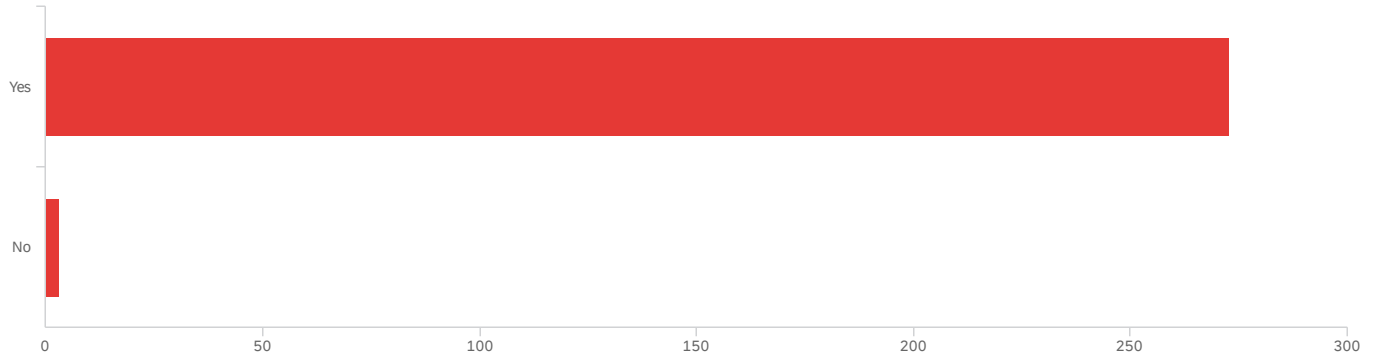


Business Impact Survey 2.0

Economic Development - COVID-19 Business Impact Survey 2.0

March 23, 2020 12:13 PM MDT

Q3 - Have you experienced any impact on your business from COVID-19?



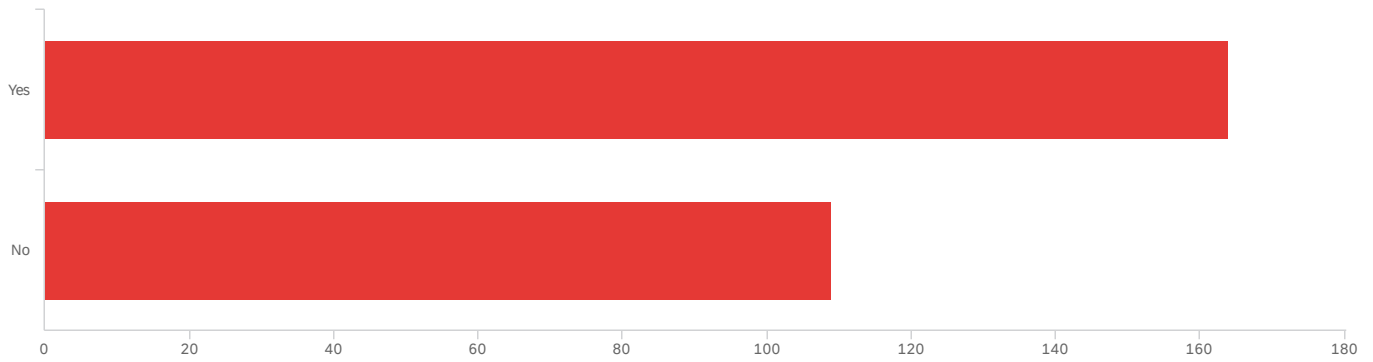
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Have you experienced any impact on your business from COVID-19?	1.00	2.00	1.01	0.10	0.01	276

#	Field	Choice Count
1	Yes	98.91% 273
2	No	1.09% 3

276

Showing rows 1 - 3 of 3

Q4 - Is your business impacted by the travel and tourism industry?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Is your business impacted by the travel and tourism industry?	1.00	2.00	1.40	0.49	0.24	273

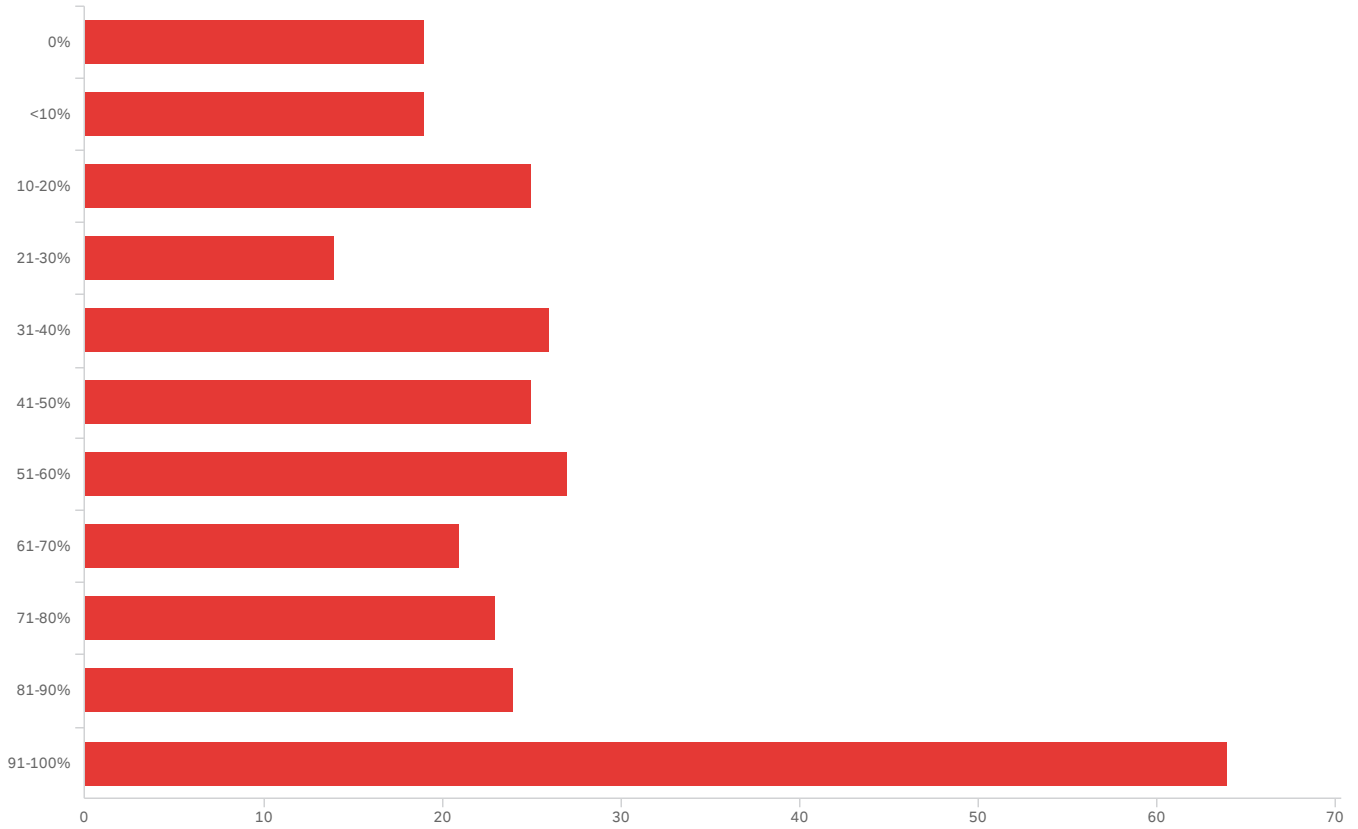
#	Field	Choice Count
1	Yes	60.07% 164
2	No	39.93% 109

273

Showing rows 1 - 3 of 3

Q5 - Please estimate the decrease in revenue you have experienced due to COVID-19

since March 1st, 2020.



