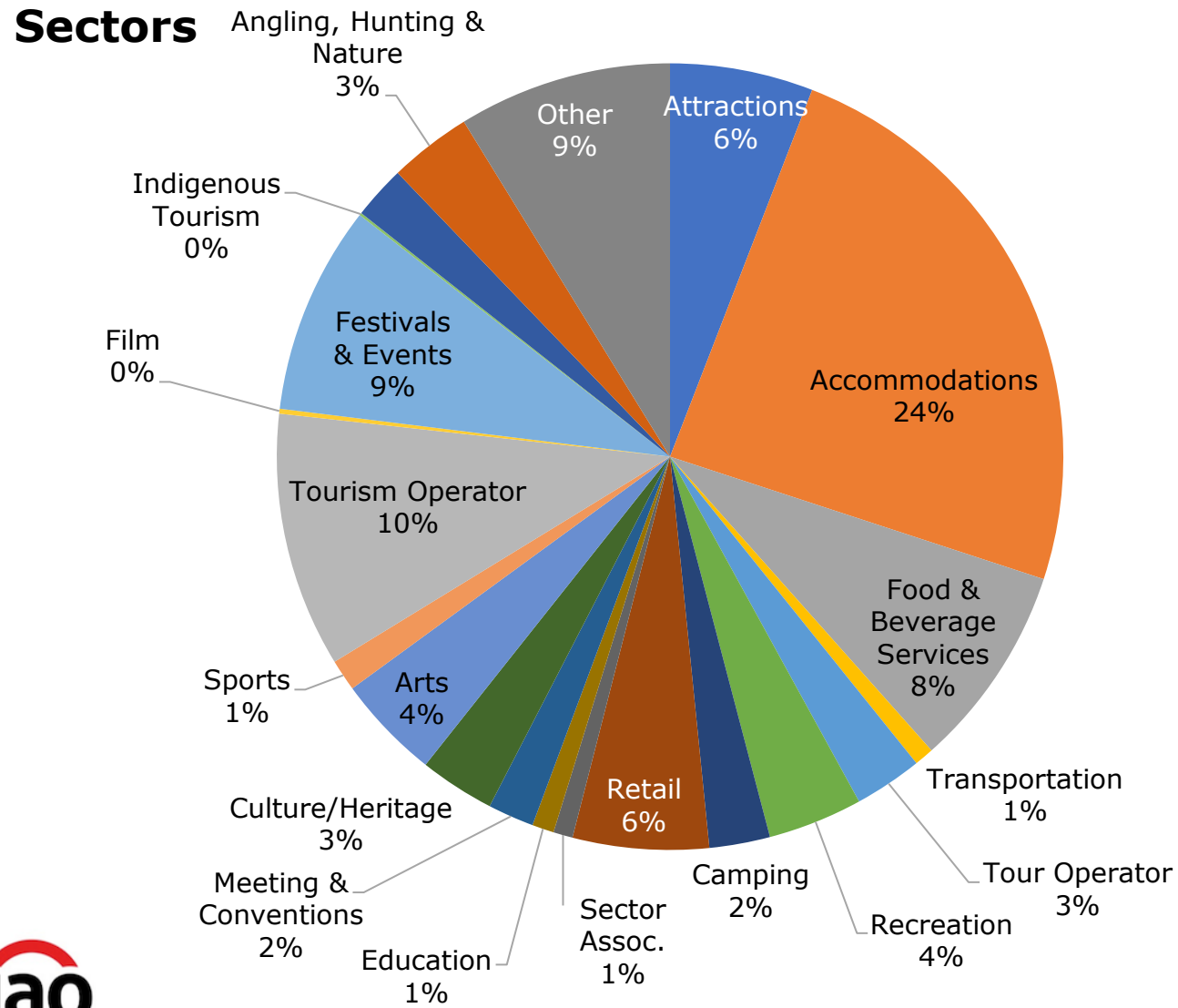




Ontario Regional Tourism Organizations
Covid-19 Survey 5 Results
May 13 – 19, 2020

Which sector do you operate in?

