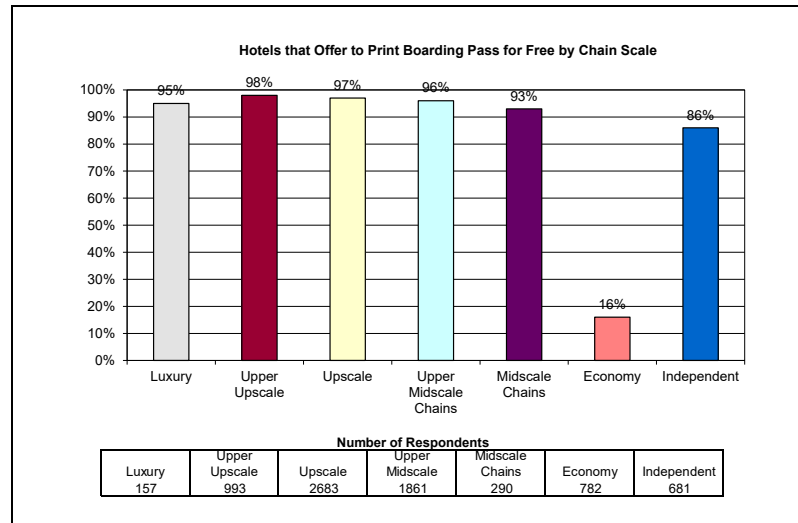
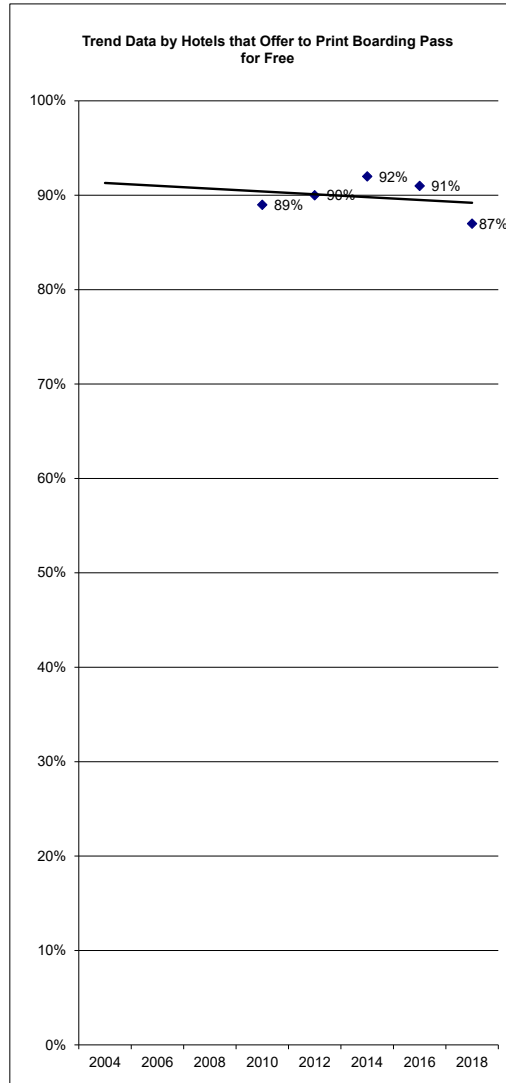
Question 32: Percentage of Hotels that Have Access to Interactive Technology like Wireless Printing



Chain Scale		Location Type							Price Segment					Room Range					Age of Property					Region								AHLA		Total Respondents							
Chain Scale	Luxury	Upper Upscale	Upscale	Upper Midscale Chains	Midscale Chains	Economy	Independent	Urban	Suburban	Airport	Interstate	Small Metro / Town	Luxury	Upscale	Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	Yes	No			
		Luxury	Upper Upscale	Upscale	Upper Midscale Chains	Midscale Chains	Economy	Independent	Urban	Suburban	Airport	Interstate	Small Metro / Town	Luxury	Upscale	Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	Yes	No		
Chain Scale	Luxury	Upper Upscale	Upscale	Upper Midscale Chains	Midscale Chains	Economy	Independent	Urban	Suburban	Airport	Interstate	Small Metro / Town	Luxury	Upscale	Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	Yes	No	62	259	
Location Type (exclusive)	Urban	Suburban	Airport	Interstate	Resort	Small Metro / Town	Luxury	Upscale	Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	Yes	No	62	259	575	2054	302	915			
Price Segment	Luxury	Upscale	Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	Yes	No	62	259	575	2054	302	915	414	864	842	635	2007				
Room Range	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	Yes	No	62	259	575	2054	302	915	414	864	842	635	2007	477	530	1087	1475	1193				
Age of Property	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	Yes	No	62	259	575	2054	302	915	414	864	842	635	2007	477	530	1087	1475	1193	624	552	635	1137	1814				
Region	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	Yes	No	62	259	575	2054	302	915	414	864	842	635	2007	477	530	1087	1475	1193	624	552	635	1137	1814	163	345	929	567	278	359	811	458	852
AHLA Member	Yes	No	62	259	575	2054	302	915	414	864	842	635	2007	477	530	1087	1475	1193	624	552	635	1137	1814	163	345	929	567	278	359	811	458	852	3134	1628	4762						
Overall Average	52	55	69	45	39	2	36	39	24	32	22	38	25	56	52	49	22	3	20	18	24	24	41	51	46	26	20	19	28	36	31	27	25	34	26	25	21	25	32	27	
Total Respondents	62	259	556	743	284	2145	704	575	2054	302	921	295	915	414	864	842	635	2007	477	530	1087	1475	1193	624	552	635	1137	1814	163	345	929	567	278	359	811	458	852	3134	1628	4762	

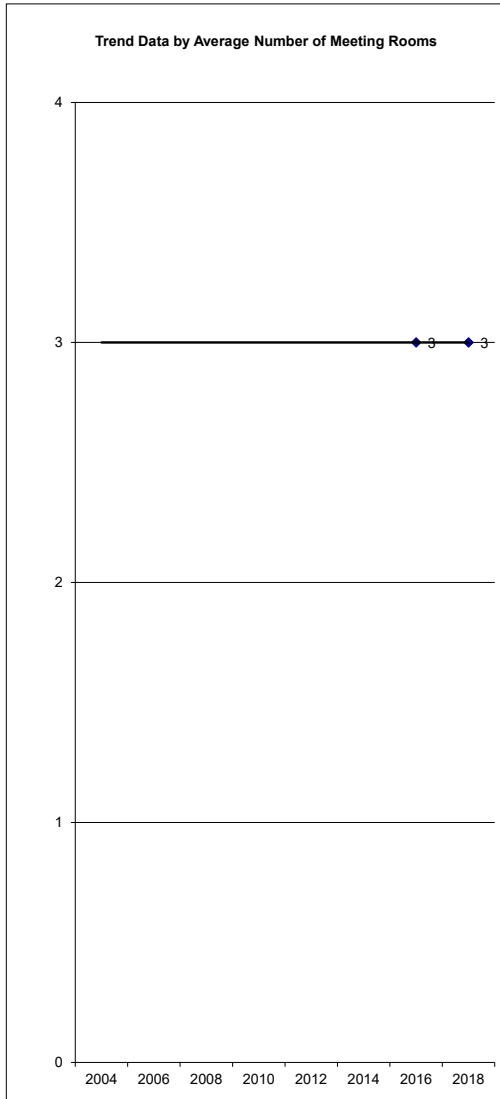
Does your property have access to interactive technology like wireless printing? Yes or No
 Percentages are based on the number of 'Yes' respondents in each category divided by the total responding to the question.
 For example, 1% of all responding Economy properties in a Urban location have access to interactive technology like wireless printing.
 An 'X' indicates that there were no respondents to the question in that category.

Question 33: Percentage of Hotels that Offer to Print Boarding Pass for Free

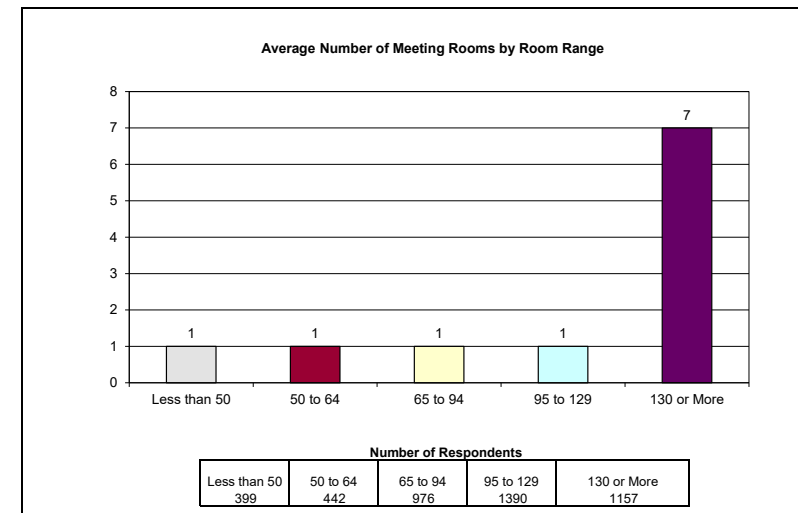
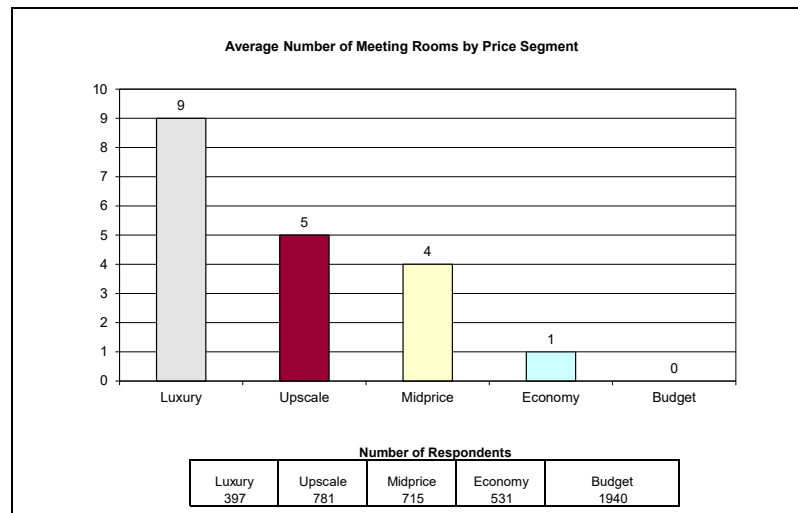
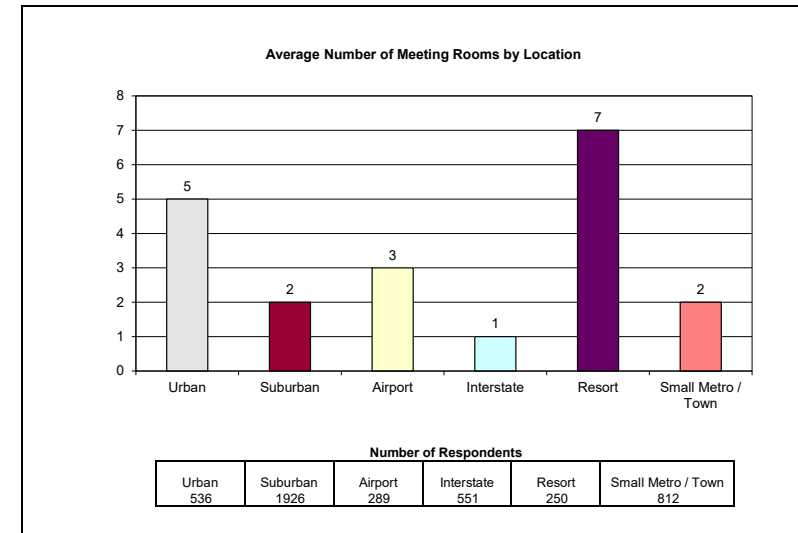
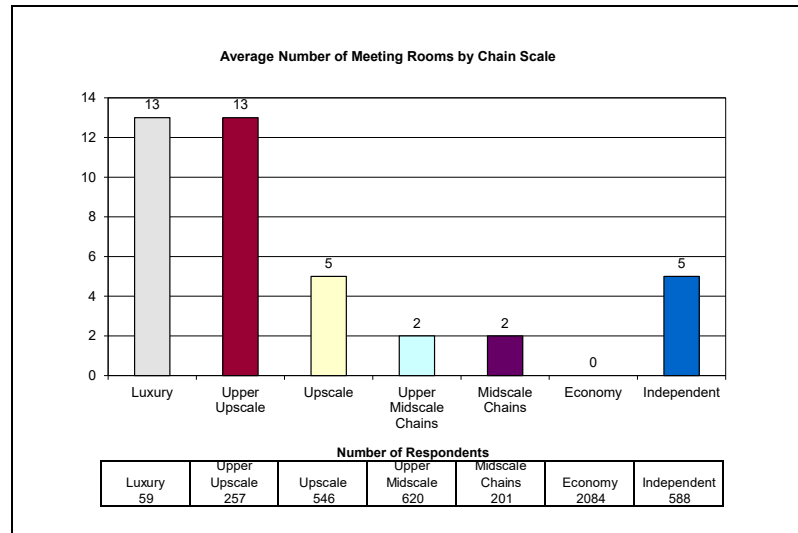


Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.
 Historical Data does not exist prior to 2010 due to question being first introduced that year.

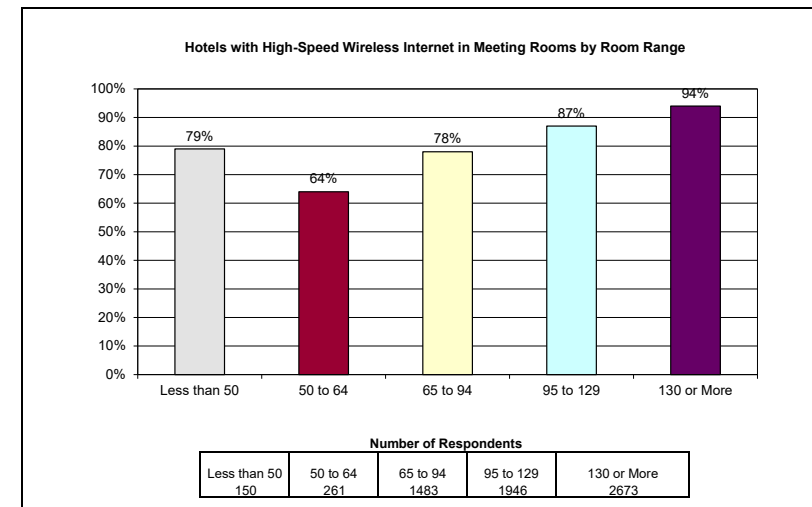
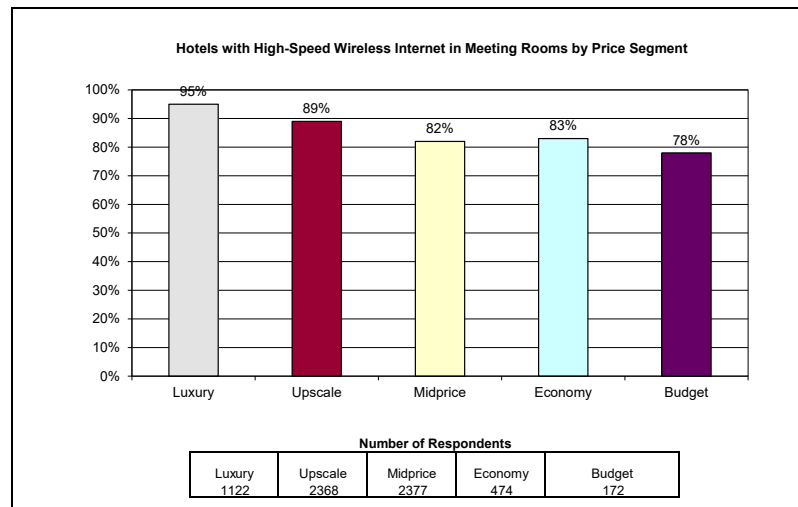
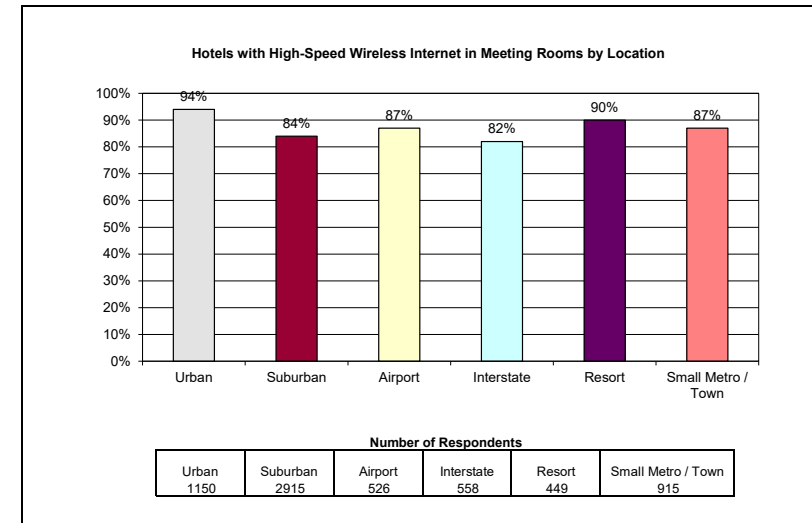
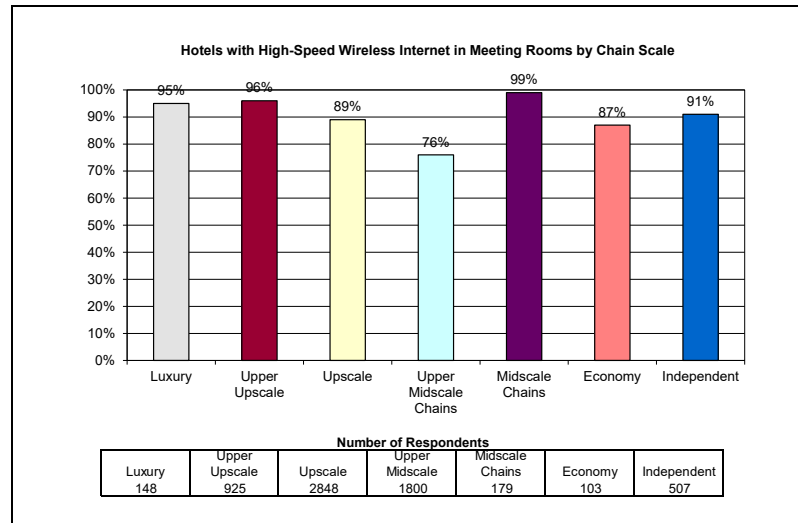
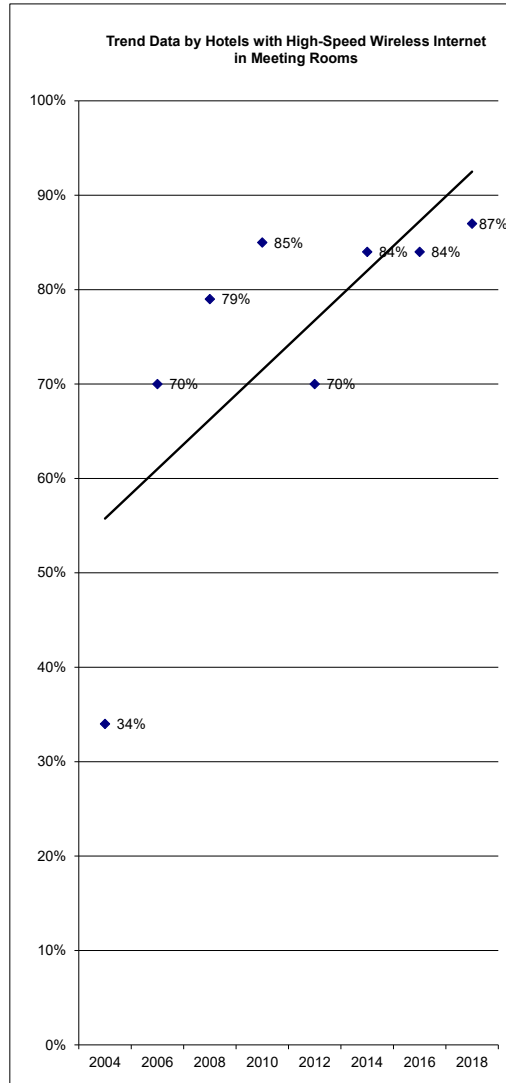
Question 34: Average Number of Meeting Rooms



Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.

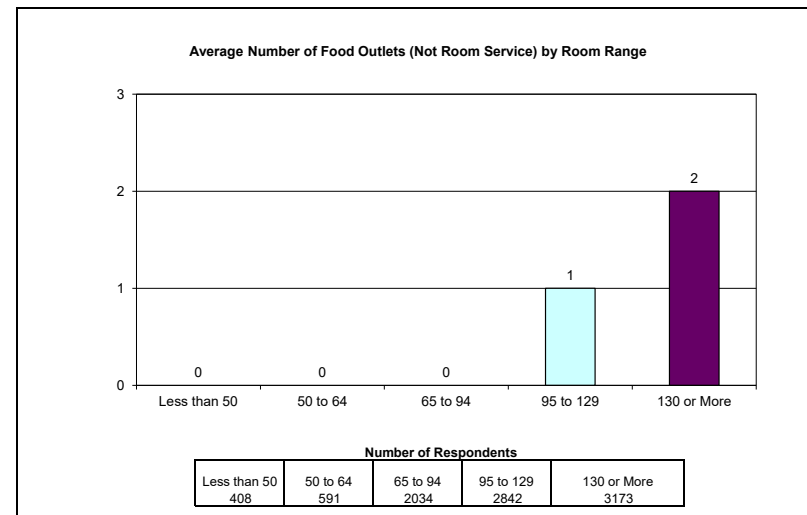
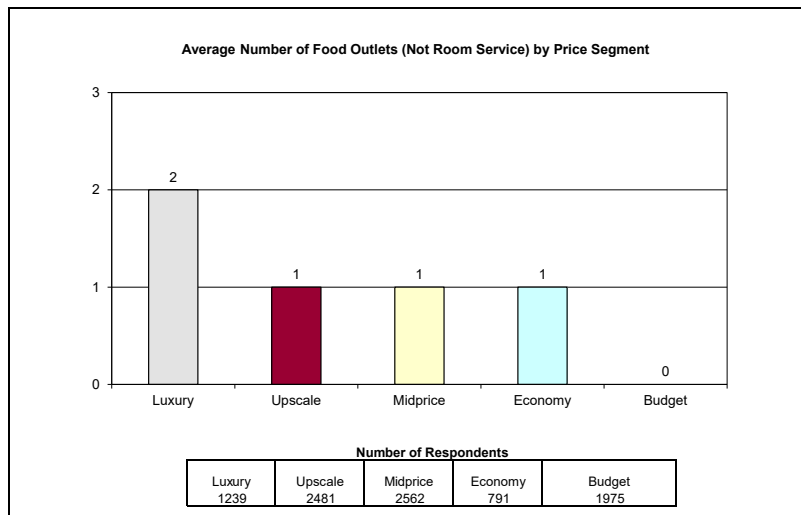
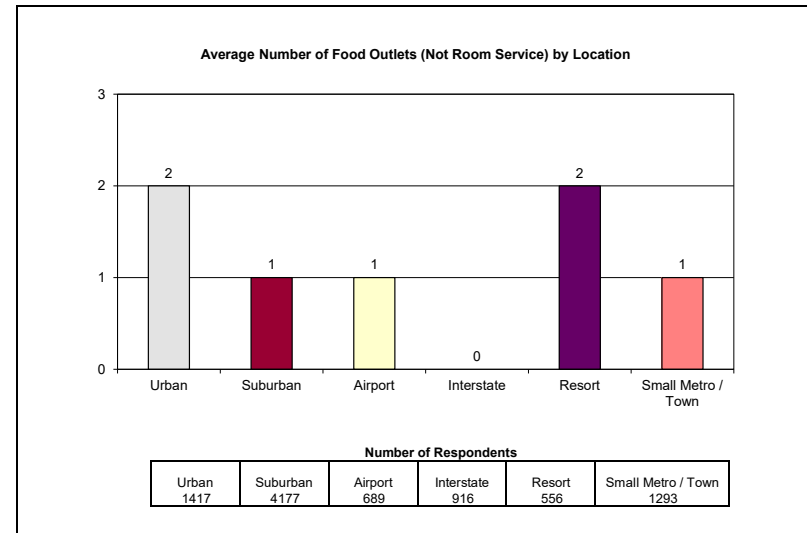
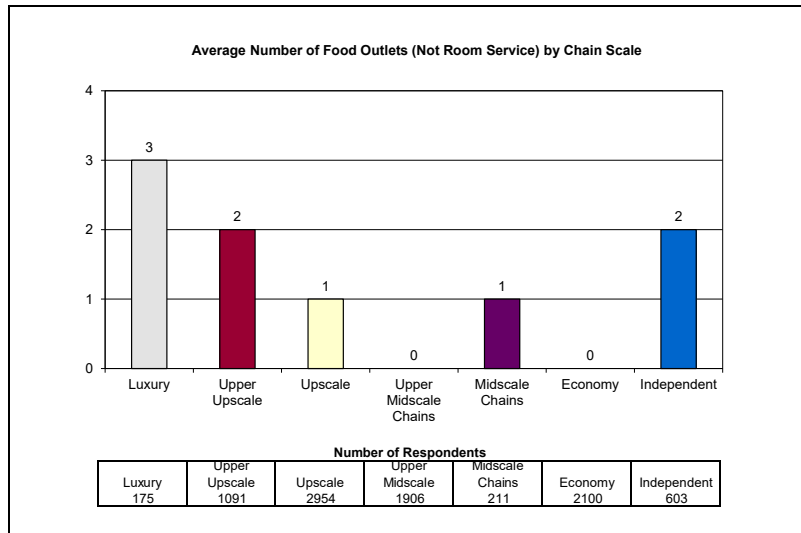
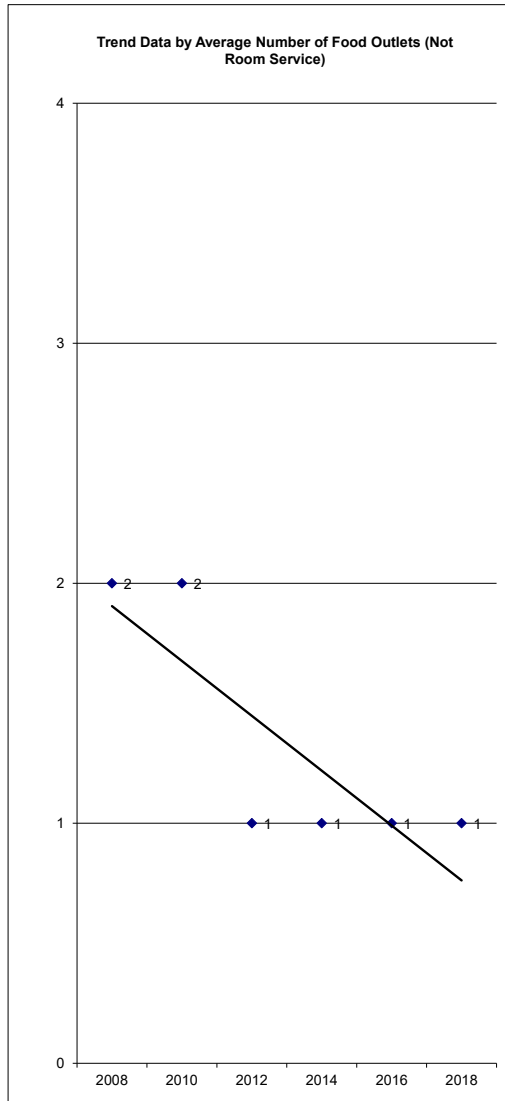


Question 35: Percentage of Hotels with High-Speed Wireless Internet in Meeting Rooms



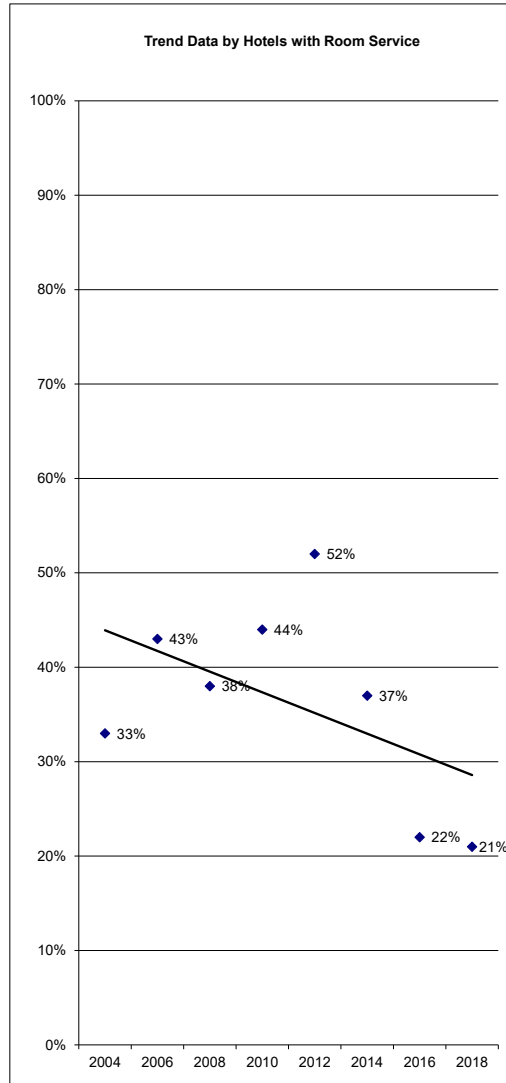
Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.

Question 36: Average Number of Food Outlets (Not Room Service)

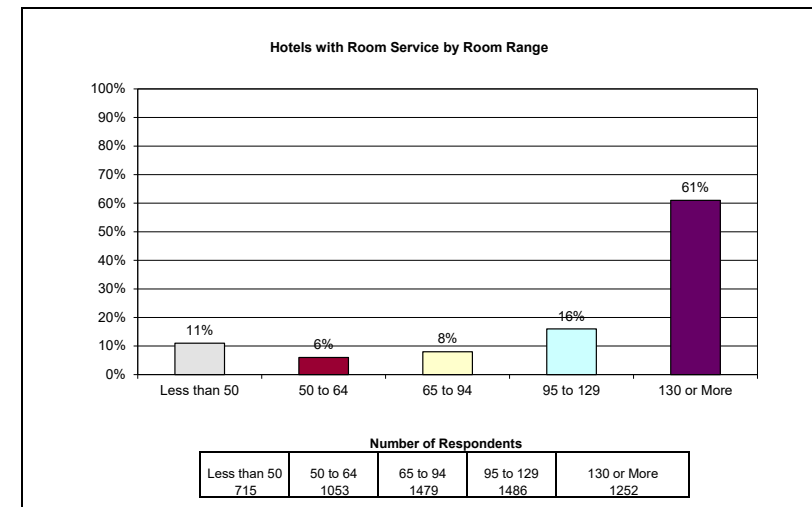
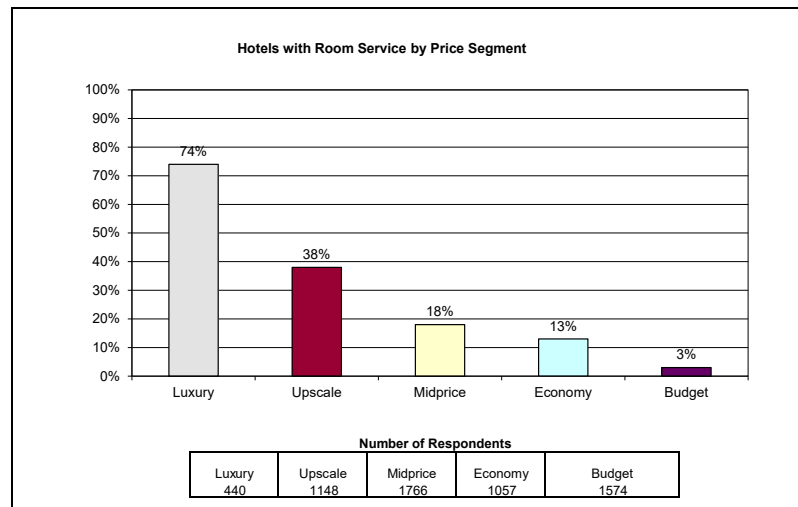
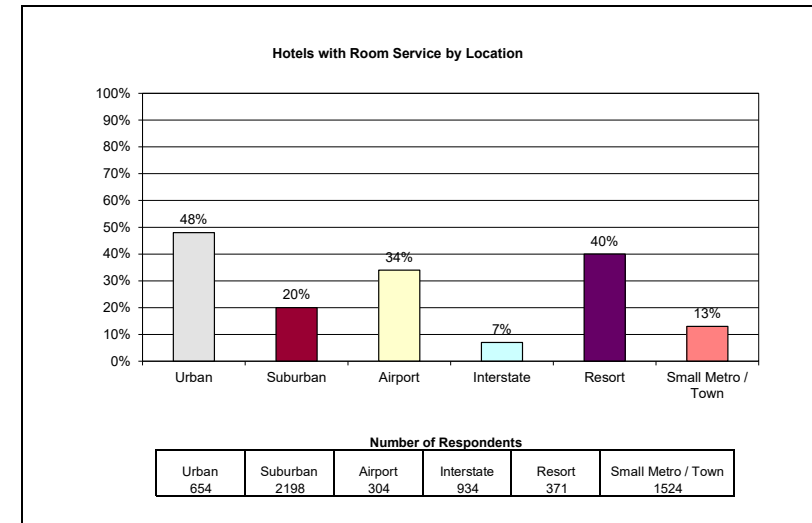
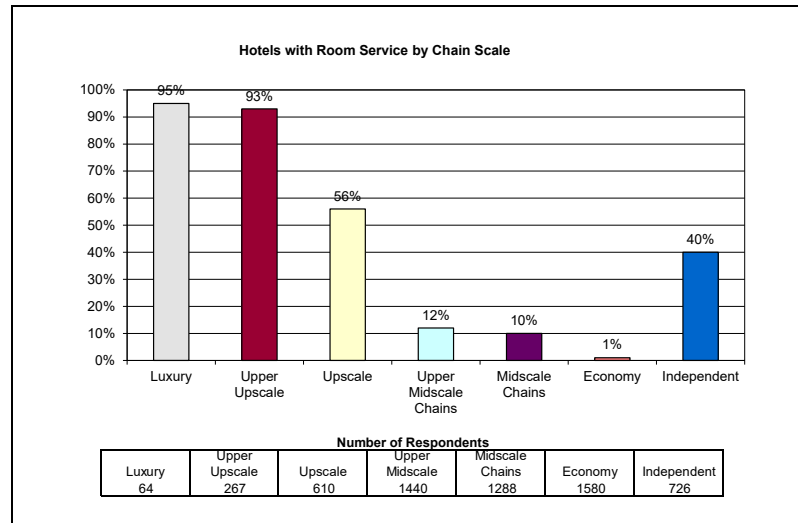


Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.
 Historical Data does not exist prior to 2008 due to question being first introduced that year.

Question 37: Percentage of Hotels with Room Service



Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.



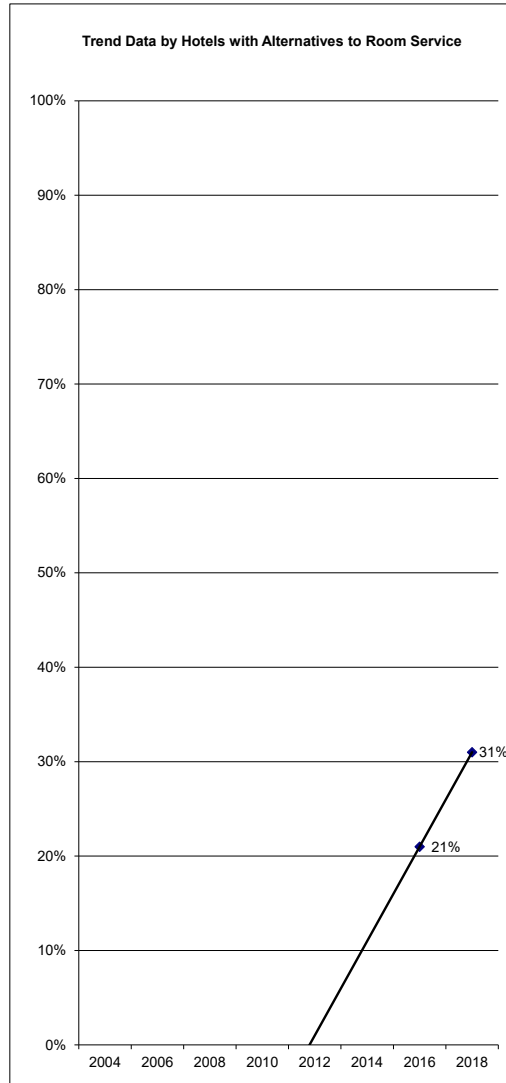
Question 37: Percentage of Hotels with Room Service



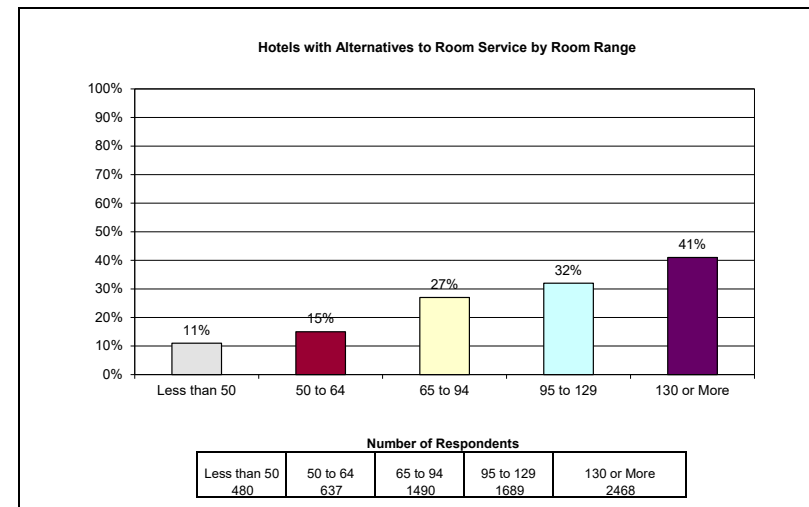
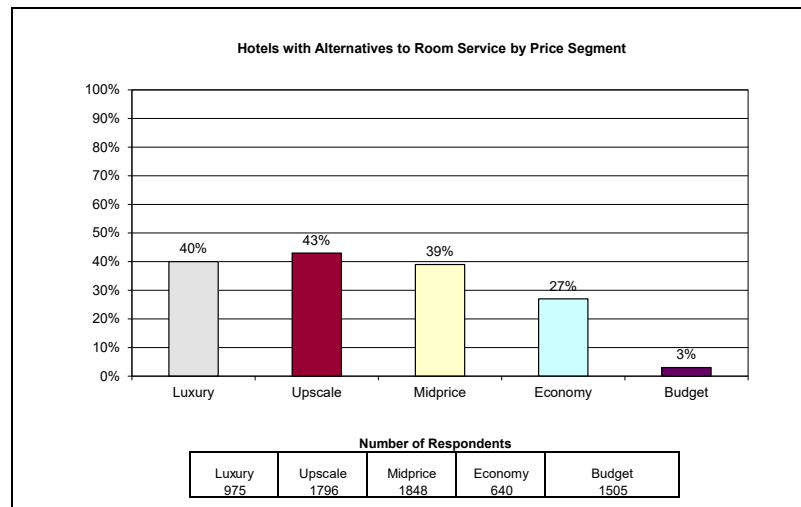
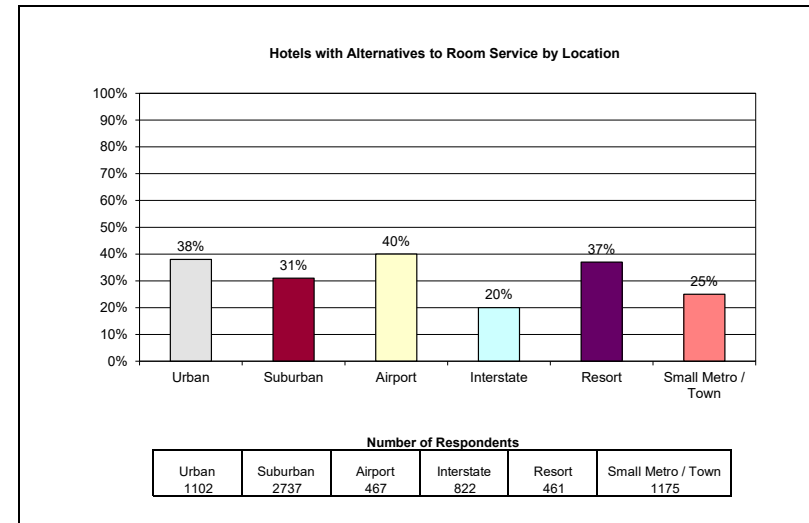
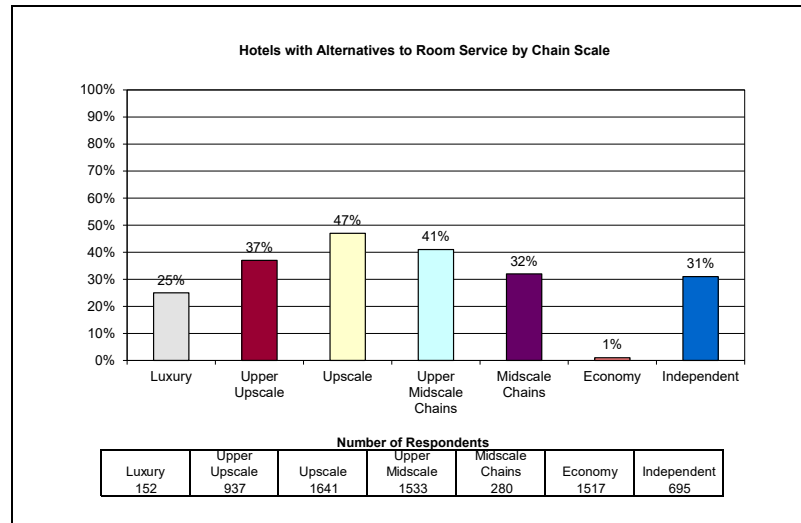
Chain Scale	Location Type	Price Segment	Room Range	Age of Property	Region											AHLA		Total Respondents																						
					New England			Middle Atlantic		East North Central		East South Central		West North Central		West South Central		Mountain	Pacific	Yes	No	Yes	No																	
					Urban	Suburban	Airport	Small Metro / Town	Resort	Interstate	Luxury	Upscale	Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years			8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific					
Luxury																																								
Upper Upscale																																								
Upscale																																								
Upper Midscale Chains																																								
Midscale Chains																																								
Economy																																								
Independent																																								
Urban																																								
Suburban																																								
Airport																																								
Interstate																																								
Resort																																								
Small Metro / Town																																								
Luxury																																								
Upscale																																								
Midprice																																								
Economy																																								
Budget																																								
Less than 50																																								
50 to 64																																								
65 to 94																																								
95 to 129																																								
130 or More																																								
Less than 8 years																																								
8 to 14 years																																								
15 to 19 years																																								
20 to 29 years																																								
30 years or more																																								
New England																																								
Middle Atlantic																																								
South Atlantic																																								
East North Central																																								
East South Central																																								
West North Central																																								
West South Central																																								
Mountain																																								
Pacific																																								
Yes																																								
No																																								
Overall Average																																								
Total Respondents																																								

Does your property provide room service? Yes or No
 Percentages are based on the number of 'Yes' respondents in each category divided by the total responding to the question.
 For example, 1% of all responding Economy properties in a Urban location provide room service.
 An 'X' indicates that there were no respondents to the question in that category.

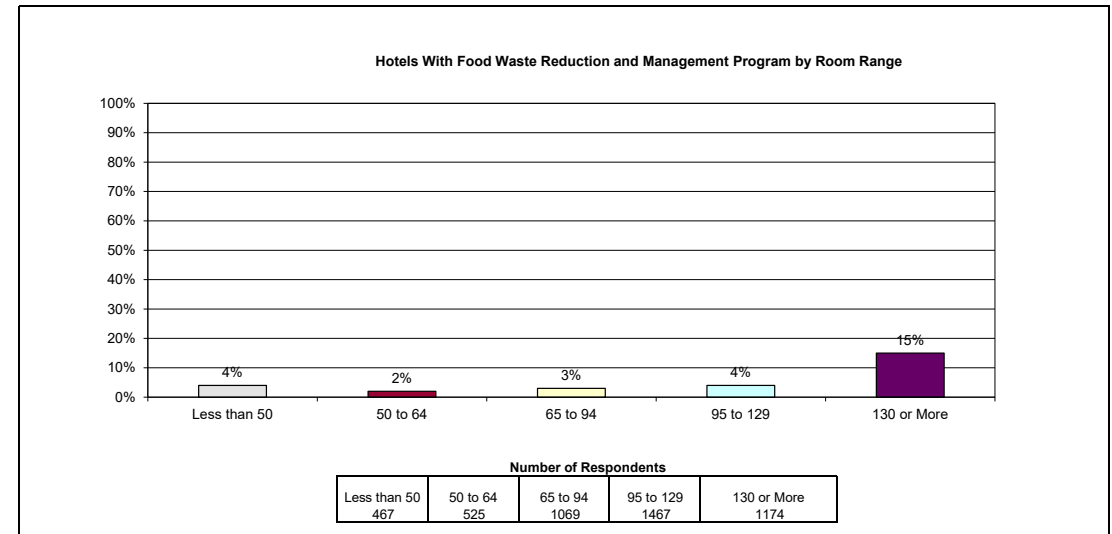
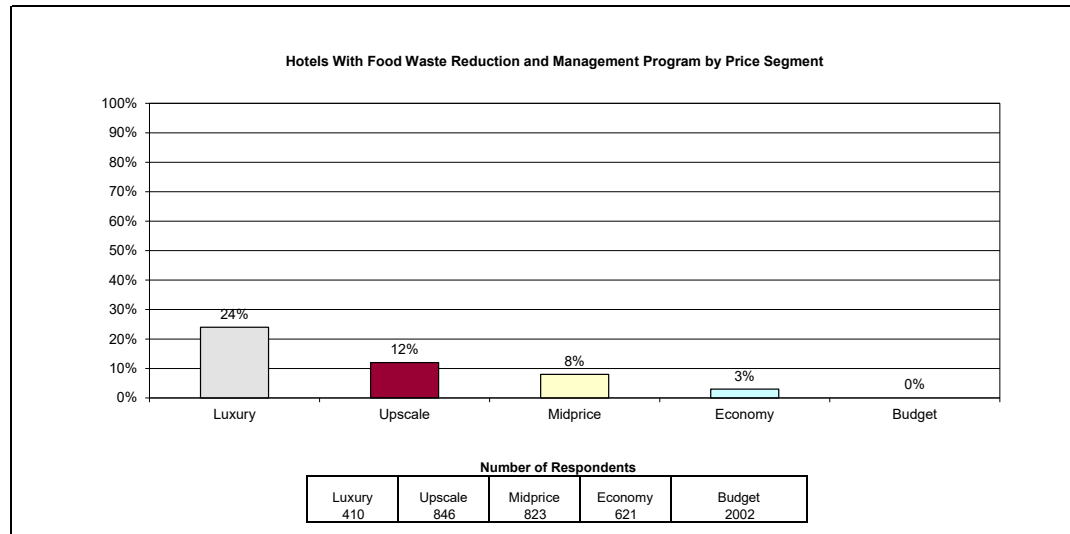
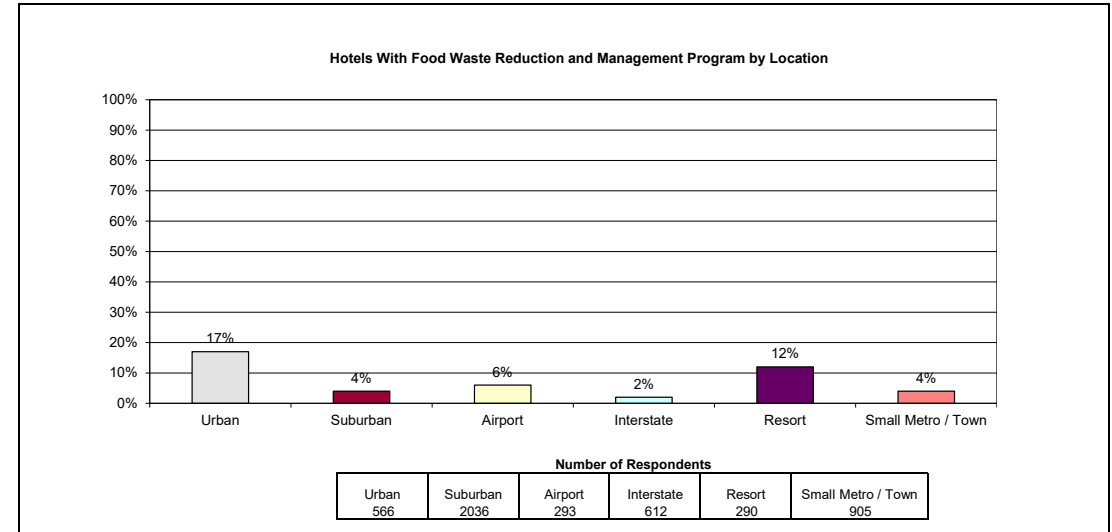
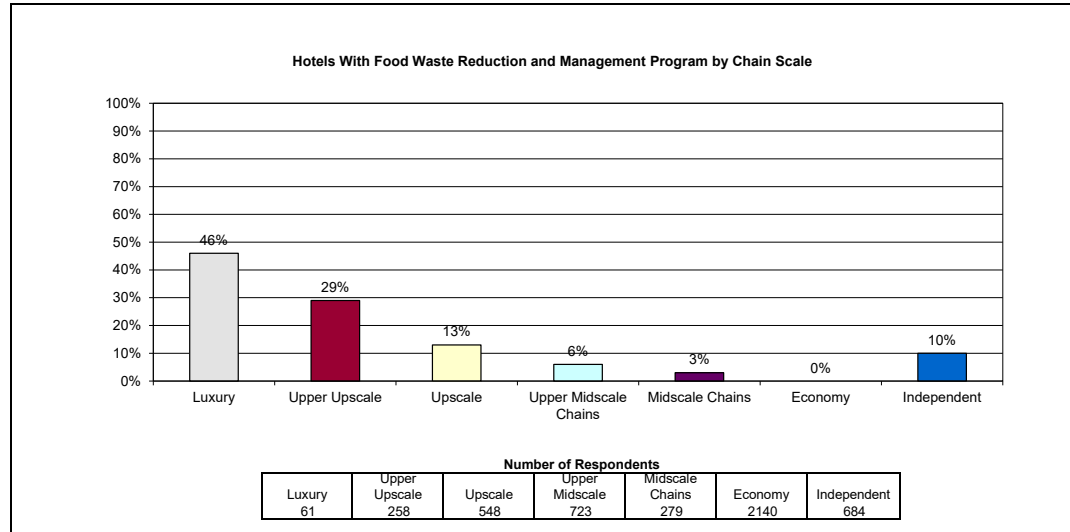
Question 38: Percentage of Hotels with Alternatives to Room Service⁵



Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.
 Historical Data does not exist prior to 2016 due to question being first introduced that year.

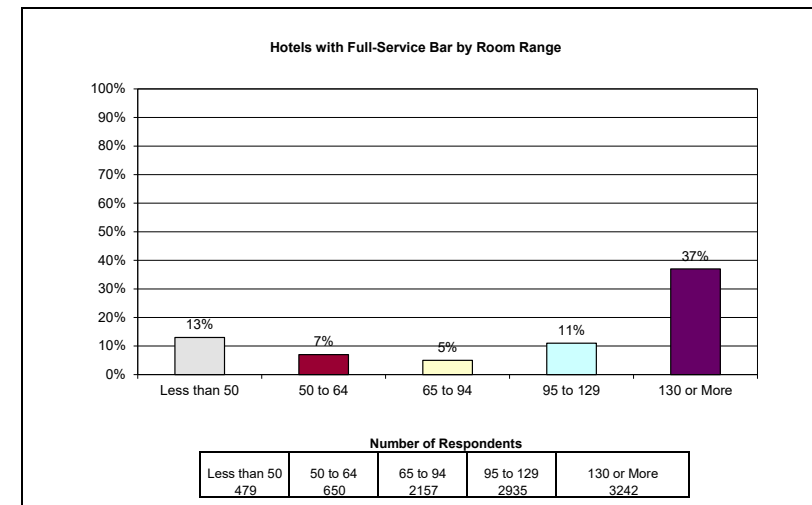
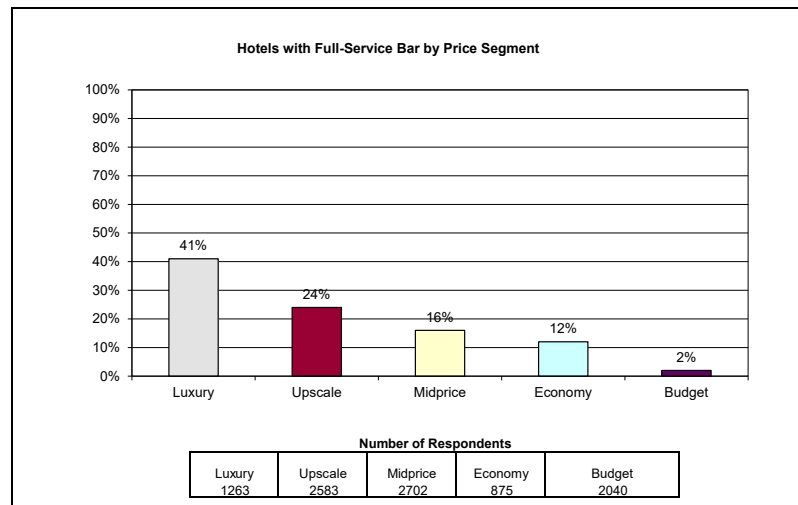
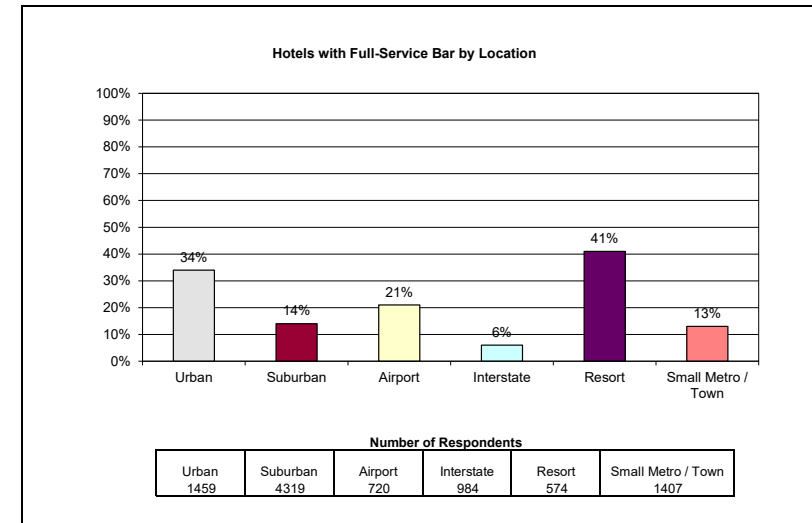
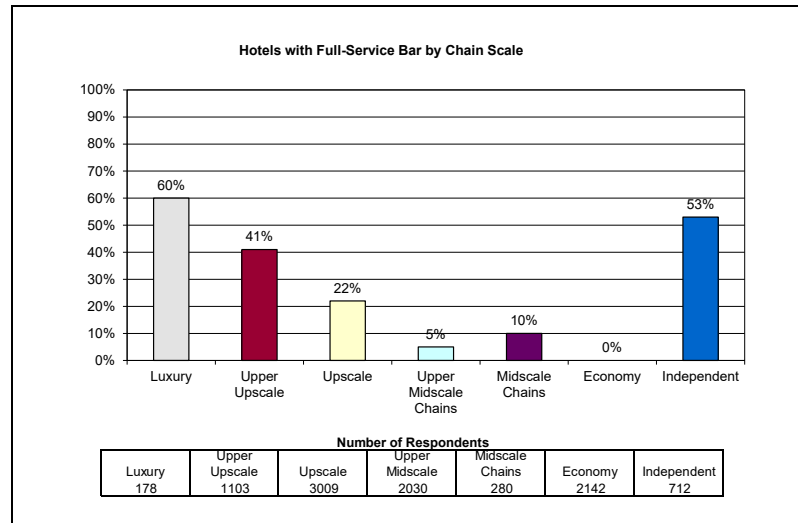
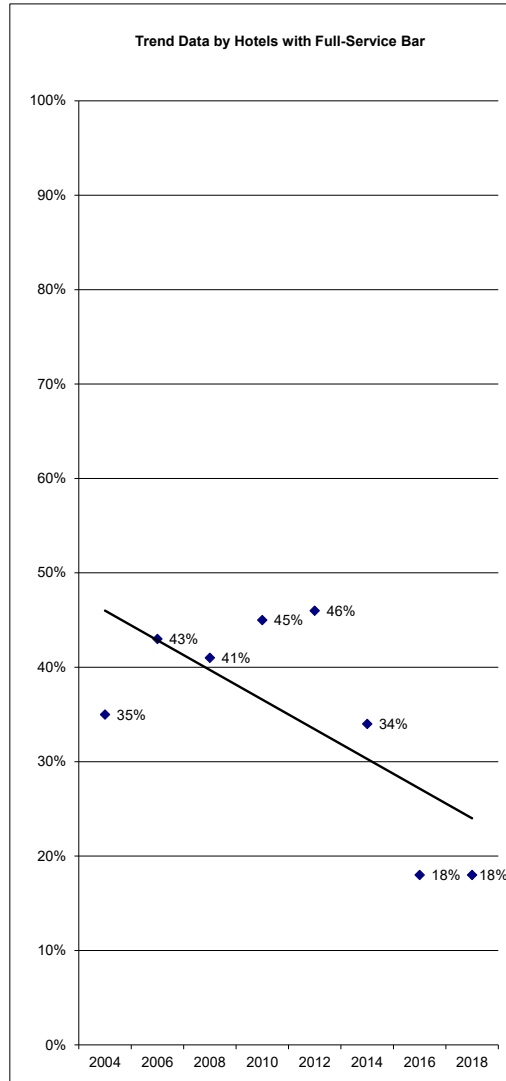


Question 39: Percentage of Hotels With Food Waste Reduction and Management Program⁶



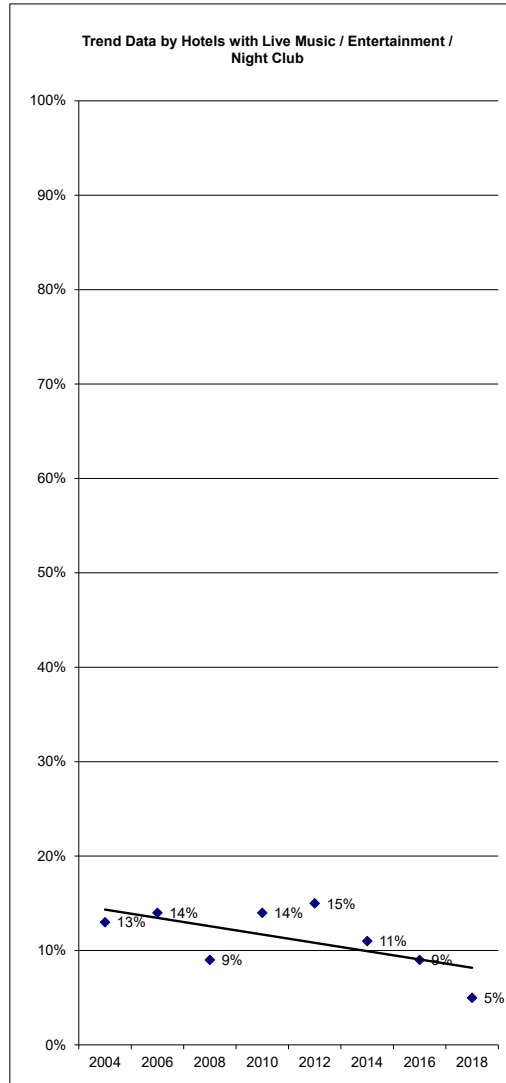
Historical Data does not exist due to question being introduced this year.

Question 40: Percentage of Hotels with Full-Service Bar

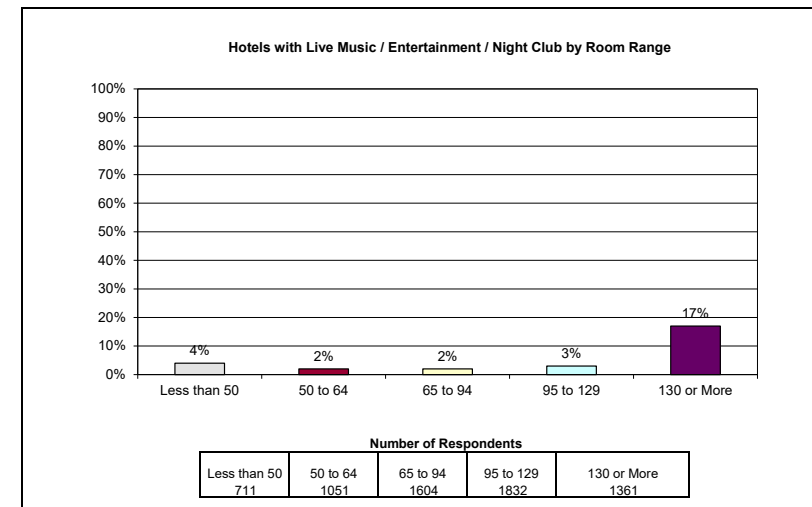
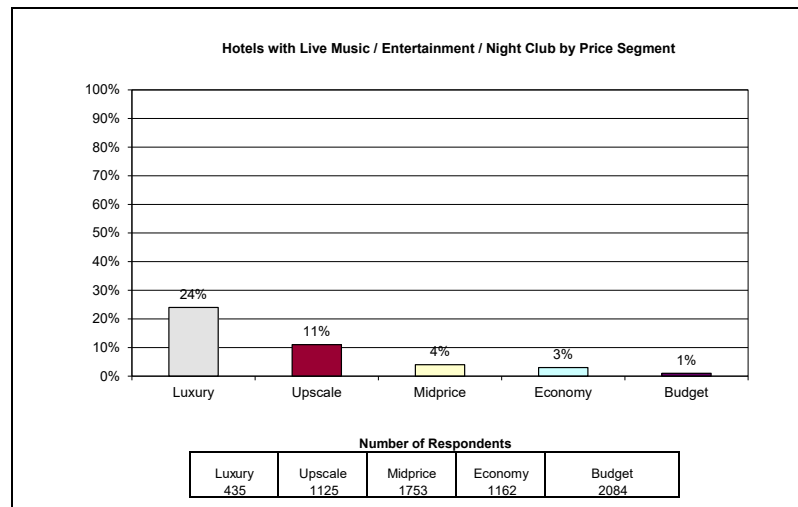
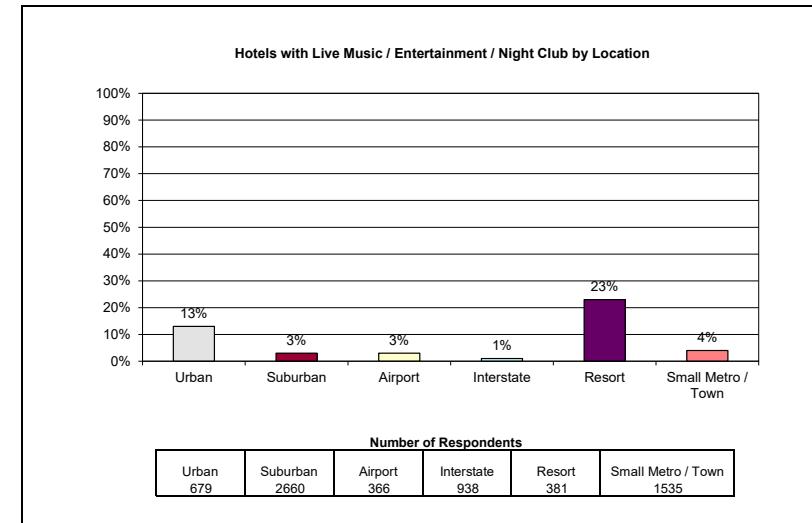
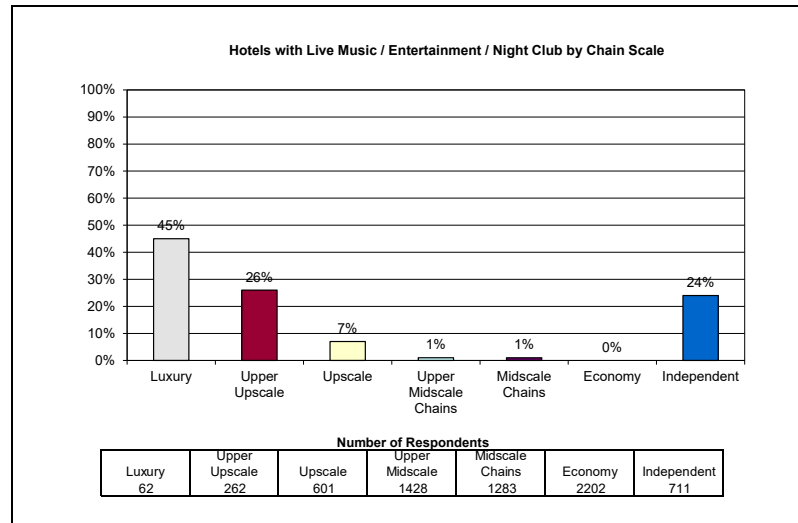


Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.

Question 41: Percentage of Hotels with Live Music / Entertainment / Night Club



Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.



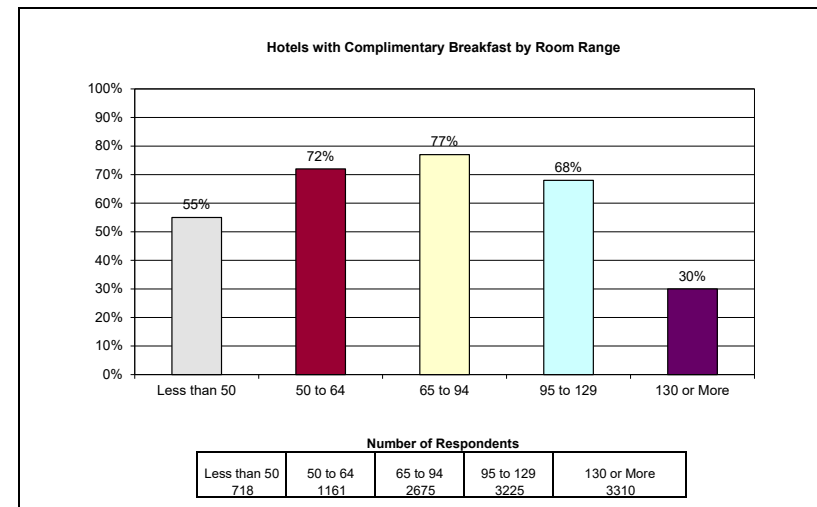
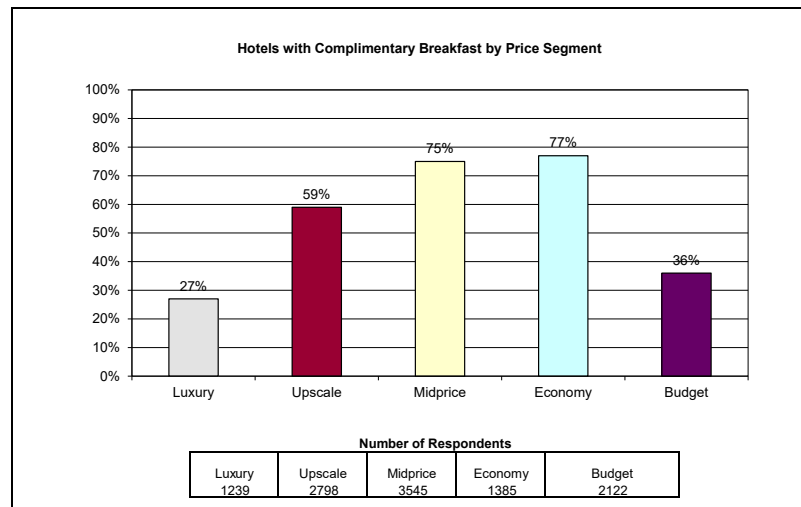
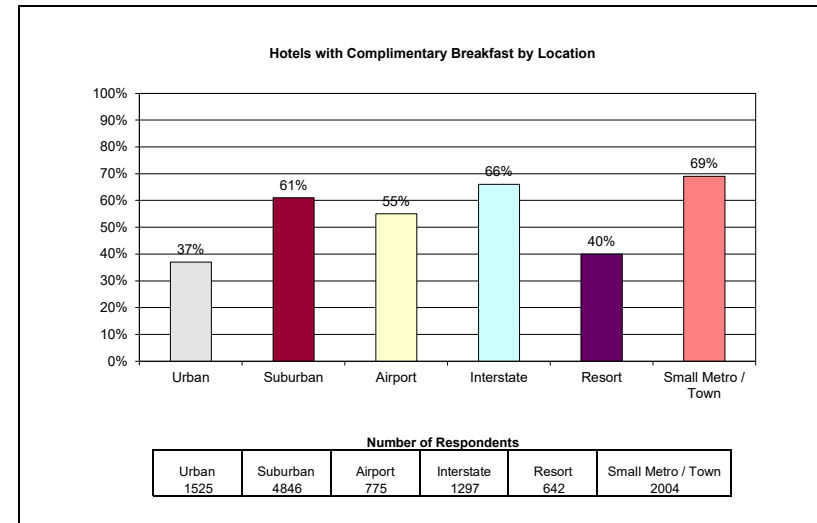
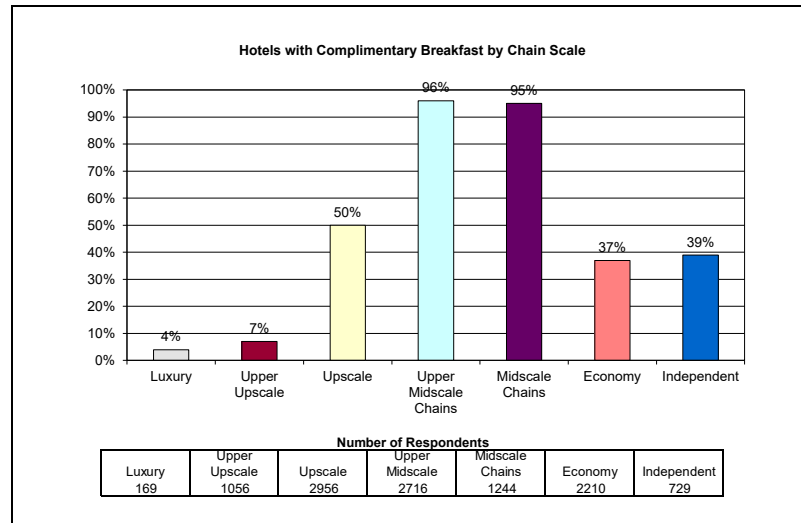
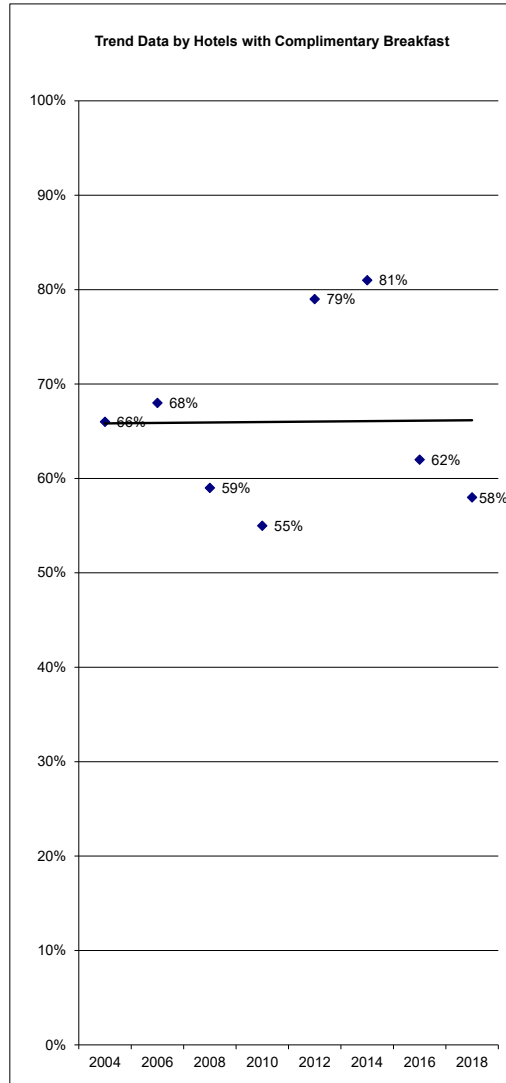
Question 41: Percentage of Hotels with Live Music / Entertainment / Night Club



Chain Scale	Location Type	Price Segment	Room Range	Age of Property	Region										AHLA		Total Respondents											
					New England	Middle Atlantic	South Atlantic	East North Central	West North Central	West South Central	Mountain	Pacific	Yes	No	Yes	No												
Luxury	Upper Upscale	Upscale	Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	West North Central	West South Central	Mountain	Pacific	Yes	No	Yes	No	
Luxury																												
Upper Upscale																												
Upscale																												
Upper Midscale Chains																												
Midscale Chains																												
Economy																												
Independent																												
Urban																												
Suburban																												
Airport																												
Interstate																												
Resort																												
Small Metro / Town																												
Urban																												
Suburban																												
Airport																												
Interstate																												
Resort																												
Small Metro / Town																												
Luxury																												
Upscale																												
Midprice																												
Economy																												
Budget																												
Less than 50																												
50 to 64																												
65 to 94																												
95 to 129																												
130 or More																												
Less than 8 years																												
8 to 14 years																												
15 to 19 years																												
20 to 29 years																												
30 years or more																												
New England																												
Middle Atlantic																												
South Atlantic																												
East North Central																												
East South Central																												
West North Central																												
West South Central																												
Mountain																												
Pacific																												
Yes																												
No																												
Overall Average																												
Total Respondents																												

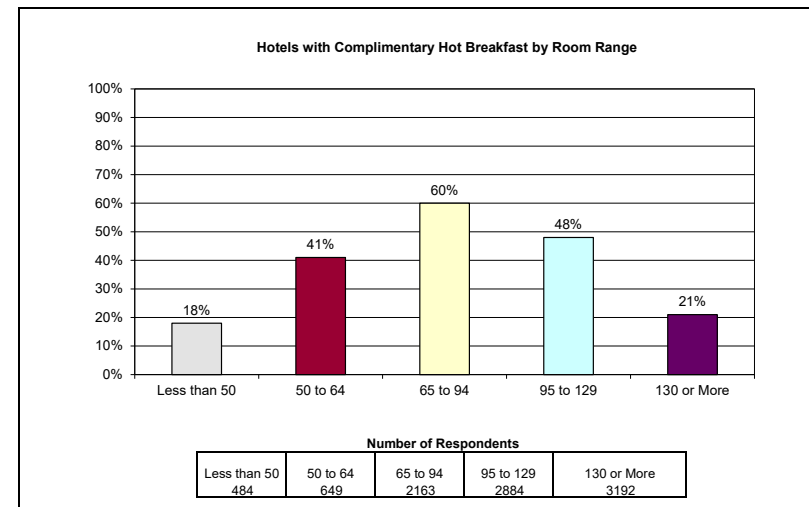
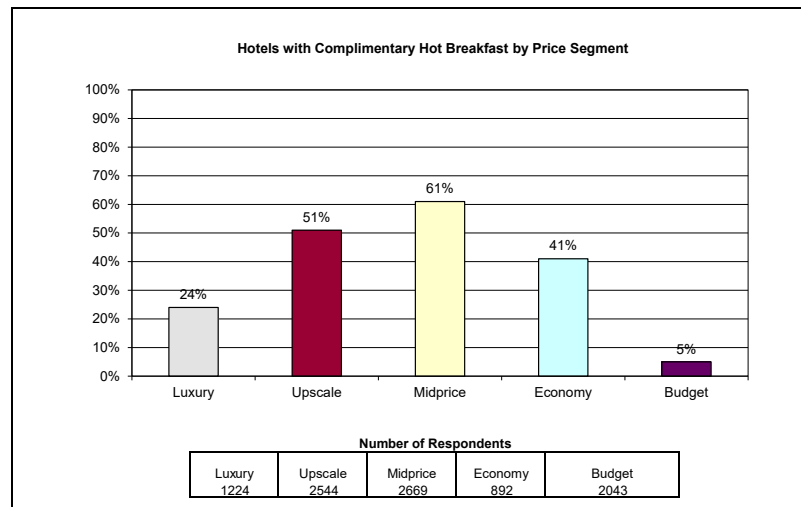
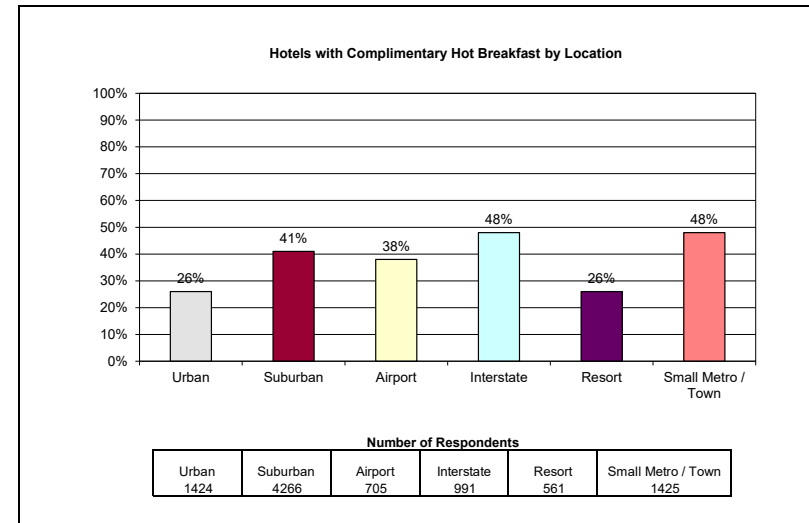
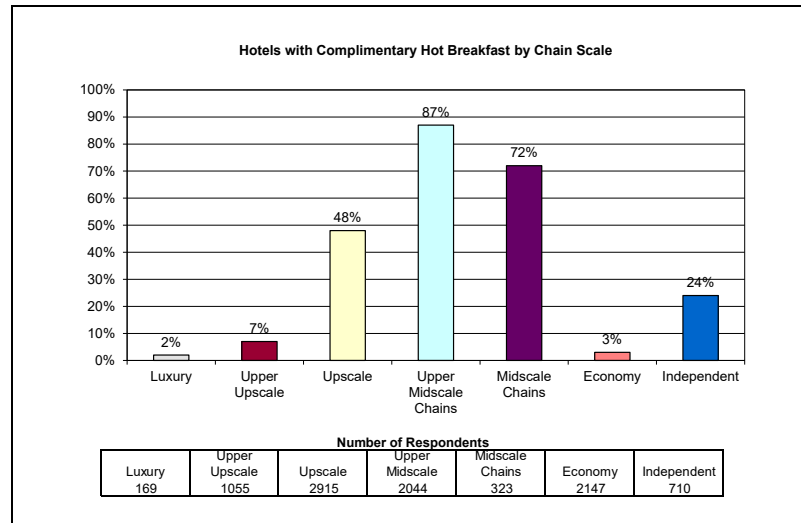
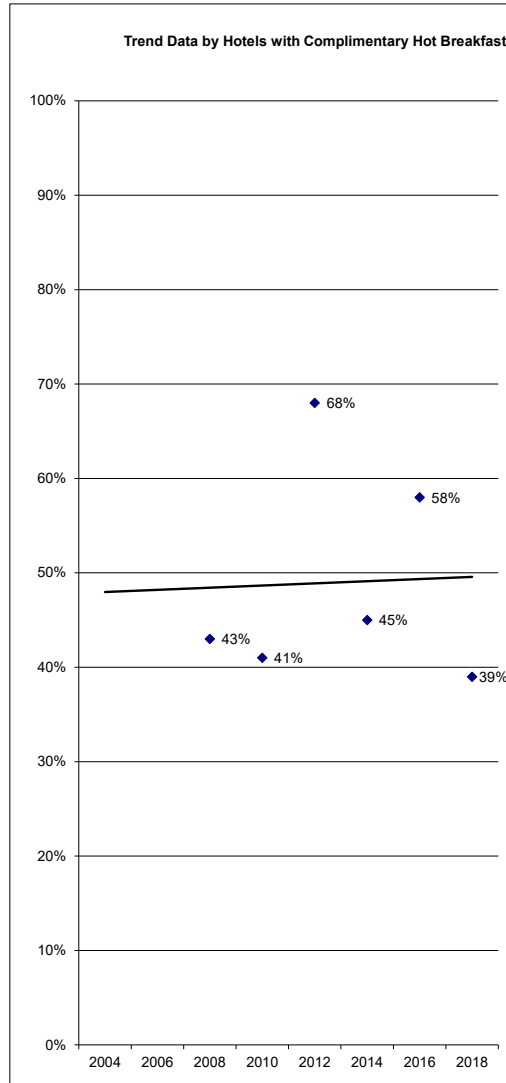
Does your property have live music, entertainment, or a night club? Yes or No
 Percentages are based on the number of 'Yes' respondents in each category divided by the total responding to the question.
 For example, 0% of all responding Economy properties in a Urban location have live music, entertainment, or a night club.
 An 'X' indicates that there were no respondents to the question in that category.

