

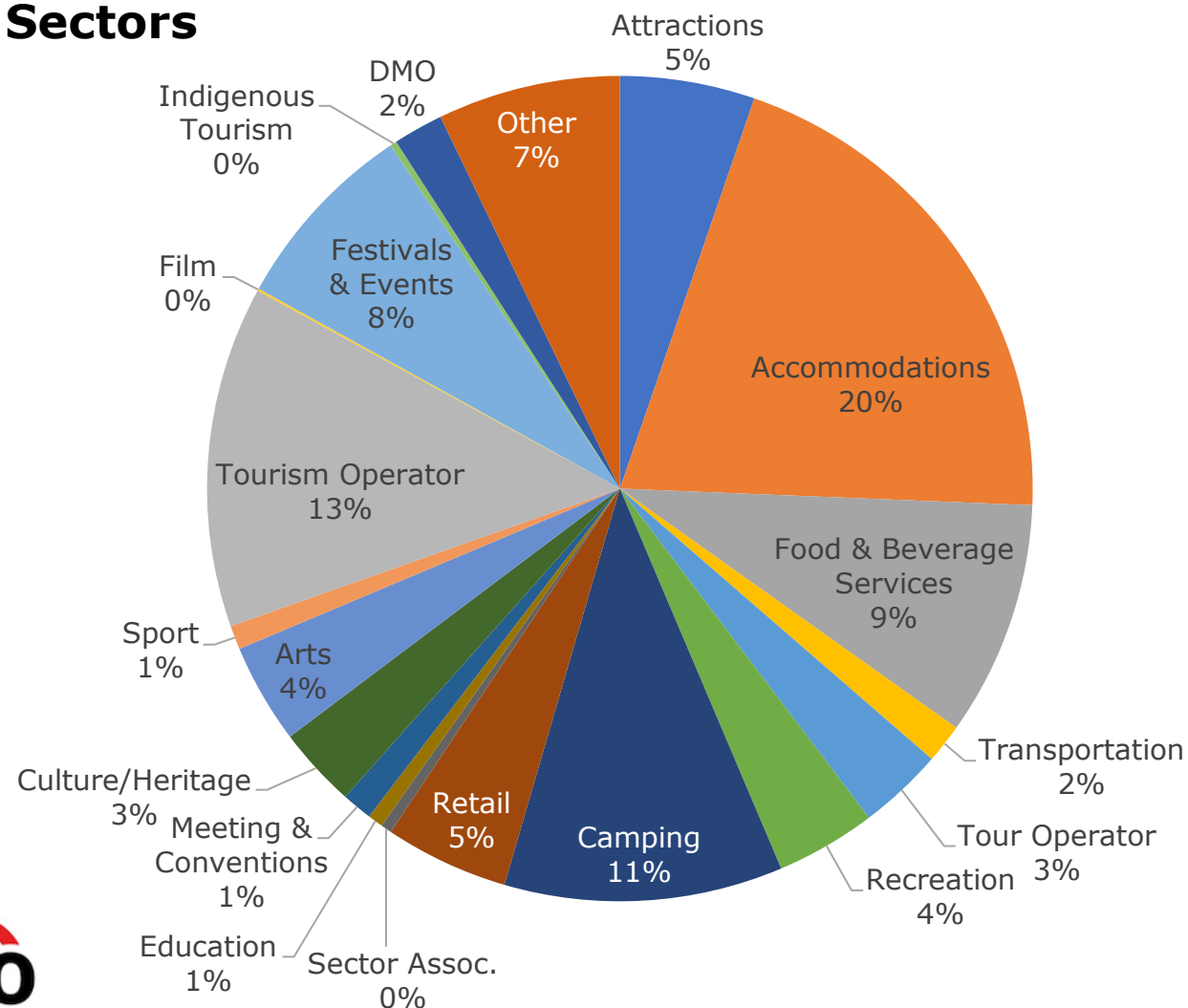


Ontario Regional Tourism Organizations
Covid-19 Survey 4 Results
April 22 – 27, 2020

Which sector do you operate in?

