



**NH Small Business Development Center
Phase 2 Business Resiliency Survey
February 2021
City of Portsmouth Report**

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Survey Center

The UNH Survey Center is an independent, non-partisan academic survey research organization and division of the UNH College of Liberal Arts.

The Survey Center conducts telephone, mail, web, and intercept surveys, as well as focus groups and other qualitative research for university researchers, government agencies, public non-profit organizations, private businesses and media clients.

Our senior staff have over 50 years experience in designing and conducting custom research on a broad range of political, social, health care, and other public policy issues.

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The NH Small Business Development Center (NH SBDC) is the leading resource for business advising and education for small businesses in the Granite State. SBDC's team of certified business advisors provides highly individualized, confidential advising, at no charge to NH enterprises. Whether a company is just getting started, seeking capital, bringing new products to market, or improving operations, SBDC's team can help them achieve their goals.

NH SBDC is funded in part through a Cooperative Agreement with the U.S. Small Business Administration (SBA) and through assistance provided by the State of NH. NH SBDC is an outreach program of the UNH Peter T. Paul College of Business and Economics in conjunction with SBA, the State of NH (BEA), the University of NH, and the private sector.

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Executive Summary

The University of New Hampshire Survey Center conducted a survey for the NH Small Business Development Center (SBDC) to assess the impact of COVID-19 on small businesses throughout New Hampshire. This is Phase 2, the second iteration of the SBDC Business Resiliency Survey, following the first iteration which was conducted in June 2020. By better understanding the challenges and needs of NH business owners, economic development partners can more effectively help businesses recover and become more resilient.

Fifty-six business organizations partnered with the NH SBDC by sending an open-link email invitation to participate in the survey to their member businesses. The survey partners represented a wide range of industries, business associations, and regions. They were encouraged to send periodic reminders to potential respondents. Overall, one thousand six hundred and eleven (1,611) participants from 174 towns and cities completed the survey between February 1 and February 22, 2021.

The following report presents the results of this survey among respondents who say their business is located in the city of Portsmouth, New Hampshire. Two hundred fifty-seven (257) such respondents completed the survey.

The following figures display survey results including any demographic differences. Due to rounding, percentages may not sum to 100%.

The Phase 2 NH SBDC Business Resiliency Survey was made possible with funds from the CARES Act.

Key Findings

Demographics

Responding businesses in Portsmouth are most commonly in the professional, scientific, and technical services, the health care and social assistance, and the retail trade industries, while slightly fewer are in the accommodation and food services and the arts, entertainment, and recreation industries. Among the survey partners, these businesses most frequently report affiliations with the Chamber of Commerce, the NH SBDC, the U.S. Small Business Administration, and SCORE. Portsmouth businesses are a good deal less likely than those located elsewhere to be affiliated with the survey's partners.

Open Status During COVID-19 Pandemic

Four in ten Portsmouth businesses have reduced their hours of operation since the COVID-19 pandemic began and just over a quarter have closed temporarily. Portsmouth businesses are slightly less likely than those located elsewhere to have reduced their hours or closed temporarily. Most of those who reduced their hours say their business cut more than a quarter of their hours and four in ten of those who closed temporarily say they did so for more than three months. Businesses that closed temporarily most often did so due to health and safety concerns, being required to close by government order, or due to a loss of revenue. Portsmouth businesses are slightly more likely than those located elsewhere to have reduced their hours or closed due to homeschooling children.

Employees

The average Portsmouth business has about eight employees, up slightly since June 2020 but slightly lower than in February 2020, when the average business had a reported average of nine employees. Half say they currently have the same number of employees as they did in February 2020 while more than a third report having fewer employees.

Finances

Nearly two-thirds of Portsmouth businesses report lower monthly revenue as a result of the COVID-19 pandemic. While this proportion remains high, it has fallen by a fair amount since June 2020 (84%), and Portsmouth businesses are slightly less likely than those located elsewhere to report diminished monthly revenue. Respondents cite the same top three factors as they did in June 2020 - a decline in sales, reduced hours of operation, and being required to close - as the primary factors that have caused their business to experience financial losses, with a decline in sales clearly the most important factor. Four in ten say their accounts receivable have been slower as a result of the pandemic, down from more than half in June, while less than one-fifth report deferring or modifying their payments to vendors due to COVID-19, far lower than in June.