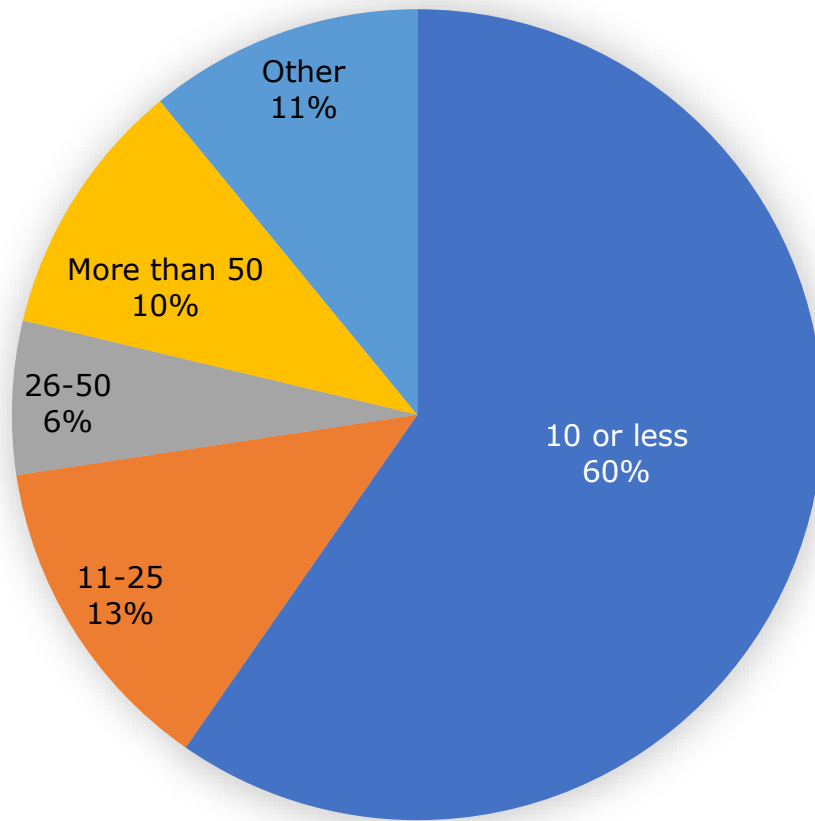
1,002 completed surveys



Sectors	Value	%
Attractions	59	5.89%
Accommodations	242	24.15%
Food & Beverage Services	84	8.38%
Transportation	8	0.80%
Tour Operator	28	2.79%
Recreation	39	3.89%
Camping	25	2.50%
Retail	56	5.59%
Sector Association	8	0.80%
Education	9	0.90%
Meeting & Conventions	19	1.90%
Culture/Heritage	31	3.09%
Arts	43	4.29%
Sport	13	1.30%
Tourism Operator	105	10.48%
Film	2	0.20%
Festivals and Events	86	8.58%
Indigenous Tourism	1	0.10%
DMO	22	2.20%
Angling, Hunting & Nature	34	3.39%
Other	88	8.78%

How many employees does your business have?