1,174 completed surveys

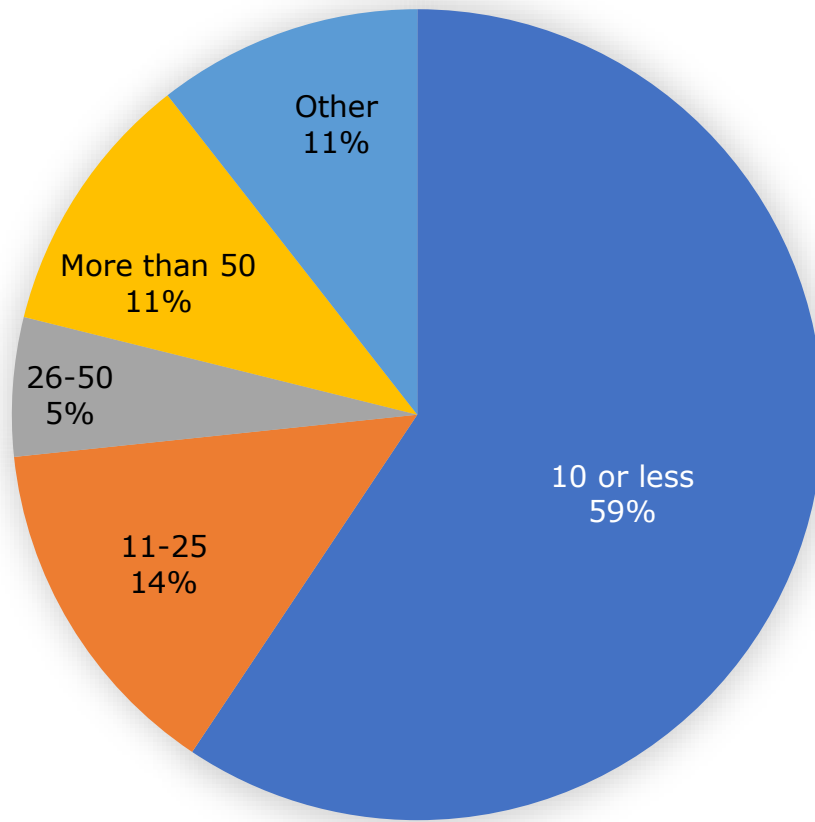
Sectors



Sectors	Value	%
Attractions	62	5.3%
Accommodations	239	20.4%
Food & Beverage Services	108	9.2%
Transportation	18	1.5%
Tour Operator	39	3.3%
Recreation	46	3.9%
Camping	128	10.9%
Retail	57	4.9%
Sector Association	5	0.4%
Education	7	0.6%
Meeting & Conventions	14	1.2%
Culture/Heritage	37	3.2%
Arts	46	3.9%
Sport	11	0.9%
Tourism Operator	157	13.4%
Film	1	0.1%
Festivals and Events	89	7.6%
Indigenous Tourism	3	0.3%
DMO	23	2.0%
Other	84	7.2%

How many employees does your business have?