Relief Programs

Three-quarters of Portsmouth businesses applied for financial relief in 2020 and just under half plan to apply for relief in 2021. Portsmouth businesses are slightly less likely than businesses located elsewhere to plan on applying for relief in 2021 but are equally likely to have applied for relief in 2020. The Payroll Protection Program was by far the most commonly utilized federal relief program among Portsmouth businesses; more than nine in ten say their business received it, while just under half received an Economic Injury Disaster Advance or Loan or participated in the SBA loan deferment program. Among state, municipal, and private relief programs, Portsmouth businesses most frequently received relief through unemployment for their themselves and their employees and through the original Main Street Relief Fund and the 2.0 version. Overall, Portsmouth businesses are far more likely than in June 2020 to report that their business received relief from federal, state, municipal, and private sources.

Resiliency

Only one in eight Portsmouth businesses had a resiliency or continuity plan prior to the COVID-19 pandemic. About a fifth have developed one since but Portsmouth businesses are still slightly less likely than businesses located elsewhere to have such a plan. Most businesses who do have a resiliency or continuity plan report that their plan lacks at least one important component. Nearly two-thirds believe that resiliency planning will be very important or somewhat important to their business in the future, including more than four-fifths of those with a plan but also a majority of those whose business lacks such a plan.

Management of Business

As a result of COVID-19, just under half of Portsmouth businesses have purchased PPE for their employees while four in ten have maintained or brought employees back under the Payroll Protection Program and about a third have changed the layout of their business to protect employees. About a quarter have reduced employee hours, have employees working remotely, provided health and safety training for employees, or their proprietor is working without at salary. Portsmouth businesses are more likely than those located elsewhere to have had employees working from home but are less likely to have provided health and safety training for employees.

Respondents reported innovations and modifications that their business has implemented due to COVID-19. Majorities require their employees and customers to wear masks, while about one-third have modified employee schedules to minimize the number of employees at any one time or are offering new products or services. When asked about one successful thing their business has done in response to COVID-19, respondents whose business is located in Portsmouth most frequently mention how they protected the health of employees or customers or how they changed how they deliver or produce their products.

Recovery

Four in ten Portsmouth businesses are reportedly worse off financially than they were in June 2020, while one in six are better off. Businesses in the health care and social assistance and the manufacturing industries are more likely to say they are better off. Respondents whose business is located in Portsmouth give a similar assessment of their business's finances as those whose business is located elsewhere.

As in June, maintaining sales and revenue and maintaining customers are by far the biggest concerns of Portsmouth businesses as they recover from COVID-19, followed by concerns about public acceptance of the COVID-19 vaccine and the availability of it for their employees. Generally, Portsmouth businesses are far less concerned about various things than they were in June 2020, but concern about cybersecurity and access to COVID-19 testing have increased. Portsmouth businesses are less concerned about energy costs and maintaining sales and revenue than businesses located elsewhere.

Going Forward

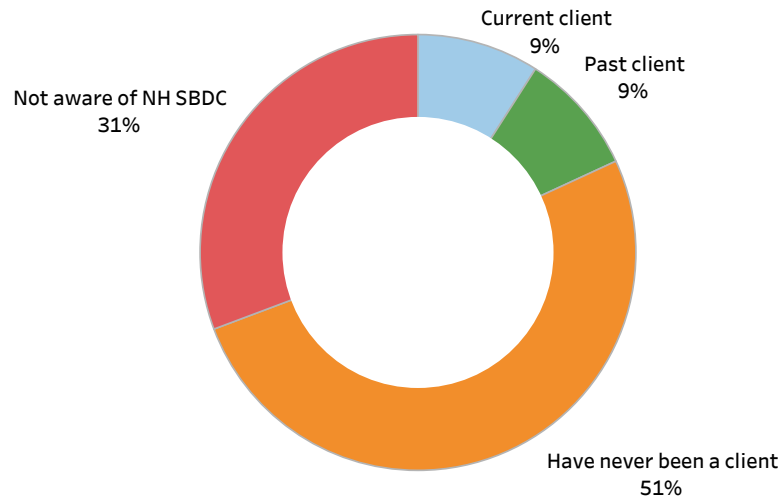
Respondents whose business is located in Portsmouth most frequently cite renewed access to customers, access to the COVID-19 vaccine for employees, and health and safety guidance as most important to their business in the future. Mirroring results in June 2020, the vast majority of businesses plan to continue most of the changes and innovations they made in response to COVID-19 even after the pandemic has passed; more than four-fifths of those who have started collaborating with other businesses, engaging in e-commerce, and offering takeout plan to continue doing so.

Respondents whose business is located in Portsmouth are more confident than in June in the continued survival of their business, particularly in the long-term, as more than 90% are confident their business will be operating in twelve months, up from 70% in June 2020. Respondents are also more bullish than in June in their expectations for the recovery of the state's economy to pre-pandemic levels. Few still believe that this will happen within three months, but more than three-quarters are confident it will happen within twelve months.