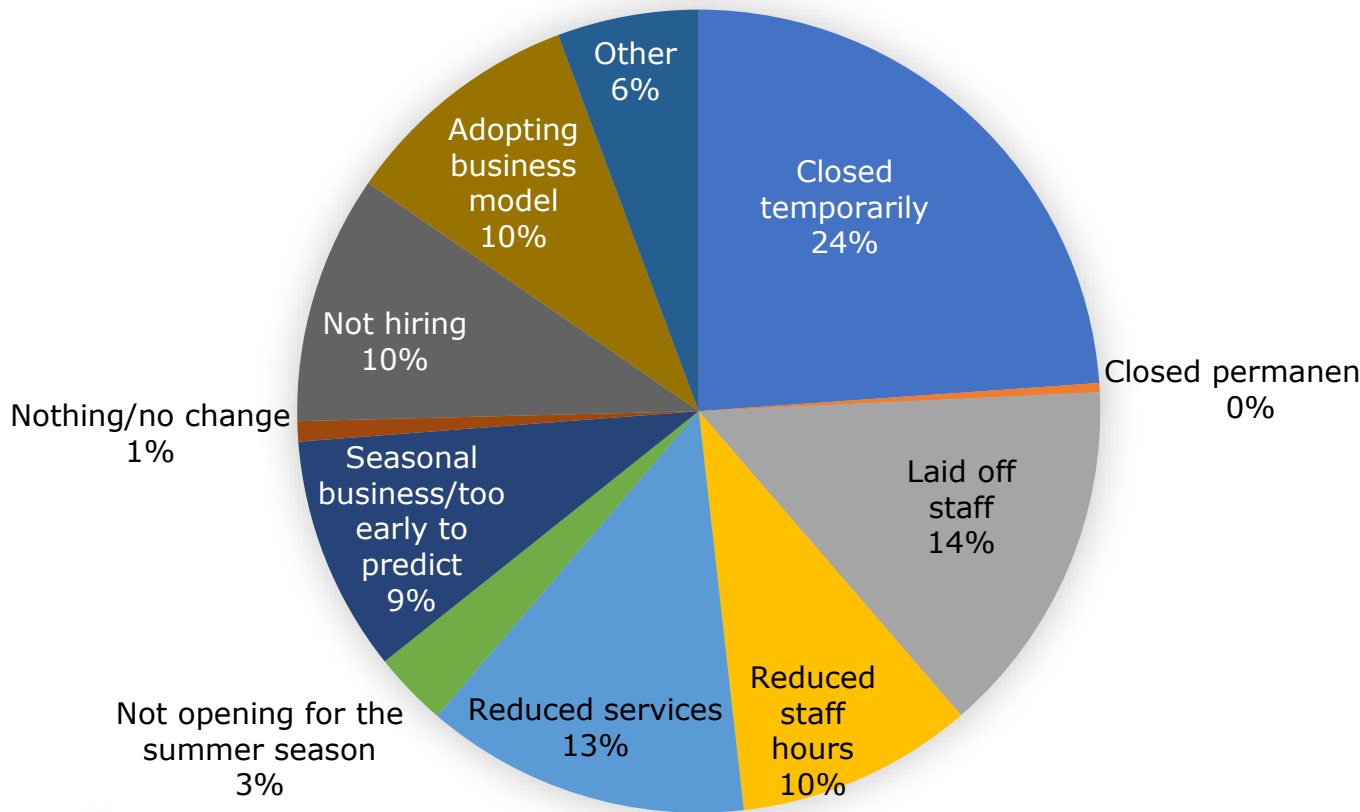
Number of Employees



Number of Employees	Value	%
10 or less	595	59.68%
11-26	129	12.94%
26-50	61	6.12%
More than 50	103	10.33%
Other	109	10.93%

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

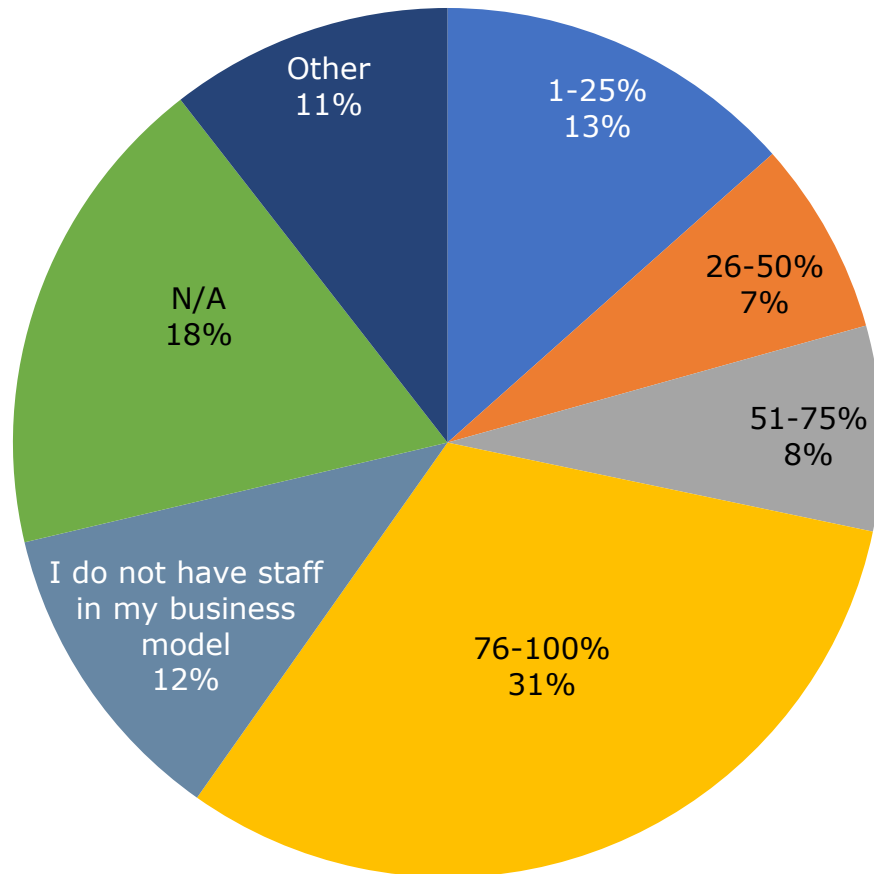
Actions currently taken as a result of COVID-19