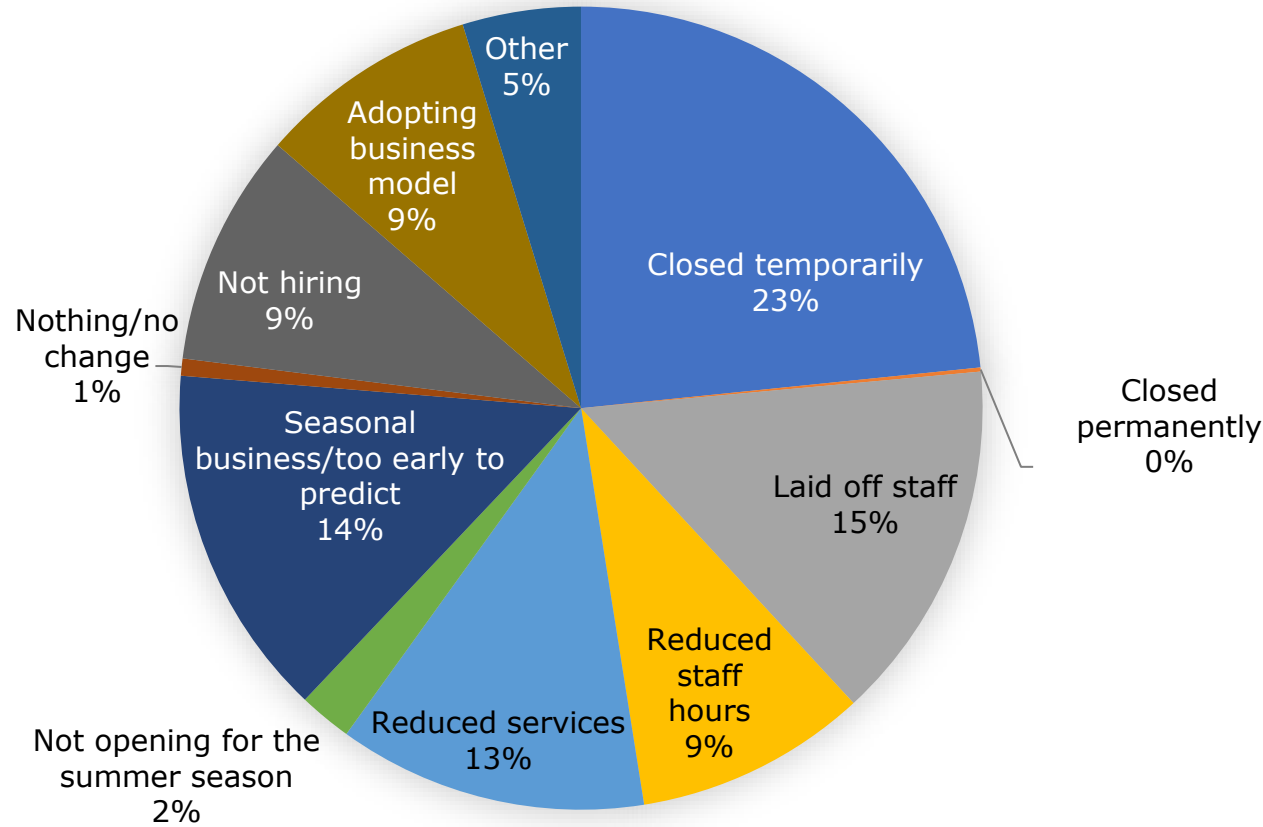
Number of Employees



Number of Employees	Value	%
10 or less	697	59.4%
11-26	164	14.0%
26-50	65	5.5%
More than 50	124	10.6%
Other	124	10.6%

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

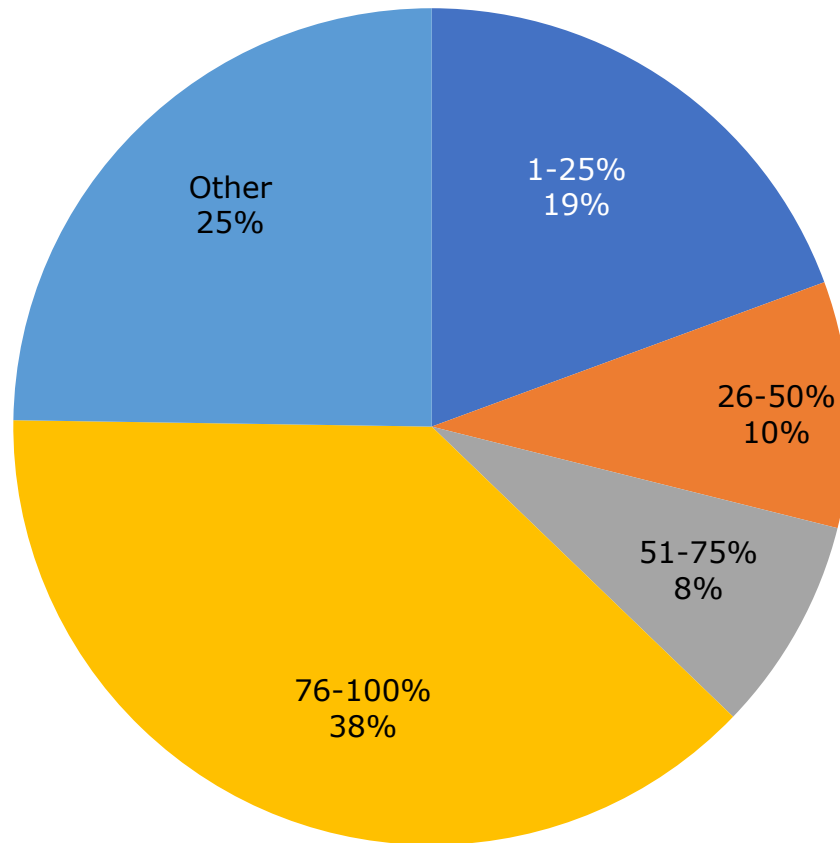
Actions currently taken as a result of COVID-19