Question 42: Percentage of Hotels with Complimentary Breakfast



Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.

Question 43: Percentage of Hotels with Complimentary Hot Breakfast



Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.
 Historical Data does not exist prior to 2008 due to question being first introduced that year.

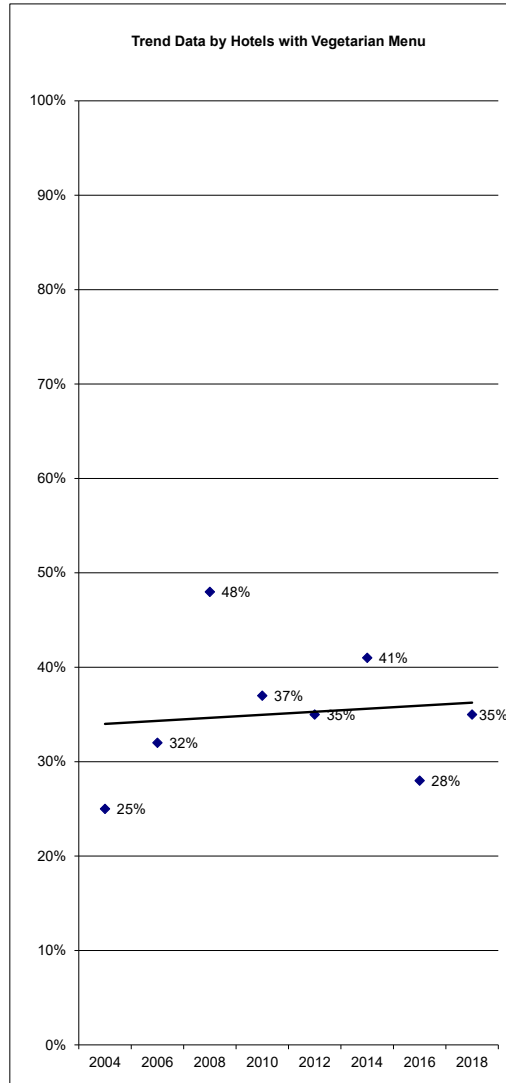
Question 43: Percentage of Hotels with Complimentary Hot Breakfast



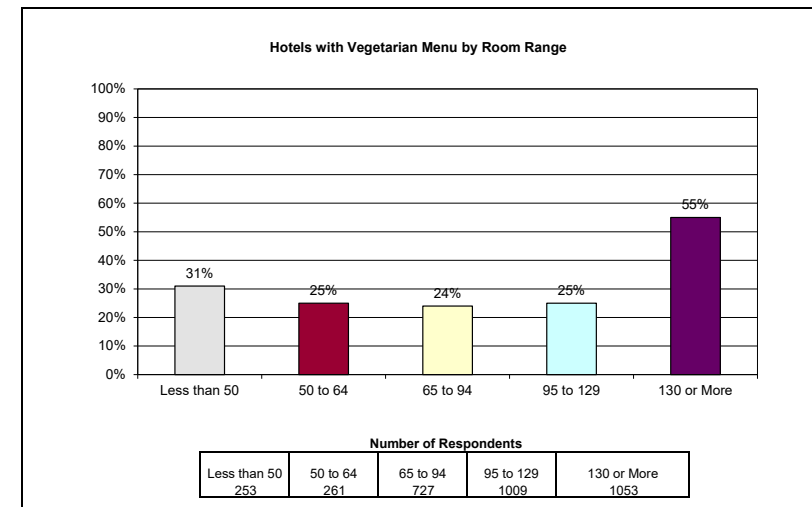
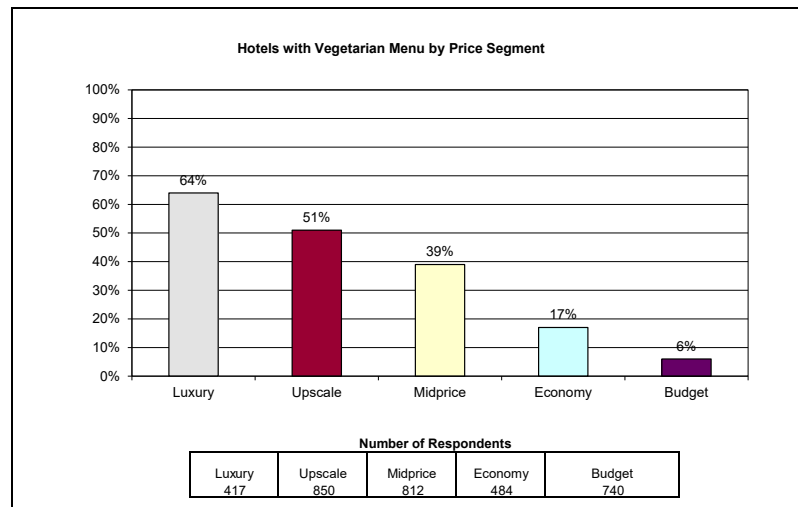
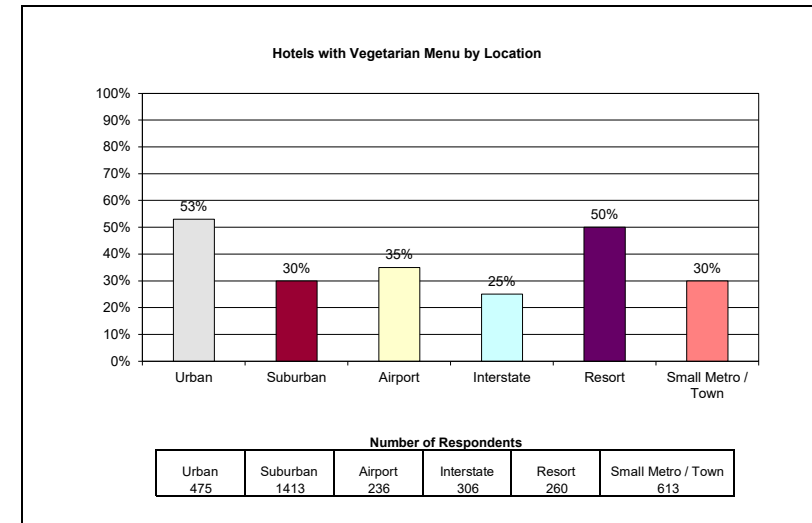
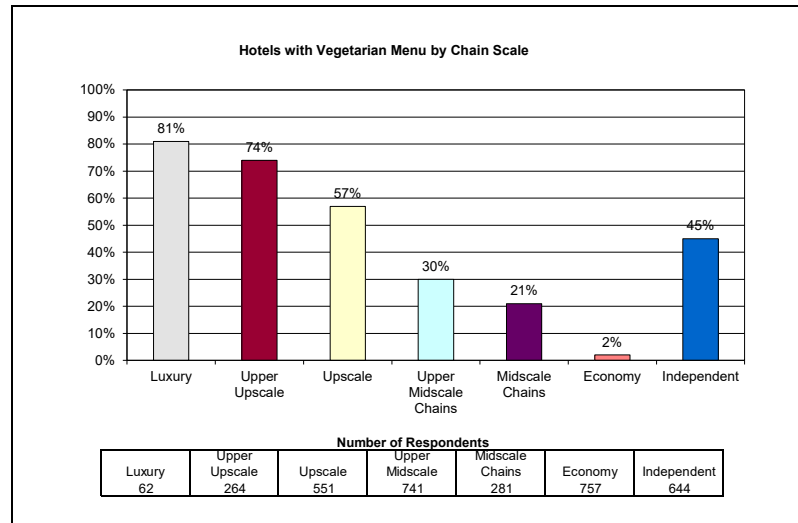
Chain Scale	Location Type	Price Segment	Room Range	Age of Property	Region												AHLA		Total Respondents									
					New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	Yes	No													
Luxury	Upper Upscale	Upscale	Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	Yes	No		
Chain Scale	Luxury																											169
	Upper Upscale																											1055
	Upscale																											2915
	Upper Midscale Chains																											2044
	Midscale Chains																											323
	Economy																											2147
	Independent																											710
Location Type (exclusive)	Urban																											1424
	Suburban																											4266
	Airport																											705
	Interstate																											991
	Resort																											561
	Small Metro / Town																											1425
Price Segment	Luxury																											1224
	Upscale																											2544
	Midprice																											2669
	Economy																											892
	Budget																											2043
Room Range	Less than 50																											484
	50 to 64																											649
	65 to 94																											2163
	95 to 129																											2884
	130 or More																											3192
Age of Property	Less than 8 years																											1804
	8 to 14 years																											1561
	15 to 19 years																											1391
	20 to 29 years																											1931
	30 years or more																											2685
Region	New England																											387
	Middle Atlantic																											798
	South Atlantic																											2082
	East North Central																											1126
	East South Central																											557
	West North Central																											651
	West South Central																											1450
	Mountain																											861
	Pacific																											1460
AHLA Member	Yes																											5450
	No																											3922
Overall Average																												39
Total Respondents																												9372

Does your property provide a complimentary hot breakfast? Yes or No
 Percentages are based on the number of 'Yes' respondents in each category divided by the total responding to the question.
 For example, 2% of all responding Economy properties in a Urban location provide a complimentary hot breakfast.
 An 'X' indicates that there were no respondents to the question in that category.

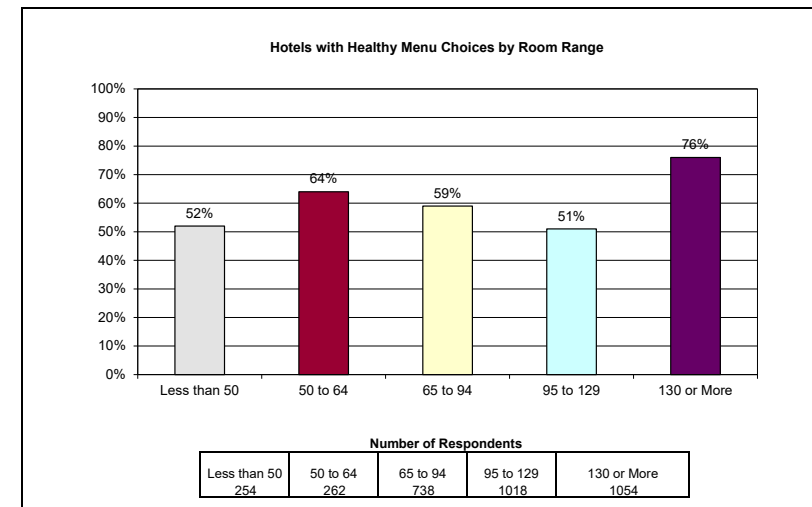
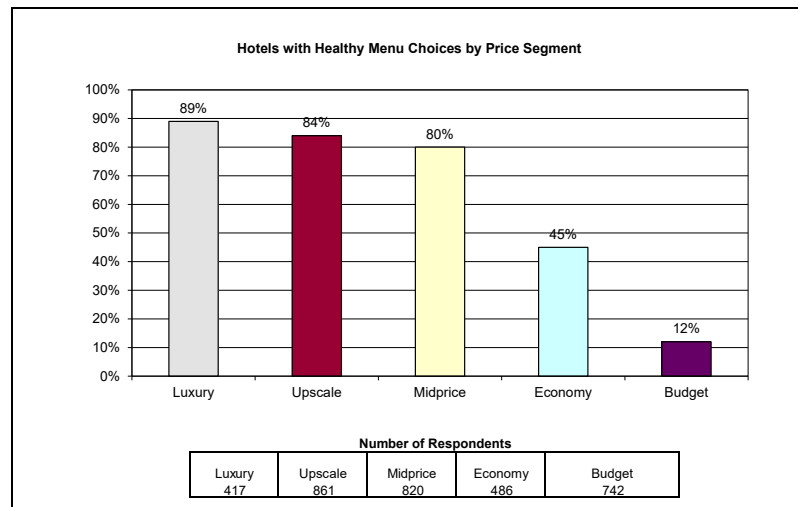
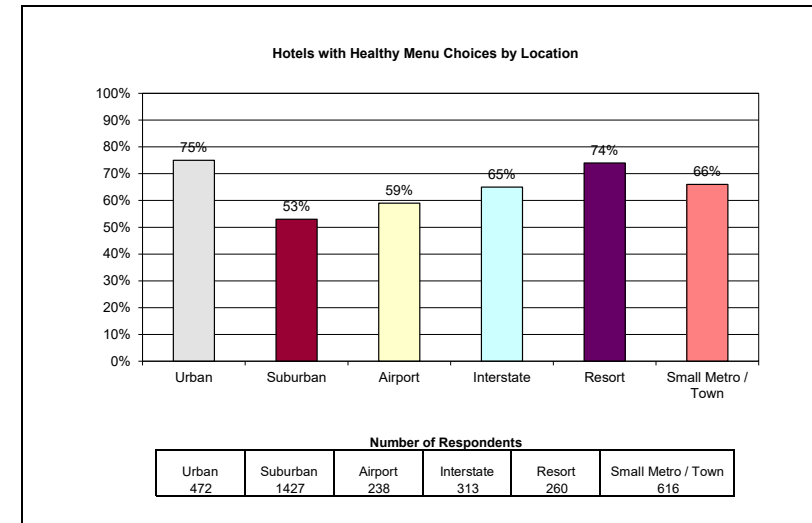
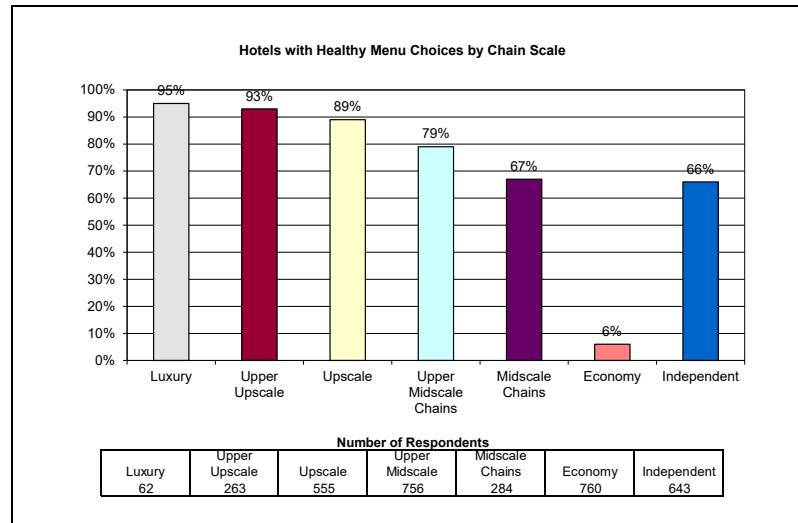
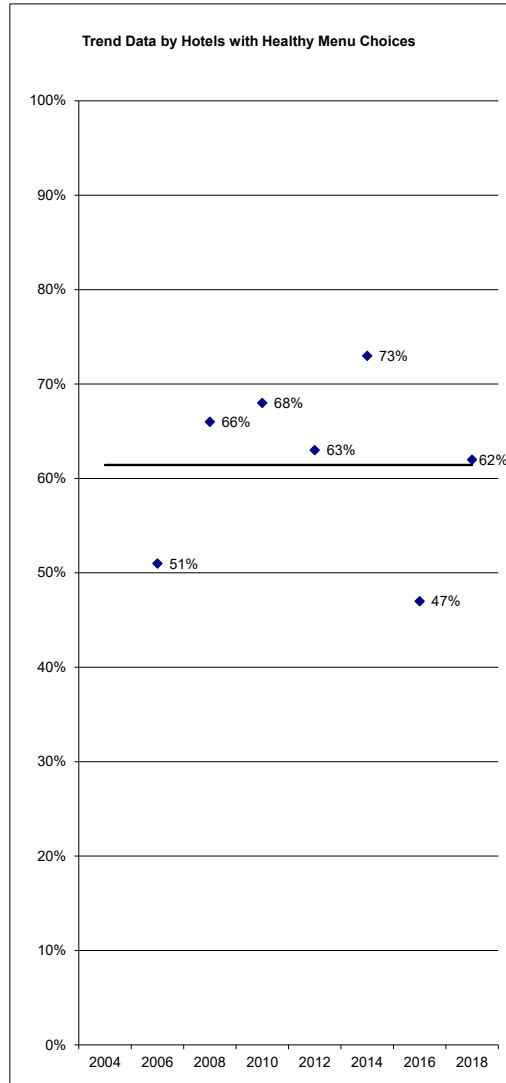
Question 44: Percentage of Hotels with Vegetarian Menu



Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.

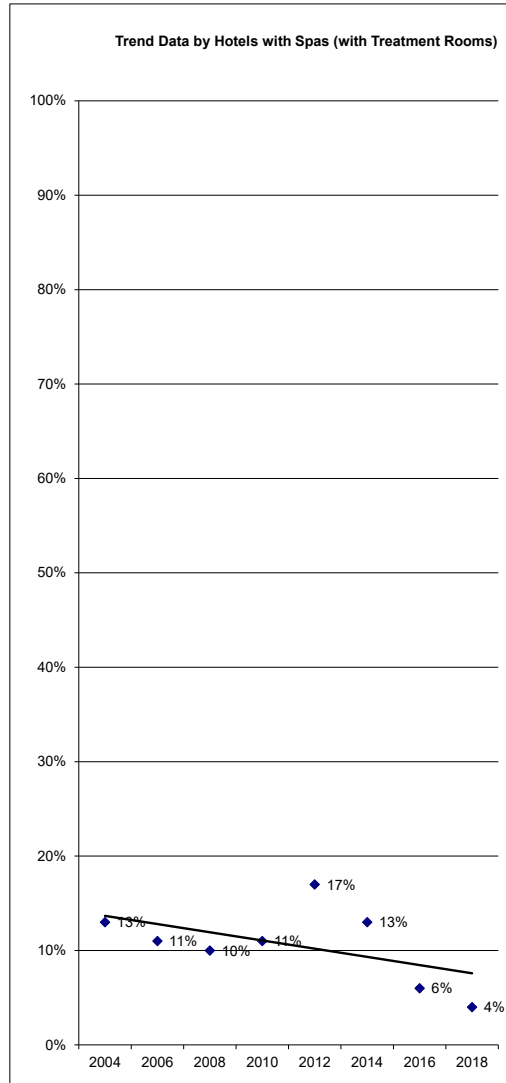


Question 45: Percentage of Hotels with Healthy Menu Choices

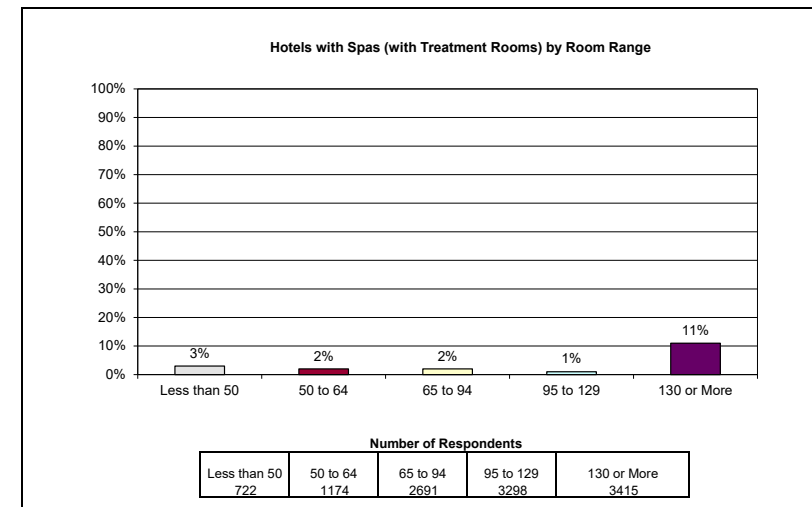
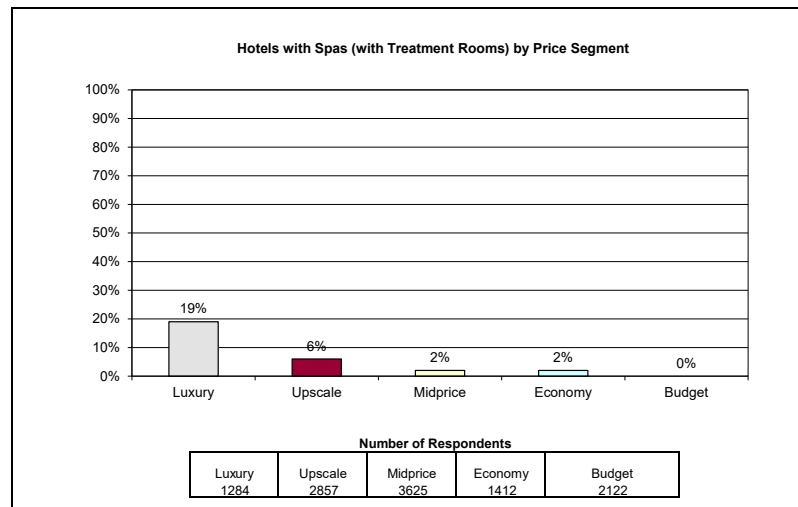
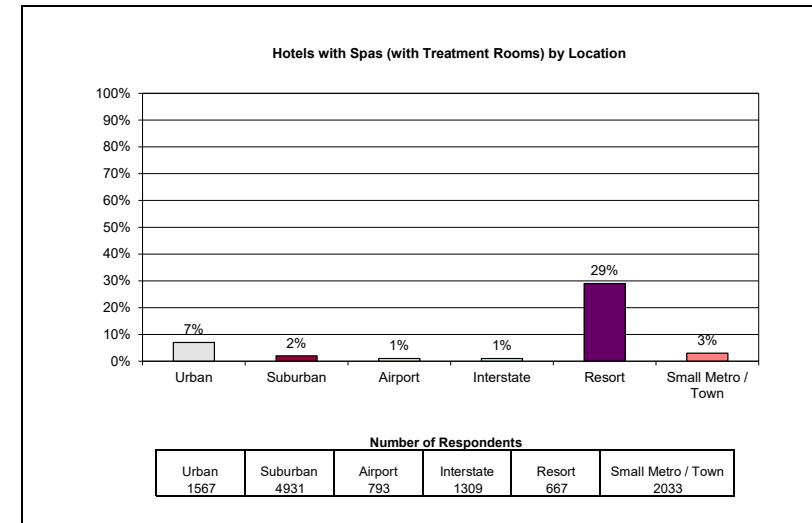
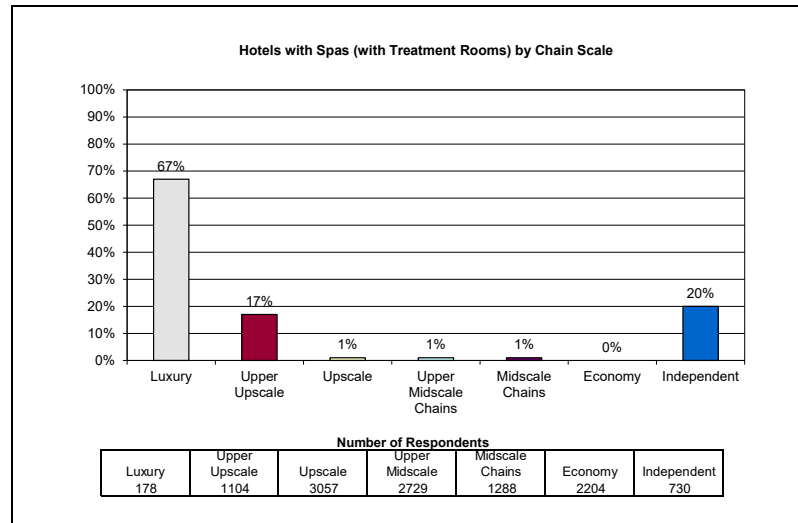


Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.
 Historical Data does not exist prior to 2006 due to question being first introduced that year.

Question 46: Percentage of Hotels with Spas (with Treatment Rooms)



Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.



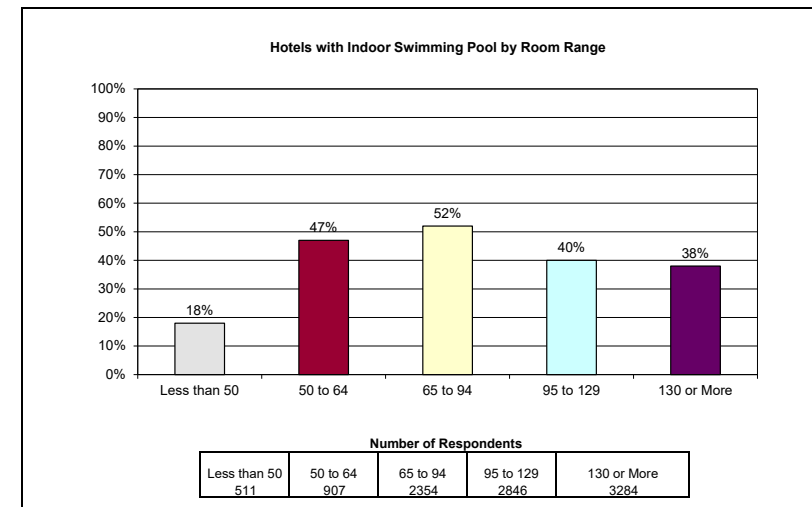
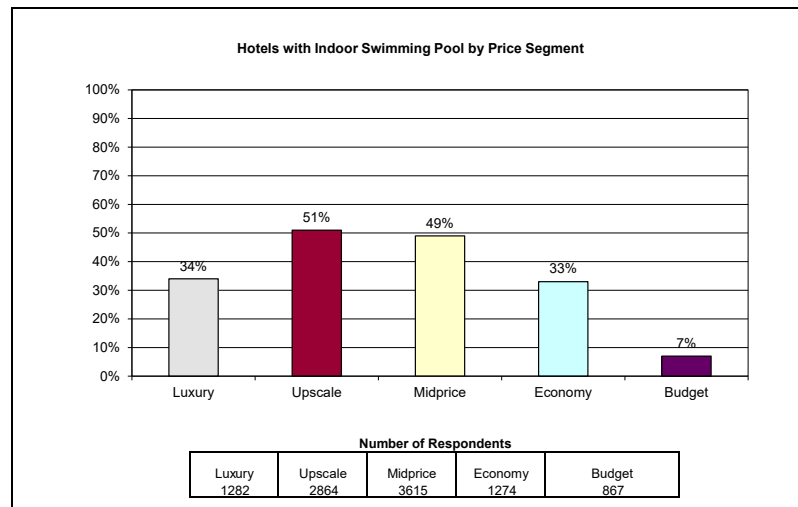
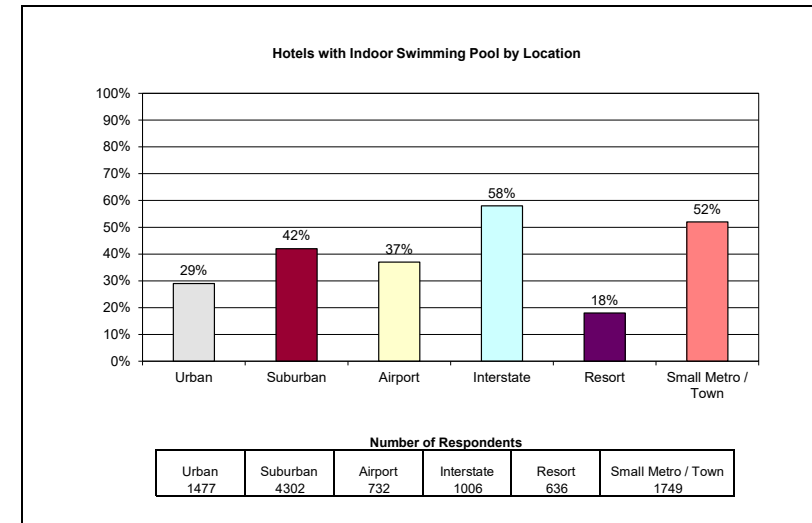
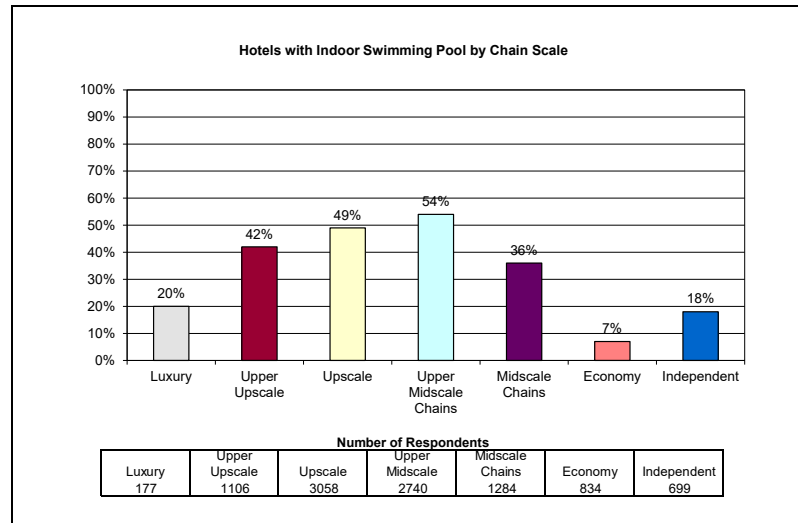
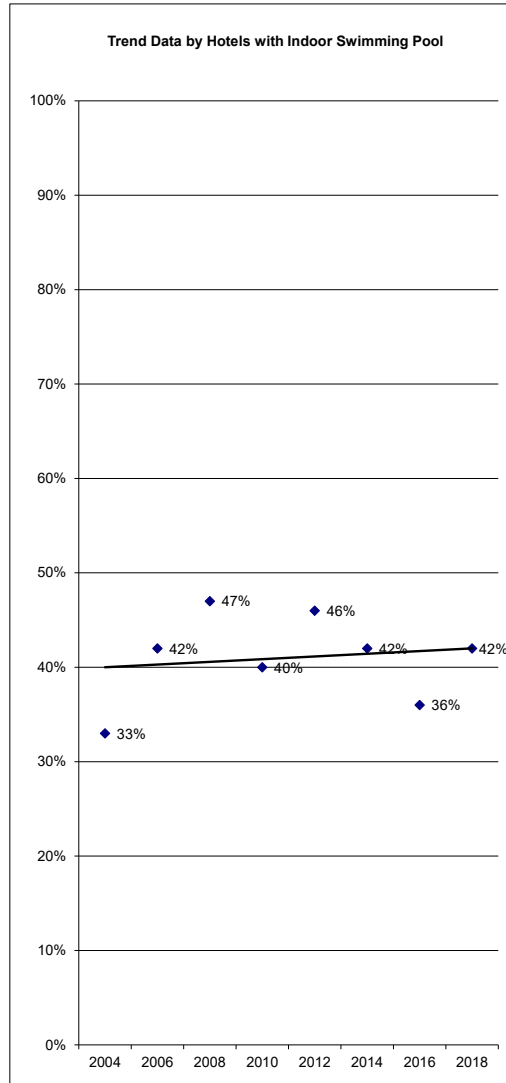
Question 46: Percentage of Hotels with Spas (with Treatment Rooms)



Chain Scale	Location Type	Price Segment	Room Range	Age of Property	Region	AHLA		Total Respondents																				
						Yes	No																					
Luxury	Upper Upscale	Upscale	Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	West North Central	West South Central	Mountain	Pacific	Yes	No	Total Respondents		
Chain Scale	Luxury																											178
	Upper Upscale																											1104
	Upscale																											3057
	Upper Midscale Chains																											2729
	Midscale Chains																											1288
	Economy																											2204
	Independent																											730
Location Type (exclusive)	Urban																											1567
	Suburban																											4931
	Airport																											793
	Interstate																											1309
	Resort																											667
	Small Metro / Town																											2033
Price Segment	Luxury																											1284
	Upscale																											2857
	Midprice																											3625
	Economy																											1412
	Budget																											2122
Room Range	Less than 50																											722
	50 to 64																											1174
	65 to 94																											2691
	95 to 129																											3298
	130 or More																											3415
Age of Property	Less than 8 years																											2031
	8 to 14 years																											1800
	15 to 19 years																											1644
	20 to 29 years																											2394
	30 years or more																											3431
Region	New England																											439
	Middle Atlantic																											938
	South Atlantic																											2382
	East North Central																											1335
	East South Central																											682
	West North Central																											790
	West South Central																											1804
	Mountain																											1076
	Pacific																											1854
AHILA Member	Yes																											7107
	No																											4193
Overall Average																												4
Total Respondents																												11300

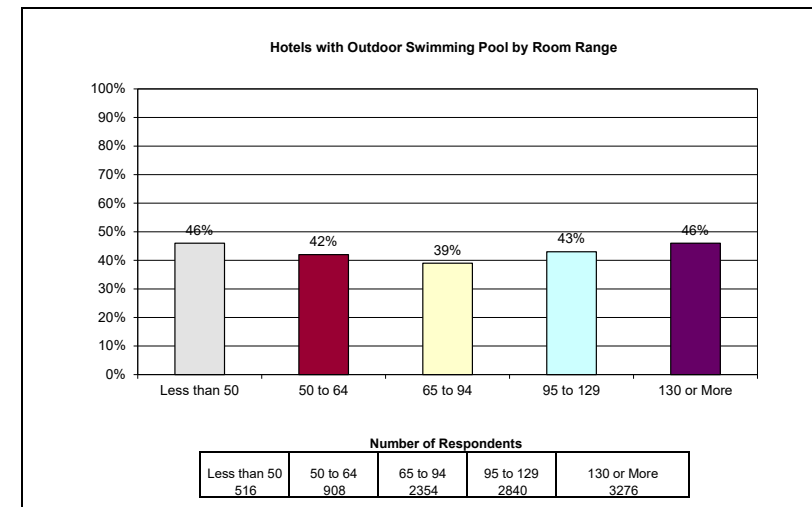
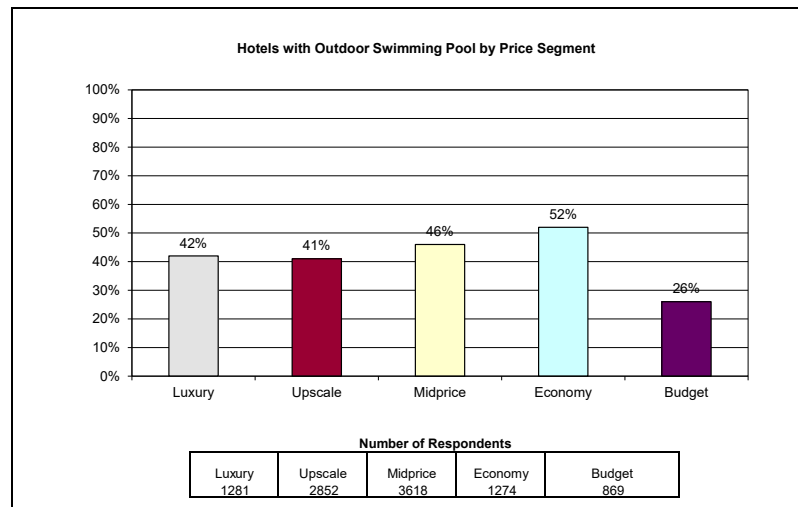
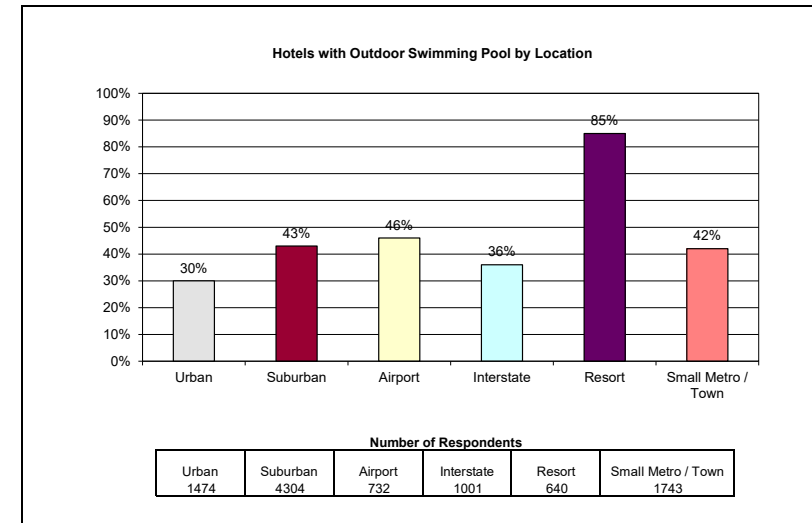
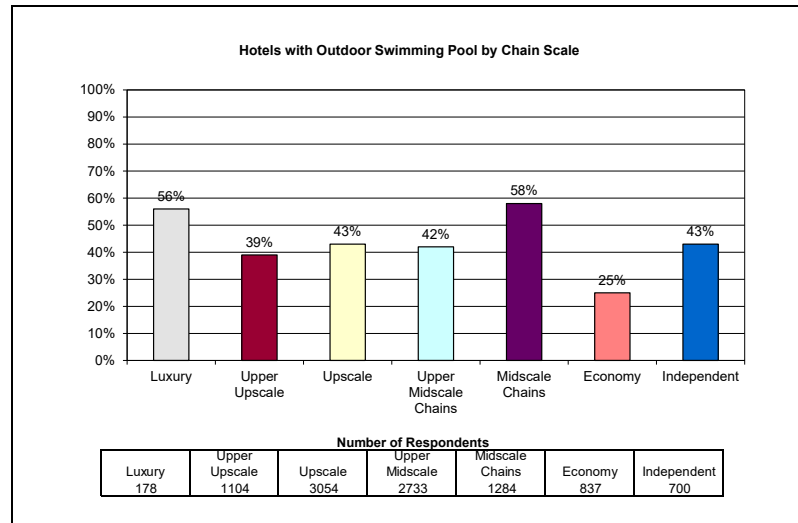
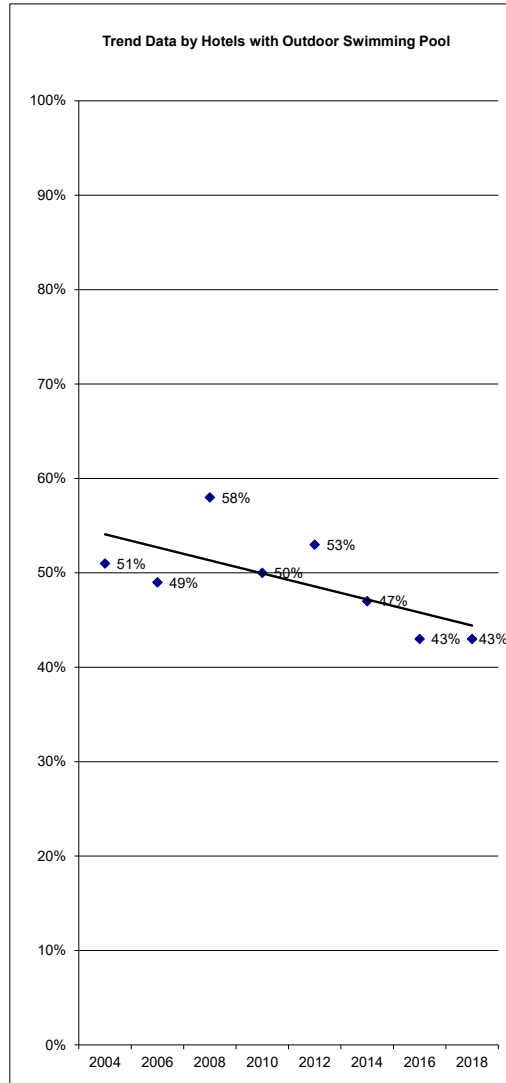
Does your property have a spa with treatment rooms? Yes or No
 Percentages are based on the number of 'Yes' respondents in each category divided by the total responding to the question.
 For example, 0% of all responding Economy properties in a Urban location have a spa with treatment rooms.
 An 'X' indicates that there were no respondents to the question in that category.

Question 47: Percentage of Hotels with Indoor Swimming Pool



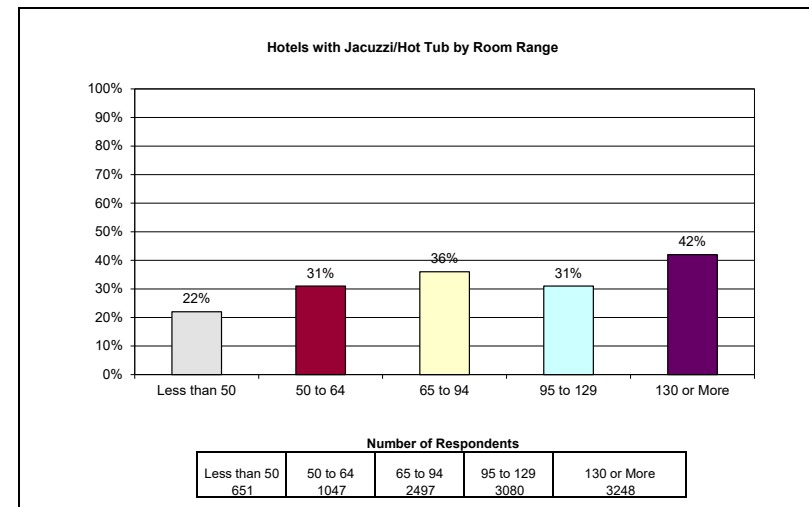
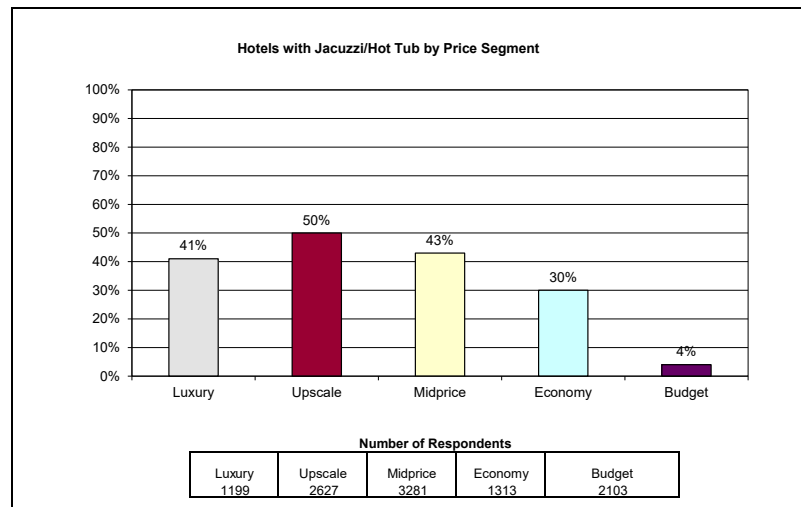
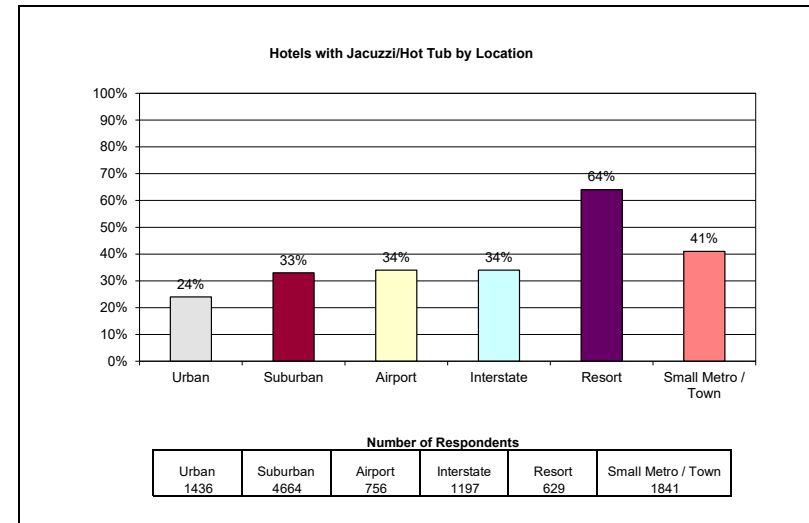
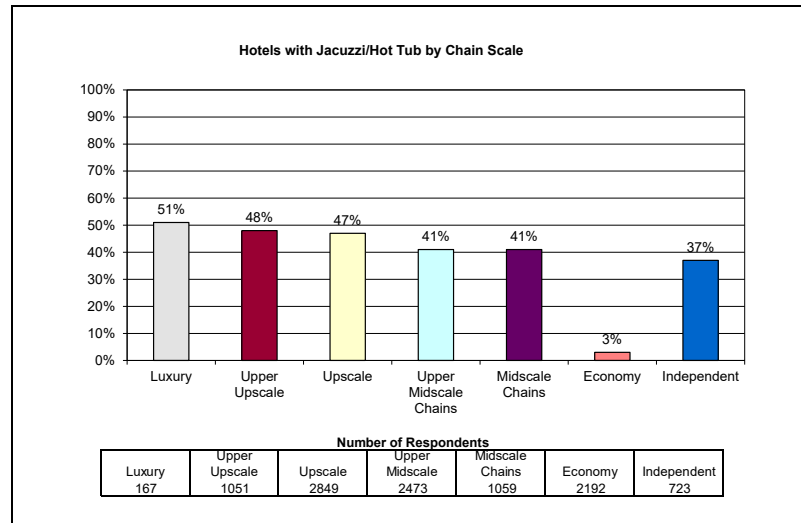
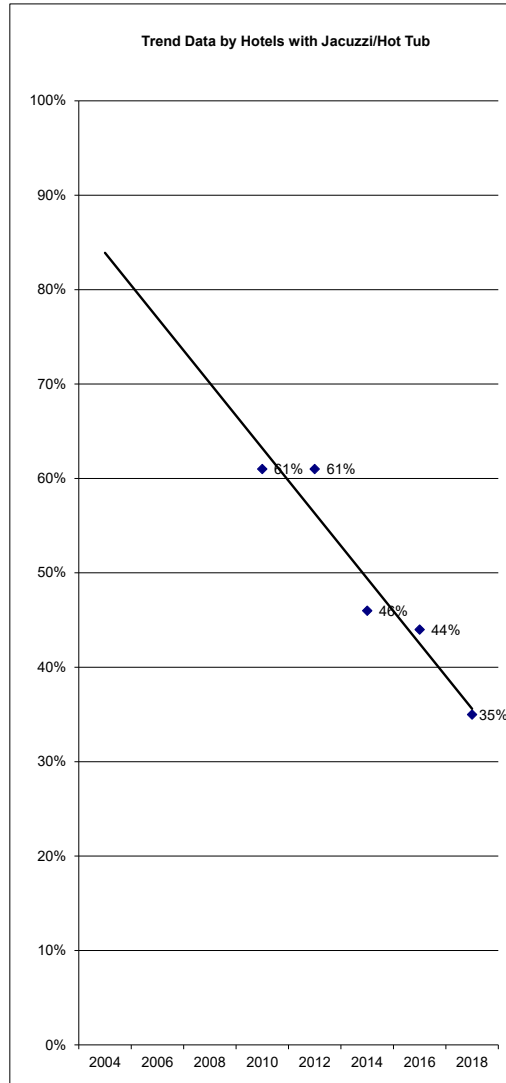
Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.

Question 48: Percentage of Hotels with Outdoor Swimming Pool



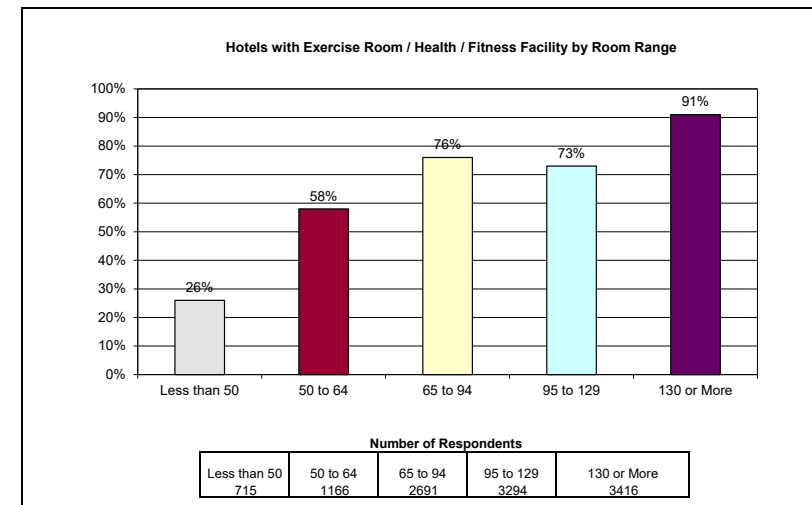
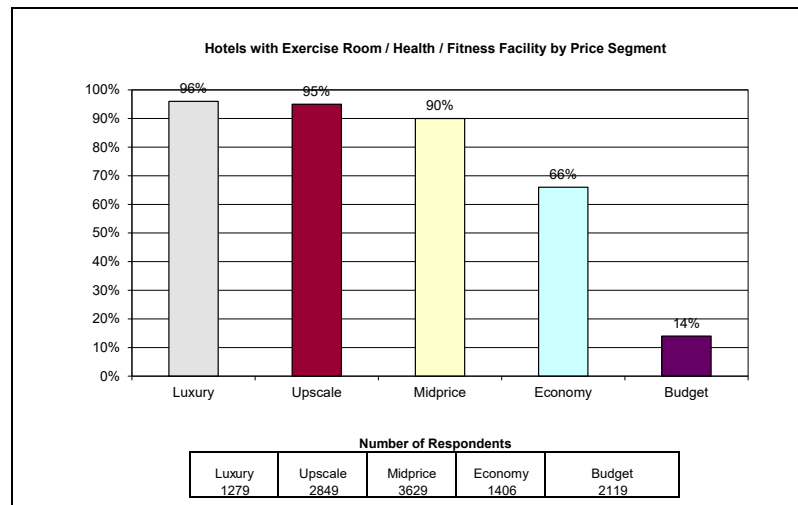
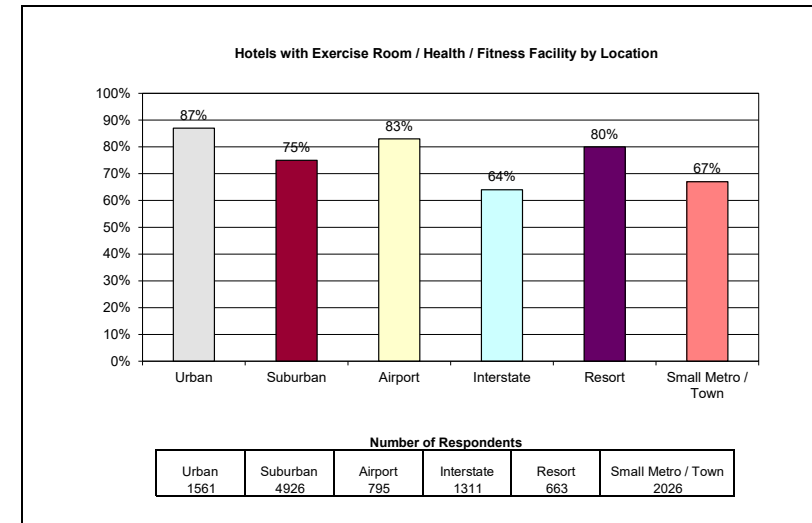
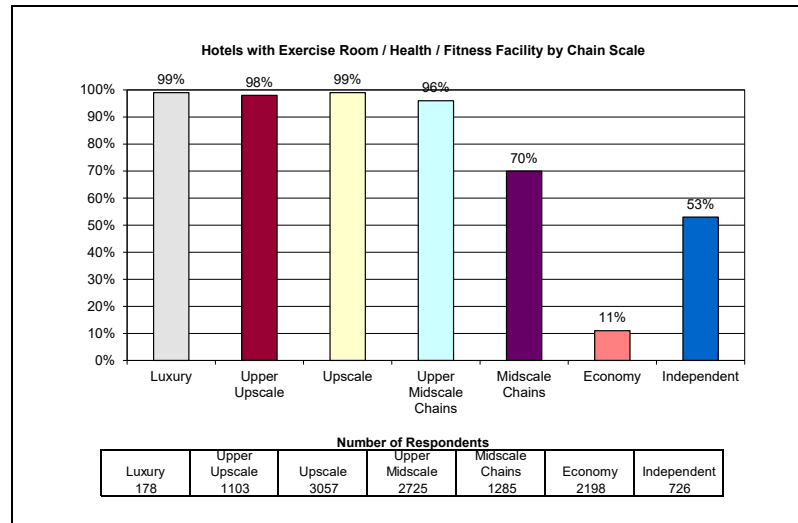
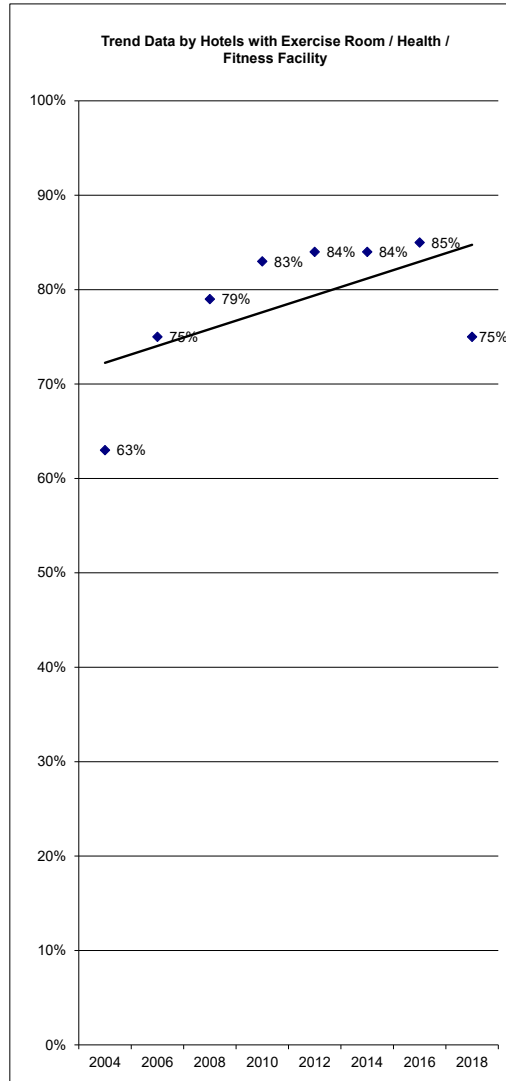
Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.

Question 49: Percentage of Hotels with Jacuzzi/Hot Tub



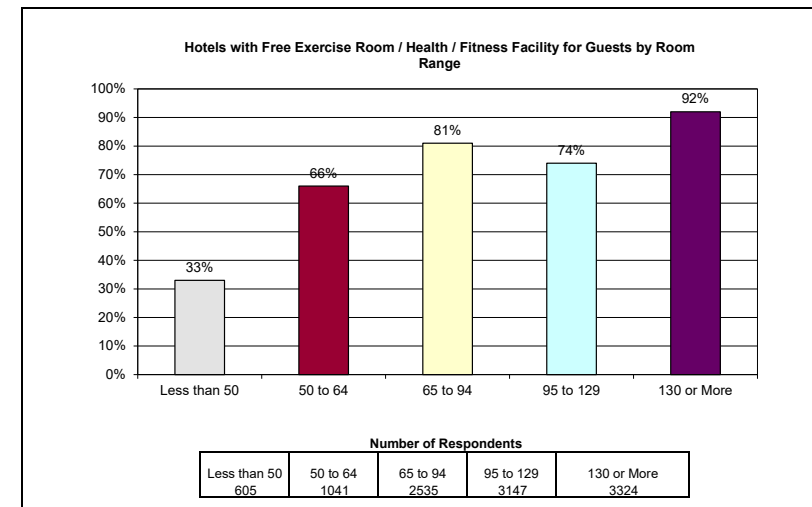
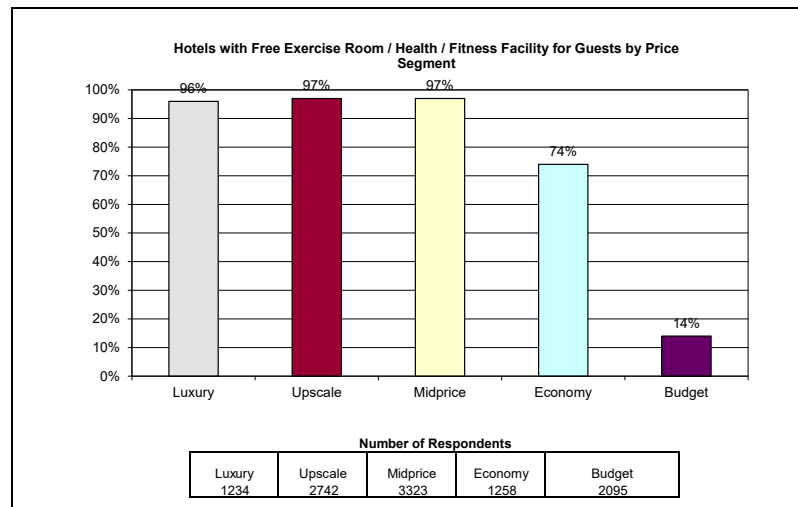
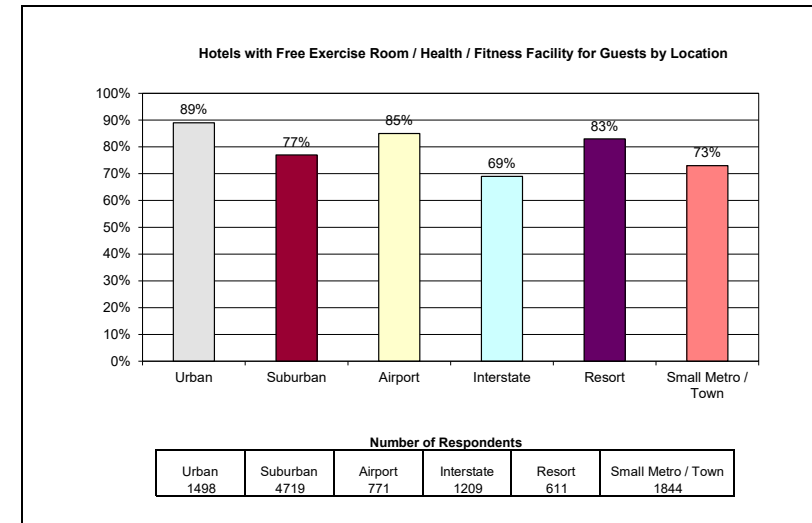
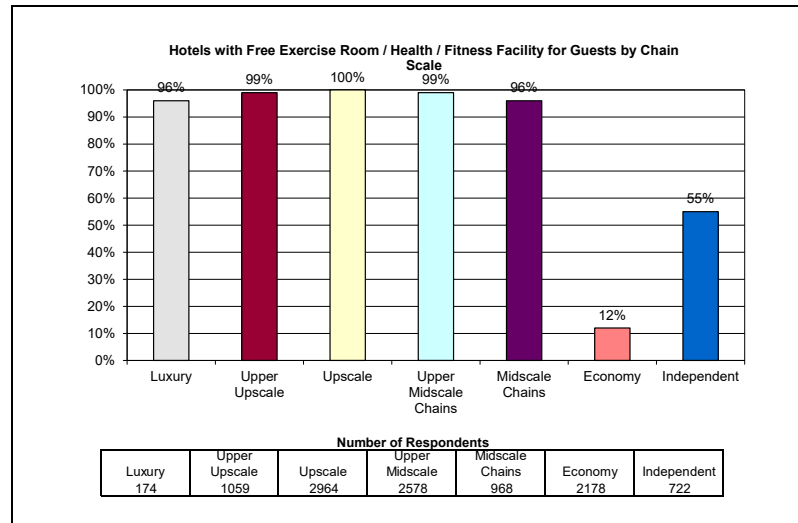
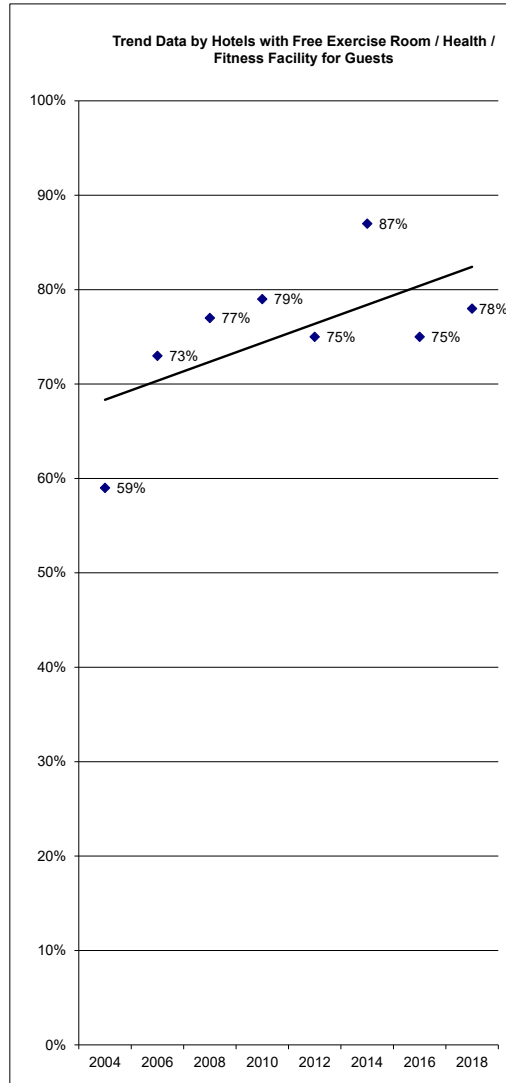
Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.
 Historical Data does not exist prior to 2010 due to question being first introduced that year.

Question 50: Percentage of Hotels with Exercise Room / Health / Fitness Facility



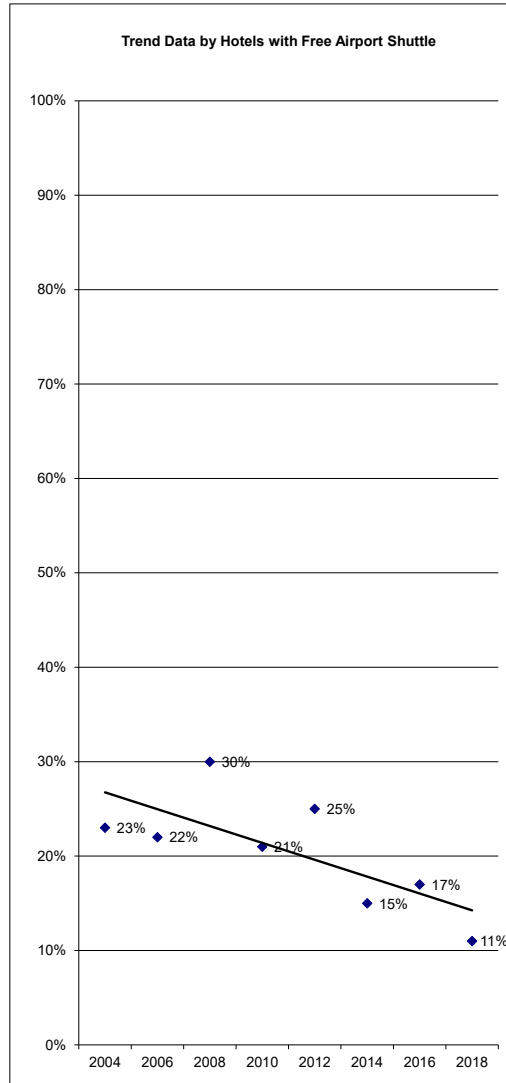
Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.

Question 51: Percentage of Hotels with Free Exercise Room / Health / Fitness Facility for Guests

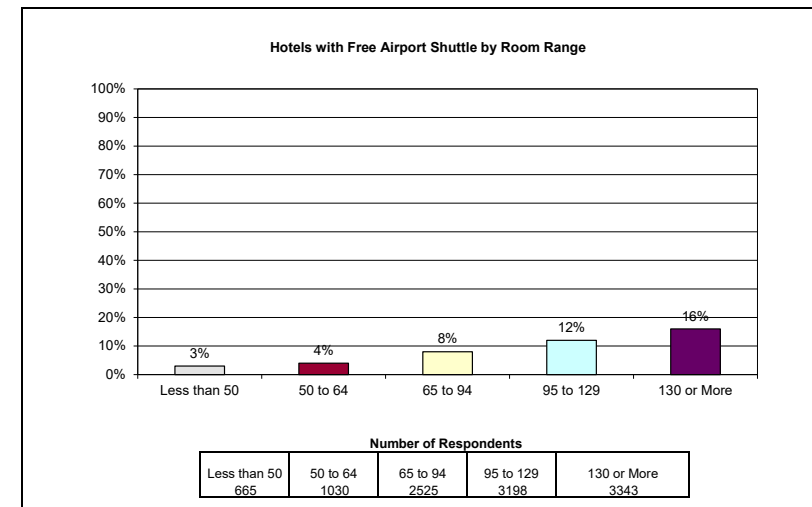
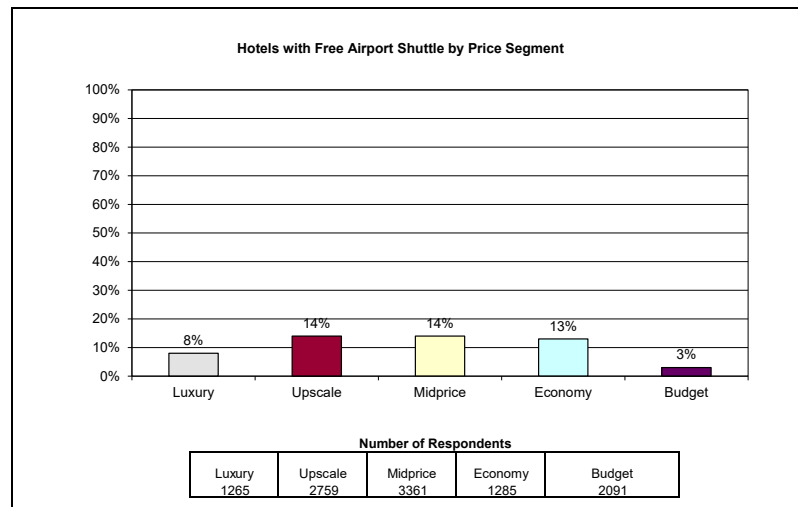
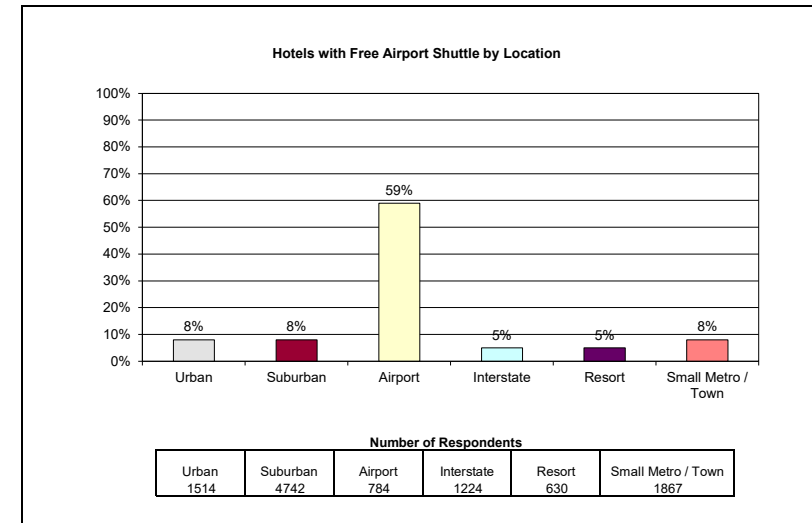
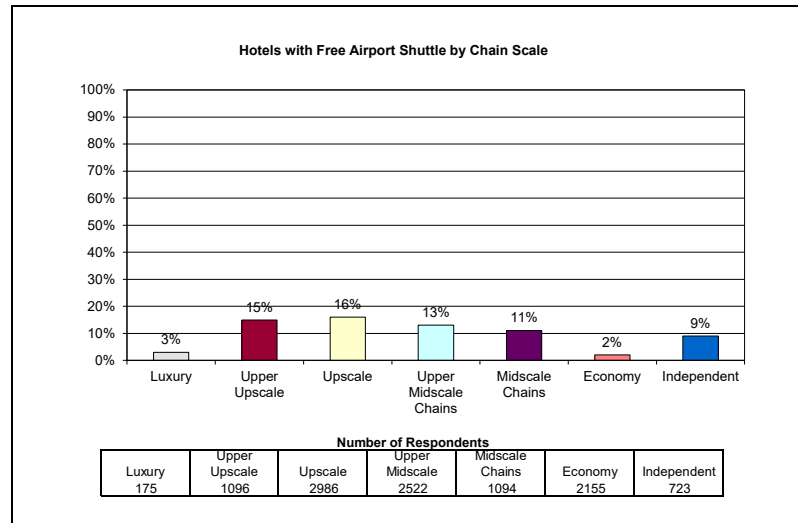


Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.