Actions taken as a result of COVID-19 Select all that apply	Value	%	% of Total Surveys
Closed Temporarily	646	23.88%	64.47%
Closed Permanently	10	0.37%	1.00%
Laid off staff	390	14.42%	38.92%
Reduced staff hours	258	9.54%	25.75%
Reduced services	354	13.09%	35.33%
Not opening for the summer season	81	2.99%	8.08%
Seasonal business/too early to predict	257	9.50%	25.65%
Nothing/no change	22	0.81%	2.20%
Not hiring	271	10.02%	27.05%
Adotping business model	262	9.69%	26.15%
Other	154	5.69%	15.37%

Please indicate what percentage of your employees are being laid off

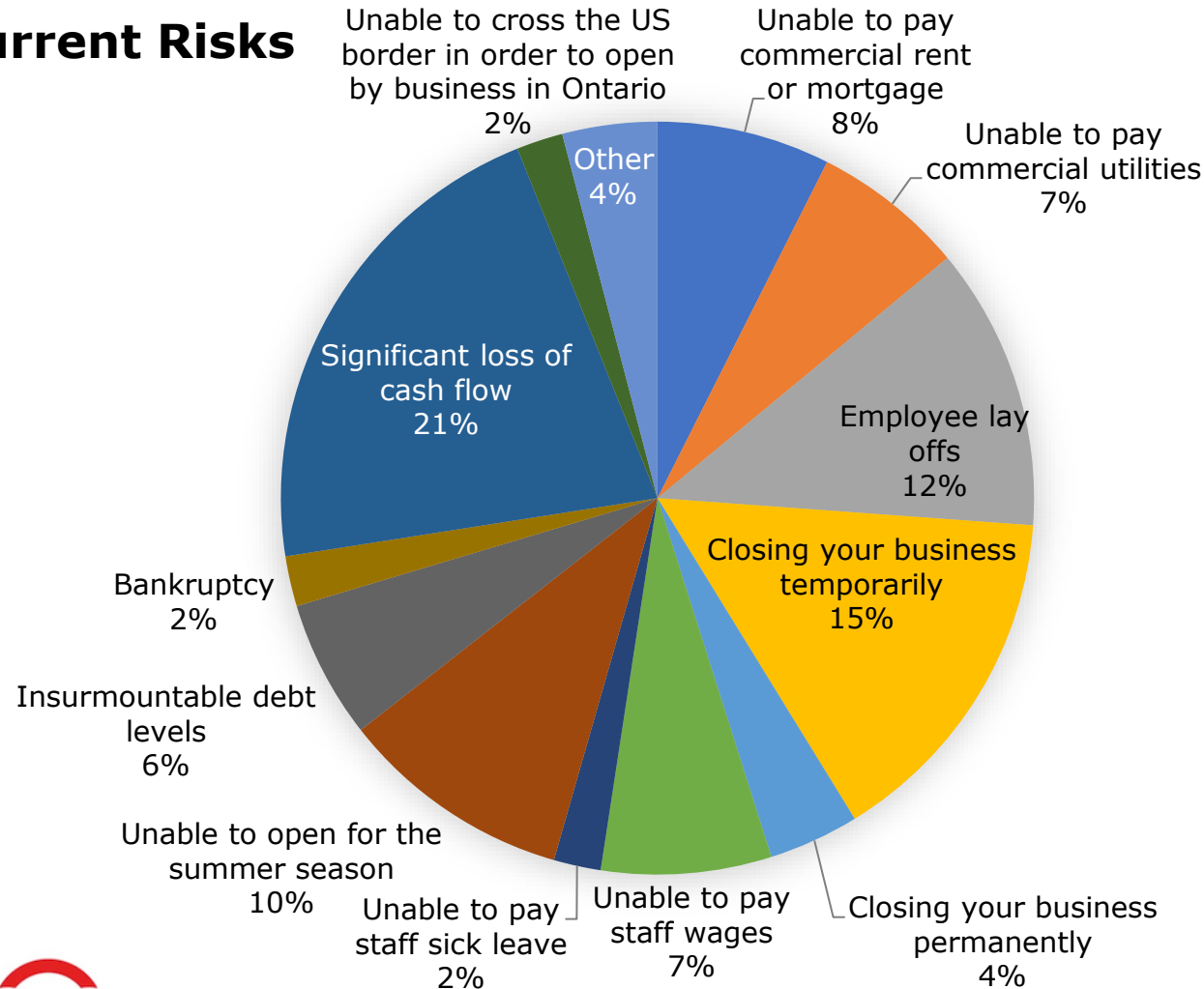
% of Employees Laid Off



Percentage of employees laid off	Value	%
1-25%	134	13.44%
26-50%	72	7.22%
51-75%	76	7.62%
76-100%	314	31.49%
I do not have staff in my business model	115	11.53%
N/A	181	18.15%
Other	105	10.53%