Demographics

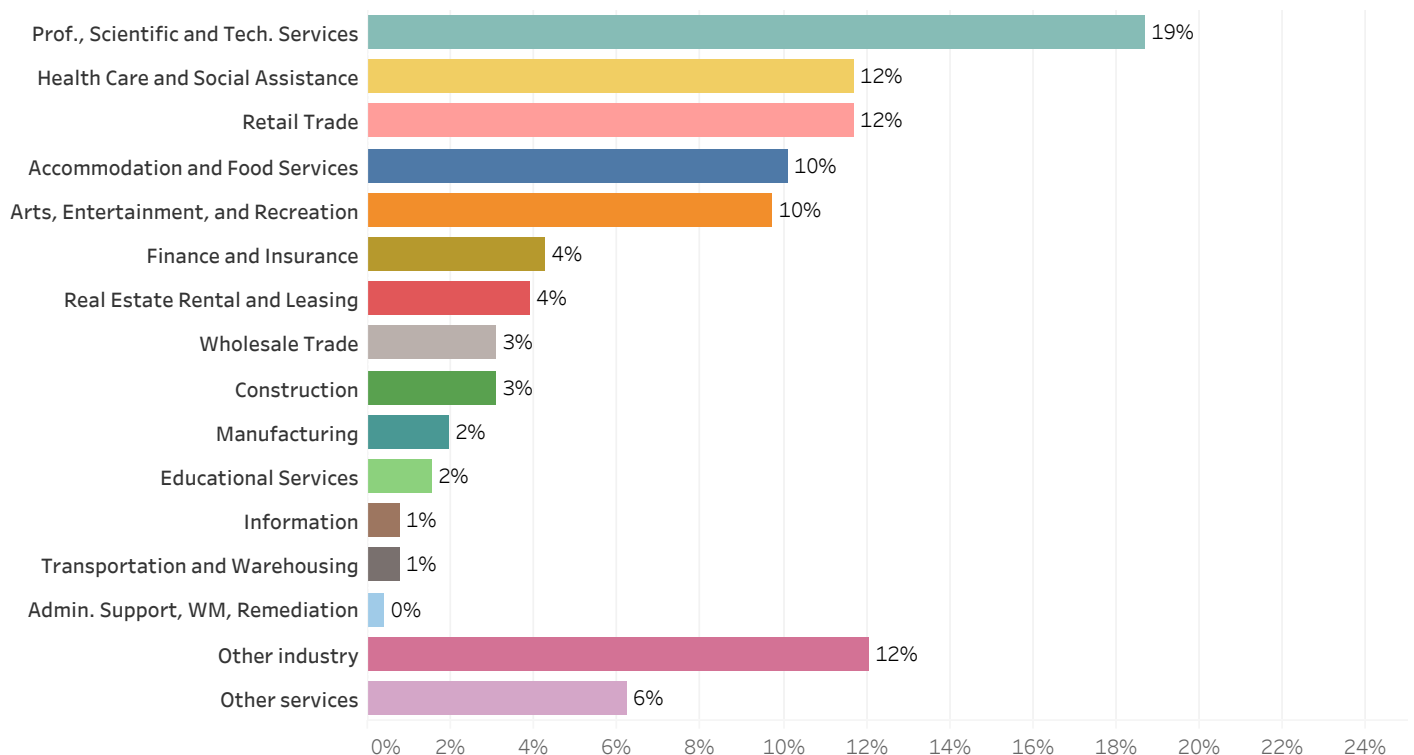
Nine percent of respondents whose business is located in Portsmouth are current clients of the NH SBDC while another 9% are past clients. Half (51%) of responding Portsmouth businesses have never been a client of the NH SBDC while 31% are not aware of the NH SBDC.

Figure 1: Relationship with NH SBDC - Portsmouth Businesses - February 2021



Among respondents whose business is located in Portsmouth, 19% say their business is in the professional, scientific, and technical services industry, 12% each are in the health care and social assistance or retail trade industries, and 10% each are in the accommodation and food services or the arts, entertainment, and recreation industries. Fewer respondents say their business is in the finance and insurance (4%), real estate rental and leasing (4%), wholesale trade (3%), construction (3%), manufacturing (2%), educational services (2%), information (1%), transportation and warehousing (1%), or the administrative support, waste management, and remediation (<1%) industries. Twelve percent say their business belongs to another type of industry while 6% say their business is part of another type of services.

