



Treasure Coast Region COVID-19 Business
Economic Impact Survey Report
March 2021 Results

Executive Summary

Through the U.S. Department of Commerce’s Economic Development Administration (EDA), the Treasure Coast Regional Planning Council (TCRPC) received CARES Act Funds to address the near-term and long-term economic impacts of the COVID-19 pandemic.

The impact of COVID-19 has been unprecedented. In an effort to gain an accurate assessment of the COVID-19 pandemic's impact to businesses in the Treasure Coast Region of Indian River, St. Lucie, Martin, and Palm Beach counties, TCRPC conducted an online survey via SurveyMonkey during the month of March 2021. The survey consisted of 24 questions and sought to further understand operational changes businesses have implemented since the beginning of the COVID-19 pandemic and evaluate the impact private and public funding has had on businesses' ability to stay afloat.

TCRPC partnered with economic development representatives, Chambers of Commerce, industry membership associations, and local governments in the region to formulate, conduct, and disseminate a COVID-19 Business Economic Impact Survey to businesses and organizations located within the 52 communities that comprise the Treasure Coast Region. TCRPC also communicated and engaged with members of print, online, and broadcast news media, Rotary clubs, and other civic organizations to publicize the COVID-19 Pandemic Business Economic Impact Survey to reach businesses owners in the communities that do not belong to Chambers of Commerce and industry membership associations. Over 200 responses were received representing businesses from all four counties in the region. Survey respondents reflected the industries in the region including nonprofit/religious/community service organizations, real estate, health care, food and beverages, and manufacturing, among others. Although the survey results included businesses of all sizes, respondents would be considered small businesses by federal standards¹ with less than 500 employees and gross revenues less than \$10 million per year. More specifically, approximately 70.67% reported having less than 50 full time employees.

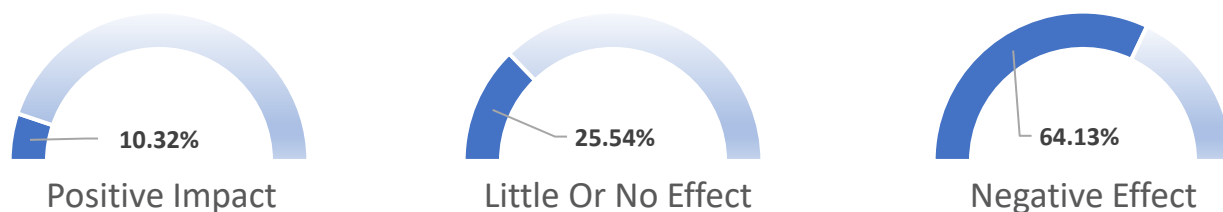


Figure 1. Severity of the economic impacts from COVID-19

At least 64.13% of survey respondents have conveyed an overall negative economic impact on their businesses by the pandemic. When asked what businesses were using to mitigate the impact of the COVID-19 pandemic, financial programs to mitigate layoffs such as the Payroll Protection Program (PPP) was the top response, followed by reduction in expenses and use of

¹ This definition of “size” aligns with the U.S. Small Business Administration’s (SBA) definition of a small business. SBA’s Table of Size Standards provides definitions for North American Industry Classification System (NAICS) codes, that vary widely by industry, revenue, and employment.

<https://www.sba.gov/federal-contracting/contracting-guide/size-standards>

personal savings. Additionally, the most requested resource when respondents were asked what resources, beyond financial assistance, would be most helpful, communications, marketing, and social media to reach their customers was cited. As businesses and our communities continue to navigate the pandemic, understanding data from this survey will be beneficial towards supportive efforts.

Acknowledgements

Treasure Coast Regional Planning Council wishes to thank all the businesses and organizations that have responded to the survey. The information gathered will help better understand the challenges that have been encountered throughout the pandemic and assist in creating a resilient economy in the Treasure Coast Region.

About Treasure Coast Regional Planning Council²

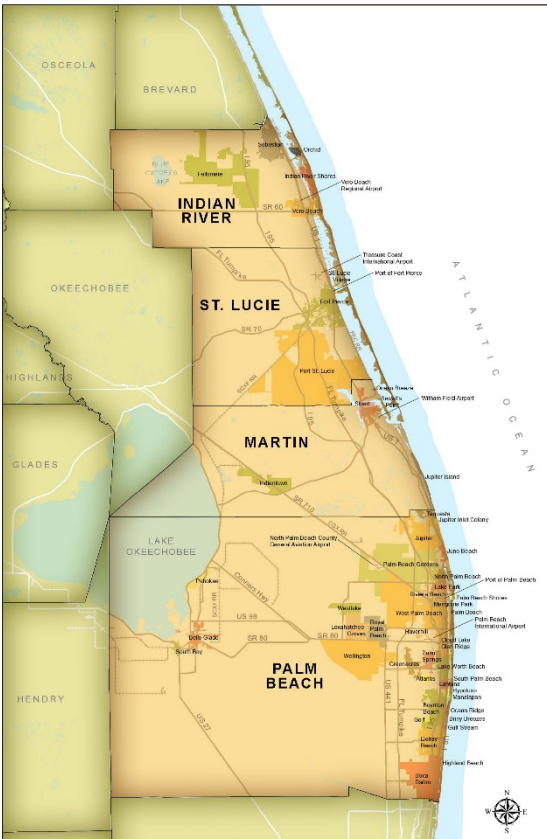


Figure 2. Treasure Coast Region: Indian River, St. Lucie, Martin, and Palm Beach Counties

Treasure Coast Regional Planning Council (TCRPC) is one of ten regional planning councils in the State of Florida. TCRPC was created in 1976 through an interlocal agreement when representatives from Indian River, St. Lucie, Martin, and Palm Beach counties recognized the need for regional coordination.

TCRPC works for the betterment of the region through information sharing, coordinated planning, intergovernmental conflict avoidance, transportation policy, downtown redevelopment, emergency management and first responder training, environmental enhancement, and economic development. For more information, please visit: www.tcrpc.org

² Florida's Regional Planning Councils (RPC's) are public organizations that serve as bridges between state and local governments representing an area in which resources, characteristics, and issues co-exist. RPC's provide comprehensive planning and intergovernmental coordination for managed, responsible growth. Florida Statutes 186.502(4)(1) recognize RPCs as Florida's only multipurpose regional entities in a position to plan for and coordinate intergovernmental solutions to growth-related problems on greater-than-local issues, provide technical assistance to local governments, and meet other needs of the communities in each region.

<http://www.flregionalcouncils.org/>

Survey Respondents

The survey received 211 responses from businesses across the Treasure Coast Region. The breakdown of respondents by county is as follows: 31.2% located in Palm Beach County, 26.4% in Martin County, 23.2% in St. Lucie County, and 19.2% in Indian River County. Responses were received from businesses with varying tenures, including responses from businesses with more than 100 years of operation to those that had opened just prior to the COVID-19 pandemic. On average, businesses that responded to the survey had been in operation for 27 years. This average operational age is an impressive feat when considering data from the U.S. Bureau of Labor Statistics which reveals that approximately 20% of new businesses fail during the first two years of being open, 45% during the first five years, and 65% during the first 10 years.³ Only 25% of new businesses make it to 15 years or more.⁴ Additionally, 71.98% of respondents identified as for-profit businesses while 28.02% identified as non-profit organizations.

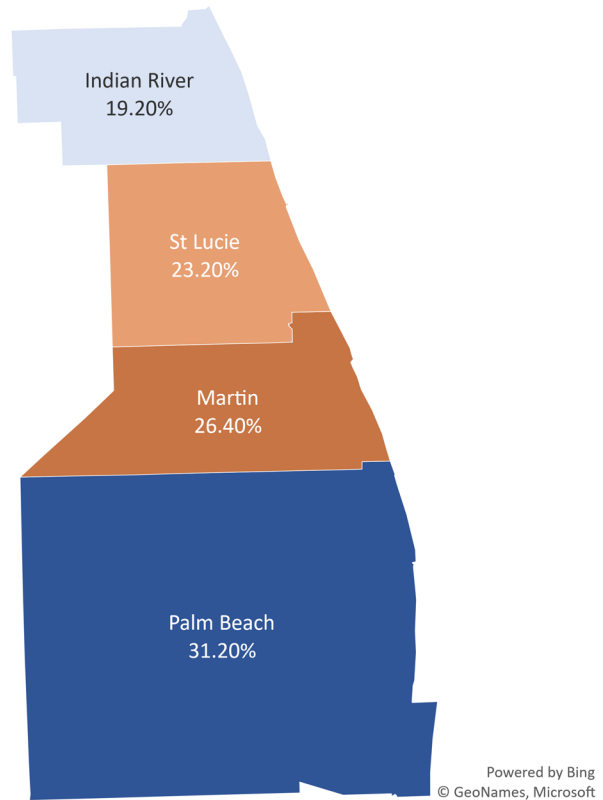


Figure 3. Survey respondent's locations of businesses by county

Figure 4 illustrates the industry mix of the 211 respondents. The survey results suggest that 21.46% of respondents work in the "Other" category, which includes services such as landscapers, hairdressers, cosmetologists, cleaning services, wedding vendors and consultants. 12.20% of the businesses fall under "Nonprofit/Religious/Community Service." "Real Estate" covers 8.29% of the survey population. Percentages by industry are listed within Figure 4.

³ U.S. Bureau of Labor Statistics. "Table 7. Survival of private sector establishments by opening year."

⁴ Ibid.

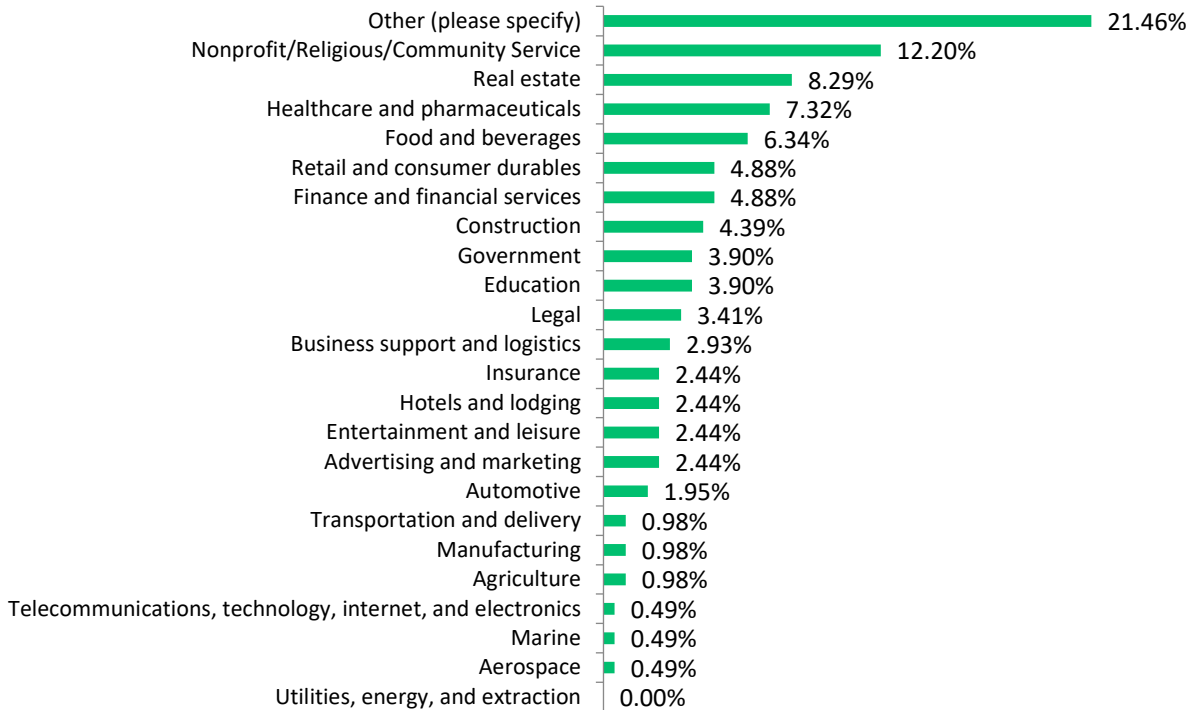


Figure 4. Industry types represented by number of responses

When asked where the majority of sales/business transactions happen, 51.94% of respondents indicated in a location that they leased while 33.98% indicated in a location that they owned. The allocation of the remaining percentages was 17.48% internet-based/online sales, 12.62% home-based sales, and 5.34% at a booth or sales event. This information suggests that at least 35.44% of transactions that occur are not dependent upon a fixed location. This is particularly important to note especially with the prevalence of online shopping by consumers that has occurred during the pandemic. The rise of online shopping and emphasis on social distancing also explains the pivoting by businesses to create an online presence and e-commerce platform.

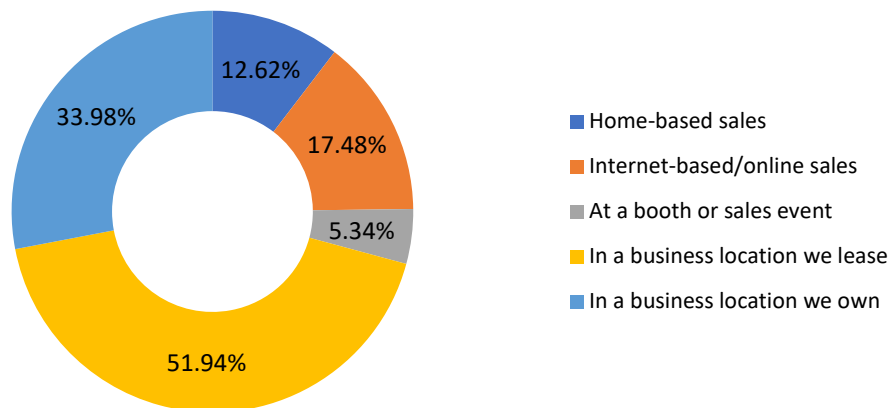


Figure 5. Business transactions by location

COVID-19 and Its Economic Impacts

Since March 2020, there have been restrictions at various points for gatherings, events, activities, and businesses. Most notably, the statewide stay-at-home order that went into effect April 1, 2020 limited Floridians' movements and personal interactions outside the home to only those necessary and essential activities and services.⁵ Businesses across the state and region were forced to adapt to the pandemic's many unforeseen circumstances in meeting the restrictions, either through a voluntarily or forced shut down of operations. However, as of September 25, 2020, all COVID-19 restrictions on businesses statewide were lifted through an Executive Order issued by Governor Ron DeSantis.⁶ In spite of this, private businesses and other local government entities had the authority to establish their own COVID-19 safety protocols for their employees and visitors such as mandatory mask mandates.⁷ At the time of this survey (March 2021) 66.67% of respondents were completely open, 30.92% open in a limited way, while 0.48% were temporarily closed for business and 1.93% were closed permanently.

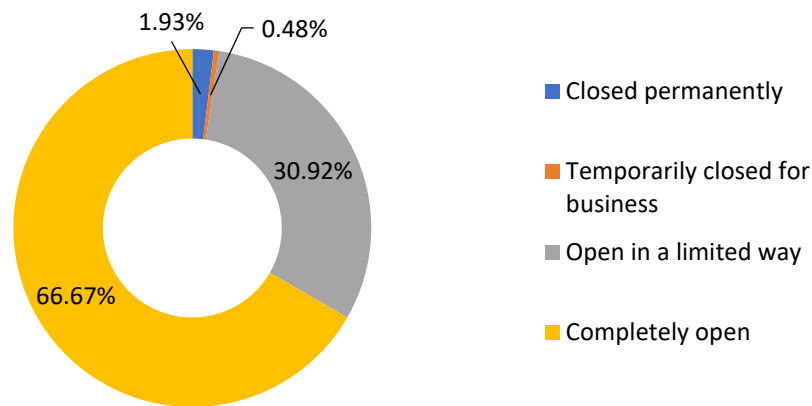


Figure 6. Current operation status of businesses

Despite the restrictions to businesses being lifted, survey respondents have faced unexpected operating costs including but not limited to increased cleaning/sanitation (77.09%), moving operations online (35.75%), increasing wages/hazard pay for employees (20.11%), expanding operations outdoors (11.17%), and difficulty in obtaining new or expanded permits (2.79%). The remaining 23.46% of respondents selected other and listed increased supply/materials cost,

⁵ State of Florida Office of the Governor Executive Order Number 20-91 (Essential Services and Activities During COVID-19 Emergency). April 1, 2020. https://www.flgov.com/wp-content/uploads/orders/2020/EO_20-91-compressed.pdf

⁶ State of Florida Office of the Governor Executive Order Number 20-244 (Phase 3; Right to Work; Business Certainty; Suspension of Fines). September 25, 2020. https://www.flgov.com/wp-content/uploads/orders/2020/EO_20-244.pdf

⁷ On May 3, 2021, Florida Governor Ron DeSantis suspended all local emergency orders (2021-101), mandates and restrictions (2021-102) related to the pandemic, effectively ending face mask mandates. Further, on May 13, 2021, the Centers for Disease Control and Prevention (CDC) declared that fully vaccinated adults can safely resume activities indoors or outdoors without masks or distancing, in gatherings large or small. Although masks may still be required by state, local, tribal or territorial laws as well as businesses and workplaces. <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/fully-vaccinated-guidance.html>

investments in technology and training for remote work, retrofitting existing spaces to accommodate social distancing, and more aggressive marketing tactics to attract clients and customers. As with the rise of e-commerce, the outbreak of the COVID-19 pandemic has accelerated the remote working trend as social distancing and lockdowns made working in an office and commuting impossible. However, while many companies had previously offered flexibility in employee schedules, few companies were operating 100% remotely prior to the pandemic and have had to make unexpected technological expenditures and adaptations. Additionally, while 30.65% of respondents claimed that the lockdown did not negatively impact their business, the survey revealed that a source of deep concern amongst 24.62% of respondents is not being able to survive another lockdown.