Question 52: Percentage of Hotels with Free Airport Shuttle



Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.



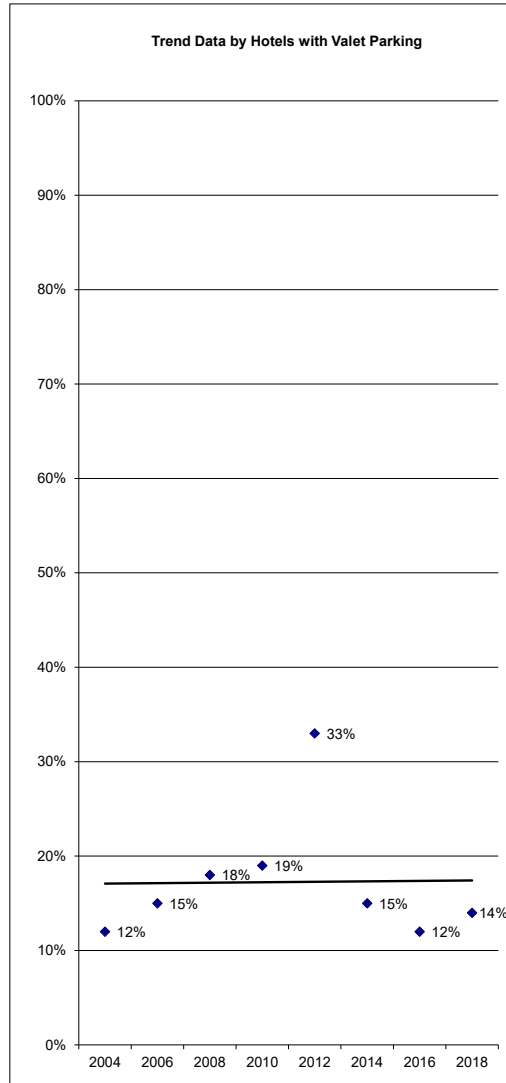
Question 52: Percentage of Hotels with Free Airport Shuttle



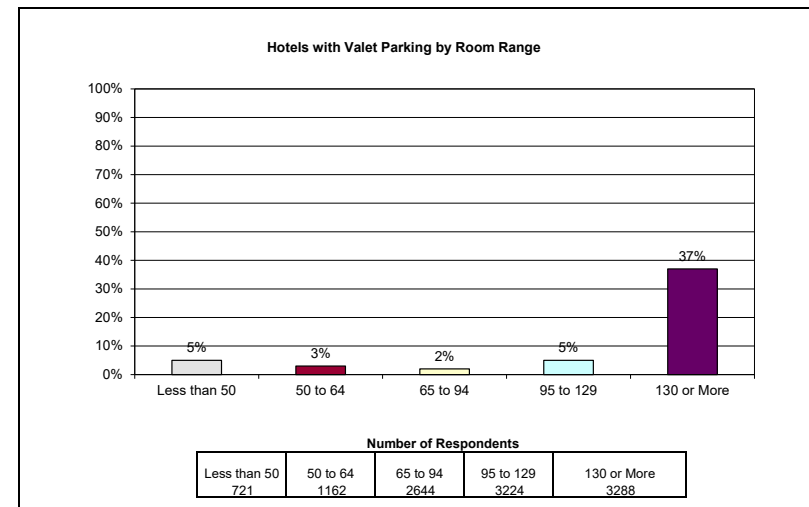
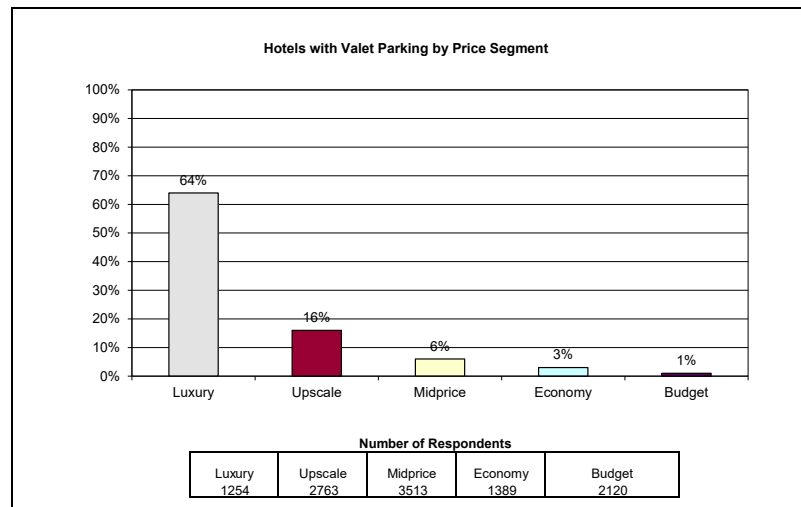
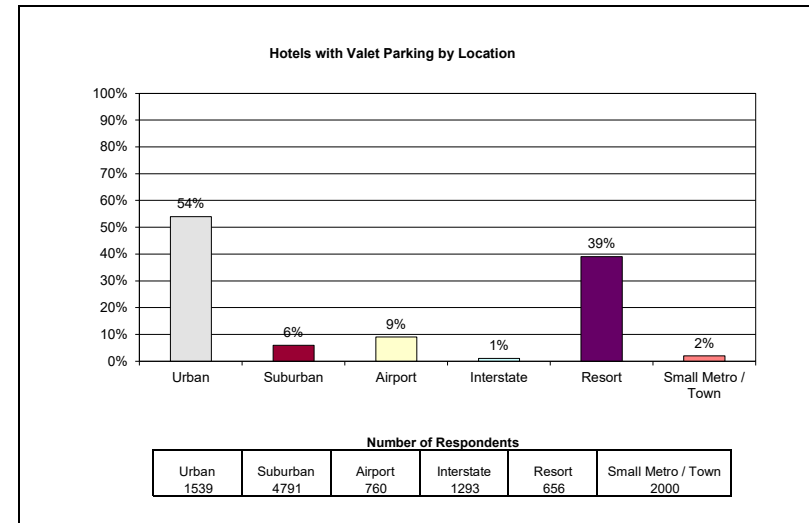
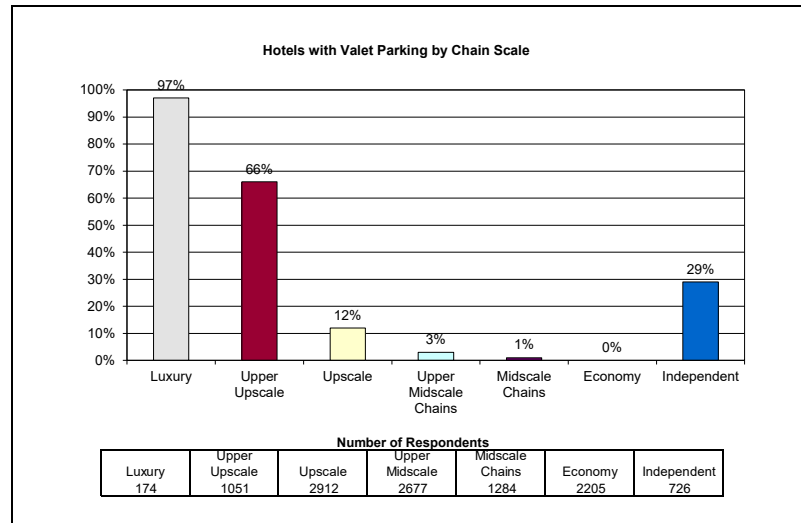
Chain Scale	Location Type	Price Segment	Room Range	Age of Property	Region										AHLA		Total Respondents										
					New England	Middle Atlantic	South Atlantic	East North Central	West North Central	West South Central	Mountain	Pacific	Yes	No													
Luxury	Upper Upscale	Upscale	Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	West North Central	West South Central	Mountain	Pacific	Yes	No		
Luxury																											175
Upper Upscale																											1096
Upscale																											2986
Upper Midscale Chains																											2522
Midscale Chains																											1094
Economy																											2155
Independent																											723
Urban																											1514
Suburban																											4742
Airport																											784
Interstate																											1224
Resort																											630
Small Metro / Town																											1867
Luxury																											1265
Upscale																											2759
Midprice																											3361
Economy																											1285
Budget																											2091
Less than 50																											665
50 to 64																											1030
65 to 94																											2525
95 to 129																											3198
130 or More																											3343
Less than 8 years																											1919
8 to 14 years																											1749
15 to 19 years																											1568
20 to 29 years																											2264
30 years or more																											3261
New England																											420
Middle Atlantic																											905
South Atlantic																											2307
East North Central																											1267
East South Central																											646
West North Central																											752
West South Central																											1683
Mountain																											1021
Pacific																											1760
Yes																											6720
No																											4041
Overall Average																											11
Total Respondents																											10761

Does your property provide free airport shuttle service? Yes or No
 Percentages are based on the number of 'Yes' respondents in each category divided by the total responding to the question.
 For example, 1% of all responding Economy properties in a Urban location provide free airport shuttle service.
 An 'X' indicates that there were no respondents to the question in that category.

Question 53: Percentage of Hotels with Valet Parking



Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.



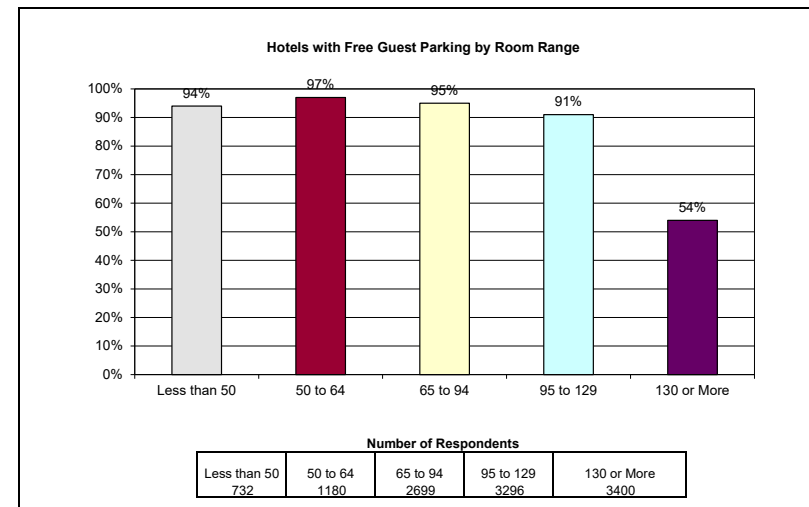
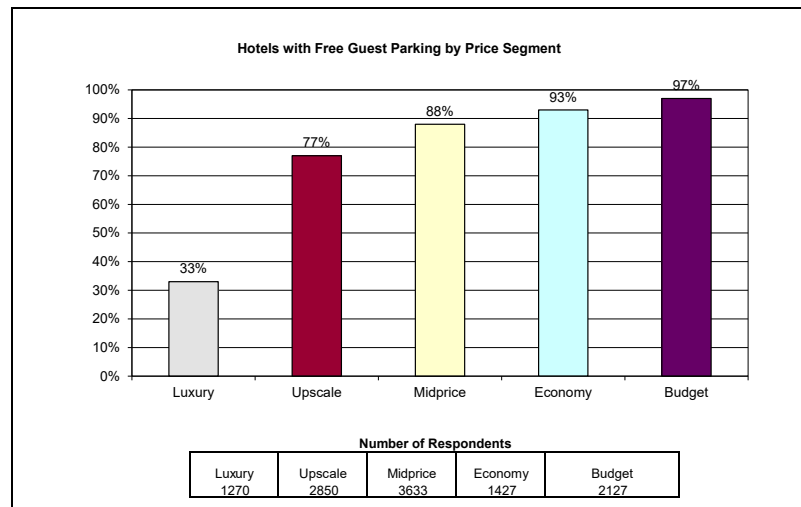
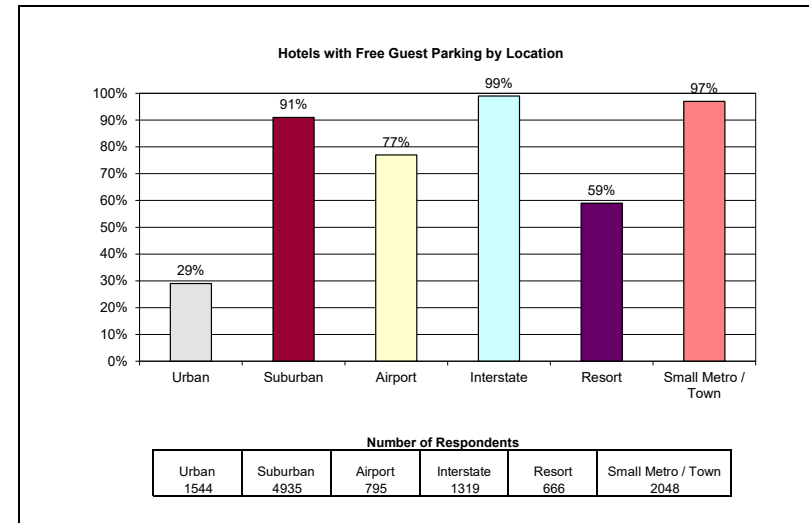
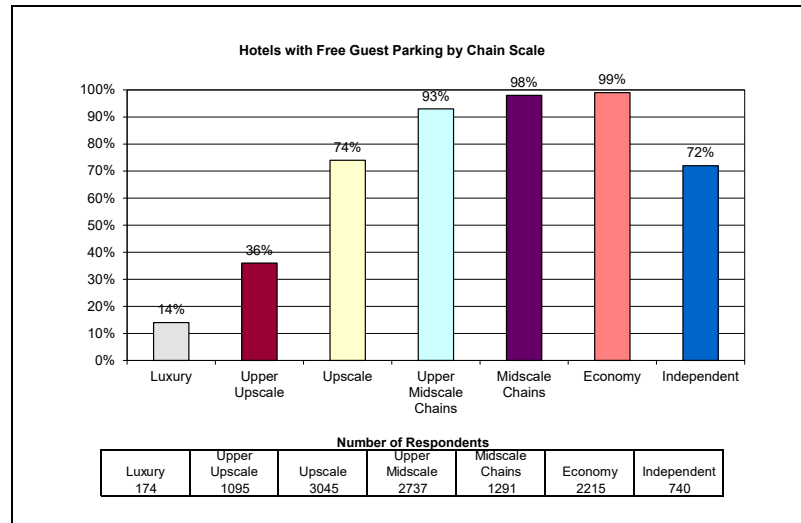
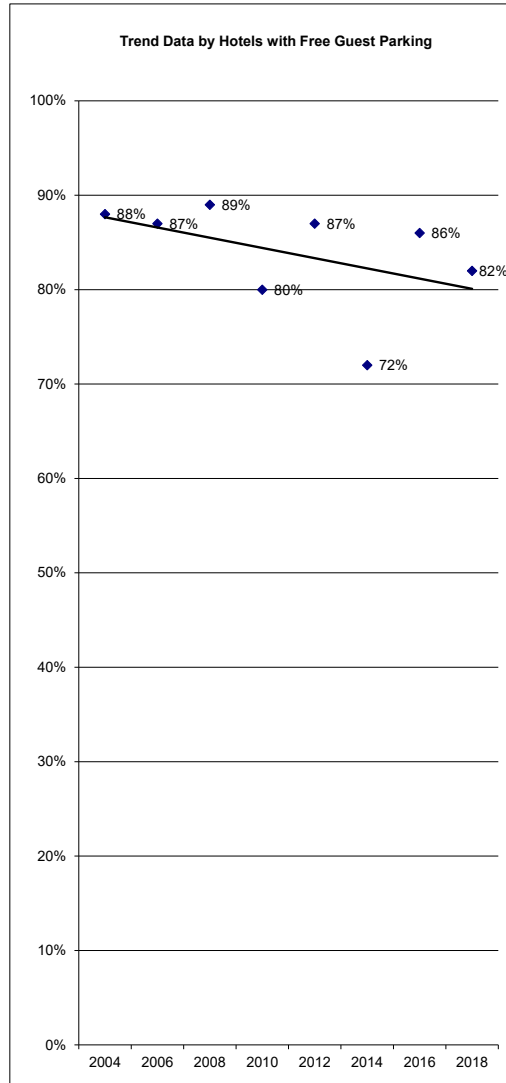
Question 53: Percentage of Hotels with Valet Parking



Chain Scale	Location Type	Price Segment	Room Range	Age of Property	Region	AHLA		Total Respondents																				
						Yes	No																					
Luxury	Upper Upscale	Upscale	Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	Yes	No		
Chain Scale	Luxury																											174
	Upper Upscale																											1051
	Upscale																											2912
	Upper Midscale Chains																											2677
	Midscale Chains																											1284
	Economy																											2205
	Independent																											726
Location Type (exclusive)	Urban																											1539
	Suburban																											4791
	Airport																											760
	Interstate																											1293
	Resort																											656
	Small Metro / Town																											2000
Price Segment	Luxury																											1254
	Upscale																											2763
	Midprice																											3513
	Economy																											1389
	Budget																											2120
Room Range	Less than 50																											721
	50 to 64																											1162
	65 to 94																											2644
	95 to 129																											3224
	130 or More																											3288
Age of Property	Less than 8 years																											1952
	8 to 14 years																											1755
	15 to 19 years																											1611
	20 to 29 years																											2344
	30 years or more																											3377
Region	New England																											434
	Middle Atlantic																											908
	South Atlantic																											2329
	East North Central																											1303
	East South Central																											670
	West North Central																											765
	West South Central																											1763
	Mountain																											1052
	Pacific																											1815
AHLA Member	Yes																											6982
	No																											4057
Overall Average																												14
Total Respondents																												11039

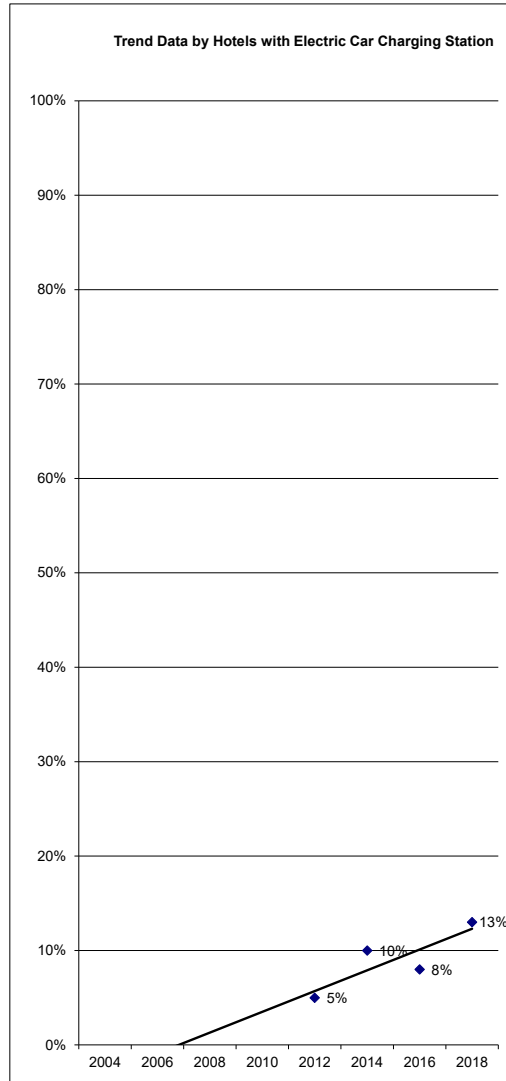
Does your property provide valet parking? Yes or No
 Percentages are based on the number of 'Yes' respondents in each category divided by the total responding to the question.
 For example, 1% of all responding Economy properties in a Urban location provide valet parking.
 An 'X' indicates that there were no respondents to the question in that category.

Question 54: Percentage of Hotels with Free Guest Parking

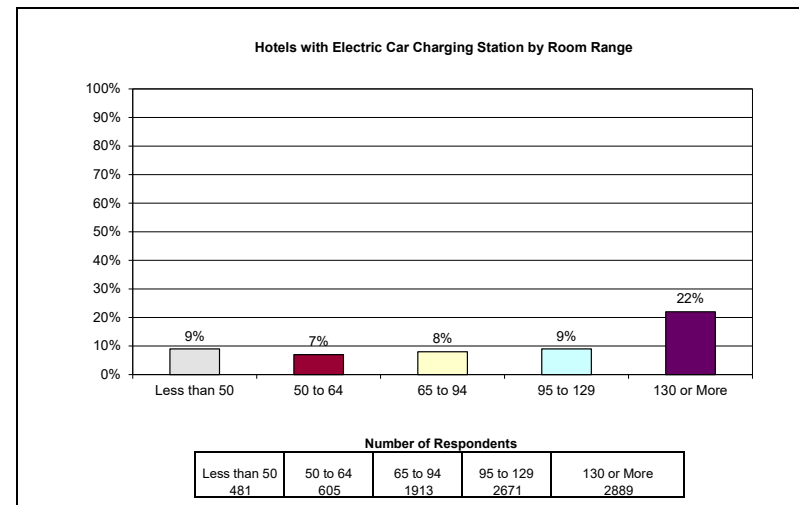
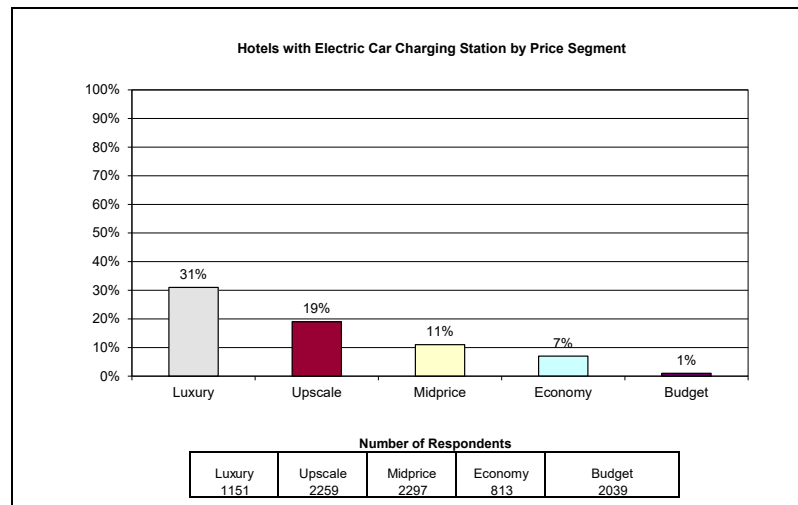
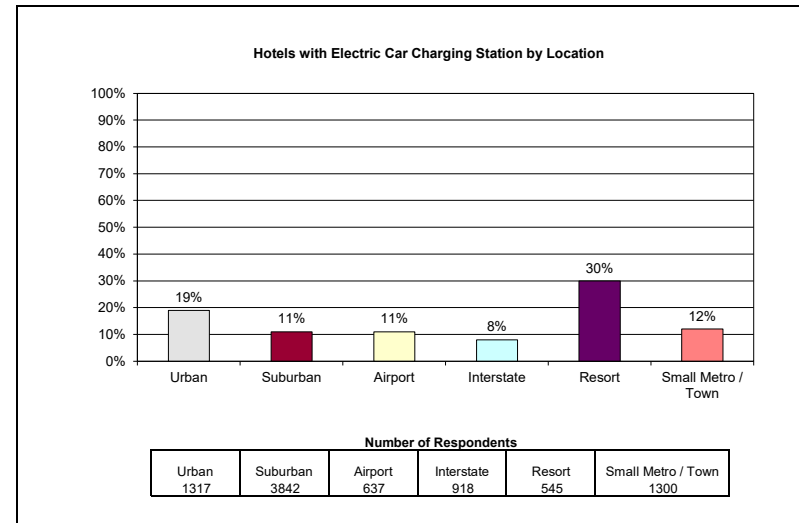
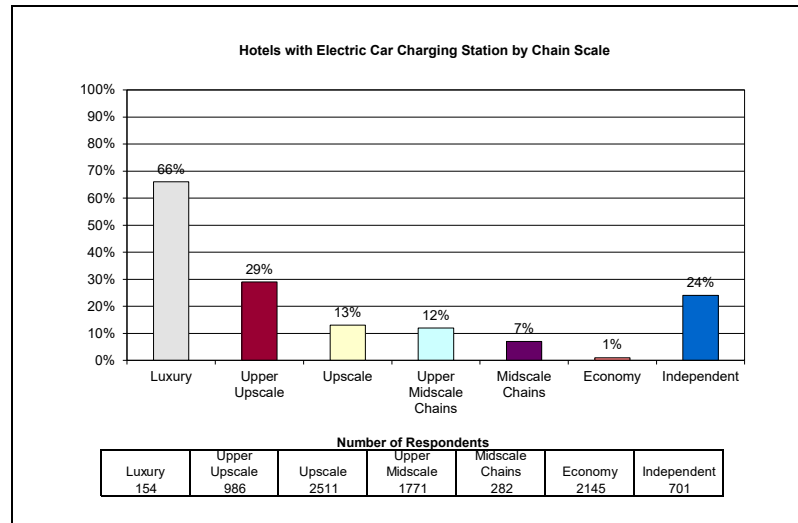


Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.

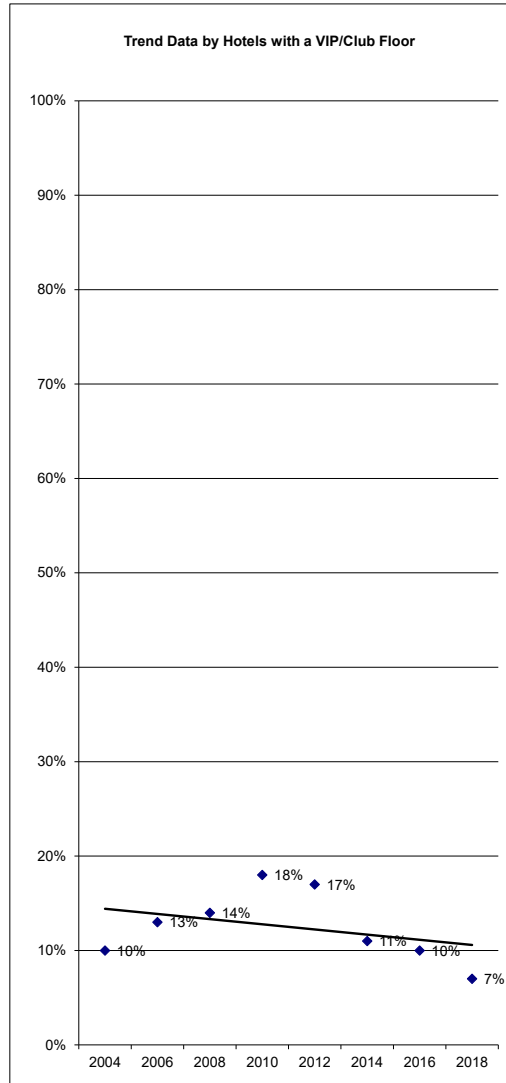
Question 55: Percentage of Hotels with Electric Car Charging Station



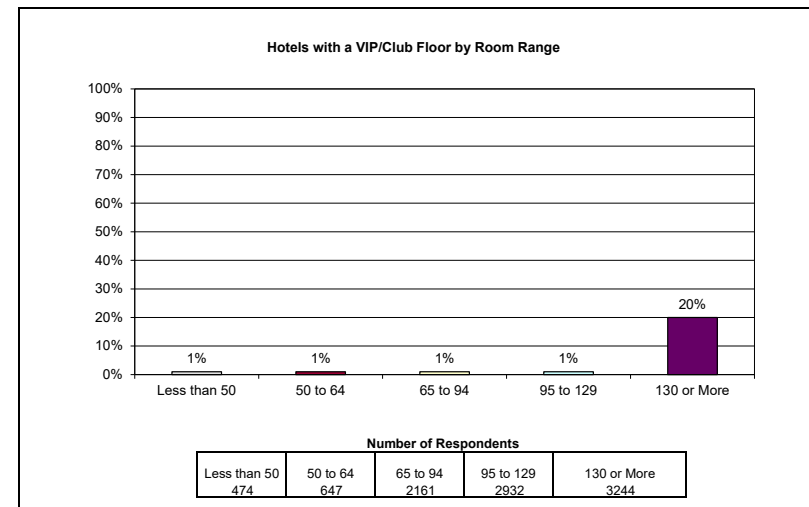
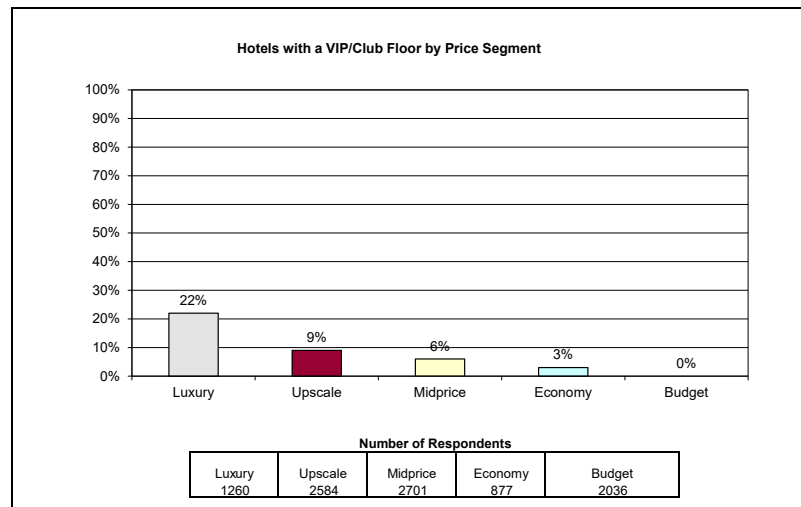
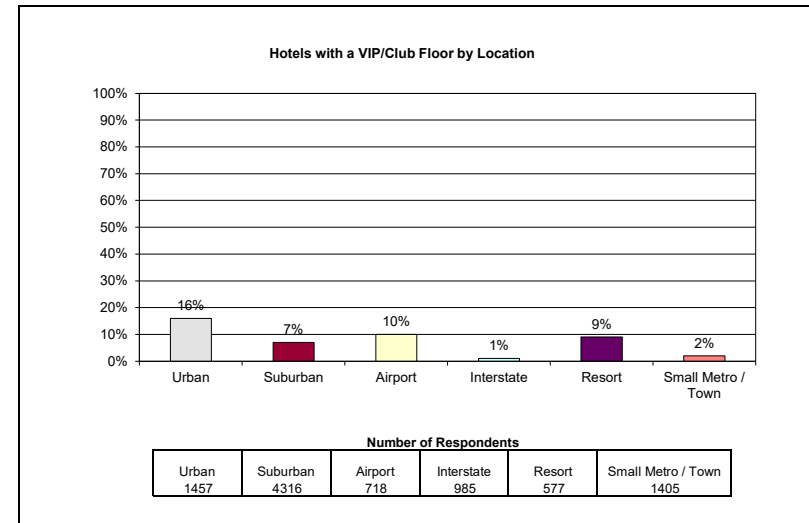
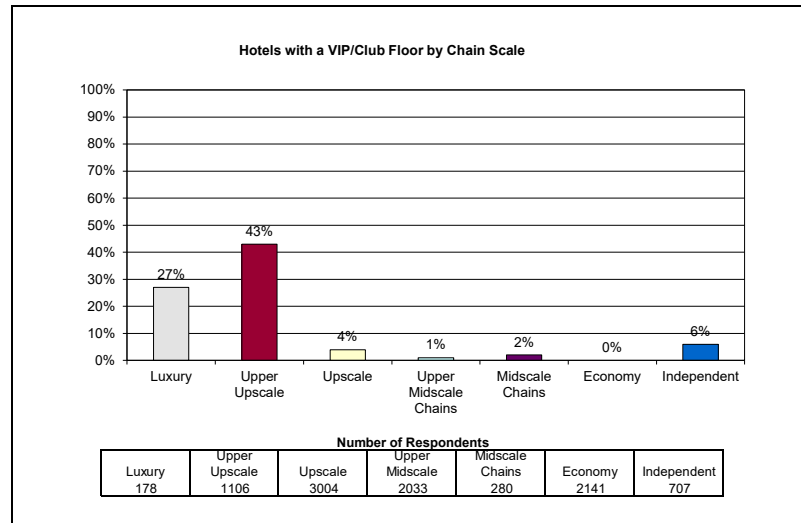
Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.
 Historical Data does not exist prior to 2012 due to question being first introduced that year.



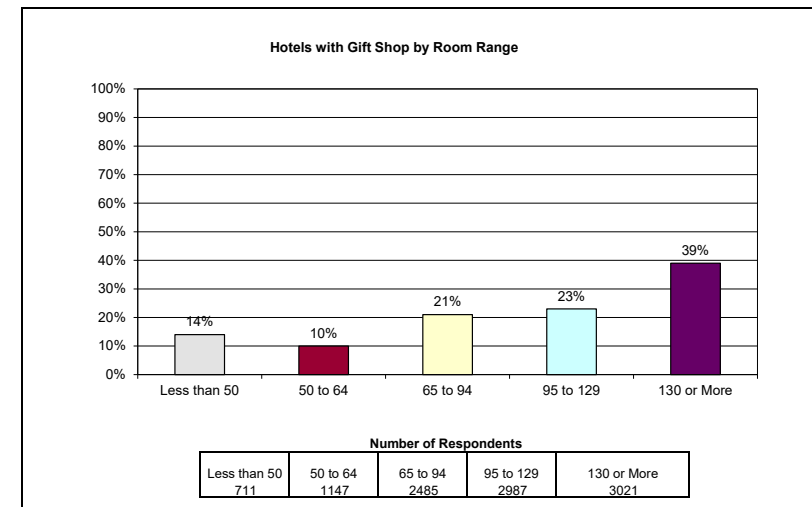
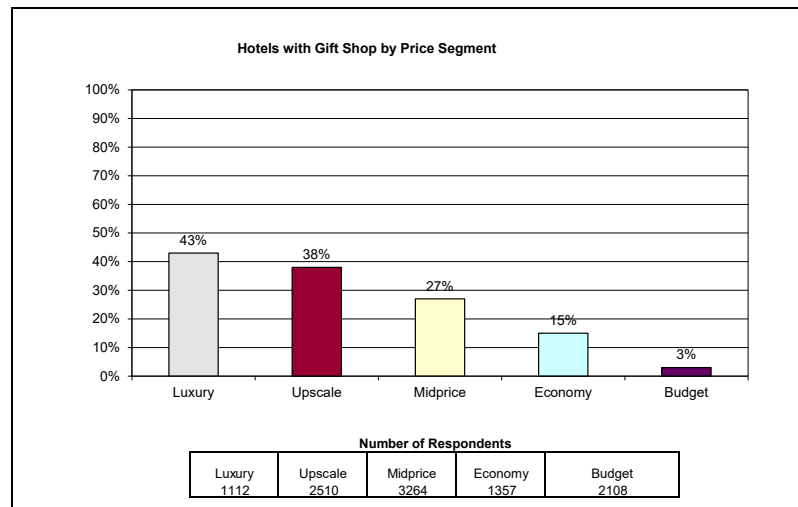
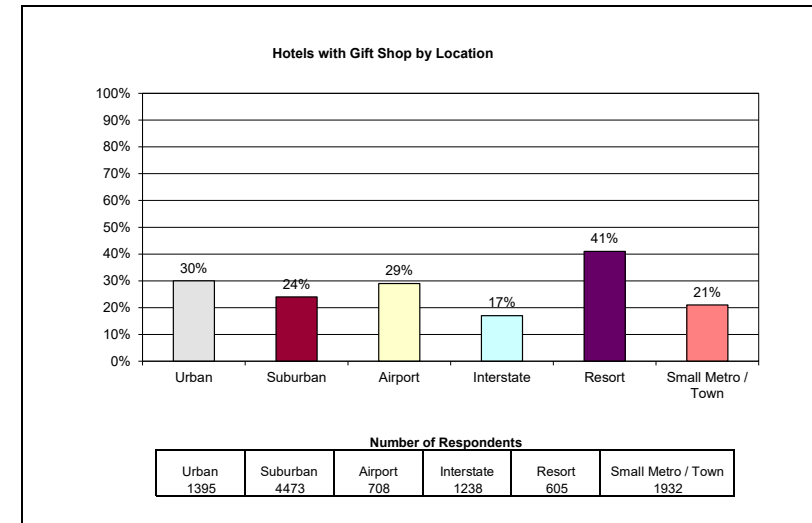
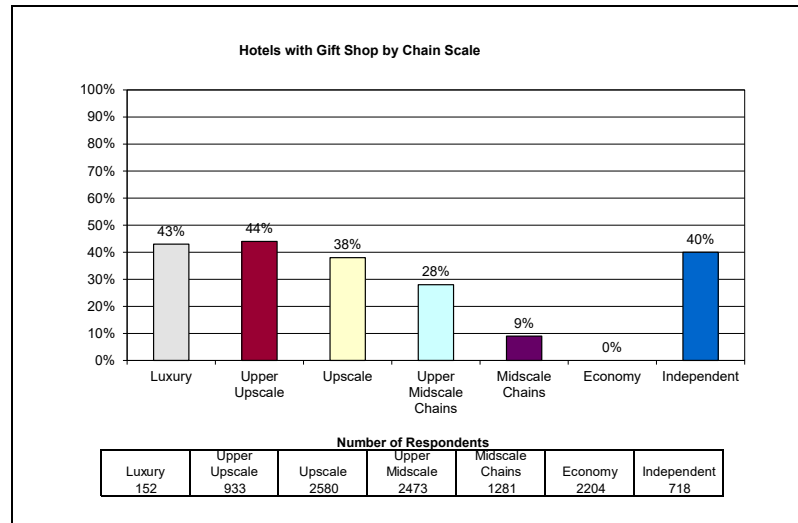
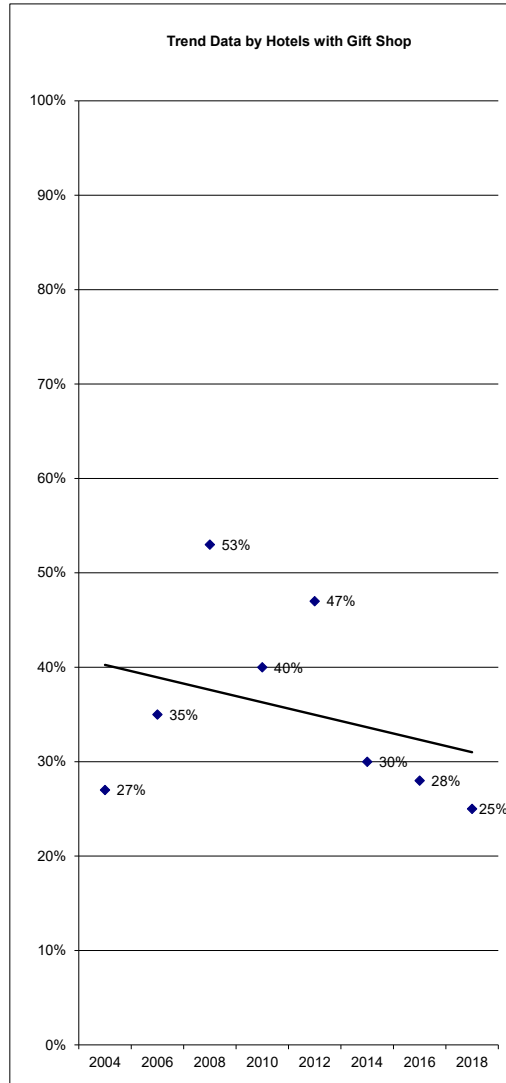
Question 56: Percentage of Hotels with a VIP/Club Floor



Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.

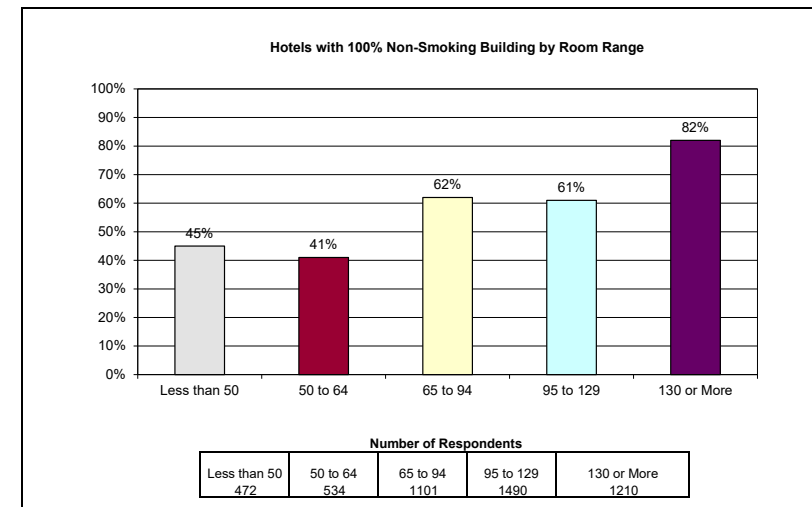
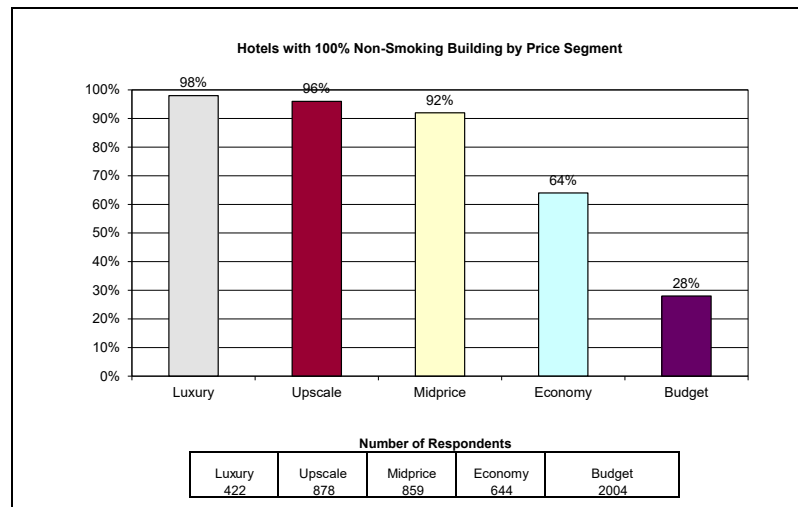
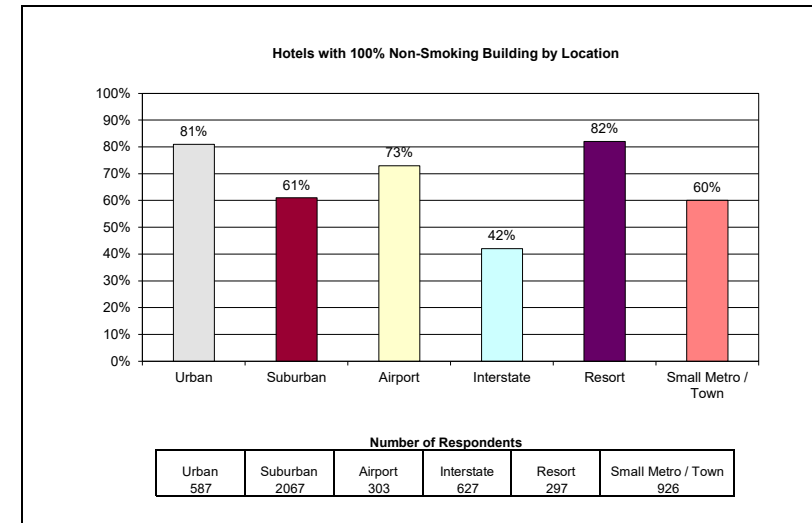
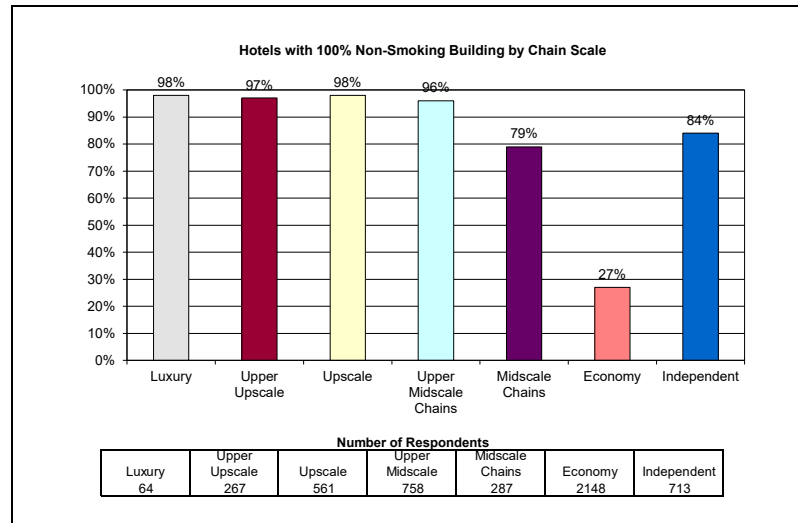
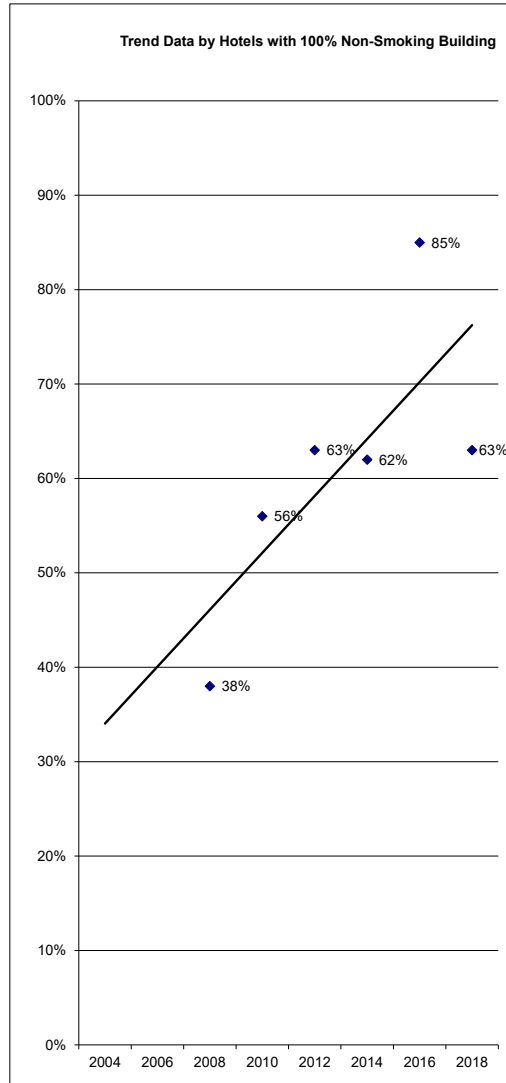


Question 57: Percentage of Hotels with Gift Shop



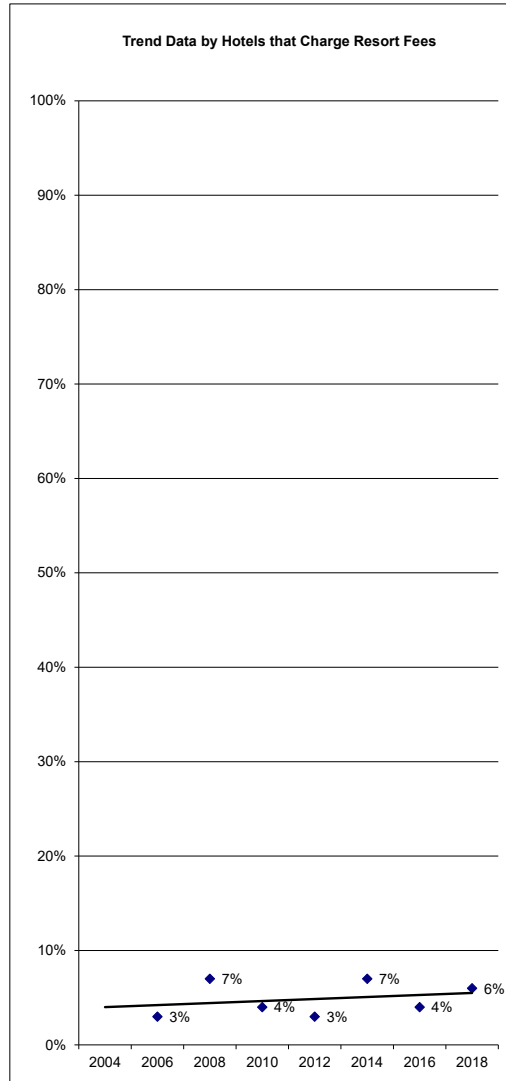
Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.

Question 58: Percentage of Hotels with 100% Non-Smoking Building⁷

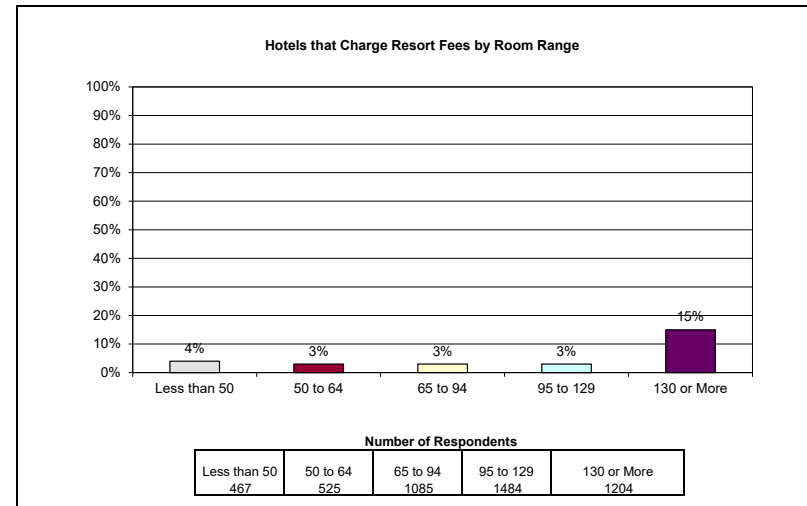
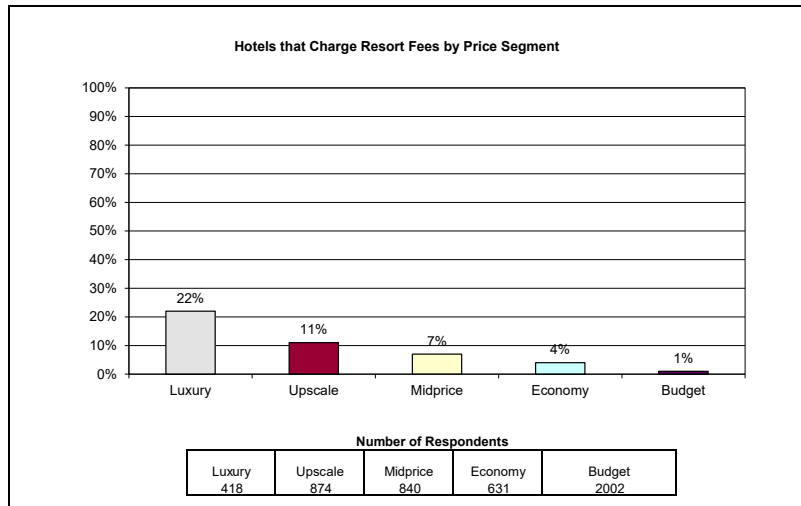
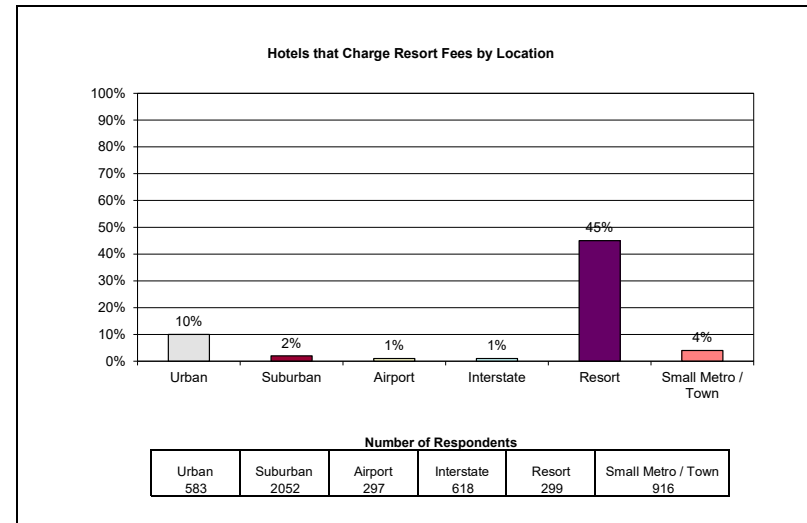
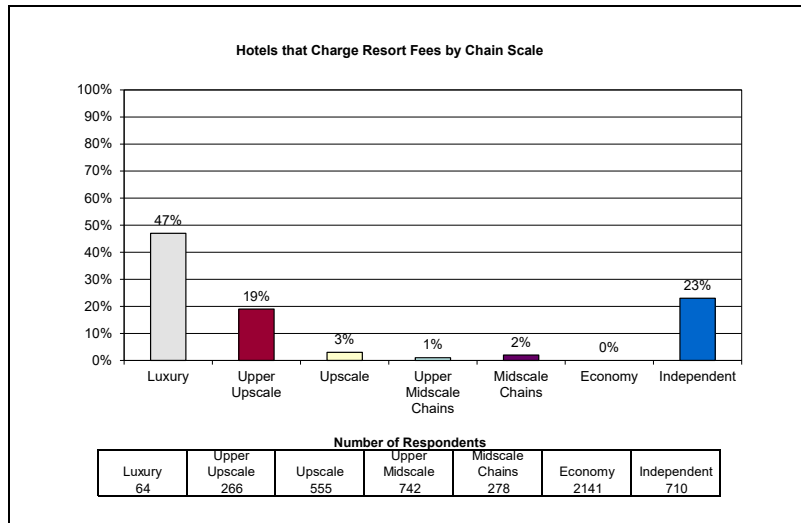


Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.
 Historical Data does not exist prior to 2008 due to question being first introduced that year.

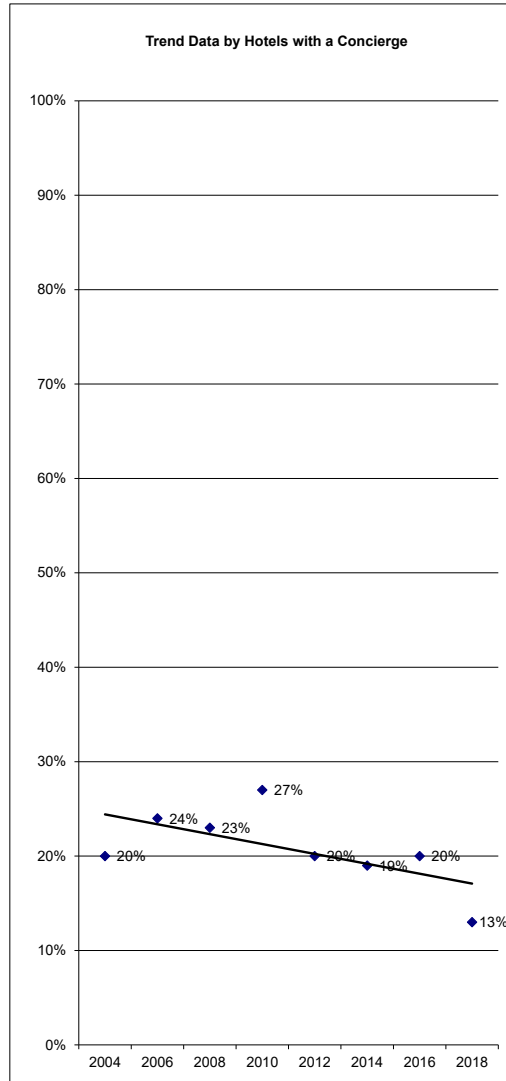
Question 59: Percentage of Hotels that Charge Resort Fees



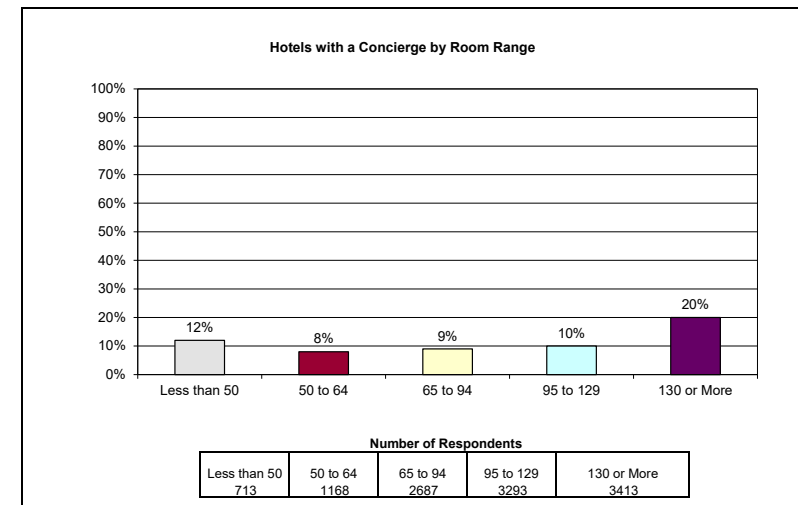
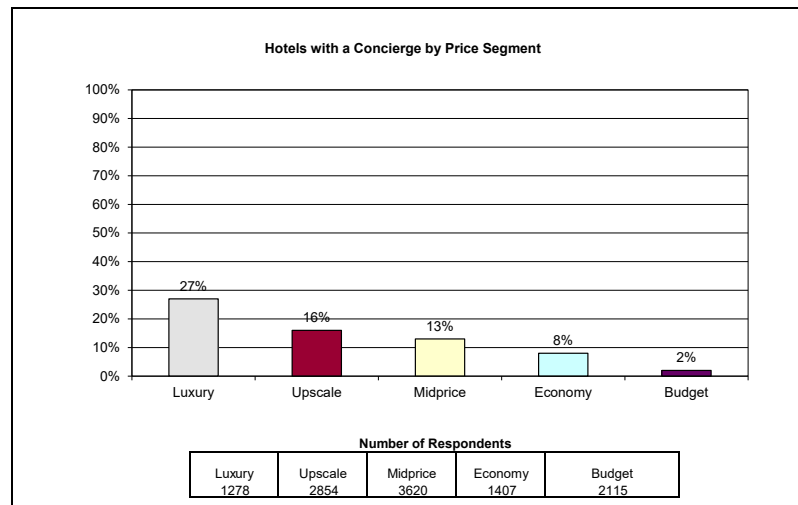
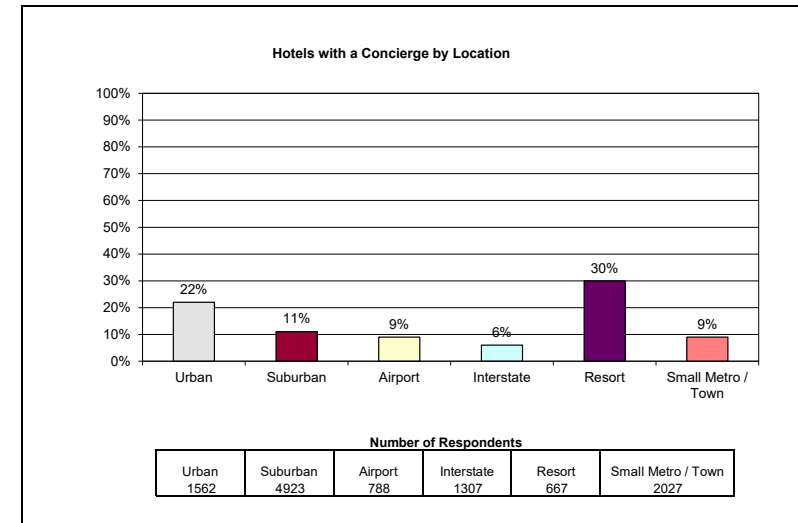
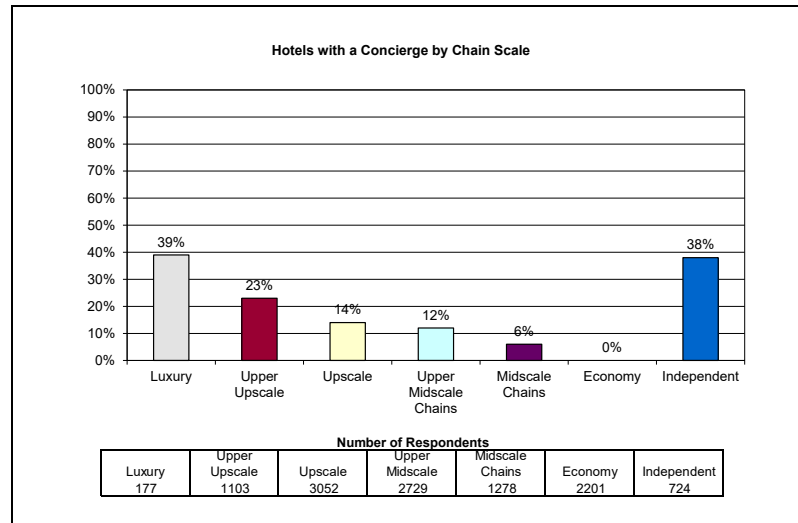
Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.
 Historical Data does not exist prior to 2006 due to question being first introduced that year.



Question 60: Percentage of Hotels with a Concierge



Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.



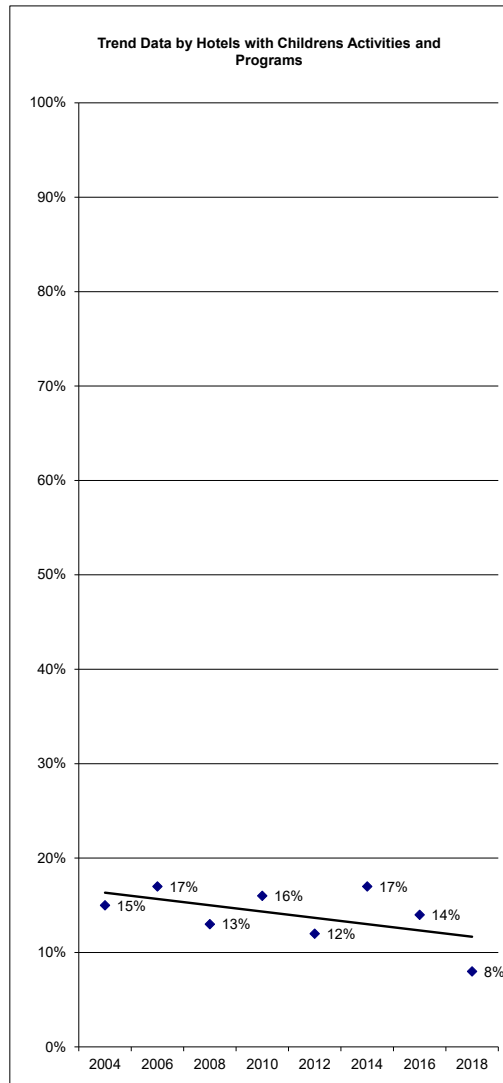
Question 60: Percentage of Hotels with a Concierge



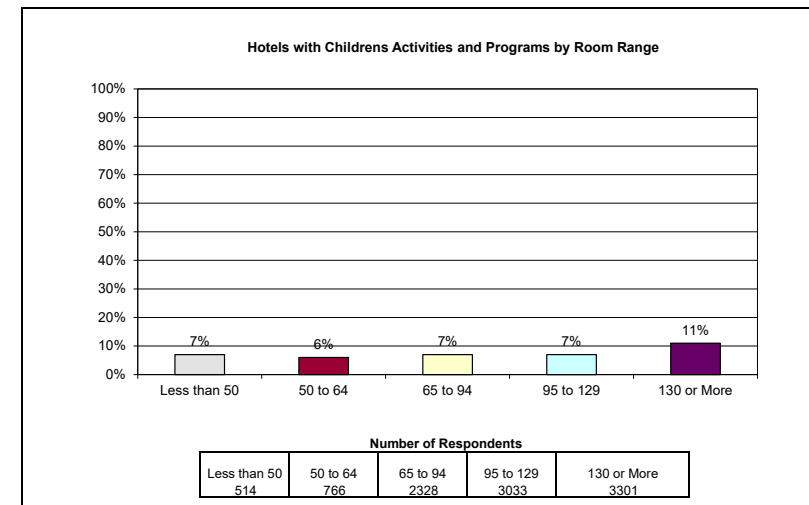
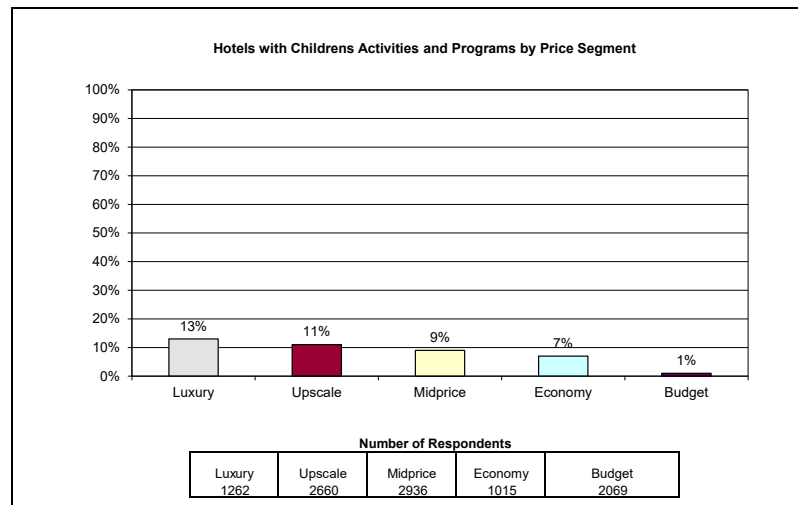
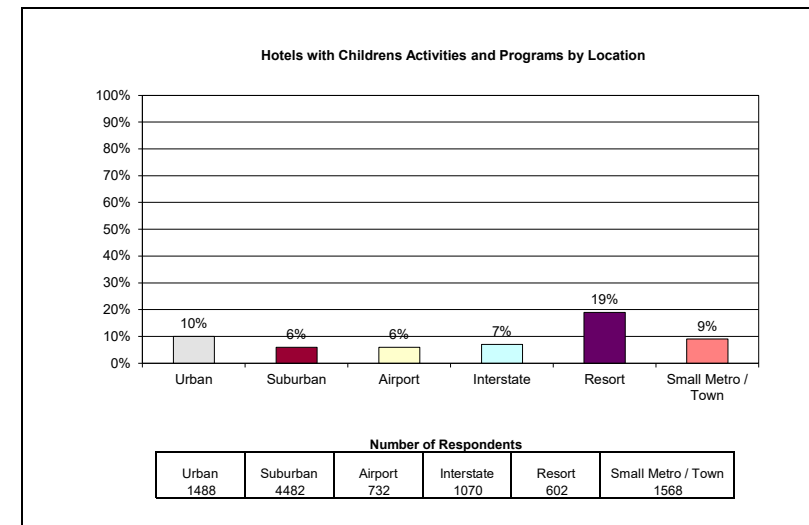
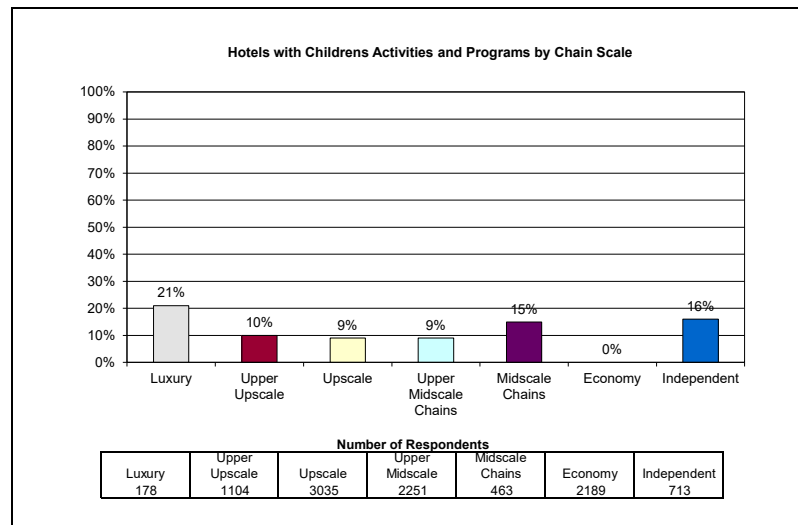
Chain Scale	Location Type	Price Segment	Room Range	Age of Property	Region													AHLA		Total Respondents							
					New England	Middle Atlantic	South Atlantic	East North Central	West North Central	West South Central	Mountain	Pacific	Yes	No													
Luxury	Upper Upscale	Upscale	Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	West North Central	West South Central	Mountain	Pacific	Yes	No		
Luxury																											
Upper Upscale																											
Upscale																											
Upper Midscale Chains																											
Midscale Chains																											
Economy																											
Independent																											
Urban																											
Suburban																											
Airport																											
Interstate																											
Resort																											
Small Metro / Town																											
Luxury																											
Upscale																											
Midprice																											
Economy																											
Budget																											
Less than 50																											
50 to 64																											
65 to 94																											
95 to 129																											
130 or More																											
Less than 8 years																											
8 to 14 years																											
15 to 19 years																											
20 to 29 years																											
30 years or more																											
New England																											
Middle Atlantic																											
South Atlantic																											
East North Central																											
East South Central																											
West North Central																											
West South Central																											
Mountain																											
Pacific																											
Yes																											
No																											
Overall Average																											
Total Respondents																											

Does your property provide the services of a concierge? Yes or No
 Percentages are based on the number of 'Yes' respondents in each category divided by the total responding to the question.
 For example, 1% of all responding Economy properties in a Urban location provide the services of a concierge.
 An 'X' indicates that there were no respondents to the question in that category.

