



June 22, 2009

Hon. Dalton McGuinty
Premier of Ontario
Legislative Building, Room 281
Queen's Park
Toronto M7A 1A1

Re: Municipal Services Disruptions in Toronto, Windsor

Dear Premier:

On behalf of the Ontario Restaurant, Hotel & Motel Association's 11,000 business operator members across the province and in particular those in Toronto and Windsor, I am writing to urgently request that the government recall the Legislature and end the labour-management disputes in those two communities by initiating and passing back-to-work legislation as soon as possible.

The service disruptions in these two key economic centres could not have come at a worse time for restaurant and hospitality operators who have already been struggling to keep their doors open, customers fed and staff paid in the face of the ongoing economic recession.

Hospitality operators in Toronto and Windsor had eagerly looked to the summer tourist season for a much needed injection of economic stimulus. Instead these businesses are faced with the loss of garbage and recycling collection services, the cessation of the processing of business and building permit applications, the cancellation of restaurant inspections and subsequent backlogs in these key service areas. Combined with the loss of revenue and jobs from cancelled public events and attractions these service disruptions serve to create one large 'wet blanket' on any economic growth business operators were expected to gain this summer. Moreover, against this backdrop the industry is also facing a possible disruption at the province's LCBO.

Additionally we must not forget the importance of 'image' to the viability of tourism. As past experience with the last service disruption in Toronto by outside workers (2002) has shown, it is imperative that the provincial government act quickly and decisively to stem any long term damage to the province's reputation as a destination of choice. At a time when Ontario continues to witness a decline in visits from international tourists, it is unacceptable that anyone should be left with an image of Toronto and Windsor as destinations that are anything less than clean, safe and open for business.

The negative impact of the 10 week-old labour disruption in the City of Windsor has been substantial and Toronto businesses cannot afford to see that situation replicated there. Business operators in these cities and the people they employ are taxpayers and so being, are entitled to the government's support.

At a time when Ontario foodservice operators struggle with the lowest profit margins in the country it is imperative that the government exercise its authority to end the economic drag of these service disruptions on the hospitality industry.

On behalf of our member operators and the families they support, I implore you to pass back-to-work legislation as quickly as possible.

Sincerely,



Tony A. Elenis
President & CEO

cc: Hon. Peter Fonseca, Minister of Labour
Hon. Jim Watson, Minister of Municipal Affairs & Housing
Hon. Monique Smith, Minister of Tourism
His Worship, David Miller, Mayor of Toronto
His Worship, Eddie Francis, Mayor of Windsor