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

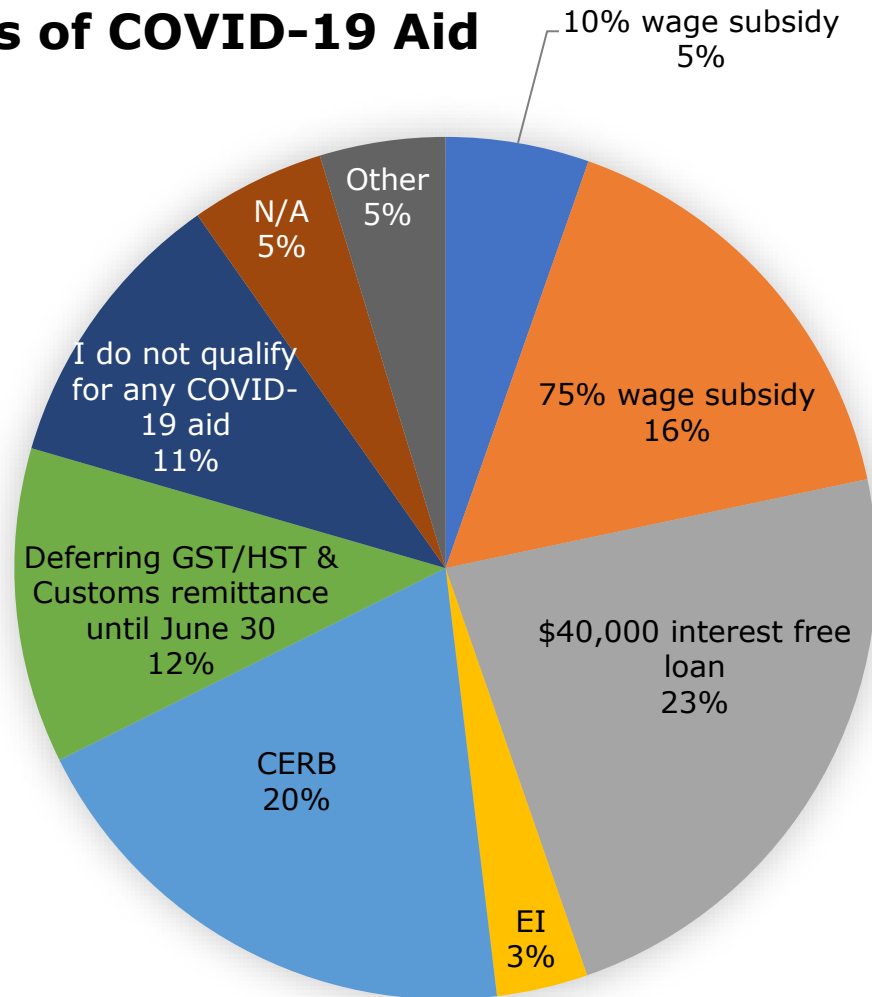
Current Risks



Current Risks Select all that apply	Value	%	% of Total Surveys
Can't pay commercial rent/mortgage	276	7.44%	27.54%
Can't pay commercial utilities	243	6.55%	24.25%
Employee Layoffs	451	12.16%	45.01%
Closing business temporarily	559	15.07%	55.79%
Closing business permanently	144	3.88%	14.37%
Unable to pay wages	271	7.31%	27.05%
Unable to pay sick leave	75	2.02%	7.49%
Unable to open for the summer	371	10.00%	37.03%
Insurmountable debt	220	5.93%	21.96%
Bankruptcy	80	2.16%	7.98%
Significant loss of cash flow	794	21.41%	79.24%
Unable to cross the US border in order to open by business in Ontario	74	2.00%	7.39%
Other	151	4.07%	15.07%