Actions taken as a result of COVID-19	Value	%	% of Total Surveys
Closed Temporarily	712	23.4%	60.6%
Closed Permanently	5	0.2%	0.4%
Laid off staff	444	14.6%	37.8%
Reduced staff hours	285	9.4%	24.3%
Reduced services	379	12.4%	32.3%
Not opening for the summer season	65	2.1%	5.5%
Seasonal business/too early to predict	433	14.2%	36.9%
Nothing/no change	21	0.7%	1.8%
Not hiring	286	9.4%	24.4%
Adotping business model	270	8.9%	23.0%
Other	145	4.8%	12.4%

If you answered yes to having to lay employees off, please indicate what percentage of your employees are being laid off:

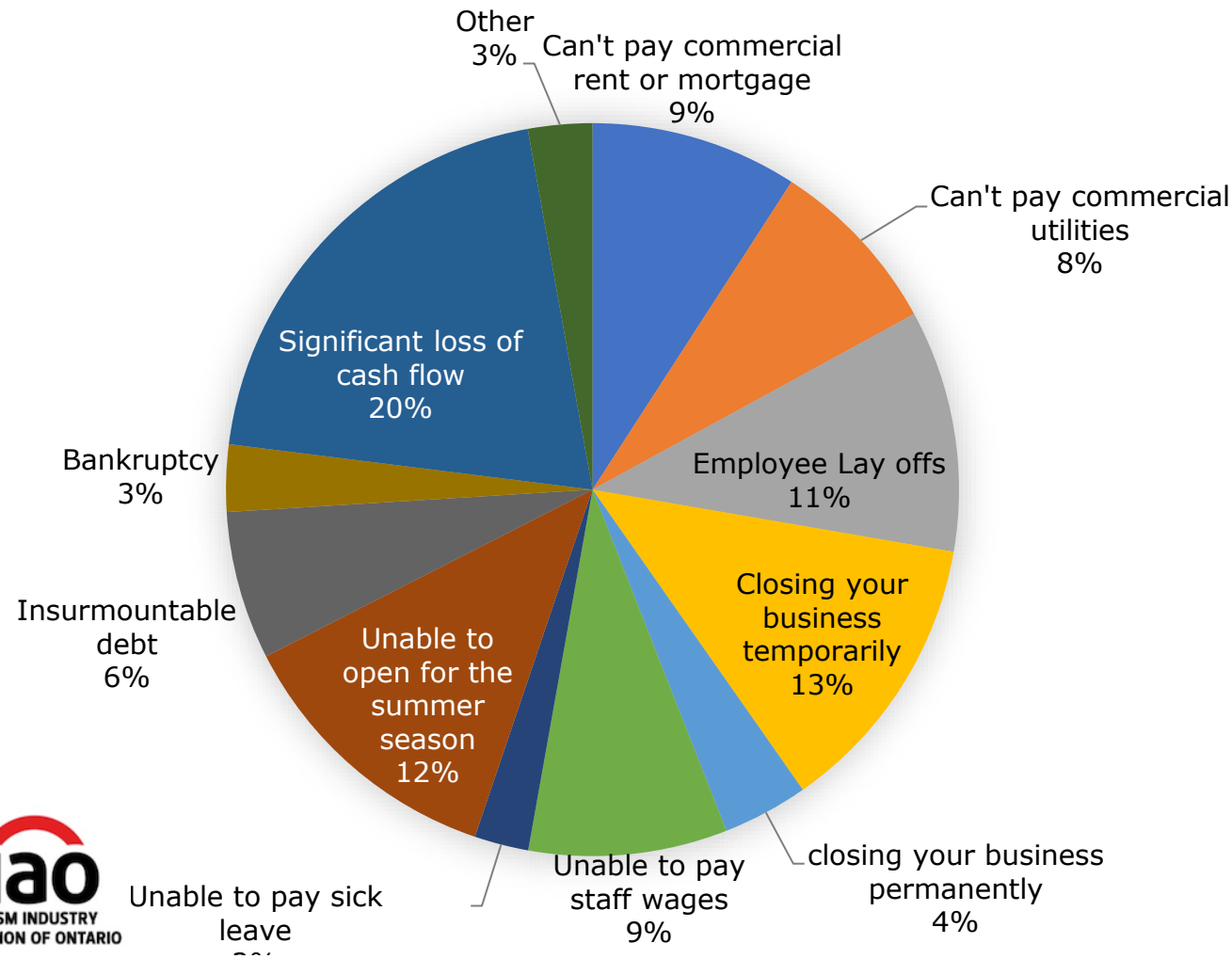
% of Employees Laid Off



If you answered Yes	Value	%
1-25%	159	19.4%
26-50%	78	9.5%
51-75%	68	8.3%
76-100%	312	38.0%
Other	203	24.8%

Looking ahead at the next 3 months, please indicate the risks your business is facing. Select all that apply.