Specific challenges that have been encountered throughout the pandemic that were revealed through the survey include a decline in customers/clients and or sales (58.13%), increased cleaning/sanitation (50.25%), enforcing social distancing and mask regulations (38.42%), temporary closure due to government emergency order (34.98%), health impacts to workforce (29.06%), difficulty in hiring and retaining workforce (28.08%), shift in types of products/services offered (20.20%), supply chain impacted (19.70%), closed temporarily due to health/safety/cleaning concerns (18.72%), shifted operations online (16.75%), need for more physical space (indoor or outdoor) (15.27%), unable to source PPE or cleaning supplies (11.82%), difficulty obtaining building permits or inspections (9.36%), inadequate technology and internet access (8.87%), and unclear county and state COVID-19 regulations (11.82%). The remaining 14.78% of respondents selected other and listed challenges in pivoting to remote work, the lack of government economic support for non-profits, lack of ability to fundraise/sell goods and services due to people tightening their discretionary and leisure spending, and the restrictions to travel.

Despite the unforeseen economic impact to businesses, 73.63% of respondents have reported not missing any utilities, taxes, vendor/suppliers, rent/mortgage, and insurance payments. This suggests that emergency funds, credit cards or loans were accessed to cover the loss of revenue. One respondent specified being able to renegotiate contracts through deferred payment terms, reduced costs, and in some cases terminated agreements. Overall, 26.57% of respondents estimate to be down 10% to 49% of gross business revenue in 2020 compared with 2019.

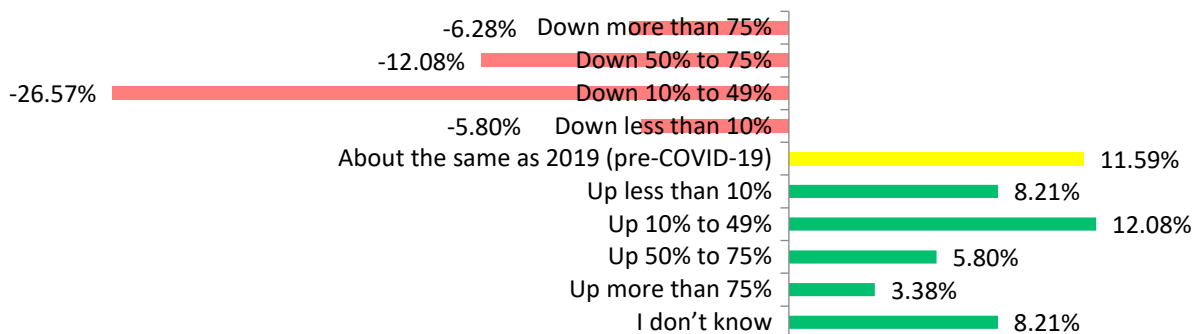


Figure 7. Estimations of change in gross business revenue in 2020 compared with 2019

Since the COVID-19 pandemic started, many relief programs were enacted at the federal, state, and local level to help individuals and businesses through the pandemic's economic turmoil. The single most popular relief program for businesses has been the Paycheck Protection Program⁸ with 53.62% of respondents taking advantage of the program. Out of those taking advantage of the Paycheck Protection Program, 31.22% were approved for the full amount requested, 12.2% were approved at an amount less than requested, 8.29% were approved and the loan has already been forgiven upon completion of program requirements, and 5.37% were denied. Other resources or assistance that were used by respondents to mitigate impacts from the COVID-19 pandemic were 35.10% reduced expenses, 26.92% used personal savings, and 18.27% used SBA's Economic Injury Disaster Loan (EIDL).

However, the labor market has been severely disrupted despite efforts to mitigate unemployment through government relief programs such as the Paycheck Protection Program. The massive layoffs and hiring freezes at the beginning of the pandemic have now evolved into a hiring frenzy due to mass labor shortages as the job market and economy rebounds. Hospitality experts argue the drought in employees can be explained with three theories: fear of returning to closed spaces during a pandemic; ex-employees leaving the restaurant world for good; and the ease of collecting unemployment benefits.⁹ In the Region, at least 33.82% of respondents cited difficulty in getting employees to return to work. Reasons that employers were given by employees in not wanting to return to work were health and safety concerns (27.54%), childcare concerns (22.75%), current unemployment insurance exceeds income (13.77%), caring for an elderly relative (7.19%), and preferring to work outdoors due to indoor ventilation concerns (2.99%).

Recovery and Resiliency

The outbreak of the COVID-19 pandemic has been a source of new and unforeseen stress and hardship for many people. The fragility of supply chains and other critical systems have become painfully obvious. As recovery from the pandemic progresses, the concept of building and strengthening resiliency matters now more than ever. Resilience is defined as the ability to recover from setbacks, adapt well to change, and keep going in the



Figure 8. Respondents rated themselves 7 out of 10 on resilience

⁸ The Paycheck Protection Program is a U.S. Small Business Administration backed loan that is designed to provide a direct incentive for businesses to keep their workers employed during the COVID-19 pandemic.

<https://www.sba.gov/funding-programs/loans/covid-19-relief-options/paycheck-protection-program>

⁹ Valys, Phillip. "Restaurants Desperate for Workers Offer \$400 Signing Bonuses." South Florida Sun Sentinel, AP NEWS, April 17, 2021. <https://apnews.com/article/health-business-coronavirus-323500a782eb4f25b3c5467d317a4f9c>

face of adversity.¹⁰ On average, survey respondents rated themselves 7 on a scale from 1 to 10 (1 being not resilient at all and 10 being very resilient). The rating of 7 out of 10 is average at best, especially when considering that a 7 out of 10 in a school setting is a C.

As survey respondents begin to think realistically about developing and increasing resilience towards future business disruptions, the following responses were selected as areas of needed improvement: the ability for employees to work remotely (44.19%); more cash reserves to help cover business interruptions (43.60%); the ability to hold virtual meetings with staff or customers (43.02%); creative ideas for alternative income sources during a crisis (34.88%); better organization, easier access to financial information and supporting documents to apply for emergency funding (25.58%); the ability to sell products or services online (25.00%); a formal business continuity plan (25.00%); an emergency communications plan to quickly communicate with staff, suppliers, and customers (22.67%); and the ability to sell gift cards or pre-sell products (4.07%). Other was also selected by 16.86% of respondents and cited having better technology and internet access, equitable access to funding opportunities, and increased marketing of programs. Undeniably, the pandemic has accelerated and progressed existing trends in remote work, e-commerce, and automation. These are key items to consider as the path to recovery starts to become defined.

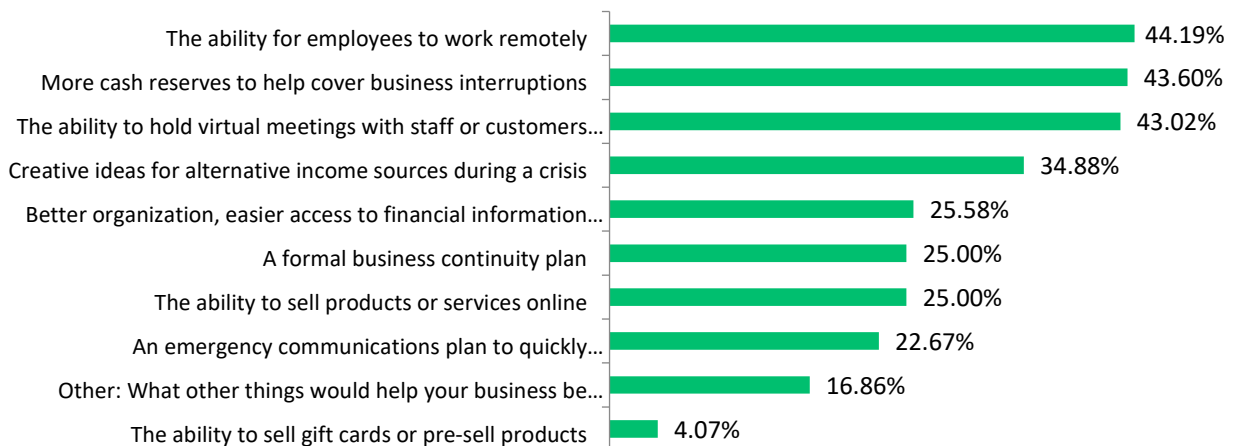


Figure 9. Items needed for recovery and resiliency

When specifically addressing recovery from the COVID-19 pandemic, survey respondents conveyed that in order to manage impacts, the following items will be needed to be adapted, modified and/or implemented: marketing and advertising (37.13%); networking/collaborating with other organizations and developing partnerships (34.73%); access to finance (32.34%); social media marketing/creating an online presence (32.34%); development and fundraising support (21.56%); business continuity/disaster planning (21.56%); making my business more resilient (21.56%); human resources support, including staffing and payroll (18.56%); operations and

¹⁰ The International Standards Organization (ISO) defines organizational resilience as the ability of an organization to absorb and adapt in a changing environment to enable it to deliver its objectives and to survive and prosper. <https://www.iso.org/obp/ui#iso:std:iso:22316:ed-1:v1:en>

strategic planning support (17.96%); faster broadband connection/access to new technology (15.57%); business plan development (13.77%); offering internships and apprenticeships (12.57%); government contracting (11.38%); management training (10.18%); access to investors (8.98%); permitting/zoning support (8.98%); legal support, including dealing with creditors, suppliers, or landlords (7.19%); support pivoting to an online sales platform (7.19%); freelancing without the feast/famine income cycle (4.19%); and packaging and selling services (2.40%). 7.78% of respondents selected other and specified changes in government legislation regarding distribution of products, moratorium on rent increases, and no more government mandates on business operations.

Furthermore, 28.29% of respondents expressed that recovery to a pre-COVID-19 level of operation would take more than six months, 16.02% said four to six months, 2.91% said two to three months, and 1.94% said one month or less. This is interesting to note especially when taken into context that normal operations have been in place without any restrictions for the past six months. Unfortunately, 9.22% of respondents express a pessimistic recovery outlook of not being able to return to their 2019 level of operation. Interestingly, 21.36% reported that there has been little or no effect on their 2019 level of operation, and 20.39% reporting that business has been better than their 2019 level of operation. While so many industries have been suffering during the pandemic, those in real estate and construction have welcomed an unprecedented boom.

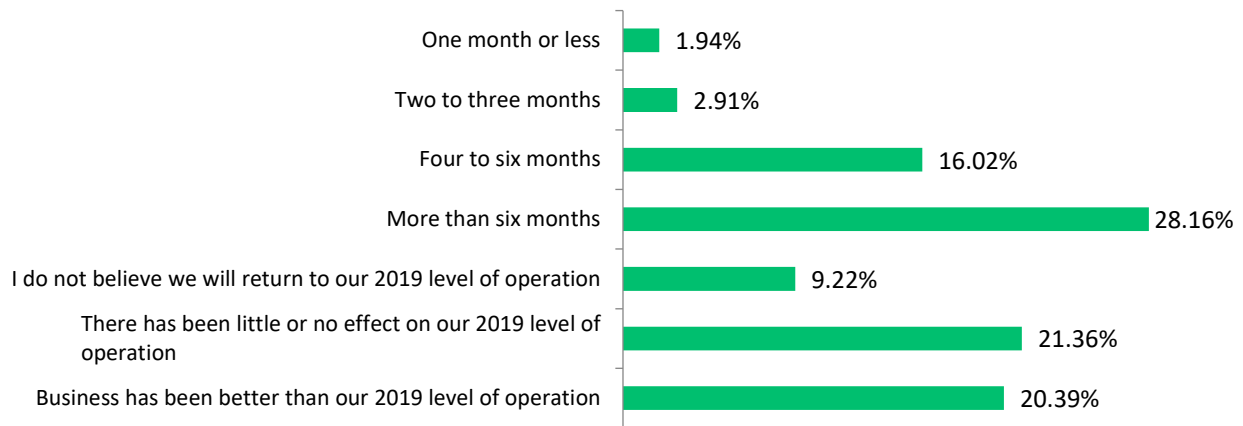


Figure 10. Estimation of recovery time from the COVID-19 Pandemic

Conclusion

The results of the survey indicate that a majority of businesses in our region have faced many difficult financial decisions and have had to learn, grow, and adjust. Unexpected expenses such as increased screening and safety precautions or investments in technological expenses have had to be implemented. Many businesses have had to reduce expenses and use personal savings as they have waited for approval from federal, state, local, and private aid. There is a substantial amount of uncertainty as many are still struggling from the economic impacts brought on by the pandemic. However, businesses are learning to adapt, and we are seeing a rebound, however slight, in our regional economy.

Additionally, the survey identified a broad list of areas to address in recovery and mitigation against future impacts, which can serve as a starting point for revisions to the regional Comprehensive Economic Development Strategy (CEDS) plan and local economic development efforts:

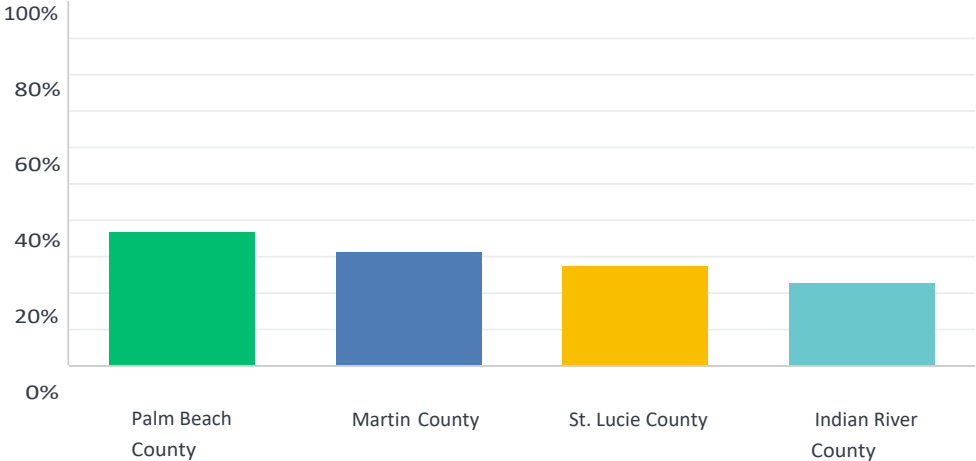
- Marketing and advertising
- Networking/collaborating with other organizations and developing partnerships
- Access to finance
- Social media marketing/creating an online presence
- Development and fundraising support
- Business continuity/disaster planning
- Making my business more resilient
- Human resources support, including staffing and payroll
- Operations and strategic planning support
- Faster broadband connection/access to new technology
- Business plan development
- Offering internships and apprenticeships
- Government contracting
- Management training
- Access to investors
- Permitting/zoning support
- Legal support, including dealing with creditors, suppliers, or landlords
- Support pivoting to an online sales platform
- Freelancing without the feast/famine income cycle
- Packaging and selling services

The full data from the survey can be reviewed in the appendix.

Appendix

Q1 Where is your business/organization located? (If you have multiple locations, check all that apply)

Answered: 210 Skipped: 1

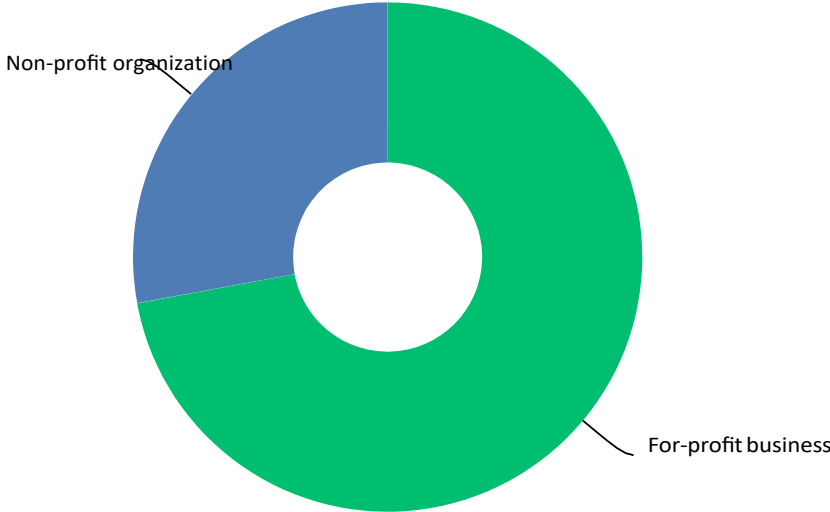


ANSWER CHOICES	RESPONSES	
Palm Beach County	37.14%	78
Martin County	31.43%	66
St. Lucie County	27.62%	58
Indian River County	22.86%	48

Total Respondents: 210

Q2 Is your business/organization a for-profit business or a non-profit organization?

Answered: 208 Skipped: 3



ANSWER CHOICES	RESPONSES	
For-profit business	72.12%	150
Non-profit organization	27.88%	58
TOTAL		208

Appendix

Q3 How many years has your business/organization been in operation in the Treasure Coast Region?

