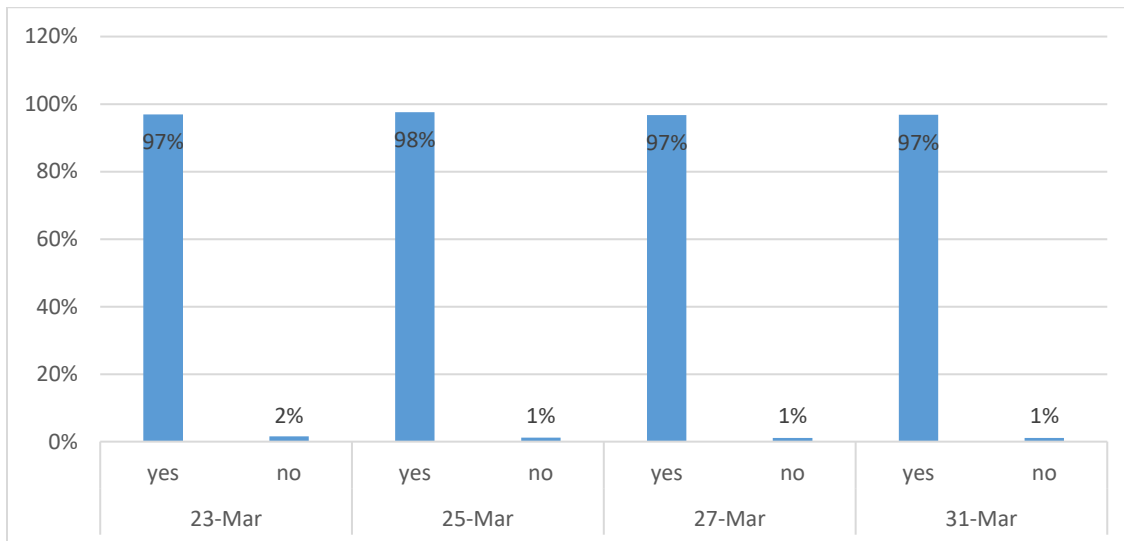


# COVID-19 Impact on the Travel and Tourism Industry in Maryland - 2nd Round

The Maryland Office of Tourism sent a survey to its business community on Friday, March 20, 2020. The survey opened through March 31, 2020. The survey was sent to nearly 2,000 tourism businesses such as accommodations, transportation, restaurants, retails and tour services. One hundred and eight nine people did respond.

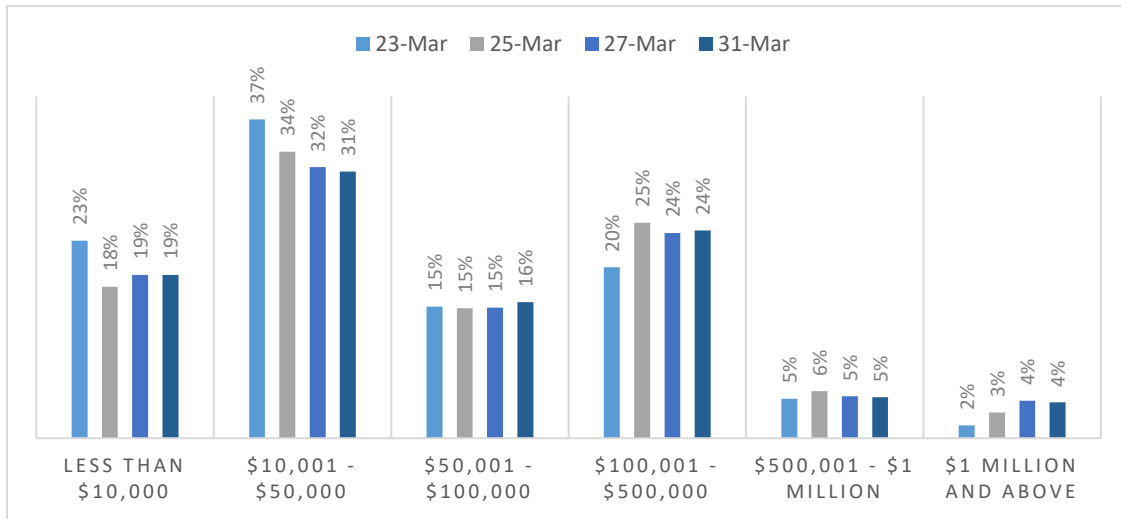
\*The indicated results below the charts are for March 31, 2020

Has your business had any cancellations that are coronavirus related?