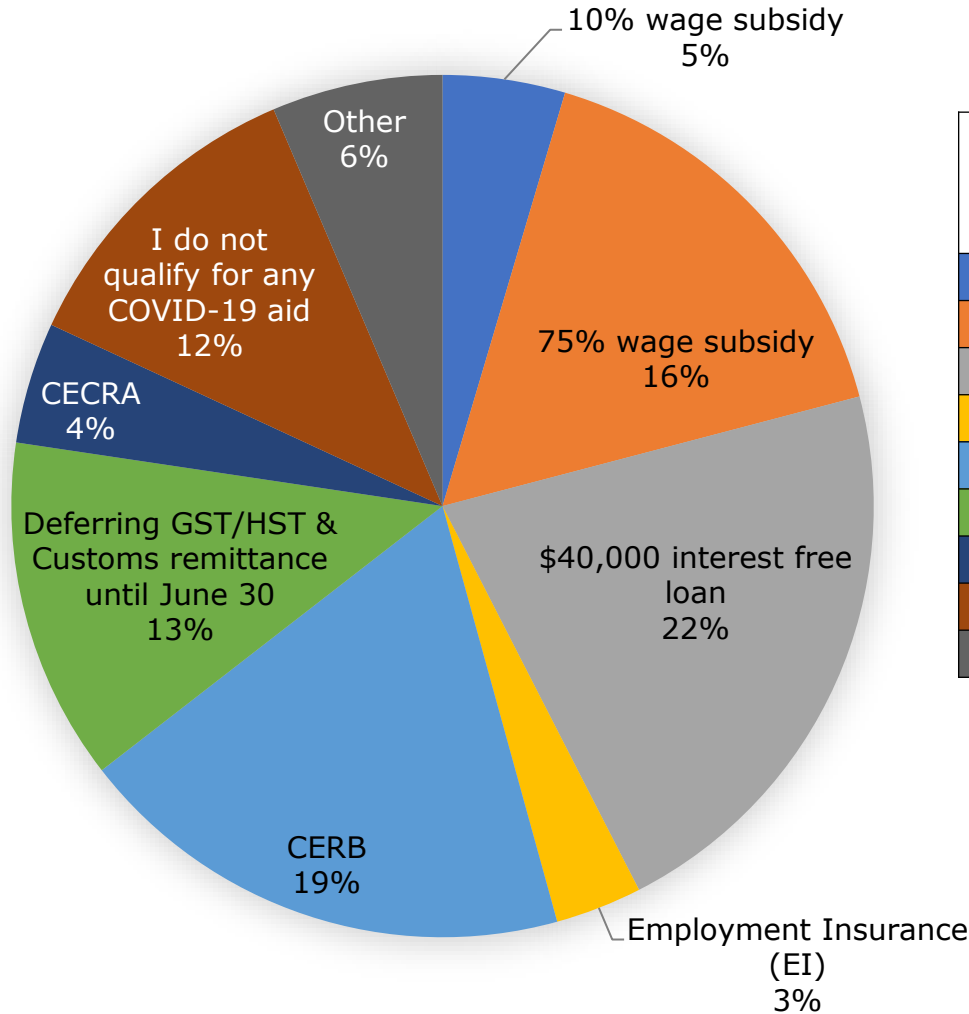
Risks in the next 3 months



Risks in Next 3 months	Value	%	% of Total Surveys
Can't pay commercial rent/mortgage	436	9.1%	37.1%
Can't pay commercial utilities	377	7.9%	32.1%
Employee Layoffs	509	10.7%	43.4%
Closing business temporarily	599	12.6%	51.0%
Closing business permanently	180	3.8%	15.3%
Unable to pay wages	418	8.8%	35.6%
Unable to pay sick leave	114	2.4%	9.7%
Unable to open for the summer	586	12.3%	49.9%
Insurmountable debt	312	6.5%	26.6%
Bankruptcy	141	3.0%	12.0%
Significant loss of cash flow	963	20.2%	82.0%
Other	135	2.8%	11.5%

