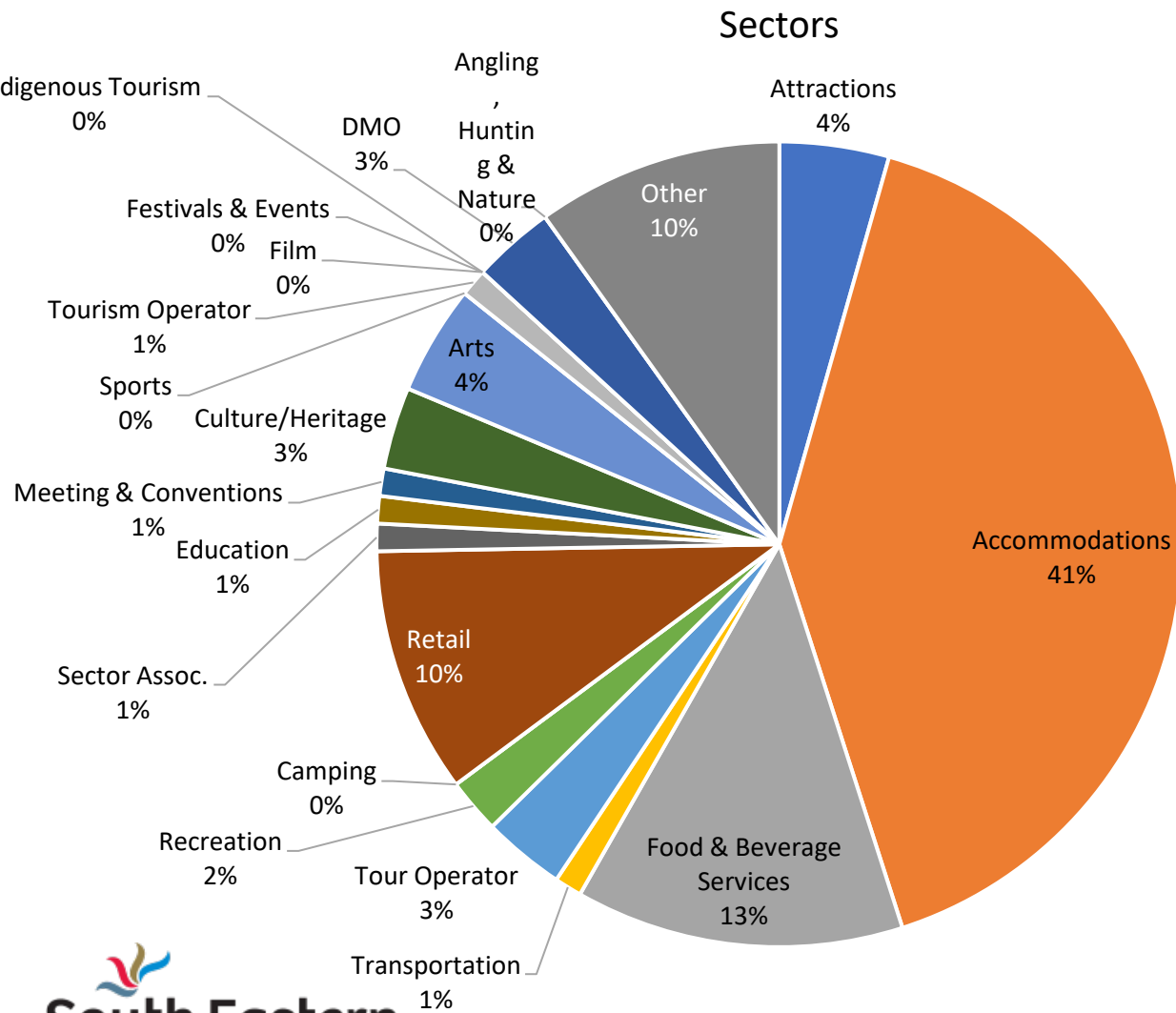




Ontario Regional Tourism Organization 9
Covid-19 Survey 5 Results
May 13 – 19, 2020