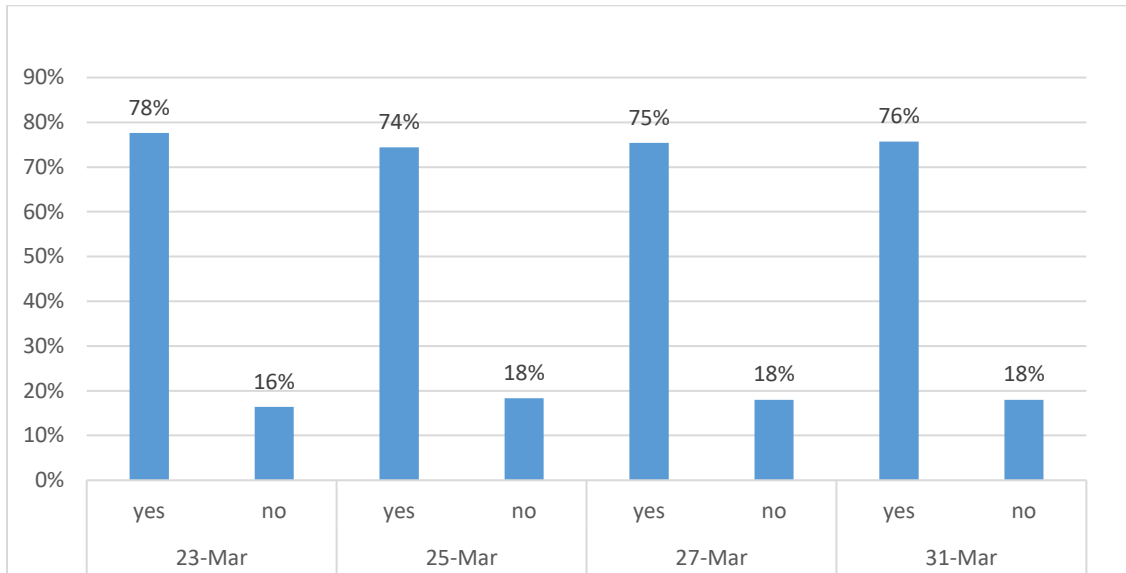
- 97 percent answered yes
- 1 percent answered no

If yes, can you estimate the amount of the business lost?



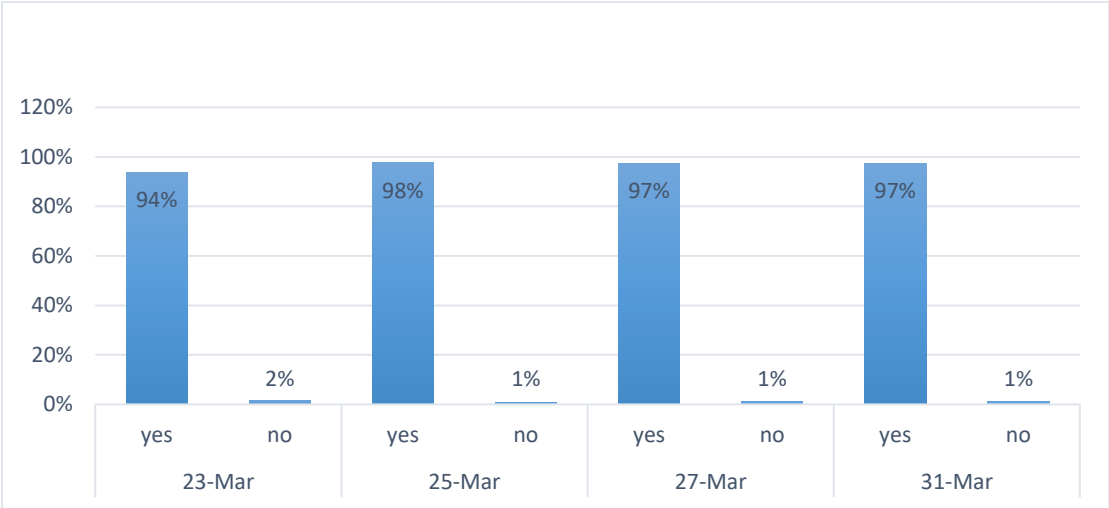
- 19 percent lost less than \$10,000
- 31 percent lost between \$10,001 to \$50,000
- 16 percent lost between \$50,001 to \$100,000
- 24 percent lost between \$100,001 to \$500,000
- 5 percent lost between \$500,001 to \$1 million
- 4 percent lost above \$1 million

Have you heard from clients that are anticipating changing travel plans?