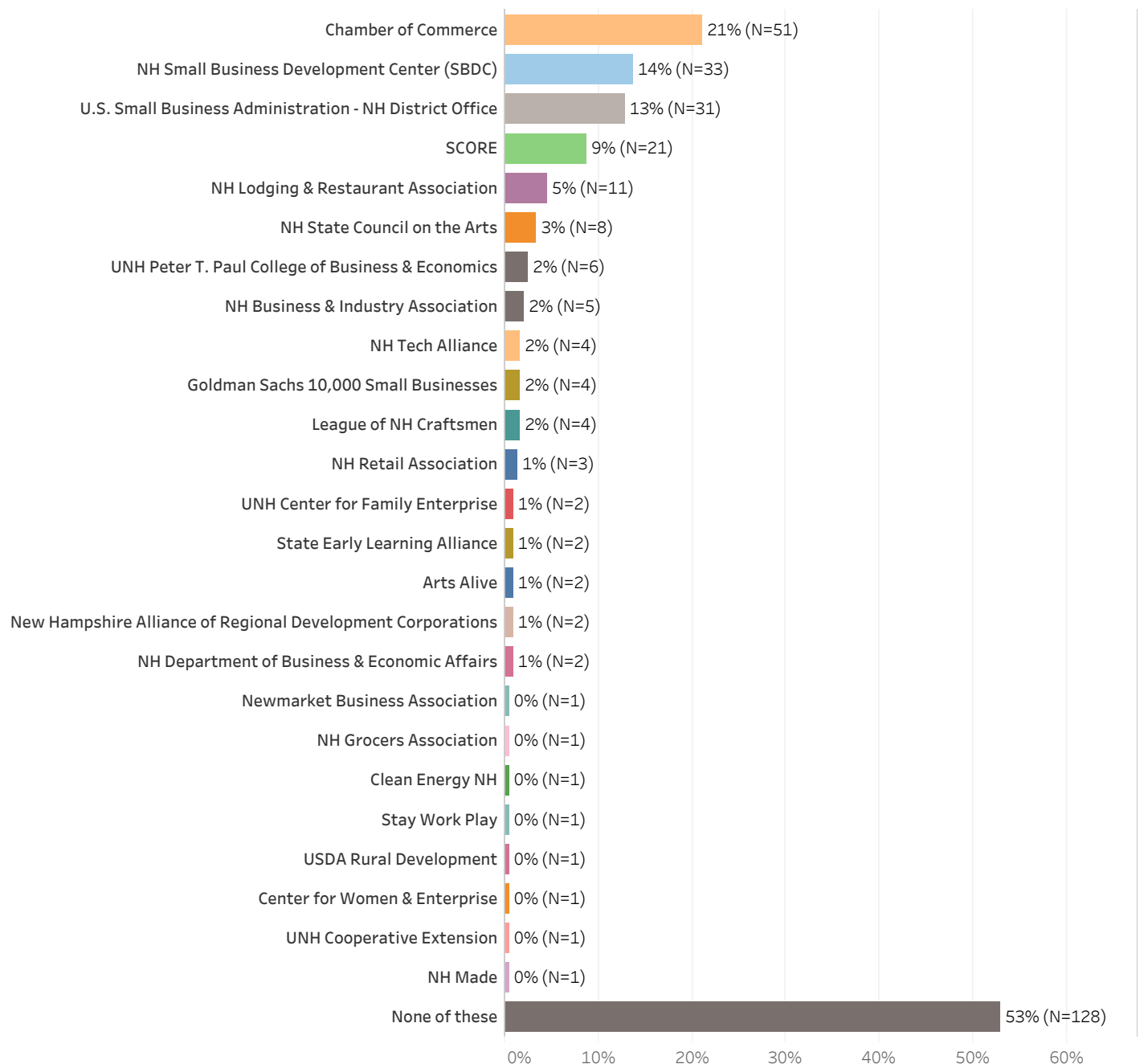
Figure 2: Type of Industry - Portsmouth Businesses - February 2021



Among respondents whose business is located in Portsmouth, 21% say their business is currently affiliated with the Chamber of Commerce, 14% are affiliated with the NH Small Business Development Center (SBDC), 13% are affiliated with the U.S. Small Business Administration - NH District Office, 9% are affiliated with SCORE, and 5% are affiliated with the NH Lodging & Restaurant Association. Less than 5% of respondents say their business is affiliated with the NH State Council on the Arts (3%), the UNH Peter T. Paul College of Business & Economics (2%), the NH Business & Industry Association (2%), NH Tech Alliance (2%), Goldman Sachs 10,000 Small Businesses (2%), the League of NH Craftsmen (2%), the NH Retail Association (1%), the UNH Center for Family Enterprise (1%), the State Early Learning Alliance (1%), Arts Alive (1%), the New Hampshire Alliance of Regional Development Corporations (1%), and the NH Department of Business & Economic Affairs (1%).