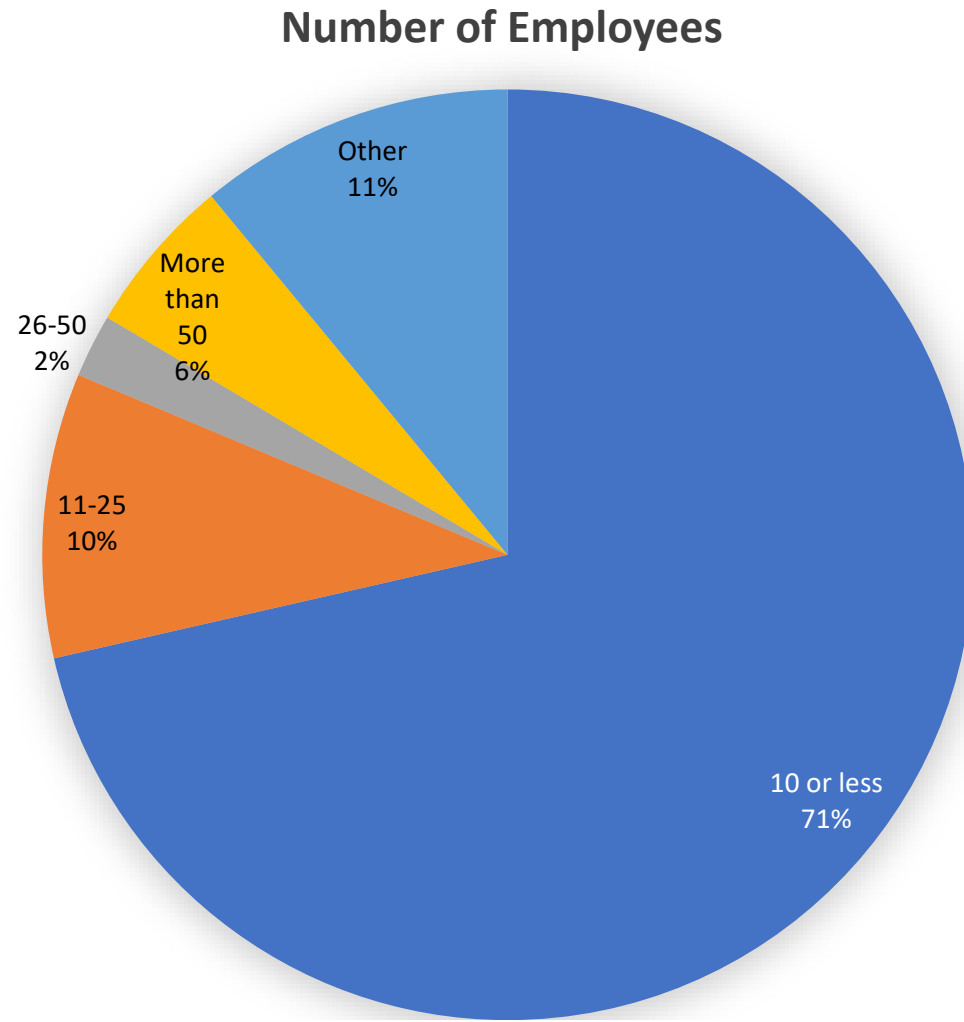
Which sector do you operate in?

91 completed surveys



Sectors	Value	%
Attractions	4	4.40%
Accommodations	37	40.66%
Food & Beverage Services	12	13.19%
Transportation	1	1.10%
Tour Operator	3	3.30%
Recreation	2	2.20%
Camping	0	0.00%
Retail	9	9.89%
Sector Association	1	1.10%
Education	1	1.10%
Meeting & Conventions	1	1.10%
Culture/Heritage	3	3.30%
Arts	4	4.40%
Sport	0	0.00%
Tourism Operator	1	1.10%
Film	0	0.00%
Festivals and Events	0	0.00%
Indigenous Tourism	0	0.00%
DMO	3	3.30%
Angling, Hunting & Nature	0	0.00%
Other	9	9.89%