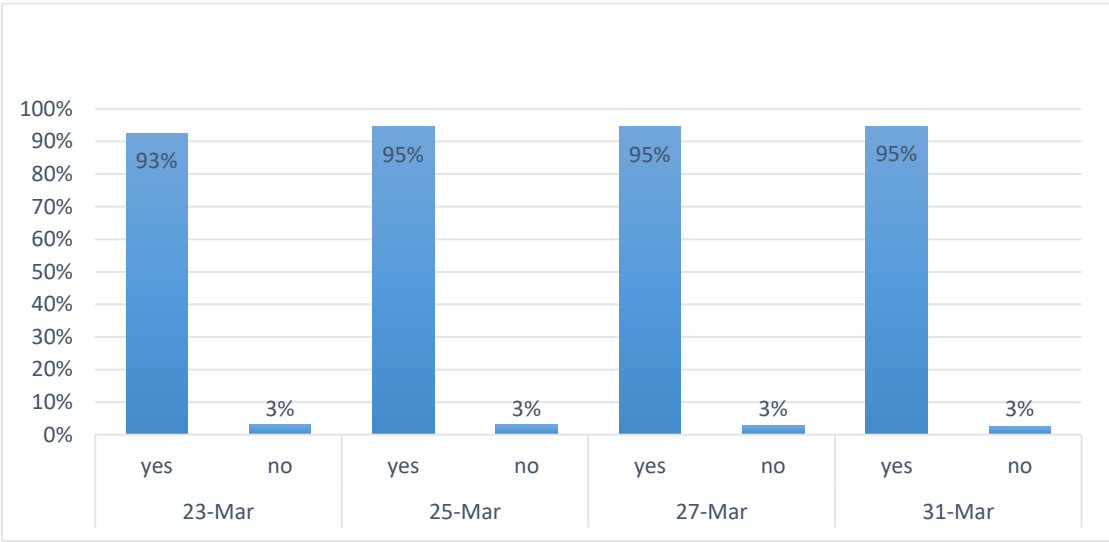
- 76 percent said yes
- 18 percent said no

Have you altered daily routines in your business as a result of coronavirus?



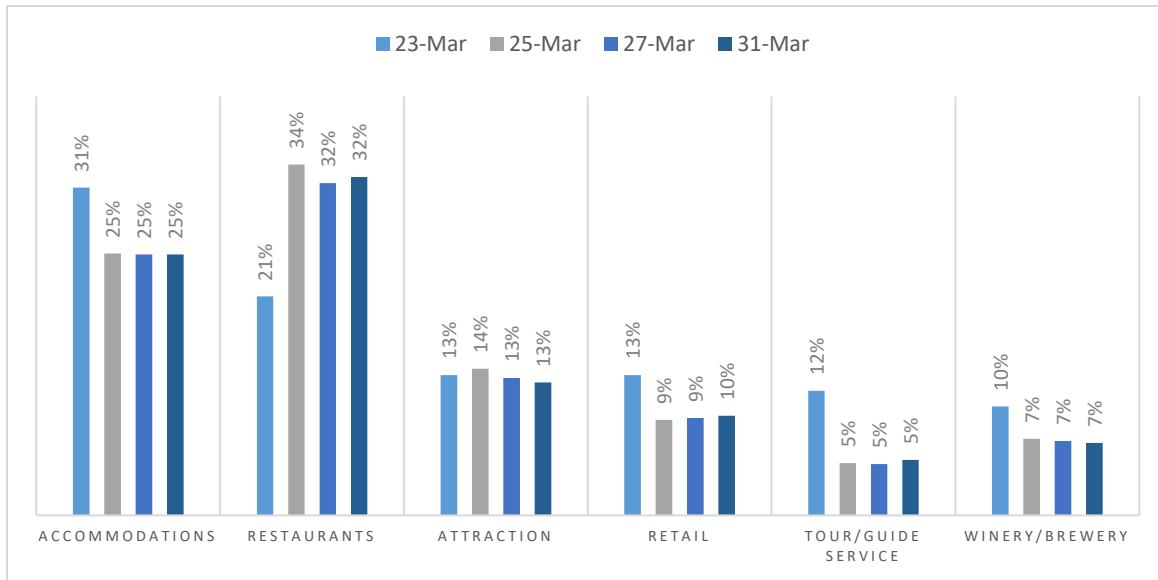
- 97 percent said yes
- 1 percent said no

Have you noticed a softening of activity in your business?