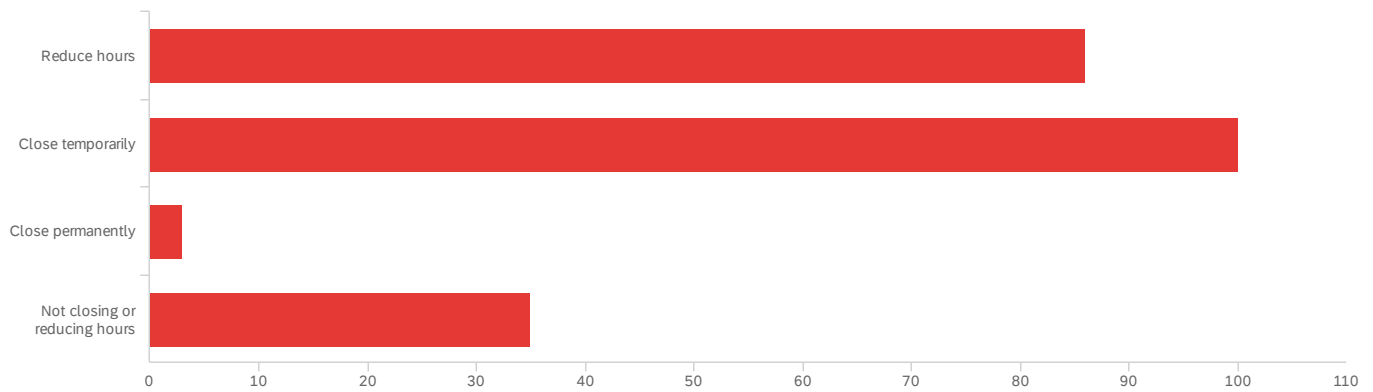
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Please estimate the decrease in revenue you have experienced due to COVID-19 since March 1st, 2020.	1.00	11.00	6.89	3.32	11.02	287

#	Field	Choice Count
1	0%	6.62% 19
2	<10%	6.62% 19
3	10-20%	8.71% 25
4	21-30%	4.88% 14
5	31-40%	9.06% 26
6	41-50%	8.71% 25

#	Field	Choice Count
7	51-60%	9.41% 27
8	61-70%	7.32% 21
9	71-80%	8.01% 23
10	81-90%	8.36% 24
11	91-100%	22.30% 64
		287

Showing rows 1 - 12 of 12

Q6 - Have you decided to reduce your hours or close your business temporarily?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Have you decided to reduce your hours or close your business temporarily? - Selected Choice	1.00	4.00	1.94	1.01	1.02	224

#	Field	Choice Count
1	Reduce hours	38.39% 86
2	Close temporarily	44.64% 100
3	Close permanently	1.34% 3
4	Not closing or reducing hours	15.63% 35
		224

Showing rows 1 - 5 of 5

Q6_5_TEXT - None of the above

None of the above

We are staying open but many of our providers have closed or stopped seeing clients.

Currently we are trying to maintain normal house for clients but many clients are canceling their appointments

I'm offering Skype lessons, and housekeeping has come to a complete halt.

Expanding operations to live streaming.

Working from home

None of the above

Cant close I have to pay booth rent still and I am a single mom with 3 girls so its not an option.

nothing...for now. We really need customers or we can't pay rent.

Reduce hours and temporarily close probably

We are trying to maintain our programming and our operations through virtual spaces and a work from home policy

We have been shut down completely by the state.

None of these but high likelihood that one or all might need to occur.

Available for urgent eye care. Some sales will be done over the phone.

Close one location temporarily and reduced hours in the others

we didn't make the decision, we just don't have any orders coming in

we hope to close temporarily if we can weather this storm

We are selling beer to go with reduced

Visitor Center Closed - Staff working remotely

Not yet, but will have to lay people off if it goes more than a few weeks.

test

I'm technically not closed, and I'm offering online tutoring, but that's at zero. I'm good at what I do, I typically have plenty of business this time of year. Nobody wants tutoring. I'm toast.

Does not apply to my business

I'm trying to stay open where I can, that the law hasn't shut us down, but our food truck events continue to get cancelled as businesses and conventions close

Working Remotely from home locations

Only doing take- out order and delivery as per Salt Lake City County required.

We can't service any events right now. We are open to take calls and work with clients that have events pending right now.

Telecommuting

We can't afford to do any of the above

We have a staff of 6 all working remotely during regular business hours.

None of the above

Remaining open for now. That could change drastically if our suppliers run out of the wood materials we need.

We primarily operate online now and have cancelled all in person events/meetings

Taking this one day at a time.

Cut hours of employees working in half! Remaining open for now

Attempting to remain open for to go food orders and provide staff hourly pay for cleaning jobs. Likely will not be able to sustain this for more than a week.

There are immediate/daily workforce reductions, and an immediate freeze on all non-essential and cap ex spending

forced closure

Closing to dine in patrons only able to provide take out and delivery options.

We are currently weighing options while double checking with the health department to determine best course of action.

Working remotely

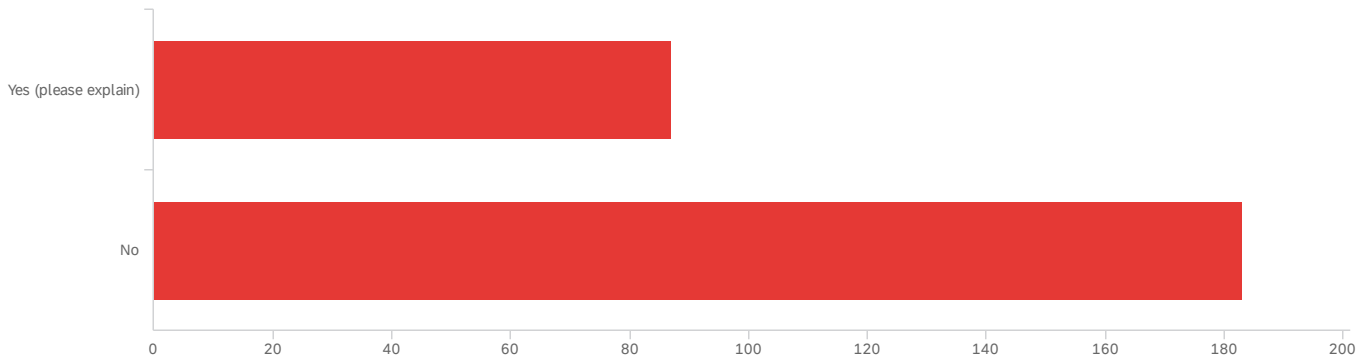
County closed us for 30 days

Half are staying home, the other half are continuing to come to work until one of us get sick.