Less than 1% say they are affiliated with the Newmarket Business Association, NH Grocers Association, Clean Energy NH, Stay Work Play, USDA Rural Development, the Center for Women & Enterprise, UNH Cooperative Extension, and NH Made. Fifty-three percent of respondents say they are not currently affiliated with any of these groups.

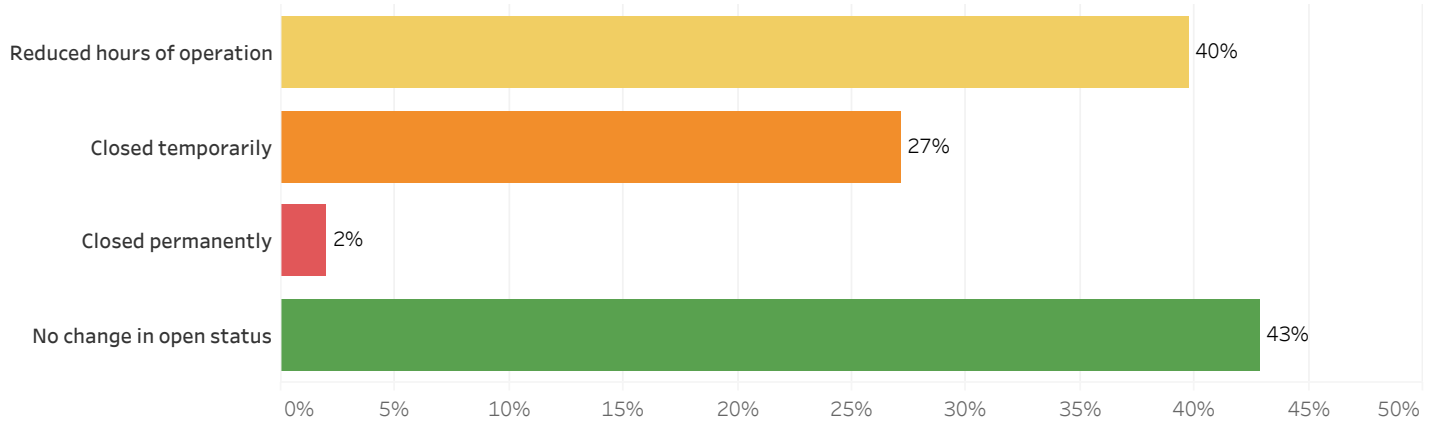
Figure 3: With which of the following survey partners are you currently affiliated? (Please select all that apply) - Portsmouth Businesses - February 2021



Open Status During COVID-19 Pandemic

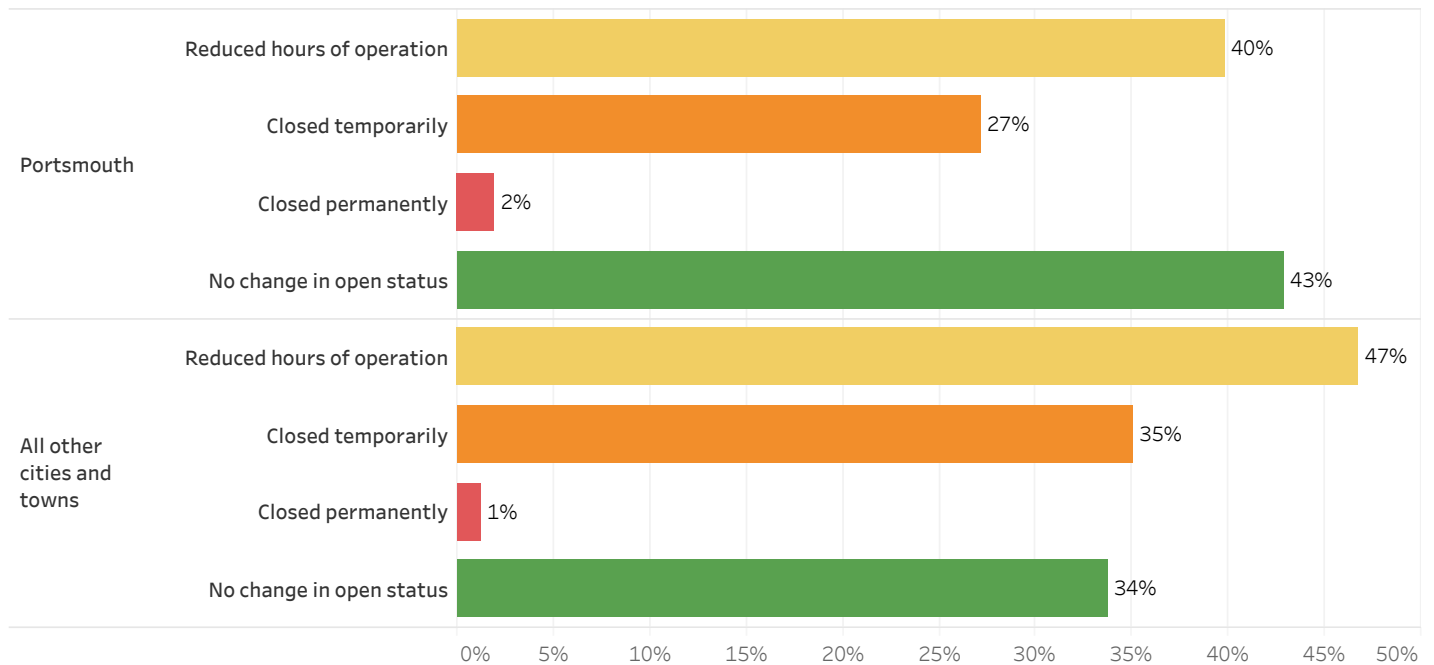
Among respondents whose business is located in Portsmouth, 40% say that their business reduced their hours of operation since February 15, 2020, just over a quarter (27%) say that their business closed temporarily, 2% say that their business closed permanently, and 43% say their business has had no change in its open status in that time.