Answered: 186 Skipped: 25

ANSWER CHOICES	AVERAGE NUMBER	MEDIAN	TOTAL NUMBER
	26.970430117	20	5016.5
Total Respondents: 186			

#	RESPONSES	DATE
1	10	4/17/2021 3:47 PM
2	16	4/10/2021 10:52 AM
3	3 & 1/2 years	4/9/2021 12:15 PM
4	1 year	4/6/2021 11:43 PM
5	20 Years	4/6/2021 11:30 AM
6	8	4/5/2021 4:22 PM
7	5	4/4/2021 7:17 AM
8	72 years	4/3/2021 10:35 PM
9	5	4/2/2021 6:14 PM
10	25	4/2/2021 3:04 PM
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16	3	4/1/2021 1:59 PM
17	27	4/1/2021 1:51 PM
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19	1	3/31/2021 9:21 PM
20	13	3/31/2021 5:33 PM
21	2	3/31/2021 1:38 PM
22	6	3/31/2021 11:31 AM
23	9	3/30/2021 8:57 PM
24	16	3/30/2021 7:35 PM
25	64	3/30/2021 2:53 PM
26	100	3/30/2021 2:28 PM
27	27.5	3/30/2021 12:04 PM
28	12	3/30/2021 11:40 AM

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29	3	3/30/2021 9:28 AM
30	28 years	3/30/2021 7:56 AM
31	Six	3/30/2021 6:21 AM
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36	50+	3/29/2021 4:31 PM
37	95	3/29/2021 4:23 PM
38	6	3/29/2021 2:53 PM
39	9	3/28/2021 3:59 PM
40	6	3/26/2021 10:33 PM
41	25	3/26/2021 2:02 PM
42	70	3/26/2021 1:29 PM
43	83	3/26/2021 12:13 PM
44	6+	3/25/2021 12:42 PM
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46	1	3/24/2021 12:27 PM
47	42	3/24/2021 5:58 AM
48	44	3/23/2021 2:52 PM
49	14	3/23/2021 2:43 PM
50	30+	3/23/2021 1:25 PM
51	30	3/23/2021 12:50 PM
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62	43 years	3/22/2021 3:50 PM
63	75	3/22/2021 3:32 PM
64	21 years	3/22/2021 3:24 PM
65	25	3/22/2021 3:17 PM
66	48 years	3/22/2021 2:46 PM

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67	30	3/22/2021 2:45 PM
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69	30	3/22/2021 2:34 PM
70	40	3/22/2021 2:34 PM
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74	2005	3/22/2021 2:28 PM
75	6	3/22/2021 2:24 PM
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78	33 years	3/22/2021 2:23 PM
79	23	3/22/2021 2:22 PM
80	55 years	3/22/2021 2:22 PM
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82	75	3/22/2021 2:20 PM
83	3	3/22/2021 2:20 PM
84	5	3/22/2021 2:19 PM
85	3 years	3/22/2021 1:20 PM
86	21 years	3/22/2021 12:37 PM
87	24	3/22/2021 12:29 PM
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90	19	3/22/2021 8:18 AM
91	35	3/22/2021 8:13 AM
92	9	3/22/2021 1:20 AM
93	15	3/21/2021 9:29 PM
94	30	3/21/2021 8:12 PM
95	20	3/21/2021 5:19 PM
96	15	3/21/2021 5:14 PM
97	5	3/21/2021 5:14 PM
98	7	3/21/2021 4:21 PM
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100	15	3/20/2021 9:35 PM
101	20+	3/19/2021 6:17 PM
102	39	3/19/2021 1:51 PM
103	38	3/19/2021 11:12 AM
104	15+	3/19/2021 10:08 AM

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105	33	3/18/2021 11:23 PM
106	40 years	3/18/2021 9:39 AM
107	64	3/17/2021 4:56 PM
108	69	3/17/2021 4:54 PM
109	35 years	3/17/2021 3:25 PM
110	28	3/17/2021 2:38 PM
111	65 years	3/17/2021 2:35 PM
112	7	3/17/2021 8:01 AM
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114	16	3/17/2021 4:29 AM
115	1.25	3/16/2021 4:37 PM
116	52	3/15/2021 3:39 PM
117	18	3/15/2021 11:26 AM
118	10+	3/15/2021 11:23 AM
119	36	3/13/2021 2:37 PM
120	1902	3/13/2021 11:26 AM
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124	6 years	3/12/2021 7:23 PM
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132	13	3/12/2021 11:10 AM
133	60	3/12/2021 10:55 AM
134	50	3/12/2021 10:10 AM
135	6	3/12/2021 9:35 AM
136	100+	3/12/2021 9:17 AM
137	9	3/11/2021 8:07 PM
138	30	3/11/2021 6:58 PM
139	12	3/11/2021 4:27 PM
140	50	3/10/2021 4:13 PM
141	15 yr	3/10/2021 3:42 PM
142	5	3/10/2021 2:07 PM

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143	20	3/10/2021 12:36 PM
144	34 years	3/10/2021 12:26 PM
145	30	3/10/2021 12:18 PM
146	7	3/10/2021 12:16 PM
147	since 1982 - in present form 2009	3/10/2021 12:05 PM
148	40	3/10/2021 11:46 AM
149	30	3/10/2021 11:32 AM
150	35 years	3/10/2021 9:40 AM
151	12	3/10/2021 6:42 AM
152	10	3/9/2021 7:13 PM
153	5	3/9/2021 6:13 PM
154	7	3/9/2021 5:30 PM
155	52	3/9/2021 4:38 PM
156	9 years	3/9/2021 3:14 PM
157	1	3/9/2021 1:52 PM
158	15	3/9/2021 1:44 PM
159	3	3/9/2021 12:13 PM
160	4	3/9/2021 12:10 PM
161	30 years	3/9/2021 12:07 PM
162	12 years	3/9/2021 12:07 PM
163	8	3/9/2021 11:20 AM
164	6	3/9/2021 9:52 AM
165	30	3/9/2021 9:49 AM
166	4	3/9/2021 9:38 AM
167	8	3/9/2021 8:16 AM
168	Nine years	3/8/2021 4:06 PM
169	2	3/8/2021 1:27 PM
170	36	3/8/2021 12:46 PM
171	13	3/8/2021 12:25 PM
172	10	3/8/2021 12:13 PM
173	92	3/8/2021 11:58 AM
174	68	3/8/2021 11:27 AM
175	3	3/8/2021 10:53 AM
176	5	3/8/2021 10:45 AM
177	14	3/8/2021 10:43 AM
178	36 years	3/8/2021 10:34 AM
179	18	3/8/2021 10:34 AM
180	30	3/8/2021 10:30 AM

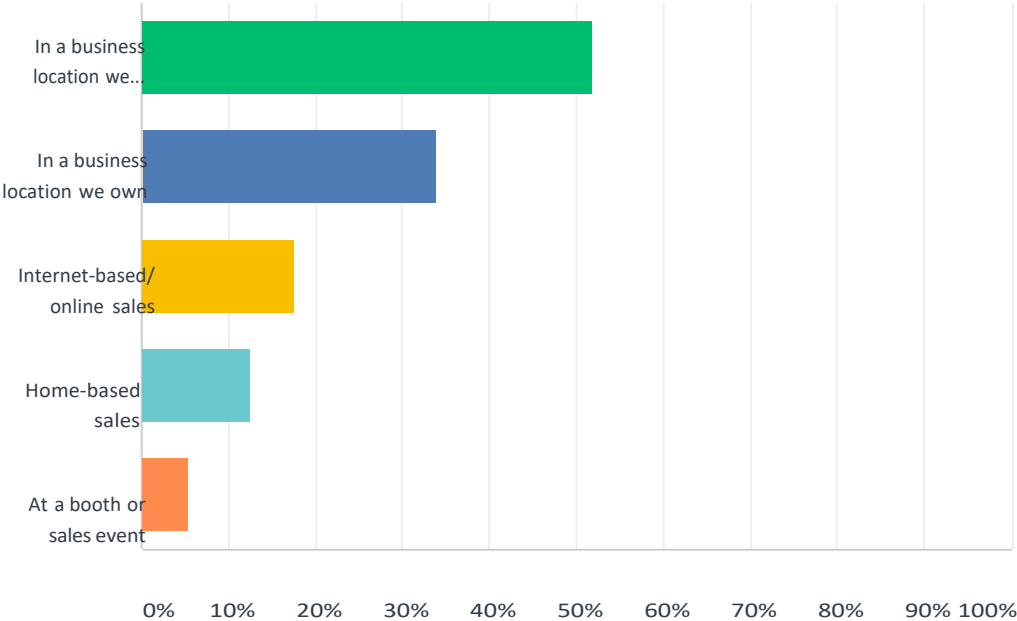
Appendix

181	40	3/8/2021 9:53 AM
182	67	3/8/2021 9:38 AM
183	11	3/8/2021 8:49 AM
184	over15 years	3/7/2021 8:00 PM
185	91	3/5/2021 7:27 PM
186	22	3/5/2021 5:08 PM

Appendix

Q4 Where do the majority of sales/business transactions happen for your business? (Check all that apply)

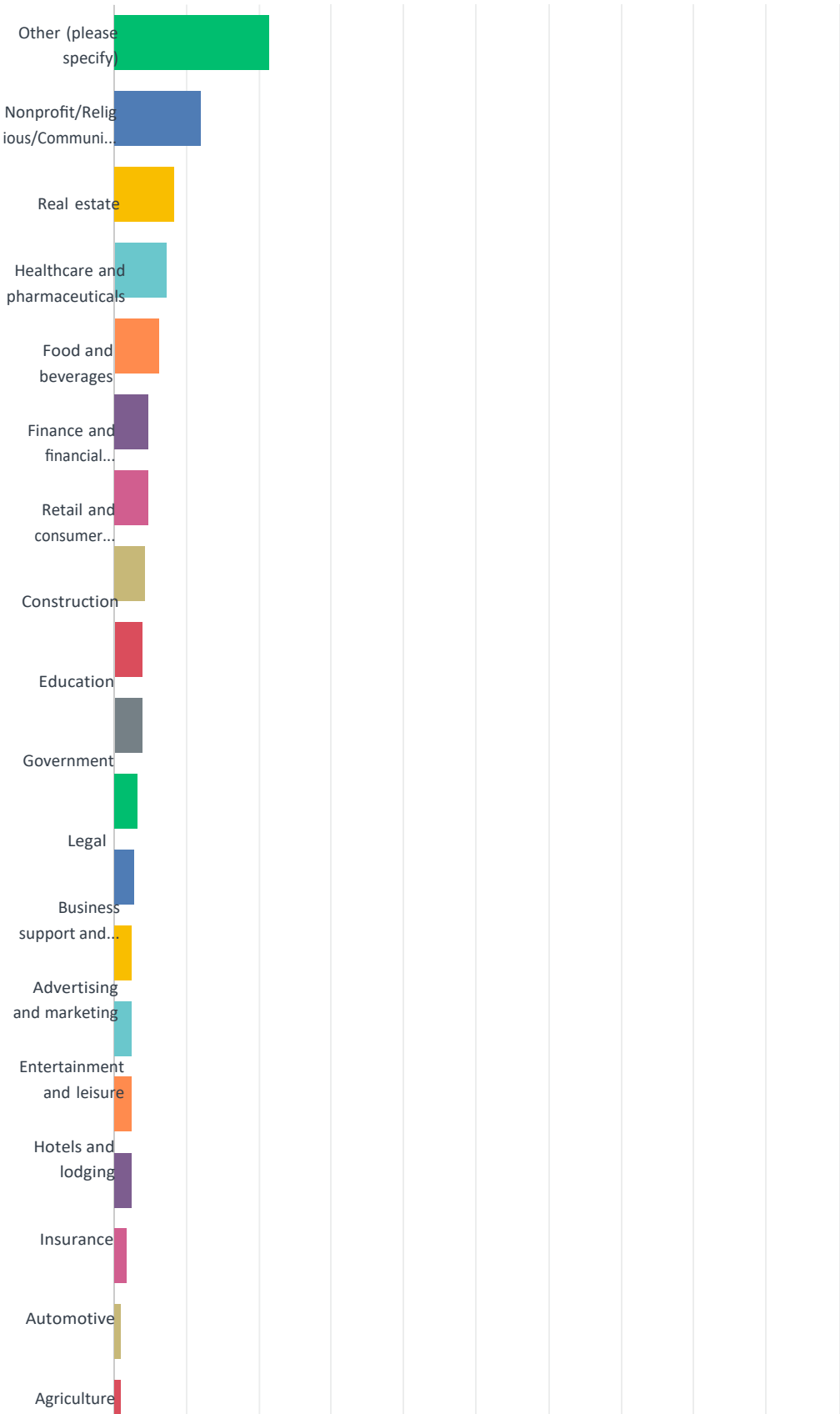
Answered: 206 Skipped: 5



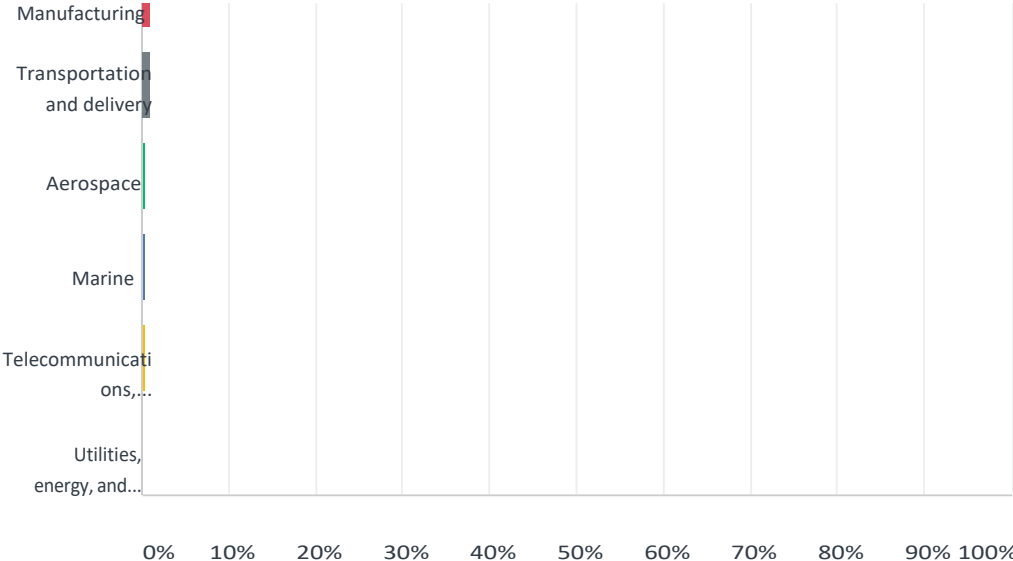
ANSWER CHOICES	RESPONSES	
In a business location we lease	51.94%	107
In a business location we own	33.98%	70
Internet-based/online sales	17.48%	36
Home-based sales	12.62%	26
At a booth or sales event	5.34%	11
Total Respondents: 206		

Q5 Which best describes your industry?

Answered: 205 Skipped: 6



Appendix



Appendix

ANSWER CHOICES	RESPONSES	
Other (please specify)	21.46%	44
Nonprofit/Religious/Community Service	12.20%	25
Real estate	8.29%	17
Healthcare and pharmaceuticals	7.32%	15
Food and beverages	6.34%	13
Finance and financial services	4.88%	10
Retail and consumer durables	4.88%	10
Construction	4.39%	9
Education	3.90%	8
Government	3.90%	8
Legal	3.41%	7
Business support and logistics	2.93%	6
Advertising and marketing	2.44%	5
Entertainment and leisure	2.44%	5
Hotels and lodging	2.44%	5
Insurance	2.44%	5
Automotive	1.95%	4
Agriculture	0.98%	2
Manufacturing	0.98%	2
Transportation and delivery	0.98%	2
Aerospace	0.49%	1
Marine	0.49%	1
Telecommunications, technology, internet, and electronics	0.49%	1
Utilities, energy, and extraction	0.00%	0
TOTAL		205

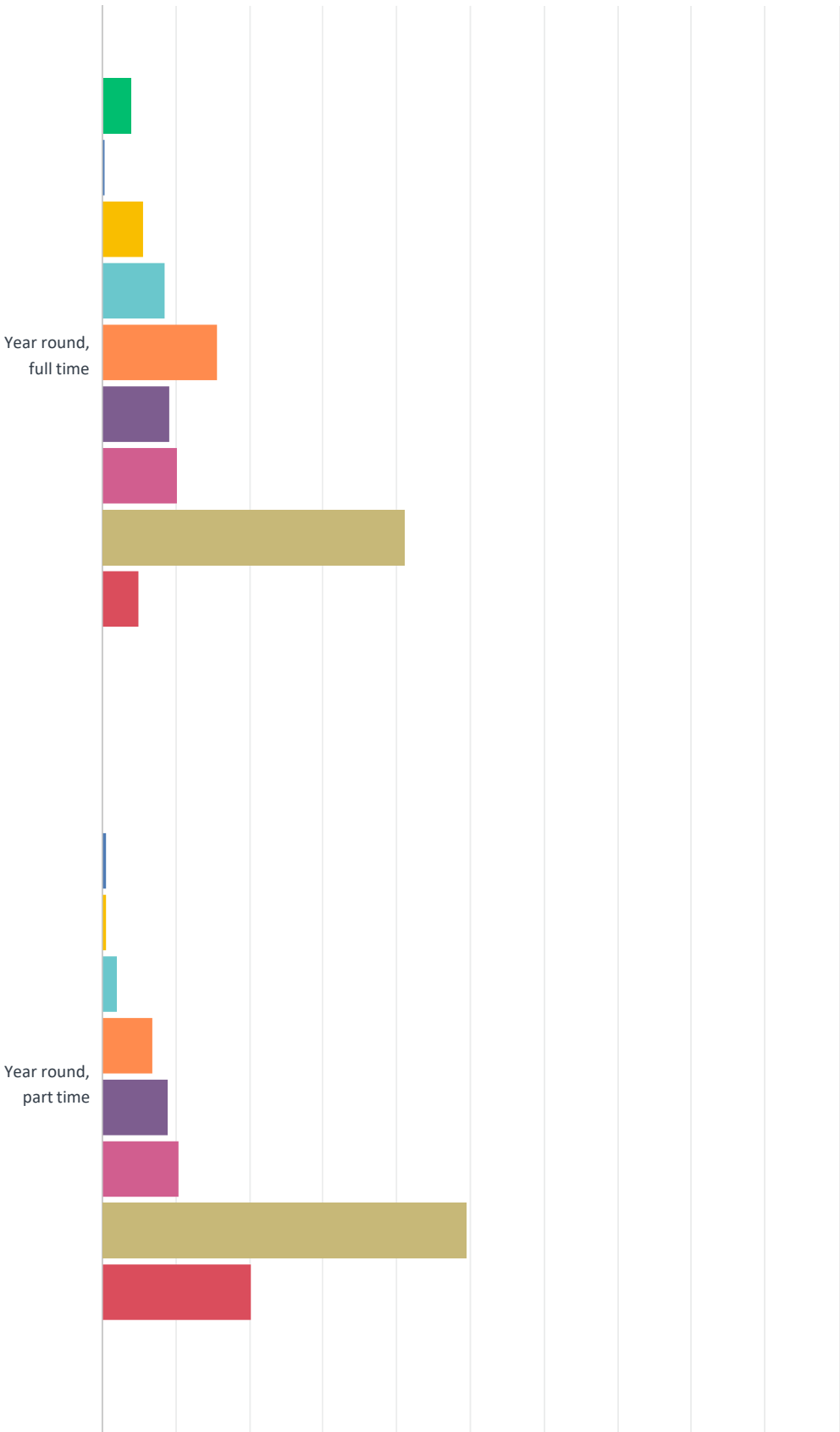
#	OTHER (PLEASE SPECIFY)	DATE
1	Wedding and Flowers Events	4/17/2021 3:47 PM
2	Engineering	4/10/2021 10:52 AM
3	Wellness, massage, salt therapy, skin carer	4/9/2021 12:15 PM
4	Botanical Garden - Destination	4/6/2021 11:30 AM
5	Travel Agency	4/5/2021 4:22 PM
6	Commercial cleaning	4/2/2021 6:14 PM
7	Staffing	4/2/2021 9:28 AM