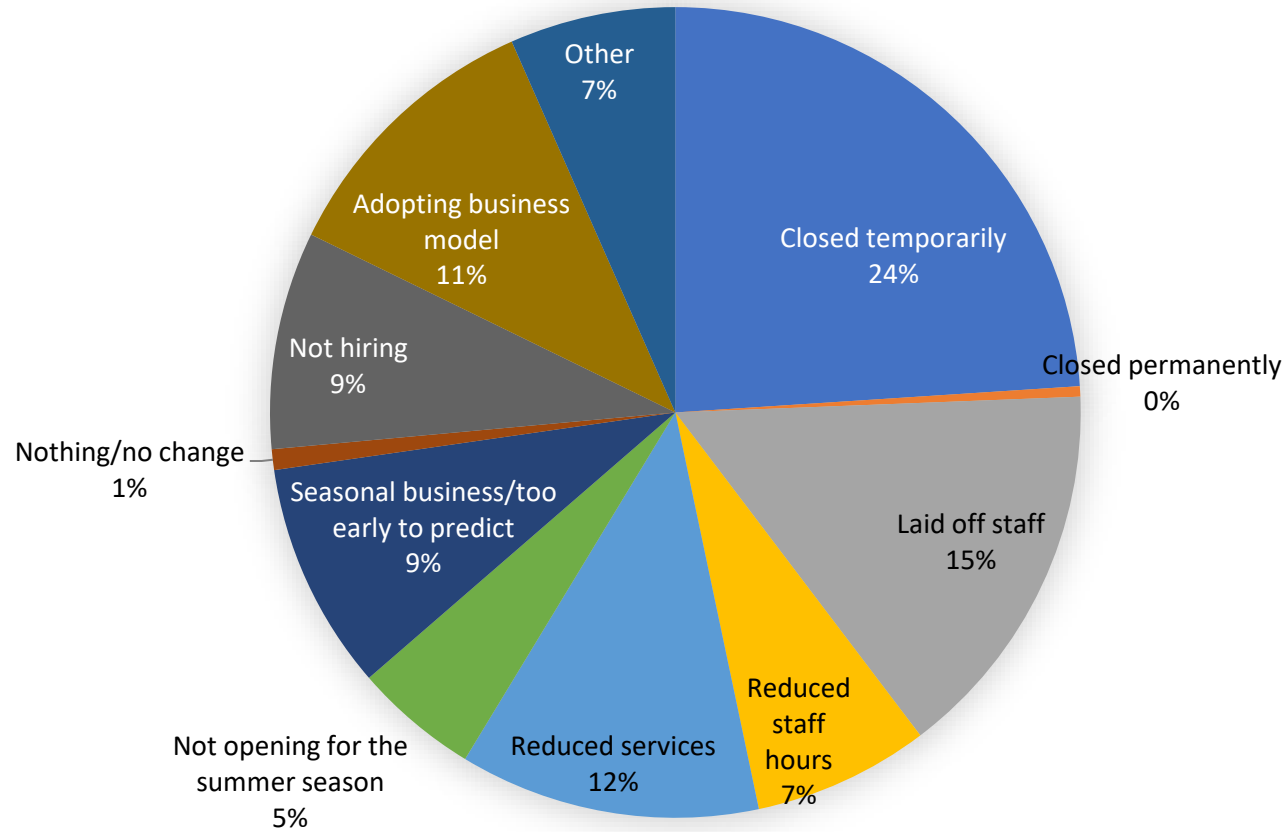
How many employees does your business have?



Number of Employees	Value	%
10 or less	65	71.43%
11-25	9	9.89%
26-50	2	2.20%
More than 50	5	5.49%
Other	10	10.99%

What actions have you currently taken as a result of COVID-19? Select all that apply.

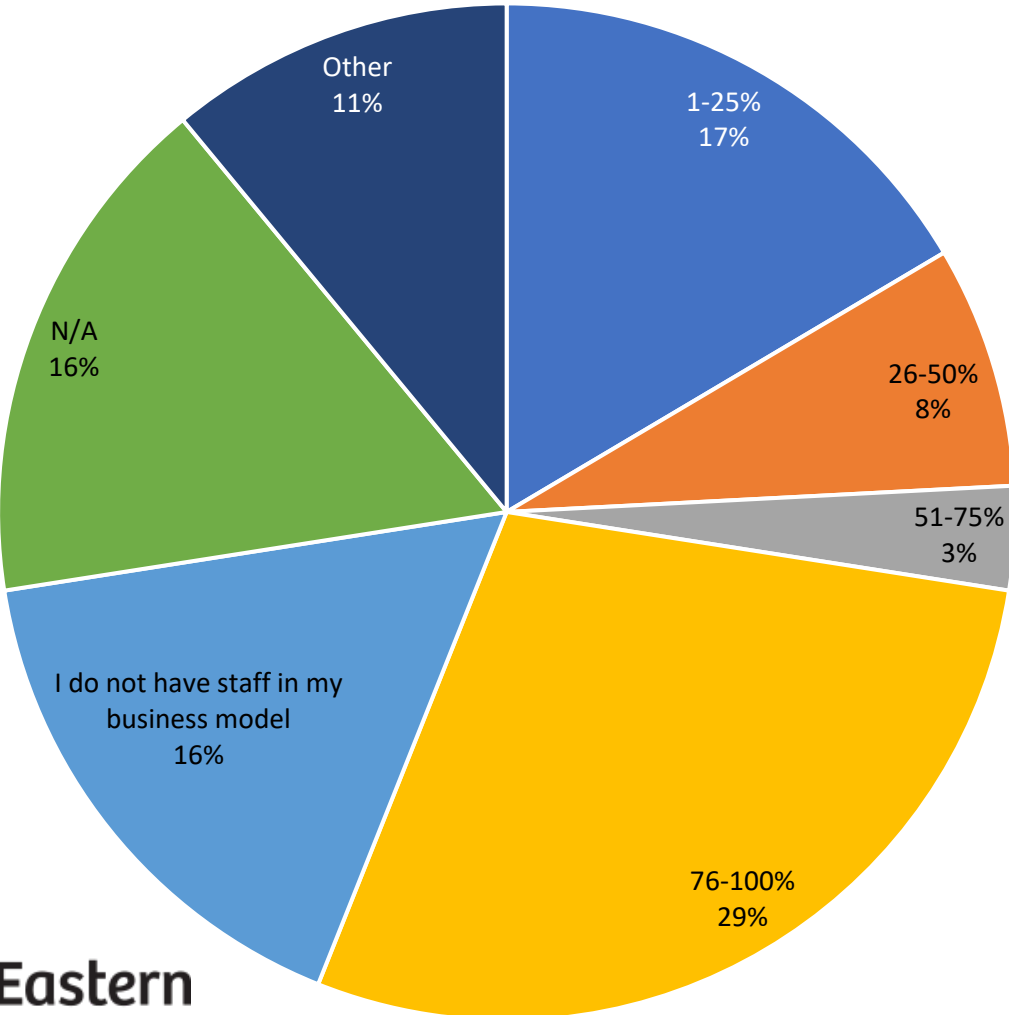
Actions currently taken as a result of COVID-19