Please indicate which types of COVID-19 related aid you have applied for, and which you intend to apply for when available. Select all that apply.

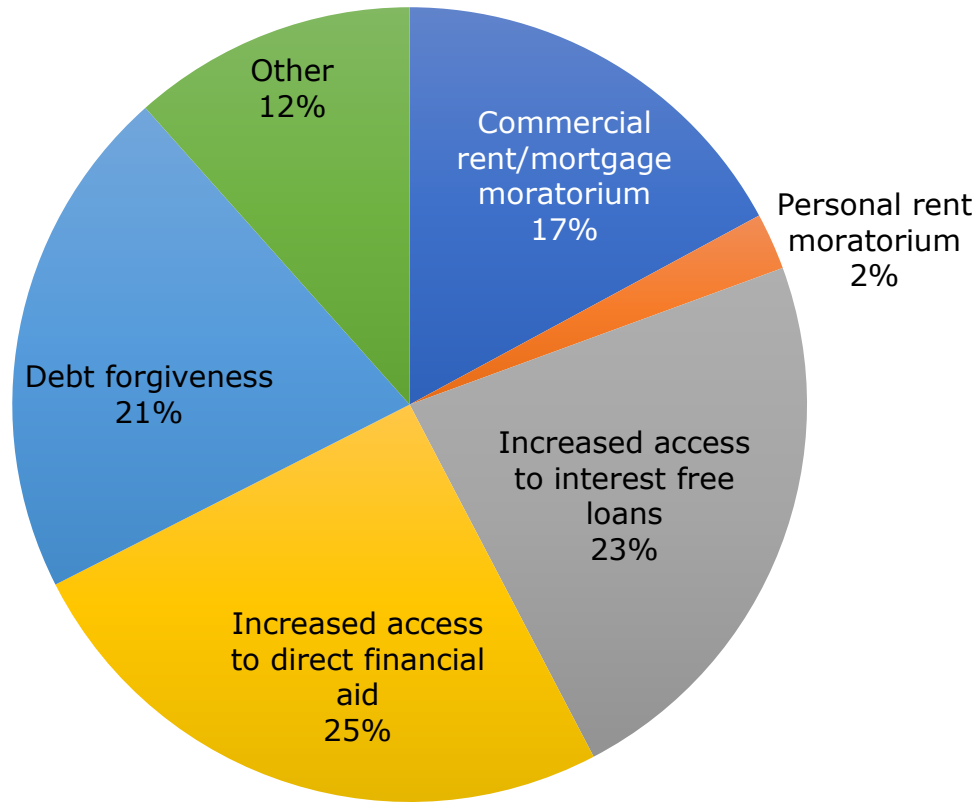
Which Types of COVID-19 Aid



What Types of Financial Aid	Value	%	% of Total Surveys
10% wage subsidy	106	4.6%	9.0%
75% wage subsidy	377	16.3%	32.1%
\$40k interest free loan	498	21.6%	42.4%
Employment insurance (EI)	75	3.2%	6.4%
CERB	434	18.8%	37.0%
GST/HST/Customs Deferral	297	12.9%	25.3%
CECRA	105	4.5%	8.9%
I did not qualify for any aid	270	11.7%	23.0%
Other	148	6.4%	12.6%

What other forms of financial aid do you require? Select all that apply.