Appendix

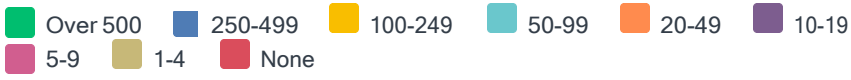
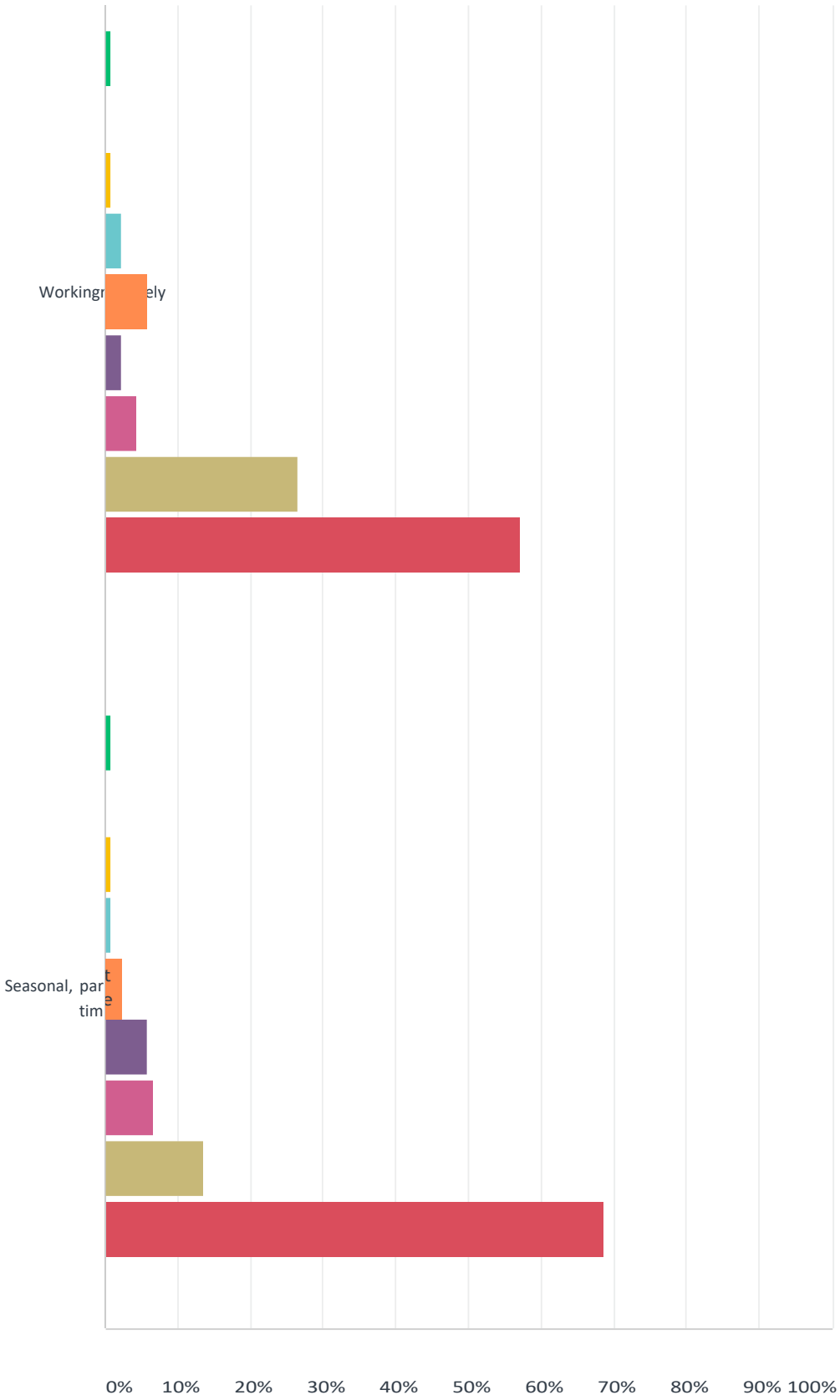
8	Dance education for children/Dance studio	3/31/2021 5:33 PM
9	Handcrafted Art	3/31/2021 1:38 PM
10	Consulting/Marketing	3/30/2021 8:57 PM
11	Not for Profit Trade Association - Housing Industry	3/25/2021 12:42 PM
12	Travel and Tourism	3/24/2021 12:27 PM
13	Art/gallery	3/23/2021 2:52 PM
14	Tourism	3/23/2021 12:50 PM
15	Photography	3/22/2021 9:19 PM
16	Weddings	3/22/2021 3:43 PM
17	landscape	3/22/2021 2:35 PM
18	Human Resources Workforce Board	3/22/2021 2:32 PM
19	Bicycles	3/22/2021 2:23 PM
20	Civil Engineering/Landscape Architecture	3/22/2021 2:23 PM
21	Human Resources/job placement services	3/22/2021 2:22 PM
22	Gym	3/22/2021 1:20 PM
23	Professional services- employment & staffing	3/22/2021 10:02 AM
24	Service industry/ Hair Salon	3/22/2021 4:41 AM
25	Art Glass sales, manufacturing, classes and repair	3/19/2021 11:12 AM
26	Engineering	3/17/2021 2:38 PM
27	Business / Government Consulting	3/17/2021 4:29 AM
28	publishers/news organizations	3/16/2021 4:37 PM
29	Service	3/12/2021 7:23 PM
30	Venue	3/12/2021 4:39 PM
31	Hair salon	3/12/2021 2:04 PM
32	Home Health Care	3/12/2021 1:40 PM
33	Event venue/ event planning	3/12/2021 9:35 AM
34	museum & historic location	3/11/2021 6:58 PM
35	Cosmetology	3/10/2021 6:42 AM
36	Cosmetology services (independent contractor)	3/9/2021 3:14 PM
37	Hadmade Furniture	3/9/2021 11:20 AM
38	Cosmetics	3/8/2021 1:27 PM
39	Skin spa	3/8/2021 12:13 PM
40	chamber of commerce	3/8/2021 11:58 AM
41	Staffing and Recruiting	3/8/2021 10:45 AM
42	Professional services	3/8/2021 10:43 AM
43	Trade Association	3/7/2021 8:00 PM
44	Historic preservation and economic vitality	3/5/2021 5:08 PM

Q6 Approximately how many employees did you have in 2019?

Answered: 208 Skipped: 3



Appendix



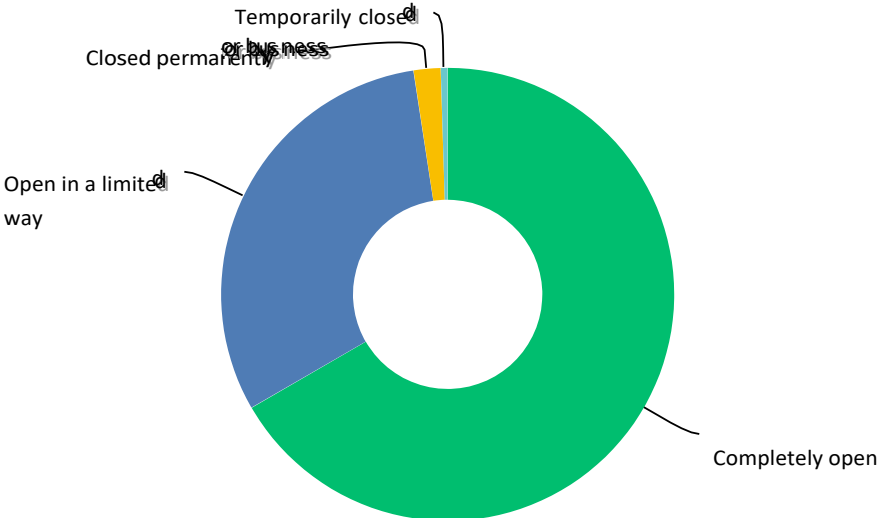
Appendix

	OVER 500	250-499	100-249	50-99	20-49	10-19	5-9	1-4	NONE	TOTAL
Year round, full time	4.06%	0.51%	5.58%	8.63%	15.74%	9.14%	10.15%	41.12%	5.08%	
	8	1	11	17	31	18	20	81	10	197
Year round, part time	0.00%	0.70%	0.70%	2.10%	6.99%	9.09%	10.49%	49.65%	20.28%	
	0	1	1	3	10	13	15	71	29	143
Working remotely	0.74%	0.00%	0.74%	2.22%	5.93%	2.22%	4.44%	26.67%	57.04%	
	1	0	1	3	8	3	6	36	77	135
Seasonal, part time	0.85%	0.00%	0.85%	0.85%	2.54%	5.93%	6.78%	13.56%	68.64%	
	1	0	1	1	3	7	8	16	81	118

Appendix

Q7 Which of the following best describes your business/organization right now?

Answered: 207 Skipped: 4

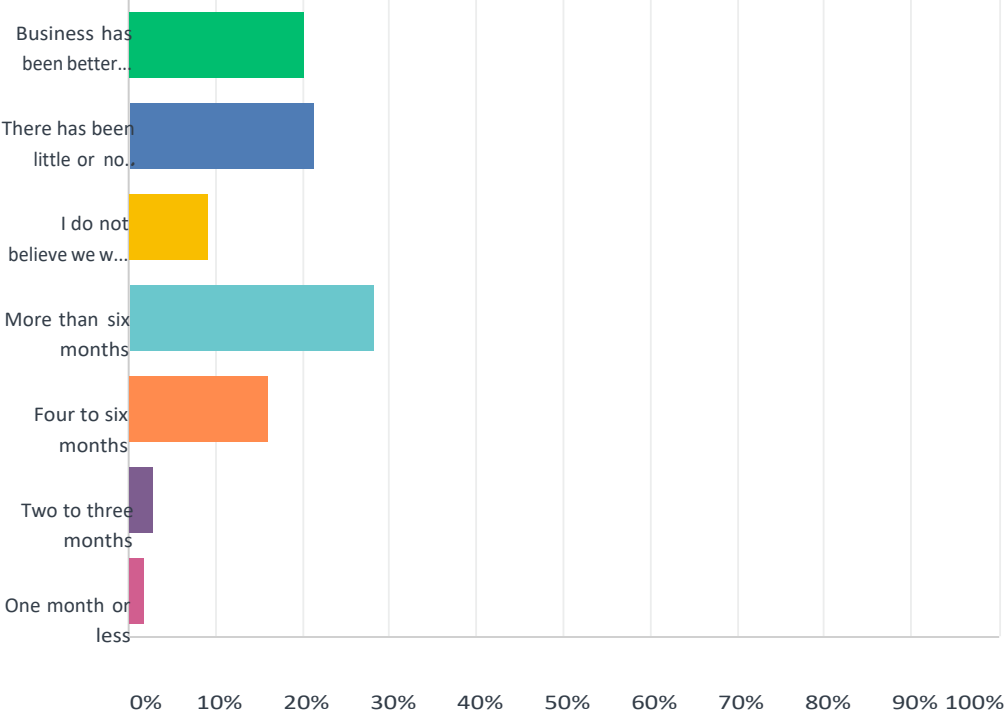


ANSWER CHOICES	RESPONSES	
Completely open	66.67%	138
Open in a limited way	30.92%	64
Closed permanently	1.93%	4
Temporarily closed for business	0.48%	1
TOTAL		207

Appendix

Q8 When do you estimate your business/organization will return to its 2019(pre-COVID-19) level of operation?

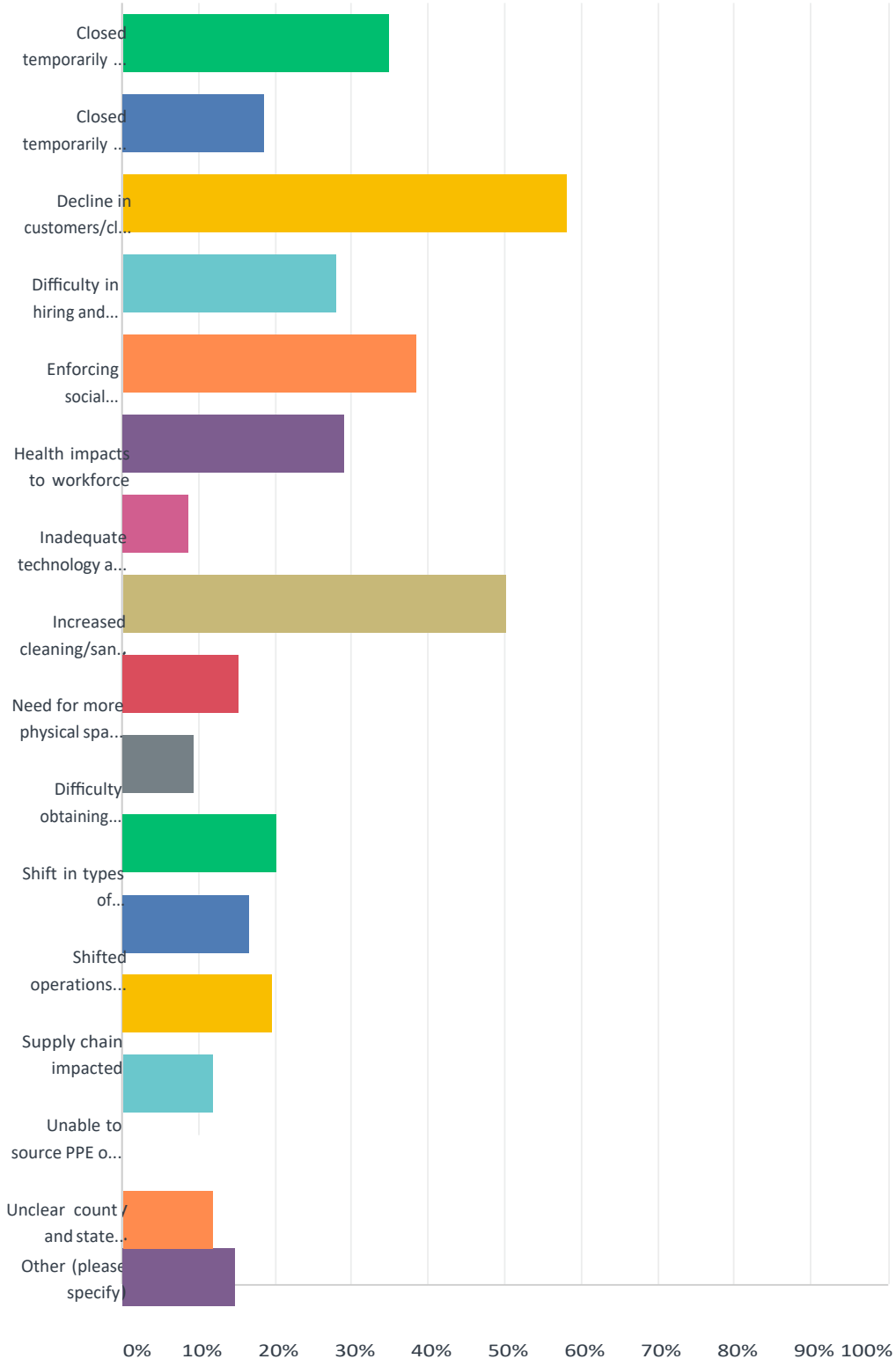
Answered: 206 Skipped: 5



ANSWER CHOICES	RESPONSES	
Business has been better than our 2019 level of operation	20.39%	42
There has been little or no effect on our 2019 level of operation	21.36%	44
I do not believe we will return to our 2019 level of operation	9.22%	19
More than six months	28.16%	58
Four to six months	16.02%	33
Two to three months	2.91%	6
One month or less	1.94%	4
TOTAL		206

Q9 What challenges has your business/organization faced during the COVID-19 pandemic? (Check all that apply)

Answered: 203 Skipped: 8



Appendix

ANSWER CHOICES	RESPONSES
Closed temporarily due to government emergency order, but now reopened	34.98% 71
Closed temporarily due to health/safety/cleaning concerns, but now reopened	18.72% 38
Decline in customers/clients and or sales	58.13% 118
Difficulty in hiring and retaining workforce	28.08% 57
Enforcing social distancing and mask regulations	38.42% 78
Health impacts to workforce	29.06% 59
Inadequate technology and internet access	8.87% 18
Increased cleaning/sanitation	50.25% 102
Need for more physical space (indoor or outdoor)	15.27% 31
Difficulty obtaining building permits or inspections	9.36% 19
Shift in types of products/services offered	20.20% 41
Shifted operations online	16.75% 34
Supply chain impacted	19.70% 40
Unable to source PPE or cleaning supplies	11.82% 24
Unclear county and state COVID-19 regulations	11.82% 24
Other (please specify)	14.78% 30
Total Respondents: 203	