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

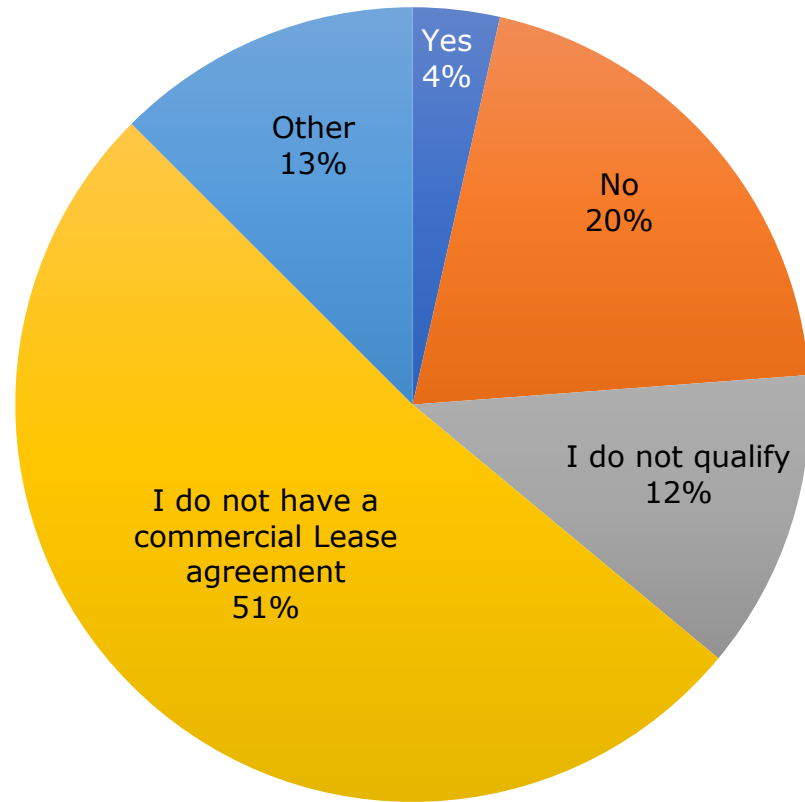
Which Types of COVID-19 Aid



Types of COVID-19 Aid Select all that apply	Value	%	% of Total Surveys
10% wage subsidy	96	5.38%	9.58%
75% wage subsidy	291	16.31%	29.04%
\$40k interest free loan	410	22.98%	40.92%
Employment insurance (EI)	61	3.42%	6.09%
Canada Emergency Response Benefit (CERB)	349	19.56%	34.83%
GST/HST/Customs Deferral	211	11.83%	21.06%
I did not qualify for any aid	192	10.76%	19.16%
N/A	90	5.04%	8.98%
Other	84	4.71%	8.38%