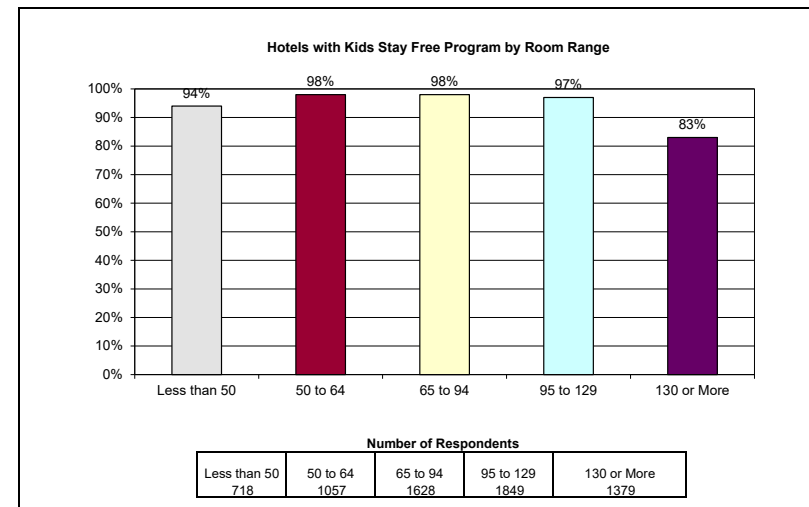
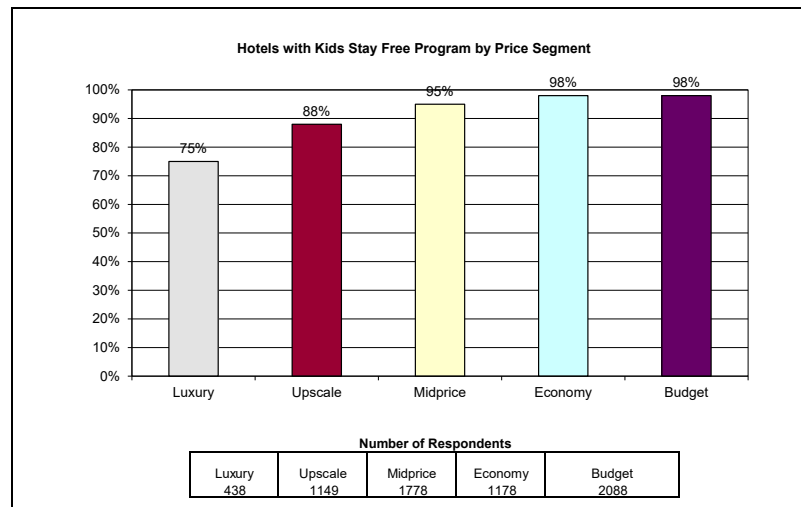
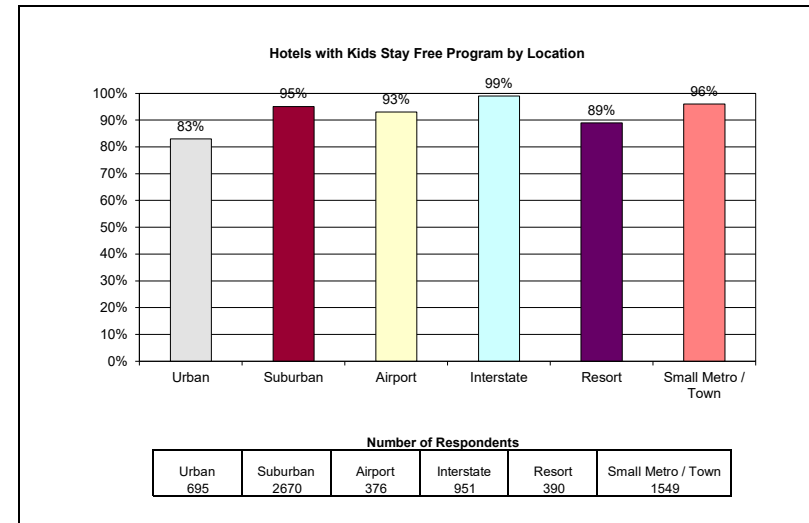
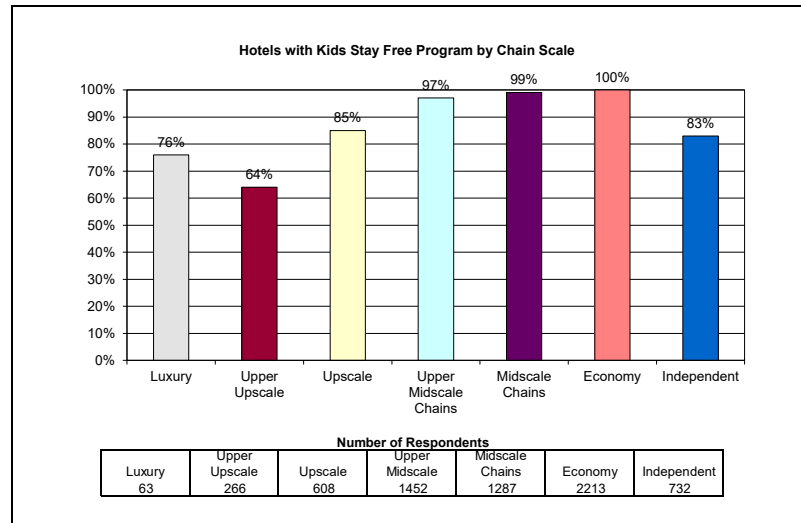
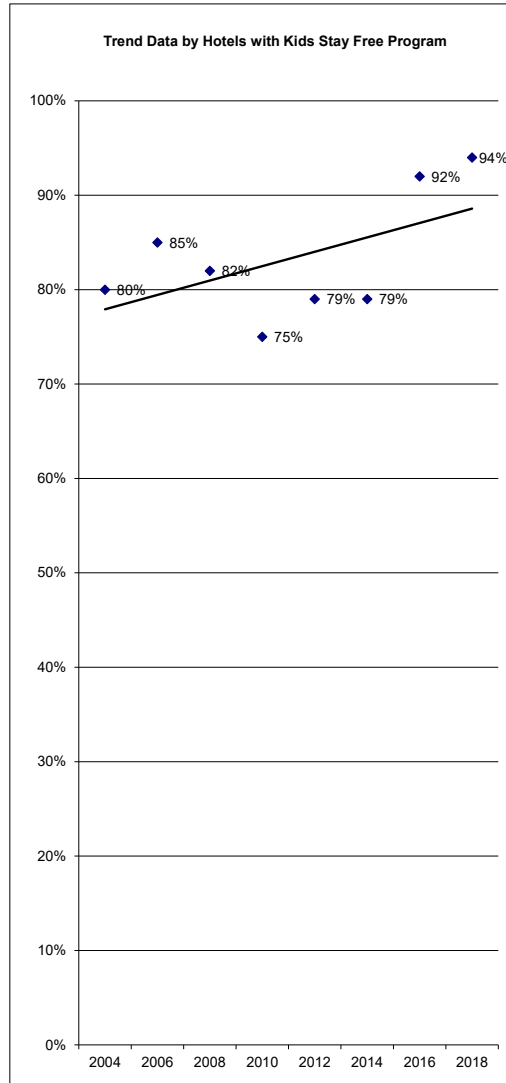
Question 61: Percentage of Hotels with Childrens Activities and Programs⁸



Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.

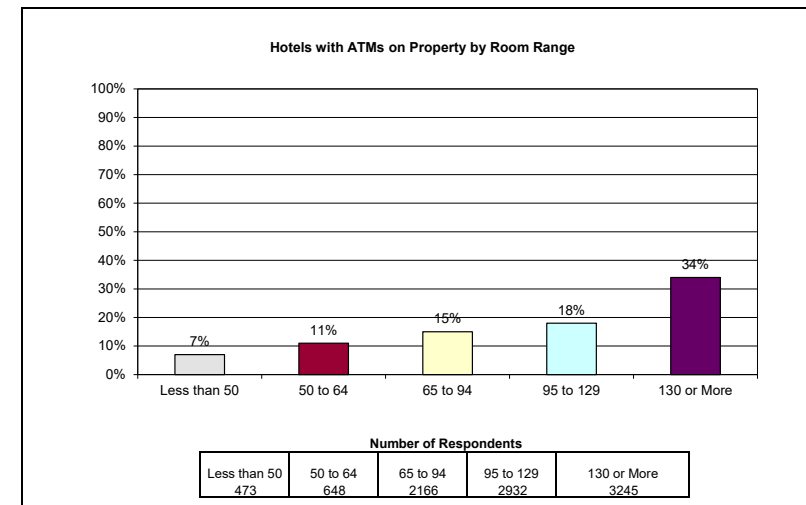
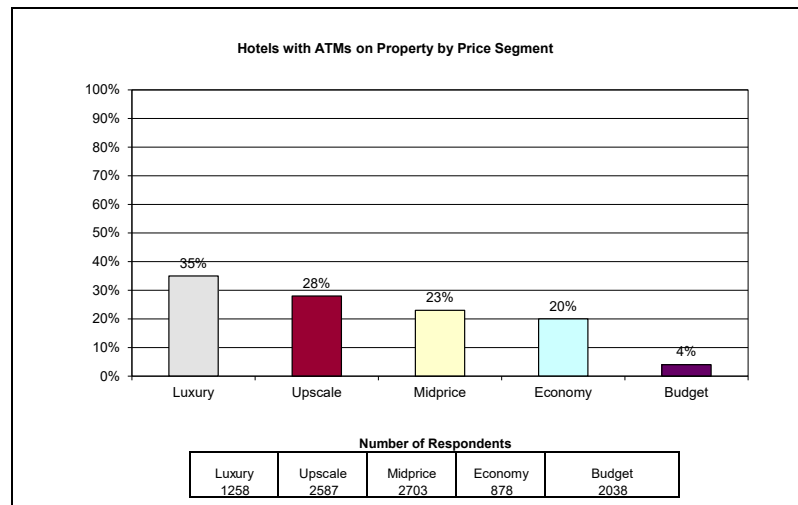
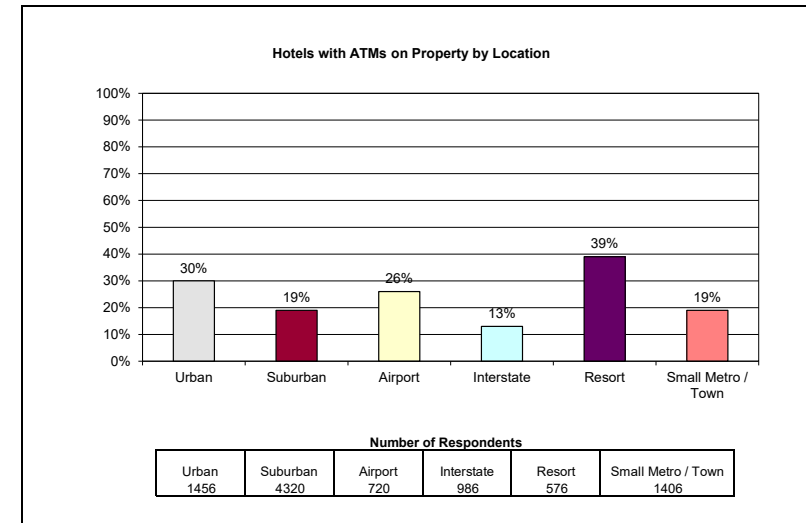
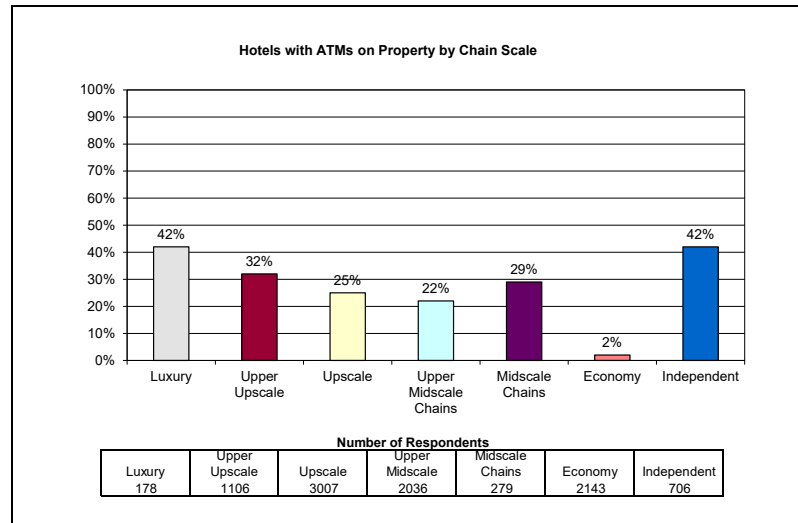
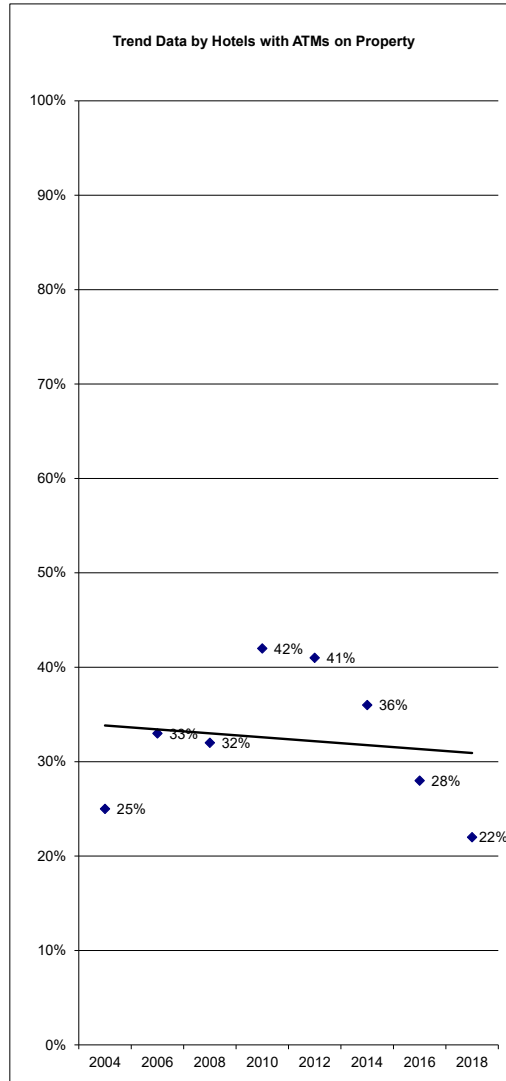


Question 62: Percentage of Hotels with Kids Stay Free Program



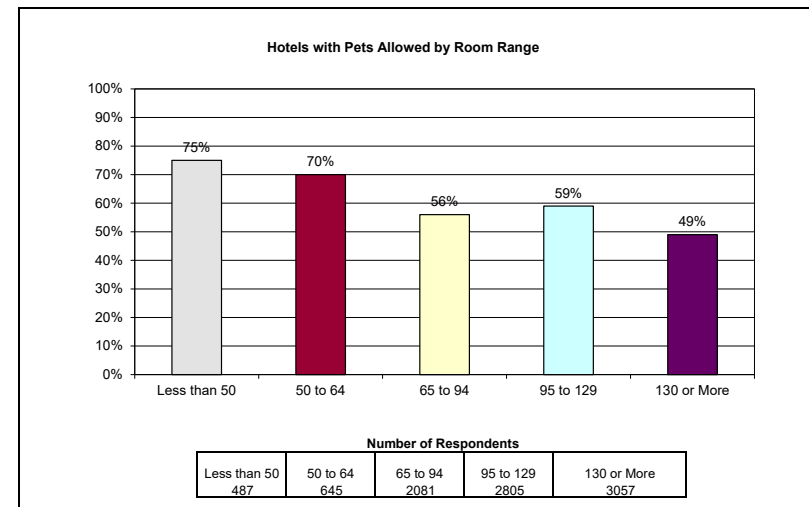
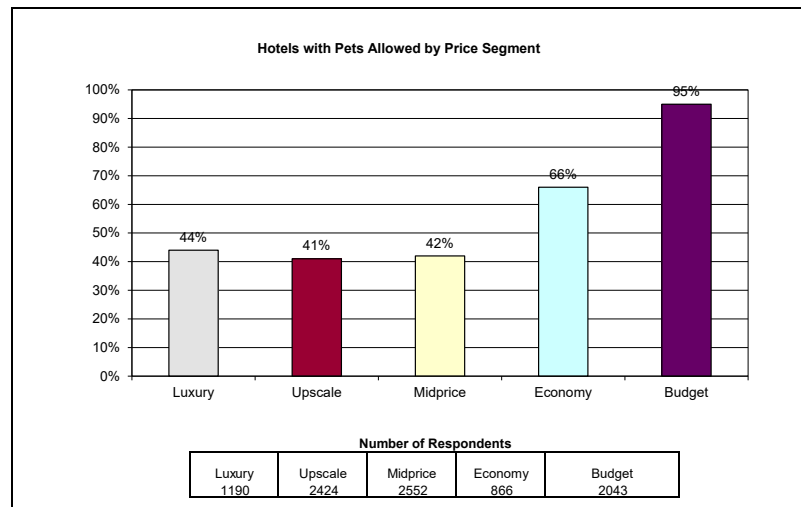
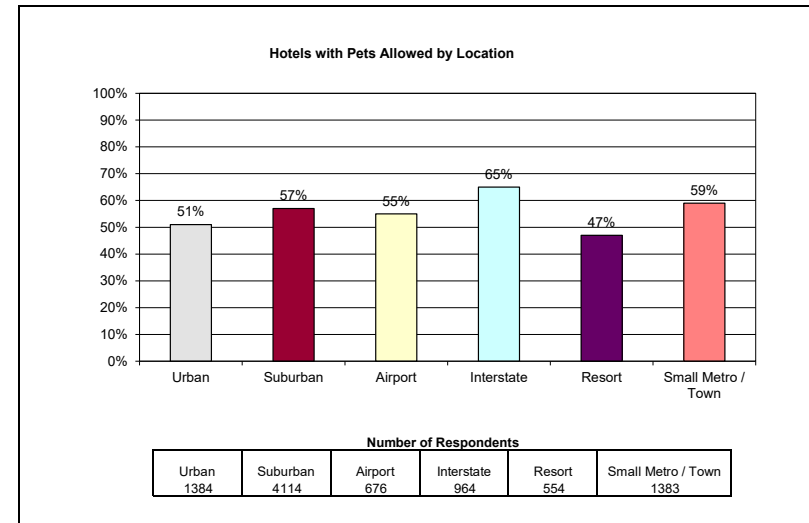
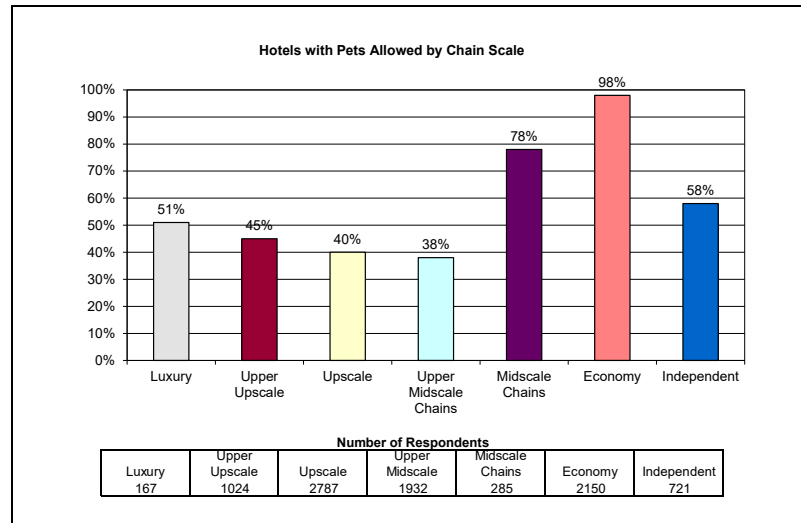
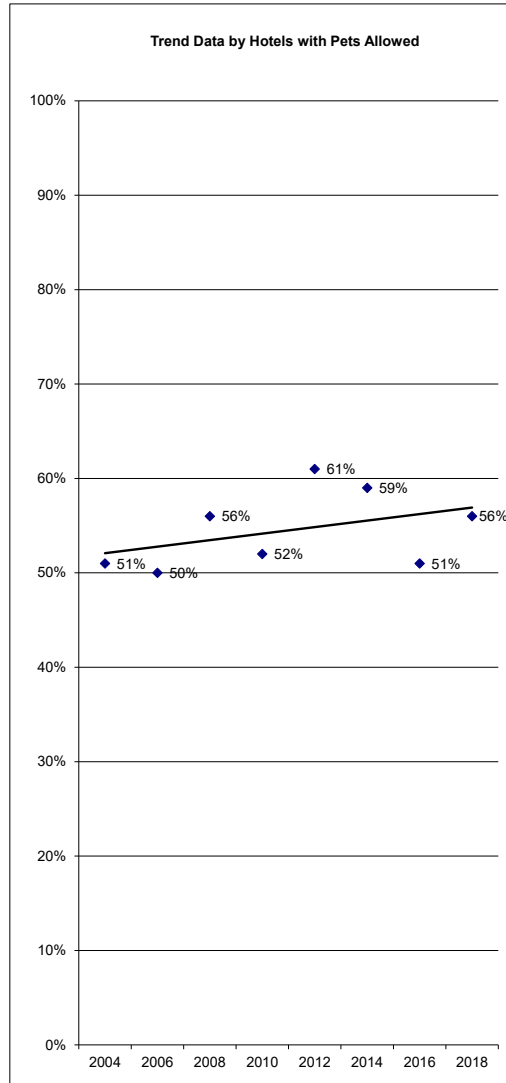
Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.

Question 63: Percentage of Hotels with ATMs on Property



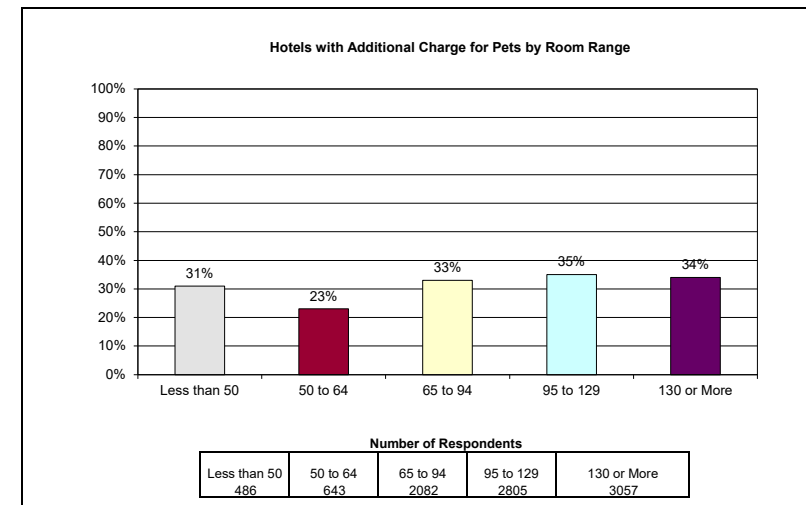
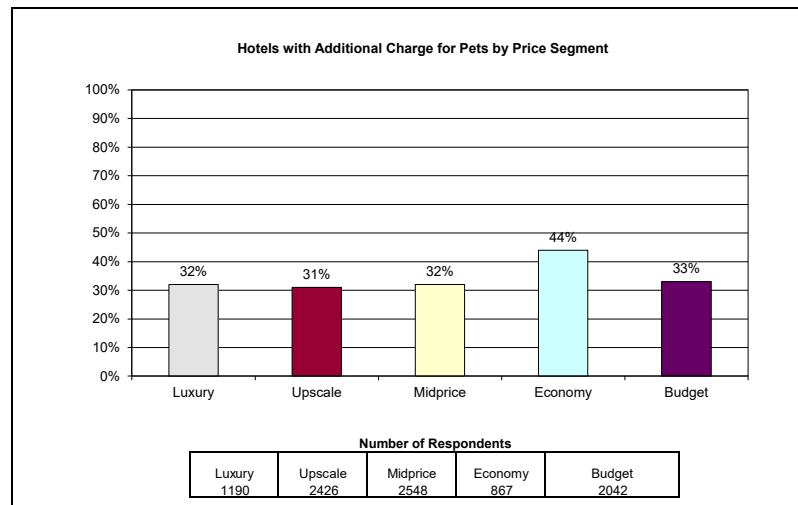
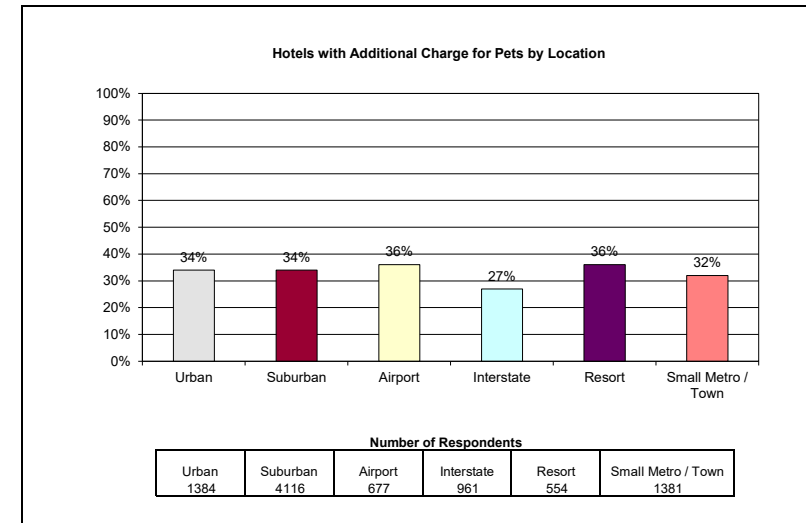
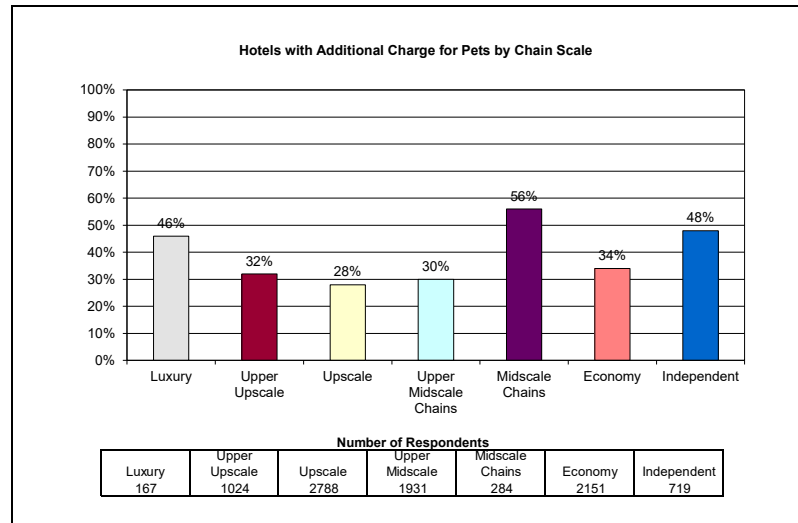
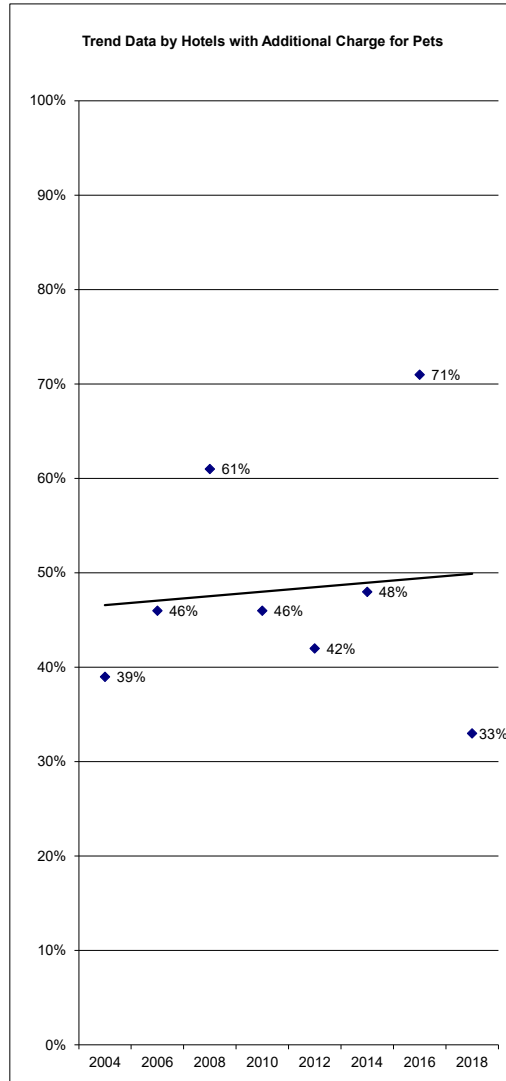
Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.

Question 64: Percentage of Hotels with Pets Allowed



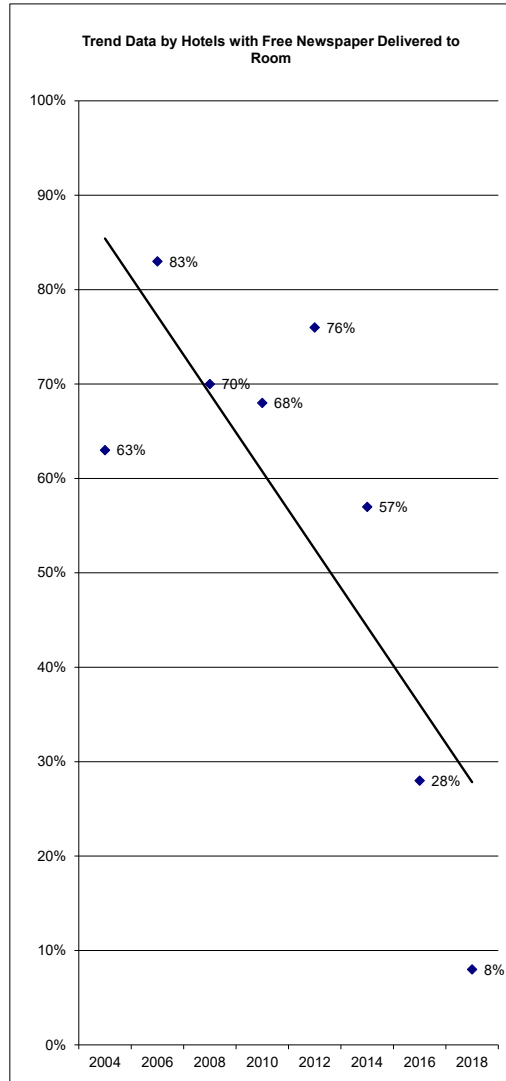
Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.

Question 65: Percentage of Hotels with Additional Charge for Pets

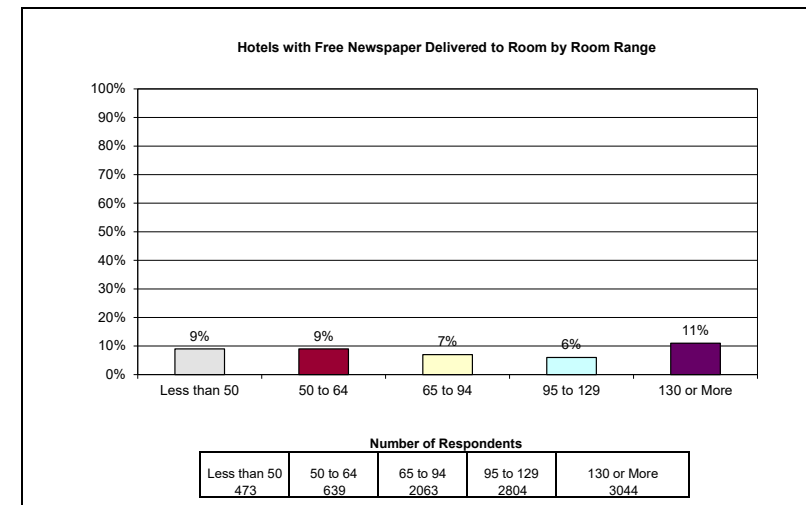
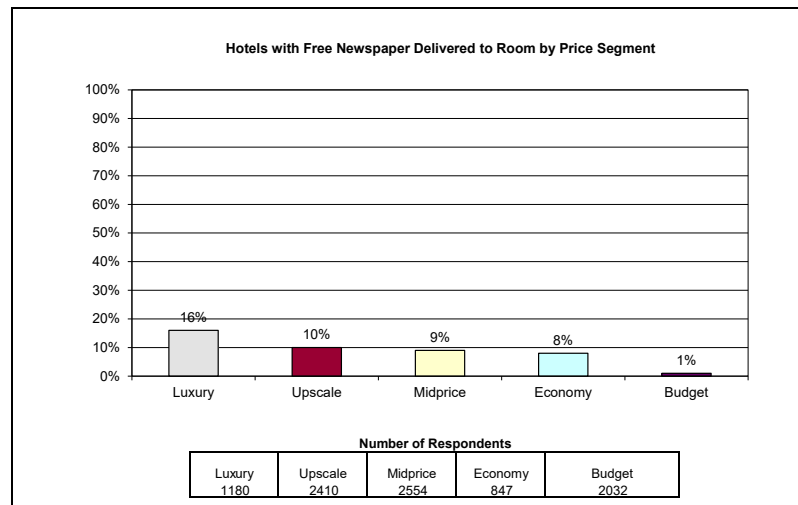
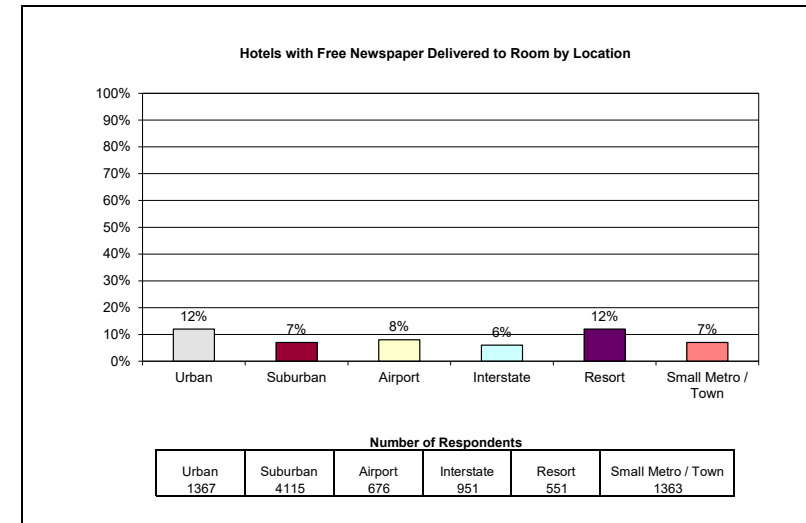
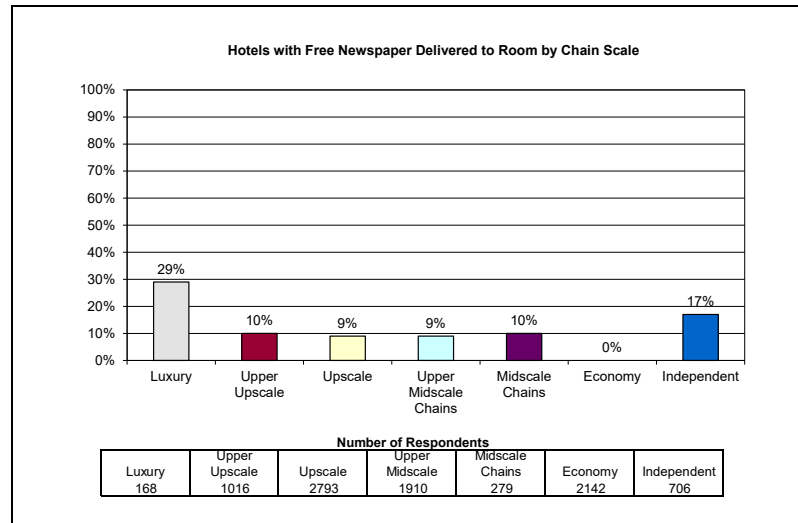


Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.

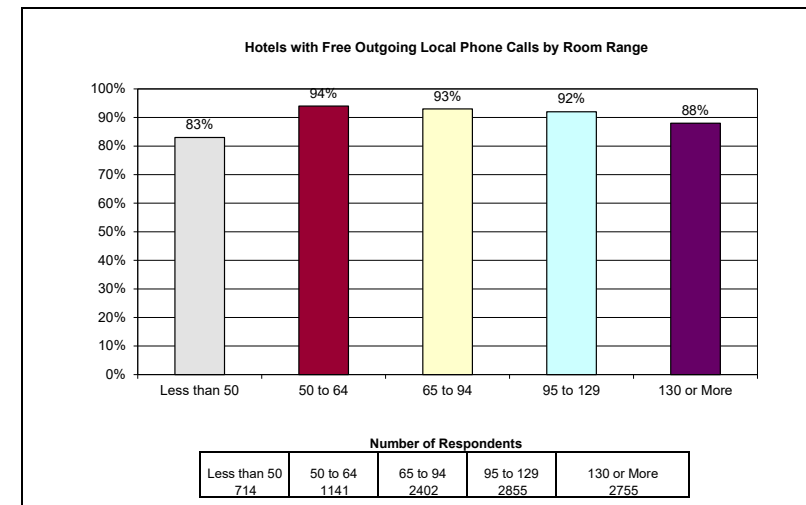
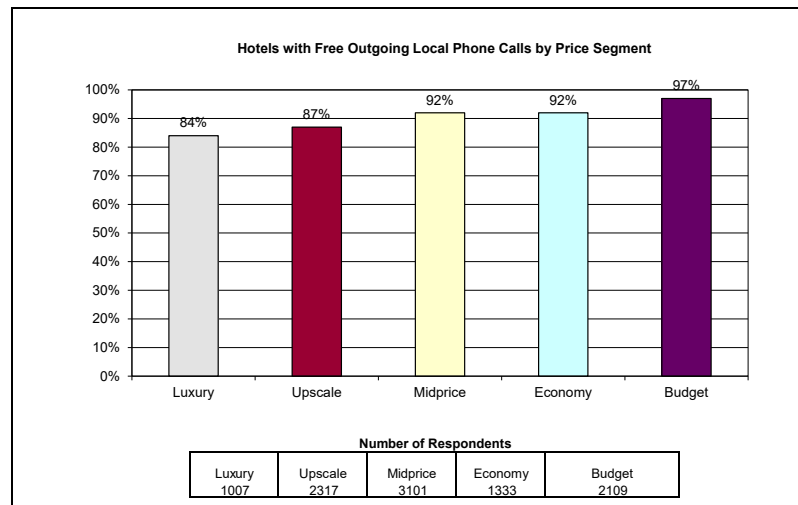
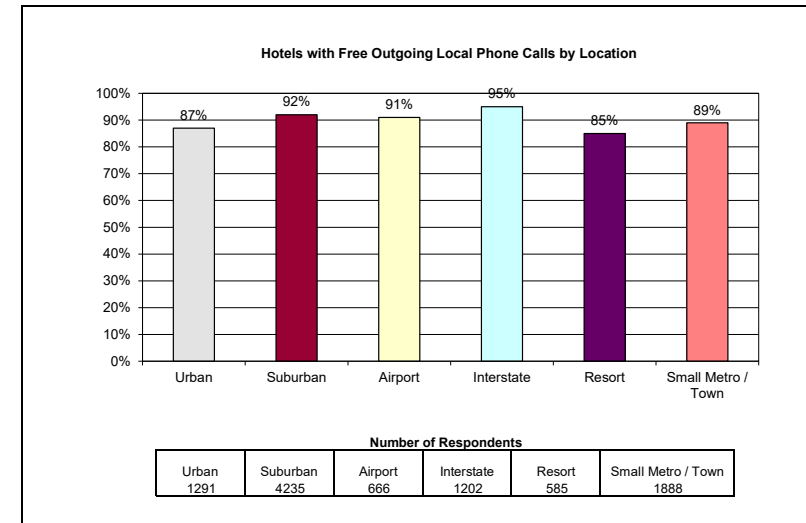
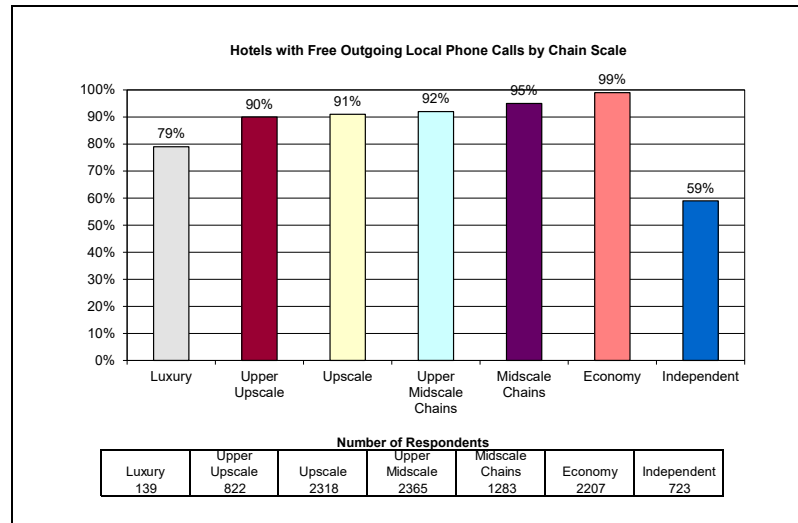
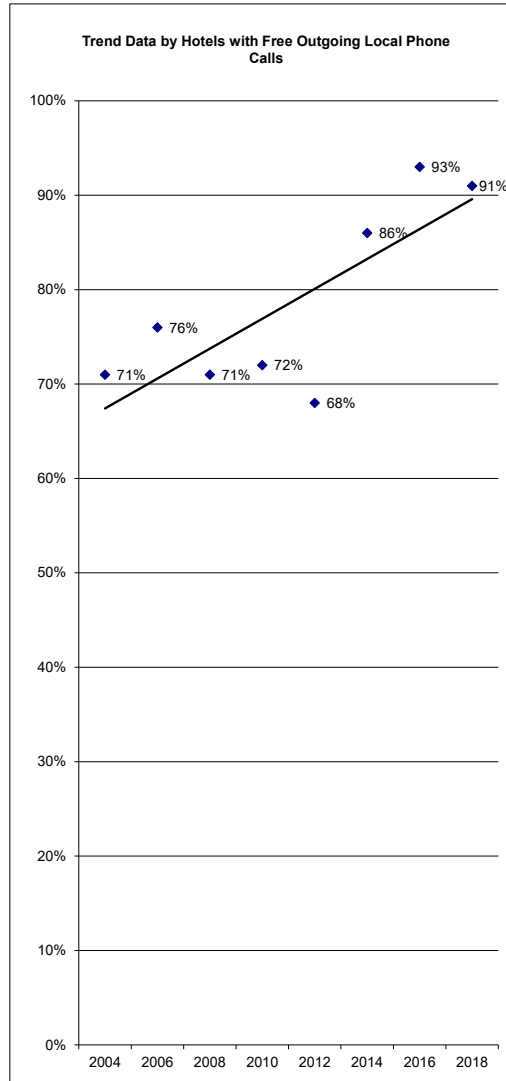
Question 66: Percentage of Hotels with Free Newspaper Delivered to Room⁹



Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.

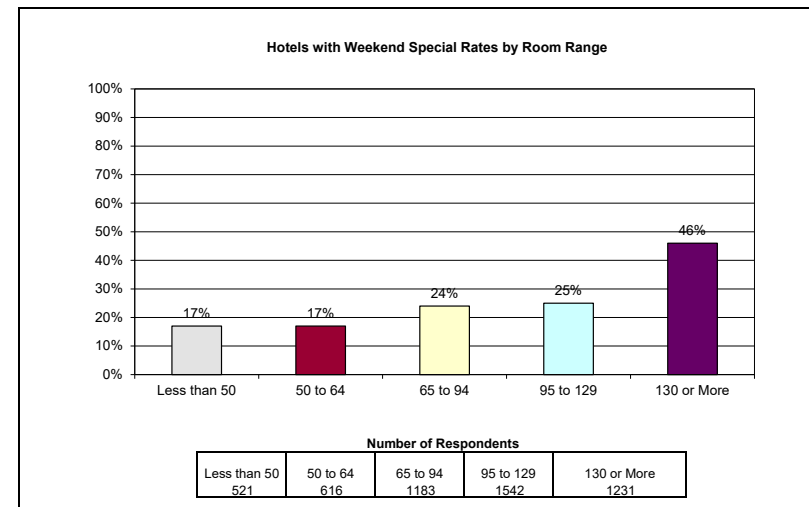
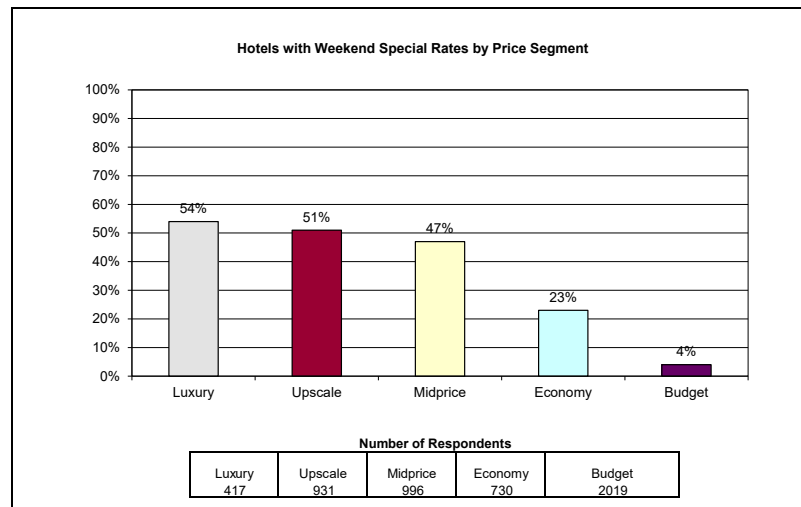
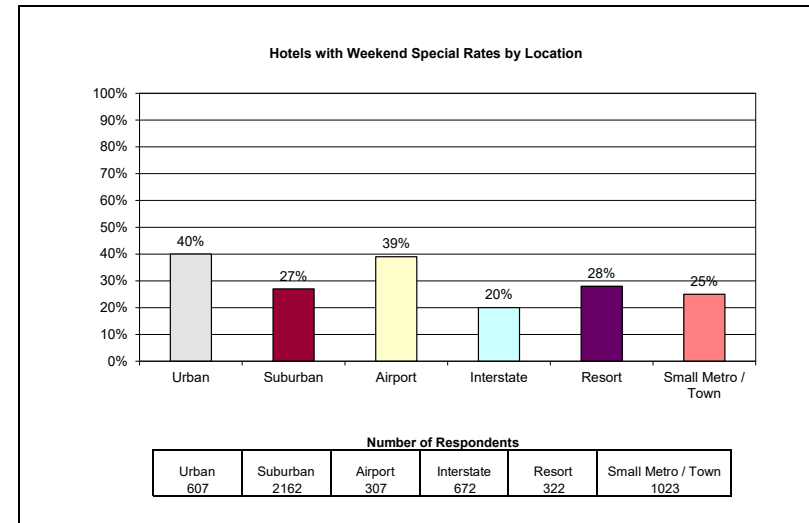
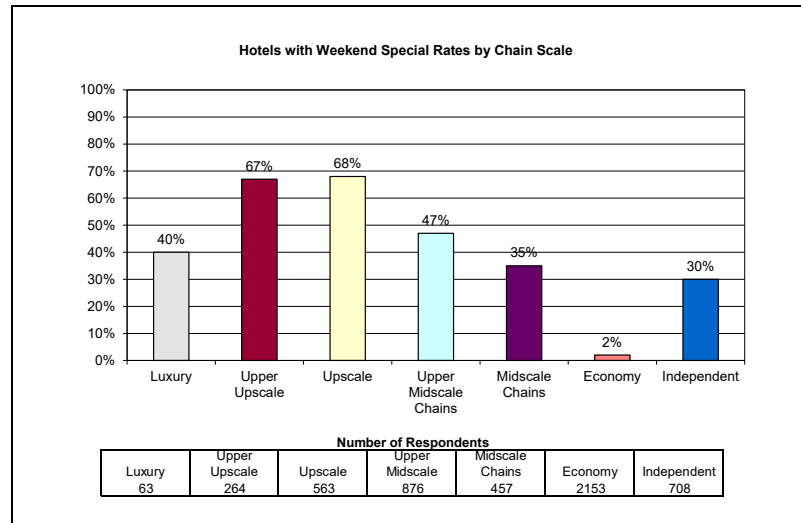
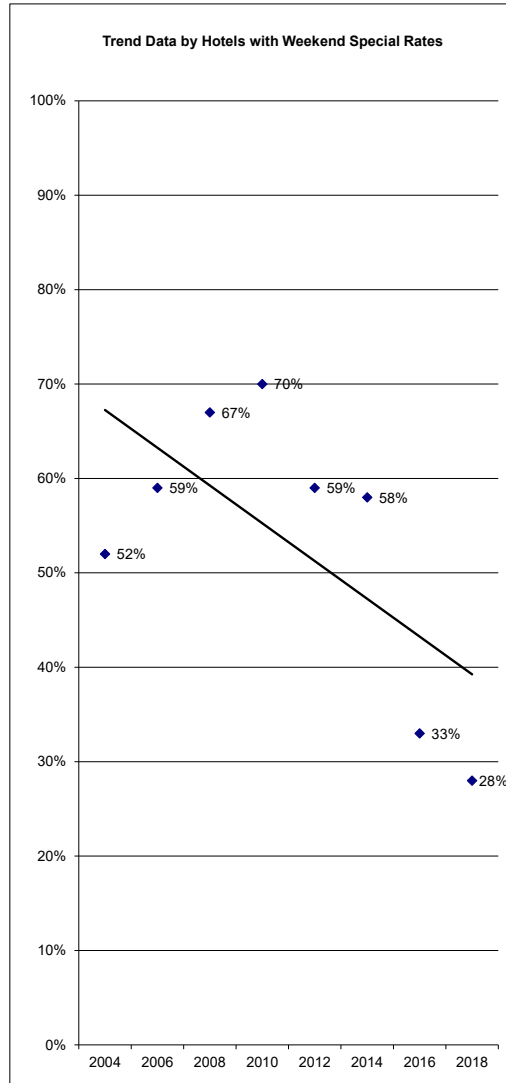


Question 67: Percentage of Hotels with Free Outgoing Local Phone Calls



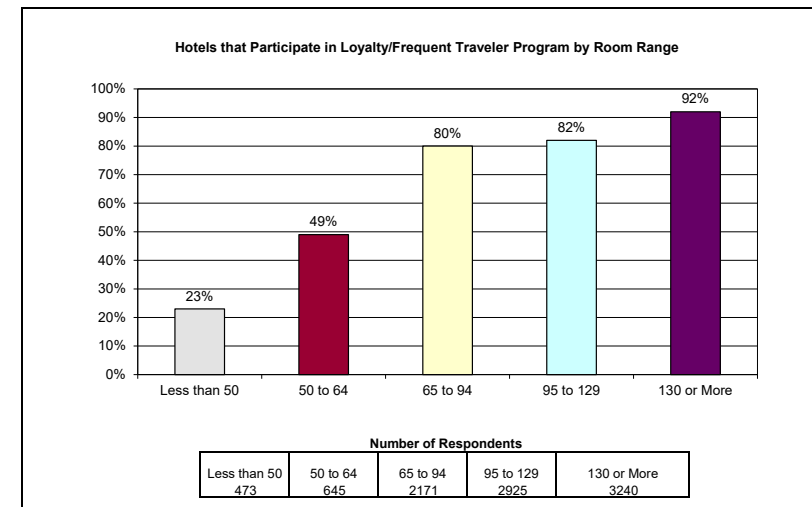
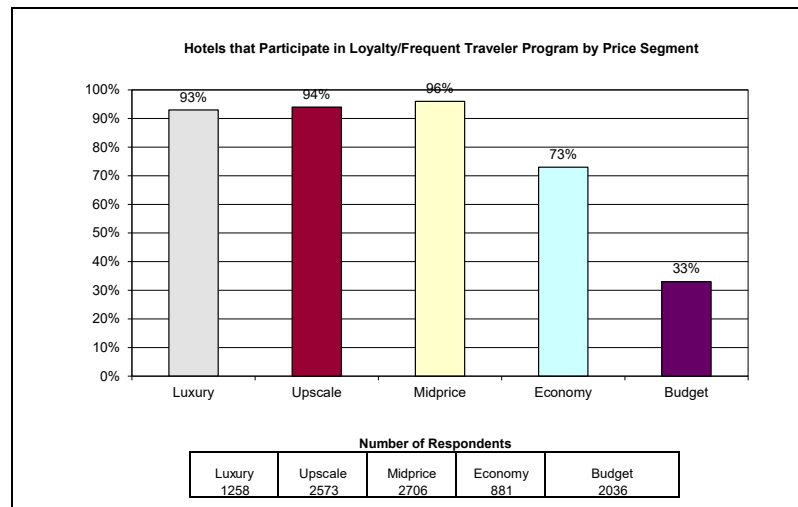
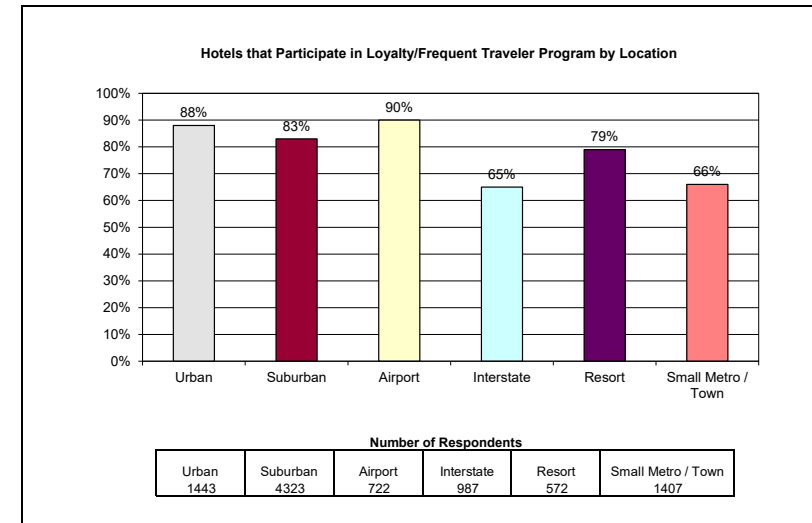
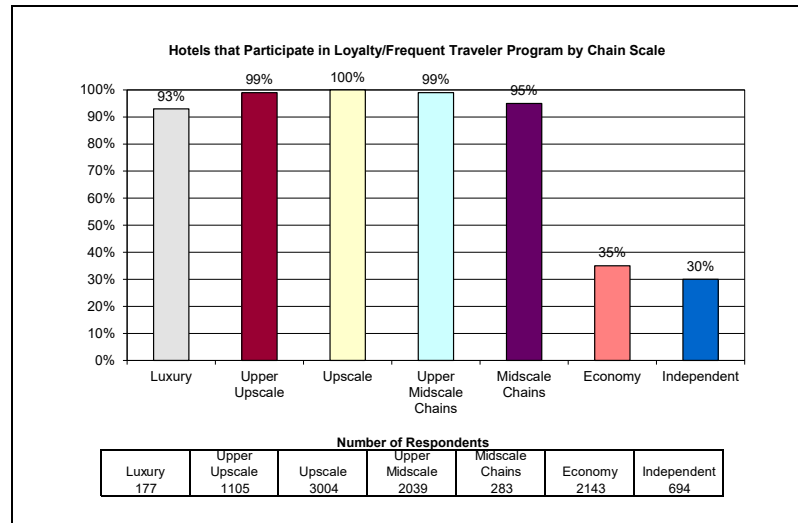
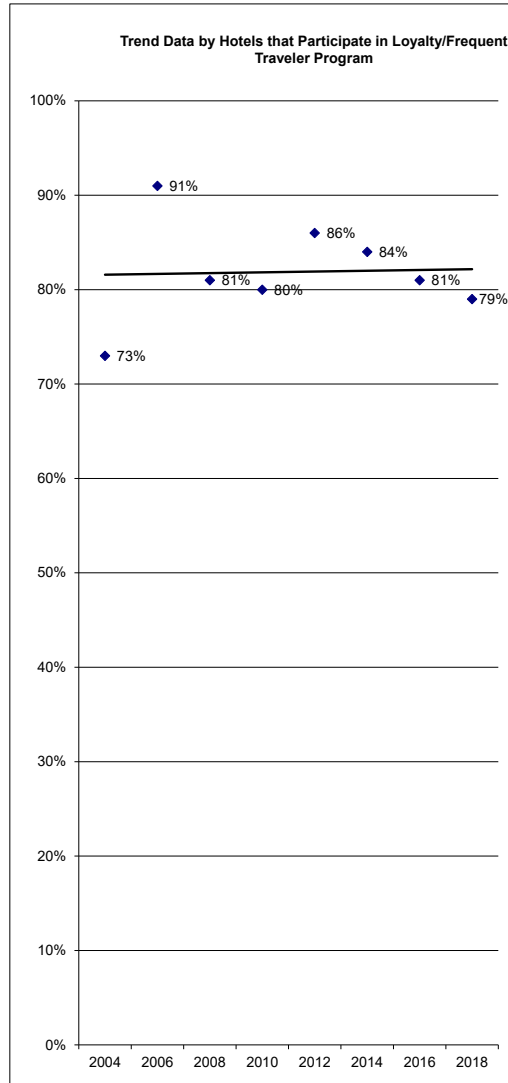
Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.

Question 68: Percentage of Hotels with Weekend Special Rates



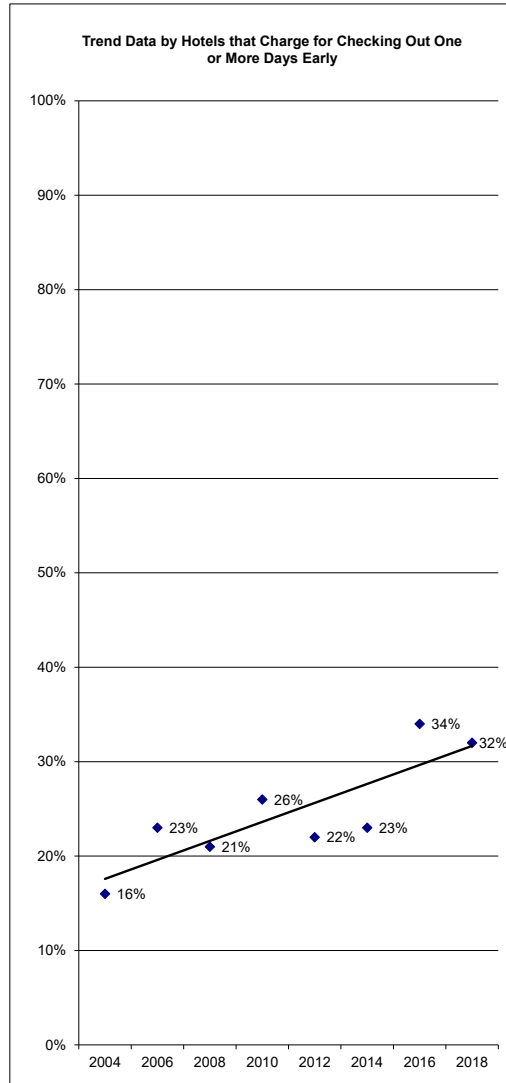
Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.

Question 69: Percentage of Hotels that Participate in Loyalty/Frequent Traveler Program¹⁰

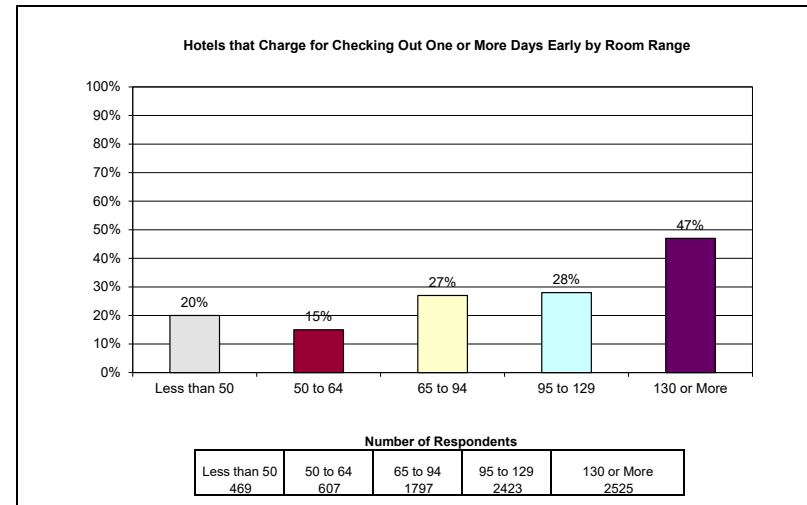
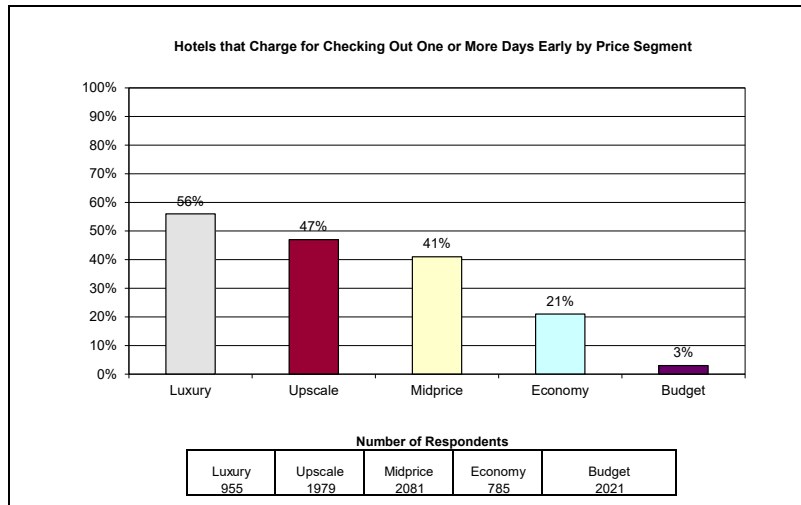
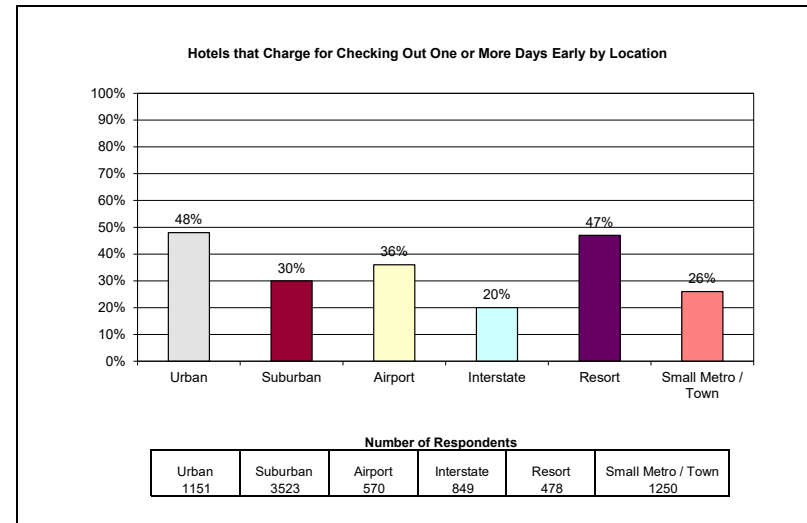
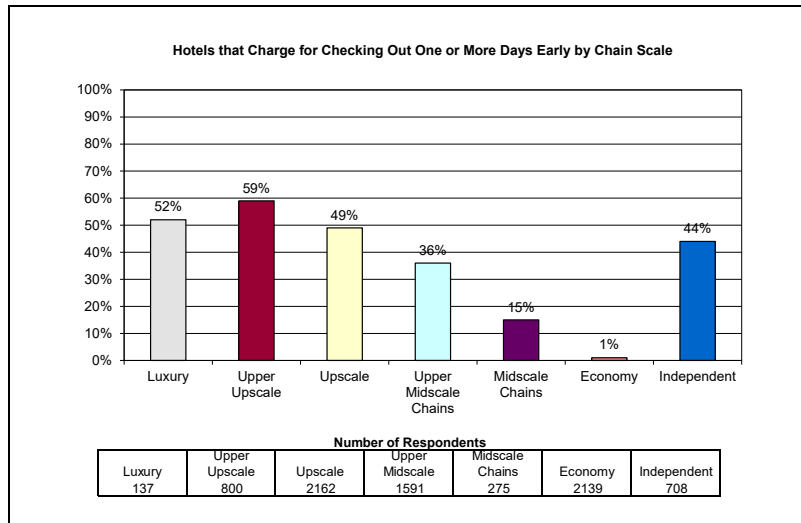


Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.

Question 70: Percentage of Hotels that Charge for Checking Out One or More Days Early



Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.



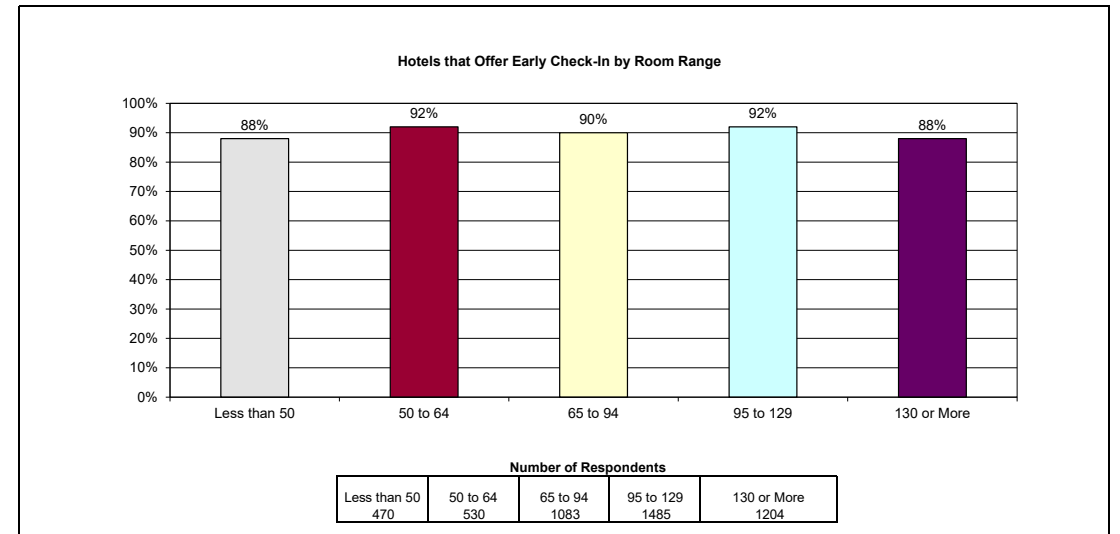
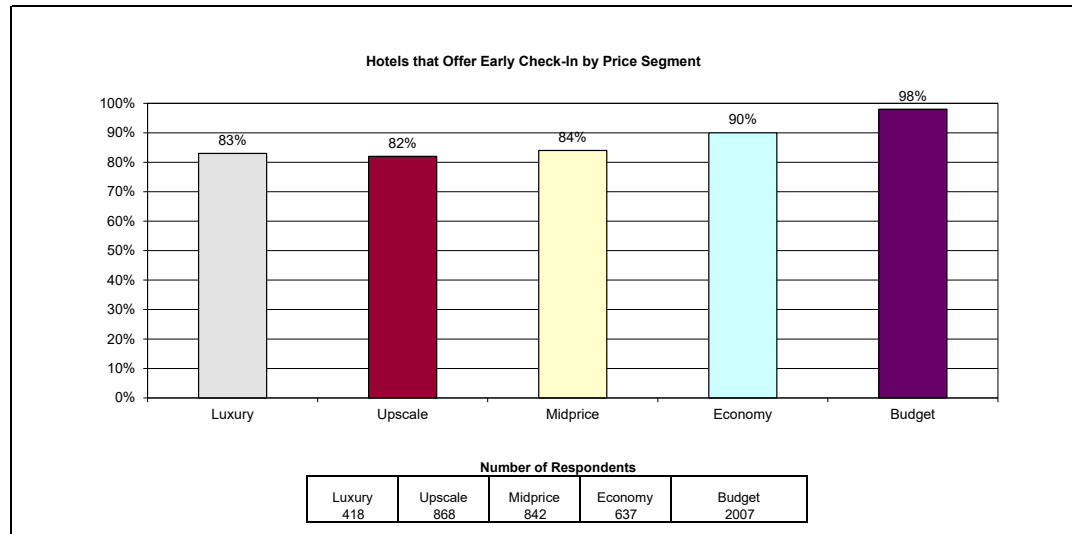
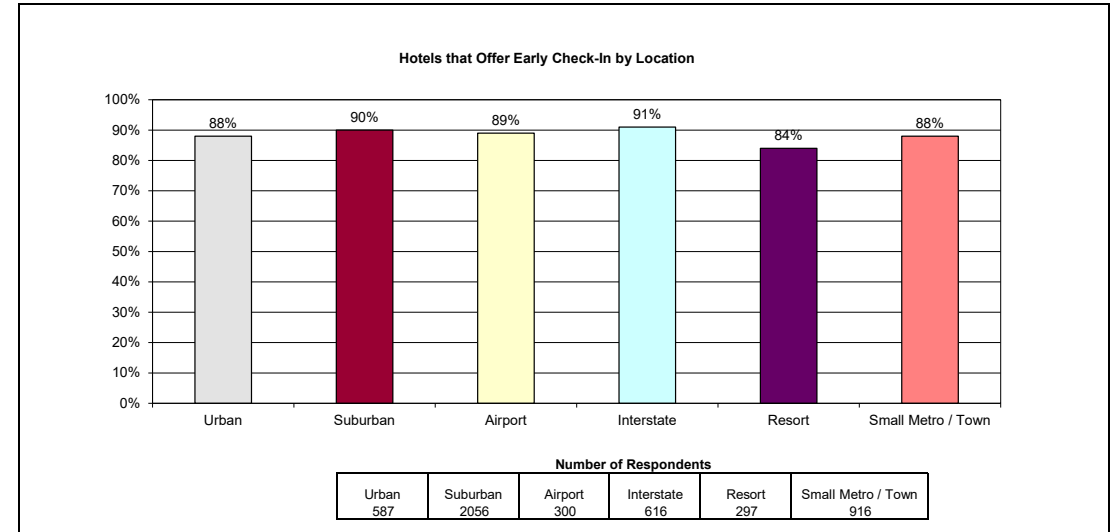
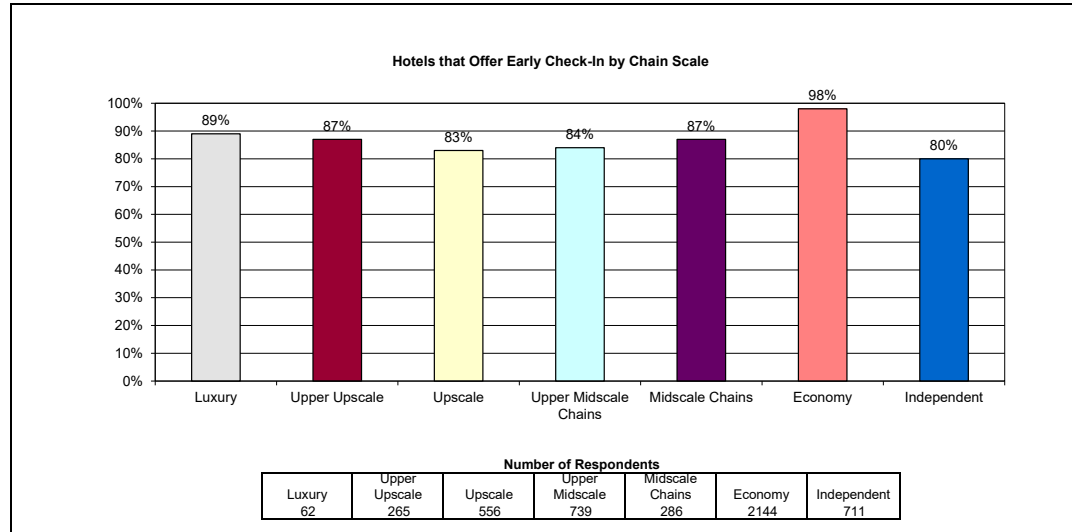
Question 70: Percentage of Hotels that Charge for Checking Out One or More Days Early



Chain Scale	Location Type	Price Segment	Room Range	Age of Property	Region	AHLA		Total Respondents
						Yes	No	
Chain Scale	Luxury							137
	Upper Upscale							800
	Upscale							2162
	Upper Midscale Chains							1591
	Midscale Chains							275
	Economy							2139
Independent							708	
Location Type (exclusive)	Urban							1151
	Suburban							3523
	Airport							570
	Interstate							849
	Resort							478
	Small Metro / Town							1250
Price Segment	Luxury							955
	Upscale							1979
	Midprice							2081
	Economy							785
	Budget							2021
Room Range	Less than 50							469
	50 to 64							607
	65 to 94							1797
	95 to 129							2423
	130 or More							2525
Age of Property	Less than 8 years							1463
	8 to 14 years							1226
	15 to 19 years							1109
	20 to 29 years							1679
	30 years or more							2344
Region	New England							307
	Middle Atlantic							638
	South Atlantic							1701
	East North Central							951
	East South Central							464
	West North Central							540
	West South Central							1264
	Mountain							722
	Pacific							1234
AHLA Member	Yes							4654
	No							3167
Overall Average								32
Total Respondents								7821

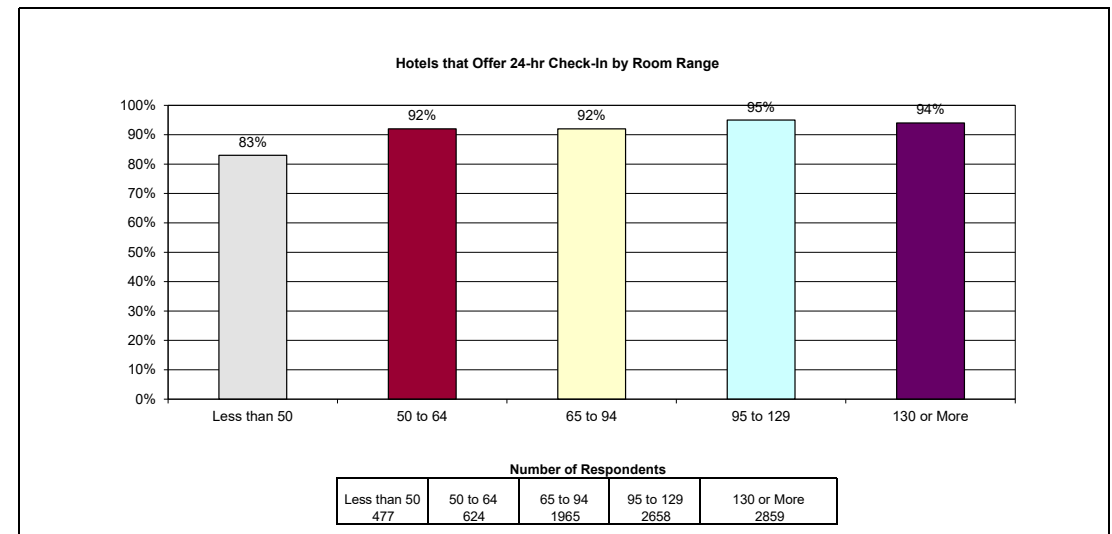
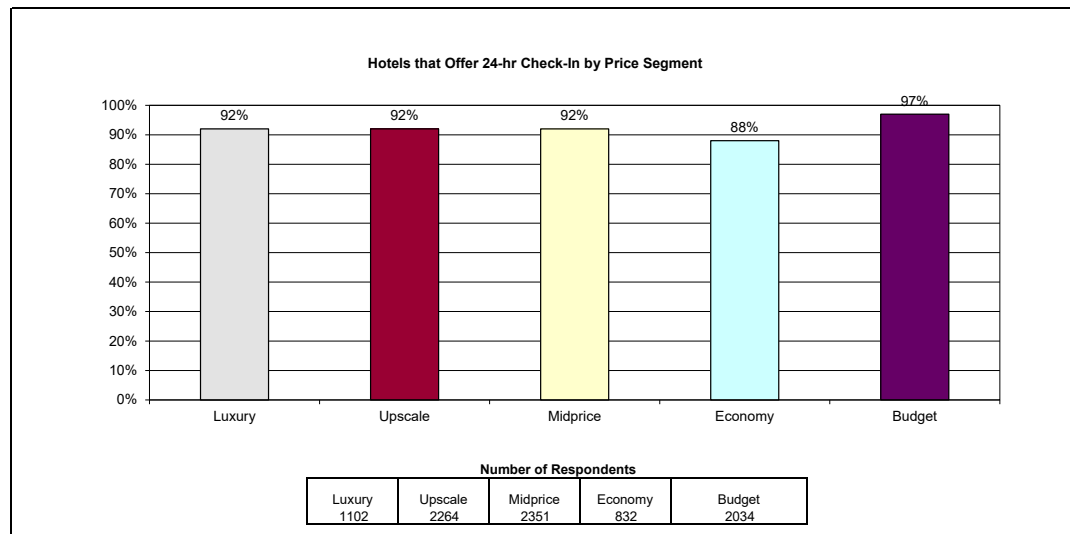
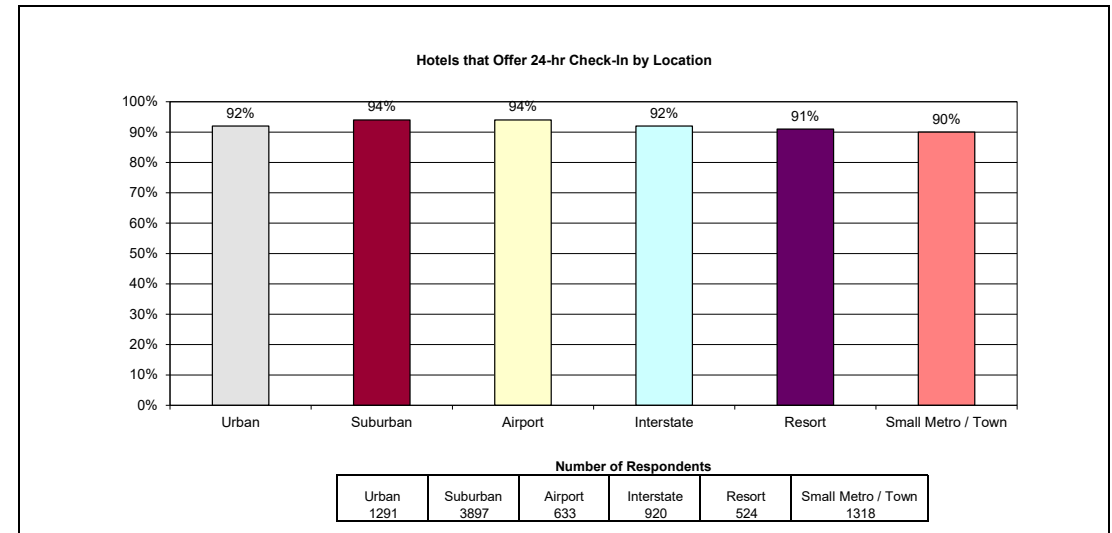
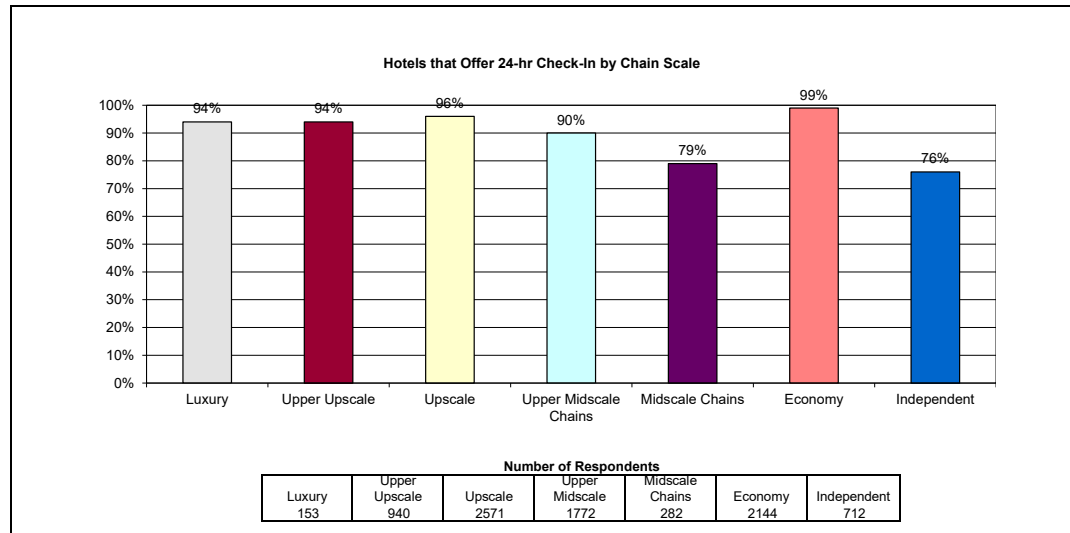
Does your property charge for checking out one or more days early? Yes or No
 Percentages are based on the number of 'Yes' respondents in each category divided by the total responding to the question.
 For example, 3% of all responding Economy properties in a Urban location charge for checking out one or more days early.
 An 'X' indicates that there were no respondents to the question in that category.