We have had to cancel performances

Mandatory closer by health department

Q8 - Are you starting new programs and services such as curbside pickup?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Are you starting new programs and services such as curbside pickup? - Selected Choice	1.00	2.00	1.68	0.47	0.22	270

#	Field	Choice Count
1	Yes (please explain)	32.22% 87
2	No	67.78% 183
		270

Showing rows 1 - 3 of 3

Q8_1_TEXT - Yes (please explain)

Yes (please explain)

Our clients can purchase hair products over the phone and we can take them out to their car for pickup

we will be coming to customers home and pick up there cars

Skype lessons

curbside pickup to go

we have limited the amount of people allowed in at one time, and are not taking walk-in clients

I have added free delivery of food to customers Homes.

We can if needed. We ship most goods.

Yes (please explain)

We have implemented curbside pickup for our food.

pick up only

Curbside pickup

enhance housekeeping, closed common areas, breakfast is to-go only.

we have started curbside

Pay over phone curbside pick up

Curbside pick up

Customers can buy online and arrange for curbside pickup. So far no one has taken advantage of this.

Yes, we deliver it to you in the customer's car.

Moving our programs and programming to a virtual / cyber space. More meetings and connection online.

yes. delivery. curbside pickup.

People can email orders and we will arrange for pickup or free delivery.

Pushing direct delivery orders instead of wholesale

Within the next couple of days there will be an option to shop online and pick up in store during certain hours with certain precautions.

NOT APPLICABLE, WE ARE ATTEMPTING ONLINE INSTRUCTION, BUT IT HAS ITS CHALLENGES

Hoping to start it starting Monday

See above

Online ordering for advanced pick up and call ahead ordering.

Currently trying to organize virtual workout plans to do from home

See above

People can call and we will take it to their car

Customers can wait in their car and we'll bring it out.

Facetime Training

take out / curbside

Yes (please explain)

Seeing all patients via telemedicine

In the process. Waiting to get delivery apps set up. These are 3-4 days out. Not enough funds to float the labor for now.

Curbside pickup

Other locations have ramped up delivery and curbside pick up. We may open and try launching primarily as delivery

We are not offering new programs-just pushing beer to go and crowler fills

We are allowing people to wait in their cars for their takeout.

Delivery of loose leaf tea & kombucha

If the DABC would let us we would do home delivery!!

3rd party delivery, curbside pick up

Virtual Events

Yes and food delivery

Curbside pickup and self delivery within a mile

We are looking into creating online art classes

Increasing our Instagram posts and being available for telephone orders which we will ship or have ready for curbside pick up

Local pickup

Curbside pick up

Virtual event listings

curbside pick up

both options

yes, online tutoring

Working on the details for a curbside pickup program.

curbside pick up at the mall since the mall closed

More online content

Order take out, curbside pick up and third part delivery

Yes (please explain)

Program for senior baseball players

They can set up a pickup time and we run their purchase out to them.

Video, art supplies for pick up

curbside take out

Virtual lessons instead of in person

Yes at some outlets.

Curbside delivery for beer that is paid for

Direct ordering, work from home for uniform procurement

In our sanitization plan we have only grab and go and take out orders available.

We had these programs but offering more options

Pick up, all order are to go, phone and online orders

Curbside pickup.

Yes, curbside as well as delivery and pick up

phone for curbside and grub hub for delivery. trying to make a app for better ordering and payment

Pushing people to work from home where possible

Virtual classrooms and delivering or mailing supplies

Curb side and take out

Not applicable to our business

Yes, free delivery & shipping

Delivery, curbside, take out

Yes, we have.

Starting tomorrow

Yes both curbside and delivery options will be available.

Togo Only Menu

Yes (please explain)

Yes we are creating an online platform

curbside & free delivery over \$40

Curbside pick up

Due to Recent situation the only option for operations is to pick up or delivery

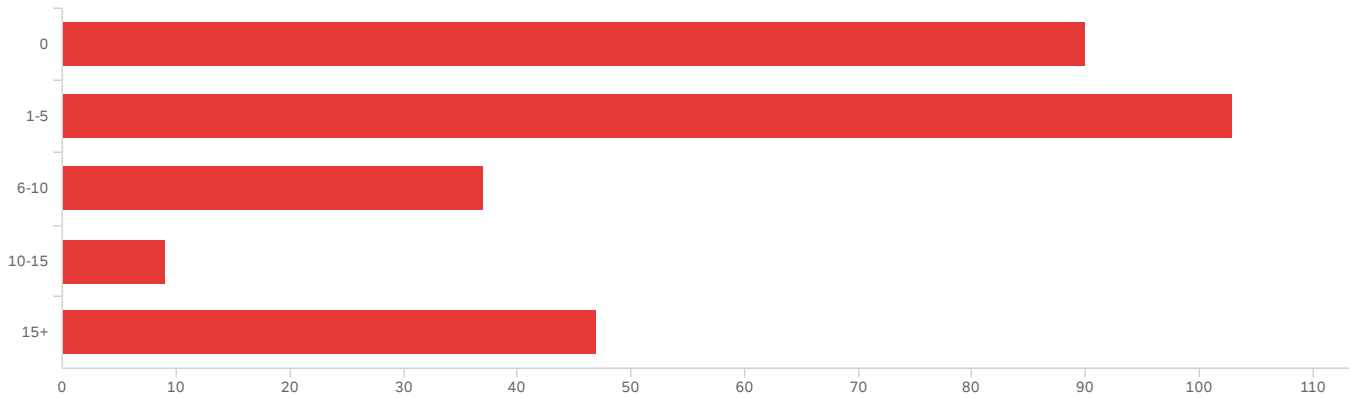
taking events online

Yes. Curbside service and online ordering

Remote broadcasting

Delivery and curbside only no dine in

Q7 - If you are facing, or have already needed to lay off, how many employees will that affect?