Figure 4a: Which of the following has happened to your business since February 15, 2020? (Please select all that apply) - Portsmouth Businesses - February 2021



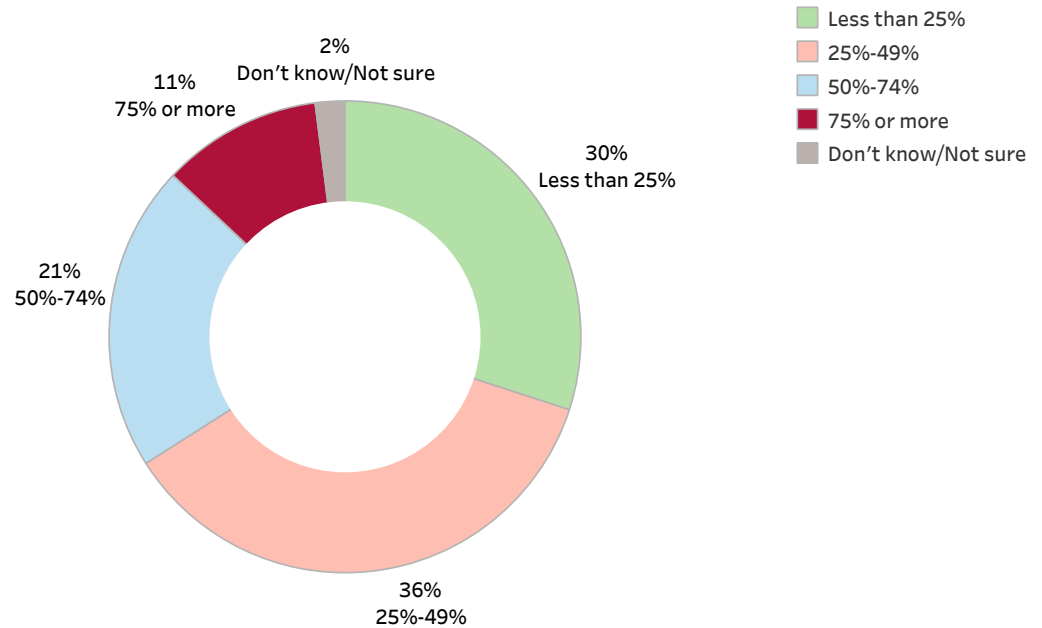
Respondents whose business is located in Portsmouth are slightly less likely than respondents whose business is located elsewhere to say that their business reduced hours of operation or closed temporarily since February 15, 2020.