Other Forms of Financial Aid

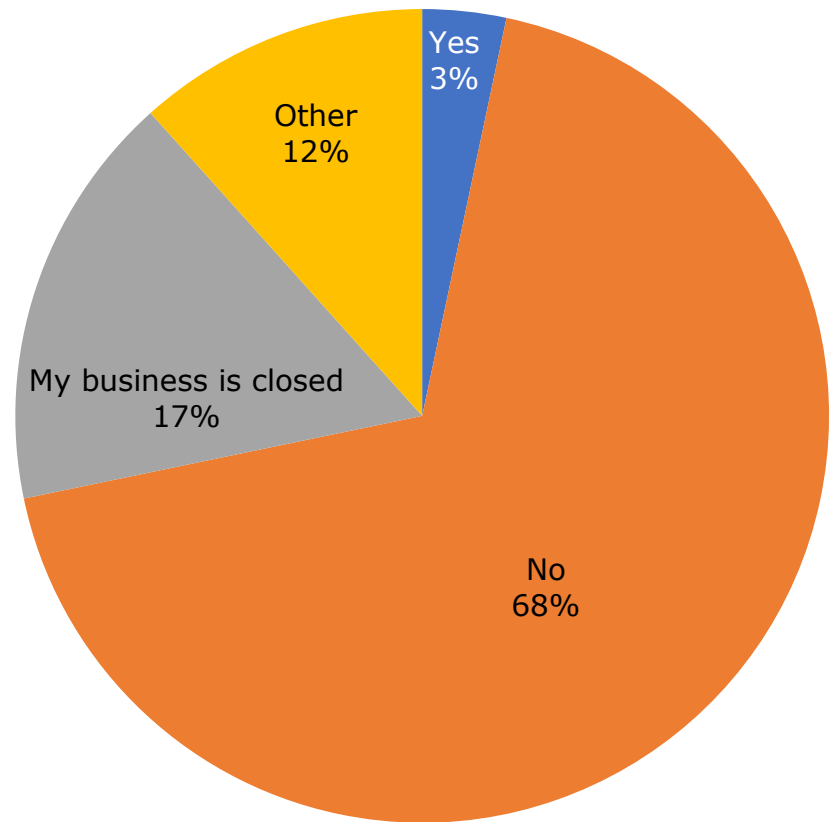


Other Financial Aid?	Value	%	% of Total Surveys
Commercial Rent/mortgage moratorium	356	17.1%	30.3%
Personal rent Moratorium	48	2.3%	4.1%
Increased access to interest free loans	477	22.9%	40.6%
Increased access to direct financial aid	524	25.2%	44.6%
Debt forgiveness	435	20.9%	37.1%
Other	241	11.6%	20.5%



If your business is closed due to COVID-19, does your insurance cover this business interruption?

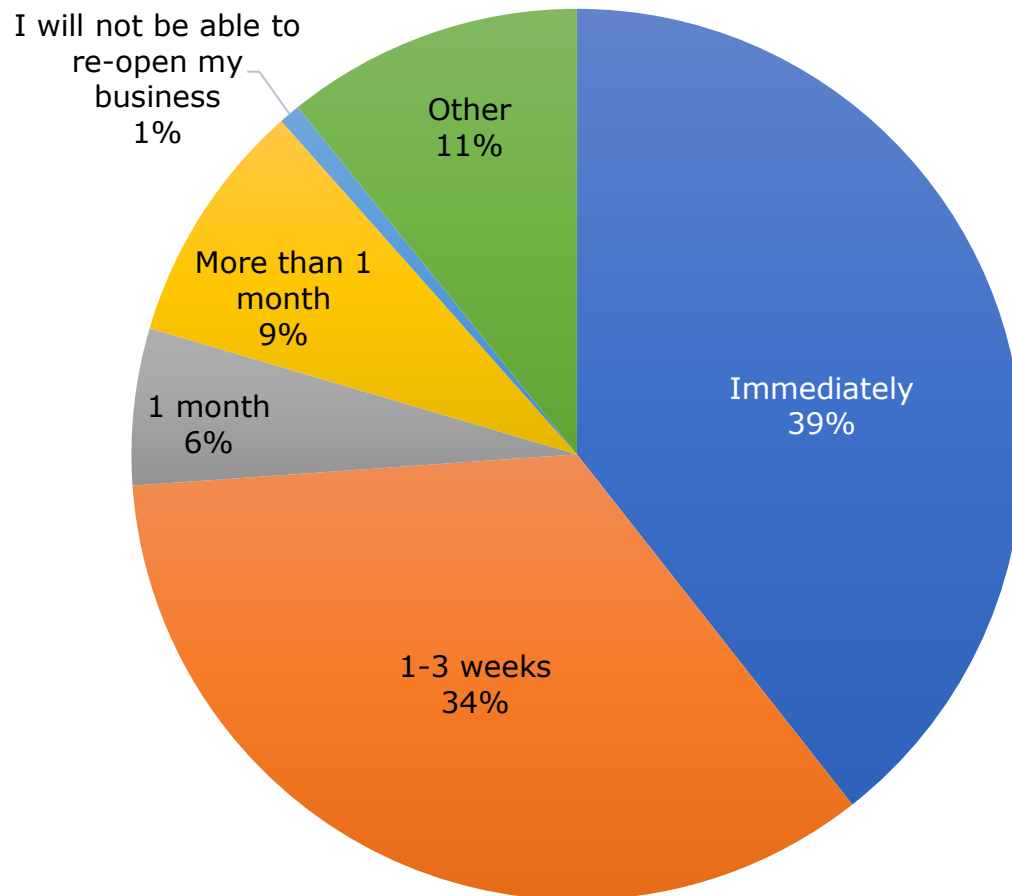
Was your Business Interruption Covered by your Insurance?