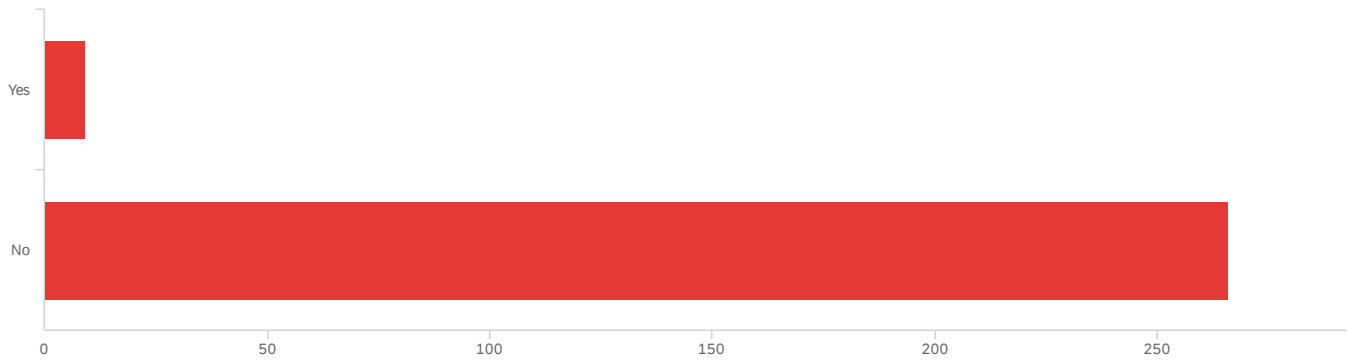


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	If you are facing, or have already needed to lay off, how many employees will that affect?	1.00	5.00	2.37	1.38	1.91	286

#	Field	Choice Count
1	0	31.47% 90
2	1-5	36.01% 103
3	6-10	12.94% 37
4	10-15	3.15% 9
5	15+	16.43% 47
		286

Showing rows 1 - 6 of 6

Q8 - Are you currently hiring employees due to an increase in business?



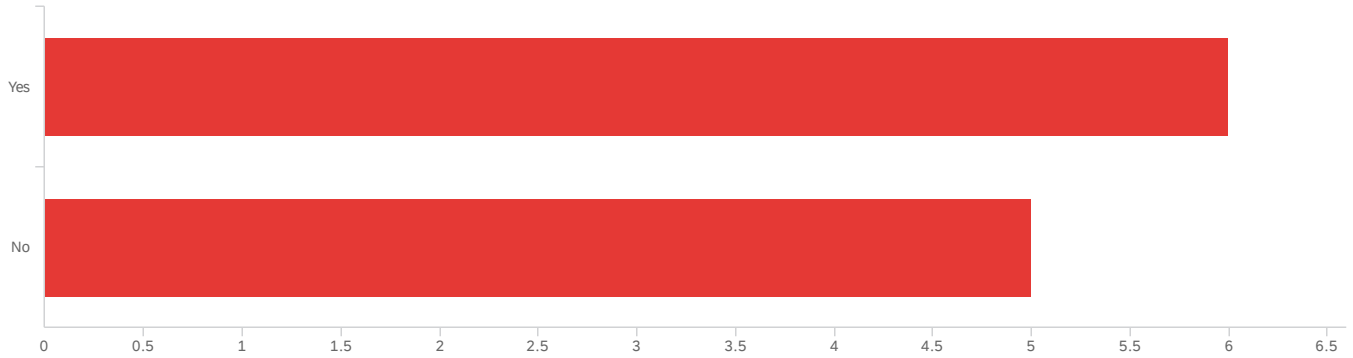
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Are you currently hiring employees due to an increase in business?	1.00	2.00	1.97	0.18	0.03	275

#	Field	Choice Count
1	Yes	3.27% 9
2	No	96.73% 266

275

Showing rows 1 - 3 of 3

Q9 - If you are looking to hire employees, would you like to be connected with other businesses who might be needing to lay-off their employees?



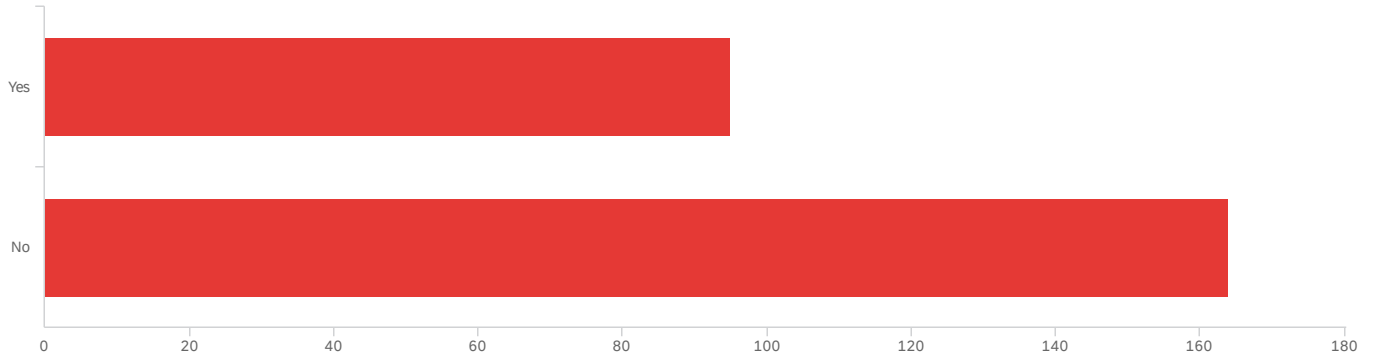
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	If you are looking to hire employees, would you like to be connected with other businesses who might be needing to lay-off their employees?	1.00	2.00	1.45	0.50	0.25	11

#	Field	Choice Count
1	Yes	54.55% 6
2	No	45.45% 5

11

Showing rows 1 - 3 of 3

Q10 - If you are needing to layoff employees, would you like to be connected with other businesses who might be interested in hiring your employees?