Actions taken as a result of COVID-19 Select all that apply	Value	%	% of Total Surveys
Closed Temporarily	58	23.97%	63.74%
Closed Permanently	1	0.41%	1.10%
Laid off staff	37	15.29%	40.66%
Reduced staff hours	17	7.02%	18.68%
Reduced services	29	11.98%	31.87%
Not opening for the summer season	12	4.96%	13.19%
Seasonal business/too early to predict	22	9.09%	24.18%
Nothing/no change	2	0.83%	2.20%
Not hiring	21	8.68%	23.08%
Adotping business model	27	11.16%	29.67%
Other	16	6.61%	17.58%

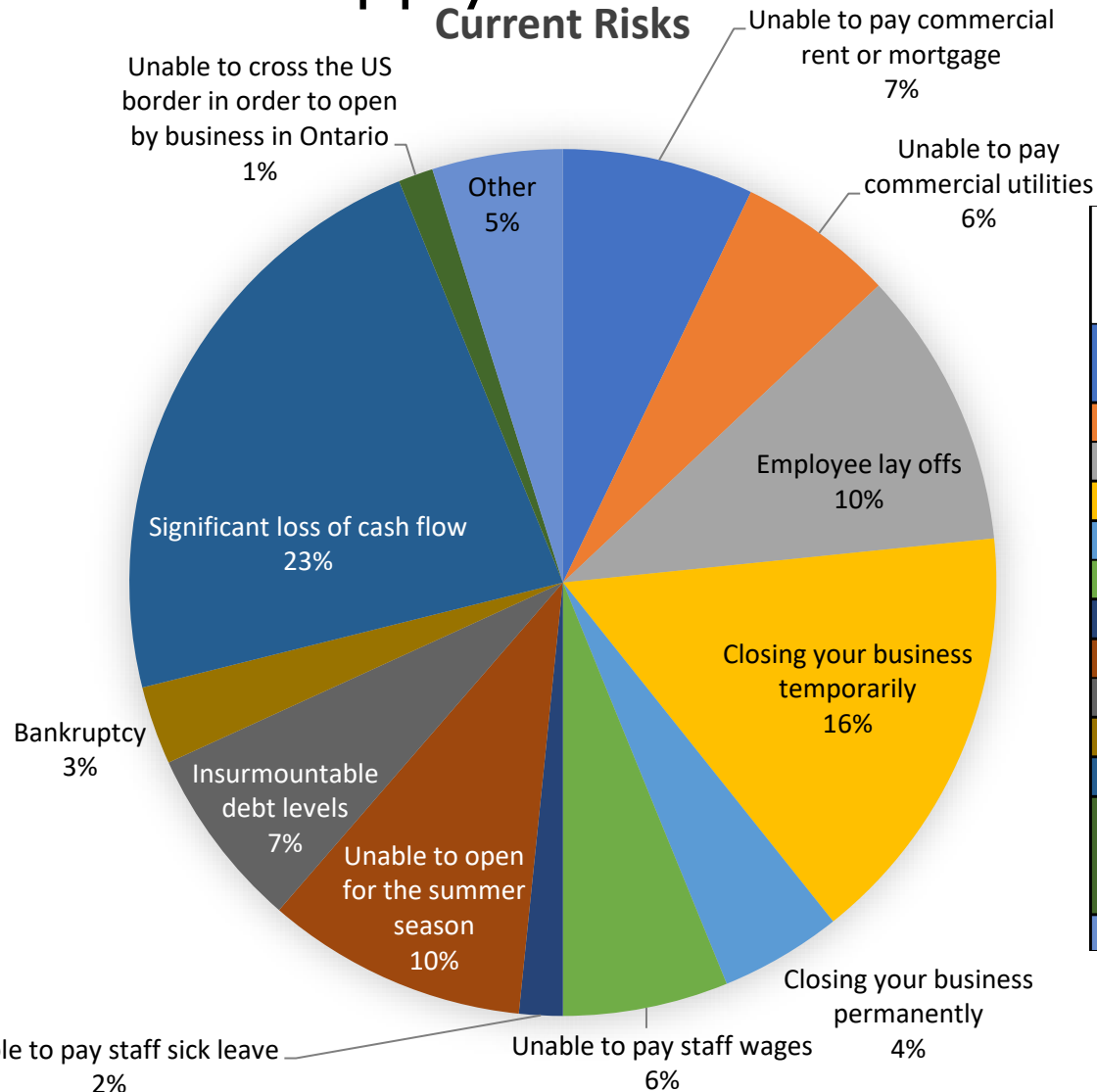
Please indicate what percentage of your employees are being laid off