Did insurance cover this business interruption?	Value	%
Yes	38	3.3%
No	782	68.4%
My business is closed	190	16.6%
Other	133	11.6%

When the current COVID-19 restrictions can be lifted, how long will it take you to re-open your business?

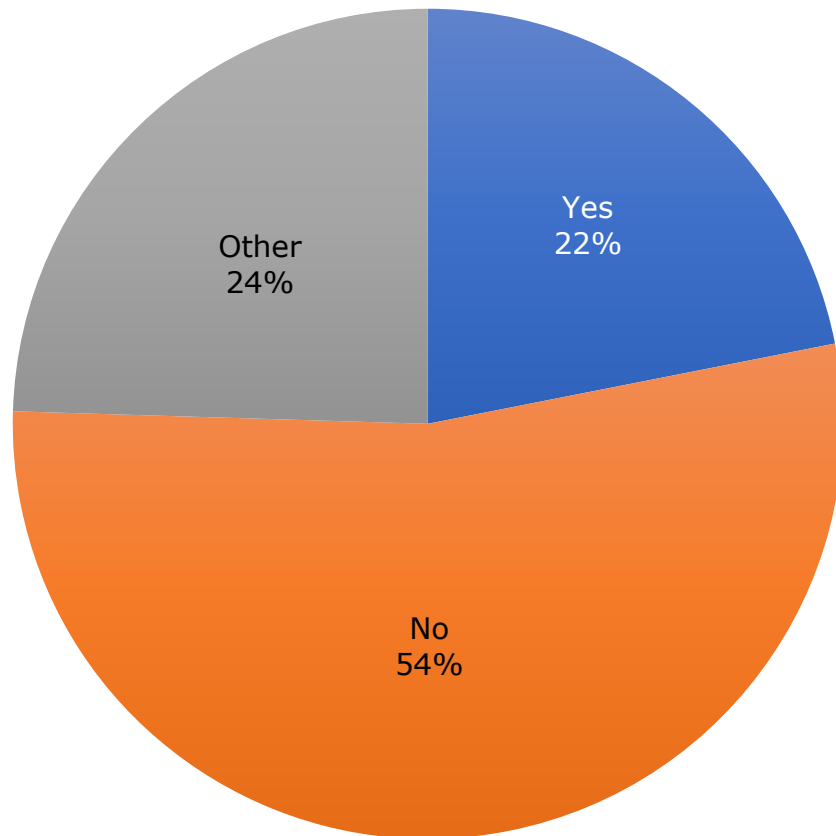
How Long Will it Take you to Reopen?



How long will it take to reopen?	Value	%
Immediately	457	39.4%
1-3 weeks	400	34.5%
1 month	66	5.7%
More than 1 month	103	8.9%
I will not re-open my business	9	0.8%
Other	125	10.8%

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 doing enough?	Value	%
Yes	251	21.9%
No	614	53.6%
Other	281	24.5%