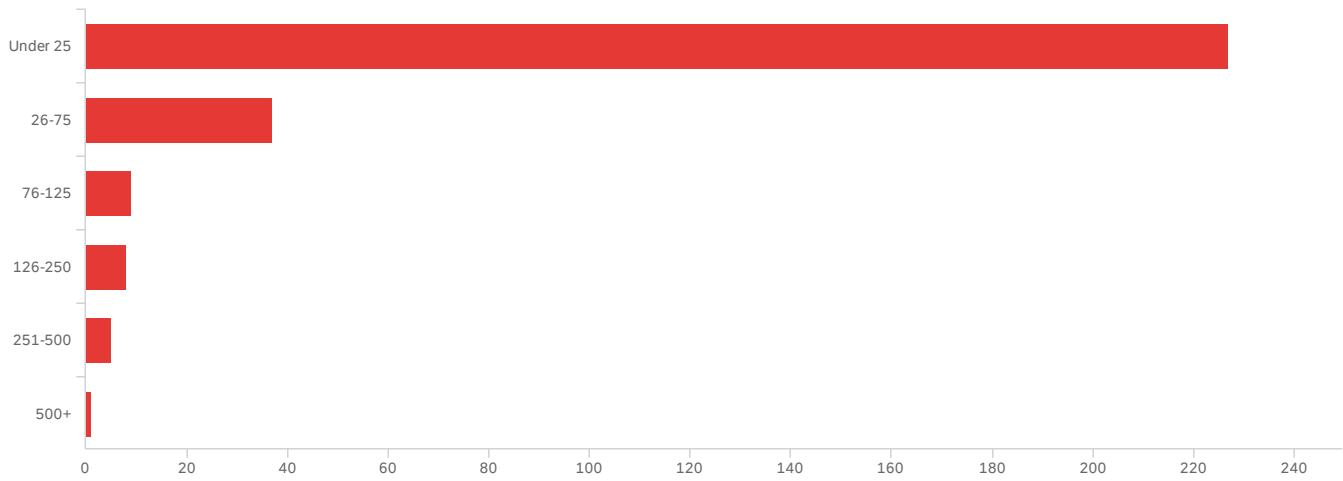


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	If you are needing to layoff employees, would you like to be connected with other businesses who might be interested in hiring your employees?	1.00	2.00	1.63	0.48	0.23	259

#	Field	Choice Count
1	Yes	36.68% 95
2	No	63.32% 164
		259

Showing rows 1 - 3 of 3

Q11 - How many employees do you have?



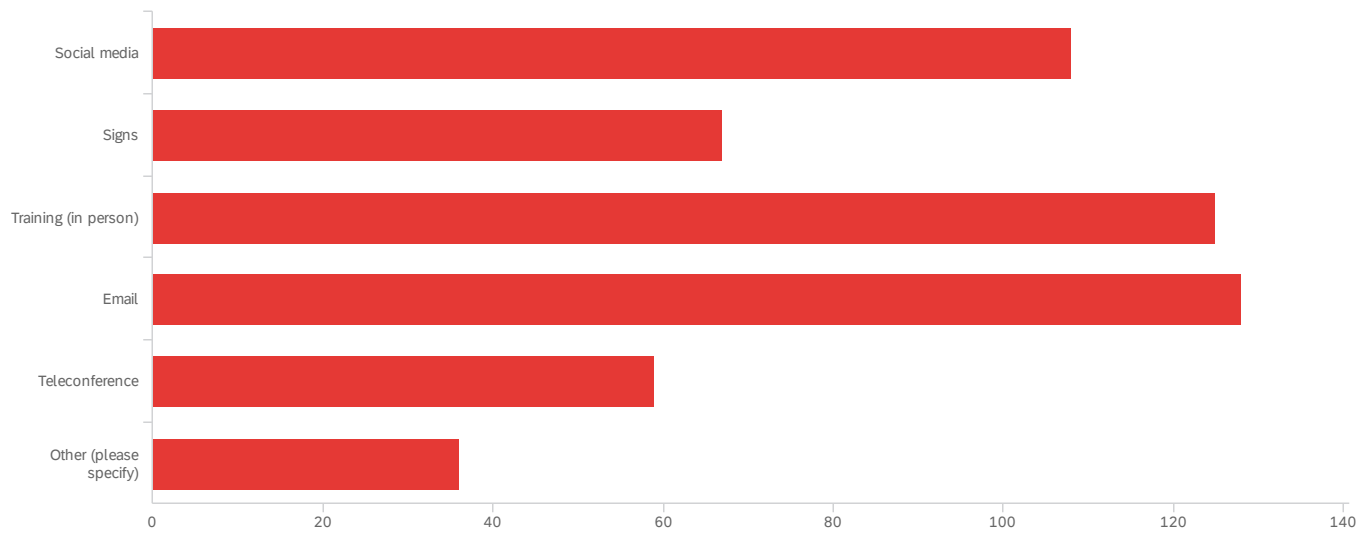
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	How many employees do you have?	1.00	6.00	1.36	0.86	0.74	287

#	Field	Choice Count
1	Under 25	79.09% 227
2	26-75	12.89% 37
3	76-125	3.14% 9
4	126-250	2.79% 8
5	251-500	1.74% 5
6	500+	0.35% 1

287

Showing rows 1 - 7 of 7

Q12 - How are you engaging and educating your employees on COVID-19 information?



#	Field	Choice Count
1	Social media	20.65% 108
2	Signs	12.81% 67
3	Training (in person)	23.90% 125
4	Email	24.47% 128
5	Teleconference	11.28% 59
6	Other (please specify)	6.88% 36

Showing rows 1 - 7 of 7

Q12_6_TEXT - Other (please specify)

Other (please specify)

Text messages, sending updated news articles

By group tex

webinars

Slack

Phone calls

Daily email updates, phone or teleconference check-ins and community referrals for needed services

Other (please specify)

Text by phone

None

Texting information

No employees left

Group texts.

Text

Texting

We are making sure they are aware of the general protocols and regulations set by the health department.

Text

Daily discussions

Group Chats

Slack

Website and CEO updates

Speaking with each team member

VSL website

Text

Texting and staying in contact through phone.

GroupMe

our scheduling app

Text

and face time

Verbal and mobile communication to talk about exposure risk and proper health safety. We are lacking much needed info though on day to day operation and what is permitted.

Text

We discuss daily

Other (please specify)

Texting

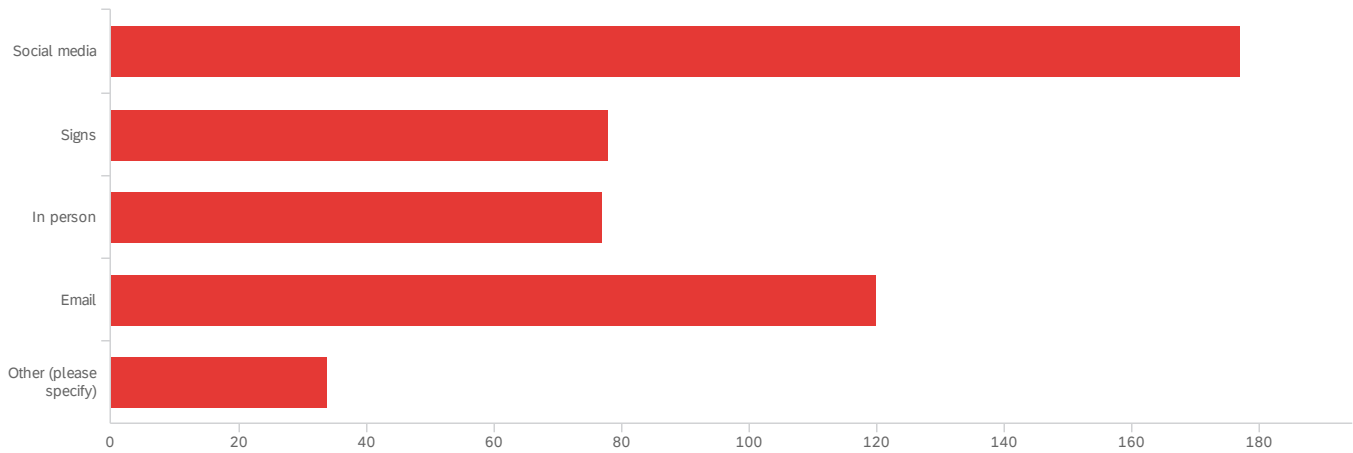
Group Chat

Policies and procedures. Links to CDC and UDOH sites

slack

No need to as we are not working

Q13 - How are you engaging and educating your customers on COVID-19 information?