% of Employees Laid Off



Percentage of employees laid off	Value	%
1-25%	15	16.48%
26-50%	7	7.69%
51-75%	3	3.30%
76-100%	26	28.57%
I do not have staff in my business model	15	16.48%
N/A	15	16.48%
Other	10	10.99%

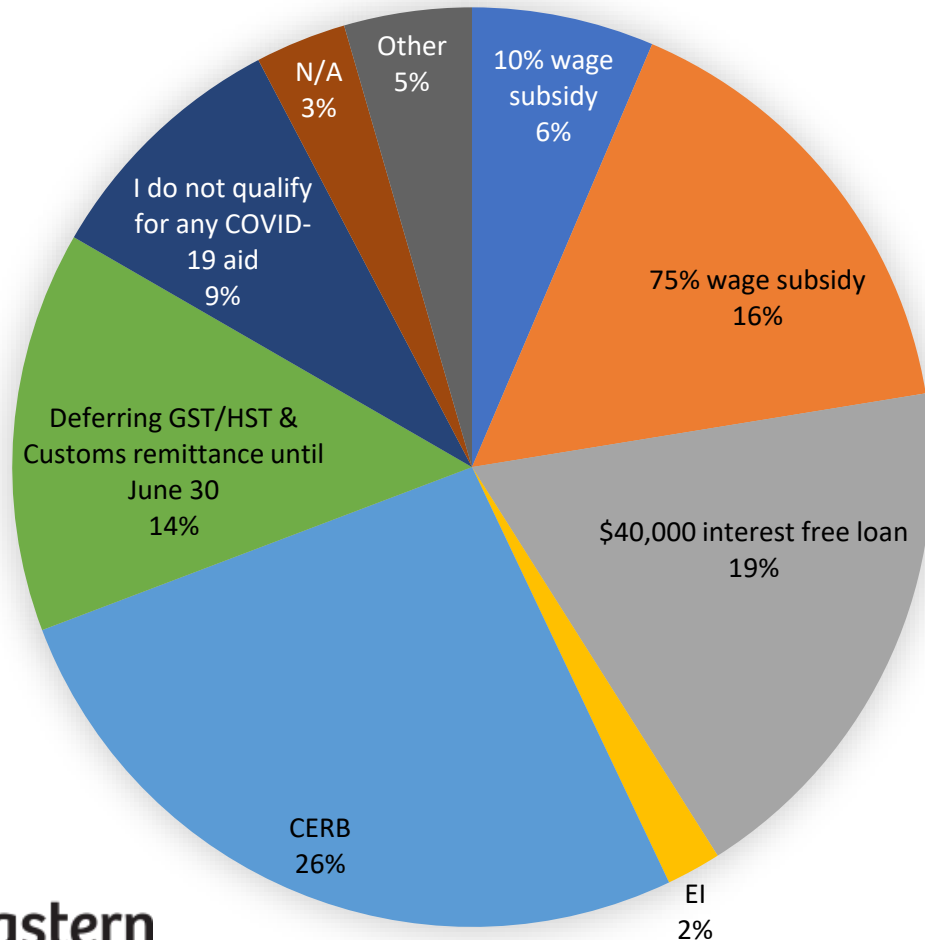
Please indicate the risk your tourism business is facing presently.
Select all that apply.