Figure 4b: Which of the following has happened to your business since February 15, 2020? (Please select all that apply) - By Location - February 2021



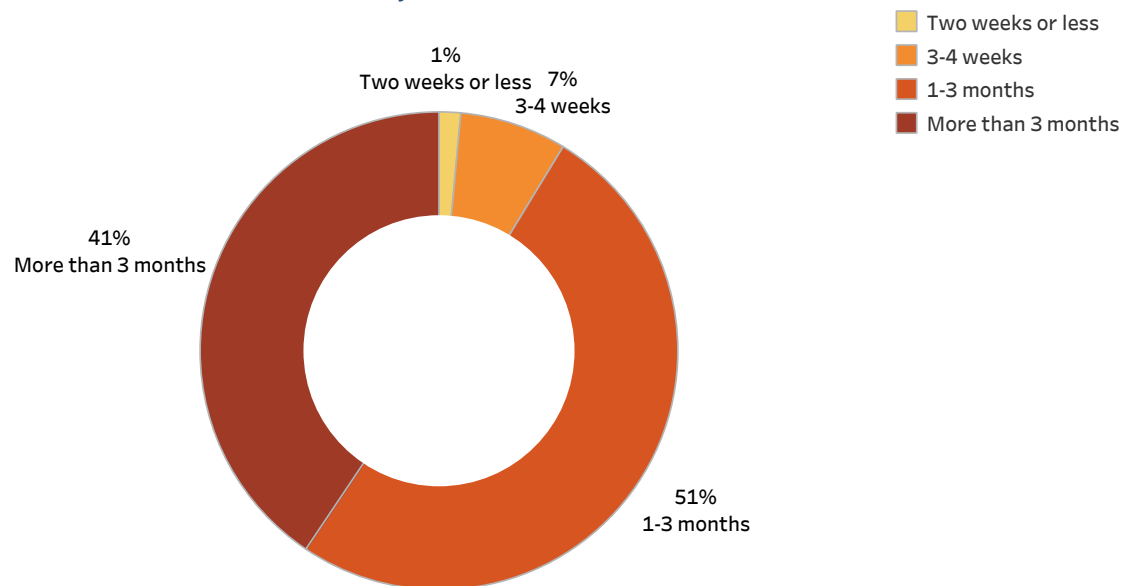
Among respondents whose business is located in Portsmouth who say their business reduced their hours since February 15th, 2020 (N=100), three in ten (30%) say that while operating under reduced hours their business typically reduced their hours by less than 25%. Thirty-six percent say their business typically reduced hours by 25%-49%, 21% typically reduced hours by 50%-74%, 11% typically reduced hours by 75% or more, and 2% don't know or are unsure.

Figure 5: Since February 15, 2020, when your business was operating under reduced hours, by about how much were your business's hours of operation typically reduced? (If unsure, please estimate) - Portsmouth Businesses - February 2021



Among respondents whose business is located in Portsmouth who say their business closed temporarily since February 15th, 2020 (N=69), only 1% say their business closed for two weeks or less while 7% say they were closed for three to four weeks. Half (51%) of respondents whose business closed temporarily say it closed for one to three months while 41% say it closed for more than three months.

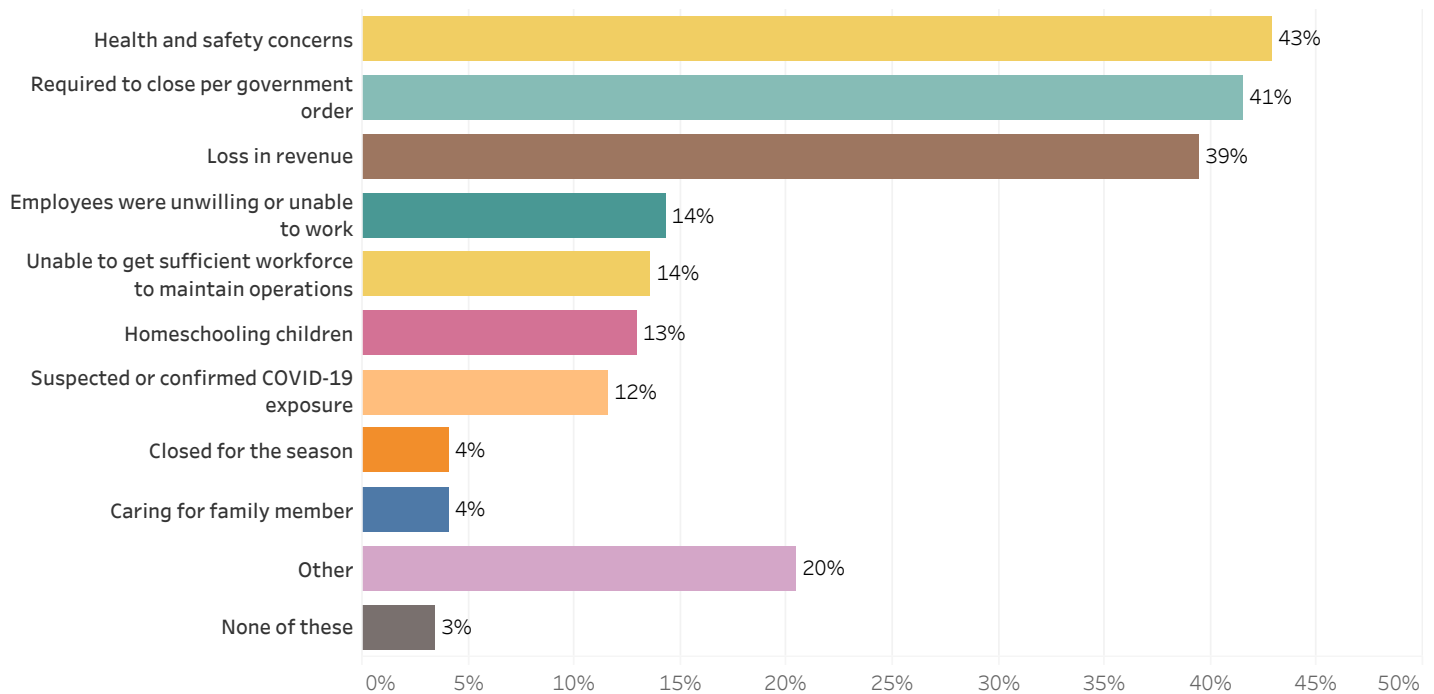
Figure 6: Since February 15, 2020, how long in total has your business been temporarily closed? (If unsure, please estimate) - Portsmouth Businesses - February 2021