Question 71: Percentage of Hotels that Offer Early Check-In¹¹



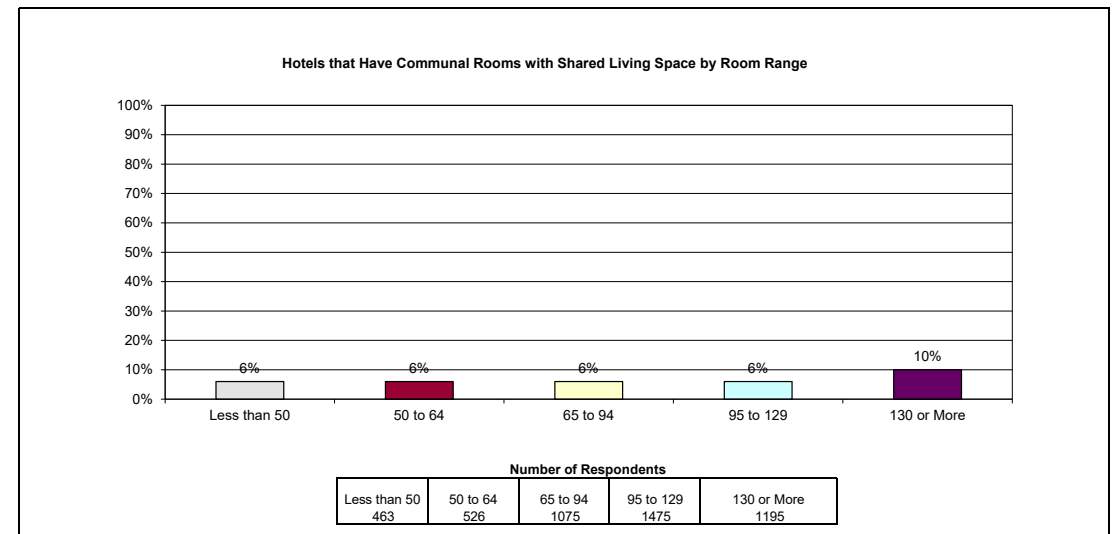
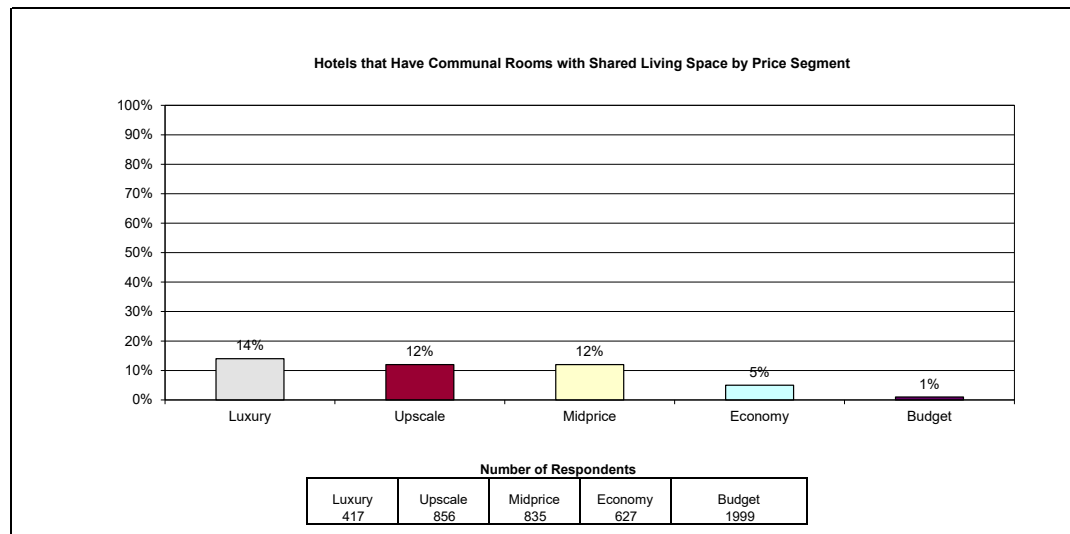
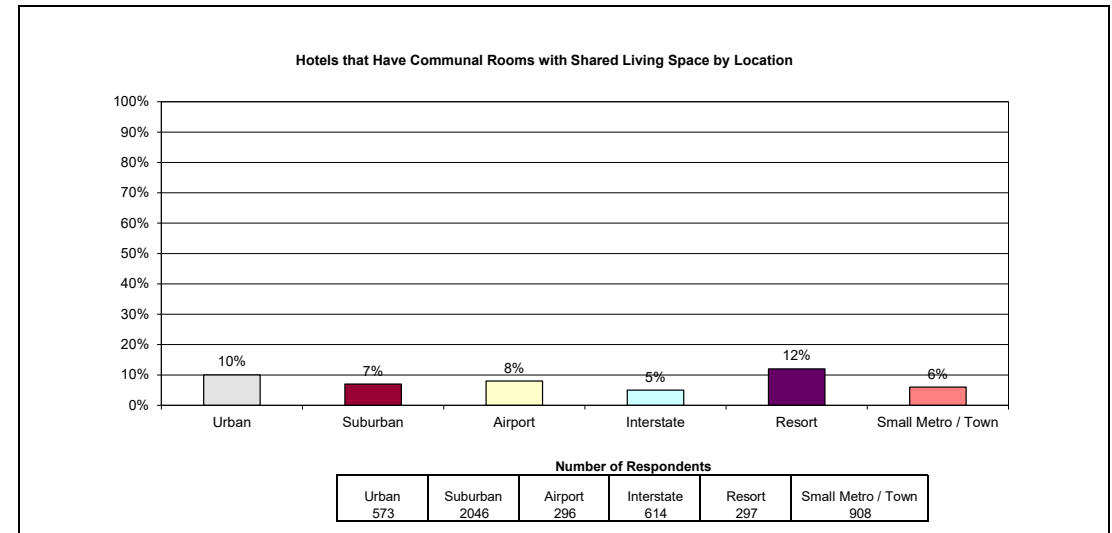
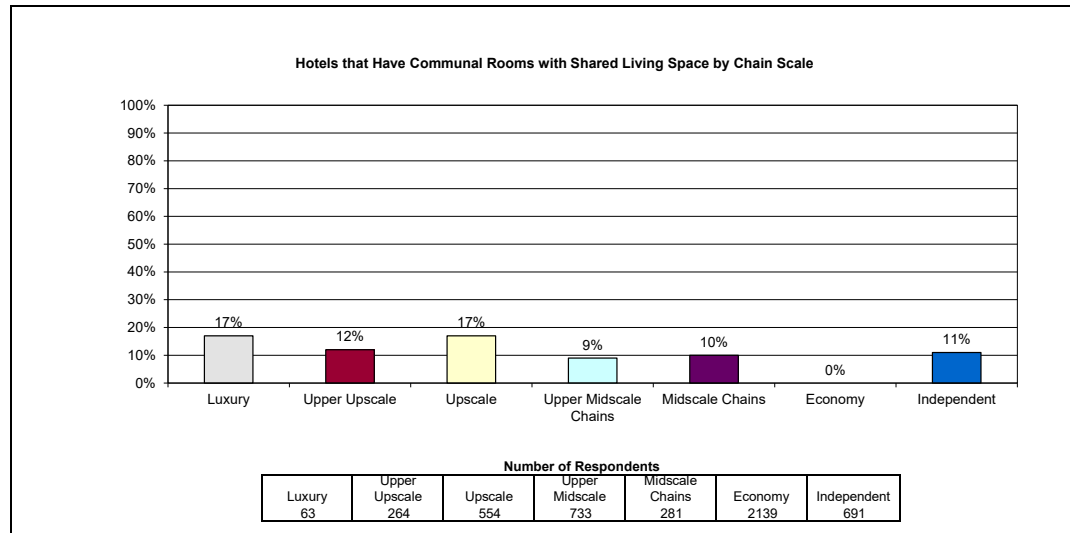
Historical Data does not exist due to question being introduced this year.

Question 72: Percentage of Hotels that Offer 24-hr Check-In¹²



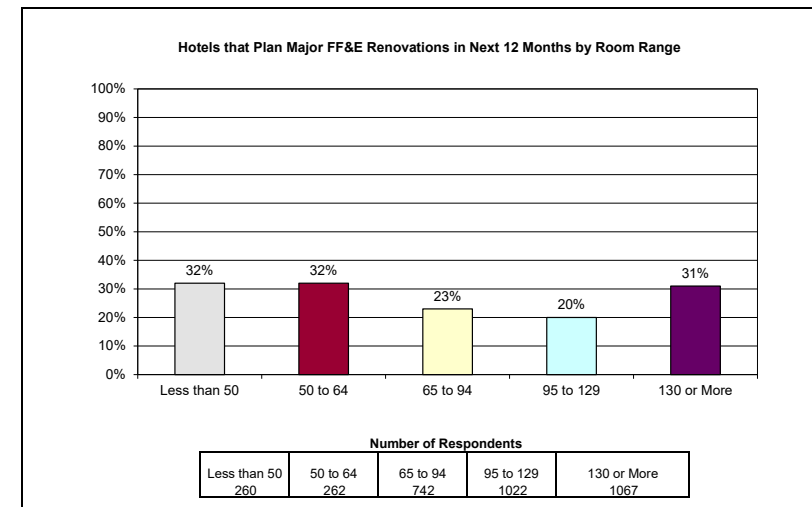
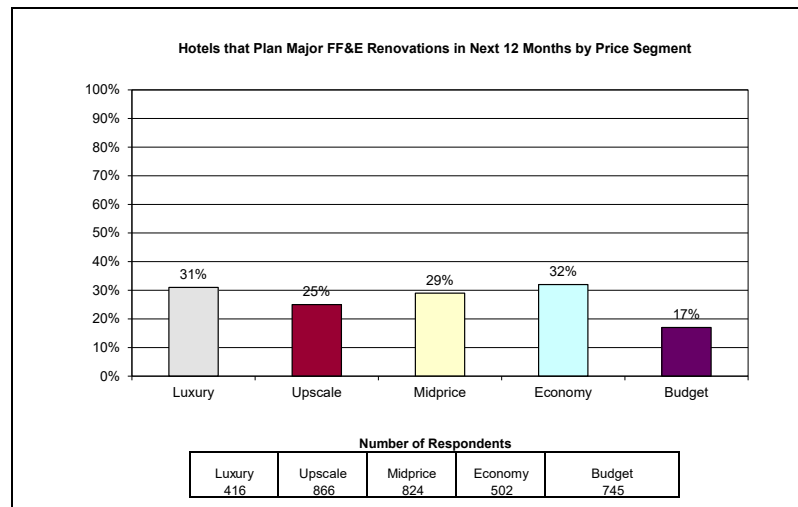
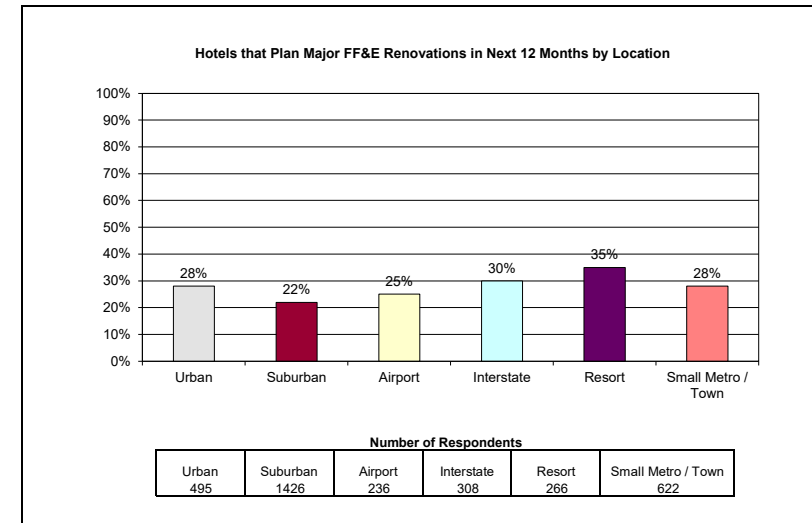
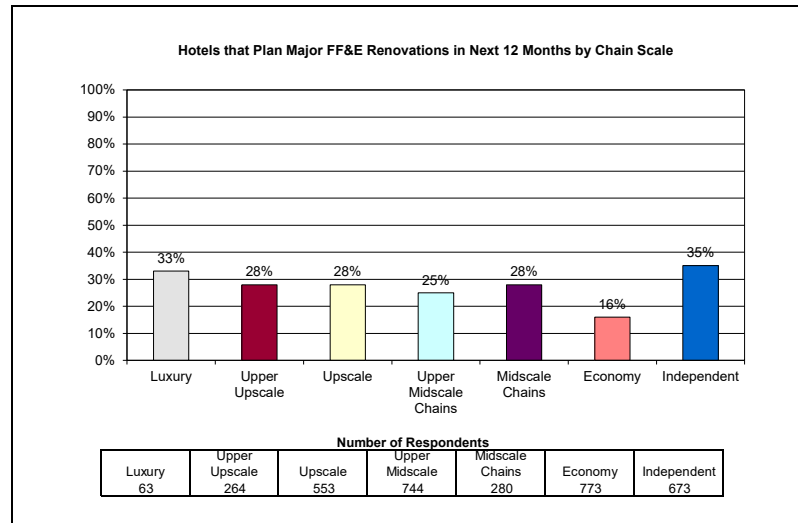
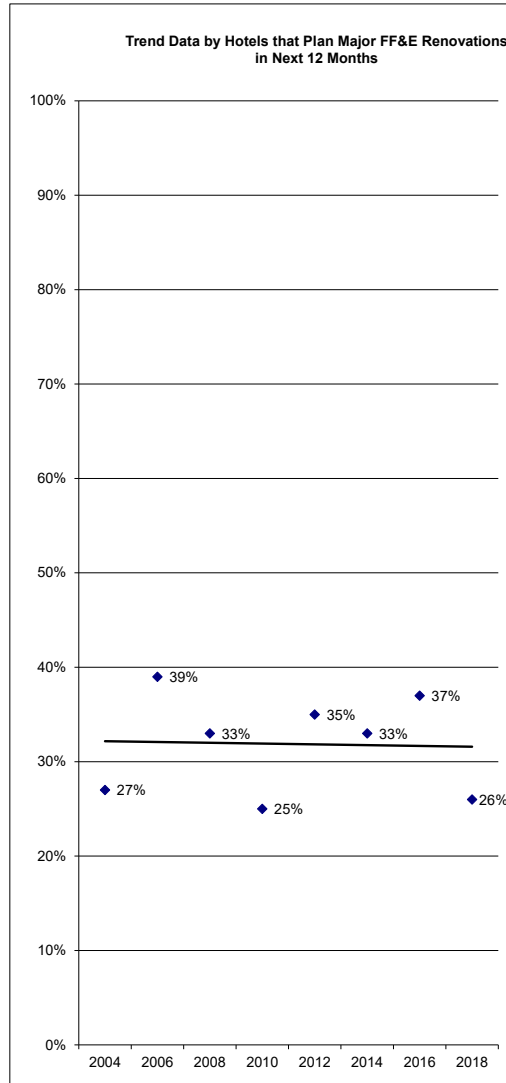
Historical Data does not exist due to question being introduced this year.

Question 73: Percentage of Hotels that Have Communal Rooms with Shared Living Space¹³



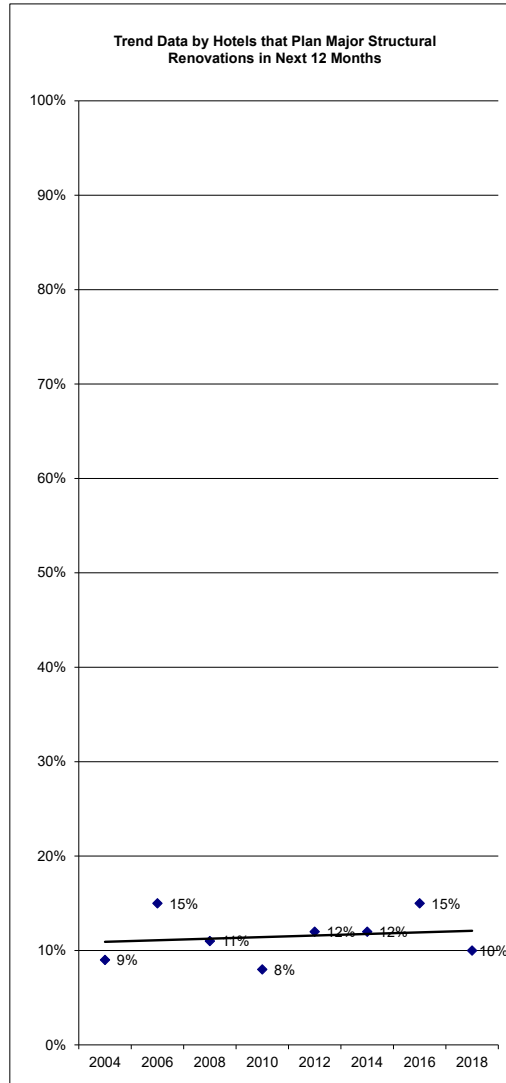
Historical Data does not exist due to question being introduced this year.

Question 74: Percentage of Hotels that Plan Major FF&E Renovations in Next 12 Months

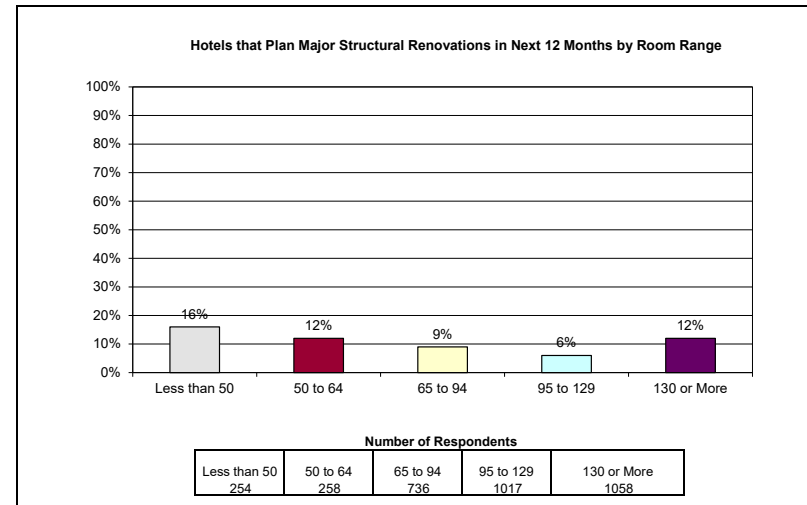
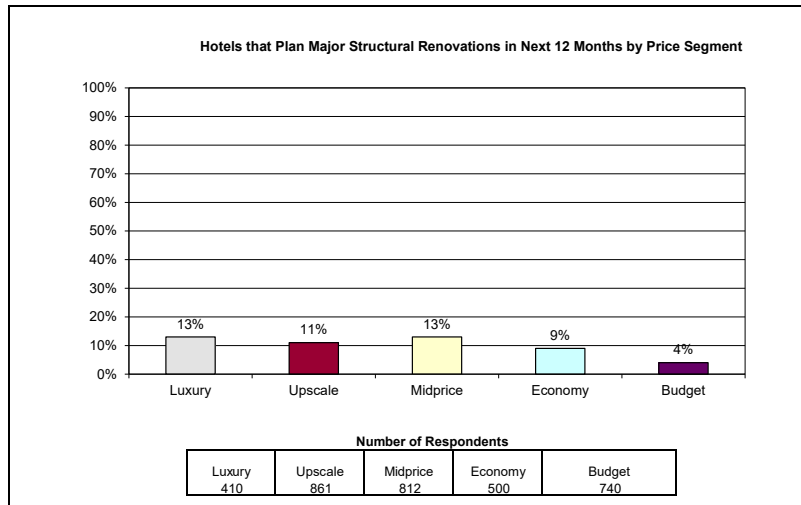
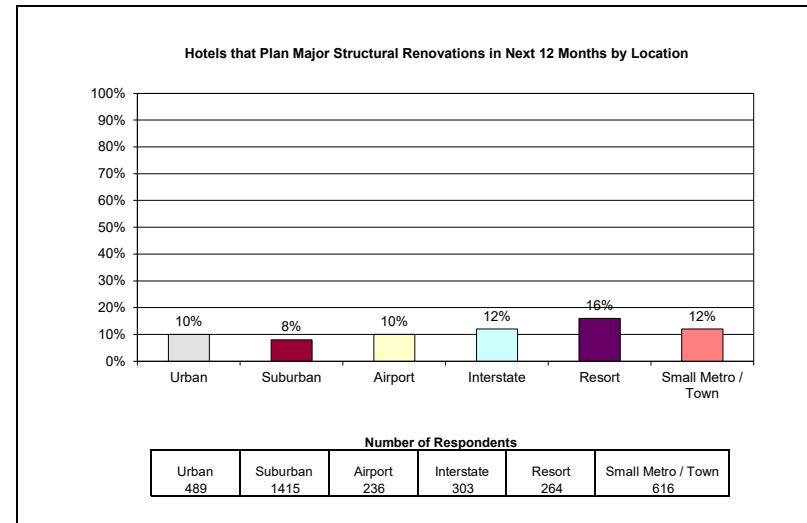
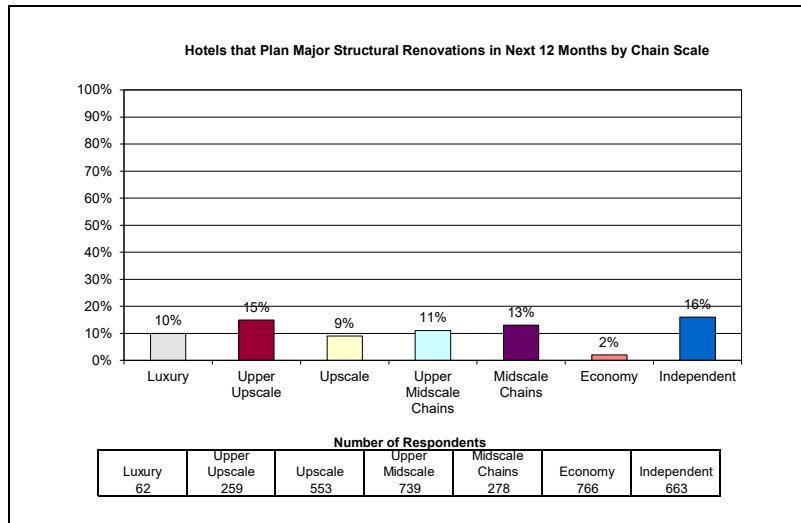


Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.

Question 75: Percentage of Hotels that Plan Major Structural Renovations in Next 12 Months



Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.



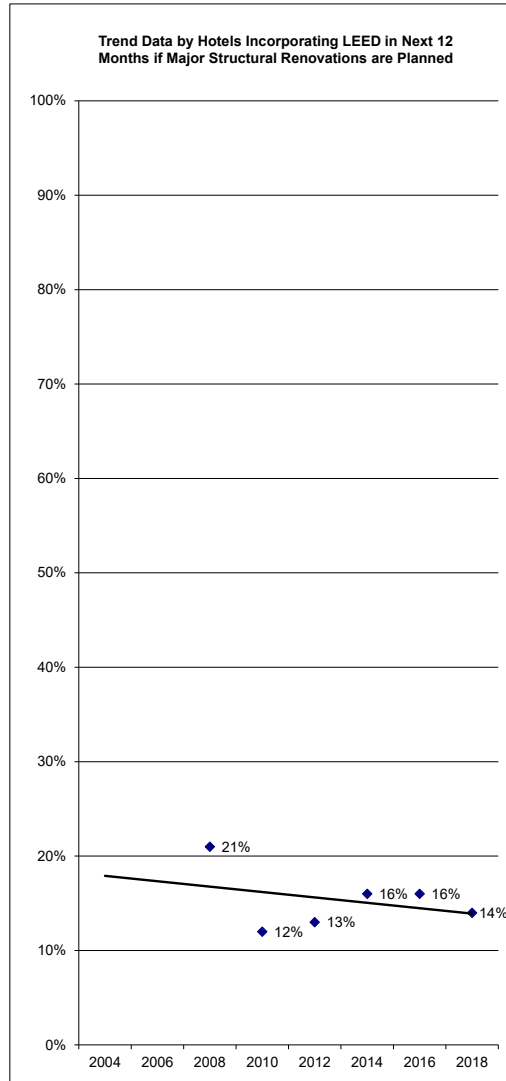
Question 75: Percentage of Hotels that Plan Major Structural Renovations in Next 12 Months



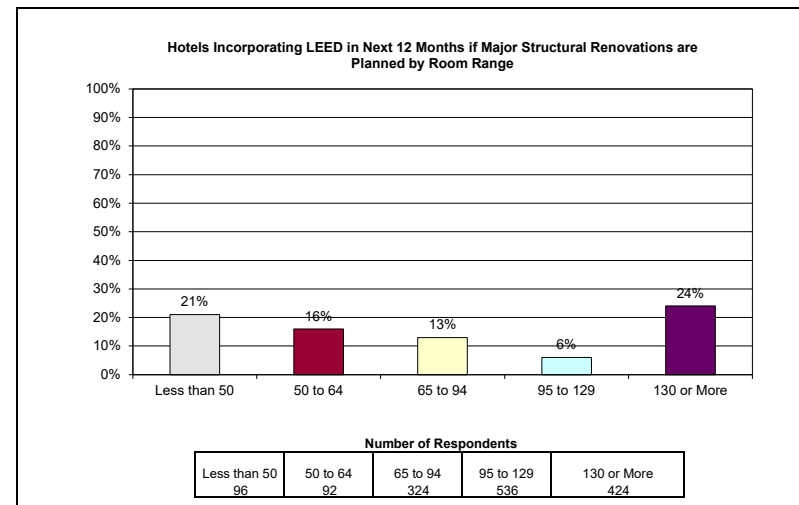
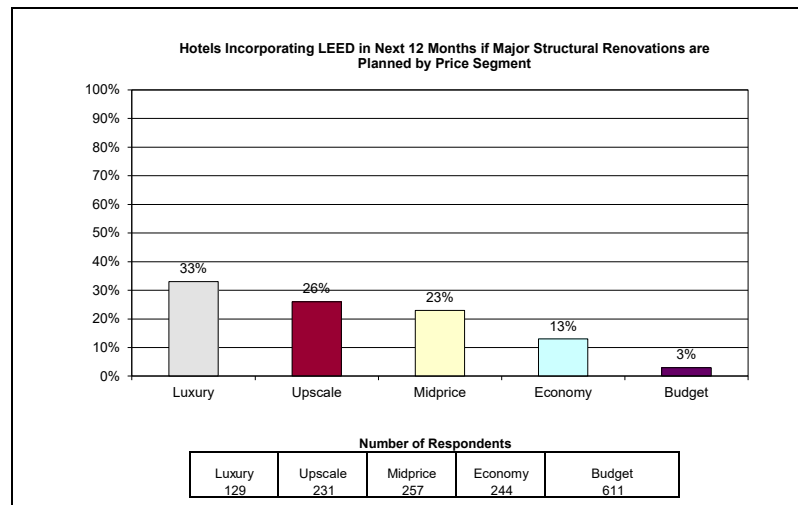
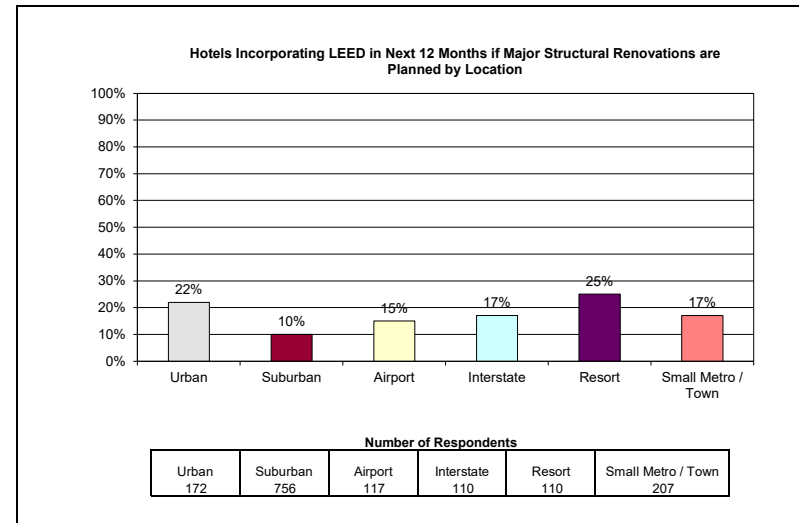
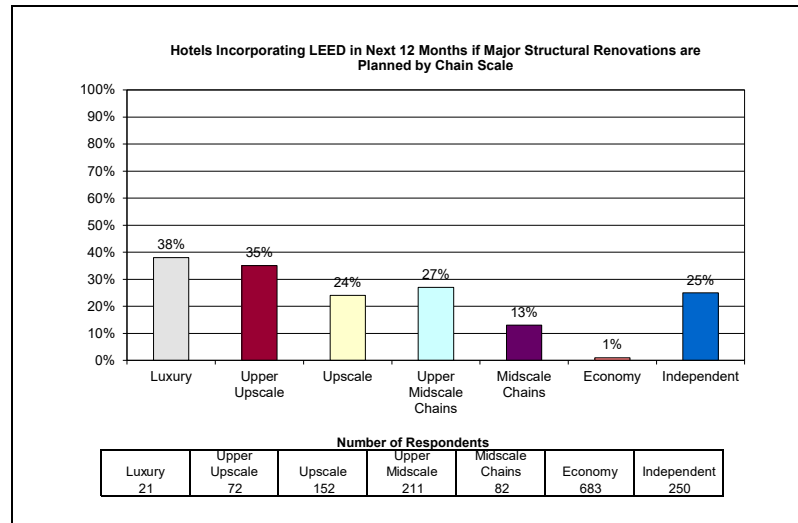
Chain Scale	Location Type	Price Segment	Room Range	Age of Property	Region	AHLA		Total Respondents																													
						Yes	No	Yes	No																												
Luxury	Upper Upscale	Midscale Chains	Economy	Independent	Urban	Suburban	Airport	Interstate	Resort	Small Metro / Town	Luxury	Upscale	Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	West North Central	West South Central	Mountain	Pacific	Yes	No	Total	
Chain Scale	Luxury																																			62	
	Upper Upscale																																				259
	Upscale																																				553
	Upper Midscale Chains																																				739
	Midscale Chains																																				278
	Economy																																				766
	Independent																																				663
Location Type (exclusive)	Urban																																			489	
	Suburban																																				1415
	Airport																																				236
	Interstate																																				303
	Resort																																				264
	Small Metro / Town																																				616
Price Segment	Luxury																																				410
	Upscale																																				861
	Midprice																																				812
	Economy																																				500
	Budget																																				740
Room Range	Less than 50																																			254	
	50 to 64																																			258	
	65 to 94																																			736	
	95 to 129																																			1017	
	130 or More																																			1058	
Age of Property	Less than 8 years																																			555	
	8 to 14 years																																			490	
	15 to 19 years																																			542	
	20 to 29 years																																			886	
	30 years or more																																			850	
Region	New England																																			133	
	Middle Atlantic																																			290	
	South Atlantic																																			719	
	East North Central																																			428	
	East South Central																																			200	
	West North Central																																			261	
	West South Central																																			465	
	Mountain																																			292	
	Pacific																																			535	
AHLA Member	Yes																																			1996	
	No																																			1327	
Overall Average																																				10	
Total Respondents																																				3323	

Is your property planning a major structural renovation in the next 12 months?
 Percentages are based on the number of 'Yes' respondents in each category divided by the total responding to the question.
 For example, 4% of all responding Economy properties in a Urban location.
 An 'X' indicates that there were no respondents to the question in that category.

Question 76: Percentage of Hotels Incorporating LEED in Next 12 Months if Major Structural Renovations are Planned



Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.
 Historical Data does not exist prior to 2008 due to question being first introduced that year.



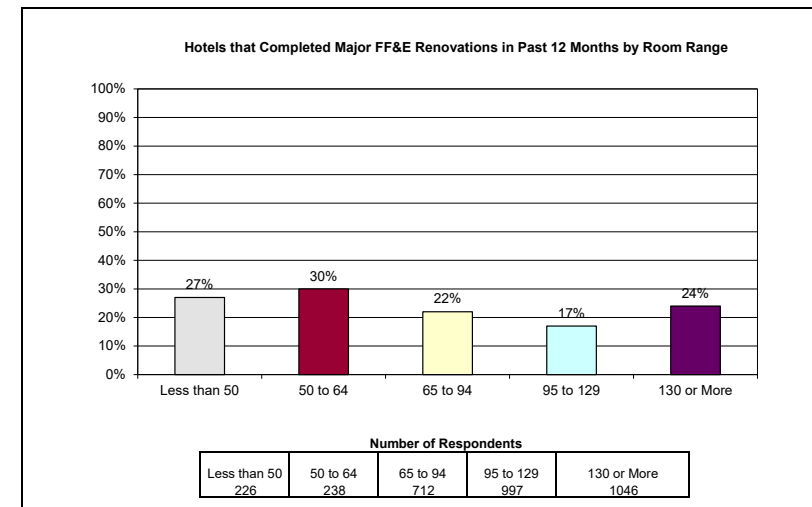
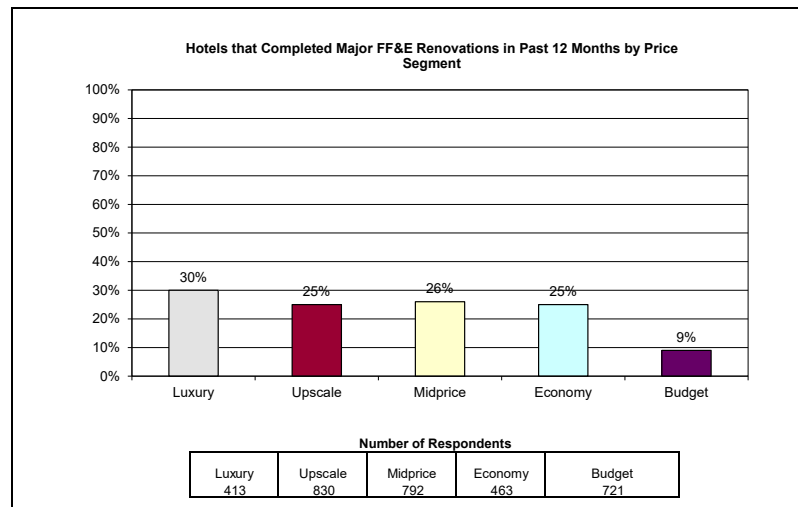
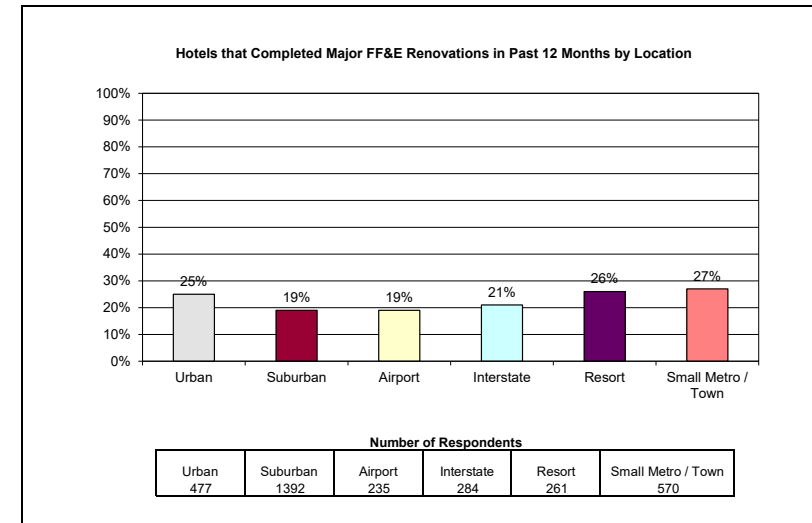
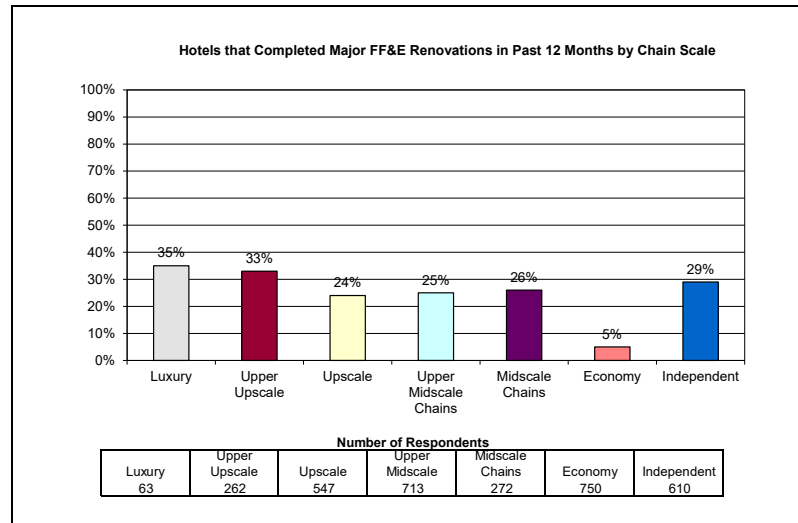
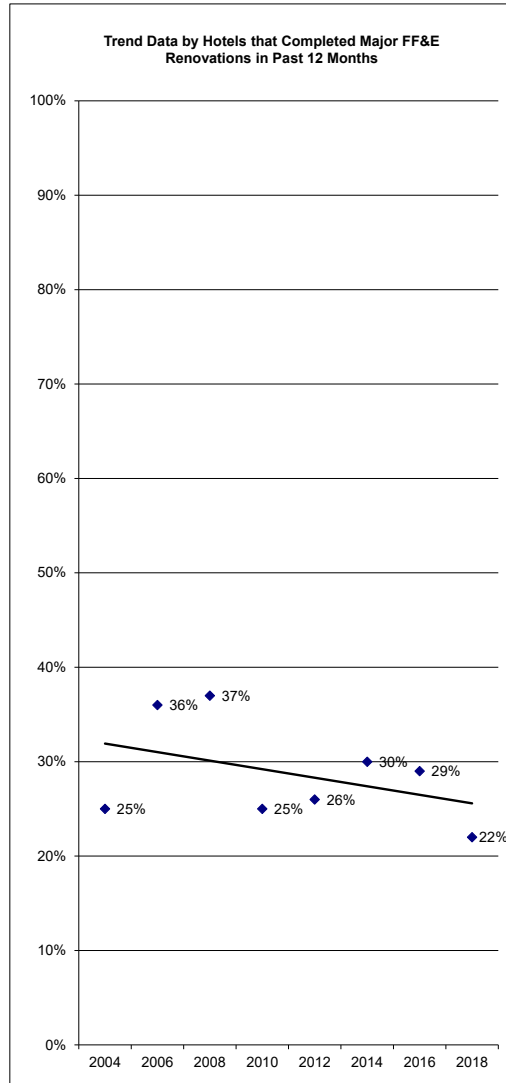
Question 76: Percentage of Hotels Incorporating LEED in Next 12 Months if Major Structural Renovations are Planned



Chain Scale	Location Type	Price Segment	Room Range	Age of Property	Region										AHLA		Total Respondents										
					New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	Yes	No	Yes	No										
Luxury	Upper Upscale	Upscale	Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	Yes	No	
Luxury																											
Upper Upscale																											
Upscale																											
Upper Midscale Chains																											
Midscale Chains																											
Economy																											
Independent																											
Urban																											
Suburban																											
Airport																											
Interstate																											
Resort																											
Small Metro / Town																											
Luxury																											
Upscale																											
Midprice																											
Economy																											
Budget																											
Less than 50																											
50 to 64																											
65 to 94																											
95 to 129																											
130 or More																											
Less than 8 years																											
8 to 14 years																											
15 to 19 years																											
20 to 29 years																											
30 years or more																											
New England																											
Middle Atlantic																											
South Atlantic																											
East North Central																											
East South Central																											
West North Central																											
West South Central																											
Mountain																											
Pacific																											
Yes																											
No																											
Overall Average																											
Total Respondents																											

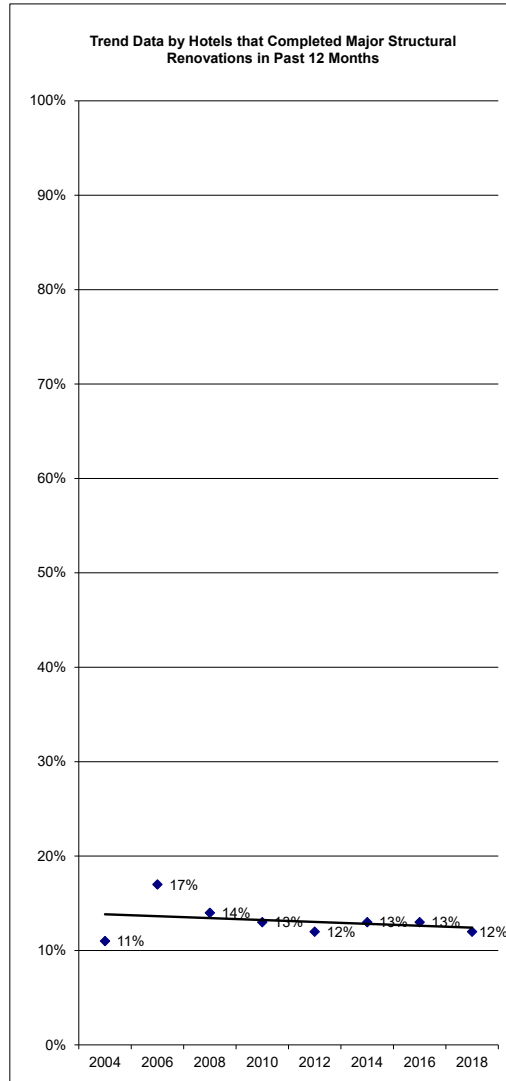
Is your property incorporating Leadership in Energy & Environmental Design in the next 12 months? [Asked only of those hotels with future 12 month FF&E renovation plans]
 Percentages are based on the number of 'Yes' respondents in each category divided by the total responding to the question.
 For example, 0% of all responding Economy properties in a Urban location.
 An 'X' indicates that there were no respondents to the question in that category.

Question 77: Percentage of Hotels that Completed Major FF&E Renovations in Past 12 Months

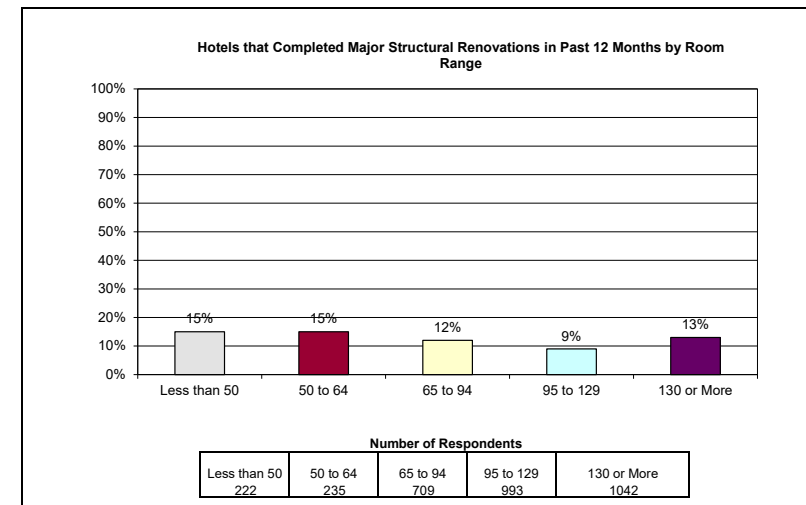
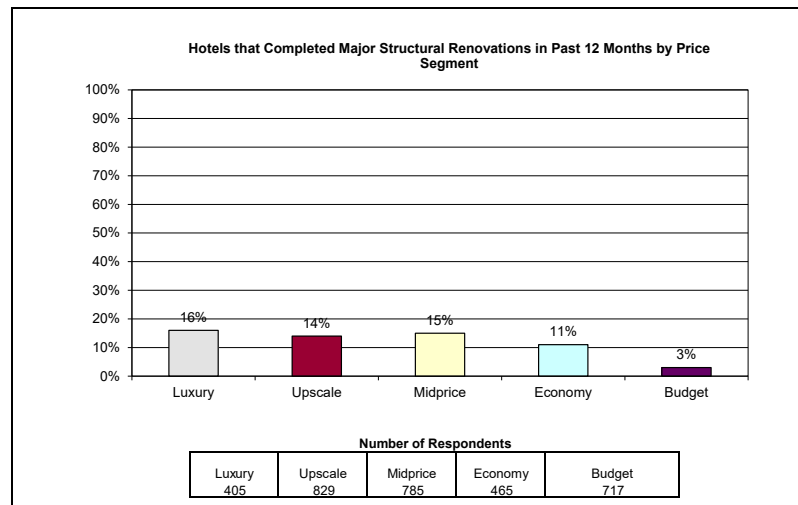
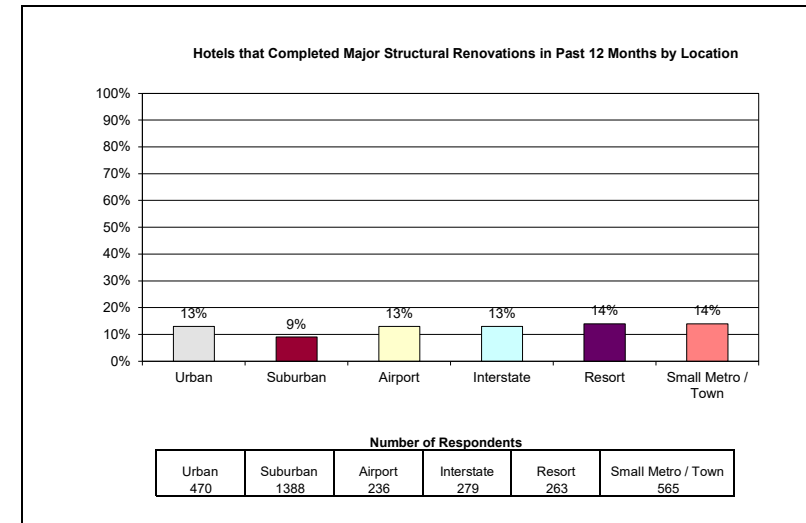
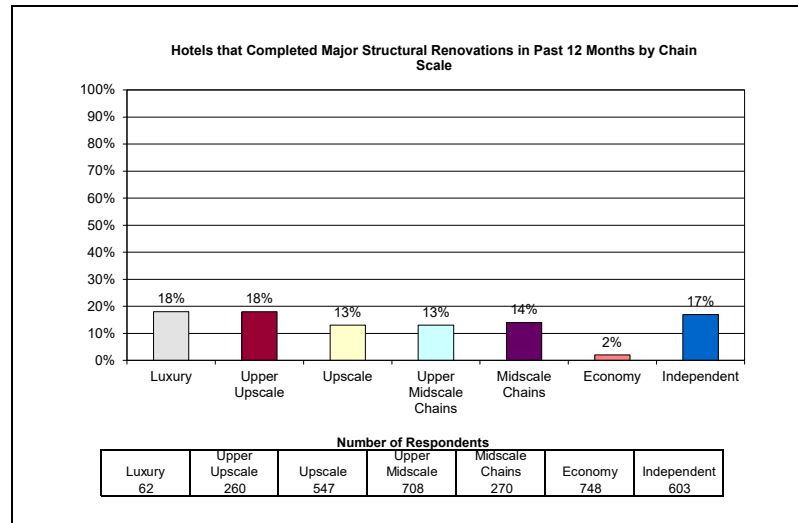


Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.

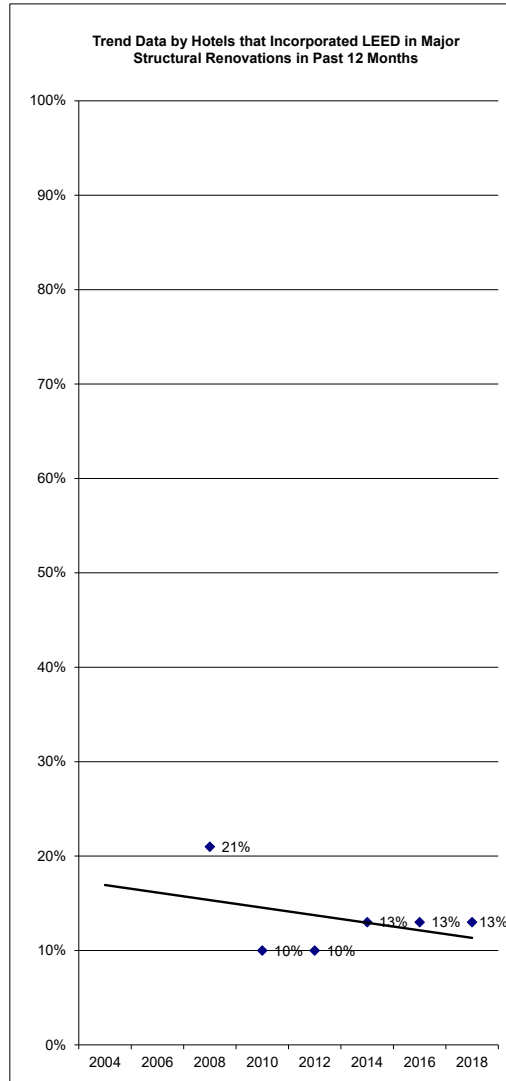
Question 78: Percentage of Hotels that Completed Major Structural Renovations in Past 12 Months



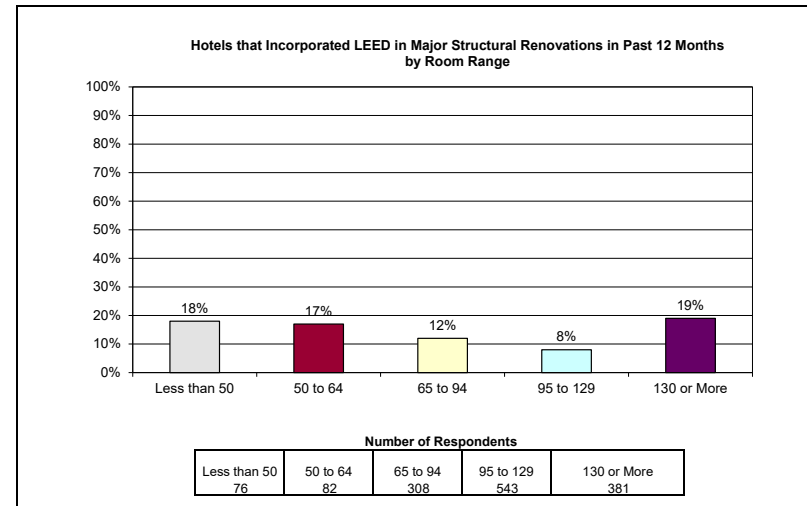
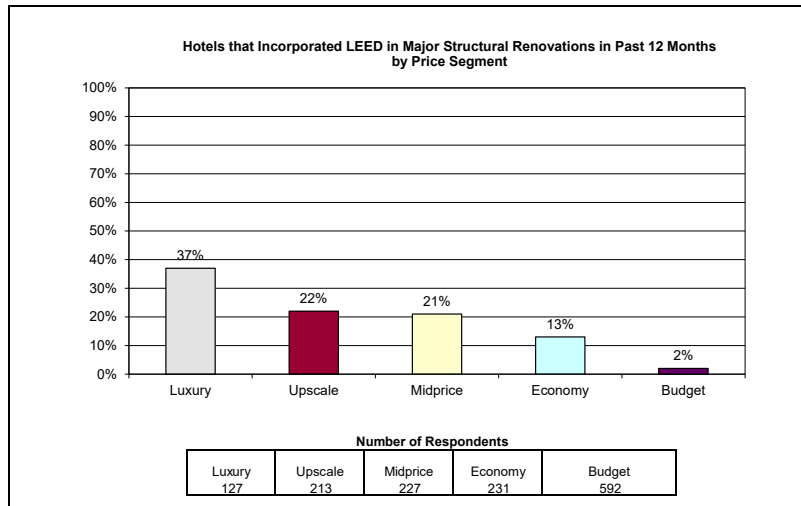
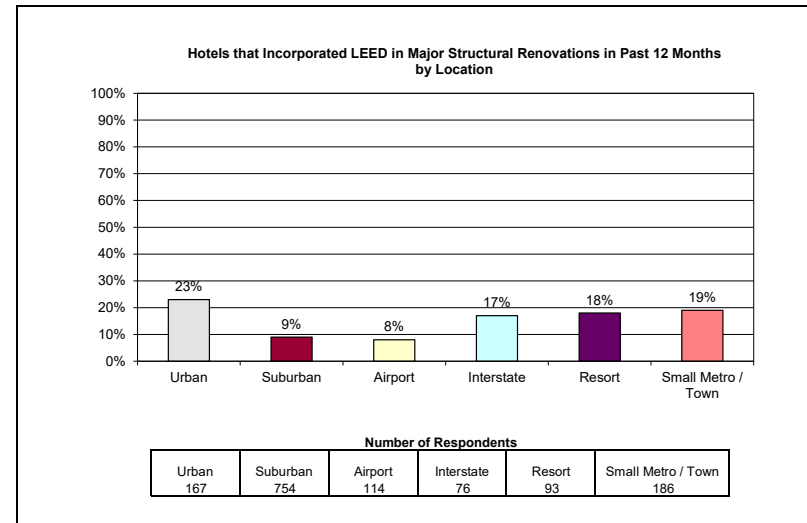
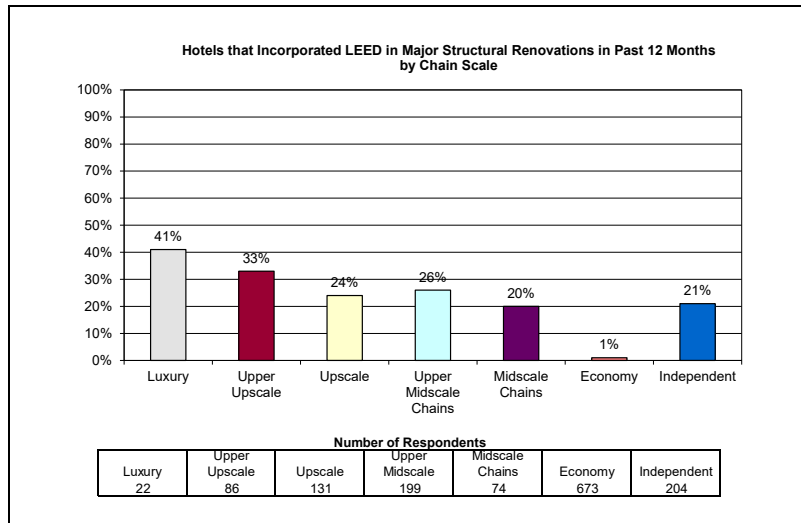
Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.



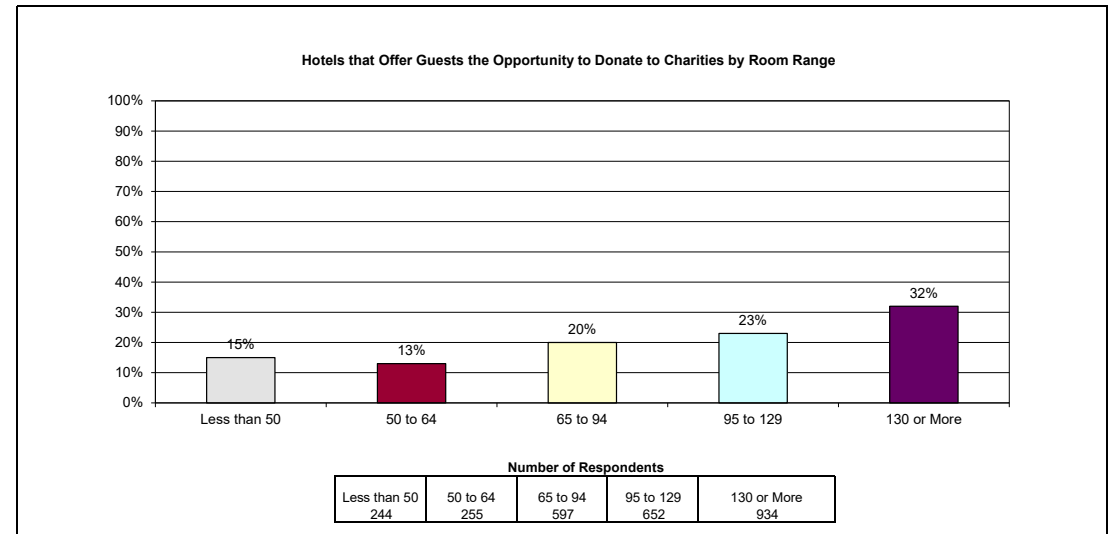
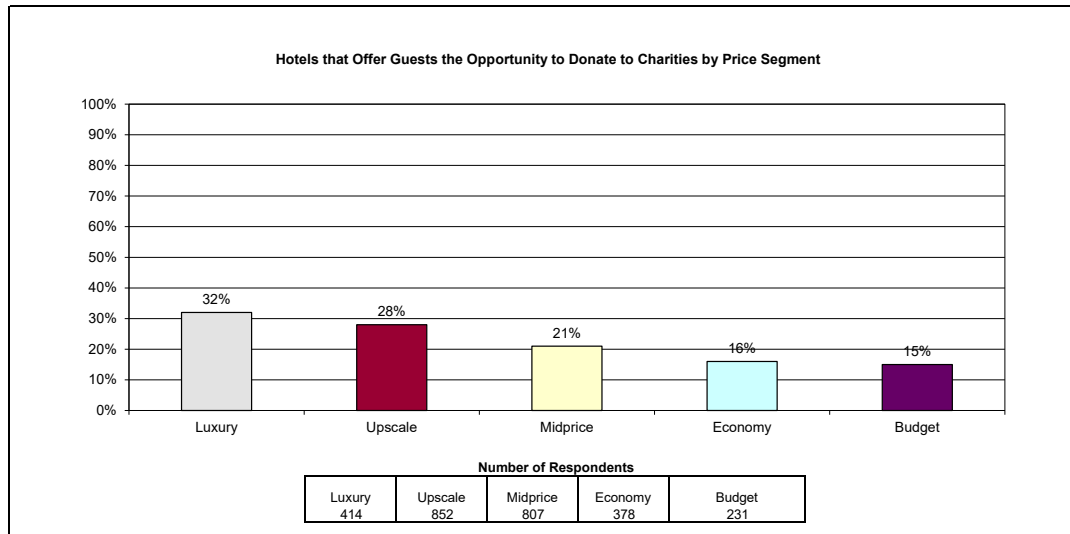
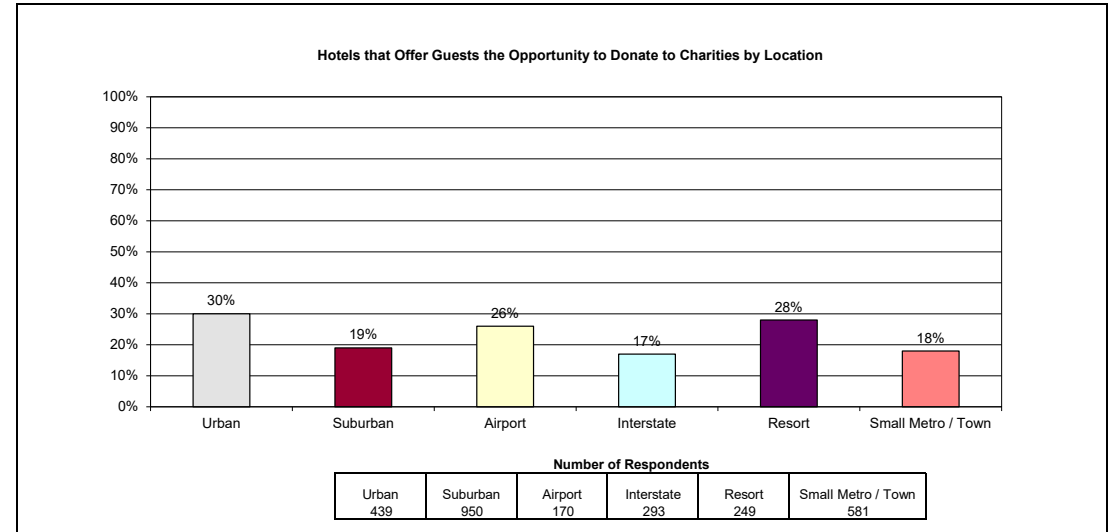
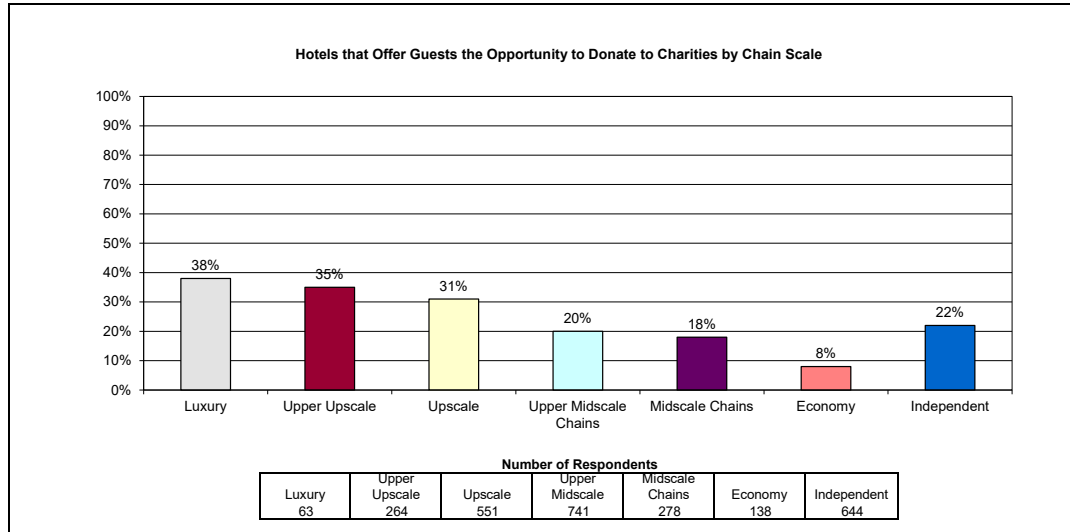
Question 79: Percentage of Hotels that Incorporated LEED in Major Structural Renovations in Past 12 Months



Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.
 Historical Data does not exist prior to 2008 due to question being first introduced that year.

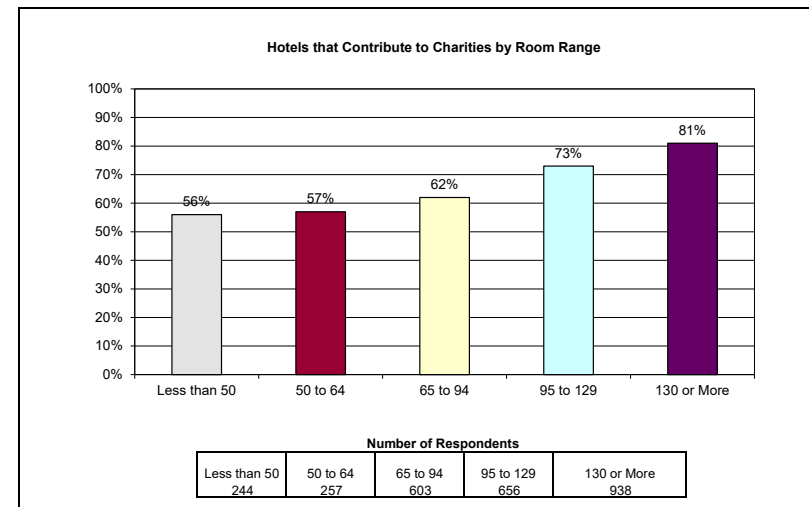
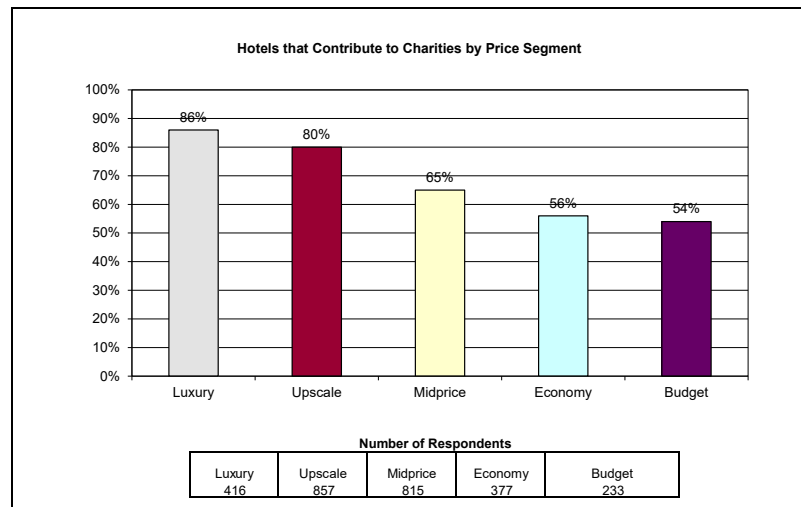
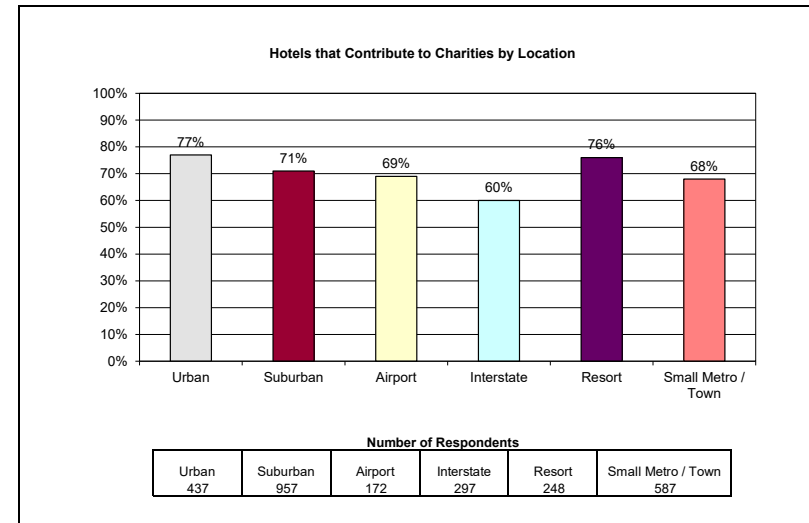
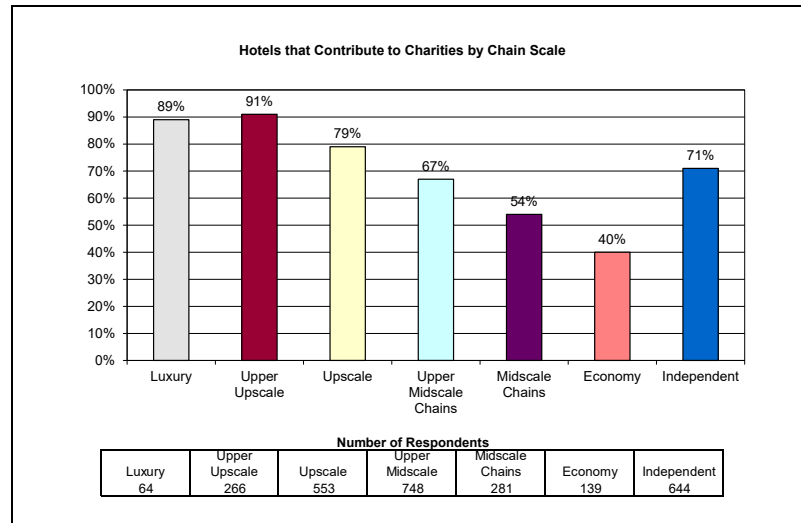
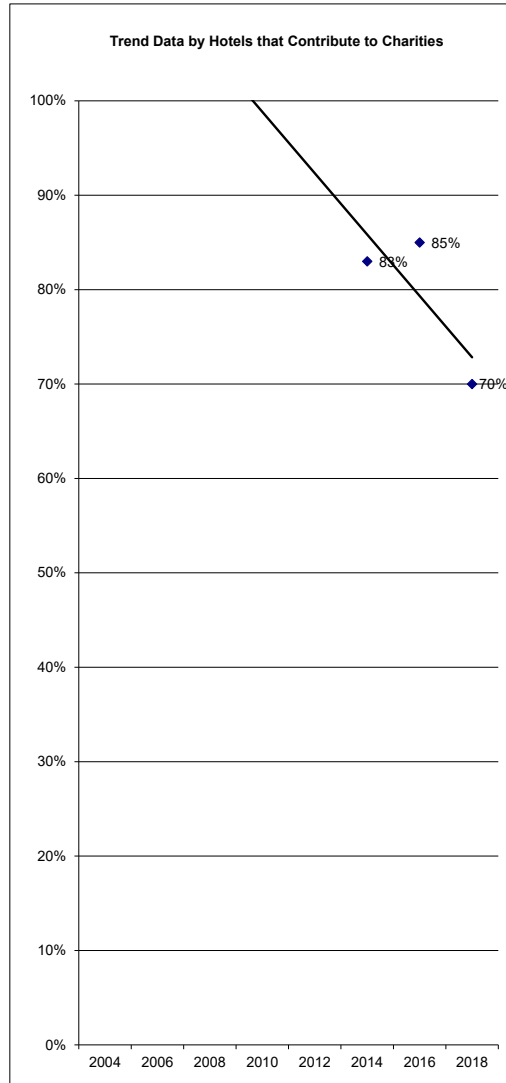


Question 80: Percentage of Hotels that Offer Guests the Opportunity to Donate to Charities¹⁴



Historical Data does not exist due to question being introduced this year.

Question 81: Percentage of Hotels that Contribute to Charities



Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.
 Historical Data does not exist prior to 2014 due to question being first introduced that year.