Current Risks Select all that apply	Value	%	% of Total Surveys
Can't pay commercial rent/mortgage	22	7.14%	24.18%
Can't pay commercial utilities	18	5.84%	19.78%
Employee Layoffs	32	10.39%	35.16%
Closing business temporarily	49	15.91%	53.85%
Closing business permanently	14	4.55%	15.38%
Unable to pay wages	19	6.17%	20.88%
Unable to pay sick leave	5	1.62%	5.49%
Unable to open for the summer	30	9.74%	32.97%
Insurmountable debt	21	6.82%	23.08%
Bankruptcy	9	2.92%	9.89%
Significant loss of cash flow	70	22.73%	76.92%
Unable to cross the US border in order to open by business in Ontario	4	1.30%	4.40%
Other	15	4.87%	16.48%

Please indicate which types of COVID-19 related aid you have applied for. Select all that apply.

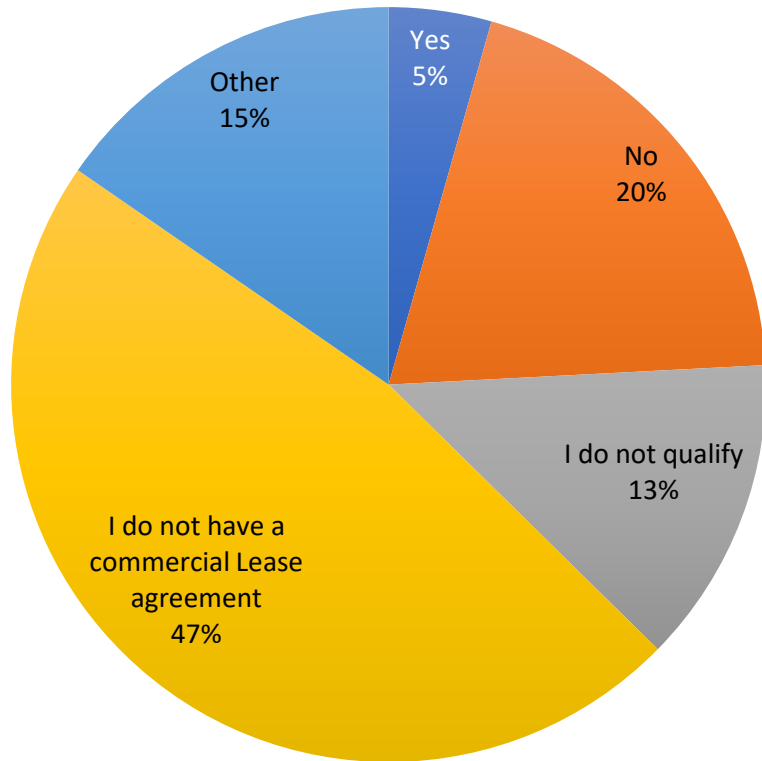
Which Types of COVID-19 Aid



Types of COVID-19 Aid Select all that apply	Value	%	% of Total Surveys
10% wage subsidy	10	6.41%	10.99%
75% wage subsidy	25	16.03%	27.47%
\$40k interest free loan	29	18.59%	31.87%
Employment insurance (EI)	3	1.92%	3.30%
Canadian Emergency Response Benefit (CERB)	41	26.28%	45.05%
GST/HST/Customs Deferral	22	14.10%	24.18%
I did not qualify for any aid	14	8.97%	15.38%
N/A	5	3.21%	5.49%
Other	7	4.49%	7.69%

Has your Landlord applied for the Ontario-Canada Emergency Commercial Rent Assistance (OCERCA) program?