- 95 percent said yes
- 3 percent said no

### What industry does your business represent?

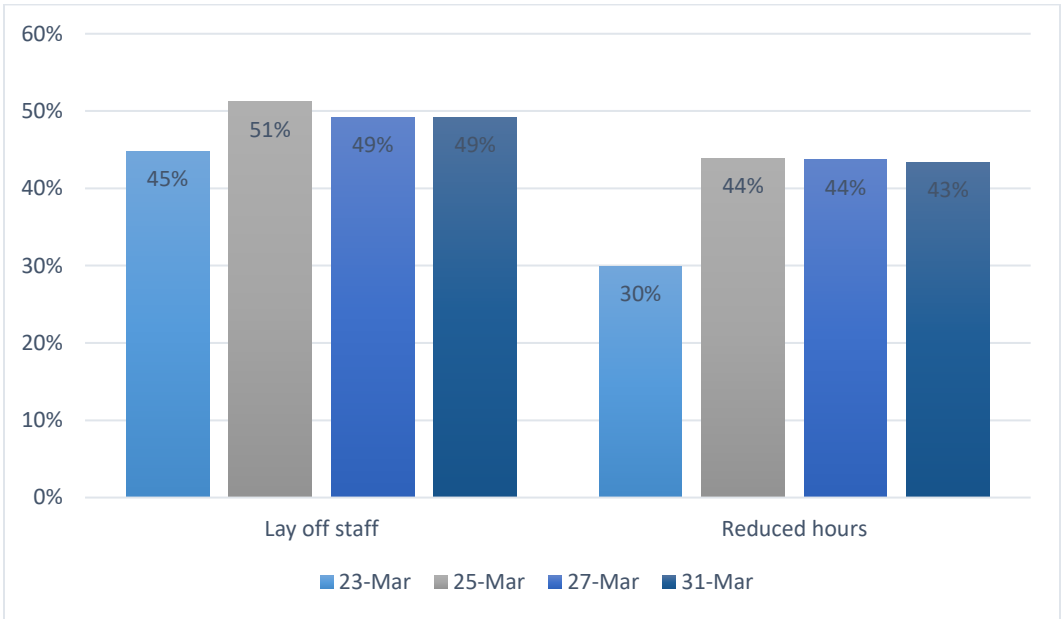


- 25 percent are accommodations
- 32 percent are restaurants
- 13 percent are retail
- 13 percent are attraction
- 9 percent are Museum/Art Exhibit
- 7 percent Winer/Brewery

### Where is your business located?

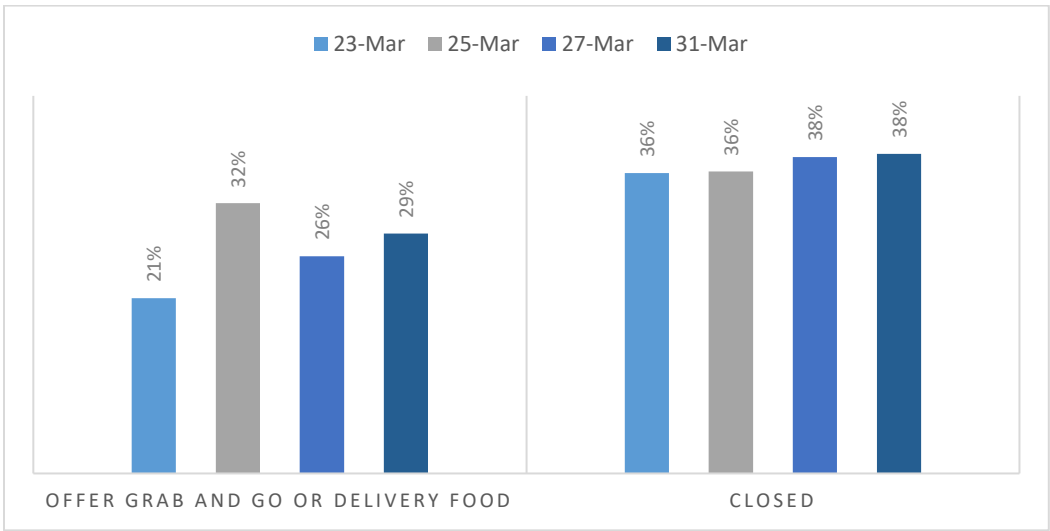
	23-Mar	25-Mar	27-Mar	31-Mar
<b>Where is your business located?</b>				
Annapolis	12%	7%	7%	6%
Baltimore City	8%	7%	7%	7%
Frederick	5%	9%	9%	9%
Ocean City	3%	4%	4%	4%
Gaithersburg	3%	1%	1%	1%
Baltimore County	3%	15%	17%	18%
Ellicott City		4%	3%	3%
Timonium		3%	3%	3%
Westminster	3%	3%	2%	2%

Have you had to make any decisions that impact your staffing?



- 49 percent laid off staff
- 43 percent reduced hours

Are you open for business? If yes, how has it changed?



- 29 percent Offer grab and go or delivery food
- 38 percent closed