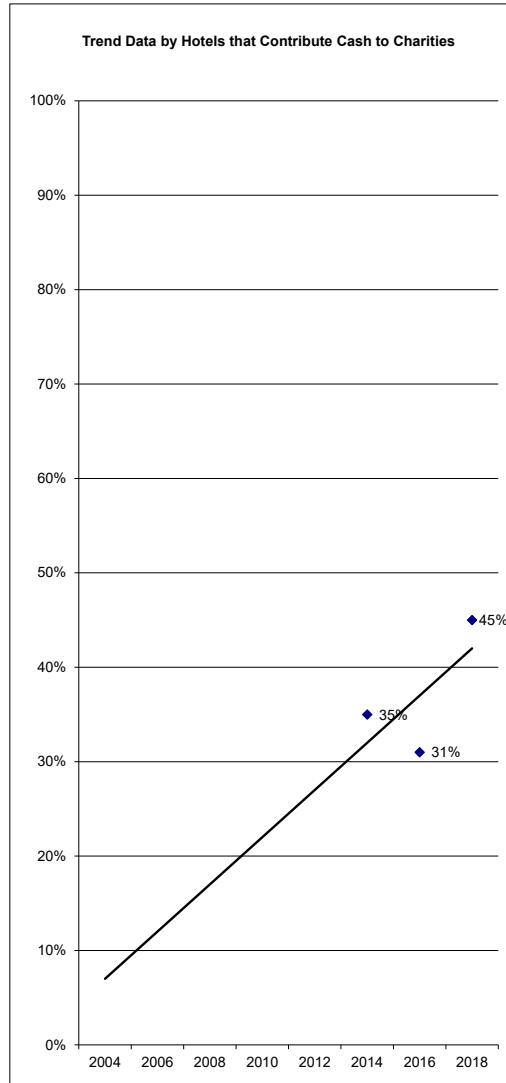
Question 81: Percentage of Hotels that Contribute to Charities



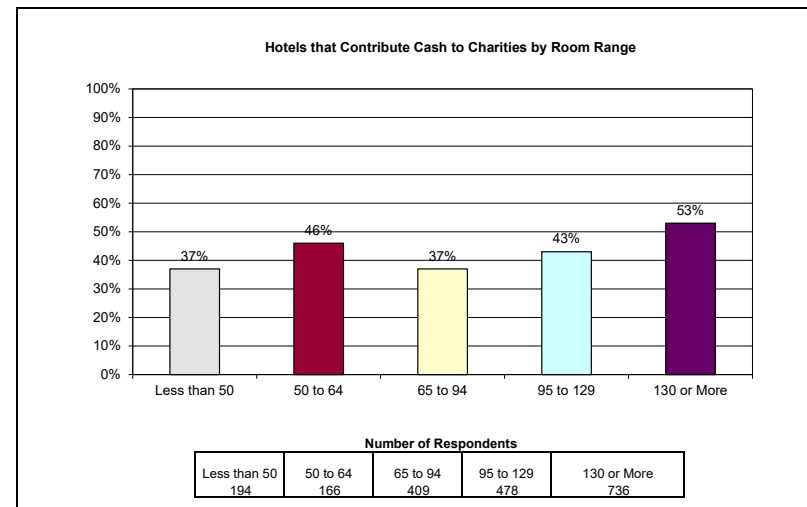
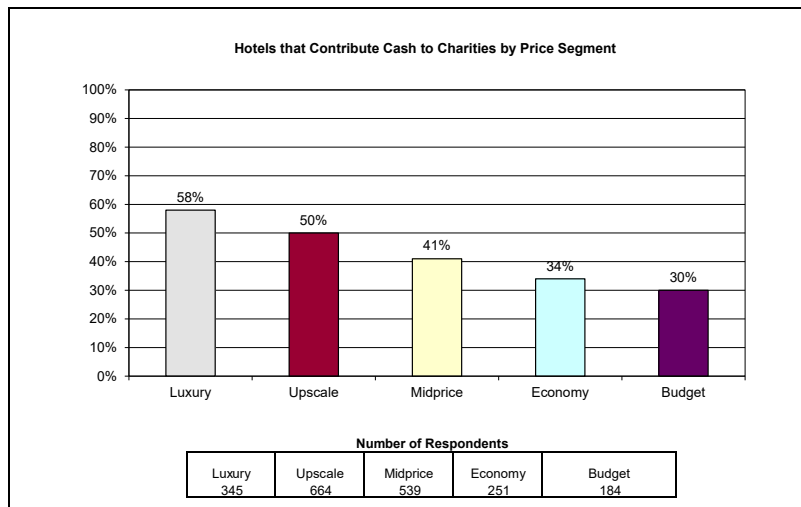
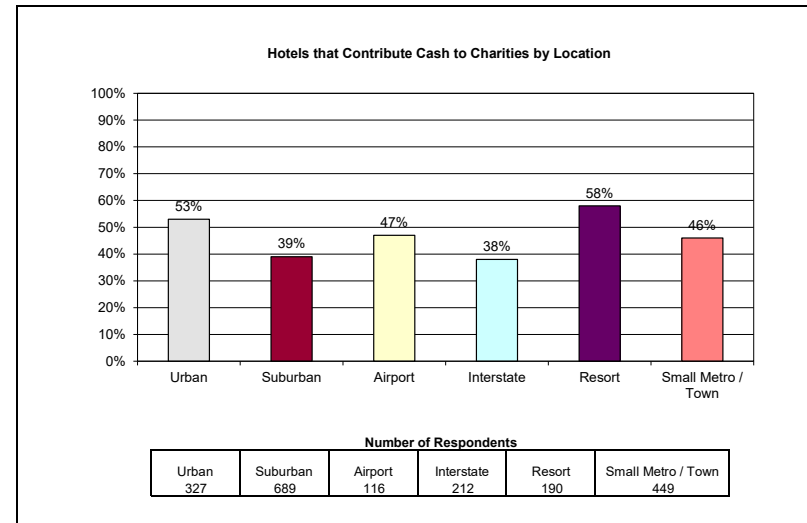
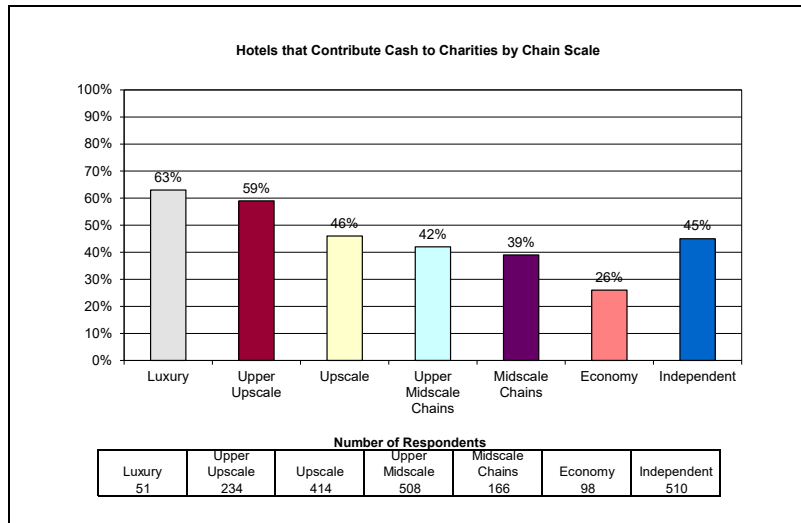
Chain Scale	Location Type	Price Segment	Room Range	Age of Property	Region										AHLA		Total Respondents																											
					New England	Middle Atlantic	South Atlantic	East North Central	West North Central	West South Central	Mountain	Pacific	Yes	No																														
Luxury	Urban	Luxury	Less than 50	Less than 8 years	New England	Middle Atlantic	South Atlantic	East North Central	West North Central	West South Central	Mountain	Pacific	Yes	No	64																													
Upper Upscale	Suburban	Upscale	50 to 64	8 to 14 years	85	84	83	82	81	80	79	78	77	76	266																													
Upscale	Airport	Midprice	65 to 94	15 to 19 years	81	80	79	78	77	76	75	74	73	72	553																													
Upper Midscale Chains	Interstate	Economy	95 to 129	20 to 29 years	77	76	75	74	73	72	71	70	69	68	748																													
Midscale Chains	Resort	Budget	130 or More	30 years or more	65	64	63	62	61	60	59	58	57	56	281																													
Economy	Small Metro / Town				51	50	49	48	47	46	45	44	43	42	139																													
Independent					64	63	62	61	60	59	58	57	56	55	644																													
Urban					85	84	83	82	81	80	79	78	77	76	437																													
Suburban					82	81	80	79	78	77	76	75	74	73	957																													
Airport					85	84	83	82	81	80	79	78	77	76	172																													
Interstate					100	99	98	97	96	95	94	93	92	91	297																													
Resort					86	85	84	83	82	81	80	79	78	77	248																													
Small Metro / Town					100	99	98	97	96	95	94	93	92	91	587																													
Luxury					64	63	62	61	60	59	58	57	56	55	416																													
Upscale					73	72	71	70	69	68	67	66	65	64	857																													
Midprice					46	45	44	43	42	41	40	39	38	37	815																													
Economy					53	52	51	50	49	48	47	46	45	44	377																													
Budget					51	50	49	48	47	46	45	44	43	42	233																													
Less than 50					48	47	46	45	44	43	42	41	40	39	244																													
50 to 64					52	51	50	49	48	47	46	45	44	43	257																													
65 to 94					64	63	62	61	60	59	58	57	56	55	603																													
95 to 129					76	75	74	73	72	71	70	69	68	67	656																													
130 or More					81	80	79	78	77	76	75	74	73	72	938																													
Less than 8 years					80	79	78	77	76	75	74	73	72	71	556																													
8 to 14 years					82	81	80	79	78	77	76	75	74	73	475																													
15 to 19 years					68	67	66	65	64	63	62	61	60	59	332																													
20 to 29 years					86	85	84	83	82	81	80	79	78	77	492																													
30 years or more					81	80	79	78	77	76	75	74	73	72	843																													
New England					85	84	83	82	81	80	79	78	77	76	108																													
Middle Atlantic					100	99	98	97	96	95	94	93	92	91	242																													
South Atlantic					89	88	87	86	85	84	83	82	81	80	556																													
East North Central					100	99	98	97	96	95	94	93	92	91	332																													
East South Central					X	100	99	98	97	96	95	94	93	92	163																													
West North Central					100	99	98	97	96	95	94	93	92	91	233																													
West South Central					100	99	98	97	96	95	94	93	92	91	392																													
Mountain					100	99	98	97	96	95	94	93	92	91	252																													
Pacific					73	72	71	70	69	68	67	66	65	64	420																													
Yes					91	90	89	88	87	86	85	84	83	82	1556																													
No					83	82	81	80	79	78	77	76	75	74	1142																													
Overall Average					89	88	87	86	85	84	83	82	81	80	70																													
Total Respondents					64	266	553	748	281	139	644	437	957	172	297	248	587	416	857	815	377	233	244	257	603	656	938	556	475	332	492	843	108	242	556	332	163	233	392	252	420	1556	1142	70

Does your property contribute to charities? Yes or No
 Percentages are based on the number of 'Yes' respondents in each category divided by the total responding to the question.
 For example, 0% of all responding Economy properties in a Urban location contribute to charities.
 An 'X' indicates that there were no respondents to the question in that category.

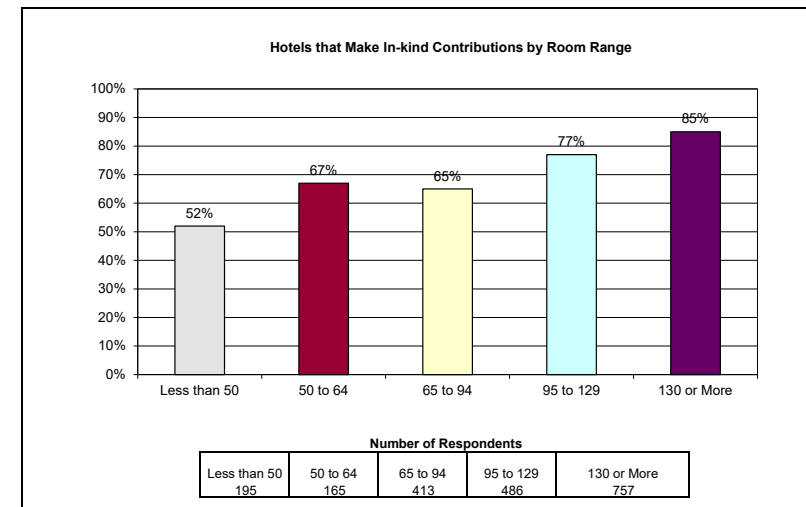
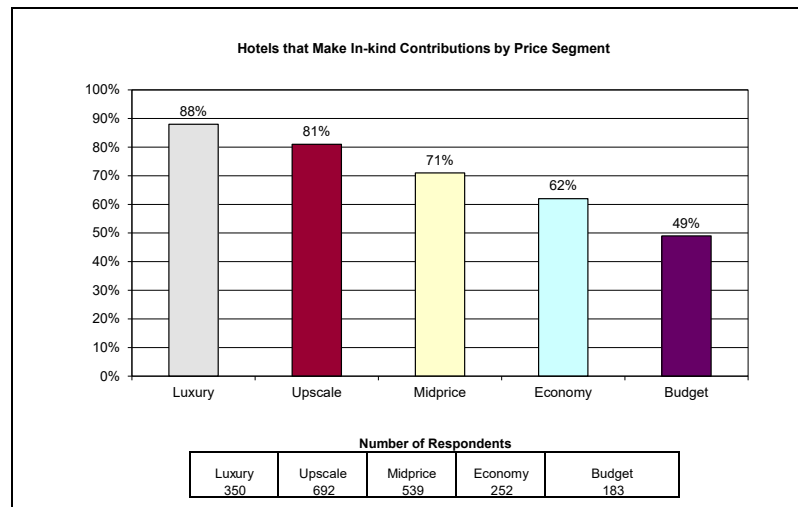
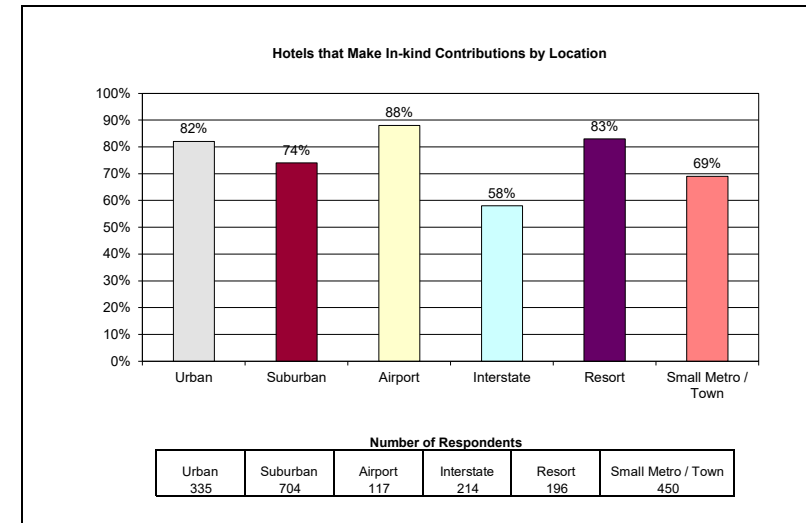
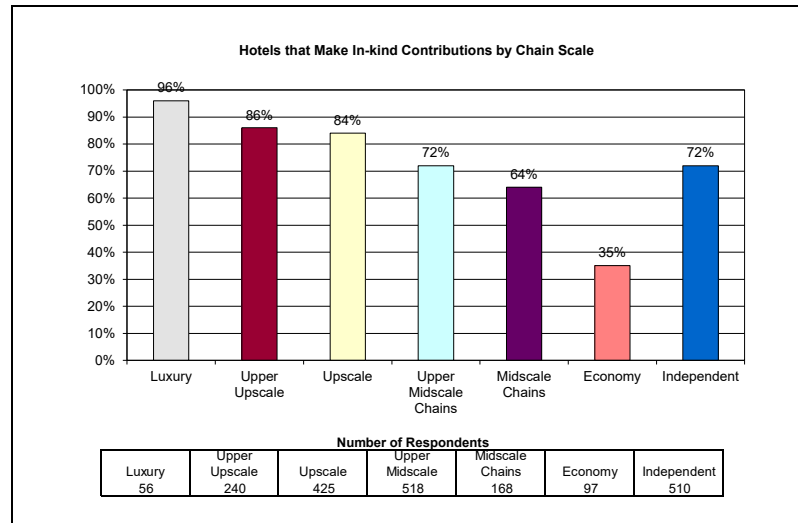
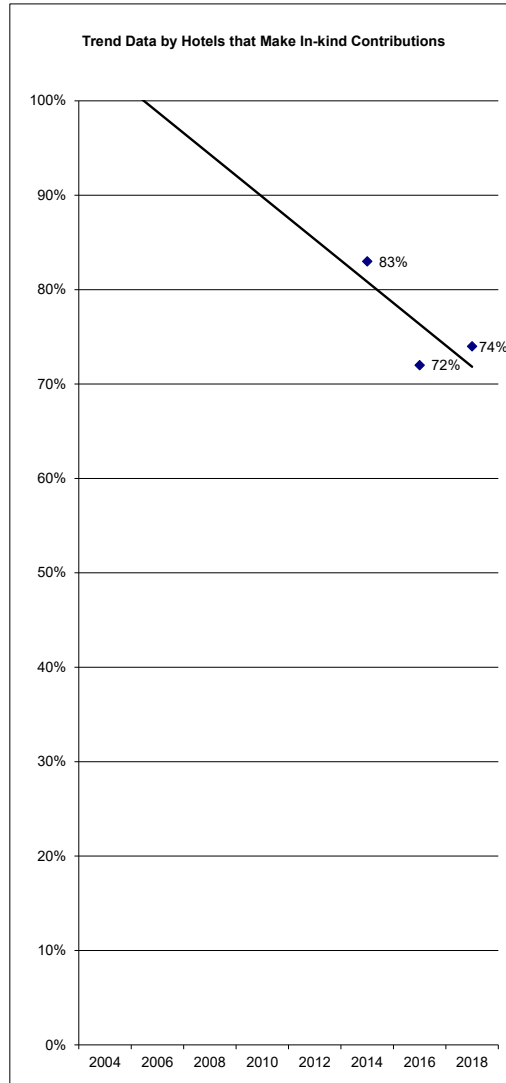
Question 82: Percentage of Hotels that Contribute Cash to Charities



Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.
 Historical Data does not exist prior to 2014 due to question being first introduced that year.

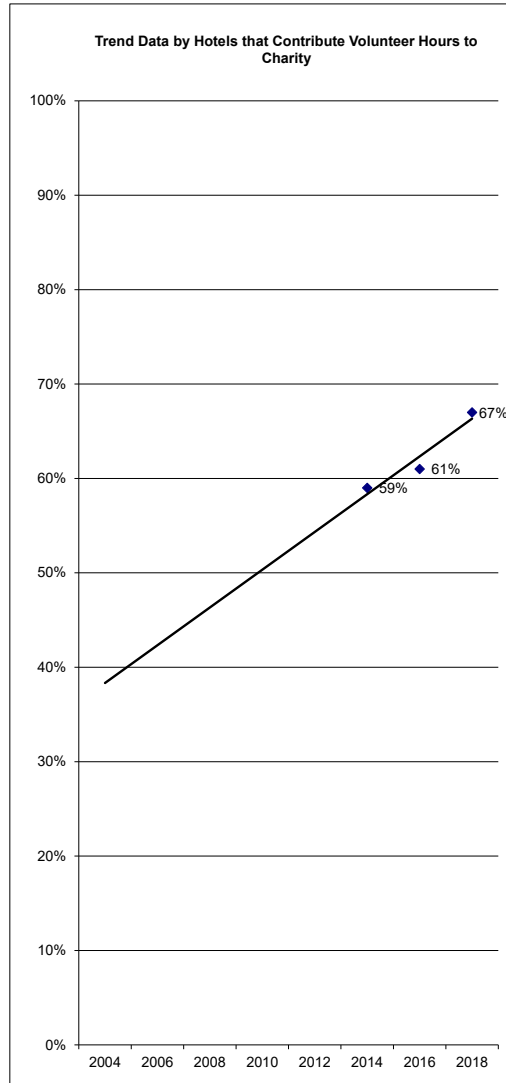


Question 83: Percentage of Hotels that Make In-kind Contributions

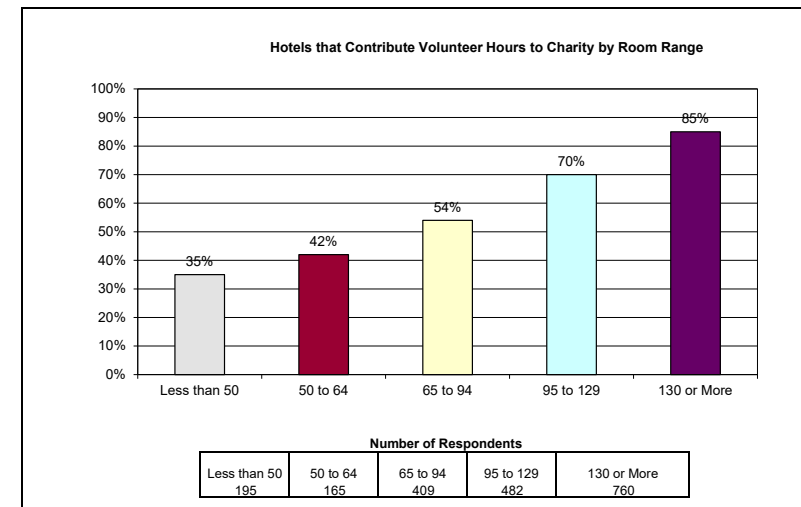
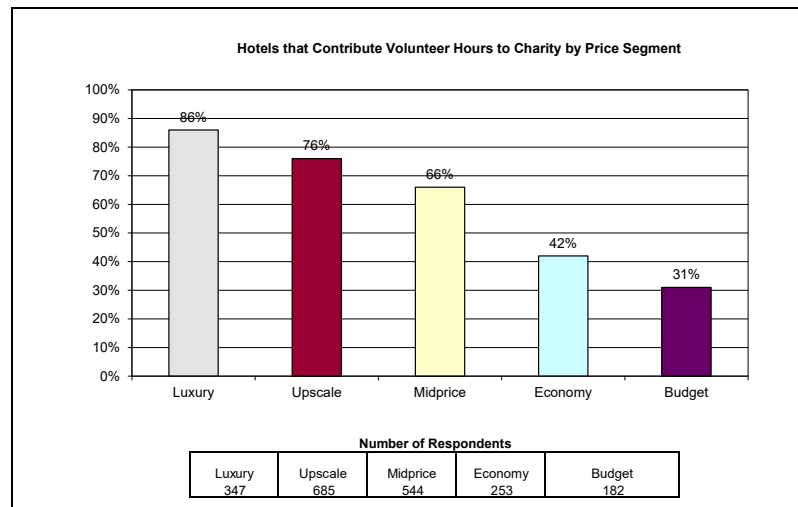
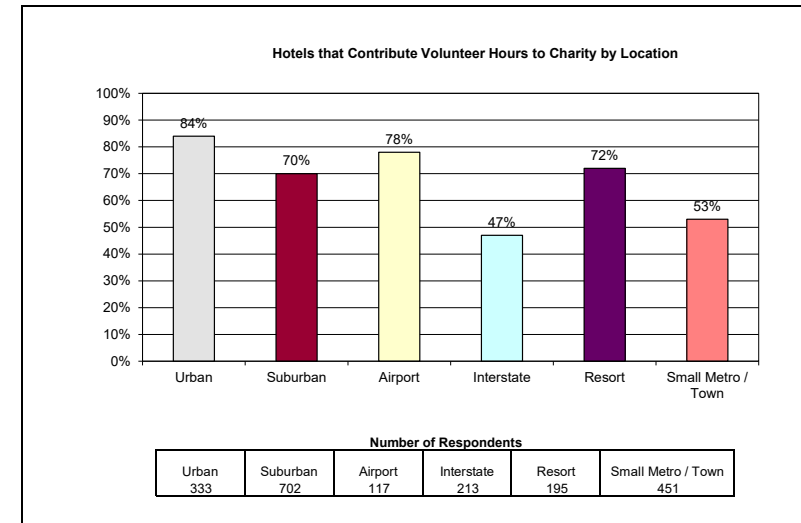
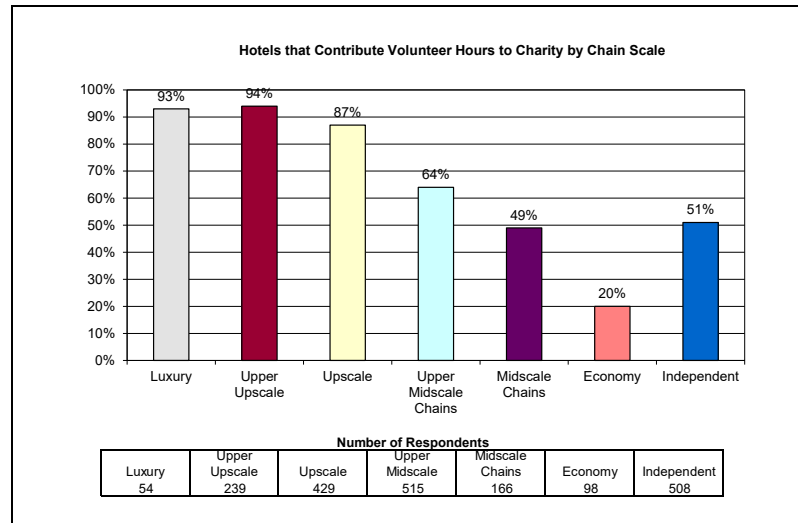


Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.
 Historical Data does not exist prior to 2014 due to question being first introduced that year.

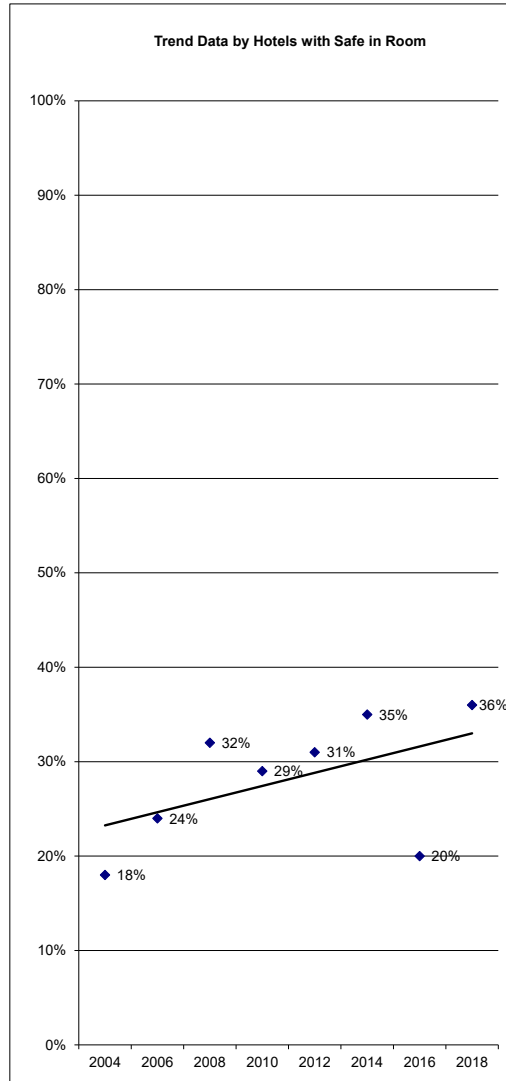
Question 84: Percentage of Hotels that Contribute Volunteer Hours to Charity



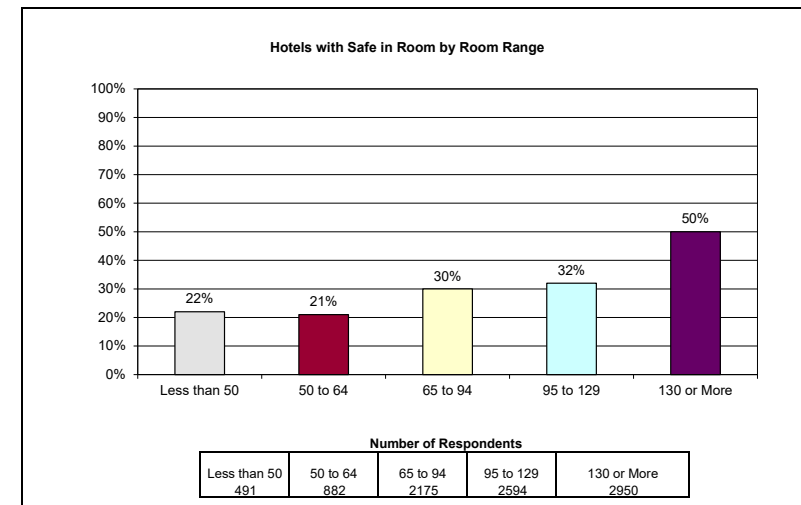
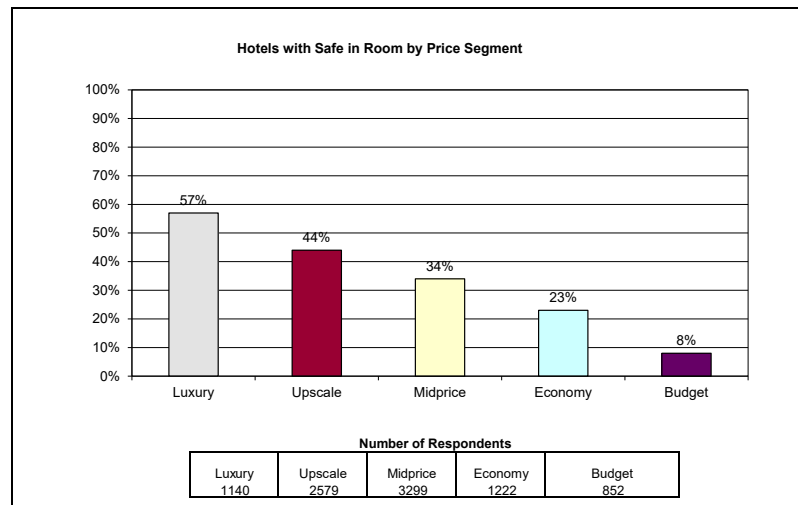
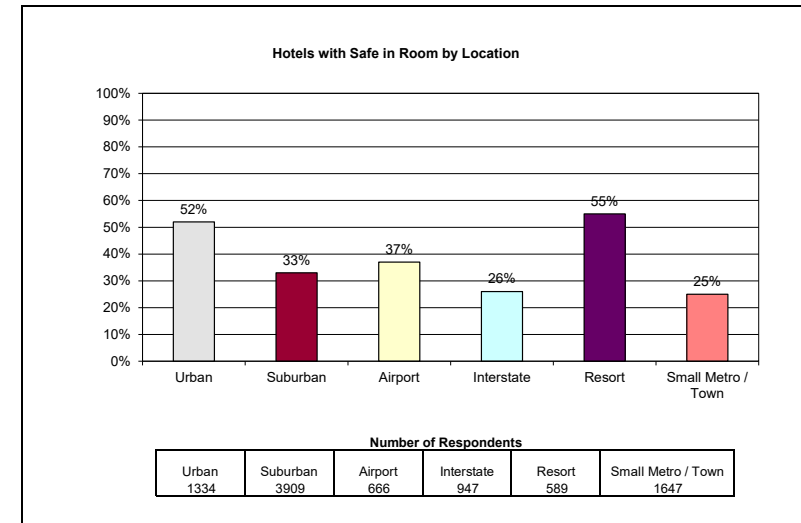
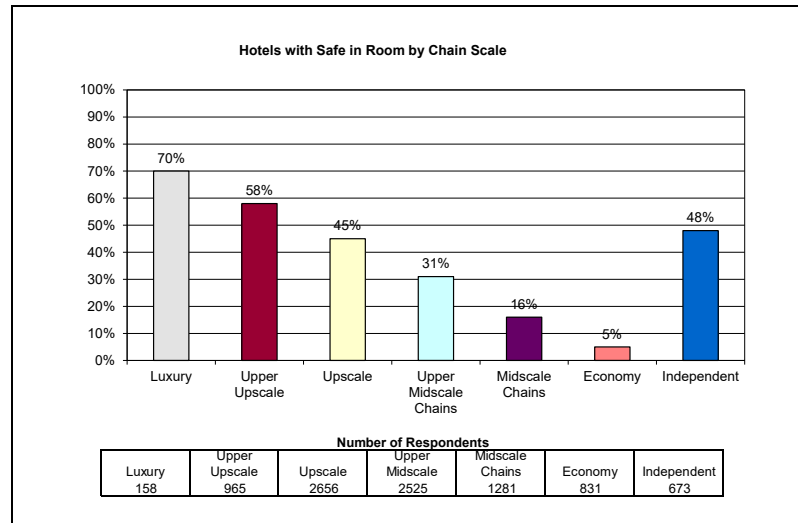
Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.
 Historical Data does not exist prior to 2014 due to question being first introduced that year.



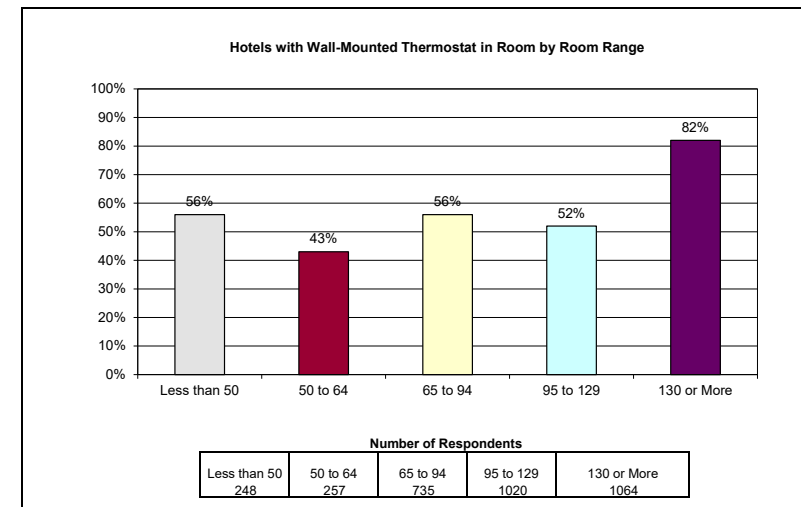
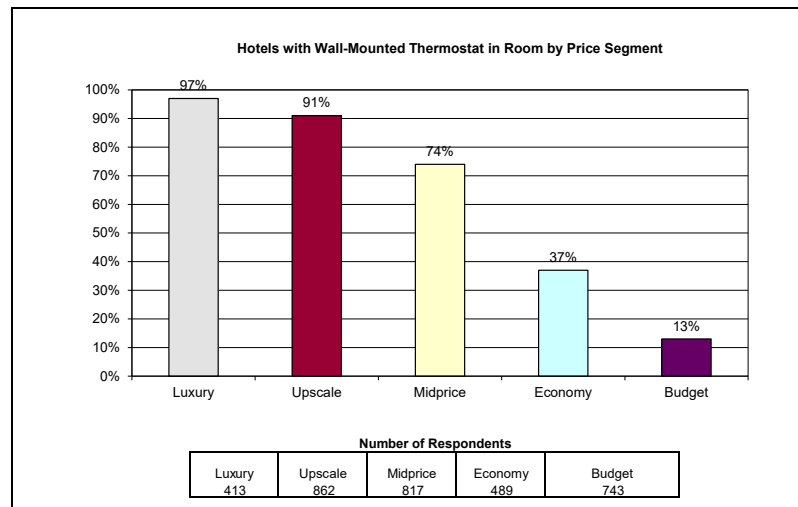
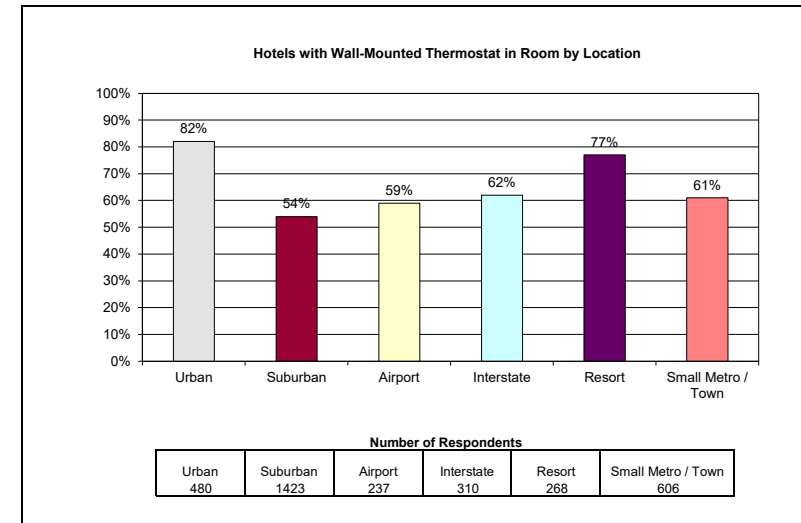
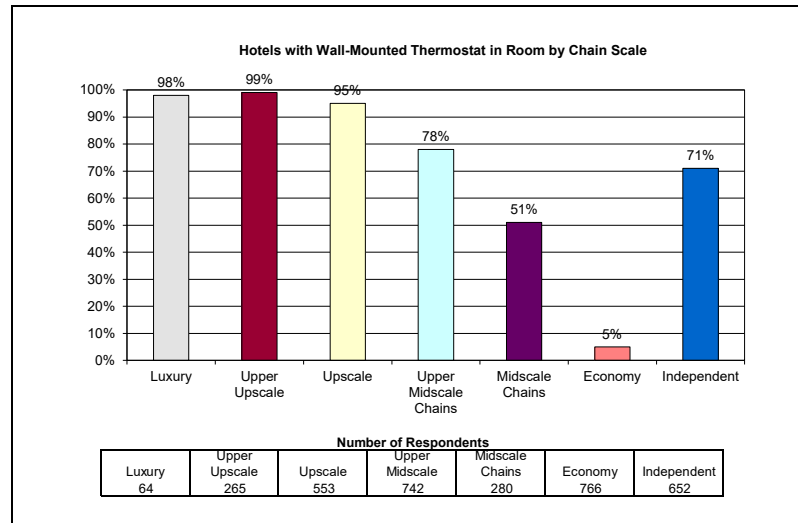
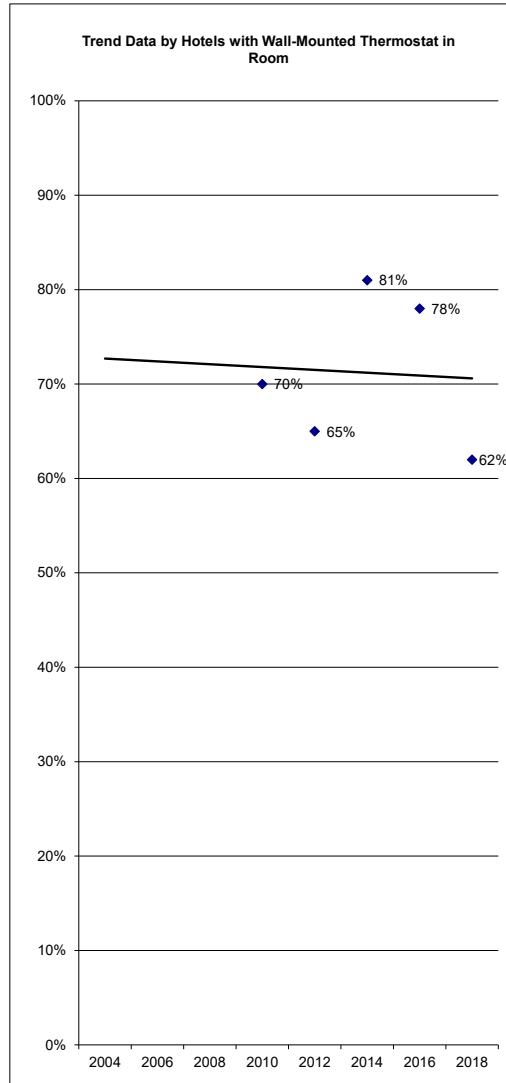
Question 85: Percentage of Hotels with Safe in Room



Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.



Question 86: Percentage of Hotels with Wall-Mounted Thermostat in Room



Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.
 Historical Data does not exist prior to 2010 due to question being first introduced that year.

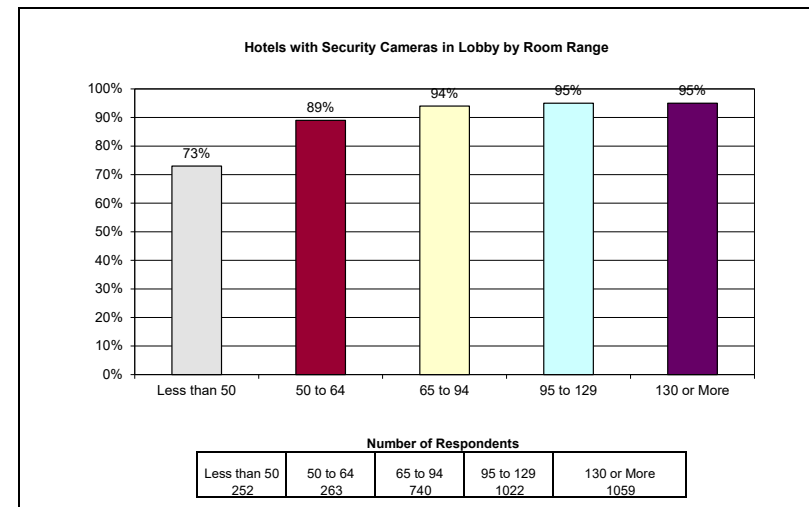
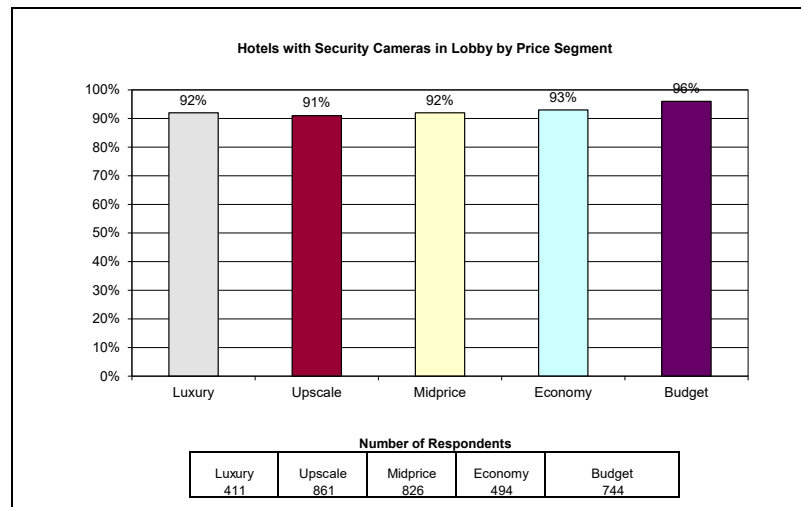
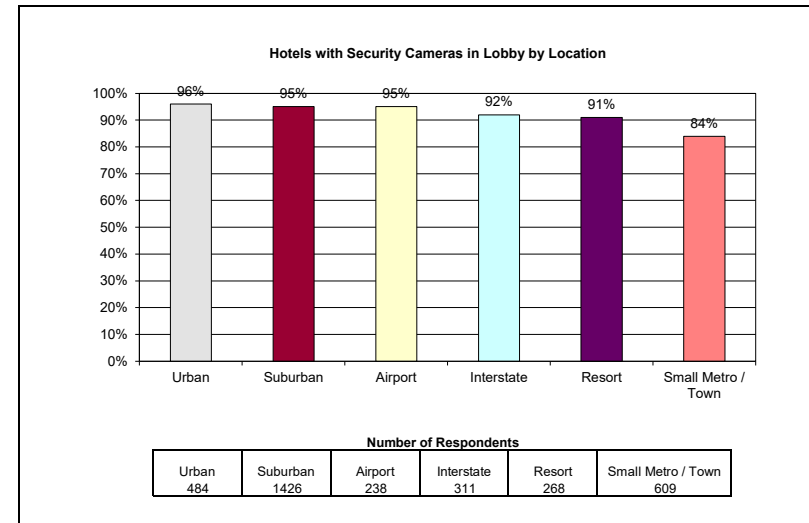
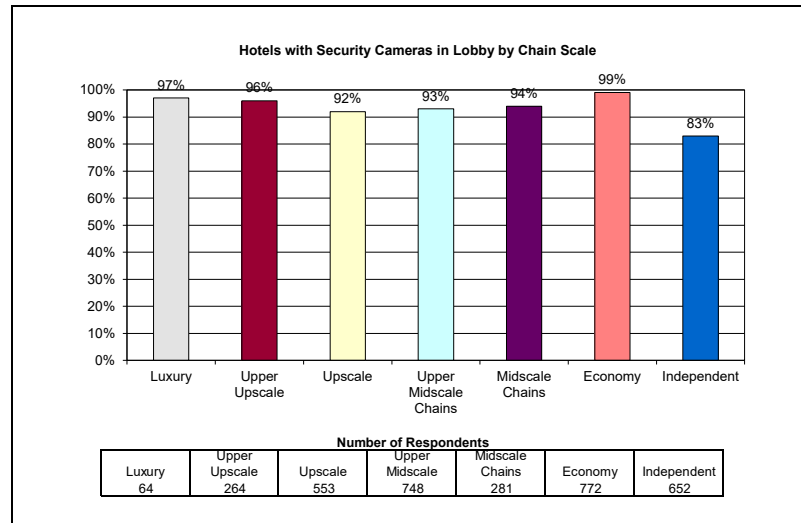
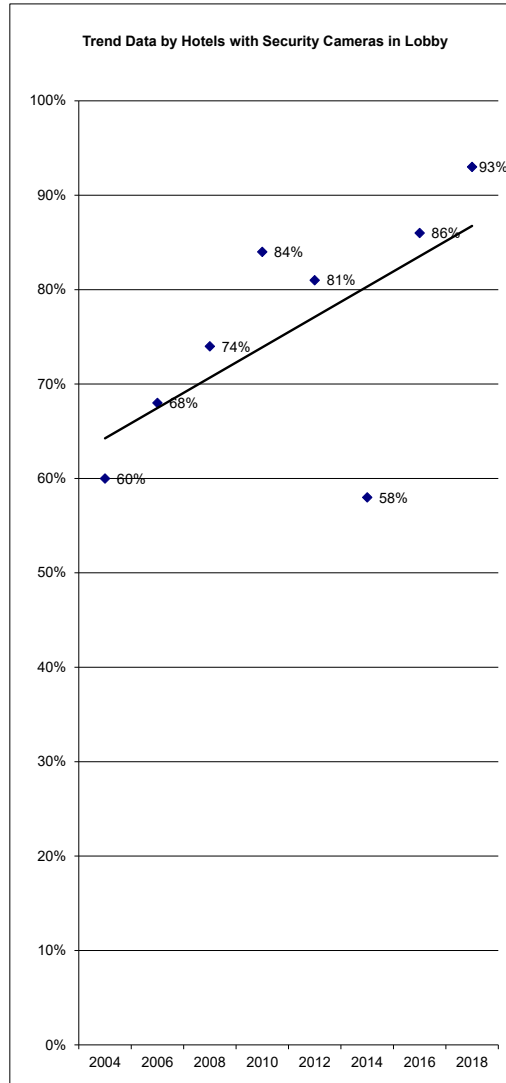
Question 86: Percentage of Hotels with Wall-Mounted Thermostat in Room



Chain Scale	Location Type	Price Segment	Room Range	Age of Property	Region										AHLA		Total Respondents																											
					New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	Yes	No																													
Chain Scale	Location Type	Price Segment	Room Range	Age of Property	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	Yes	No	Total Respondents																												
Luxury	Urban	Luxury	Less than 50	Less than 8 years	95	95	95	95	95	95	95	95	95	95	95	64																												
Overall Average					98	99	95	78	51	5	71	82	54	59	62	77	61	97	91	74	37	13	56	43	56	52	82	96	84	42	33	71	73	66	59	56	59	63	67	64	64	63	61	62
Total Respondents					64	265	553	742	280	766	652	480	1423	237	310	268	606	413	862	817	489	743	248	257	735	1020	1064	553	492	541	892	846	131	288	732	430	195	261	463	297	527	1990	1334	3324

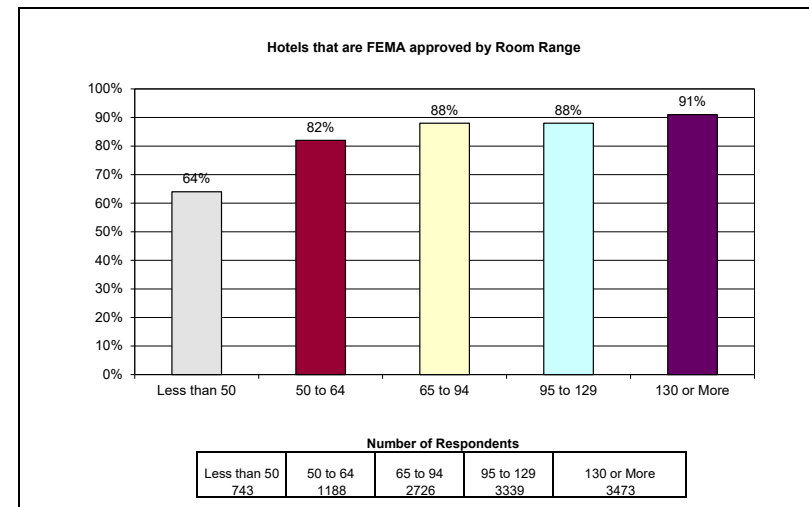
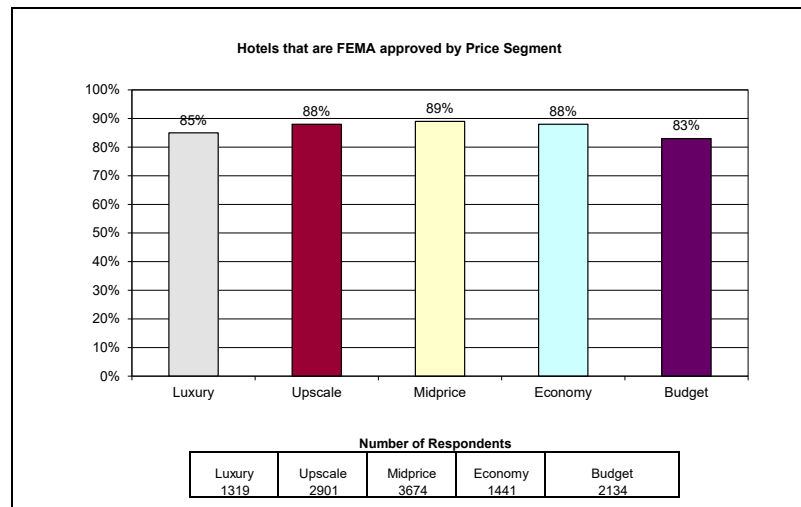
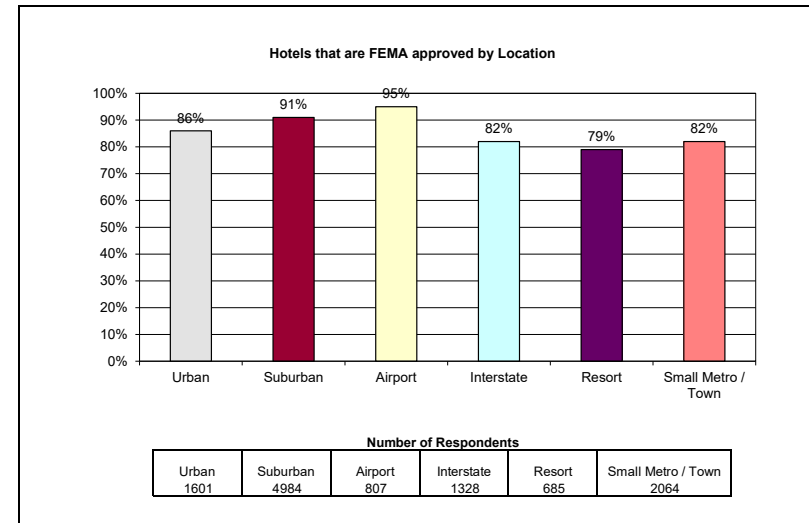
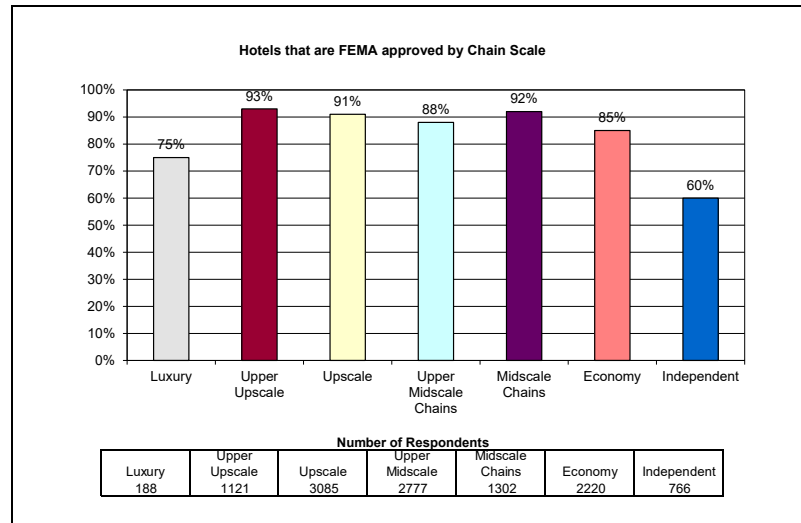
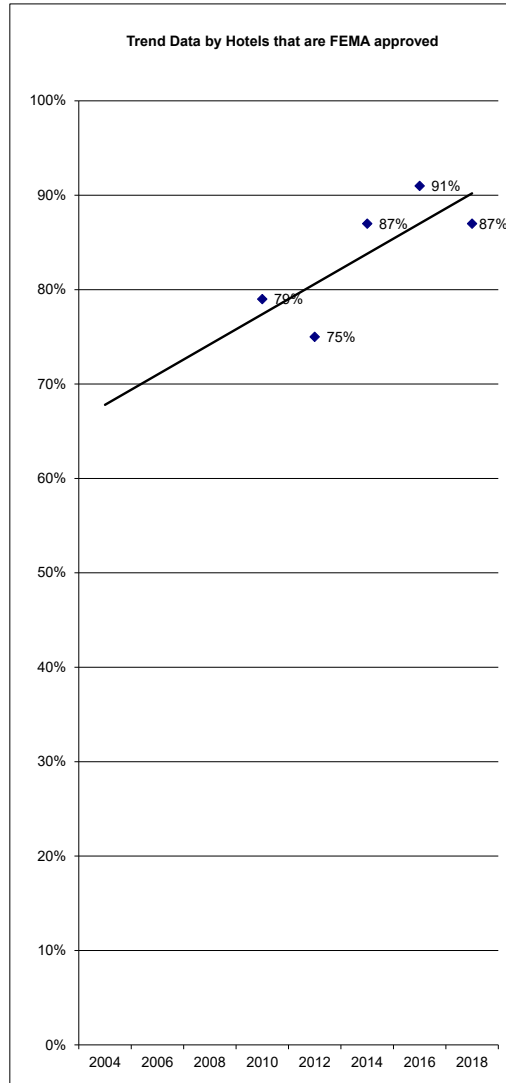
Does your property have wall-mounted thermostats in rooms? Yes or No
Percentages are based on the number of 'Yes' respondents in each category divided by the total responding to the question.
For example, 4% of all responding Economy properties in an Urban location have wall-mounted thermostats in rooms.
An 'X' indicates that there were no respondents to the question in that category.

Question 87: Percentage of Hotels with Security Cameras in Lobby



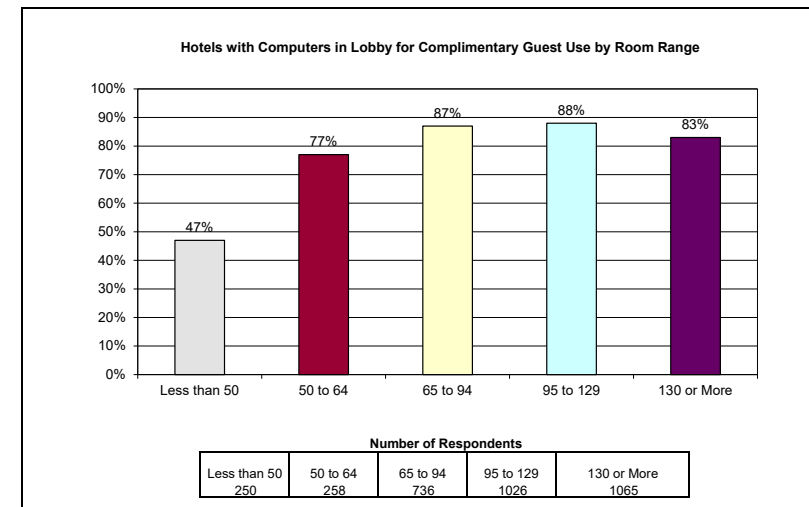
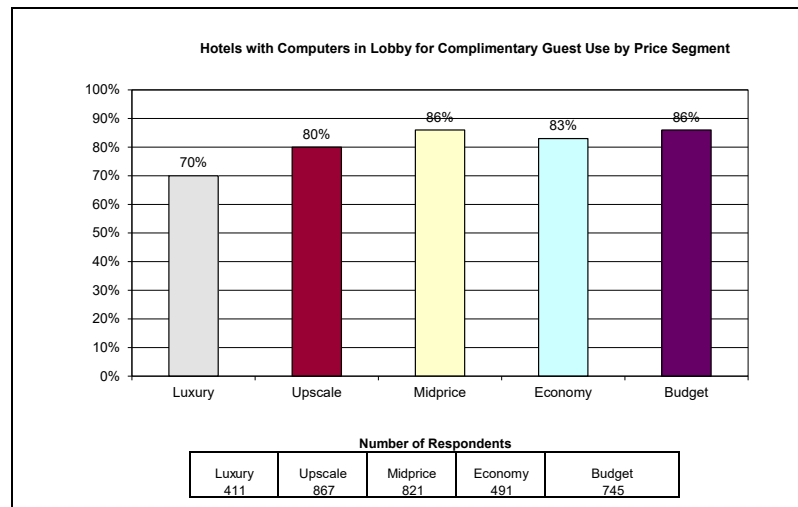
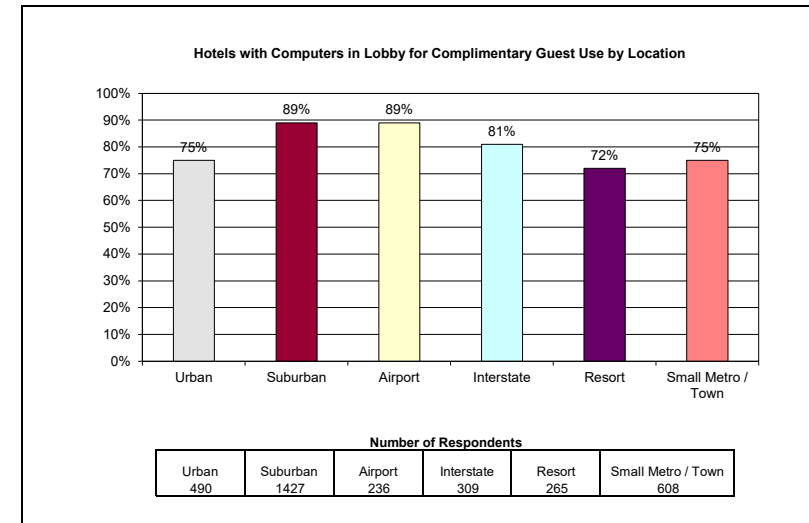
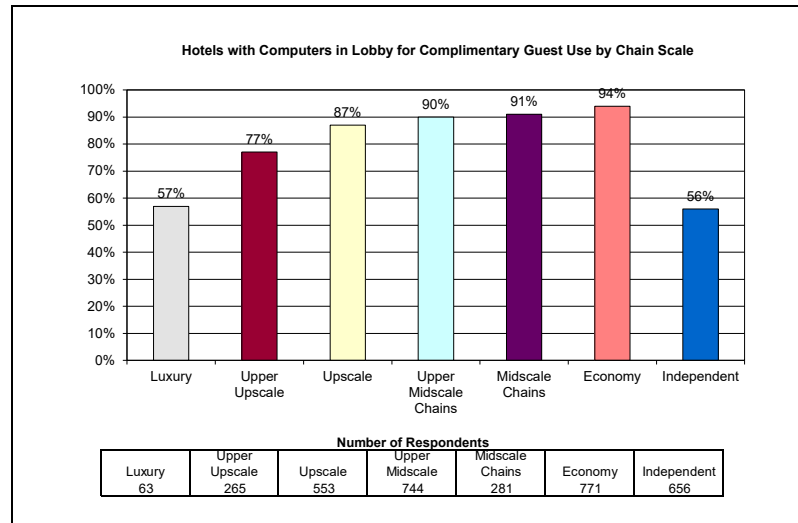
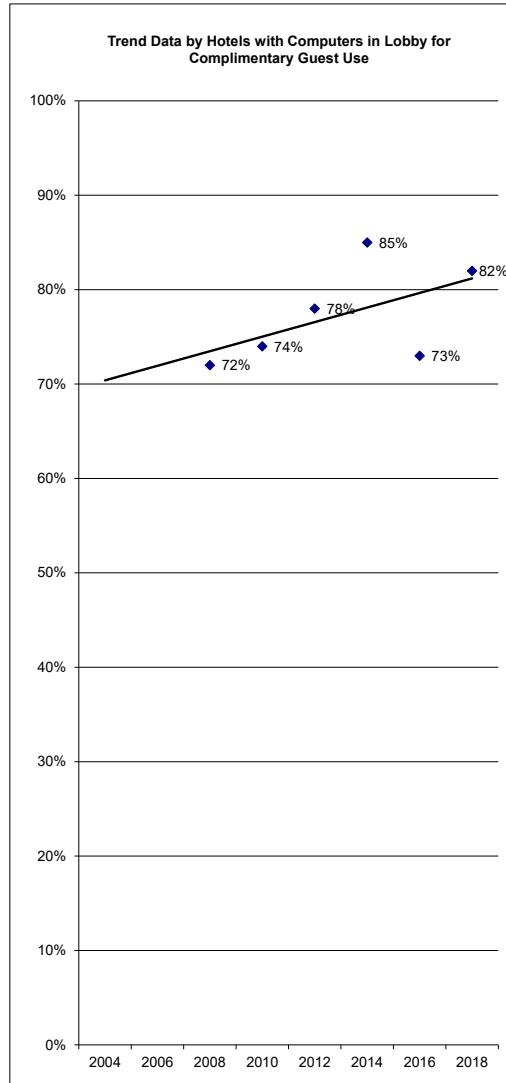
Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.

Question 88: Percentage of Hotels that are FEMA approved¹⁵



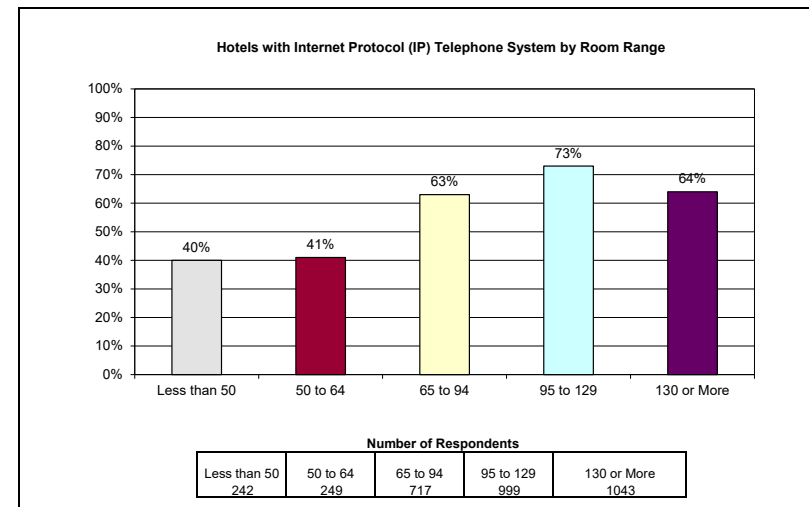
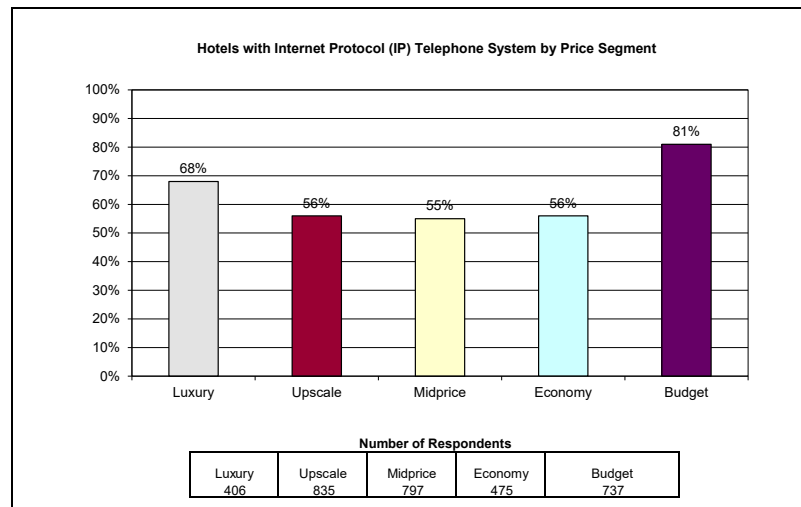
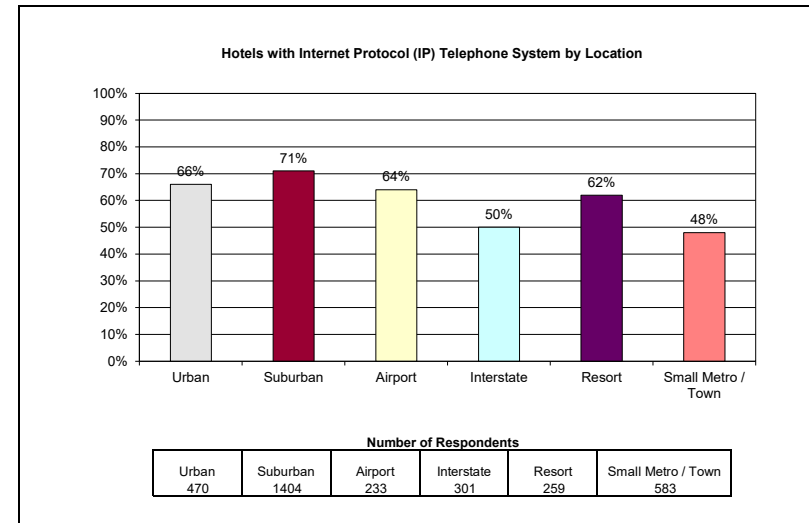
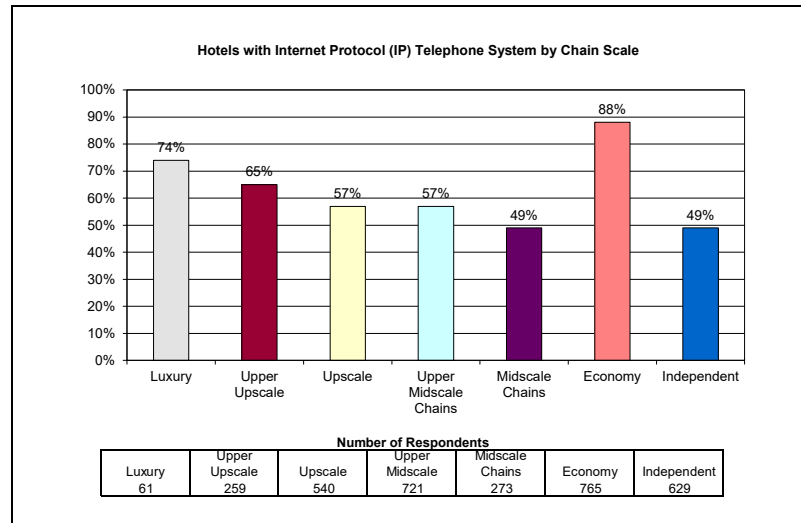
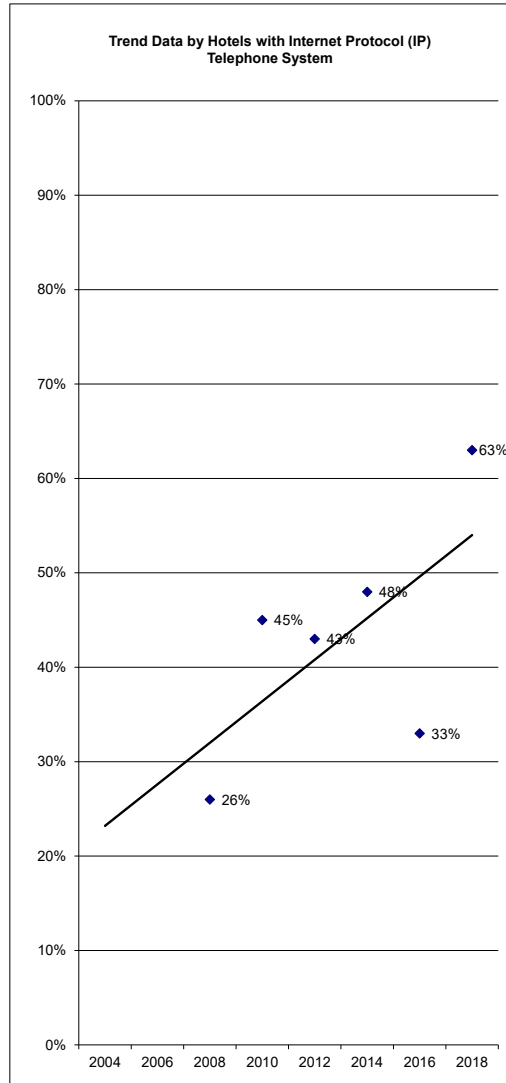
Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.
 Historical Data does not exist prior to 2010 due to question being first introduced that year.

Question 89: Percentage of Hotels with Computers in Lobby for Complimentary Guest Use



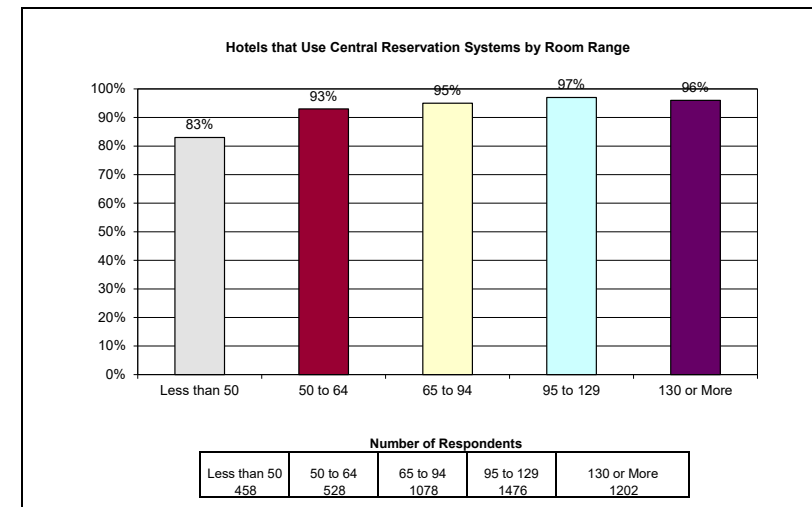
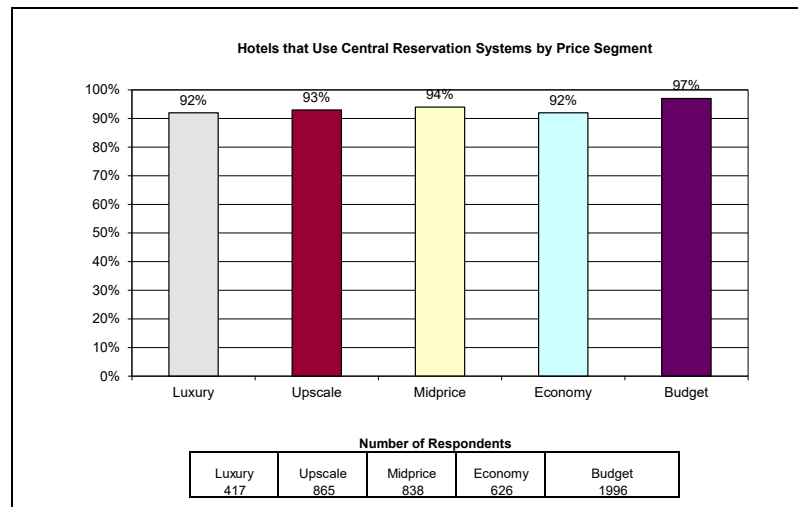
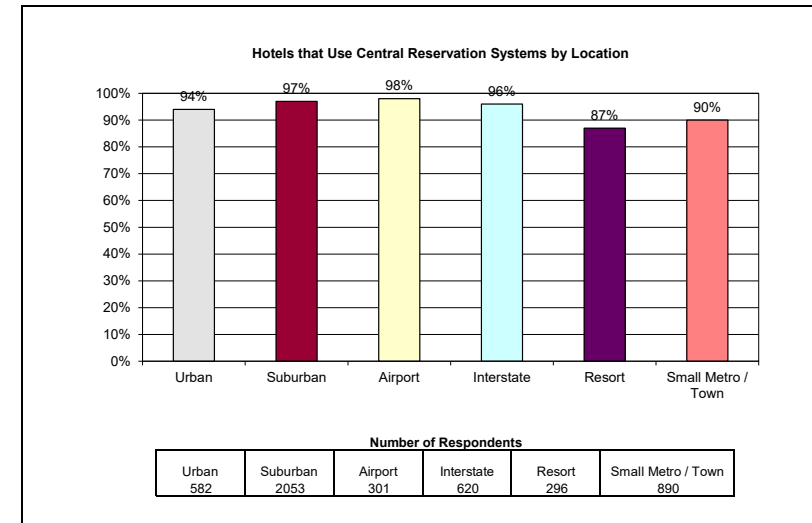
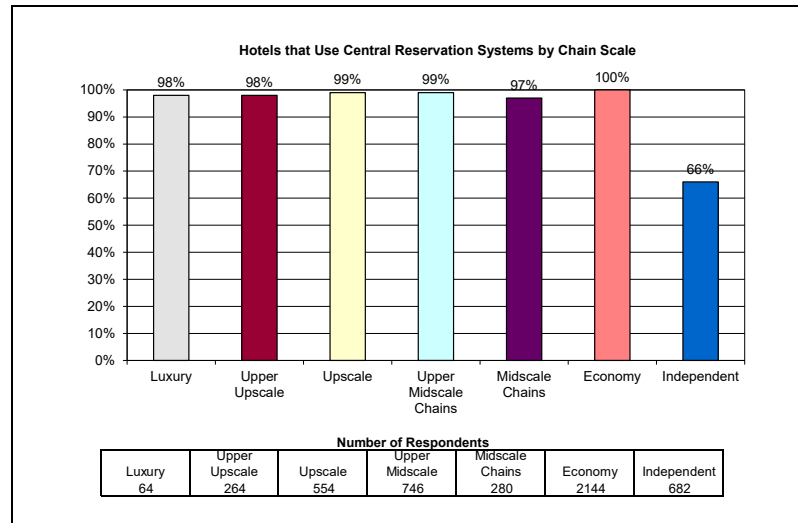
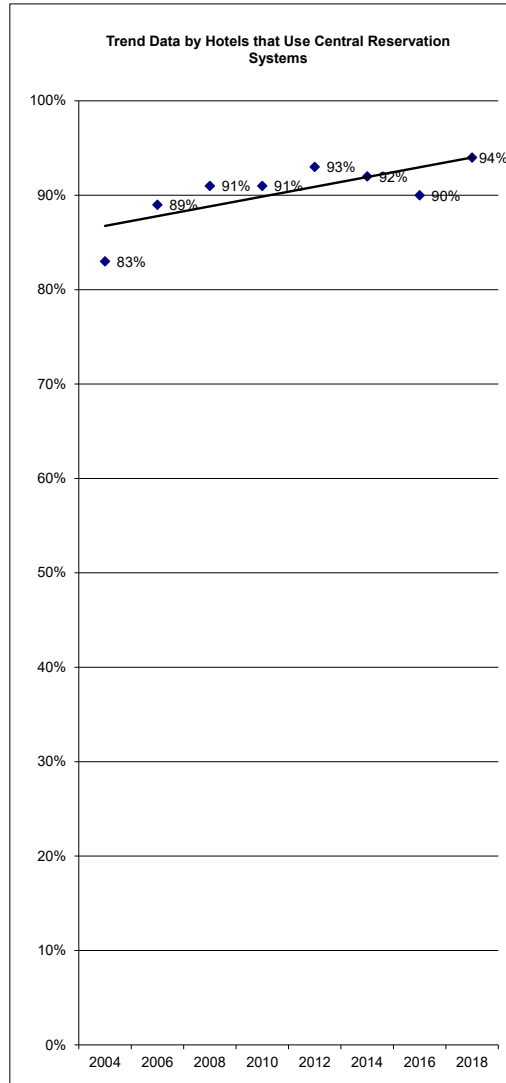
Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.
 Historical Data does not exist prior to 2008 due to question being first introduced that year.