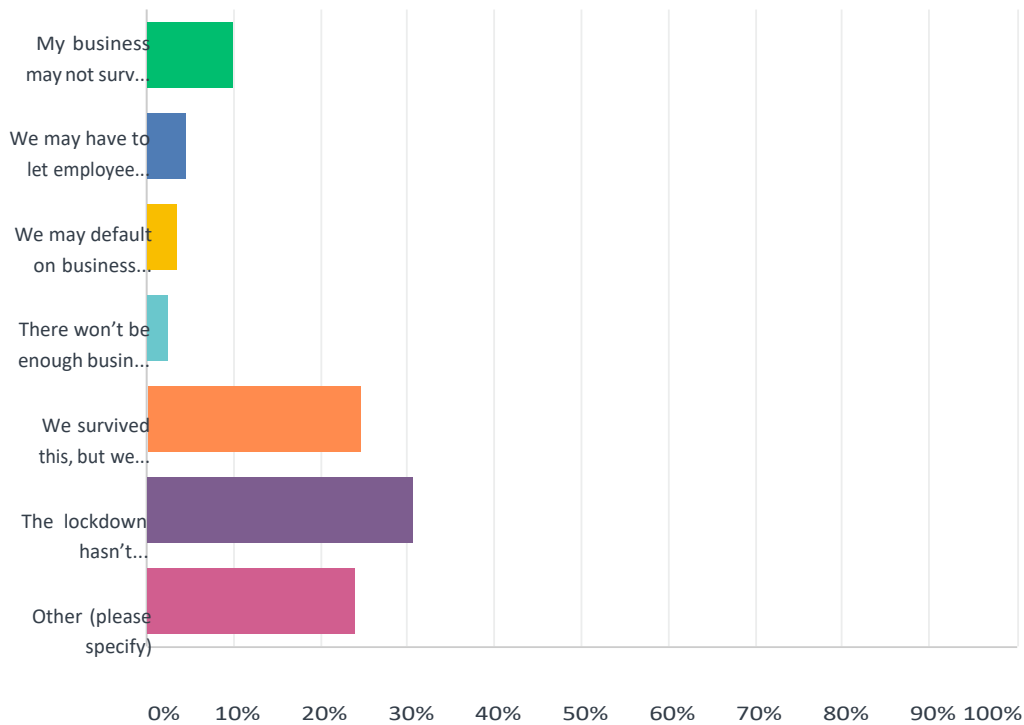
#	OTHER (PLEASE SPECIFY)	DATE
1	Country Clubs stopped all events and still have so our Business is continue to loose business in the 500,000 and counting. Weddings still postponing, along with all partys, and fundraisers. If they do happen its hard to scale back up to accommodate and they all want same date.	4/17/2021 3:47 PM
2	Business effectively shut down due to non travel in US	4/5/2021 4:22 PM
3	Significant loss in clients due to Covid concerns and related issues.	3/31/2021 5:33 PM
4	Decrease on Inventory	3/30/2021 7:35 PM
5	Customers unable to travel to Florida to pick up their purchase	3/30/2021 2:53 PM
6	CMS Regulations	3/22/2021 3:50 PM
7	Office closed to non employees. More employees working remotely.	3/22/2021 2:45 PM
8	So many government workers "working from home" has negatively affected business operations for approvals etc.	3/22/2021 2:35 PM
9	Practice is harder due to Covid related changes but we continue	3/22/2021 2:32 PM
10	Never closed. Some employees worked form home for a short period.	3/22/2021 2:22 PM
11	Community involvement and events still severely restricted	3/22/2021 12:37 PM
12	Fewer people wanting to sell their home	3/22/2021 8:18 AM
13	Had to stop teaching classes, lost income from tuition and sales of materials to students	3/19/2021 11:12 AM
14	We operate in Cleveland Clinic hospital. We are not allowed in at all	3/17/2021 4:54 PM

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15	staff working remotely	3/15/2021 3:39 PM
16	Unable to start new students	3/15/2021 11:26 AM
17	Unable to continue business due to covid19	3/12/2021 9:49 PM
18	Financial impact	3/12/2021 7:23 PM
19	Inconsistent availability, staff in various states of WFH, conflicting direction from leadership	3/12/2021 9:17 AM
20	no local economic support for small nonprofits	3/11/2021 6:58 PM
21	fundraising	3/10/2021 2:27 PM
22	Increase in clients for financial assistance	3/10/2021 12:26 PM
23	Decline in health of participants	3/10/2021 12:05 PM
24	ACQUIRING CAPITAL FUNDING AND EMERGENCY FUNDING	3/9/2021 6:13 PM
25	Tested positive for Covid-19	3/9/2021 3:14 PM
26	Public paranoia	3/9/2021 11:20 AM
27	Lost business	3/9/2021 10:06 AM
28	we have to wait 2 months for rebuilt inspections at the dmv, it's impossible to sell a car quickly	3/9/2021 9:52 AM
29	need to cancel or severely limit non dues revenue events	3/7/2021 8:00 PM
30	Our income is based on outdoor events	3/5/2021 5:08 PM

Q10 Which of the following describes your biggest concern?

Answered: 199 Skipped: 12



ANSWER CHOICES	RESPONSES
My business may not survive this at all	10.05% 20
We may have to let employees go	4.52% 9
We may default on business loans or bills	3.52% 7
There won't be enough business to sustain us as we reopen	2.51% 5
We survived this, but we probably won't survive another lockdown	24.62% 49
The lockdown hasn't negatively impacted our business	30.65% 61
Other (please specify)	24.12% 48
TOTAL	199

#	OTHER (PLEASE SPECIFY)	DATE
1	We worked for 10 years to get to a level and scaled. Now we went from 200 to 300 events a year to 50 so as it grows the flowers have tripled in price but clients want to pay less as its smaller event but want more product. More competition and more work its becoming extremely harder to maintain.	4/17/2021 3:47 PM
2	Ability to perform inspections	4/10/2021 10:52 AM
3	Hopeful that we well continue to thrive/survive	4/2/2021 9:28 AM
4	Hiring - unemployment benefits are stopping people from applying	4/1/2021 2:48 PM
5	really tired	3/30/2021 7:56 AM

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7	We are good now hope to Maintain in the future	3/26/2021 2:02 PM
8	We will survive another lockdown, but income will be tight	3/24/2021 12:27 PM
9	We survived, and hope to continue to survive, hopefully without another closure. I am a newowner, and want this to be a success!	3/23/2021 2:52 PM
10	we had some projects pause but they returned. Revenue dropped from what we planned butwas still good. supply chain and material costs are biggest concern going forward.	3/23/2021 10:41 AM
11	permanent loss of customers	3/23/2021 9:51 AM
12	Challenging but we are recovering and making plans for the future	3/22/2021 5:21 PM
13	Spring break crowds and lack of mask mandate may cause a resurgence	3/22/2021 4:44 PM
14	Sourcing and keeping qualified employees	3/22/2021 3:50 PM
15	Rehiring when we are ready to re-open in October	3/22/2021 3:24 PM
16	My main competition for new employees is the government with its extended unemployment benefits exceeding normal rates of pay in my industry at \$16 per hour	3/22/2021 2:35 PM
17	Covid has definitely affected the time spent with clients, but we have figured out how to dowork-arounds and hacks.	3/22/2021 2:34 PM
18	Our business was considered an essential service. We will survive but we have beennegatively impacted.	3/22/2021 2:32 PM
19	Losing money but stable overall	3/22/2021 2:19 PM
20	Reestablishing the organization's role in the community	3/22/2021 12:37 PM
21	Will survive but less revenue	3/21/2021 9:29 PM
22	Hiring and retention	3/21/2021 2:26 PM
23	We will survive , but it has not been easy.	3/19/2021 11:12 AM
24	we had some temporary setbacks, but found ways to work around them.	3/18/2021 9:39 AM
25	We will have no money to purchase needed equipment or fund our scholarship program	3/17/2021 4:54 PM
26	Ability to retain and gain staff due to ability to compete with unemployment rates of pay.	3/17/2021 2:35 PM
27	We had planned to hire more people but are in a holding pattern and using contractors insteadof making employee commitments, our ability to launch sales efforts has been impacted but readership increased exponentially	3/16/2021 4:37 PM
28	weak economy hurts residents	3/13/2021 2:37 PM
29	Finding experienced employees	3/12/2021 2:46 PM
30	increase business regulations	3/12/2021 1:40 PM
31	Keeping up with the pace as permits and plan submittals accelerate while staff levels remainthe same. Inability to focus on other business development needs.	3/12/2021 9:17 AM
32	Our fundraising is behind budget and we have a waiting list of clients that we need volunteersto help serve.	3/10/2021 4:13 PM
33	We may need to reduce services that are needed more than ever.	3/10/2021 2:27 PM
34	Decreased donations and therefore services provided	3/10/2021 2:07 PM
35	Loss in funding for our nonprofit	3/10/2021 12:36 PM
36	None	3/10/2021 12:16 PM
37	community needs to continue masks, testing etc	3/10/2021 12:05 PM
38	clients will still be closing their businesses as the recovery struggles and we will lose them	3/9/2021 5:30 PM
39	Working with a significantly reduced work force, and keeping our staff healthy	3/9/2021 4:38 PM

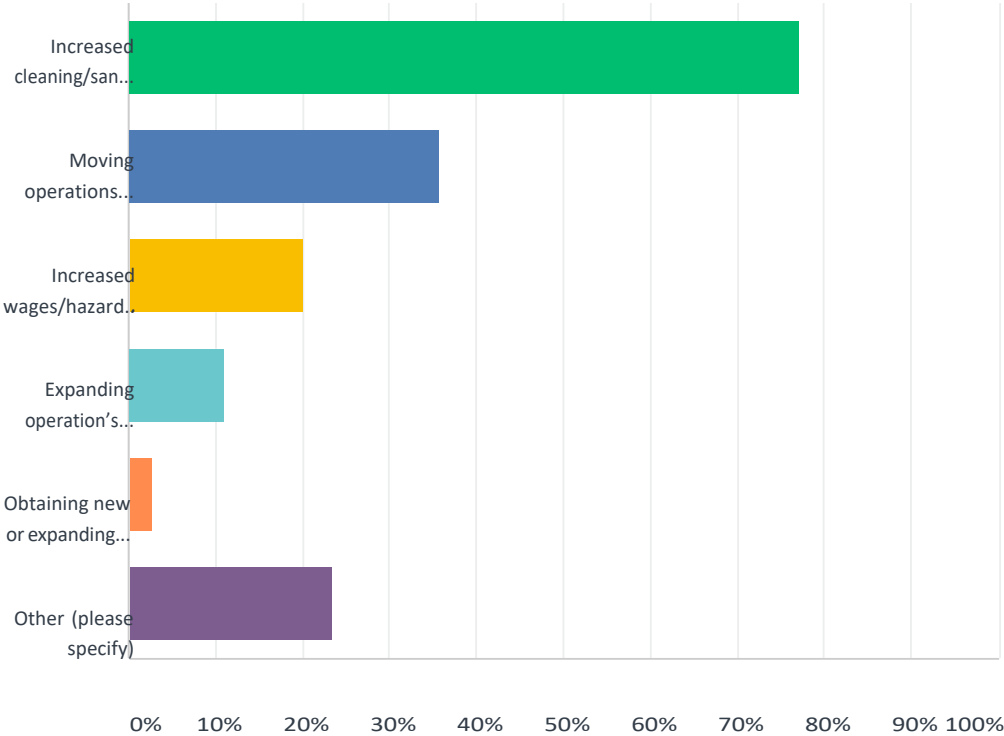
Appendix

40	Contracting and transmitting Covid-19	3/9/2021 3:14 PM
41	It's tough but this is our only means of income.	3/9/2021 11:20 AM
42	We stopped paying our bills and cc to have money for food	3/9/2021 9:52 AM
43	Safety of bringing 70+ employees back to our office.	3/9/2021 9:38 AM
44	While not negatively impacted in operation, growth was halted at 2019 levels	3/8/2021 12:46 PM
45	Slow return to in person training	3/8/2021 12:02 PM
46	we are dependent upon membership - and meetings	3/8/2021 11:58 AM
47	We are back to 2019 revenue but the virus has hurt us and help us in many ways	3/8/2021 11:27 AM
48	another lock down	3/5/2021 7:27 PM

Appendix

Q11 What costs has your business/organization faced during thereopening period? (Check all that apply)

Answered: 179 Skipped: 32



ANSWER CHOICES	RESPONSES
Increased cleaning/sanitation	77.09% 138
Moving operations online	35.75% 64
Increased wages/hazard pay	20.11% 36
Expanding operation's outdoors venue	11.17% 20
Obtaining new or expanding permits	2.79% 5
Other (please specify)	23.46% 42
Total Respondents: 179	

#	OTHER (PLEASE SPECIFY)	DATE
1	Spending more on Flowers, due to Increase in Demand for little product. Flower shortage, and already quoted people so it is hard. Pivoting adding Home decor and not knowing if it will workto make ump for 80% loss of income	4/17/2021 3:47 PM
2	Paying basic utilities	4/9/2021 12:15 PM
3	Screens for desks in the office	4/1/2021 1:51 PM
4	N/A	3/30/2021 8:57 PM
5	Increase purchase \$ and # materials for sanitation	3/30/2021 7:35 PM

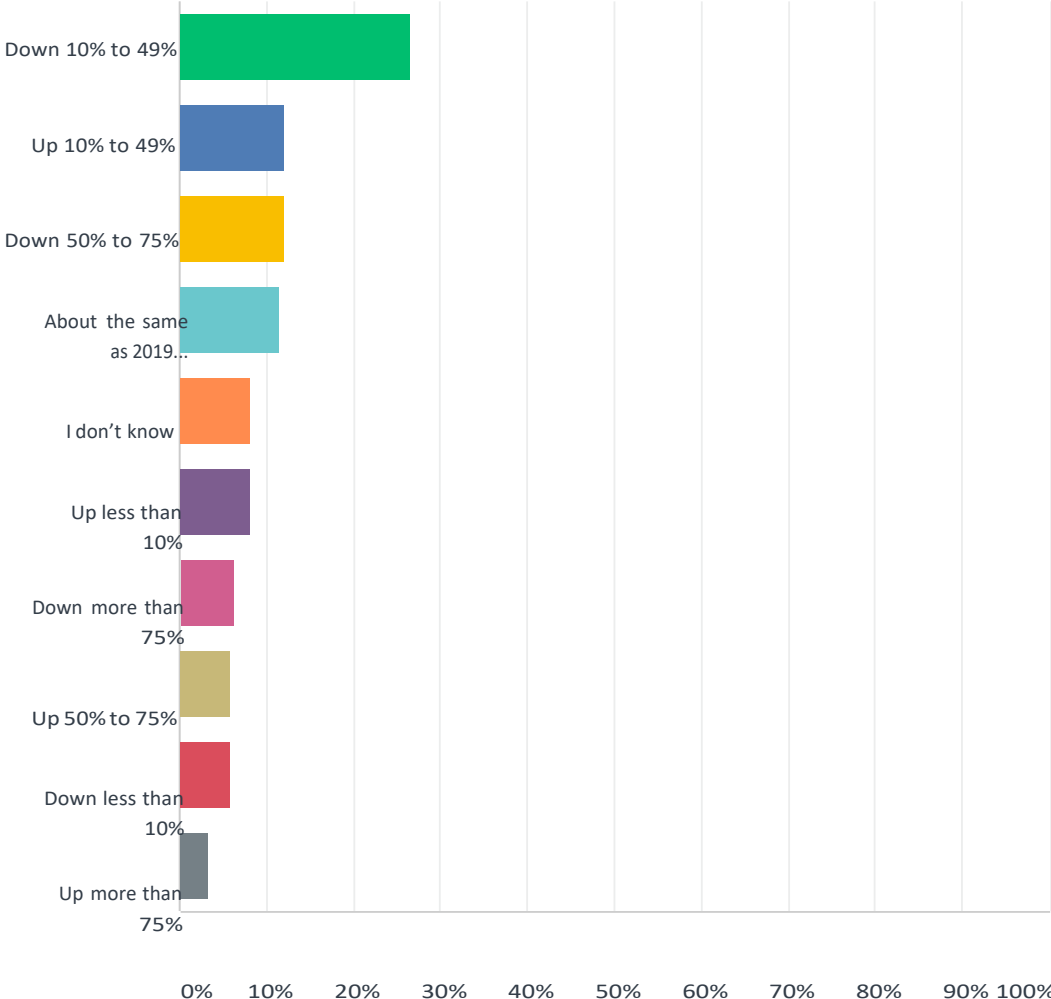
Appendix

7	People do not have disposable income. Stimulus checks are great but are not being spent onDance Lessons	3/30/2021 12:04 PM
8	At high risk so following all cdc requirements	3/29/2021 5:49 PM
9	Local deliveries	3/29/2021 2:53 PM
10	increased costs associated with health screening, paid leave, OT	3/23/2021 9:51 AM
11	PPE and employee disruption due to testing requirements	3/22/2021 3:50 PM
12	More difficult to engage with clients.	3/22/2021 2:32 PM
13	Technology needs for remote working staff	3/22/2021 2:32 PM
14	Lost revenue due to event cancellations	3/22/2021 12:37 PM
15	No real cost	3/22/2021 12:05 PM
16	All products used have gone up in price some have doubled within a month of reopening. Even rent and CAM were raised with no concern from landlord	3/22/2021 4:41 AM
17	Expired product	3/22/2021 1:20 AM
18	None	3/21/2021 4:21 PM
19	Still requiring masks and will require students to have vaccines to enroll in classes. The Governor and some officials are sending mixed messages and too many IDIOTS want to challenge us on our decisions to protect ourselves and our business	3/19/2021 11:12 AM
20	Changing locations or finding new avenues of operation.	3/18/2021 9:39 AM
21	Redesigned operations to adapt to protections for entire workforce while still functioning at 100%.	3/17/2021 4:56 PM
22	Loss of customer base	3/17/2021 5:02 AM
23	How to gain customers in a market when you cannot meet them in person to engage	3/17/2021 4:29 AM
24	opportunity costs in terms of the launch of our ad sales efforts, which were delayed	3/16/2021 4:37 PM
25	increased teachers salaries because instead of group classes in person, we now have individual lessons for each child.	3/15/2021 11:26 AM
26	increased IT costs	3/12/2021 2:46 PM
27	Loss of walk in business	3/12/2021 2:04 PM
28	cost to reopen was minimal compare to going remote	3/12/2021 1:40 PM
29	Had to pay off Vendors even when I was closed ..	3/12/2021 1:28 PM
30	reorganization costs	3/10/2021 3:42 PM
31	PPE	3/10/2021 2:27 PM
32	Fundraising	3/10/2021 12:26 PM
33	None	3/10/2021 12:16 PM
34	Employees requesting higher wages to work in the office	3/9/2021 7:13 PM
35	productivity - folks working from home or sick with COVID	3/9/2021 5:30 PM
36	Signage costs, Lost revenue costs due to social distancing requirements	3/9/2021 4:38 PM
37	Have to cancel clients due to covid	3/9/2021 3:14 PM
38	Extra cubicles and plexiglass dividers for call center style office set up.	3/9/2021 9:38 AM
39	new online technology purchases	3/8/2021 12:02 PM
40	none of the above	3/8/2021 11:58 AM
41	more aggressive marketing	3/8/2021 10:45 AM

Appendix

Q12 Approximately what percent change in gross business revenue did your business/organization experience in 2020, compared with 2019?