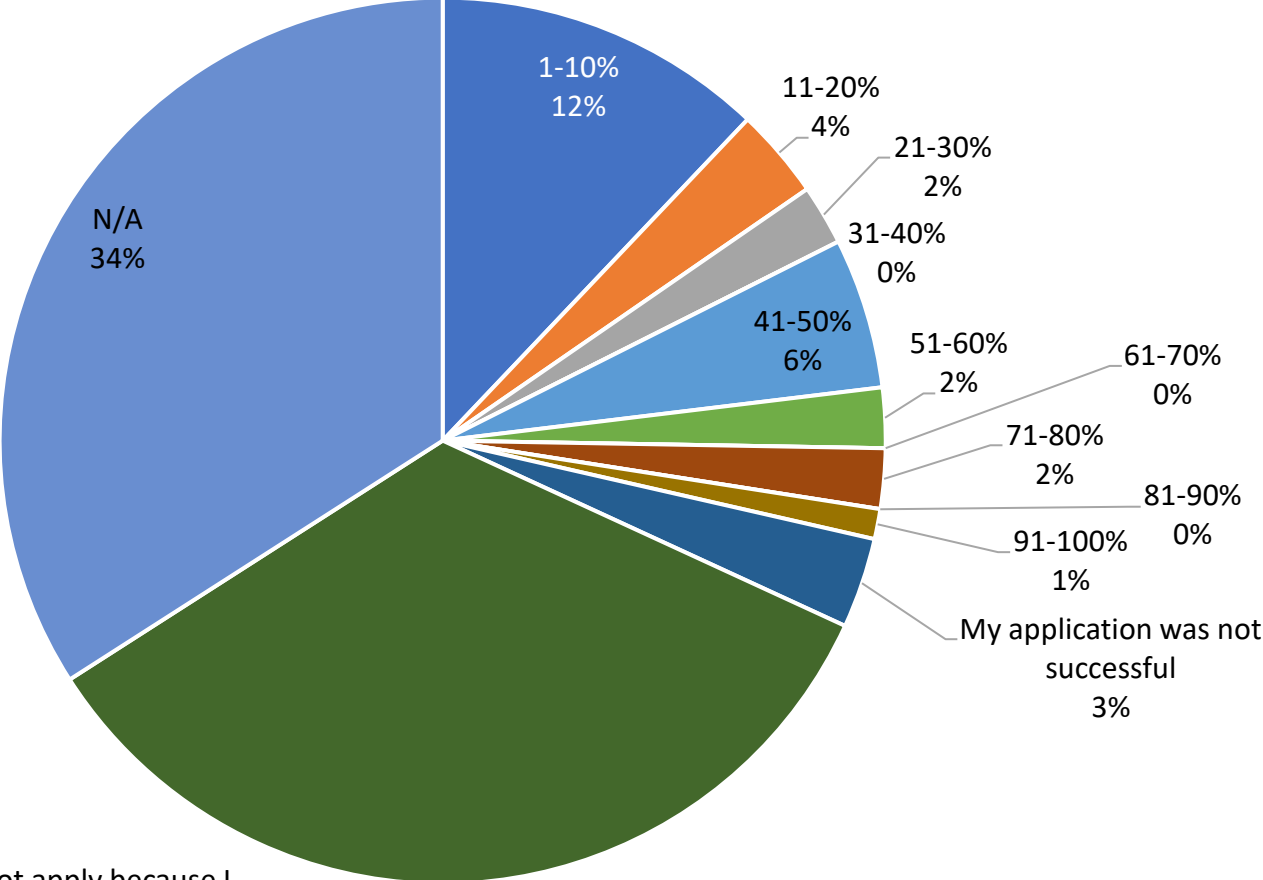
OCERCA Program



Has your Landlord applied for OCERCA	Value	%
Yes	4	4.40%
No	18	19.78%
I do not qualify	12	13.19%
I do not have a commercial lease agreement	43	47.25%
Other	14	15.38%

Please indicate what percentage of your workforce you were able to sustain with the Canadian Emergency Wage Subsidy (CEWS)