#	Field	Choice Count
1	Social media	36.42% 177
2	Signs	16.05% 78
3	In person	15.84% 77
4	Email	24.69% 120
5	Other (please specify)	7.00% 34
		486

Showing rows 1 - 6 of 6

Q13_5_TEXT - Other (please specify)

Other (please specify)

We are updating clients during confirmation call prior to their appointment

Phone/text

Text

Over the phone

Phone

Website

telephone

Other (please specify)

Teleconferencing with clients to ensure that their basic needs are being met.

Contacting clients directly via phone call.

None

Zoom Video Conference

text , phone

phone

Website

who website

Phone

Website, and CEO updates

Text messages

FaceTime

Website

Txt

website

Through emails and phone calls.

Webinars

trade press releases

Phone

Website

Texts

I'm closed. I no longer have customers.

signage

webinar

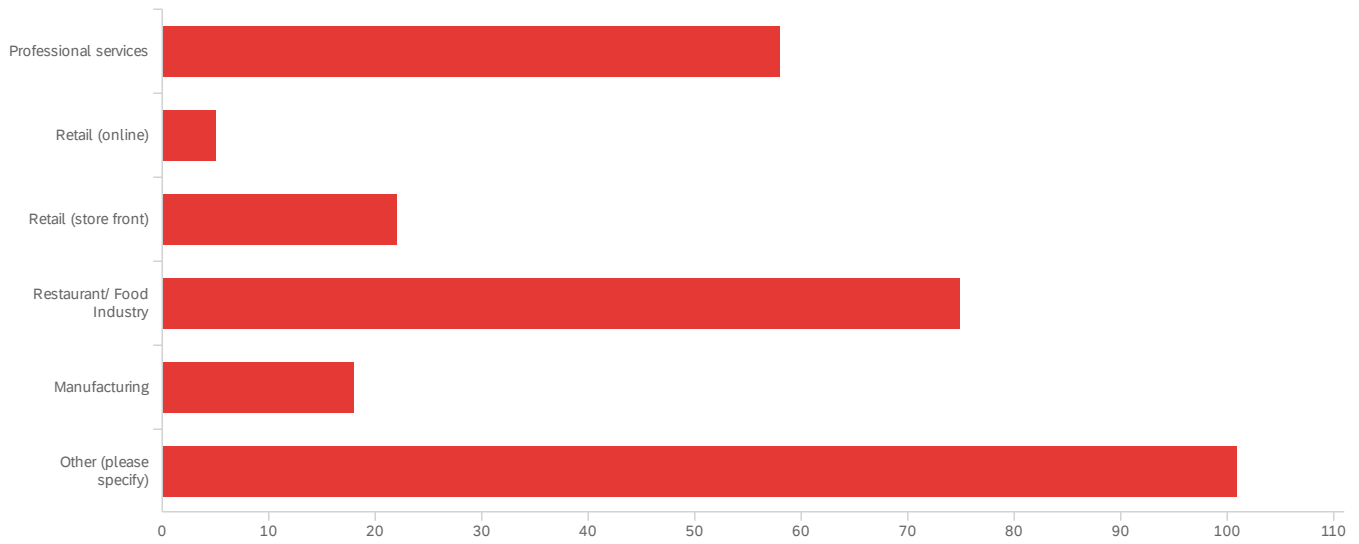
Other (please specify)

We are closed

Radio

phone

Q14 - What is your industry?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	What is your industry? - Selected Choice	1.00	6.00	4.05	1.88	3.53	279

#	Field	Choice Count
1	Professional services	20.79% 58
2	Retail (online)	1.79% 5
3	Retail (store front)	7.89% 22
4	Restaurant/ Food Industry	26.88% 75
5	Manufacturing	6.45% 18
6	Other (please specify)	36.20% 101

279

Showing rows 1 - 7 of 7

Q14_6_TEXT - Other (please specify)

Other (please specify)

Beauty salon-retail store

Other (please specify)

Arts and entertainment

Education, housekeeping

Beauty

Salon

Lawn Care and Pest Management

Pet Boarding/Daycare

Hospitality

Environmental construction and drilling services

Promotional printing business

Healthcare and Software

Onsite Training

Non-profit - LGBTQ community

Events

Nightclub - Food & Beverage

Bar/Nightclub

Wedding and event photography

Restaurant/Food Industry, Live concerts/bar, Production Management

YOUTH SERVICES; MUSIC SCHOOL

Sole proprietor- hair stylist

Gym/Pilates studio

Architectural Drafting

Health and Fitness

Travel

Residential Remodel Constructicon

Other (please specify)

Event center, cafe, commissary, office and meeting space, art gallery and cultural center

Bar

rental properties

Health and Beauty services

Hospitality

Entertainment event production

Bar/brewery

We are in the Arts, Programing and Events. Closers include Dreamscapes Immersive Art Experience, Urban Arts Gallery, Many many events, Classes, etc.

Nonprofit Art Event

Entertainment

Art Installations

Yoga studio/Fitness

Construction sub contractor

Art studio for children

Education

Wedding Industry

also manufacturing

Software

We make and sell a specialty food product. We sell it at Farmers Markets and Craft Shows

boutique fitness

Health and Fitness

Destination Marketing Organization

Brewery (Manufacturing and Tavern Bar)

Tech

Other (please specify)

Facials, waxing and permanent cosmetics

Recycling

Nonprofit

Event/Conference Audio Visual Services

Also Restaurant in Store

Home remodeling construction

Marketing/Advertising - Brand Aid is a custom merchandise agency

Day Spa

Artist educator

Manufacturer Rep Group

Dance Education

Film Production / Entertainment

Health / Beauty - Barber

Software Sales, Marketing, & Promotion

Event industry

human services, including homeless shelters

Arts and arts education

Event and Meeting Space/services

Commercial Real Estate

Bar

Construction materials supply. Electrical

Nonprofit advocacy.

Brewery

Live music.

Other (please specify)

Film and event production.