Answered: 207 Skipped: 4



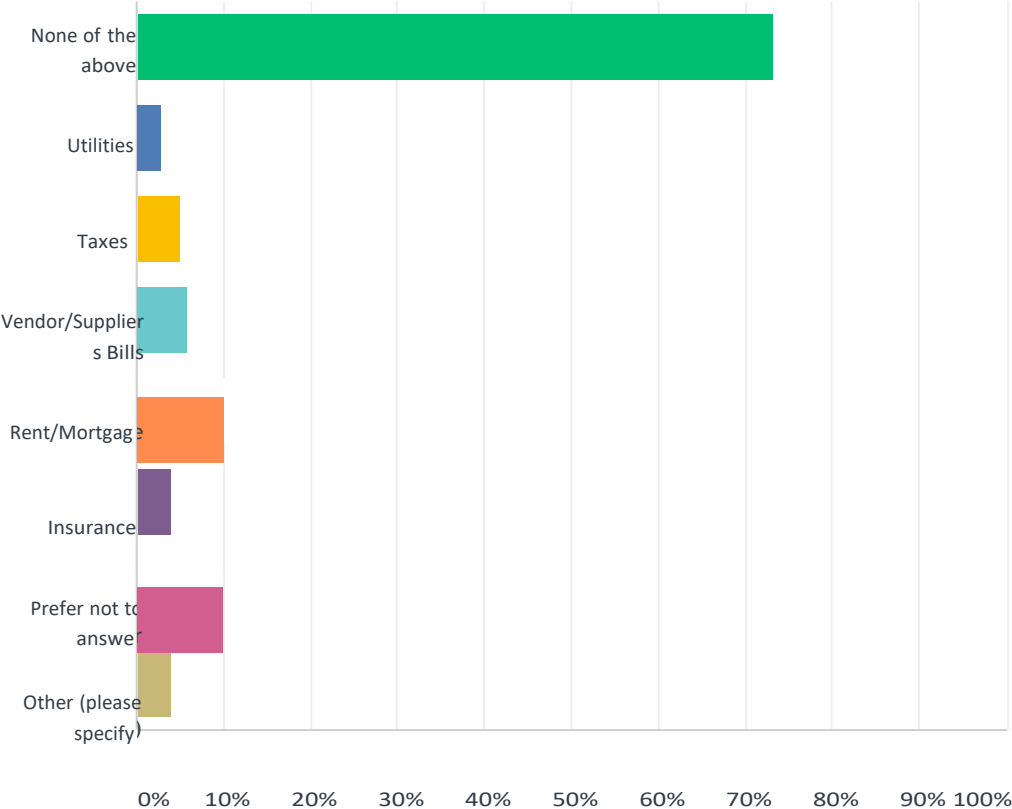
Appendix

ANSWER CHOICES	RESPONSES	
Down 10% to 49%	26.57%	55
Up 10% to 49%	12.08%	25
Down 50% to 75%	12.08%	25
About the same as 2019 (pre-COVID-19)	11.59%	24
I don't know	8.21%	17
Up less than 10%	8.21%	17
Down more than 75%	6.28%	13
Up 50% to 75%	5.80%	12
Down less than 10%	5.80%	12
Up more than 75%	3.38%	7
TOTAL		207

Appendix

Q13 Since the COVID-19 pandemic started, have you missed payments for any of the following for your business/organization? (Check all that apply)

Answered: 202 Skipped: 9



ANSWER CHOICES	RESPONSES	
None of the above	73.27%	148
Utilities	2.97%	6
Taxes	4.95%	10
Vendor/Suppliers Bills	5.94%	12
Rent/Mortgage	10.89%	22
Insurance	3.96%	8
Prefer not to answer	9.41%	19
Other (please specify)	3.96%	8
Total Respondents: 202		

#	OTHER (PLEASE SPECIFY)	DATE
1	No	4/17/2021 3:47 PM
2	None missed but now out of cash	4/5/2021 4:22 PM

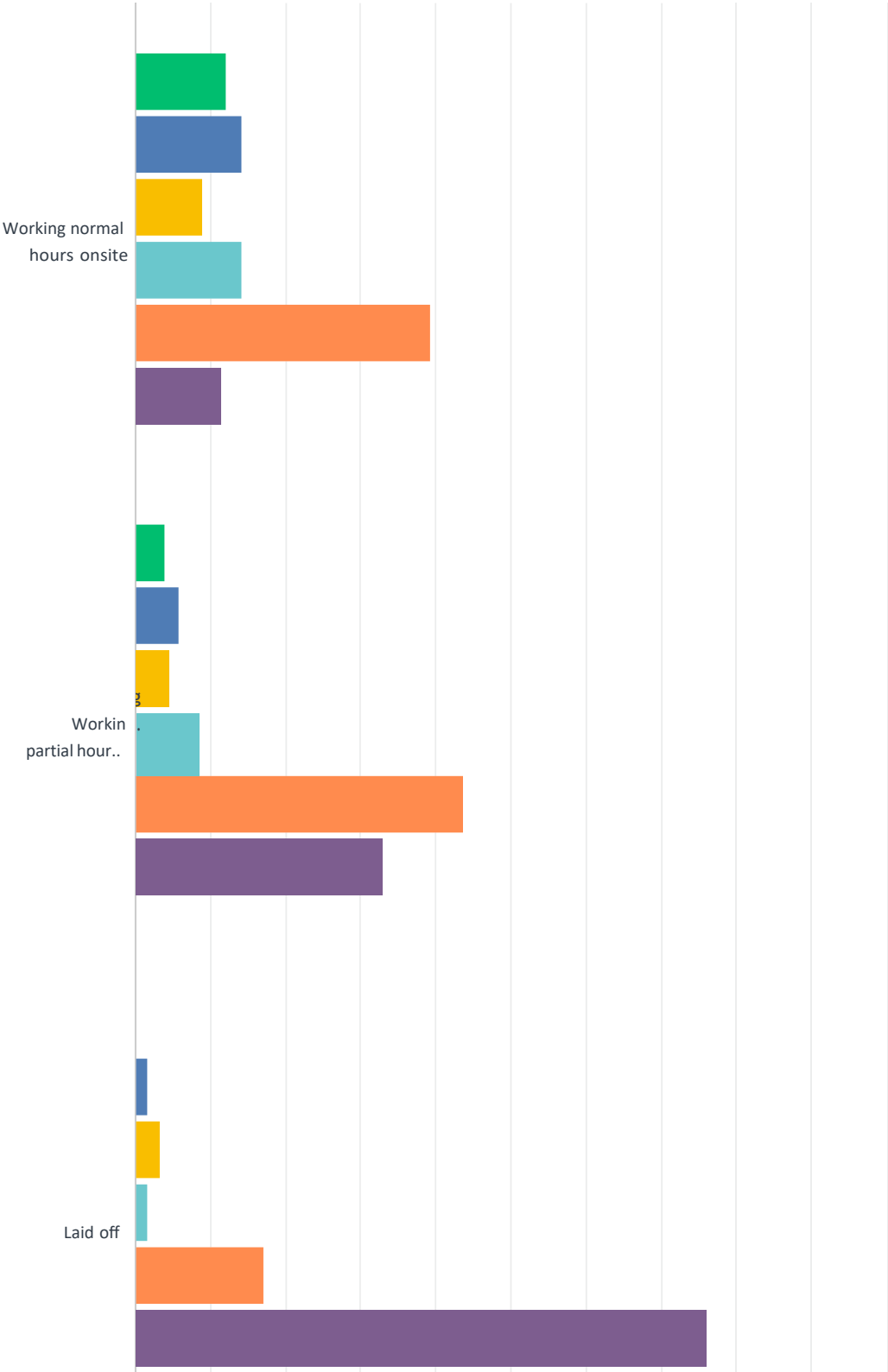
Appendix

3	My Landlord still expected rent when I was forced to stay closed for 12 weeks	3/30/2021 12:04 PM
4	Took m8ney from savings fir bills	3/17/2021 5:02 AM
5	Payroll Protection Plan saved us	3/12/2021 2:04 PM
6	Credit Cards	3/12/2021 1:28 PM
7	No missed payments, but we renegotiated most of our contracts - deferred payment terms,reduced costs, and in some cases terminated agreements	3/9/2021 4:38 PM
8	credit cards	3/9/2021 9:52 AM

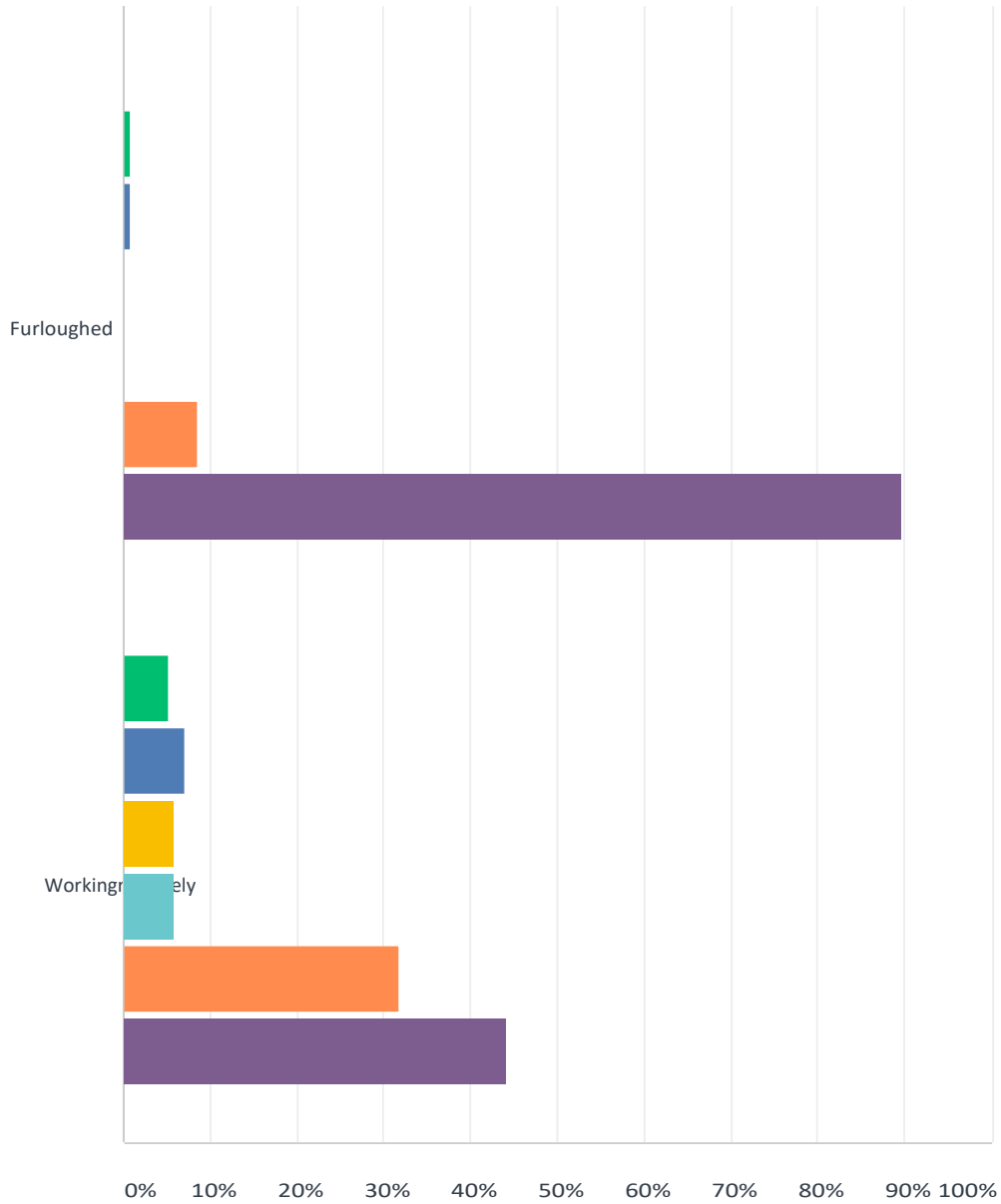
Appendix

Q14 As of right now, about how many total employees does your business/organization have in each situation? (Work status by number of employees)

Answered: 208 Skipped: 3



Appendix



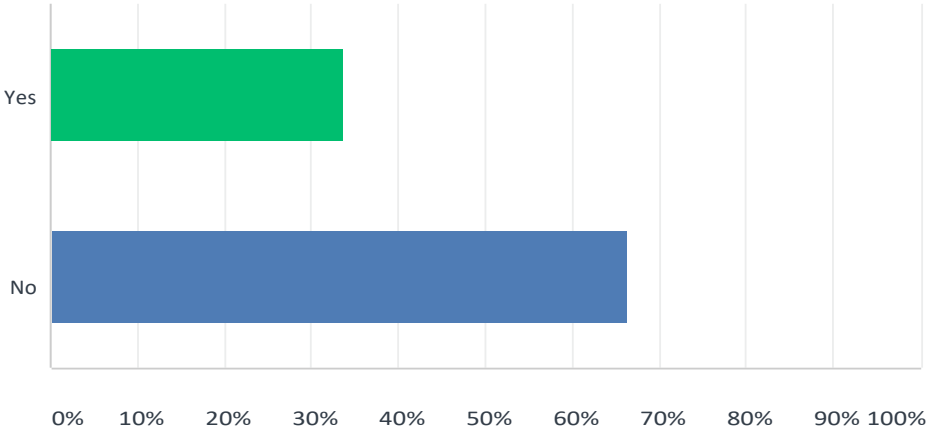
■ More than 50 employees
 ■ 21-50 employees
 ■ 11-20 employees
■ 5-10 employees
 ■ 1-4 employees
 ■ None

	MORE THAN 50 EMPLOYEES	21-50 EMPLOYEES	11-20 EMPLOYEES	5-10 EMPLOYEES	1-4 EMPLOYEES	NONE	TOTAL
Working normal hours onsite	12.04% 23	14.14% 27	8.90% 17	14.14% 27	39.27% 75	11.52% 22	191
Working partial hours onsite	3.97% 6	5.96% 9	4.64% 7	8.61% 13	43.71% 66	33.11% 50	151
Laid off	0.00% 0	1.64% 2	3.28% 4	1.64% 2	17.21% 21	76.23% 93	122
Furloughed	0.85% 1	0.85% 1	0.00% 0	0.00% 0	8.47% 10	89.83% 106	118
Working remotely	5.19% 8	7.14% 11	5.84% 9	5.84% 9	31.82% 49	44.16% 68	154

Appendix

Q15 Has your business/organization had any difficulty getting employees to return to work?

Answered: 205 Skipped: 6

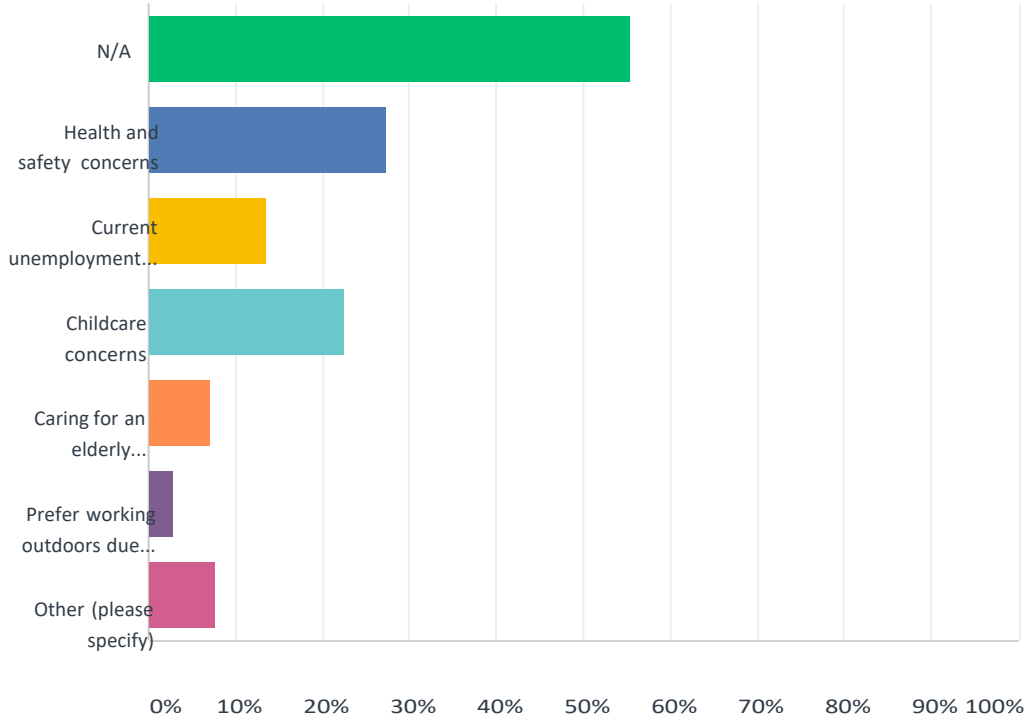


ANSWER CHOICES	RESPONSES	
Yes	33.66%	69
No	66.34%	136
TOTAL		205

Appendix

Q16 If yes, what reasons have they given for not wanting to return?(Check all that apply)

Answered: 168 Skipped: 43



ANSWER CHOICES	RESPONSES
N/A	55.36% 93
Health and safety concerns	27.38% 46
Current unemployment insurance exceeds income	13.69% 23
Childcare concerns	22.62% 38
Caring for an elderly relative	7.14% 12
Prefer working outdoors due to indoor ventilation concerns	2.98% 5
Other (please specify)	7.74% 13
Total Respondents: 168	

#	OTHER (PLEASE SPECIFY)	DATE
1	Driving distance from our farm. We are in a rural area	4/4/2021 7:18 AM
2	living off family and friends	4/2/2021 11:21 AM
3	Collecting unemployment	3/31/2021 11:31 AM
4	found other employment opportunities	3/22/2021 2:21 PM
5	Prefer working remote to save commuting	3/19/2021 1:51 PM
6	Not enough business	3/19/2021 12:54 PM