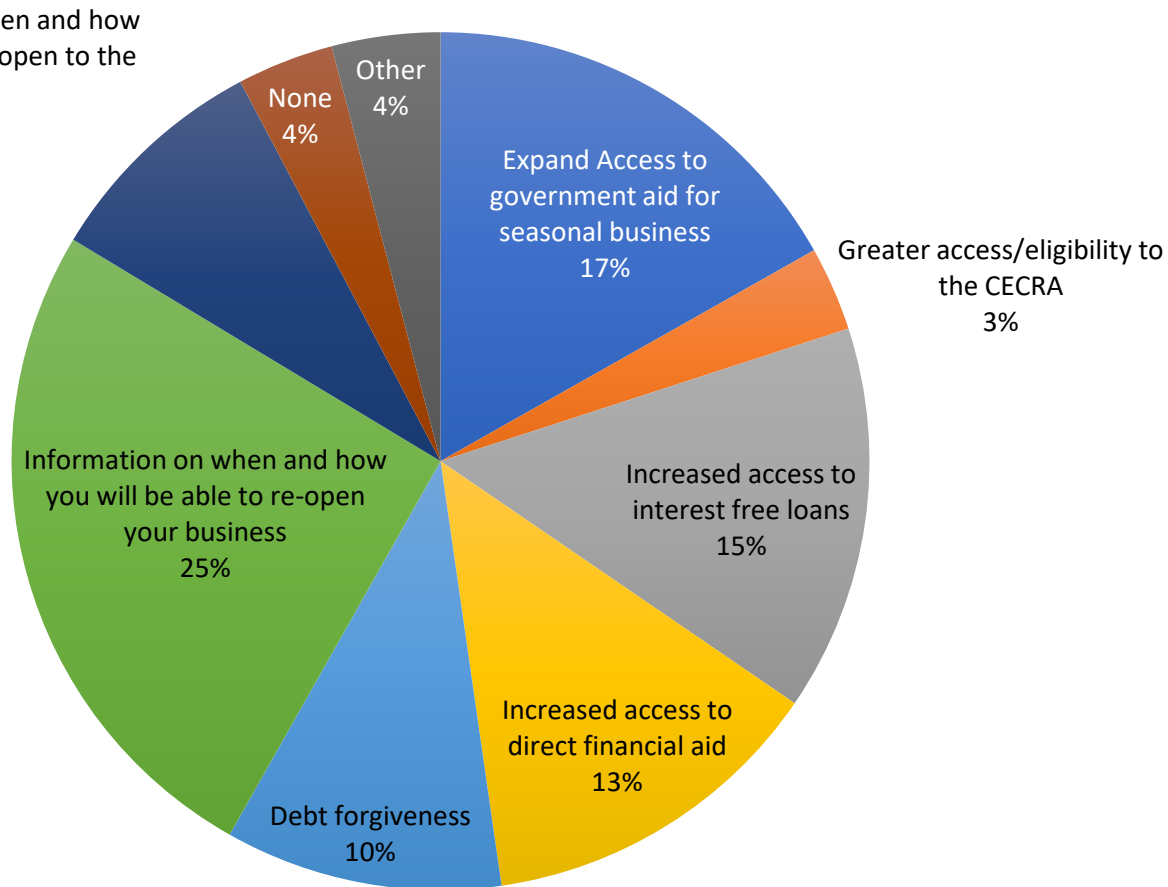
CEWS



Percentage of your workforce you were able to sustain with CEWS	Value	%
1-10%	11	12.09%
11-20%	3	3.30%
21-30%	2	2.20%
31-40%	0	0.00%
41-50%	5	5.49%
51-60%	2	2.20%
61-70%	0	0.00%
71-80%	2	2.20%
81-90%	0	0.00%
91-100%	1	1.10%
My application was not successful	3	3.30%
did not apply because I do not qualify	31	34.07%
N/A	31	34.07%

What other forms of aid/resources do you require during COVID-19? Select all that apply.

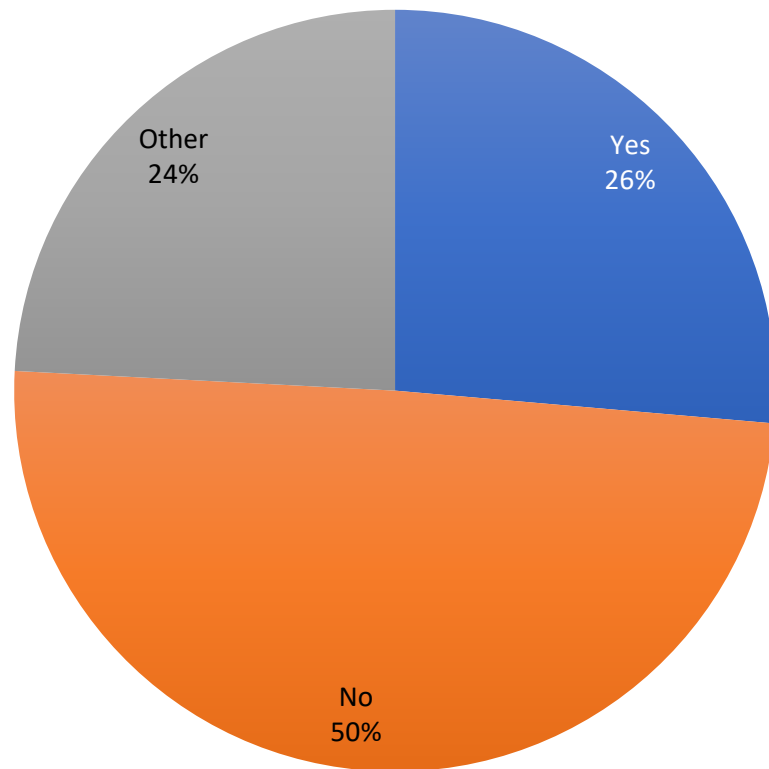
Other forms of aid



Other forms of aid/resources required Select all that apply	Value	%	% of Total Surveys
Expanded Access to government aid for seasonal businesses	37	16.82%	40.66%
Greater access/eligibility to the Canadian Emergency Commercial Rent Assistance	7	3.18%	7.69%
Increased access to interest free loans	32	14.55%	35.16%
Increased access to direct financial aid	29	13.18%	31.87%
Debt forgiveness	23	10.45%	25.27%
Information on when and how you will be able to re-open your business	56	25.45%	61.54%
Information on when and how the border will re-open to the US	19	8.64%	20.88%
None	8	3.64%	8.79%
Other	9	4.09%	9.89%

Is the current COVID-19 Government aid sufficient to ensure that your tourism operation will remain viable and ready to open when the restrictions are lifted?

Is the Government aid Enough?



Is the Government aid enough	Value	%
Yes	24	26.37%
No	45	49.45%
Other	22	24.18%