Event planning and production

Retail, business to business

Live event production

Rental Cars

Event venue

Indoor cycling studio

We are a bar. We don't have a kitchen. Curb side isn't legal for what we sell.

Sports Leagues

real estate landlord

event rentals

Real estate development, housing

Nonprofit homeless services

Event space

Marketing goods

Audio/Video Production Company (corporate ,concert, rentals)

Television Production

Event center/bar

Concert Venue and Event space

non-profit performing arts

Non-profit

arts / entertainment

Branding, creative.

Furniture

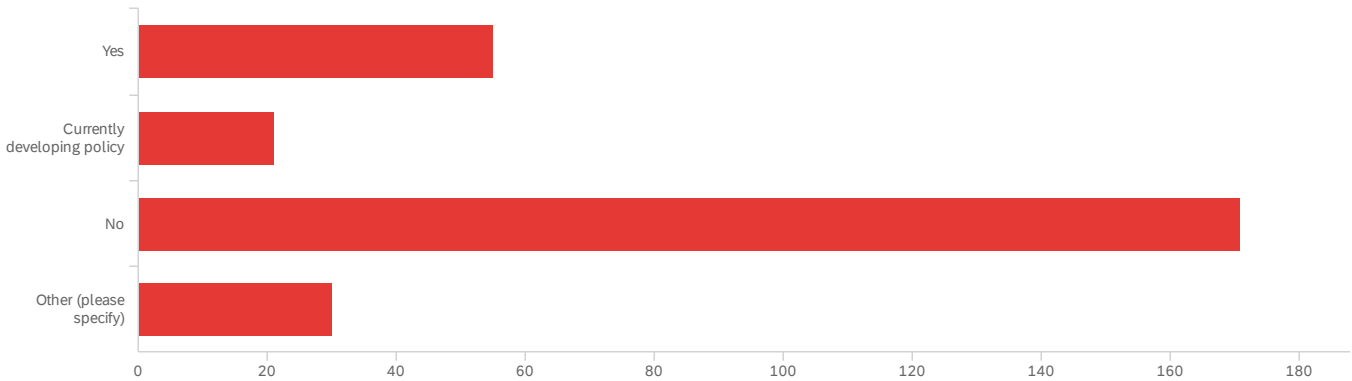
Other (please specify)

Public broadcasting

Office coffee service

Nonprofit

Q15 - Does your company have a remote or teleworking policy that has been implemented regarding COVID-19?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Does your company have a remote or teleworking policy that has been implemented regarding COVID-19? - Selected Choice	1.00	4.00	2.64	0.92	0.85	277

#	Field	Choice Count
1	Yes	19.86% 55
2	Currently developing policy	7.58% 21
3	No	61.73% 171
4	Other (please specify)	10.83% 30

277

Showing rows 1 - 5 of 5

Q15_4_TEXT - Other (please specify)

Other (please specify)

Already work remotely

Our hair services can only be done in person

Nope, Skype lessons are brand new, never done them before, very stressed out about learning a new way of teaching in two seconds.

It's a small business. Food truck.

Other (please specify)

We can't. We're a manufacturing facility. Our machinery is the size of a car.

We do hands-on training. Unable to do remote for most courses.

not possible

Not applicable

GETTING TECHNOLOGY LINED UP FOR EACH TEACHER FROM HOME

Most of our services are in-person, but employees are making phone calls and doing billing from home

Due to a disability, I am only able to work remotely.

N/A

Remote for office staff only

Not applicable to my business.

Not possible for us

I am not sure how to do this.

In person services, remote work impossible

Only a handful of employees have jobs that could be done via Teleworking

But would like to develop

home based business

Unfortunately the vast majority is direct hands on work which cannot be done via a telephone / computer or other technology.

Pushed everyone to telework if at all possible

Our work requires us to be in person with clients

Not applicable

We are a location for telecommuting so it is a challenge

optional remote

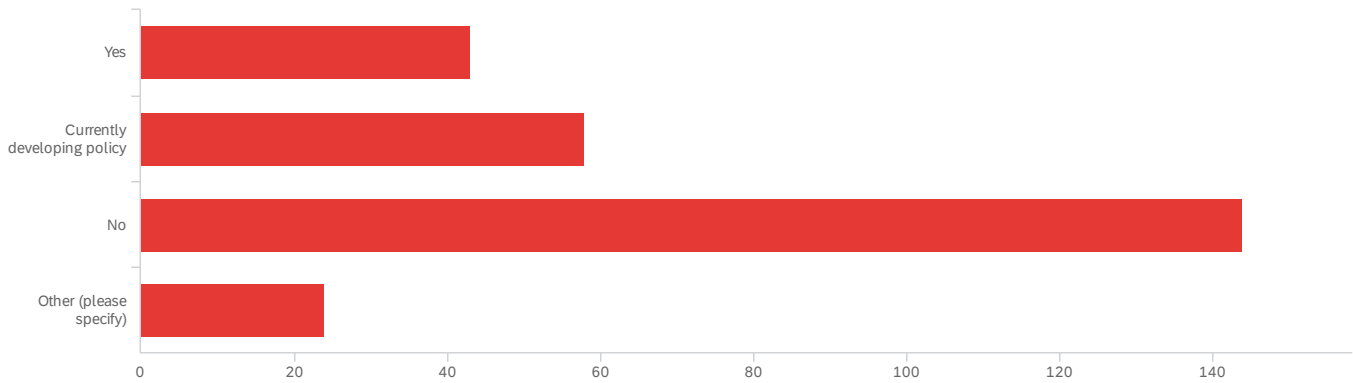
Design team can work remote, fabricators can not

Work from Home

Other (please specify)

Not a specific policy. We just told people to not have non essential business meetings.

Q17 - Does your company leave policy contain guidance for these situations?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Does your company leave policy contain guidance for these situations? - Selected Choice	1.00	4.00	2.55	0.86	0.75	269

#	Field	Choice Count
1	Yes	15.99% 43
2	Currently developing policy	21.56% 58
3	No	53.53% 144
4	Other (please specify)	8.92% 24
		269

Showing rows 1 - 5 of 5

Q17_4_TEXT - Other (please specify)

Other (please specify)

I'm a sole proprietor

don't have a policy, all staff are independent contractors

Small business temporarily closed to prevent spread of COVID 19

No employees except me

n/a

Other (please specify)

I am self employed. There is no policy.

We have adapted it for the current situation

if business returns I have to simply hope all my employees will come back.

Leave from work is negotiated individually.

Have no employees

we are a very young company

Not applicable for self employed

NA

I am a sole proprietor

Individual

NA

Employees have accrued pto.