Question 90: Percentage of Hotels with Internet Protocol (IP) Telephone System



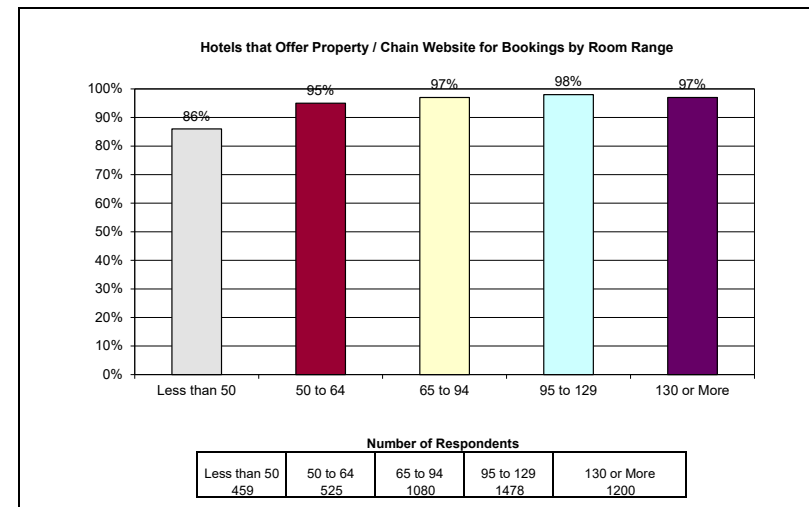
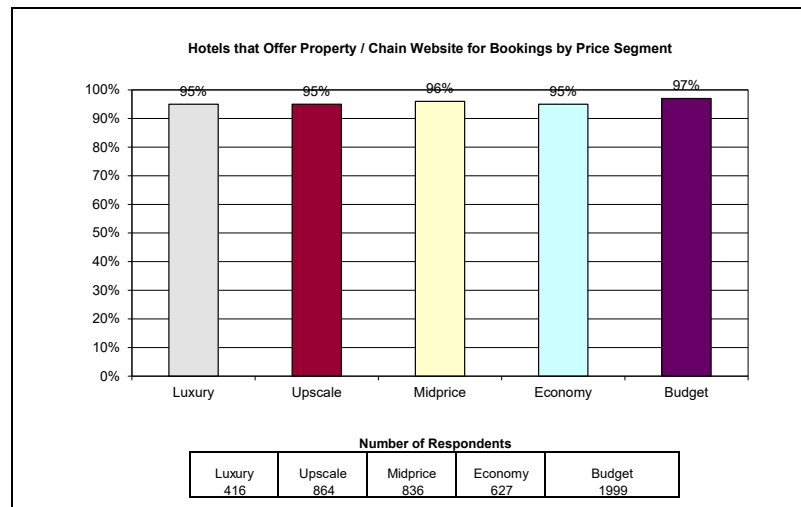
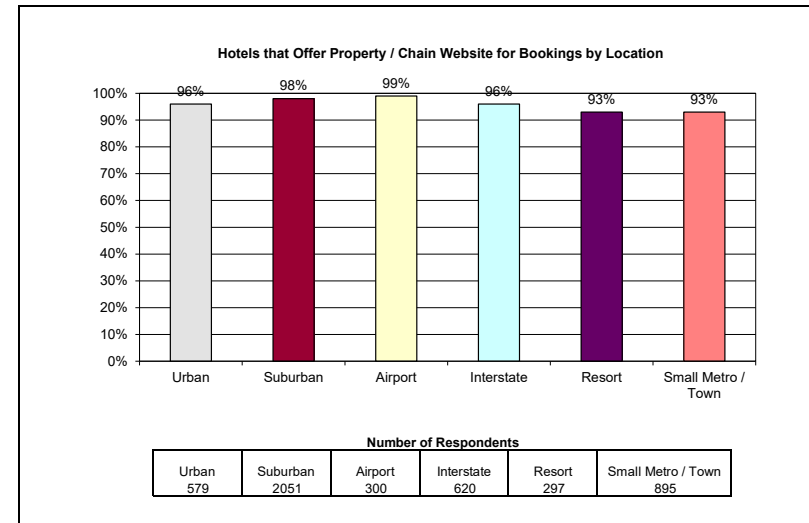
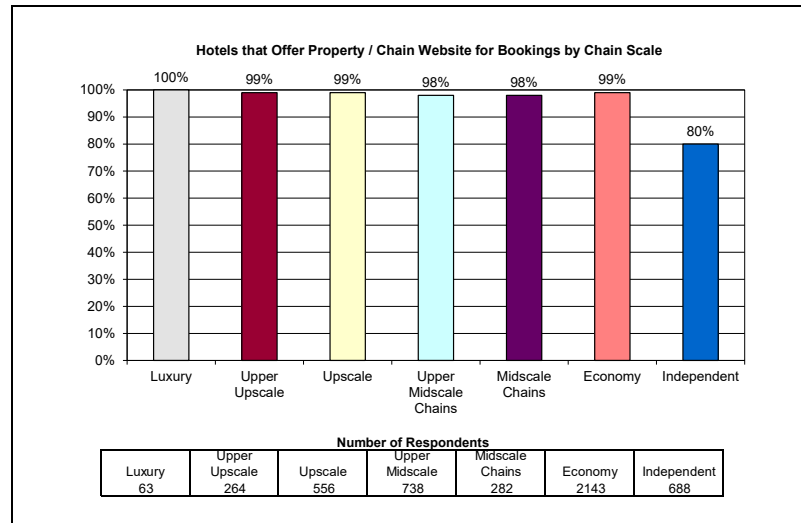
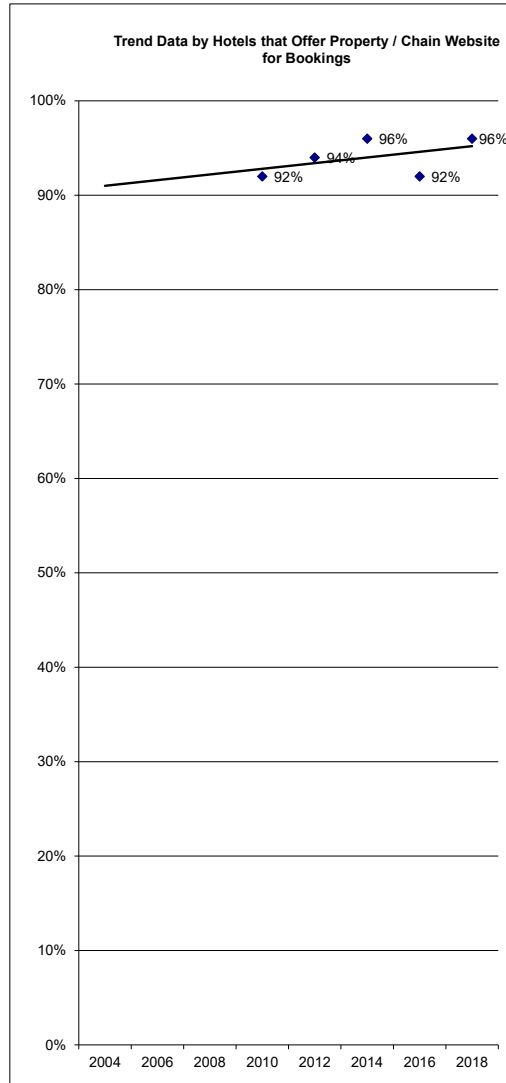
Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.
 Historical Data does not exist prior to 2008 due to question being first introduced that year.

Question 91: Percentage of Hotels that Use Central Reservation Systems



Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.

Question 92: Percentage of Hotels that Offer Property / Chain Website for Bookings



Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.
 Historical Data does not exist prior to 2010 due to question being first introduced that year.

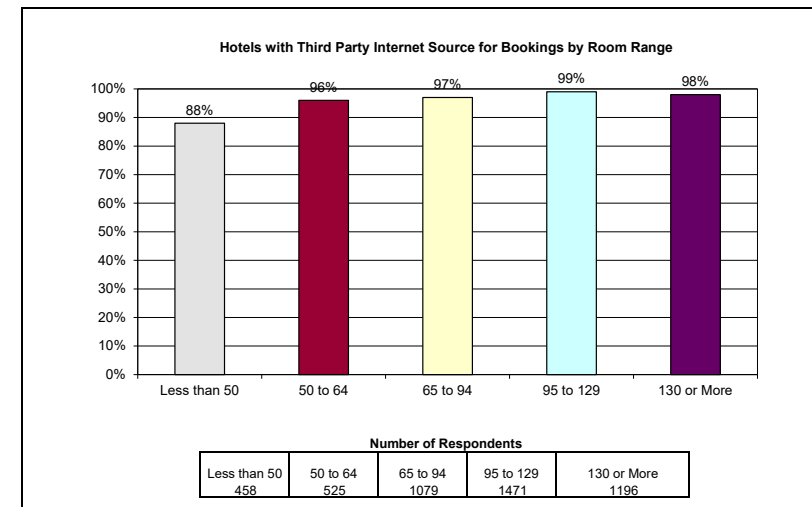
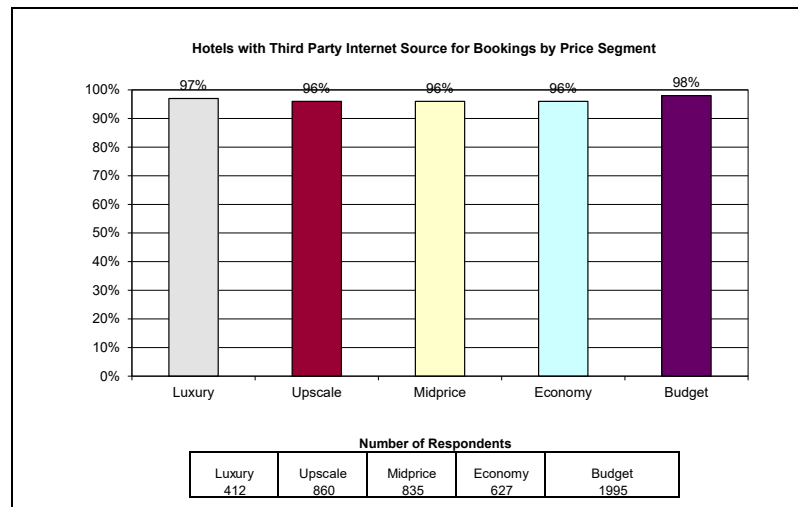
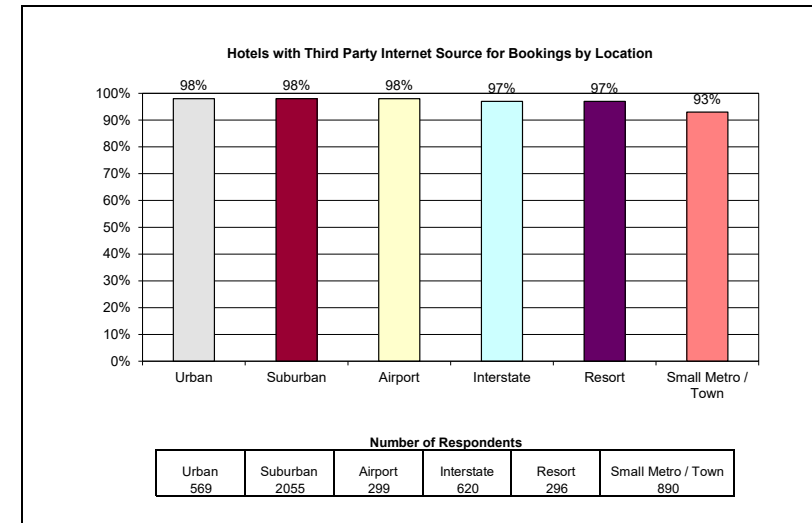
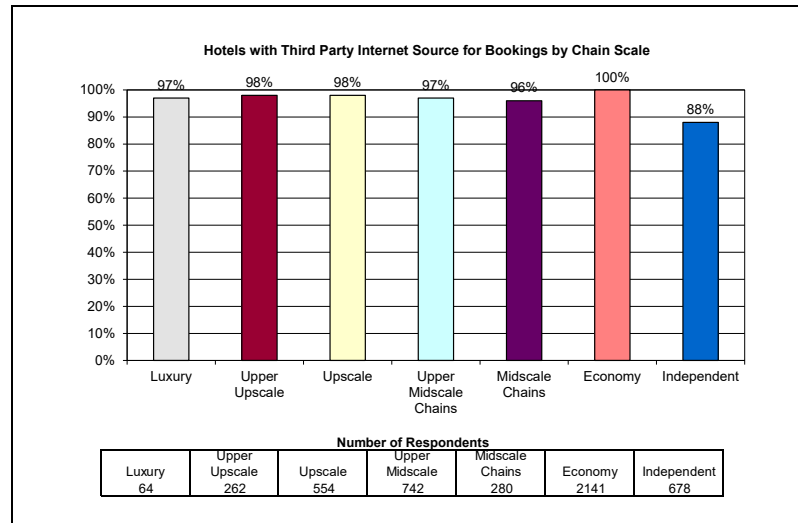
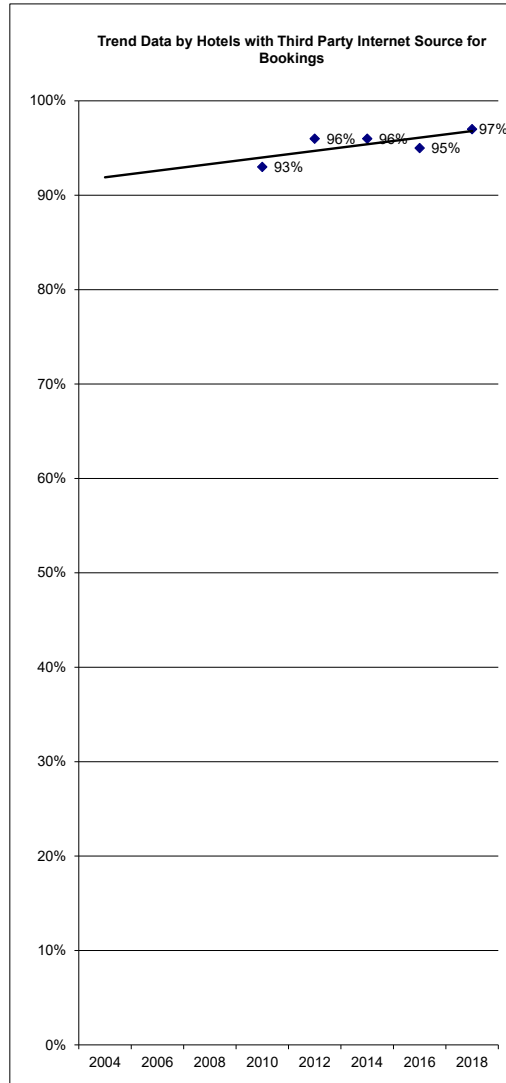
Question 92: Percentage of Hotels that Offer Property / Chain Website for Bookings



Chain Scale	Location Type	Price Segment	Room Range	Age of Property	Region											AHLA		Total Respondents																										
					New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	Yes	No																													
Luxury	Upper Upscale	Upscale	Upper Midscale Chains	Midscale Chains	Economy	Independent	Urban	Suburban	Airport	Interstate	Small Metro / Town	Luxury	Upscale	Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	Yes	No							
Luxury	Upper Upscale	Upscale	Upper Midscale Chains	Midscale Chains	Economy	Independent	Urban	Suburban	Airport	Interstate	Small Metro / Town	Luxury	Upscale	Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	Yes	No	63						
Location Type (exclusive)	Urban	Suburban	Airport	Interstate	Resort	Small Metro / Town	Luxury	Upscale	Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	Yes	No	63	688										
Price Segment	Luxury	Upscale	Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	Yes	No	63	416	864	836	627	1999												
Room Range	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	Yes	No	63	459	525	1080	1478	1200	627	553	636	1128	1798												
Age of Property	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	Yes	No	63	627	553	636	1128	1798	161	342	934	564	273	347	811	455	855	3126	1616											
Region	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	Yes	No	63	161	342	934	564	273	347	811	455	855	3126	1616	4742																				
AHLA Member	Yes	No	Overall Average	Total Respondents	63	264	556	738	282	2143	688	579	2051	300	620	297	895	416	864	836	627	1999	459	525	1080	1478	1200	627	553	636	1128	1798	161	342	934	564	273	347	811	455	855	3126	1616	4742

Does your property offer property / chain website for bookings? Yes or No
 Percentages are based on the number of 'Yes' respondents in each category divided by the total responding to the question.
 For example, 100% of all responding Economy properties in a Urban location offer property / chain website for bookings.
 An 'X' indicates that there were no respondents to the question in that category.

Question 93: Percentage of Hotels with Third Party Internet Source for Bookings



Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.
 Historical Data does not exist prior to 2010 due to question being first introduced that year.

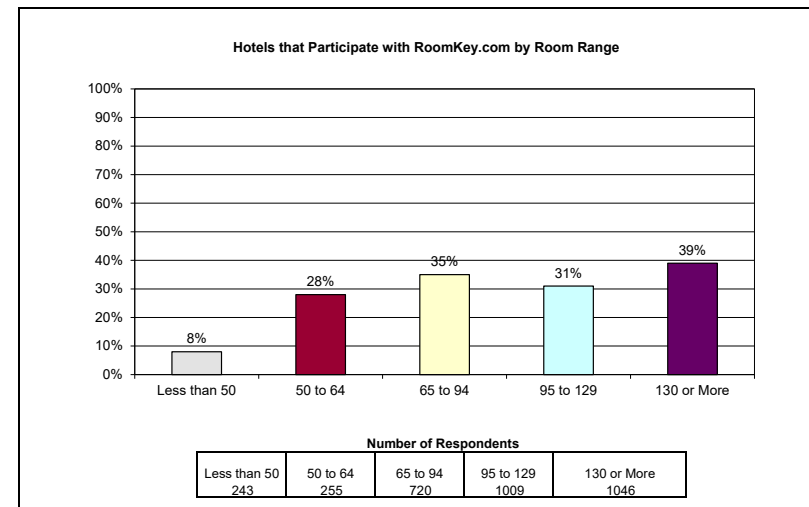
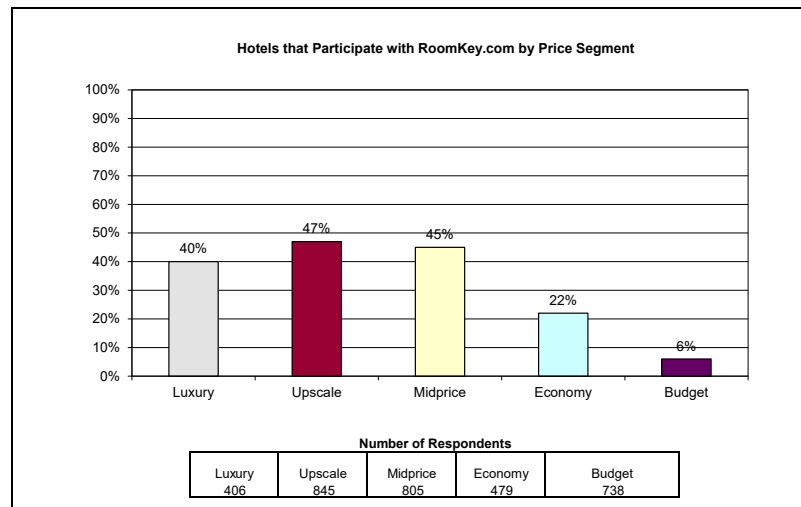
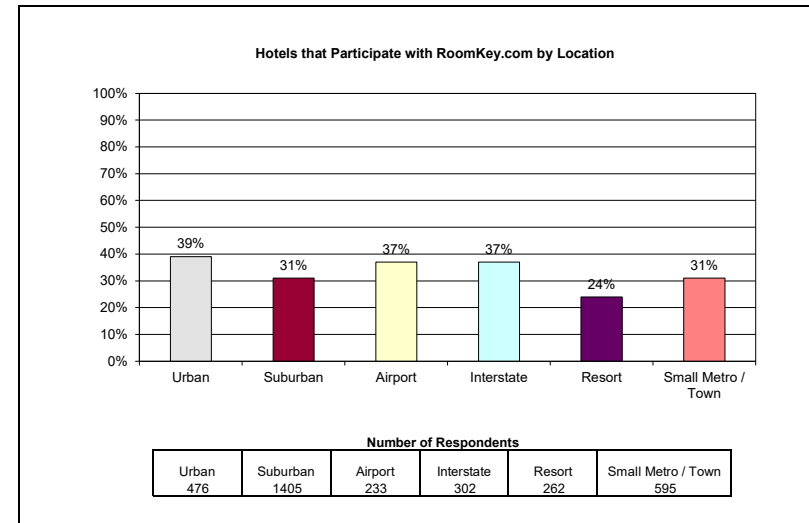
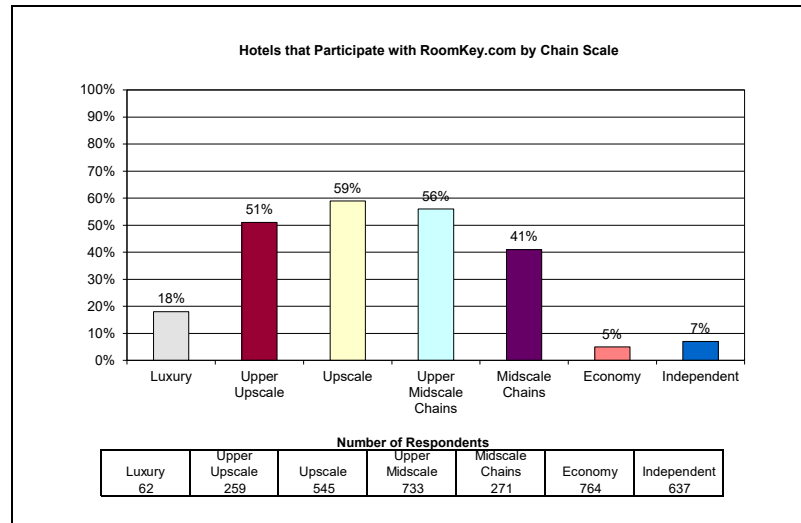
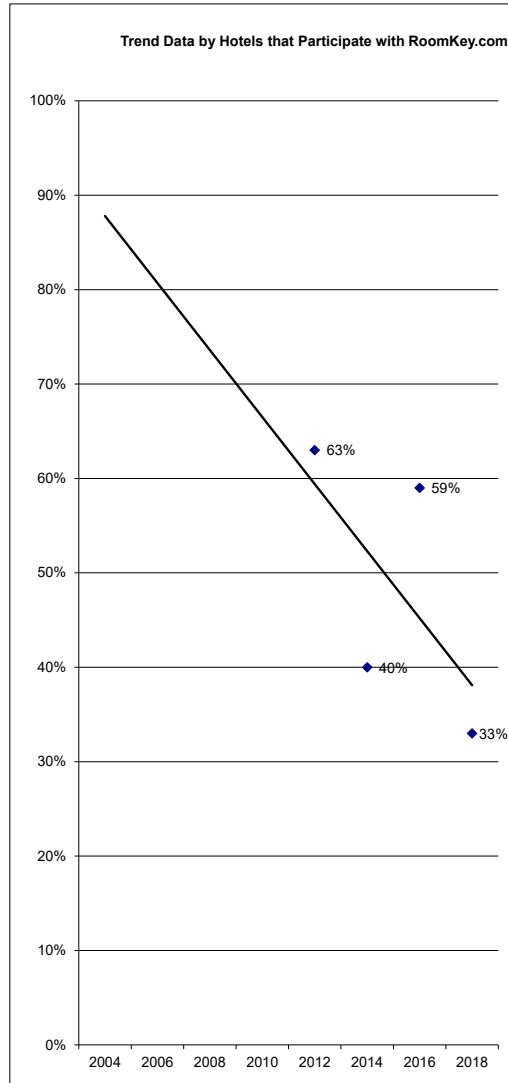
Question 93: Percentage of Hotels with Third Party Internet Source for Bookings



Chain Scale	Location Type	Price Segment	Room Range	Age of Property	Region	AHLA		Total Respondents																																	
						Yes	No																																		
Luxury	Upper Upscale	Upscale	Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	Yes	No															
Chain Scale	Luxury																											64													
	Upper Upscale																												262												
	Upscale																												554												
	Upper Midscale Chains																												742												
	Midscale Chains																												280												
	Economy																												2141												
	Independent																												678												
Location Type (exclusive)	Urban	96	99	100	98	92	100	95																				569													
	Suburban	92	98	98	97	98	100	89																					2055												
	Airport	100	100	94	98	100	99	93																					299												
	Interstate	X	100	90	95	94	100	84																					620												
	Resort	100	93	100	95	100	100	95																					296												
	Small Metro / Town	100	100	98	96	96	98	81																					890												
Price Segment	Luxury	96	99	100	97	X	X	92	98	94	96	100	99	88														412													
	Upscale	100	97	97	96	91	100	93	99	97	95	90	97	93														860													
	Midprice	100	94	98	96	96	97	92	98	96	95	97	94	95														835													
	Economy	X	100	100	100	97	99	84	96	100	98	95	96	92														627													
	Budget	X	100	100	100	100	100	76	96	98	99	100	99	97	94													1995													
Room Range	Less than 50	67	100	100	86	93	98	76	94	91	100	92	83	84	86	91	85	85	90									458													
	50 to 64	100	X	100	95	91	99	87	94	98	92	97	100	93	82	88	96	95	98									525													
	65 to 94	100	100	95	97	96	100	87	96	98	94	97	100	96	96	95	94	98	99									1079													
	95 to 129	100	100	98	97	100	100	95	98	99	99	99	100	97	97	97	98	99	100									1471													
	130 or More	98	97	98	98	100	100	96	99	98	98	100	97	96	99	97	97	99	100									1196													
Age of Property	Less than 8 years	100	100	99	98	98	100	90	98	98	95	96	98	97	99	96	96	98	100	85	95	98	98	99				623													
	8 to 14 years	93	94	98	95	94	100	91	94	96	100	95	96	95	94	94	96	99	99	94	97	95	96	98				551													
	15 to 19 years	88	96	98	94	98	100	96	96	99	96	97	97	95	97	97	94	99	100	95	97	97	100	97				635													
	20 to 29 years	100	97	98	97	96	100	84	99	99	98	96	98	93	96	95	96	96	99	89	96	99	99	98				1129													
	30 years or more	100	98	97	99	97	99	87	99	98	98	98	96	91	97	96	96	94	97	87	87	94	97	100	98			1791													
Region	New England	100	100	92	100	100	100	92	100	99	50	100	X	92	100	97	97	95	97	93	92	93	100	98	93	100	100	96	96	159											
	Middle Atlantic	80	100	100	94	95	99	92	97	97	100	100	100	90	95	97	95	95	97	90	94	93	98	99	98	90	94	100	96	340											
	South Atlantic	100	95	97	96	100	99	89	97	98	97	98	97	91	99	94	95	97	99	89	97	97	99	97	98	95	98	98	96	929											
	East North Central	100	97	95	97	97	100	86	100	98	96	97	100	92	96	96	95	100	98	83	96	97	99	98	96	100	97	97	97	566											
	East South Central	X	100	100	96	100	98	96	100	100	100	94	100	97	100	96	98	91	98	97	100	100	100	100	100	100	97	98	97	274											
	West North Central	100	100	100	100	93	99	86	96	100	100	100	100	89	95	97	97	94	97	90	92	100	99	98	99	98	98	97	93	347											
	West South Central	93	100	99	96	94	100	86	99	98	100	96	100	97	98	98	96	95	99	93	98	98	99	98	99	96	98	98	97	809											
	Mountain	100	95	96	96	94	100	88	100	98	100	91	95	96	100	93	97	96	97	81	92	100	99	98	98	96	100	97	94	456											
	Pacific	100	98	99	97	100	100	86	97	98	93	97	96	94	93	95	94	97	98	88	88	96	95	98	99	92	93	100	95	849											
AHLA Member	Yes	96	98	98	96	97	100	91	98	99	98	97	98	95	97	95	96	98	99	94	96	97	99	98	96	96	98	98	98	95	3117										
	No	100	97	98	97	96	99	85	98	97	96	95	94	91	96	96	95	94	95	84	95	84	95	84	95	84	95	91	91	1612											
Overall Average		97	98	98	97	96	100	88	98	98	98	97	97	93	97	96	96	96	98	88	88	96	97	99	98	97	96	98	97	96	97										
Total Respondents		64	262	554	742	280	2141	678	569	2055	299	620	296	890	412	860	835	627	1995	458	625	1079	1471	1196	623	551	635	1129	1791	159	340	929	566	274	347	809	456	849	3117	1612	4729

Does your property use a third party internet source for bookings? Yes or No
 Percentages are based on the number of 'Yes' respondents in each category divided by the total responding to the question.
 For example, 100% of all responding Economy properties in a Urban location use a third party internet source for bookings.
 An 'X' indicates that there were no respondents to the question in that category.

Question 94: Percentage of Hotels that Participate with RoomKey.com



Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.
 Historical Data does not exist prior to 2012 due to question being first introduced that year.

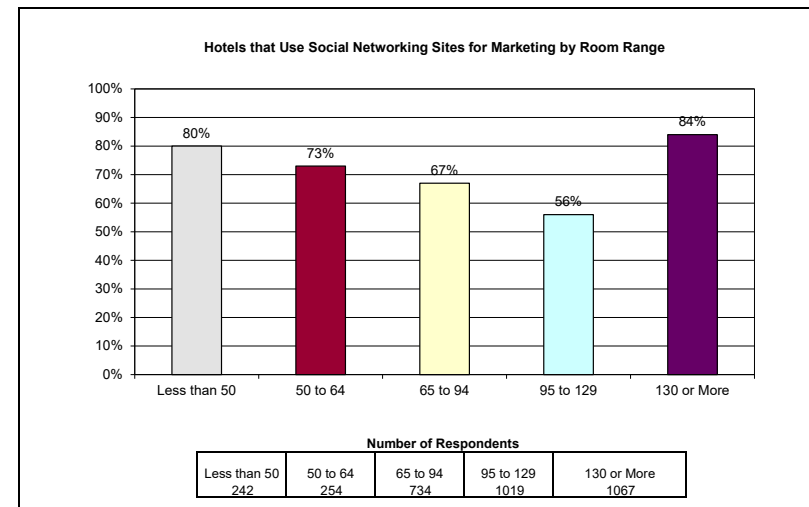
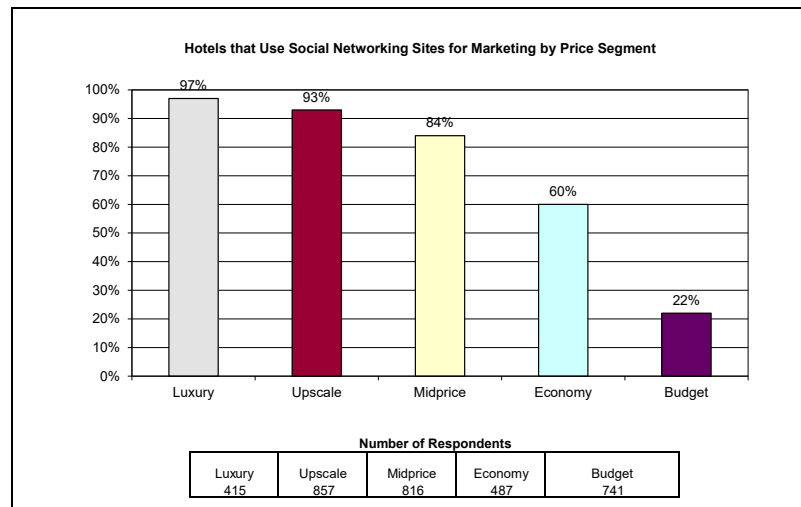
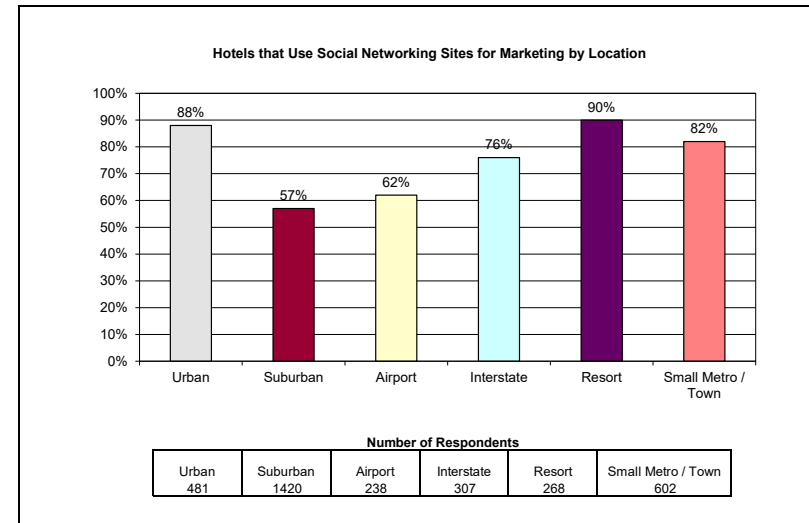
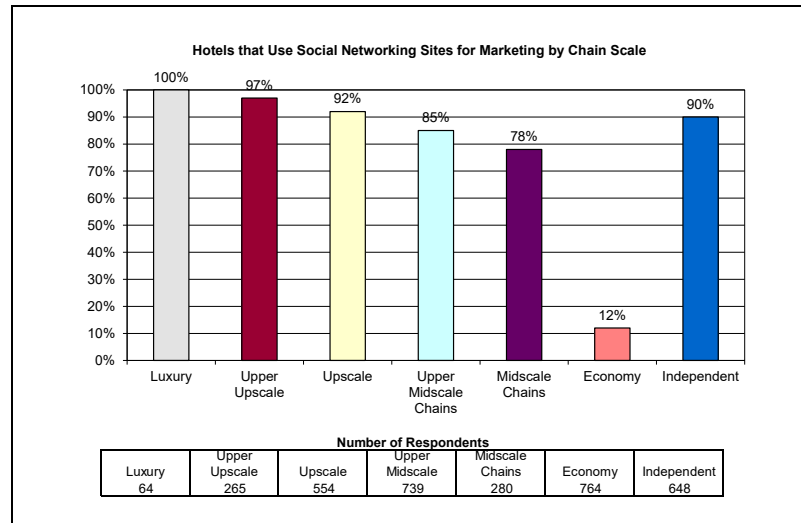
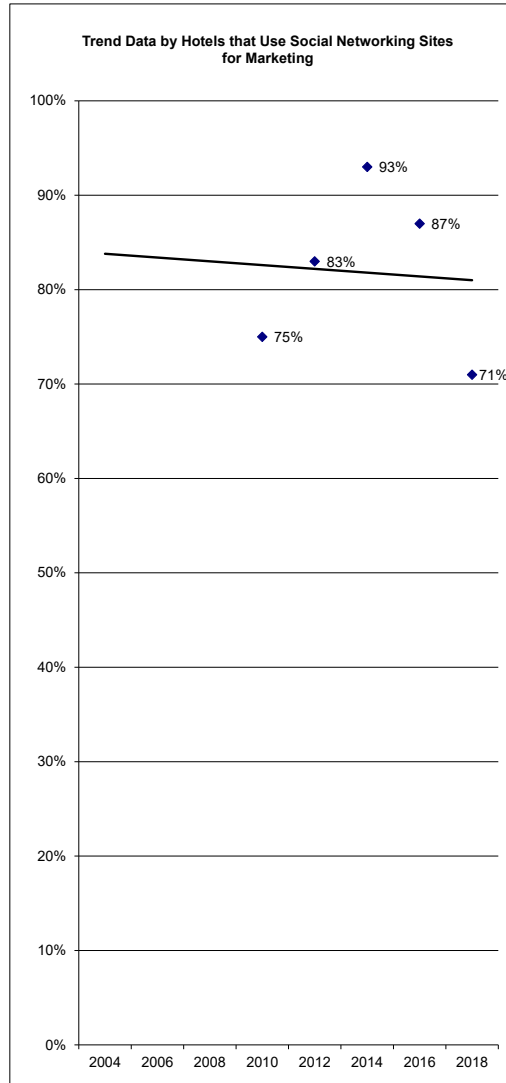
Question 94: Percentage of Hotels that Participate with RoomKey.com



Chain Scale	Location Type	Price Segment	Room Range	Age of Property	Region	AHLA		Total Respondents
						Yes	No	
Luxury	Urban	Luxury	Less than 50	Less than 8 years	New England	Yes	No	62
Upper Upscale	Suburban	Upscale	50 to 64	8 to 14 years	Middle Atlantic			259
Upscale	Airport	Midprice	65 to 94	15 to 19 years	South Atlantic			545
Upper Midscale Chains	Interstate	Economy	95 to 129	20 to 29 years	East North Central			733
Midscale Chains	Resort	Budget	130 or More	30 years or more	East South Central			271
Economy	Small Metro / Town				West North Central			764
Independent					West South Central			637
Urban					Mountain			476
Suburban					Pacific			1405
Airport					Yes			233
Interstate					No			302
Resort								262
Small Metro / Town								595
Luxury								406
Upscale								845
Midprice								805
Economy								479
Budget								738
Less than 50								243
50 to 64								255
65 to 94								720
95 to 129								1009
130 or More								1046
Less than 8 years								551
8 to 14 years								486
15 to 19 years								531
20 to 29 years								878
30 years or more								827
New England								130
Middle Atlantic								286
South Atlantic								718
East North Central								423
East South Central								193
West North Central								260
West South Central								460
Mountain								285
Pacific								518
Yes								1963
No								1310
Overall Average								33
Total Respondents								3273

Does your property participate with RoomKey.com? Yes or No
 Percentages are based on the number of 'Yes' respondents in each category divided by the total responding to the question.
 For example, 2% of all responding Economy properties in a Urban location participate with RoomKey.com.
 An 'X' indicates that there were no respondents to the question in that category.

Question 95: Percentage of Hotels that Use Social Networking Sites for Marketing



Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.
 Historical Data does not exist prior to 2010 due to question being first introduced that year.

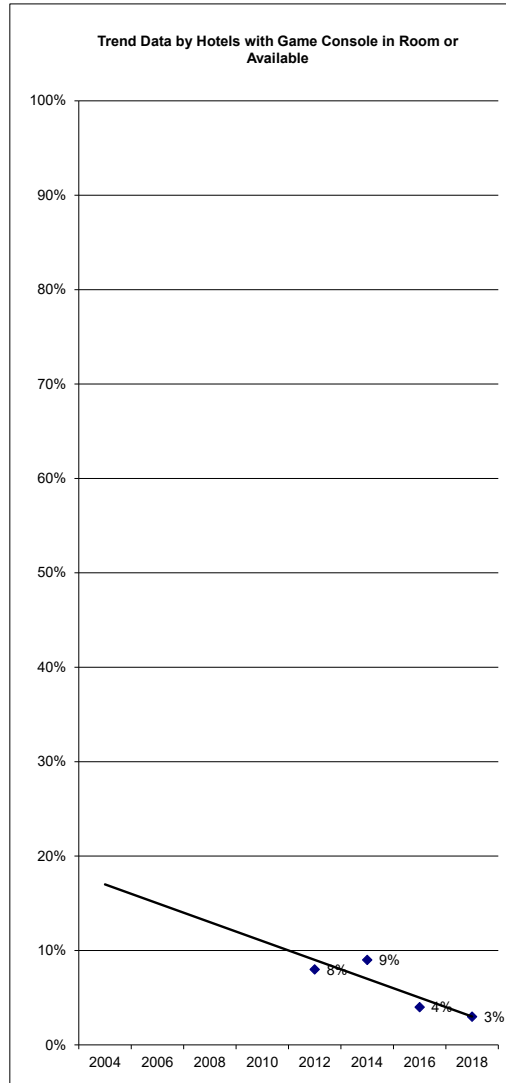
Question 95: Percentage of Hotels that Use Social Networking Sites for Marketing



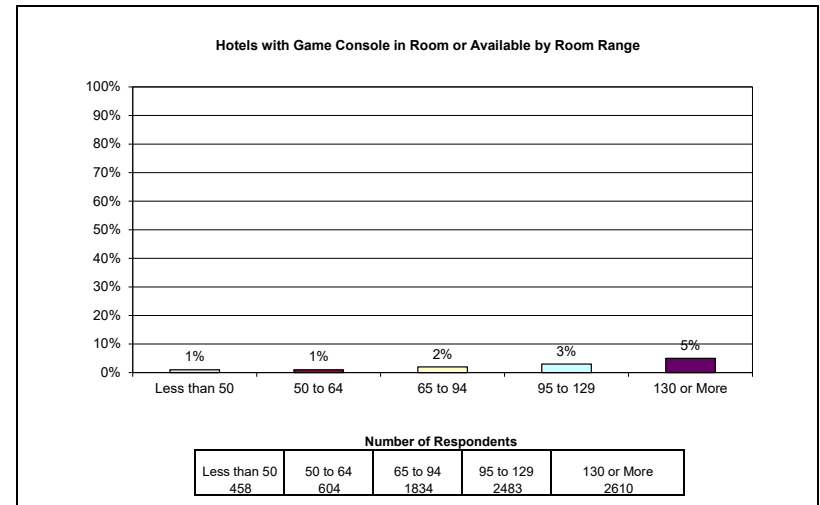
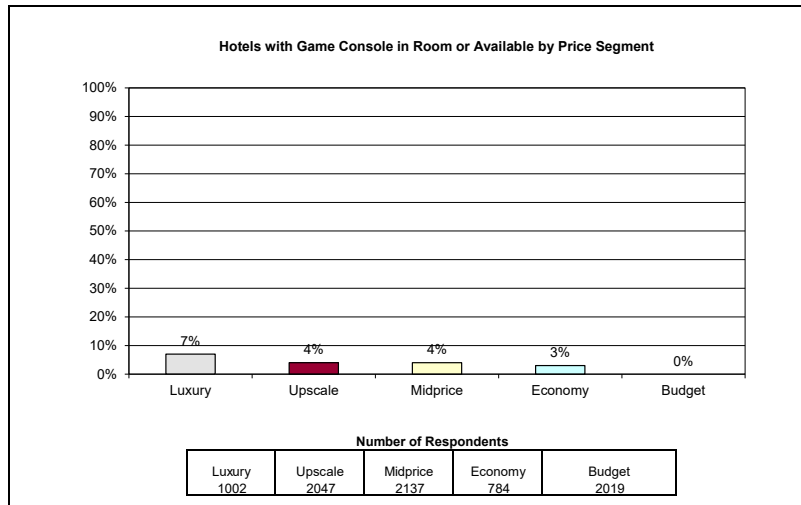
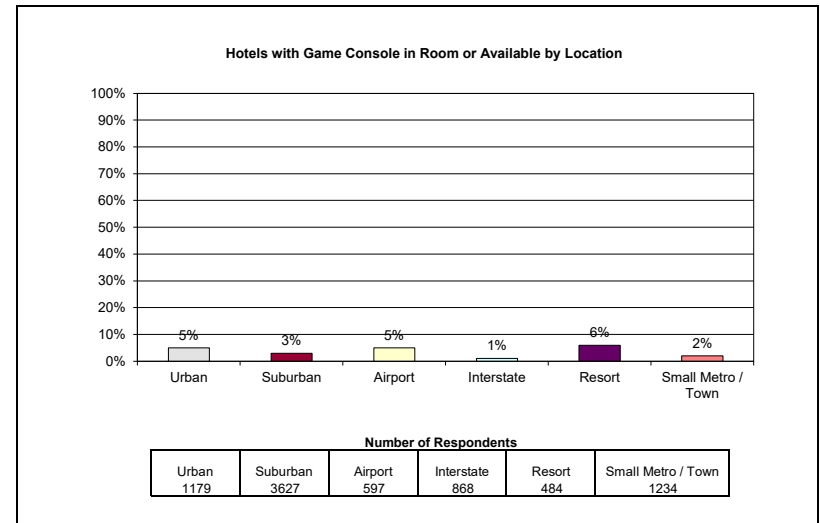
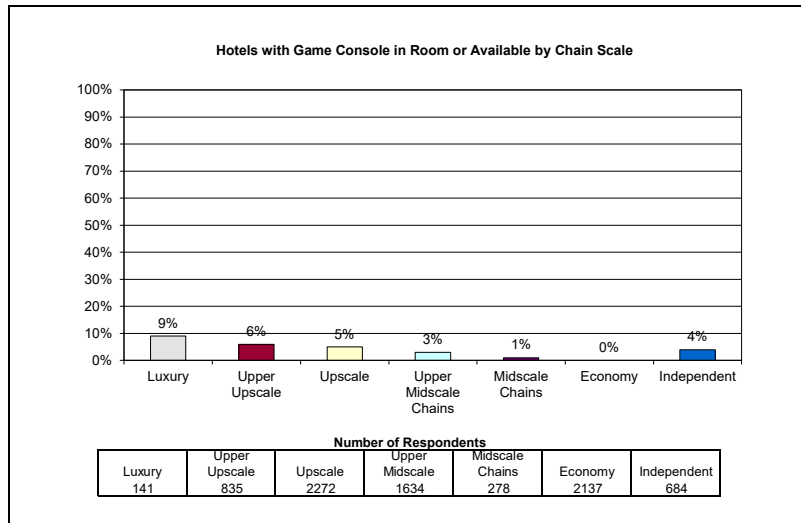
Chain Scale	Location Type	Price Segment	Room Range	Age of Property	Region	AHLA		Total Respondents																				
						Yes	No																					
Luxury	Upper Upscale	Upscale	Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	Yes	No		
Chain Scale	Luxury																											64
	Upper Upscale																											265
	Upscale																											554
	Upper Midscale Chains																											739
	Midscale Chains																											280
	Economy																											764
	Independent																											648
Location Type (exclusive)	Urban																											481
	Suburban																											1420
	Airport																											238
	Interstate																											307
	Resort																											268
	Small Metro / Town																											602
Price Segment	Luxury																											415
	Upscale																											857
	Midprice																											816
	Economy																											487
	Budget																											741
Room Range	Less than 50																											242
	50 to 64																											254
	65 to 94																											734
	95 to 129																											1019
	130 or More																											1067
Age of Property	Less than 8 years																											555
	8 to 14 years																											494
	15 to 19 years																											537
	20 to 29 years																											889
	30 years or more																											841
Region	New England																											130
	Middle Atlantic																											287
	South Atlantic																											729
	East North Central																											429
	East South Central																											195
	West North Central																											263
	West South Central																											462
	Mountain																											294
	Pacific																											527
AHLA Member	Yes																											1993
	No																											1323
Overall Average																												71
Total Respondents																												3316

Does your property use social networking sites for marketing? Yes or No
 Percentages are based on the number of 'Yes' respondents in each category divided by the total responding to the question.
 For example, 12% of all responding Economy properties in a Urban location use social networking sites for marketing.
 An 'X' indicates that there were no respondents to the question in that category.

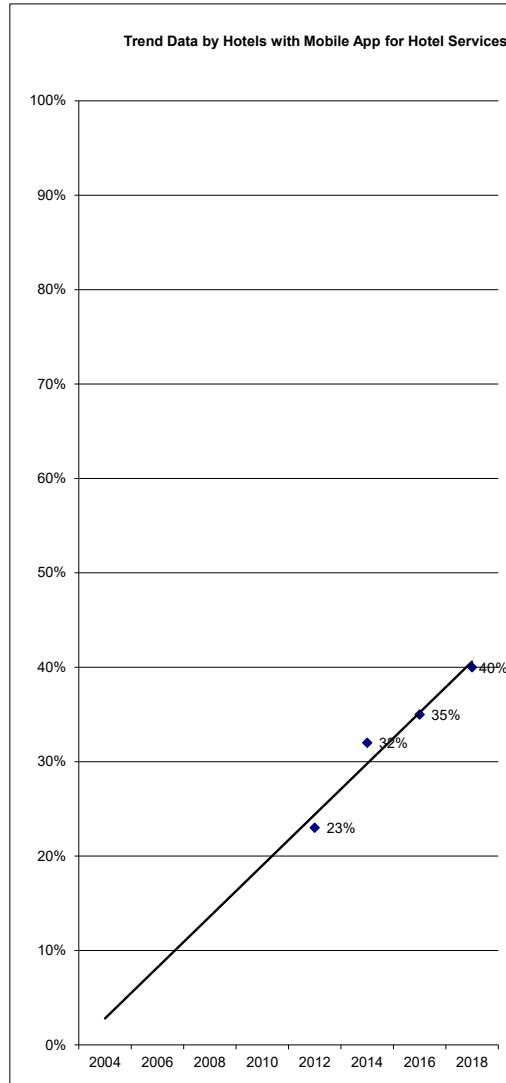
Question 96: Percentage of Hotels with Game Console in Room or Available



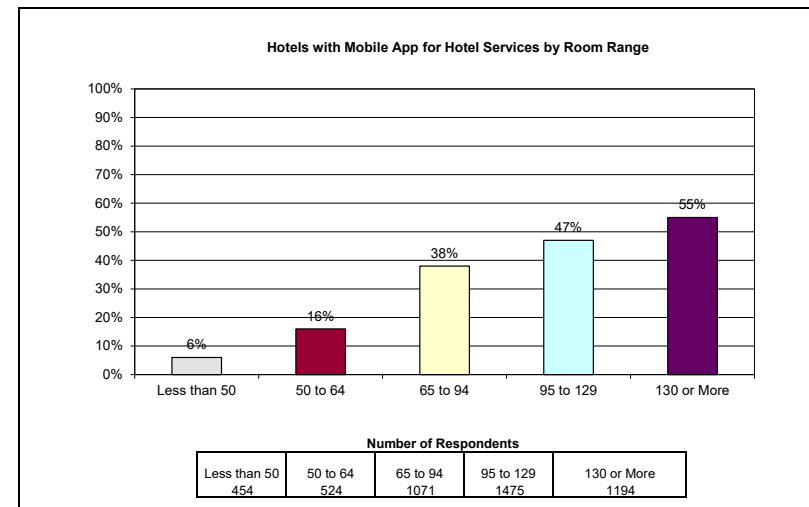
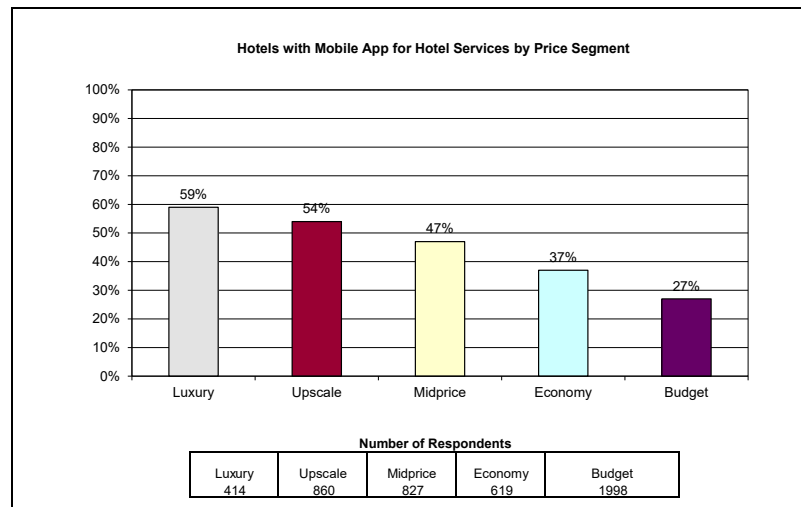
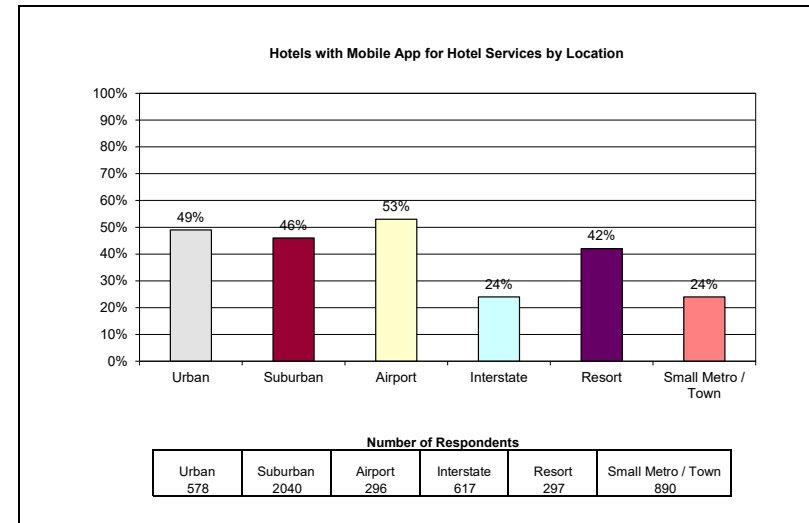
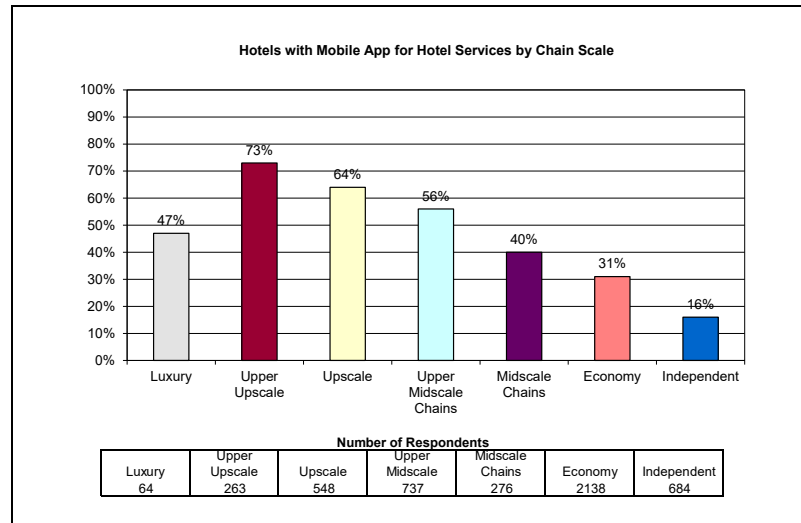
Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.
 Historical Data does not exist prior to 2012 due to question being first introduced that year.



Question 97: Percentage of Hotels with Mobile App for Hotel Services



Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.
 Historical Data does not exist prior to 2012 due to question being first introduced that year.



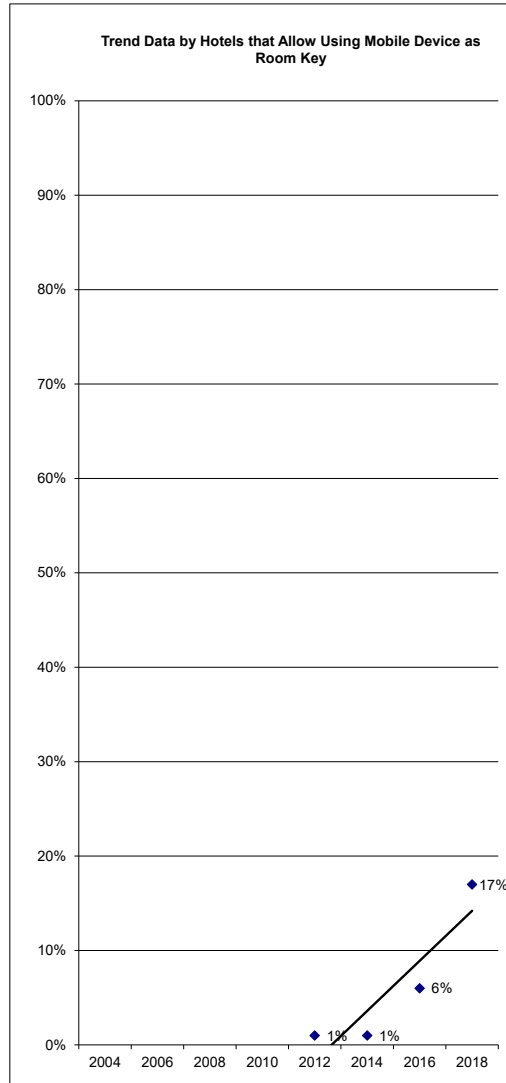
Question 97: Percentage of Hotels with Mobile App for Hotel Services



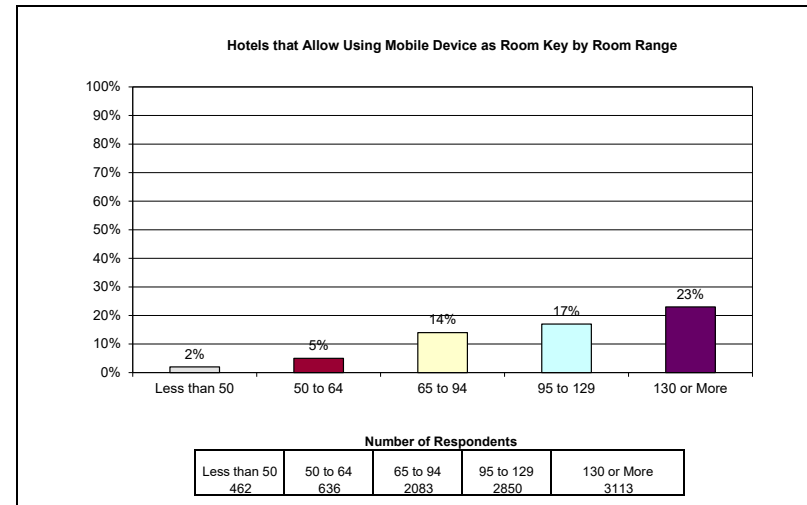
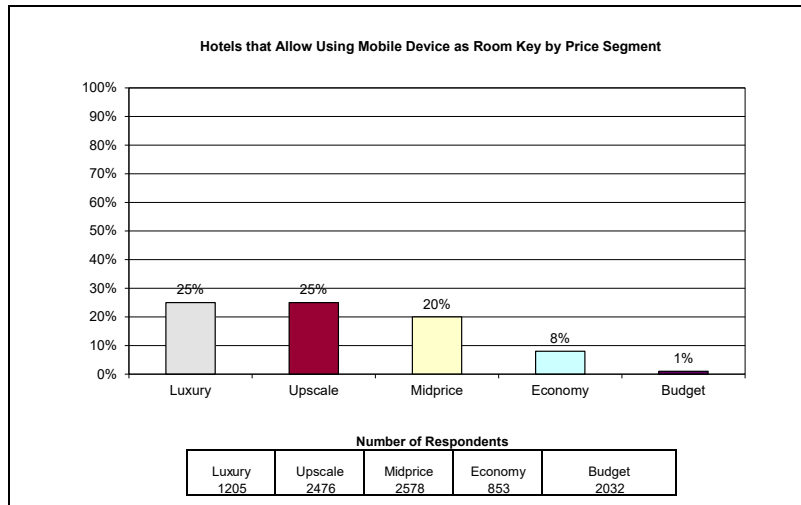
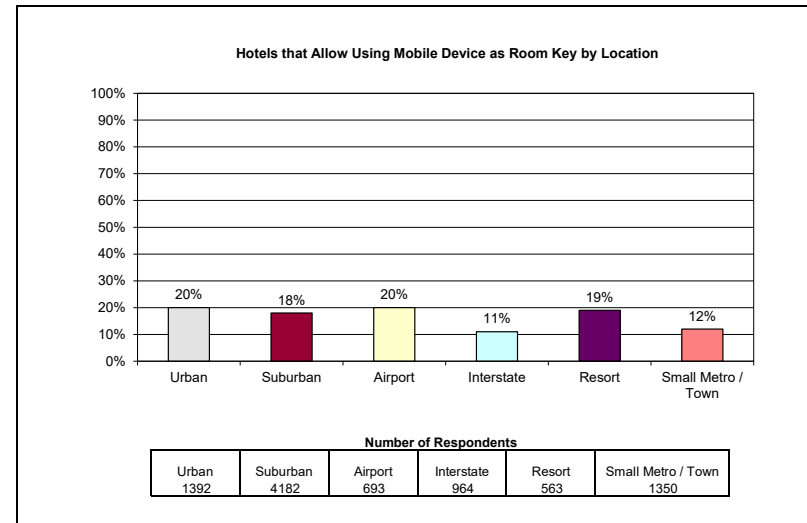
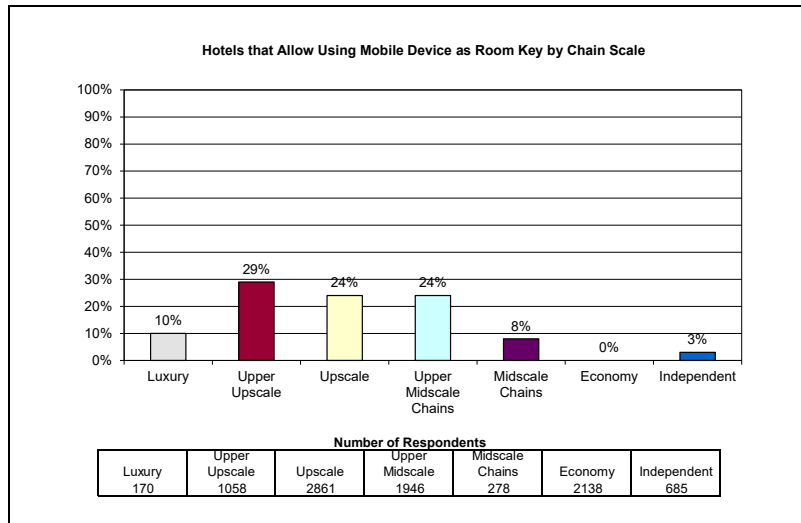
Chain Scale	Location Type	Price Segment	Room Range	Age of Property	Region									AHLA		Total Respondents														
					New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	Yes	No															
Luxury	Upper Upscale	Upscale	Midprice	Economy	Budget	Less than 50	50 to 64	65 to 94	95 to 129	130 or More	Less than 8 years	8 to 14 years	15 to 19 years	20 to 29 years	30 years or more	New England	Middle Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	Yes	No				
Chain Scale	Luxury																													64
	Upper Upscale																													263
	Upscale																													548
	Upper Midscale Chains																													737
	Midscale Chains																													276
	Economy																													2138
	Independent																													684
Location Type (exclusive)	Urban																													578
	Suburban																													2040
	Airport																													296
	Interstate																													617
	Resort																													297
	Small Metro / Town																													890
Price Segment	Luxury																													414
	Upscale																													860
	Midprice																													827
	Economy																													619
	Budget																													1998
Room Range	Less than 50																													454
	50 to 64																													524
	65 to 94																													1071
	95 to 129																													1475
	130 or More																													1194
Age of Property	Less than 8 years																													622
	8 to 14 years																													548
	15 to 19 years																													632
	20 to 29 years																													1121
	30 years or more																													1795
Region	New England																													161
	Middle Atlantic																													340
	South Atlantic																													929
	East North Central																													564
	East South Central																													271
	West North Central																													341
	West South Central																													807
	Mountain																													452
	Pacific																													853
AHLa Member	Yes																													3122
	No																													1596
Overall Average																														40
Total Respondents																														4718

Does your property use mobile apps for hotel services? Yes or No
Percentages are based on the number of 'Yes' respondents in each category divided by the total responding to the question.
For example, 33% of all responding Economy properties in a Urban location use mobile apps for hotel services.
An 'X' indicates that there were no respondents to the question in that category.

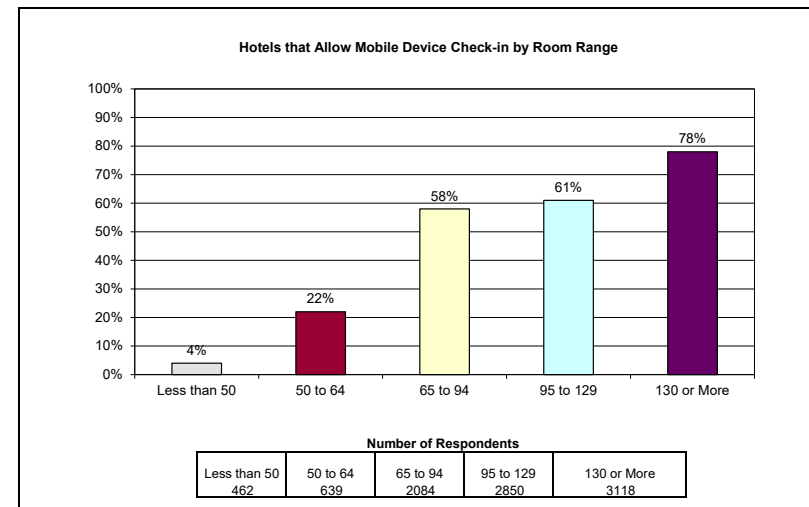
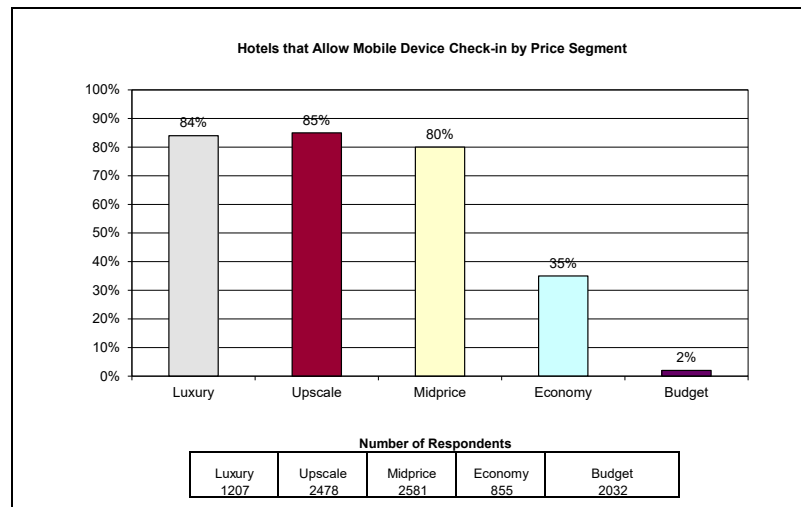
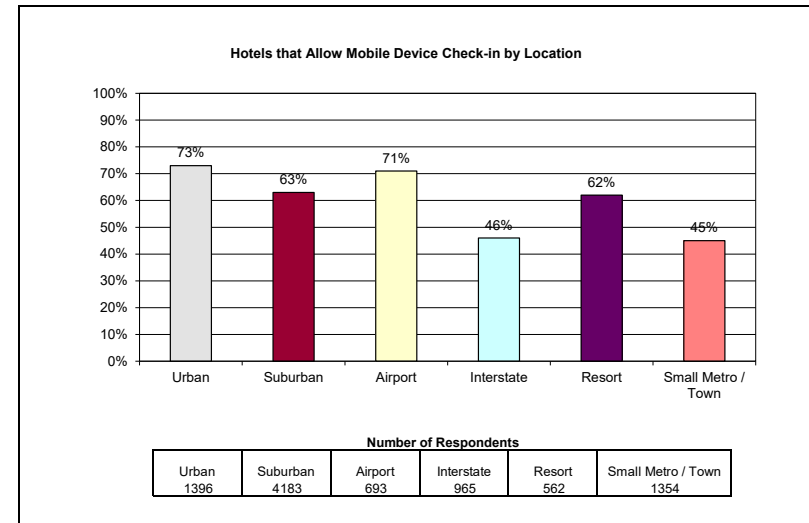
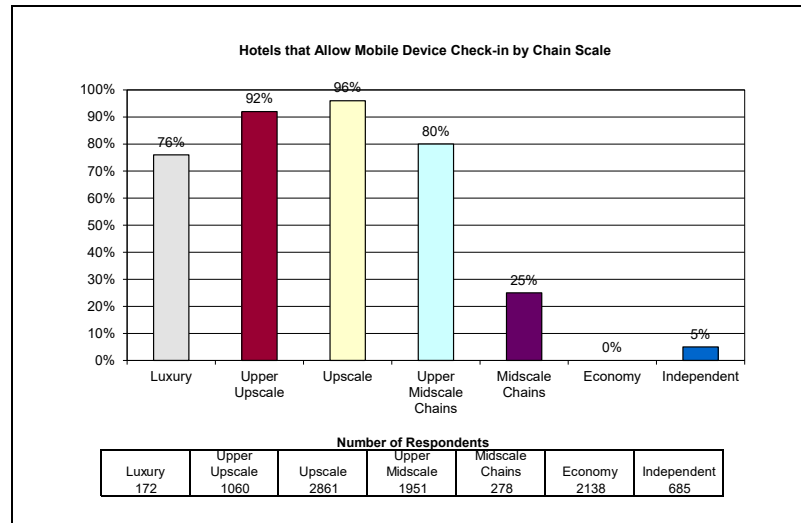
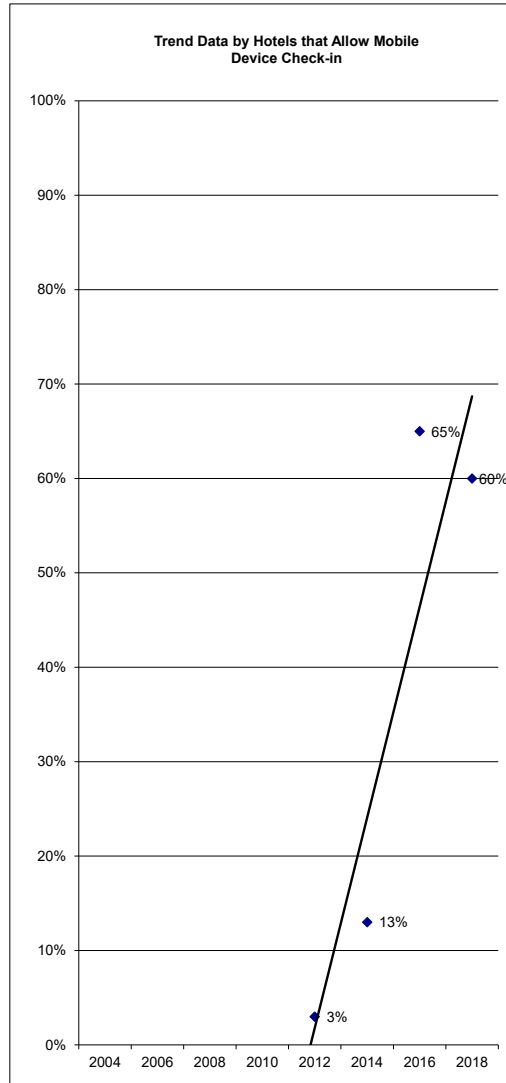
Question 98: Percentage of Hotels that Allow Using Mobile Device as Room Key



Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.
 Historical Data does not exist prior to 2012 due to question being first introduced that year.