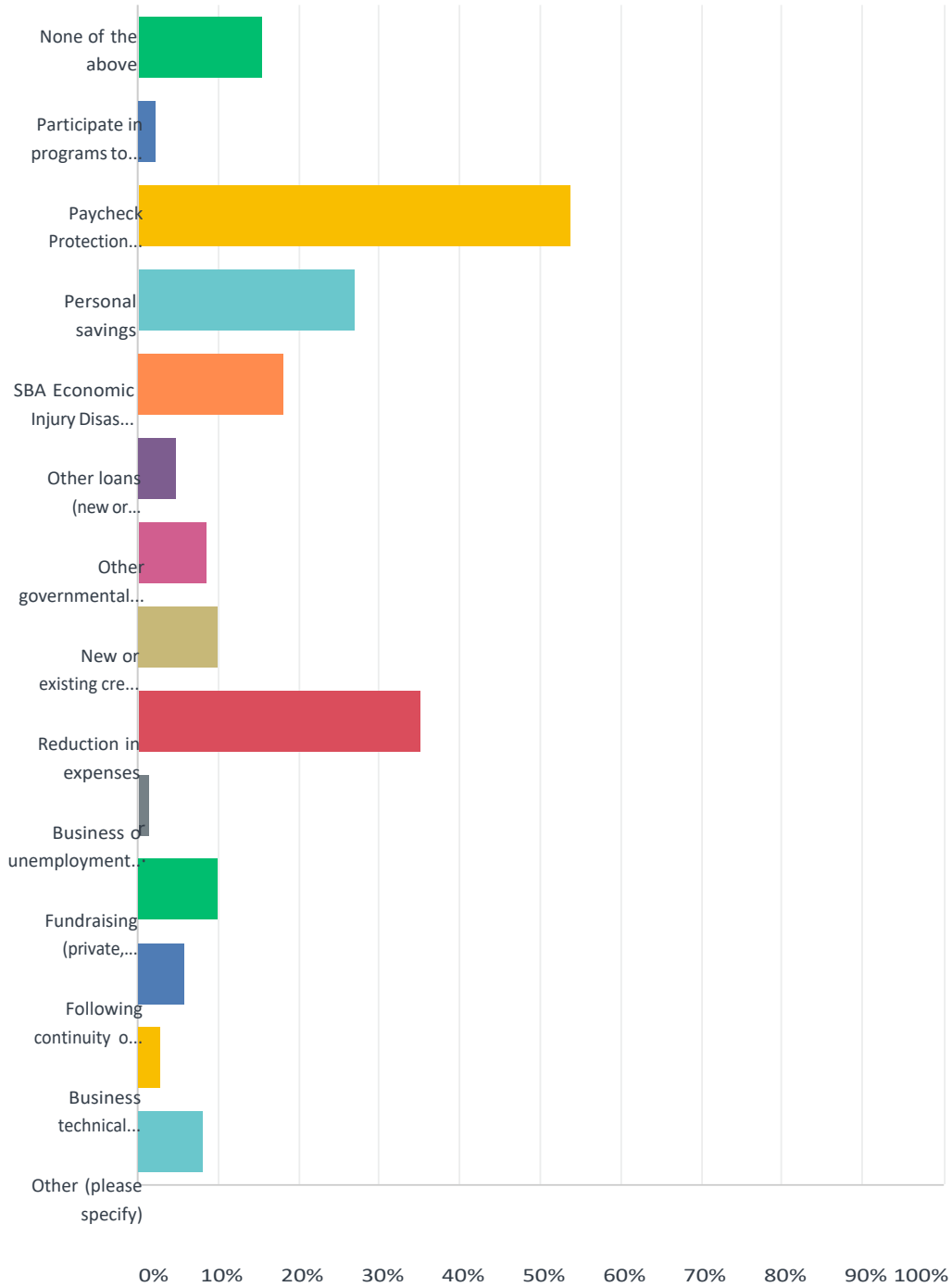
Appendix

7	It's actually our volunteers, we won't know loss until we are allowed back.	3/17/2021 4:58 PM
8	We have not required return as of yet for most staff	3/15/2021 3:39 PM
9	Mask wearing requirements for an entire work day	3/10/2021 2:07 PM
10	Employees became accustomed to and enjoy working remotely. Do not want to return to the office.	3/9/2021 7:13 PM
11	We experienced these issues in June-July 2020	3/9/2021 4:38 PM
12	Would rather collect unemployment than work.	3/8/2021 12:25 PM
13	children attending school remotely	3/7/2021 8:00 PM

Appendix

Q17 What resources or assistance are you currently using to manage impacts from COVID-19? (Check all that apply)

Answered: 208 Skipped: 3



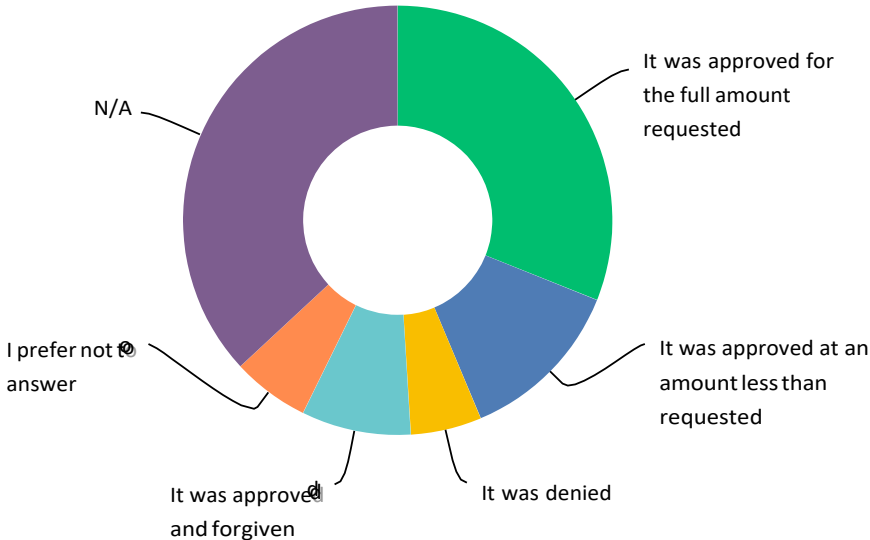
Appendix

ANSWER CHOICES	RESPONSES	
None of the above	15.38%	32
Participate in programs to mitigate layoffs (Short Time Compensation/Workshare, or Rapid Response)	2.40%	5
Paycheck Protection Program (PPP)	53.85%	112
Personal savings	26.92%	56
SBA Economic Injury Disaster Loan (EIDL)	18.27%	38
Other loans (new or refinanced)	4.81%	10
Other governmental funding	8.65%	18
New or existing credit line	10.10%	21
Reduction in expenses	35.10%	73
Business or unemployment insurance	1.44%	3
Fundraising (private, friends/family, crowd funding)	10.10%	21
Following continuity of operation plan	5.77%	12
Business technical assistance or support from peers	2.88%	6
Other (please specify)	8.17%	17
Total Respondents: 208		

#	OTHER (PLEASE SPECIFY)	DATE
1	local grants	4/9/2021 12:15 PM
2	Grants	4/2/2021 10:25 AM
3	Retirement Pension	4/1/2021 2:00 PM
4	CARES Funds	3/29/2021 4:23 PM
5	Recipients of local business grant	3/24/2021 12:28 PM
6	Unemployment	3/22/2021 9:19 PM
7	Not rehiring employees	3/22/2021 7:47 PM
8	Additional grants	3/22/2021 3:32 PM
9	Family	3/22/2021 1:20 PM
10	Using existing funds	3/22/2021 12:38 PM
11	We are using reserve funds	3/17/2021 4:58 PM
12	Our week to week Sales...they make it to hard to get funds...all the big Guys got it, and somuch FRAUD,,,,,	3/12/2021 1:29 PM
13	State covid relief grant from cares money	3/11/2021 6:59 PM
14	Selling assets	3/9/2021 10:06 AM
15	from current income, savings are gone	3/9/2021 9:52 AM
16	Volunteers	3/7/2021 8:00 PM
17	Increased membership drive	3/5/2021 5:08 PM

Q18 If you applied for the Payroll Protection Program (PPP), what is the status of your business/organization’s application?

Answered: 206 Skipped: 5

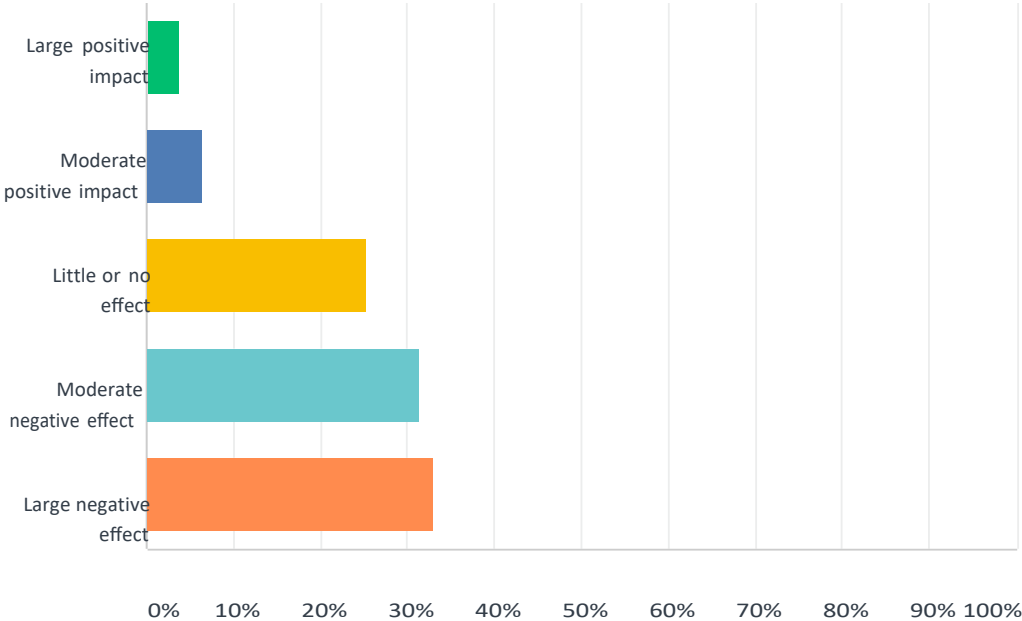


ANSWER CHOICES	RESPONSES	
It was approved for the full amount requested	31.07%	64
It was approved at an amount less than requested	12.62%	26
It was denied	5.34%	11
It was approved and forgiven	8.25%	17
I prefer not to answer	5.83%	12
N/A	36.89%	76
TOTAL		206

Appendix

Q19 How would you rank the severity of the economic impacts from COVID-19 on your business/organization?

Answered: 185 Skipped: 26

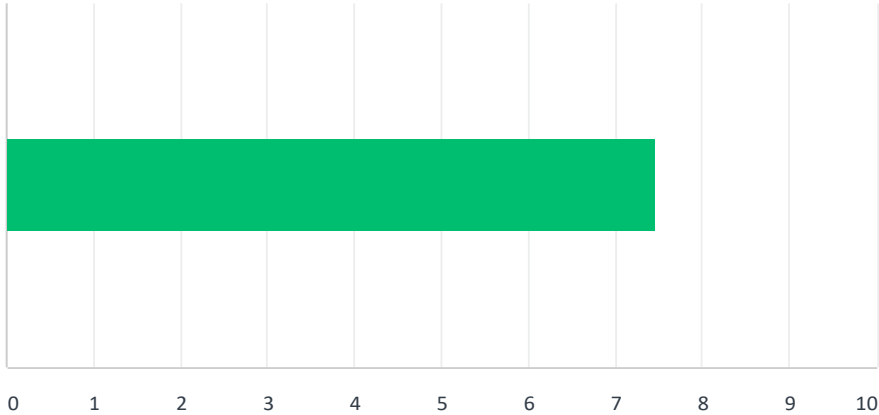


ANSWER CHOICES	RESPONSES	
Large positive impact	3.78%	7
Moderate positive impact	6.49%	12
Little or no effect	25.41%	47
Moderate negative effect	31.35%	58
Large negative effect	32.97%	61
TOTAL		185

Appendix

Q20 Resiliency is the measure of how your business can survive and thrive during and after a crisis. In light of the current pandemic, on a scale from 1 to 10, how would you rate your business' resiliency?

Answered: 173 Skipped: 38



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	7	1,292	173
Total Respondents: 173			

#		DATE
1	7	4/18/2021 8:09 AM
2	8	4/10/2021 10:54 AM
3	4	4/9/2021 12:17 PM
4	5	4/6/2021 11:51 PM
5	10	4/6/2021 11:31 AM
6	3	4/5/2021 4:24 PM
7	7	4/4/2021 7:21 AM
8	9	4/3/2021 10:41 PM
9	7	4/2/2021 6:20 PM
10	4	4/2/2021 3:07 PM
11	10	4/2/2021 2:57 PM
12	5	4/2/2021 11:24 AM
13	4	4/2/2021 10:27 AM
14	8	4/1/2021 2:49 PM
15	4	4/1/2021 2:33 PM
16	8	4/1/2021 2:07 PM
17	8	4/1/2021 1:56 PM
18	7	3/31/2021 10:19 PM

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19	5	3/31/2021 9:25 PM
20	5	3/31/2021 5:41 PM
21	8	3/31/2021 1:43 PM
22	7	3/31/2021 11:33 AM
23	9	3/30/2021 9:00 PM
24	5	3/30/2021 7:38 PM
25	8	3/30/2021 2:55 PM
26	9	3/30/2021 2:29 PM
27	5	3/30/2021 12:38 PM
28	10	3/30/2021 9:30 AM
29	8	3/30/2021 7:59 AM
30	5	3/30/2021 6:23 AM
31	9	3/29/2021 11:41 PM
32	6	3/29/2021 5:53 PM
33	10	3/29/2021 4:45 PM
34	2	3/29/2021 4:35 PM
35	10	3/29/2021 4:25 PM
36	10	3/29/2021 2:55 PM
37	5	3/29/2021 2:49 PM
38	4	3/29/2021 2:26 PM
39	7	3/28/2021 4:01 PM
40	9	3/26/2021 2:04 PM
41	10	3/26/2021 1:32 PM
42	6	3/25/2021 12:45 PM
43	5	3/25/2021 9:33 AM
44	8	3/24/2021 12:30 PM
45	10	3/24/2021 6:02 AM
46	9	3/23/2021 2:54 PM
47	5	3/23/2021 1:30 PM
48	8	3/23/2021 12:54 PM
49	10	3/23/2021 11:22 AM
50	8	3/23/2021 10:46 AM
51	8	3/23/2021 9:54 AM
52	10	3/22/2021 9:23 PM
53	5	3/22/2021 7:49 PM
54	8	3/22/2021 5:36 PM
55	6	3/22/2021 5:24 PM
56	8	3/22/2021 5:14 PM

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57	9	3/22/2021 4:46 PM
58	9	3/22/2021 4:18 PM
59	5	3/22/2021 4:10 PM
60	10	3/22/2021 3:53 PM
61	7	3/22/2021 3:45 PM
62	9	3/22/2021 3:34 PM
63	9	3/22/2021 3:26 PM
64	9	3/22/2021 3:21 PM
65	8	3/22/2021 2:51 PM
66	9	3/22/2021 2:40 PM
67	9	3/22/2021 2:37 PM
68	10	3/22/2021 2:35 PM
69	7	3/22/2021 2:35 PM
70	8	3/22/2021 2:35 PM
71	9	3/22/2021 2:31 PM
72	10	3/22/2021 2:31 PM
73	8	3/22/2021 2:27 PM
74	9	3/22/2021 2:25 PM
75	8	3/22/2021 2:25 PM
76	9	3/22/2021 2:24 PM
77	5	3/22/2021 2:23 PM
78	8	3/22/2021 2:23 PM
79	9	3/22/2021 2:22 PM
80	9	3/22/2021 2:22 PM
81	9	3/22/2021 2:20 PM
82	1	3/22/2021 1:22 PM
83	7	3/22/2021 12:40 PM
84	9	3/22/2021 12:34 PM
85	9	3/22/2021 12:08 PM
86	7	3/22/2021 10:05 AM
87	5	3/22/2021 8:22 AM
88	9	3/22/2021 8:14 AM
89	4	3/22/2021 4:42 AM
90	1	3/22/2021 1:24 AM
91	10	3/22/2021 12:05 AM
92	7	3/21/2021 9:32 PM
93	7	3/21/2021 8:14 PM
94	4	3/21/2021 5:23 PM

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95	9	3/21/2021 5:18 PM
96	10	3/21/2021 5:15 PM
97	7	3/21/2021 4:25 PM
98	10	3/20/2021 9:37 PM
99	7	3/19/2021 6:20 PM
100	9	3/19/2021 1:53 PM
101	8	3/19/2021 1:27 PM
102	8	3/19/2021 11:16 AM
103	7	3/18/2021 11:26 PM
104	10	3/18/2021 9:41 AM
105	7	3/17/2021 5:09 PM
106	9	3/17/2021 4:59 PM
107	9	3/17/2021 3:29 PM
108	10	3/17/2021 2:39 PM
109	6	3/17/2021 2:37 PM
110	1	3/17/2021 8:04 AM
111	9	3/17/2021 6:21 AM
112	5	3/17/2021 5:08 AM
113	6	3/17/2021 4:32 AM
114	4	3/16/2021 4:39 PM
115	10	3/15/2021 3:42 PM
116	6	3/15/2021 11:40 AM
117	5	3/15/2021 11:31 AM
118	8	3/14/2021 10:10 PM
119	10	3/13/2021 2:39 PM
120	10	3/13/2021 11:30 AM
121	1	3/12/2021 9:52 PM
122	8	3/12/2021 7:27 PM
123	8	3/12/2021 4:41 PM
124	9	3/12/2021 2:49 PM
125	6	3/12/2021 2:07 PM
126	9	3/12/2021 11:57 AM
127	10	3/12/2021 11:37 AM
128	5	3/12/2021 11:13 AM
129	4	3/12/2021 9:40 AM
130	7	3/12/2021 9:19 AM
131	6	3/11/2021 7:01 PM
132	10	3/11/2021 4:29 PM

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133	8	3/10/2021 4:14 PM
134	8	3/10/2021 2:30 PM
135	9	3/10/2021 12:44 PM
136	10	3/10/2021 12:28 PM
137	10	3/10/2021 12:19 PM
138	8	3/10/2021 11:48 AM
139	10	3/10/2021 9:43 AM
140	7	3/10/2021 6:47 AM
141	5	3/9/2021 7:16 PM
142	8	3/9/2021 6:19 PM
143	8	3/9/2021 5:33 PM
144	8	3/9/2021 4:42 PM
145	5	3/9/2021 3:22 PM
146	6	3/9/2021 3:22 PM
147	5	3/9/2021 1:56 PM
148	8	3/9/2021 1:47 PM
149	7	3/9/2021 12:17 PM
150	7	3/9/2021 12:12 PM
151	6	3/9/2021 12:09 PM
152	9	3/9/2021 11:23 AM
153	7	3/9/2021 10:09 AM
154	5	3/9/2021 9:55 AM
155	8	3/9/2021 9:51 AM
156	7	3/9/2021 9:40 AM
157	6	3/9/2021 8:19 AM
158	8	3/8/2021 4:08 PM
159	10	3/8/2021 12:57 PM
160	7	3/8/2021 12:57 PM
161	10	3/8/2021 12:15 PM
162	9	3/8/2021 12:06 PM
163	10	3/8/2021 11:29 AM
164	9	3/8/2021 10:46 AM
165	10	3/8/2021 10:44 AM
166	9	3/8/2021 10:37 AM
167	9	3/8/2021 10:35 AM
168	9	3/8/2021 10:33 AM
169	10	3/8/2021 9:41 AM
170	5	3/8/2021 8:50 AM