We do have some PTO available and we will be utilizing it but it will not be enough to get the staff through a multiweek shut down

Not applicable

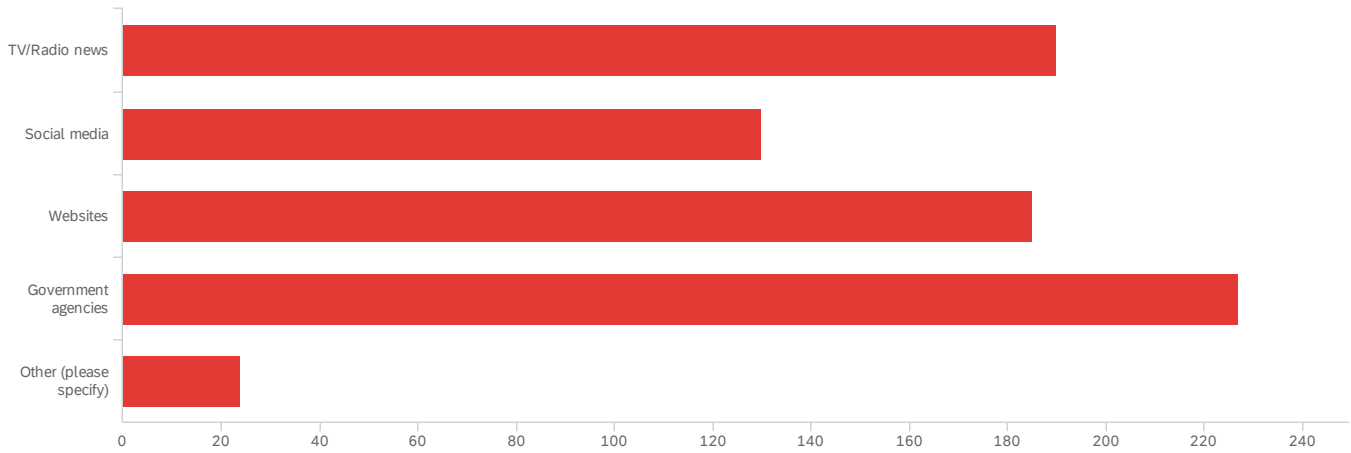
Not applicable

No Employees

No employees

Q18 - How are you receiving information that will help inform your decisions regarding

COVID-19?



#	Field	Choice Count
1	TV/Radio news	25.13% 190
2	Social media	17.20% 130
3	Websites	24.47% 185
4	Government agencies	30.03% 227
5	Other (please specify)	3.17% 24
		756

Showing rows 1 - 6 of 6

Q18_5_TEXT - Other (please specify)

Other (please specify)

Have seen decrease in the busines and prepering

Clients

industry webinars

Suppliers and health departments

Executive networks in Utah

Print news

Other (please specify)

Community

Corporate office in Seattle, WA

Anywhere and everywhere i can get good information.

social media = i use facebook as an rss news aggregator bc all the good ones were discontinued years ago. i'm not blindly following drivel posted by folks who think drinking warm water will prevent it.

Industry partners

others opinions and experiences

Word of mouth

All of the above

trade press

Word of mouth

All of the above

Following trends set by our largest partners (Nike, Under Armour)

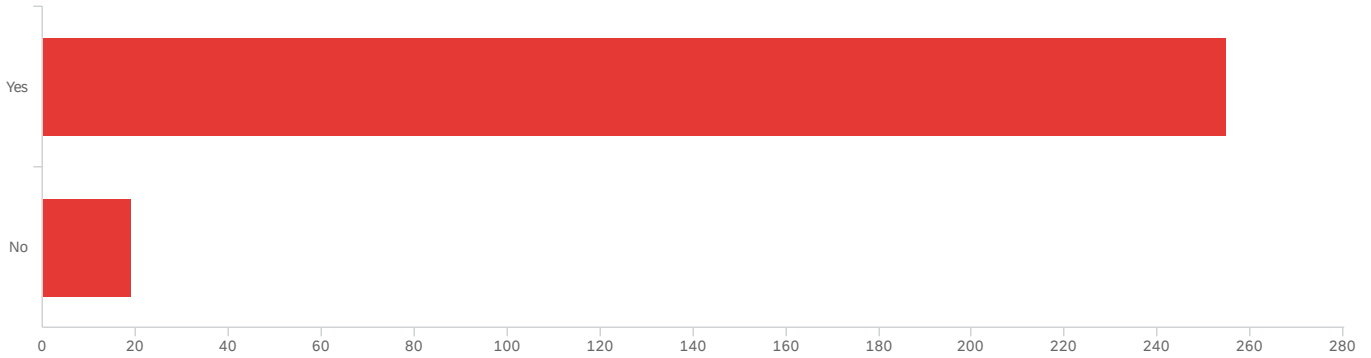
Bloomberg, Wall Street Journal, Washington Post and Govt websites

Twitter

Community

our umbrella and industry support organizations

Q24 - Would you like to receive additional information on financial assistance related to COVID-19?



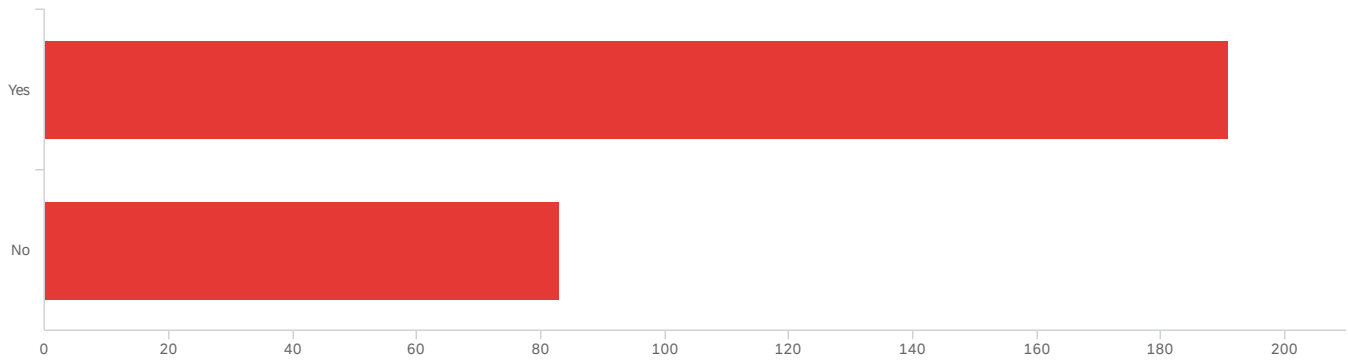
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Would you like to receive additional information on financial assistance related to COVID-19?	1.00	2.00	1.07	0.25	0.06	274

#	Field	Choice Count
1	Yes	93.07% 255
2	No	6.93% 19

274

Showing rows 1 - 3 of 3

Q25 - Are you interested in other business development services?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Are you interested in other business development services?	1.00	2.00	1.30	0.46	0.21	274

#	Field	Choice Count
1	Yes	69.71% 191
2	No	30.29% 83

274

Showing rows 1 - 3 of 3

End of Report