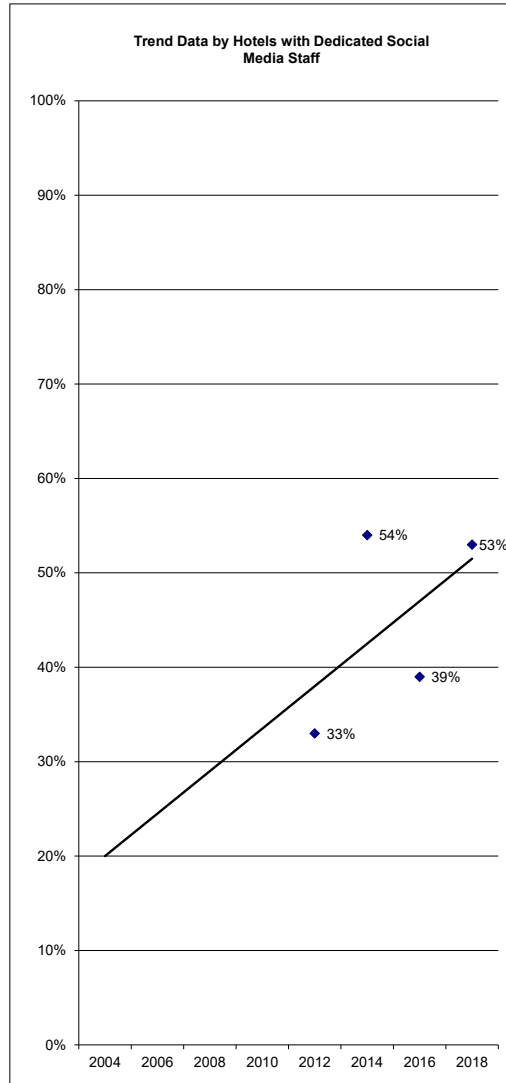


Question 99: Percentage of Hotels that Allow Mobile Device Check-in

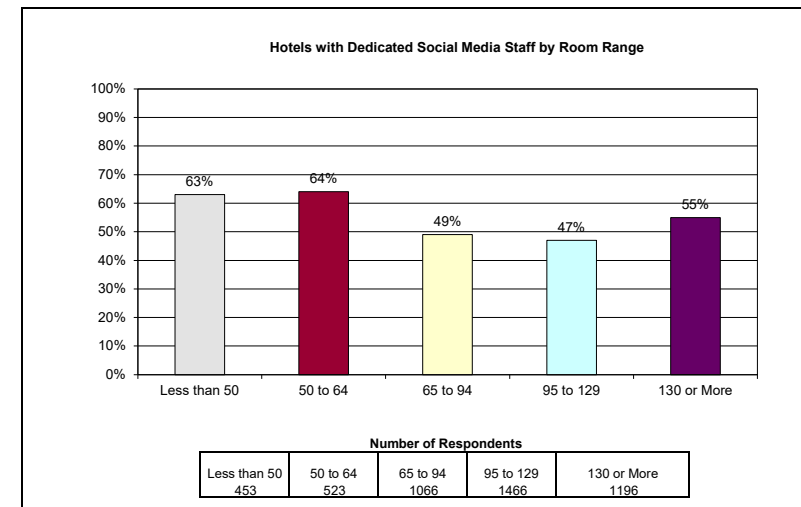
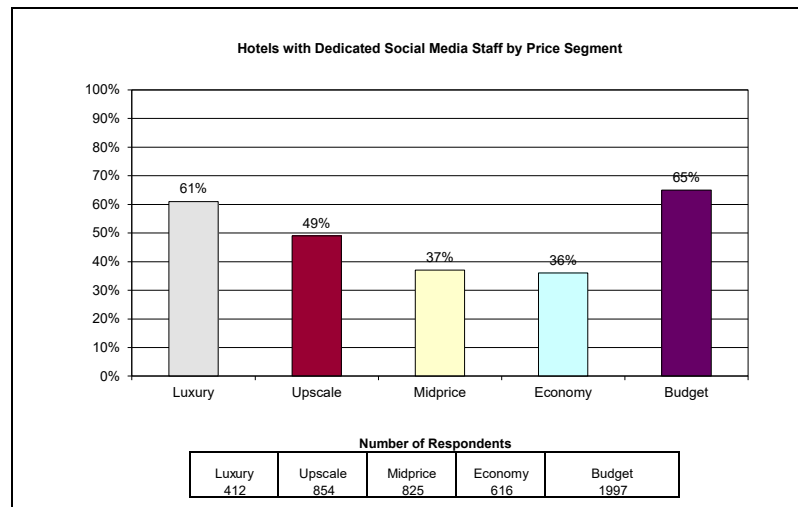
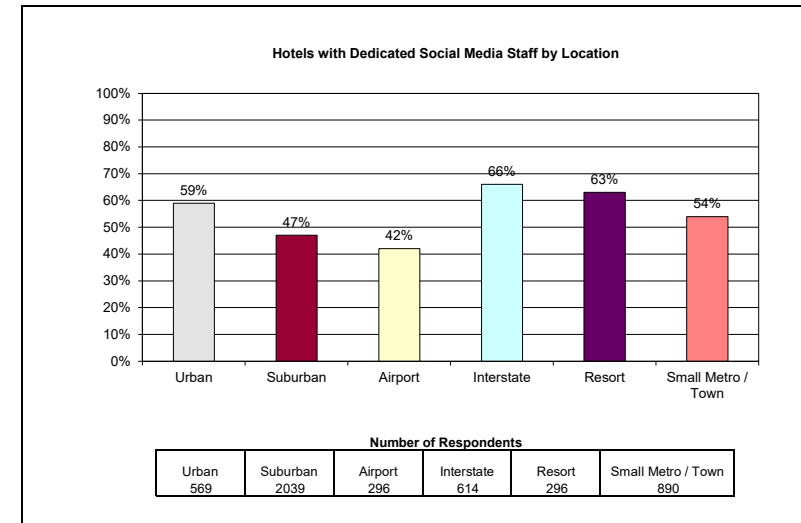
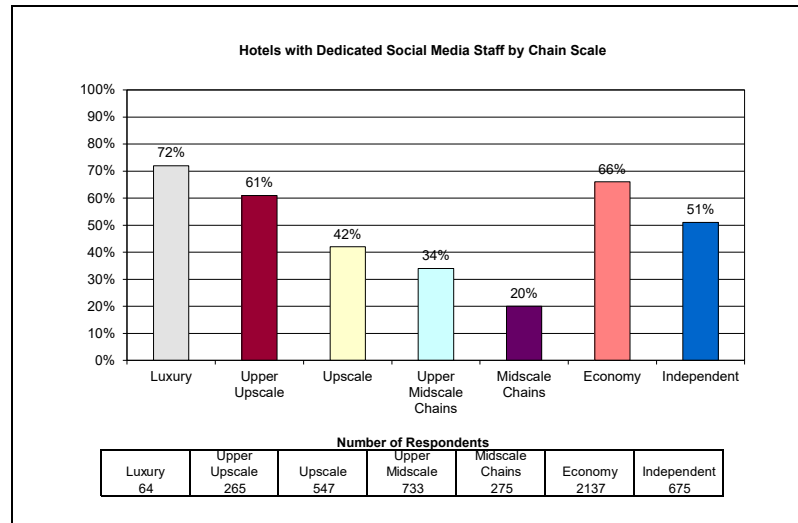


Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.
 Historical Data does not exist prior to 2012 due to question being first introduced that year.

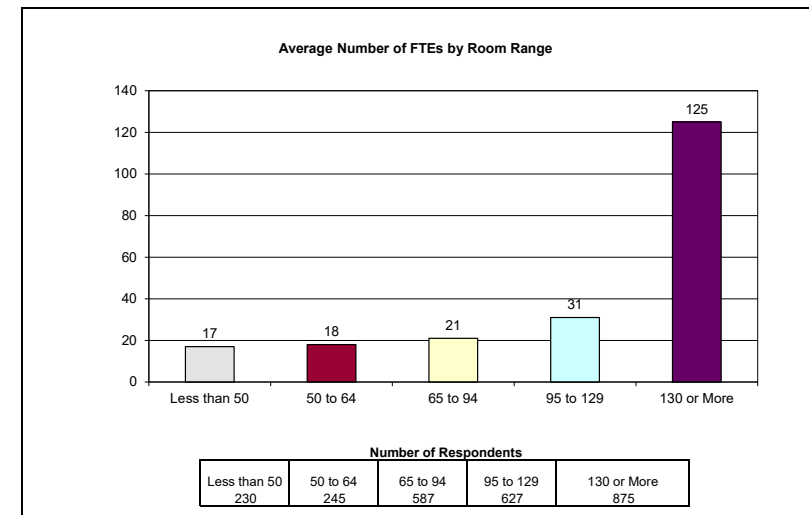
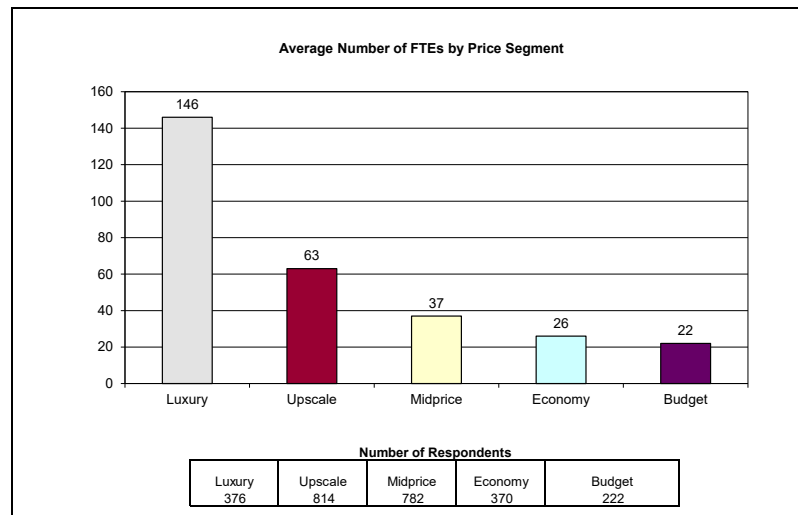
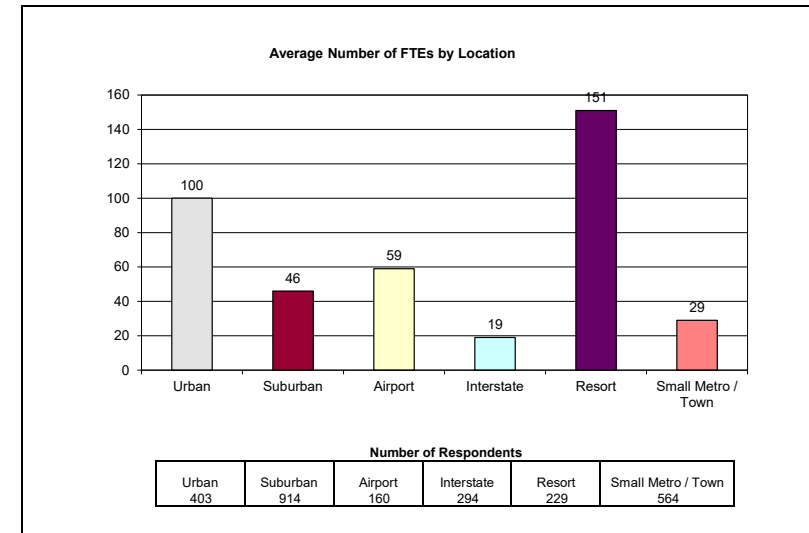
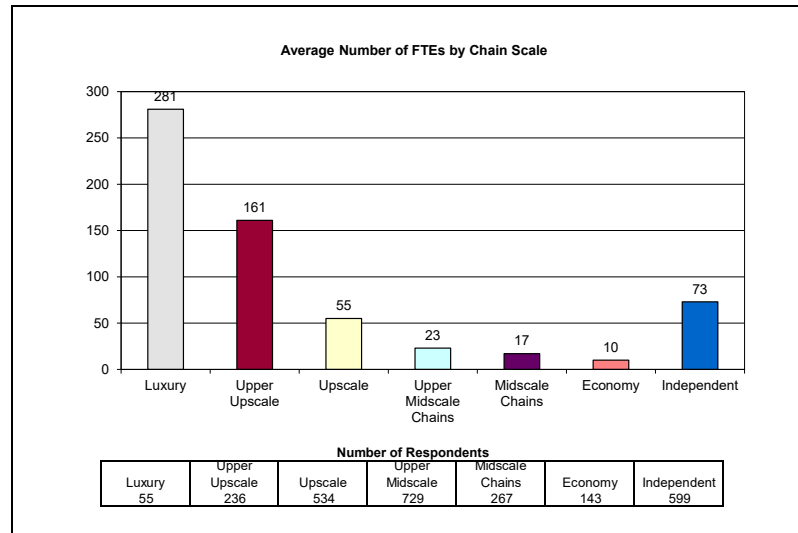
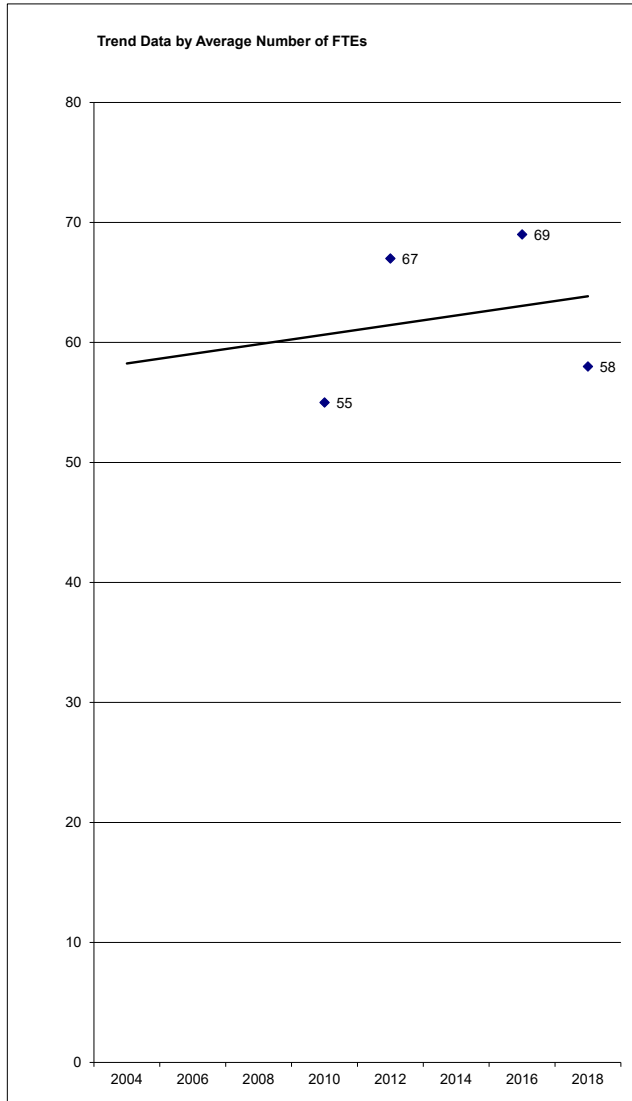
Question 100: Percentage of Hotels with Dedicated Social Media Staff



Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.
 Historical Data does not exist prior to 2012 due to question being first introduced that year.

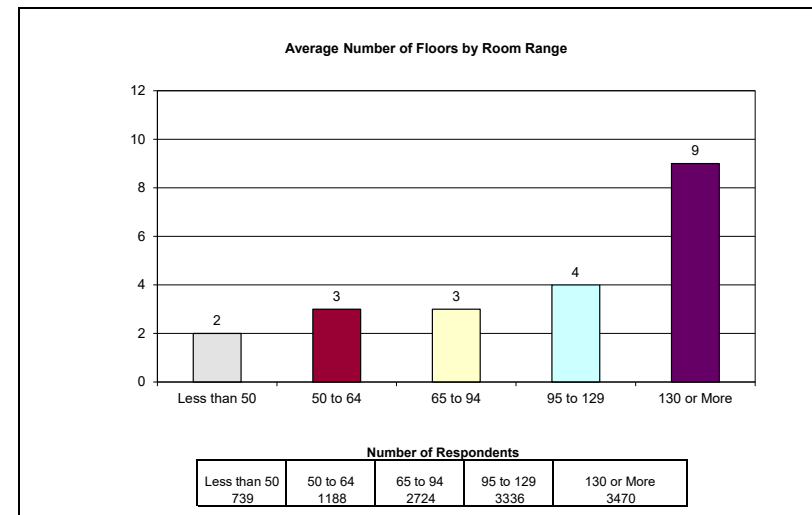
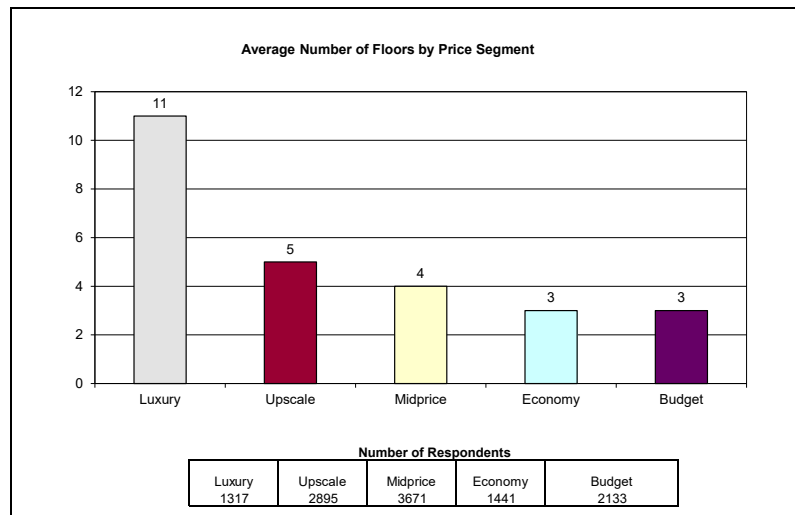
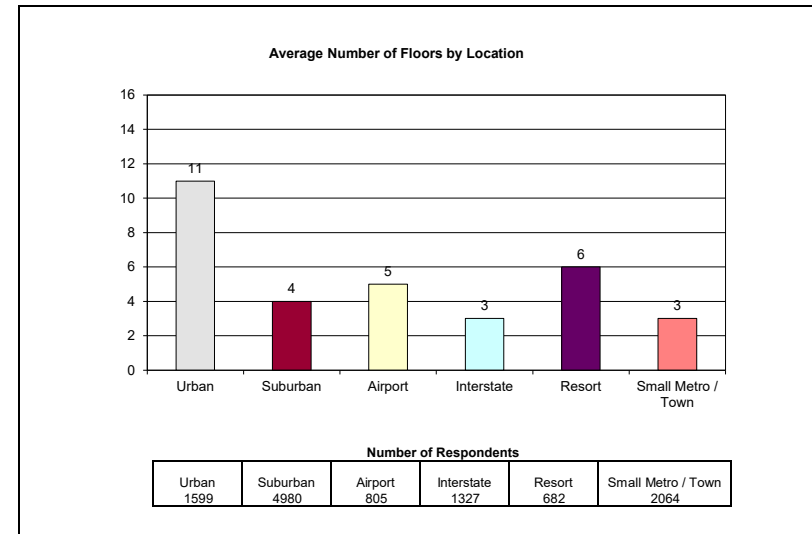
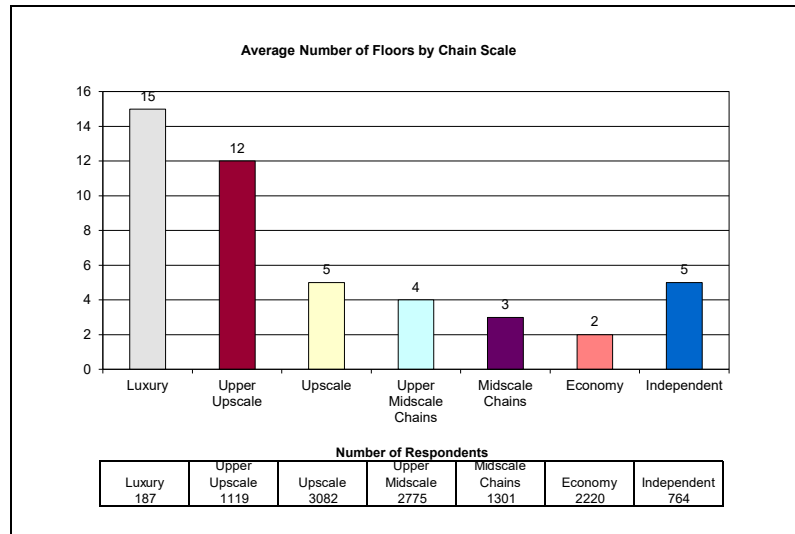
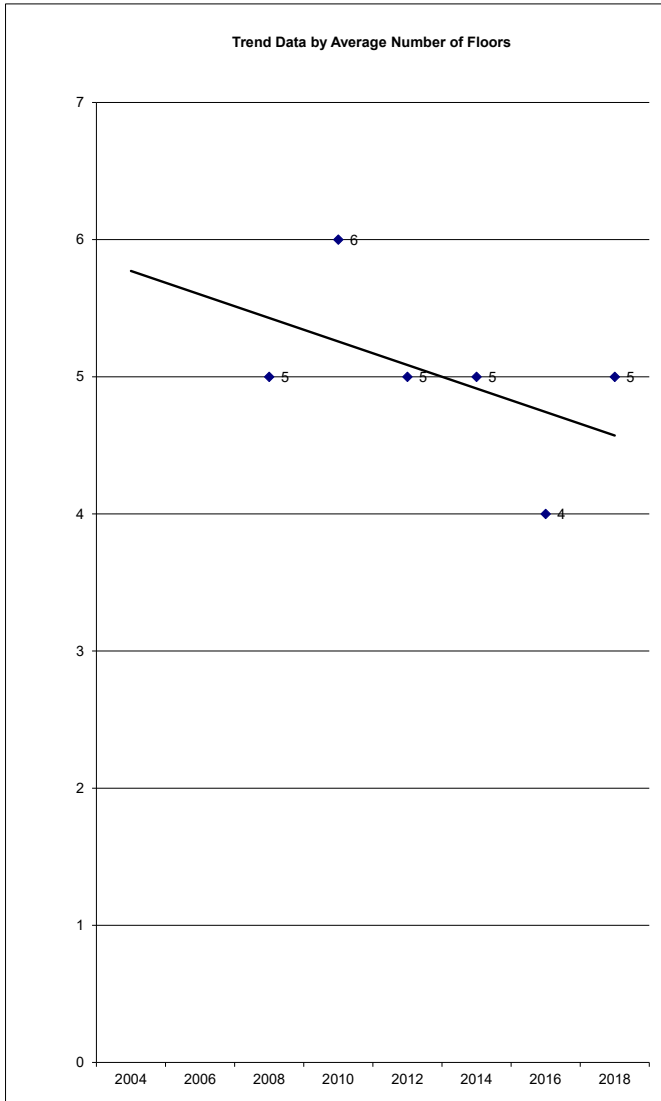


Question 101: Average Number of FTEs



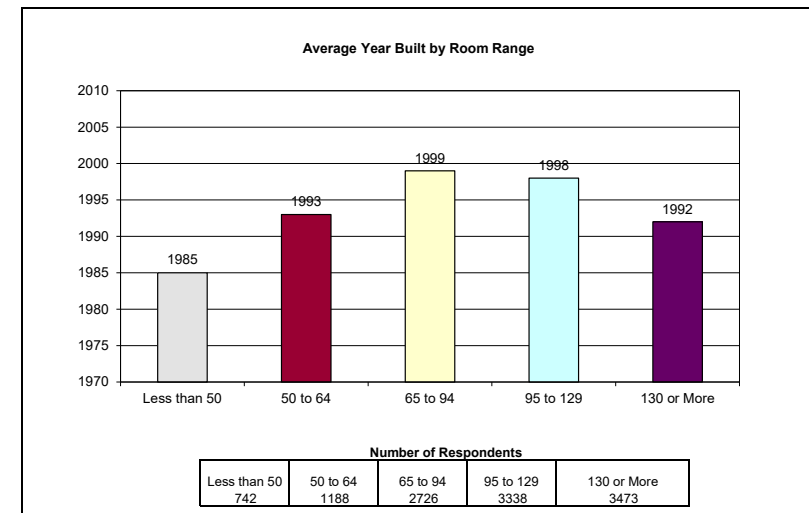
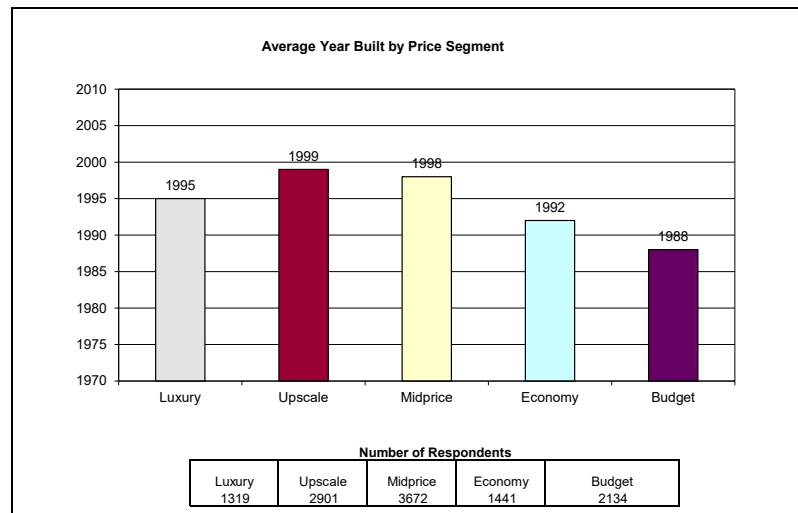
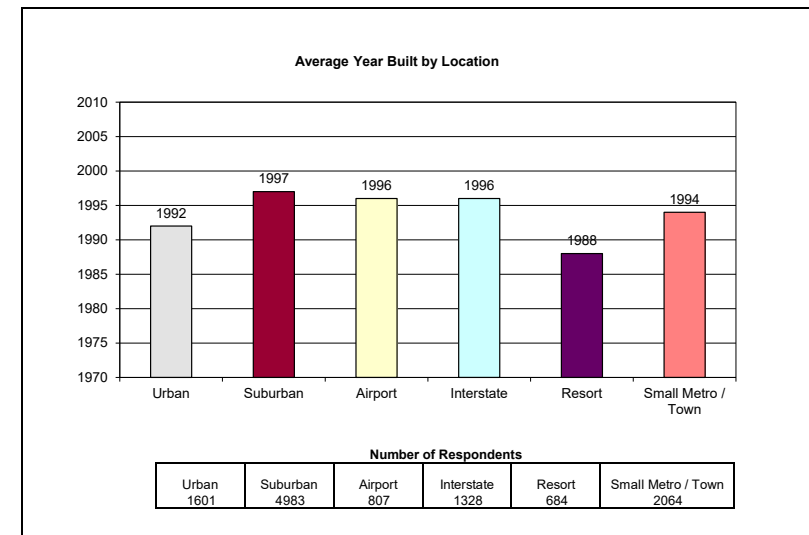
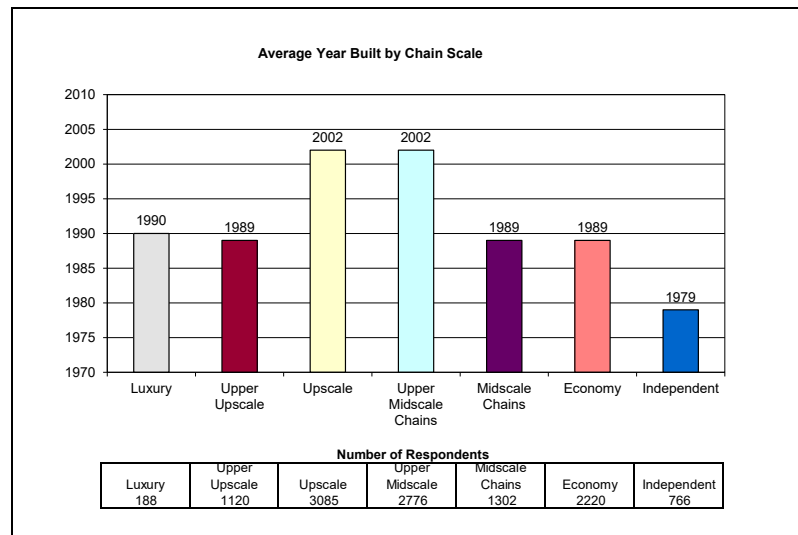
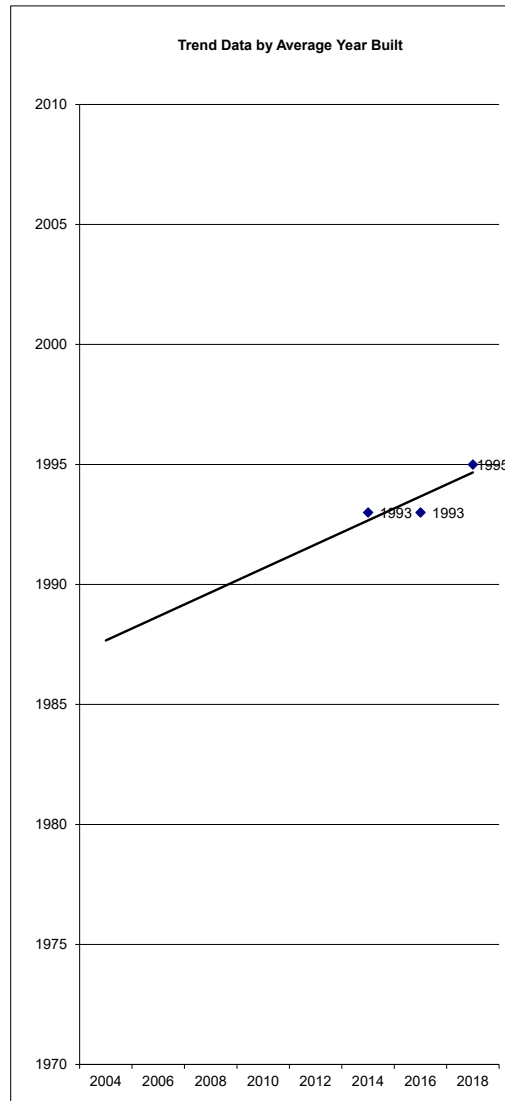
Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.
 Historical Data does not exist prior to 2010 due to question being first introduced that year.

Question 102: Average Number of Floors¹⁶



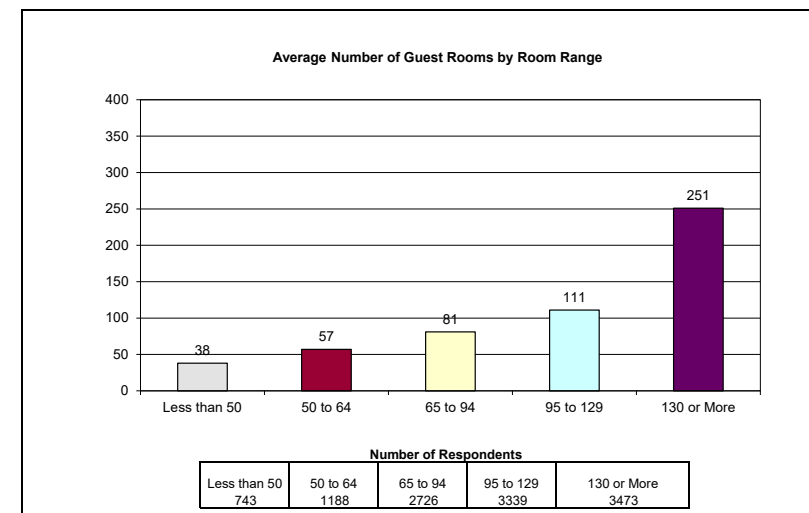
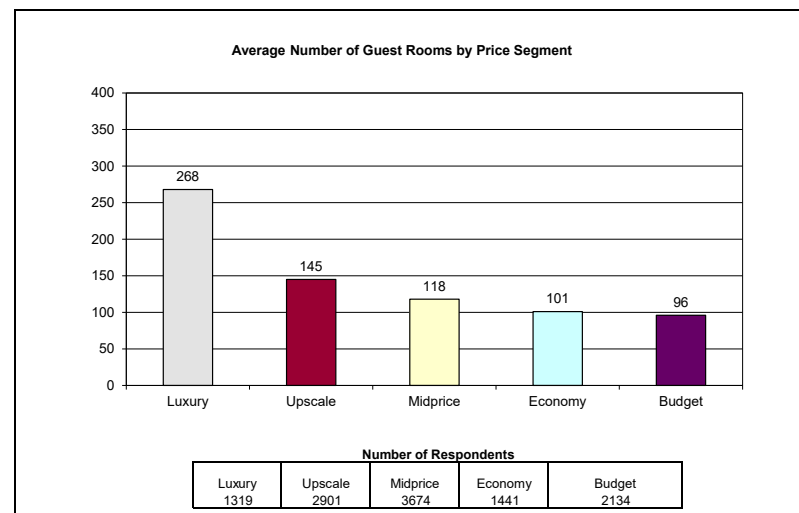
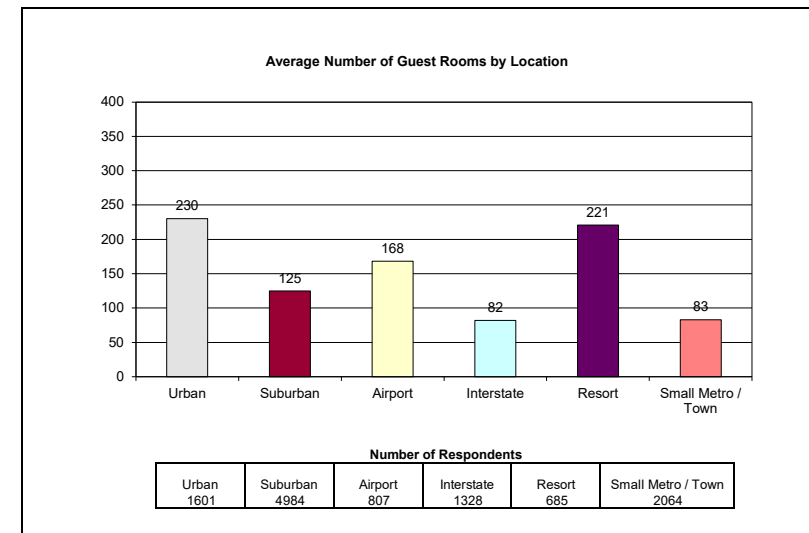
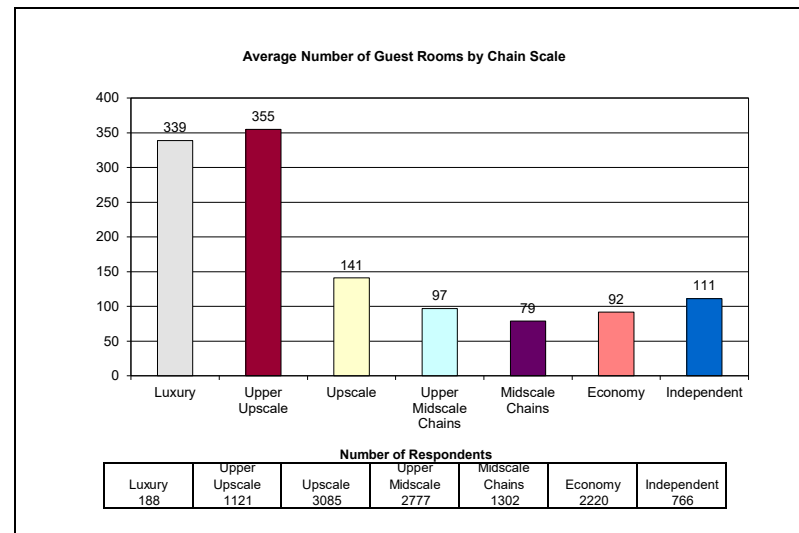
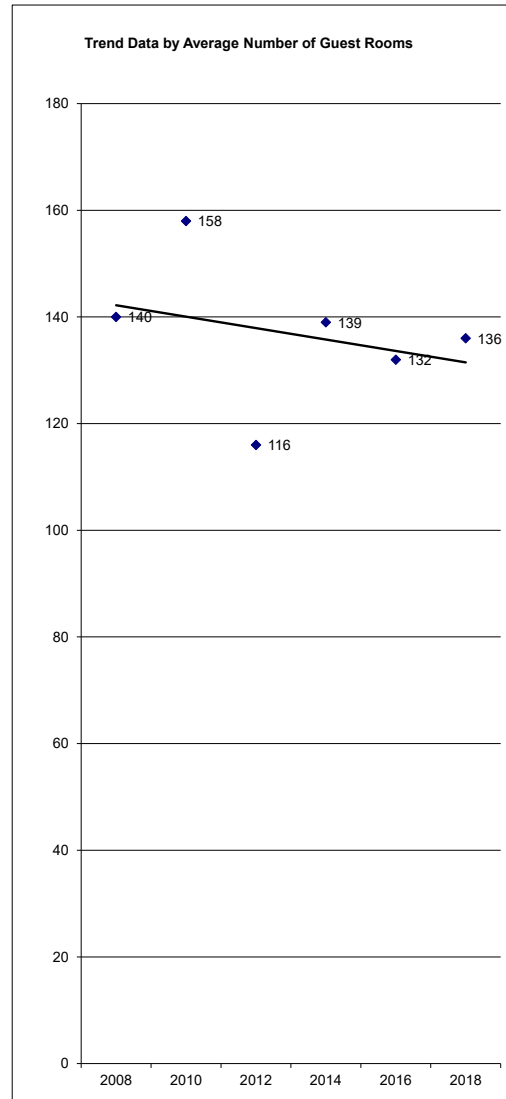
Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.
 Historical Data does not exist prior to 2008 due to question being first introduced that year.

Question 103: Average Year Built¹⁷



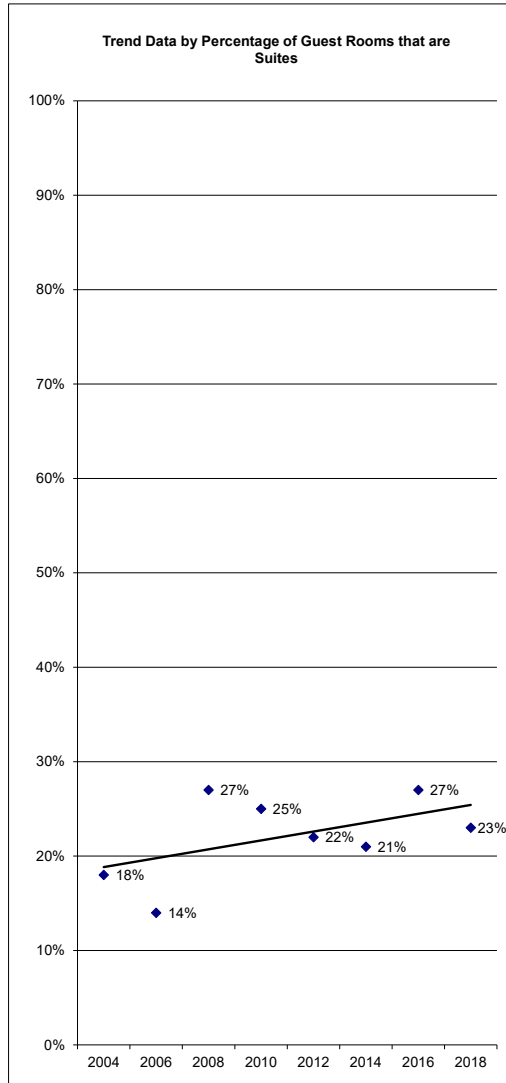
Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.
 Historical Data does not exist prior to 2014 due to question being first introduced that year.

Question 104: Average Number of Guest Rooms¹⁸

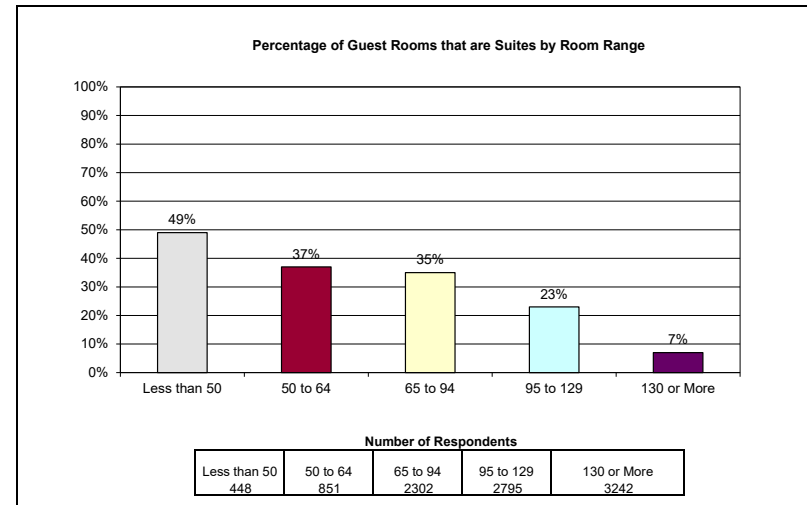
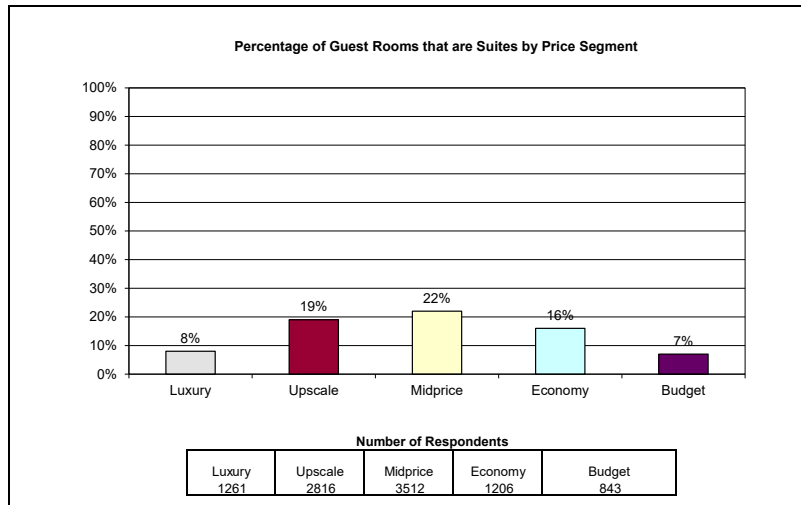
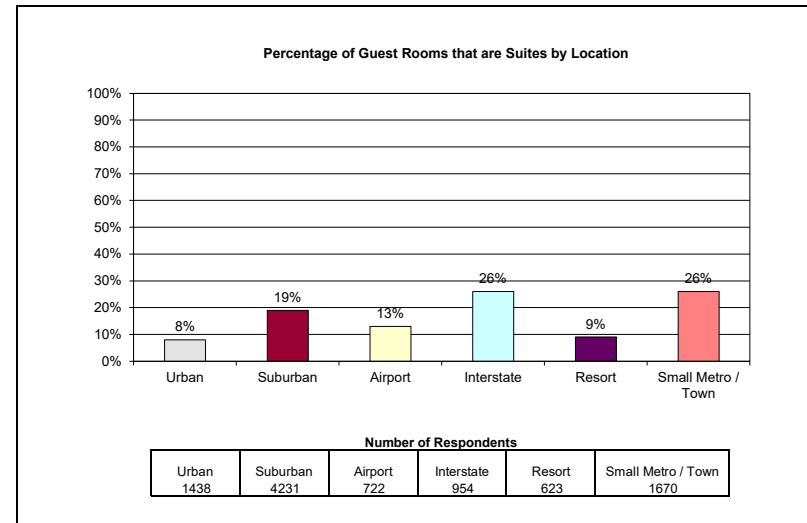
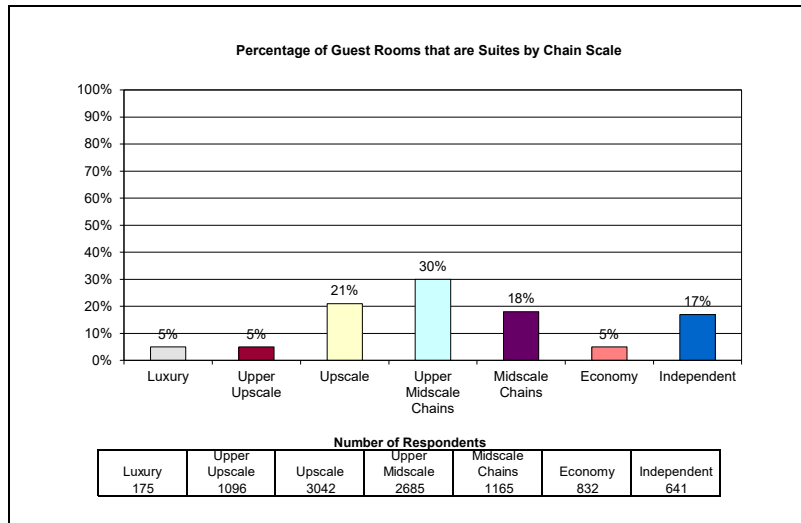


Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.
 Historical Data does not exist prior to 2008 due to question being first introduced that year.

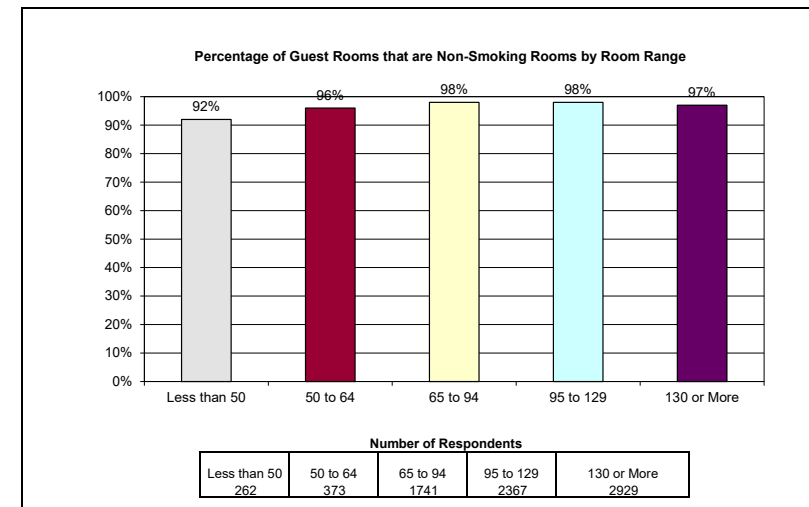
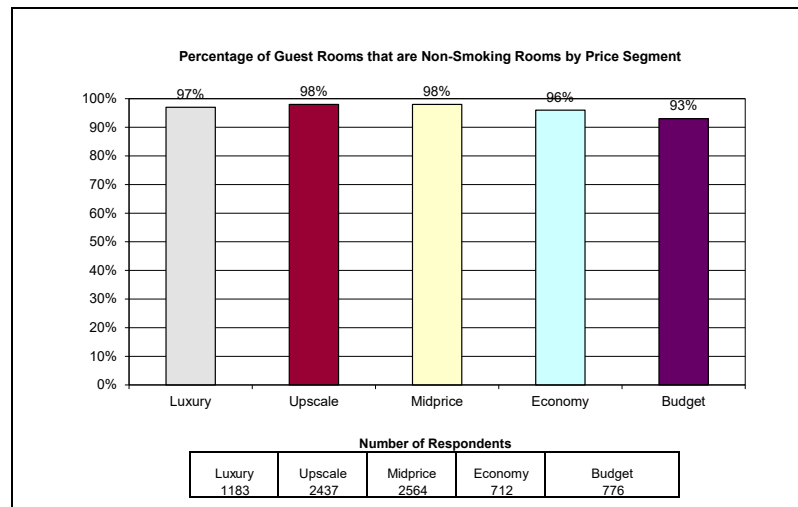
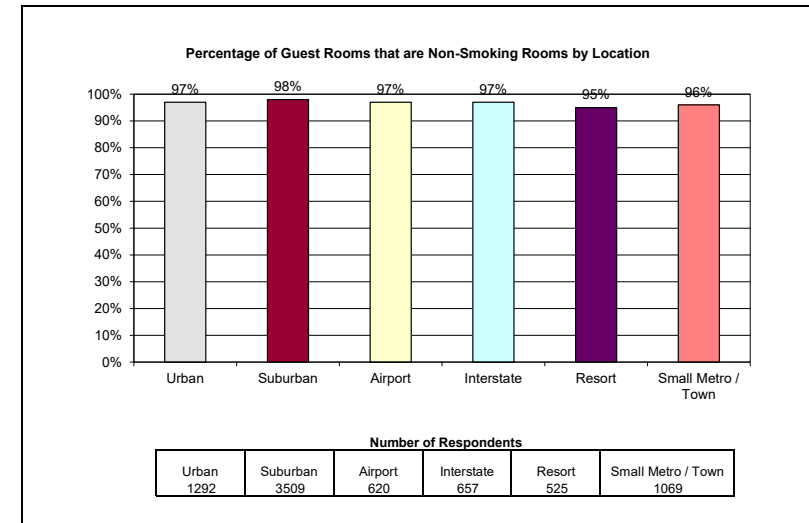
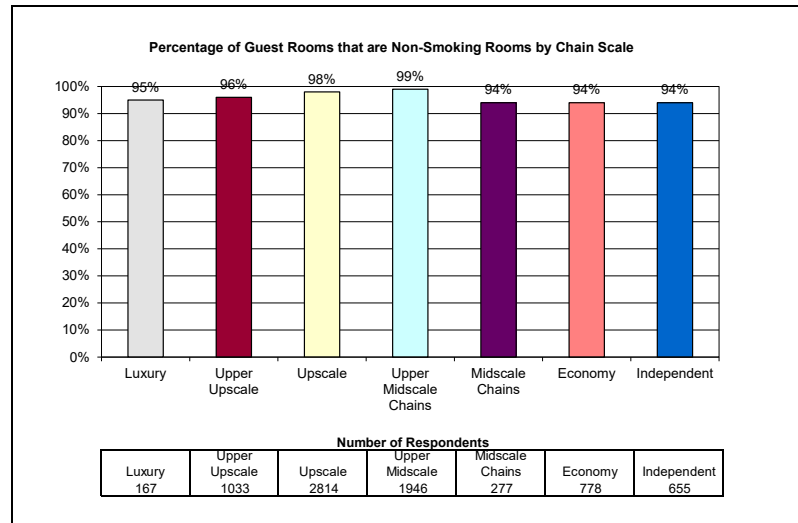
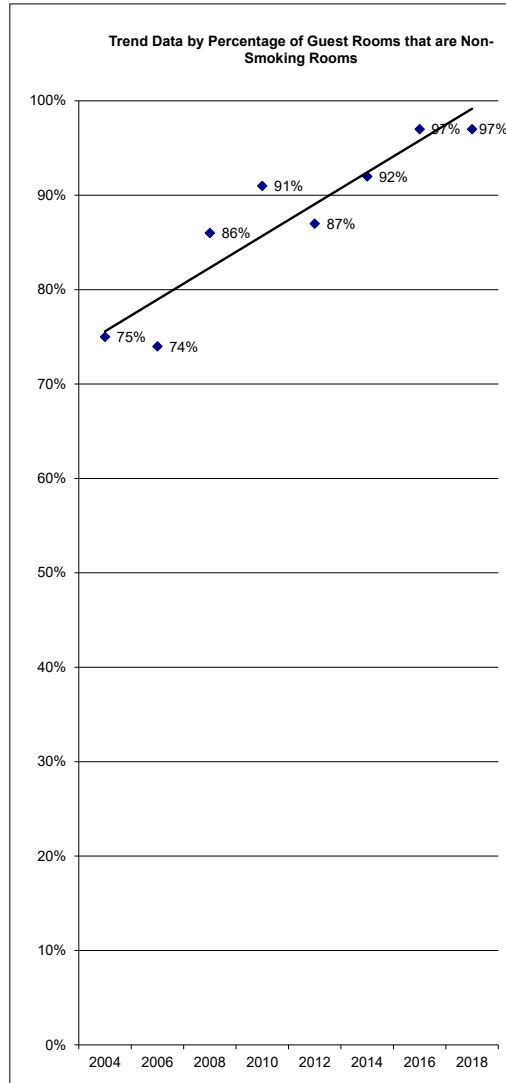
Question 105: Percentage of Guest Rooms that are Suites



Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.

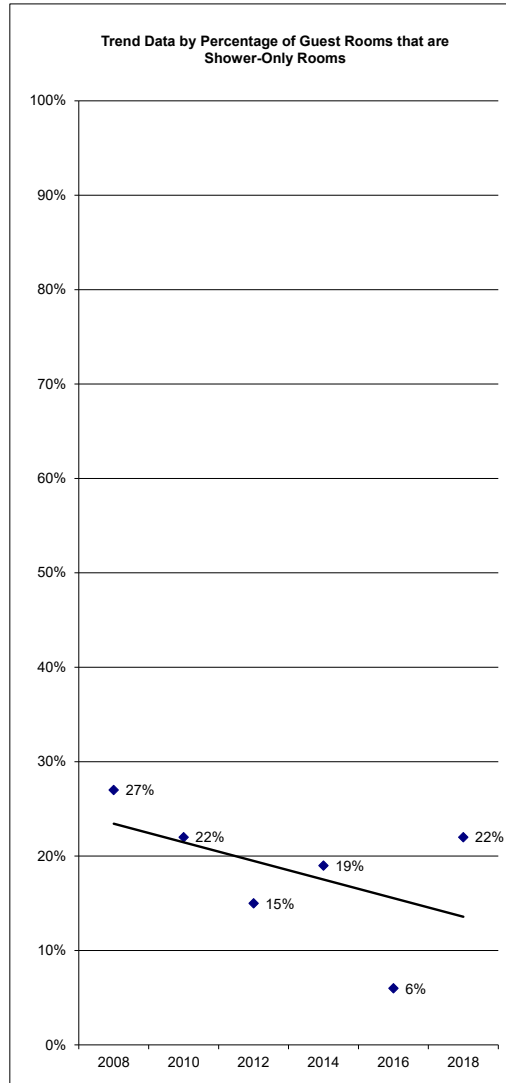


Question 106: Percentage of Guest Rooms that are Non-Smoking Rooms

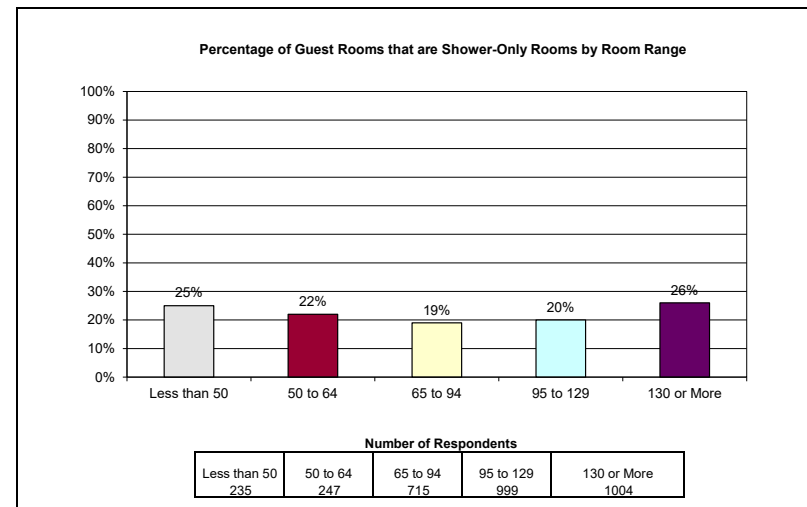
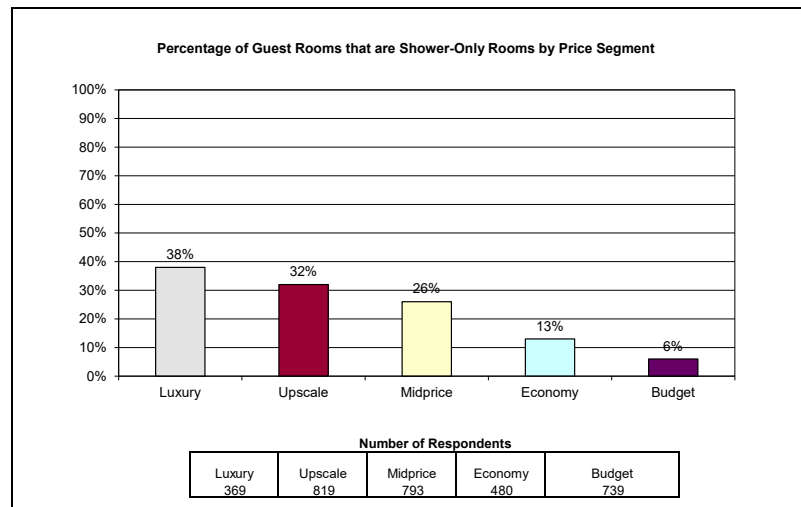
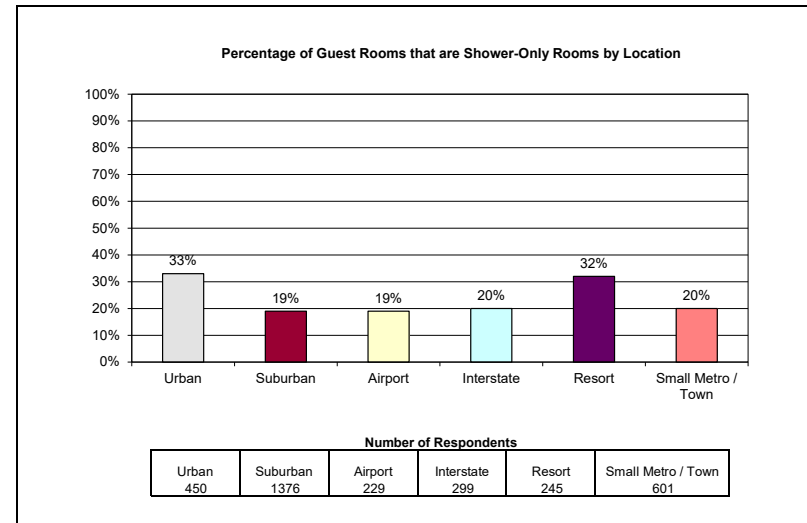
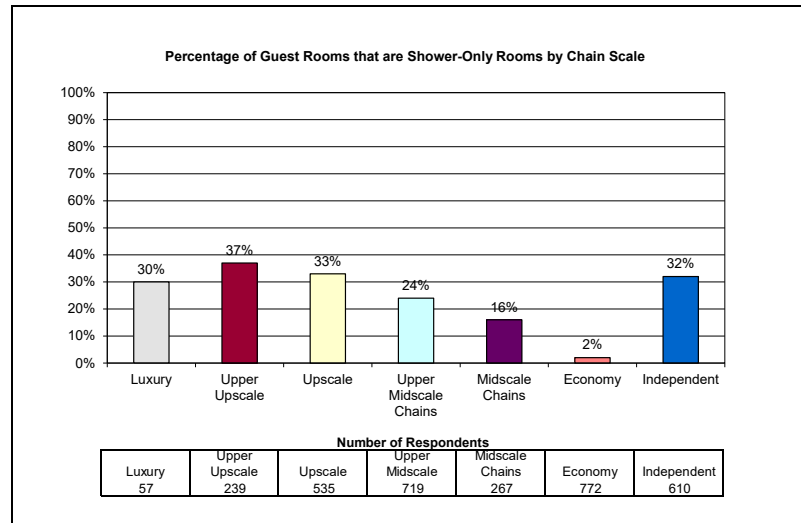


Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.

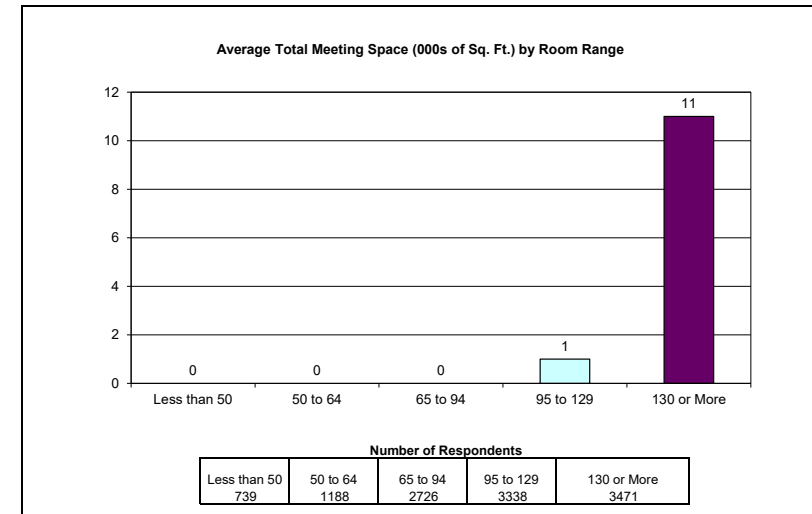
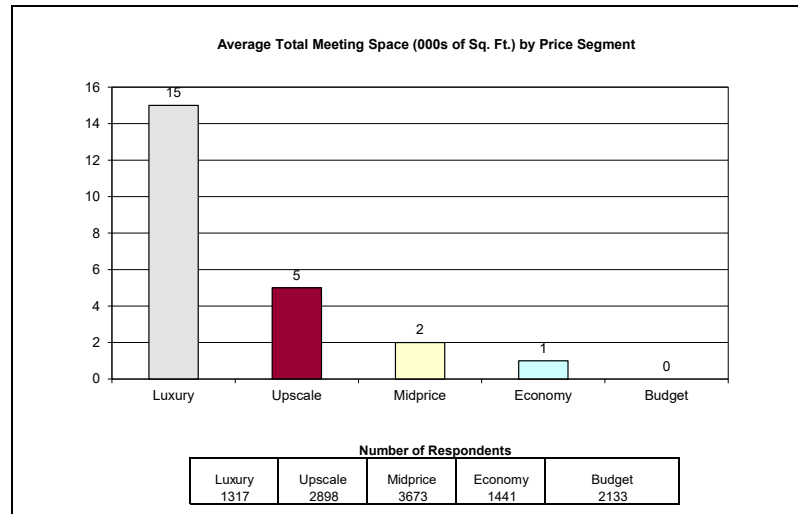
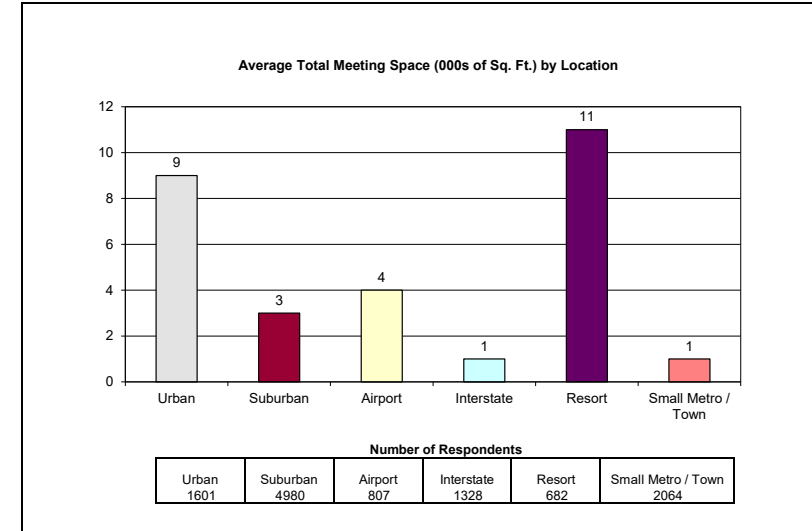
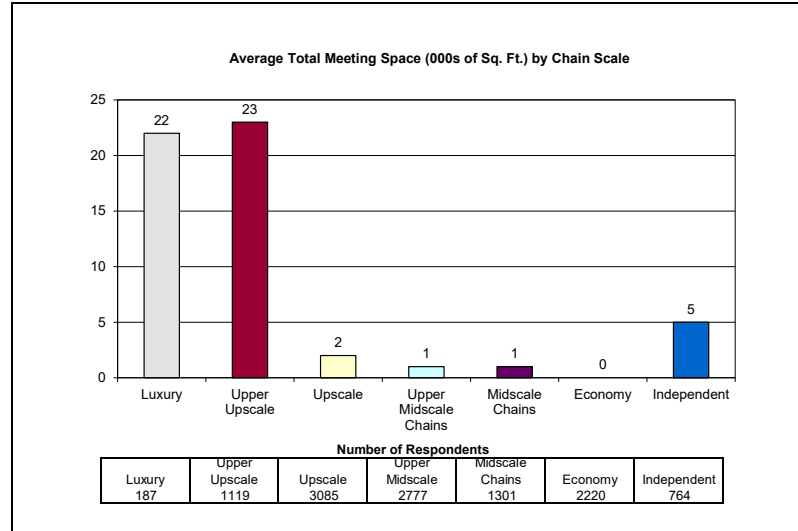
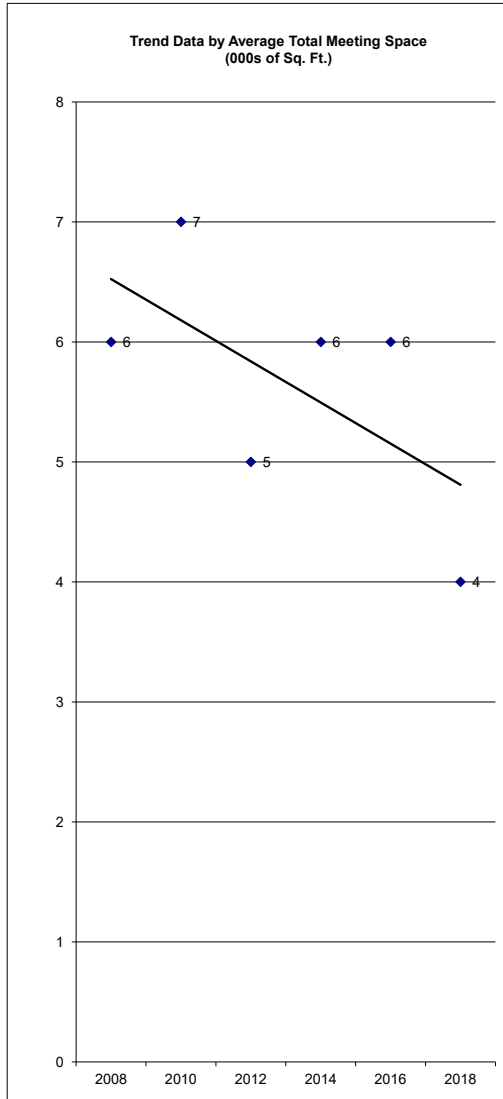
Question 107: Percentage of Guest Rooms that are Shower-Only Rooms



Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.
 Historical Data does not exist prior to 2008 due to question being first introduced that year.

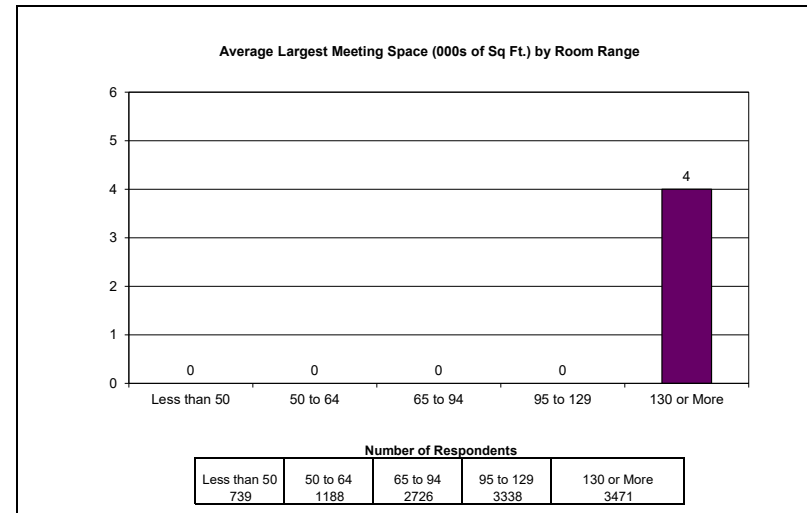
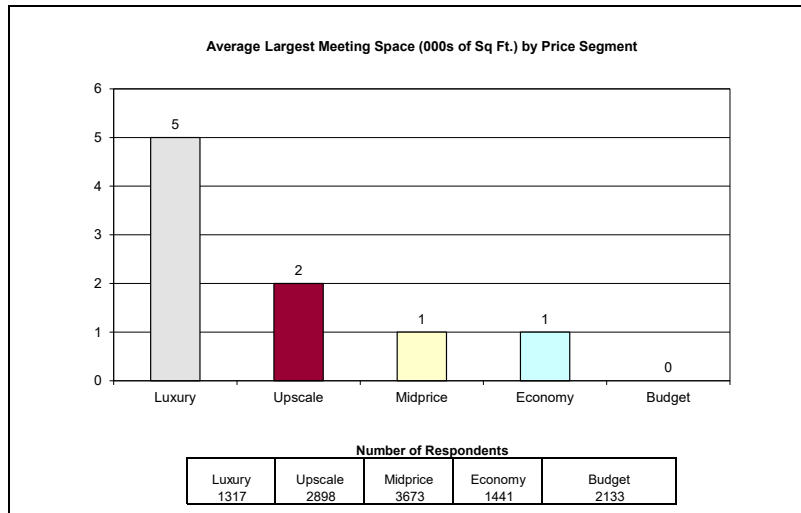
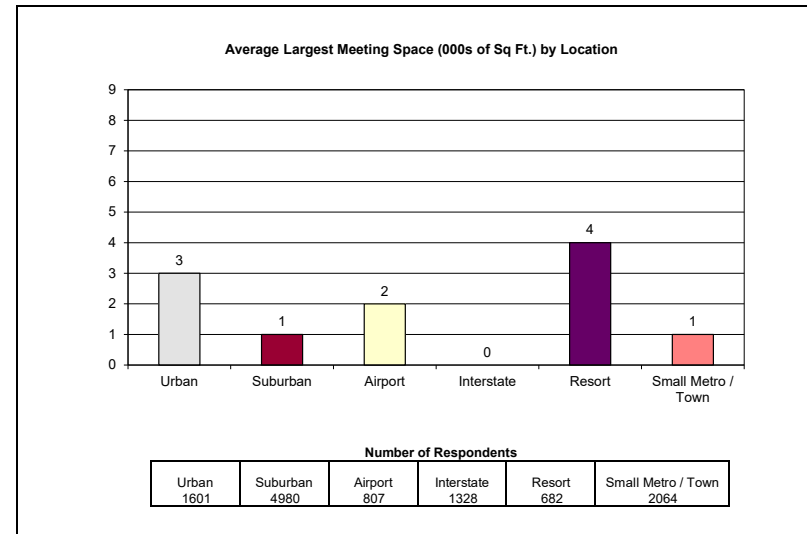
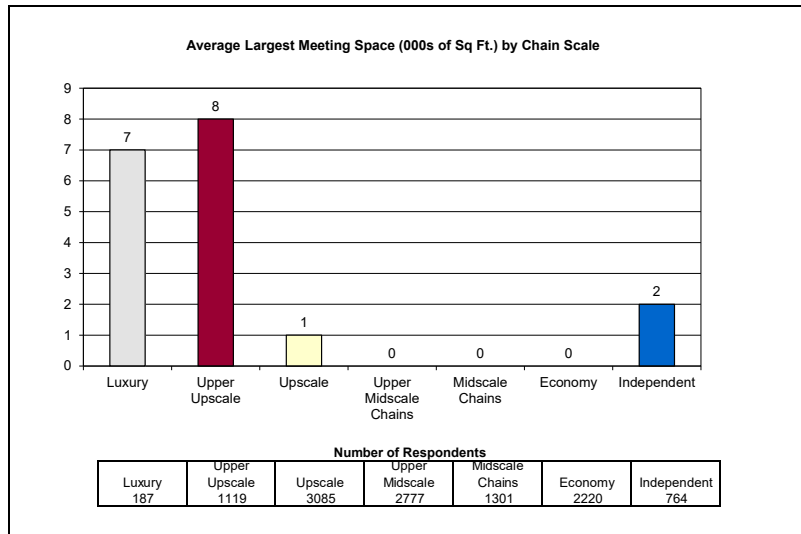
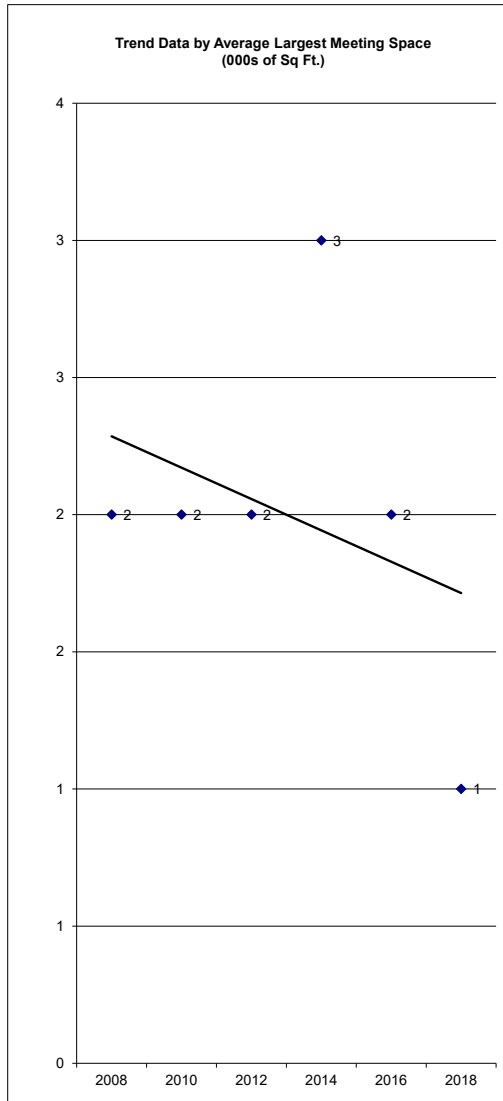


Question 108: Average Total Meeting Space (000s of Sq. Ft.)¹⁹



Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.
 Historical Data does not exist prior to 2008 due to question being first introduced that year.

Question 109: Average Largest Meeting Space (000s of Sq Ft.)²⁰



Note: Simple linear regression is used for trend lines.
 Universe for trend data: AHLA member AND nonmember properties.
 Historical Data does not exist prior to 2008 due to question being first introduced that year.

Appendix: Survey Changes Since 2016

- ¹ With the evolution of the Internet, “High speed Internet access in room” and “Wireless Internet in room” have been combined to a single question, “Internet access in room.”
- ² To add specificity, question was revised from “Branded amenity products” to “Name brand amenity products.”
- ³ Question was updated from “Whole building energy management system” (2016) to “Whole building energy management system monitoring equipment/utilities; works standalone or with Building Management/Automation System (BMS/BAS) that controls building HVAC and lighting” (2018).
- ⁴ New question added in 2018.
- ⁵ The question “Alternatives to room service” (new to 2016) was expanded in 2018 to provide examples, “Alternatives to room service: grab-n-go marketplace/pantry or room service pick up to avoid fees.”
- ⁶ New question added in 2018.
- ⁷ “100% Non-smoking building” (2018) replaced the previous variable “100% Non-smoking.”
- ⁸ “Children’s activities and programs” has replaced the pre-2018 question “Children’s activities.”
- ⁹ “Free newspaper delivered” has been further refined to now be “Free newspaper delivered to room.”
- ¹⁰ Two previous questions relating to loyalty/rewards programs have been combined to be a single question: “Participate in a loyalty/frequent traveler program.”
- ¹¹ “Early check-in” is treated as a distinct service/amenity in 2018. Previously this was asked as a double question (“Early or 24 hour check-in”).
- ¹² “24 hour check-in” is treated as a distinct service/amenity in 2018. Previously this was asked as a double question (“Early or 24 hour check-in”).
- ¹³ New question added in 2018.
- ¹⁴ New question added in 2018.
- ¹⁵ Beginning in 2018, the data source has been revised from respondent questionnaire to STR’s Census Department
- ¹⁶ The data source has been revised from respondent questionnaire to STR’s Census Department.
- ¹⁷ The data source has been revised from respondent questionnaire to STR’s Census Department.
- ¹⁸ The data source has been revised from respondent questionnaire to STR’s Census Department.
- ¹⁹ The data source has been revised from respondent questionnaire to STR’s Census Department.
- ²⁰ The data source has been revised from respondent questionnaire to STR’s Census Department.