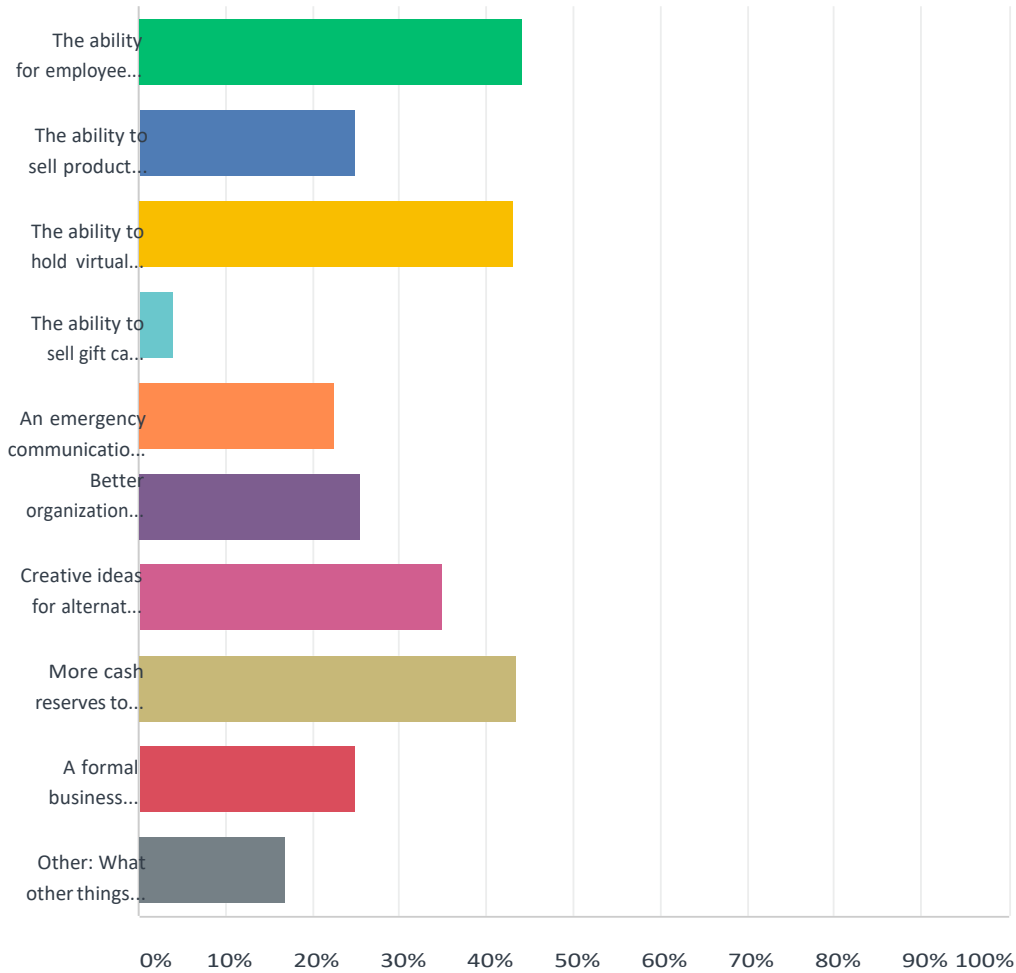
Appendix

171	8	3/7/2021 8:05 PM
172	9	3/5/2021 7:32 PM
173	3	3/5/2021 5:45 PM

Appendix

Q21 Businesses face uncertainty all the time - from power outages and wildfires to bad weather and global pandemics, any number of things can cause disruption in your business operation. Which of the following would allow you to be more resilient during and after any future business disruptions? (Check all that apply)

Answered: 172 Skipped: 39



Appendix

ANSWER CHOICES	RESPONSES
The ability for employees to work remotely	44.19% 76
The ability to sell products or services online	25.00% 43
The ability to hold virtual meetings with staff or customers online	43.02% 74
The ability to sell gift cards or pre-sell products	4.07% 7
An emergency communications plan to quickly communicate with staff, suppliers, and customers	22.67% 39
Better organization, easier access to financial information and supporting documents to apply for emergency funding	25.58% 44
Creative ideas for alternative income sources during a crisis	34.88% 60
More cash reserves to help cover business interruptions	43.60% 75
A formal business continuity plan	25.00% 43
Other: What other things would help your business be more resilient?	16.86% 29
Total Respondents: 172	

#	OTHER: WHAT OTHER THINGS WOULD HELP YOUR BUSINESS BE MORE RESILIENT?	DATE
1	CLIA allowing cruises to restart	4/5/2021 4:24 PM
2	Better internet access in our rural area	4/4/2021 7:21 AM
3	Access to quality caregivers - there is a deficit in the State of Florida which is only getting worse given our elderly population and their ever growing needs	4/1/2021 1:56 PM
4	No more mandated lockdowns	3/31/2021 5:41 PM
5	Help from government with easy access to funds	3/30/2021 7:38 PM
6	People do not have disposable income so they are not paying for dance lessons for their children	3/30/2021 12:38 PM
7	we were fortunate that we were deemed essential and allowed to keep working	3/23/2021 10:46 AM
8	help with funding opportunities	3/22/2021 9:23 PM
9	Keep government unemployment benefits from exceeding local fair market hourly rates. Force government employees to come back to work to provide real service instead of constant delays	3/22/2021 2:40 PM
10	technology for all staff to pivot to remote work	3/22/2021 2:35 PM
11	reg architects	3/22/2021 2:27 PM
12	Not shutting down and let people live their lives.	3/22/2021 1:22 PM
13	We're a non-profit. Resiliency is a way of life.	3/22/2021 12:40 PM
14	no gov't shutdowns	3/22/2021 12:34 PM
15	Keep business open	3/22/2021 1:24 AM
16	A different customer base	3/17/2021 5:08 AM
17	training program that is more effective for remote workers	3/15/2021 3:42 PM
18	For funding agencies to understand the value of our program and how it helps children deal with stress and boredom: how it helps children with their academics. Many funders and agencies don't fully understand how music education and the arts is critical for children, especially during such a crisis as covid 19.	3/15/2021 11:31 AM
19	None	3/12/2021 9:52 PM

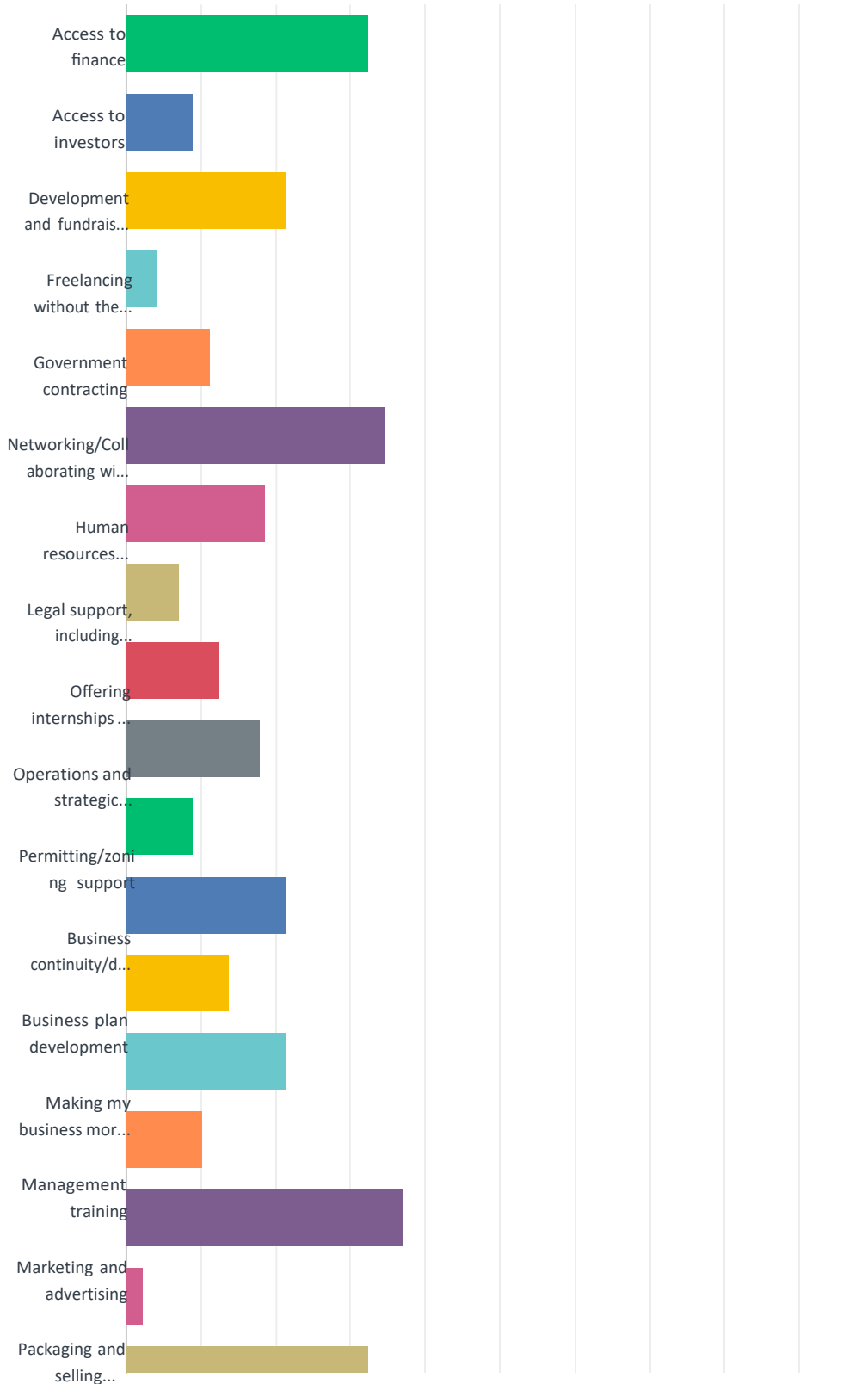
Appendix

20	Cash	3/12/2021 7:27 PM
21	I had insurance they would not pay...the Government should have stepped up and made them pay us....	3/12/2021 1:33 PM
22	local government support	3/11/2021 7:01 PM
23	Cares funds to get through this time	3/10/2021 2:30 PM
24	increased marketing of our programs	3/10/2021 12:44 PM
25	Less government handouts to unemployed workers. Workers have financial incentives NOT to return to work, because of the endless handouts from the government. There should be restrictions, so that if employment is offered they cannot refuse and still receive government funding.	3/9/2021 7:16 PM
26	ABILITY TO DISTRIBUTE MY PRODUCT WITHOUT A REQUIRED DISTRIBUTER	3/9/2021 6:19 PM
27	More employees	3/9/2021 3:22 PM
28	Palm Beach Chamber of Commerce	3/8/2021 12:57 PM
29	better availability of high quality internet	3/8/2021 12:06 PM

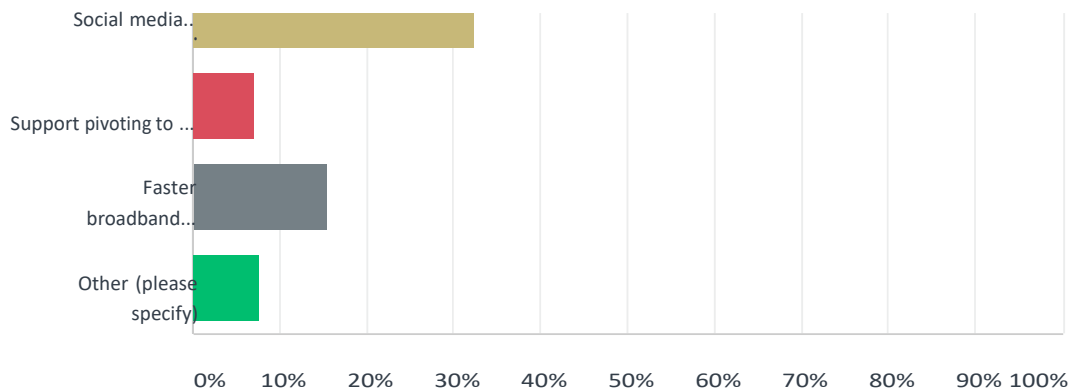
Appendix

Q22 Which of the following do you anticipate you will need to manage impacts from the COVID-19 pandemic in the months ahead? (Check all that apply)

Answered: 167 Skipped: 44



Appendix



ANSWER CHOICES	RESPONSES	
Access to finance	32.34%	54
Access to investors	8.98%	15
Development and fundraising support	21.56%	36
Freelancing without the feast/famine income cycle	4.19%	7
Government contracting	11.38%	19
Networking/Collaborating with other organizations and developing partnerships	34.73%	58
Human resources support, including staffing and payroll	18.56%	31
Legal support, including dealing with creditors, suppliers, or landlords	7.19%	12
Offering internships and apprenticeships	12.57%	21
Operations and strategic planning support	17.96%	30
Permitting/zoning support	8.98%	15
Business continuity/disaster planning	21.56%	36
Business plan development	13.77%	23
Making my business more resilient	21.56%	36
Management training	10.18%	17
Marketing and advertising	37.13%	62
Packaging and selling services	2.40%	4
Social media marketing/creating an online presence	32.34%	54
Support pivoting to an online sales platform	7.19%	12
Faster broadband connection/access to new technology	15.57%	26
Other (please specify)	7.78%	13
Total Respondents: 167		

#	OTHER (PLEASE SPECIFY)	DATE
1	Legislation change	4/2/2021 2:57 PM
2	No more mandated lockdowns	3/31/2021 5:41 PM

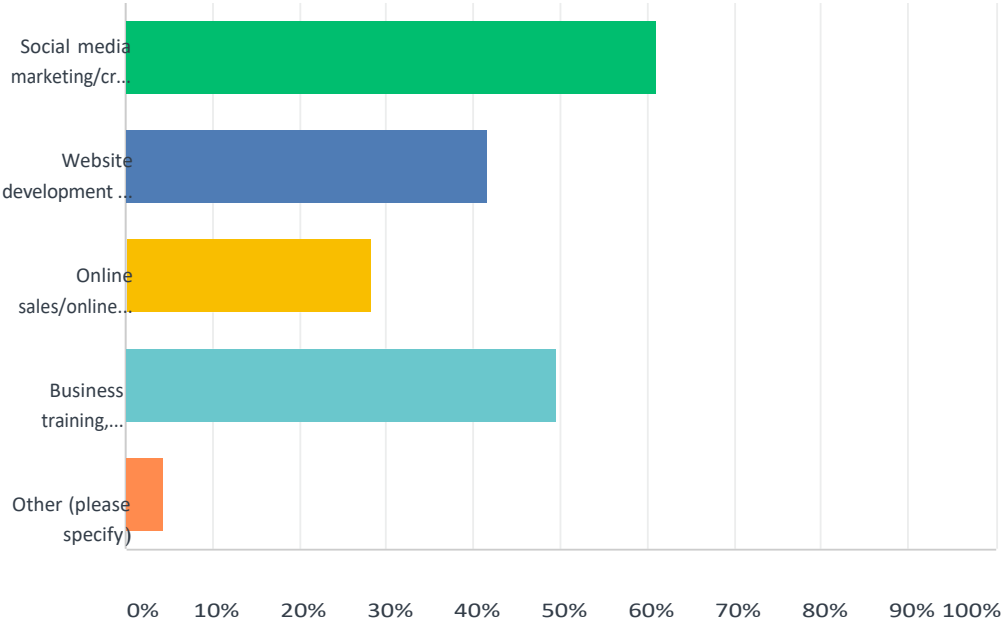
Appendix

3	I only got \$4k from IDLE Grant & since I am only Employee & rest of my staff are Subcontractors both draws helped minimally. I applied for an SBA Loan and was offered \$150kbut we only took \$75k not knowing this was going to last so long. My husband and I had to personally guarantee it. I have spend 2/3's of the \$75k already and it's not even been a year since I received it.	3/30/2021 12:38 PM
4	It would be helpful if rent would not continue to increase under these conditions.	3/23/2021 2:54 PM
5	we need people to return to work so the supply chain can improve.	3/23/2021 10:46 AM
6	No additional needs	3/22/2021 2:51 PM
7	Quit having government bureaucracies being our main impediment for business operations	3/22/2021 2:40 PM
8	Everyone pulling together to end Covid.	3/21/2021 9:32 PM
9	a larger, more secure, more assessible place to hold our classes.	3/15/2021 11:31 AM
10	None, had to close the business 12/31/2020	3/12/2021 9:52 PM
11	ABILITY TO DISTRIBUTE WITHOUT GOING THROUGH A DISTRIBUTOR	3/9/2021 6:19 PM
12	A place of ny own	3/9/2021 3:22 PM
13	more customers!	3/9/2021 9:55 AM

Appendix

Q23 Which of the following topics would you be interested in learning more about? (check all that apply)

Answered: 113 Skipped: 98



ANSWER CHOICES	RESPONSES
Social media marketing/creating an online presence	61.06% 69
Website development and maintenance	41.59% 47
Online sales/online fundraising	28.32% 32
Business training, including: Business continuity/succession planning; Cash flow; Business plan; Accounting and bookkeeping; Budgeting; and Money management	49.56% 56
Other (please specify)	4.42% 5
Total Respondents: 113	

#	OTHER (PLEASE SPECIFY)	DATE
1	Additional financial resources	3/30/2021 12:38 PM
2	None	3/22/2021 2:51 PM
3	none	3/22/2021 1:24 AM
4	Failure of leaders to protect us from covid	3/21/2021 9:32 PM
5	You should all rot in hell for creating a fake pandemic.	3/9/2021 3:22 PM