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

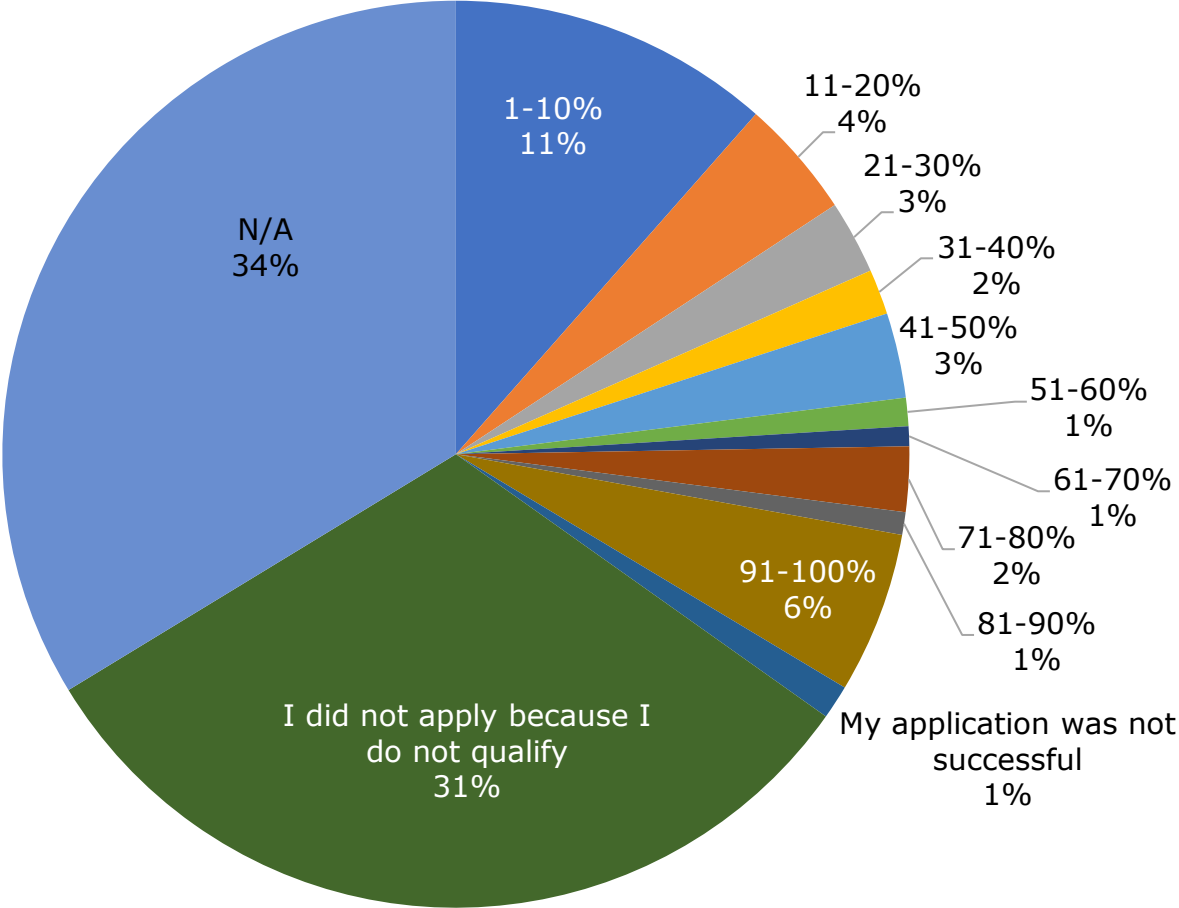
OCERCA Program



Has your Landlord applied for OCERCA	Value	%
Yes	35	3.53%
No	201	20.28%
I do not qualify	121	12.21%
I do not have a commercial lease agreement	510	51.46%
Other	124	12.51%

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

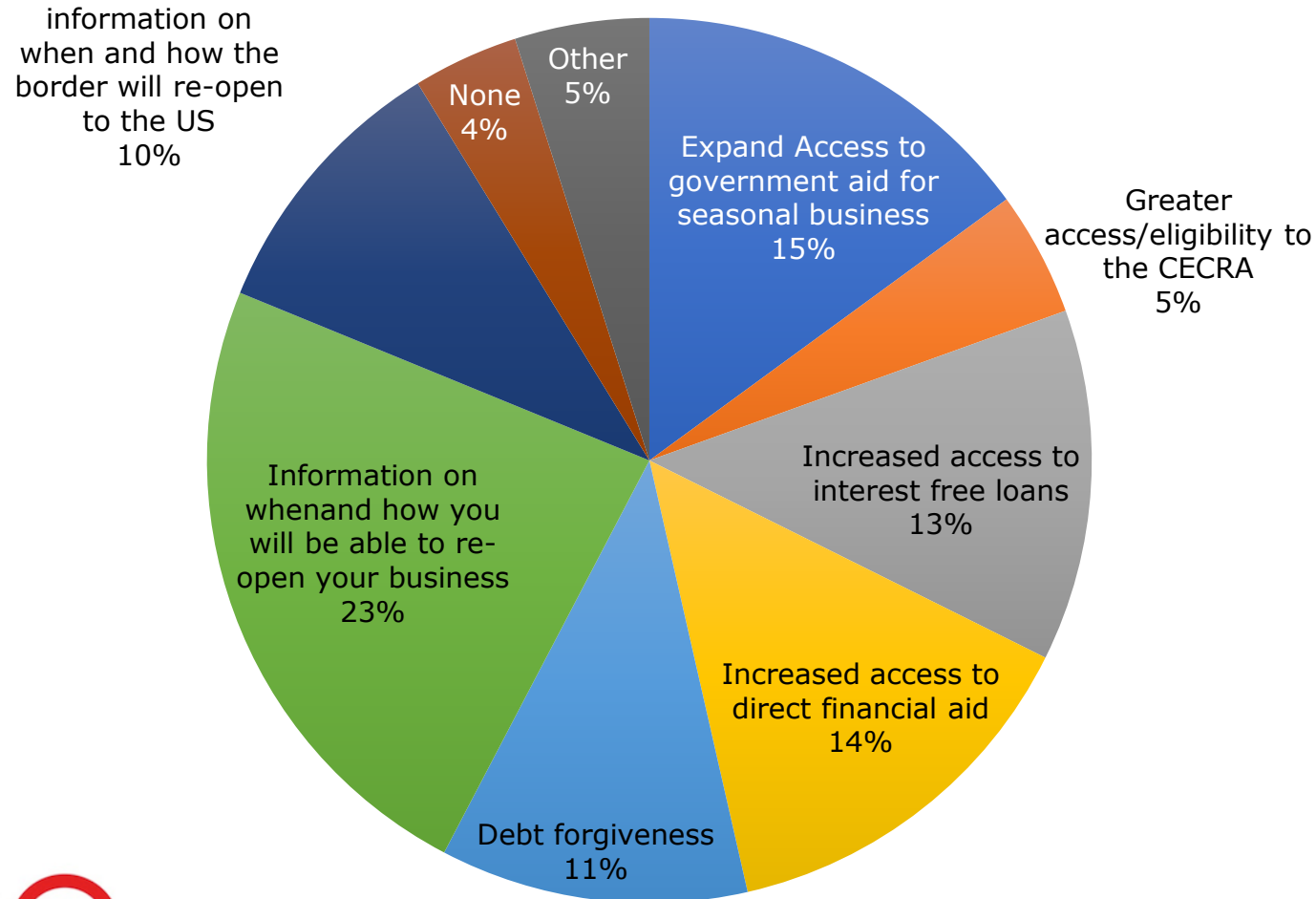
CEWS



Percentage of your workforce you were able to sustain with CEWS	Value	%
1-10%	114	11.50%
11-20%	42	4.24%
21-30%	26	2.62%
31-40%	16	1.61%
41-50%	30	3.03%
51-60%	10	1.01%
61-70%	7	0.71%
71-80%	23	2.32%
81-90%	8	0.81%
91-100%	57	5.75%
My application was not successful	12	1.21%
I did not apply because I do not qualify	312	31.48%
N/A	334	33.70%

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

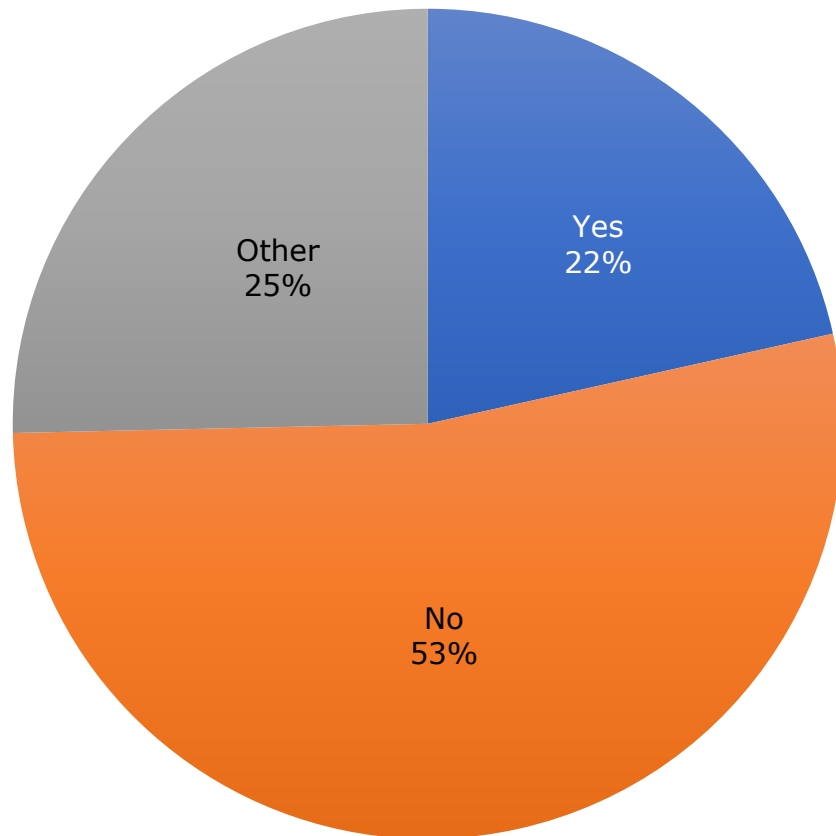
Other forms of aid



Other forms of aid/resources required Select all that apply	Value	%	% of Total Surveys
Expanded Access to government aid for seasonal businesses	411	14.96%	41.02%
Greater access/eligibility to the Canadian Emergency Commercial Rent Assistance	125	4.55%	12.48%
Increased access to interest free loans	353	12.85%	35.23%
Increased access to direct financial aid	387	14.08%	38.62%
Debt forgiveness	309	11.24%	30.84%
Information on when and how you will be able to re-open your business	646	23.51%	64.47%
Information on when and how the border will re-open to the US	276	10.04%	27.54%
None	106	3.86%	10.58%
Other	135	4.91%	13.47%

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?

Government aid



Is the Government aid enough	Value	%
Yes	213	21.52%
No	526	53.13%
Other	251	25.35%