Among those whose business is located in Portsmouth who say their business reduced their hours, closed temporarily, or closed permanently since February 15th, 2020 (N=147), large numbers say they reduced their hours or closed because of health and safety concerns (43%), because they were required to close per government order (41%), or because of a loss of revenue (39%). Fewer respondents say their business reduced their hours or closed because employees were unwilling or unable to work (14%), because they were unable to get a sufficient workforce to maintain operations (14%), due to homeschooling children (13%), because of suspected or confirmed COVID-19 exposure (12%), because they closed for the season (4%), or due to caring for a family member (4%). Twenty percent say they reduced hours or closed for another reason while 3% say none of these are reasons they reduced hours or closed.

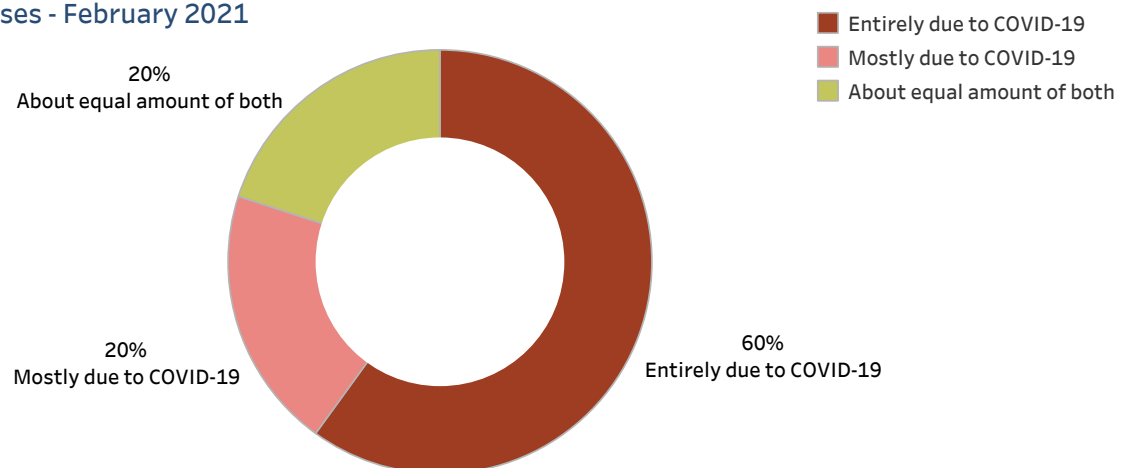
Respondents whose business is located in Portsmouth are slightly more likely than those whose business is located elsewhere to say their business reduced their hours or closed due to homeschooling children.

Figure 7: Why did your business close or reduce its hours of operation? (Please select all that apply) - Portsmouth Businesses - February 2021



Among those who say their business closed permanently (N=5), 60% say that their business closed entirely due to COVID-19, 20% say it was mostly due to COVID-19, and another 20% say it was due to about an equal amount of COVID-19 and other reasons.

Figure 8: Would you say your business closed permanently due to COVID-19 or due to other reasons? - Portsmouth Businesses - February 2021



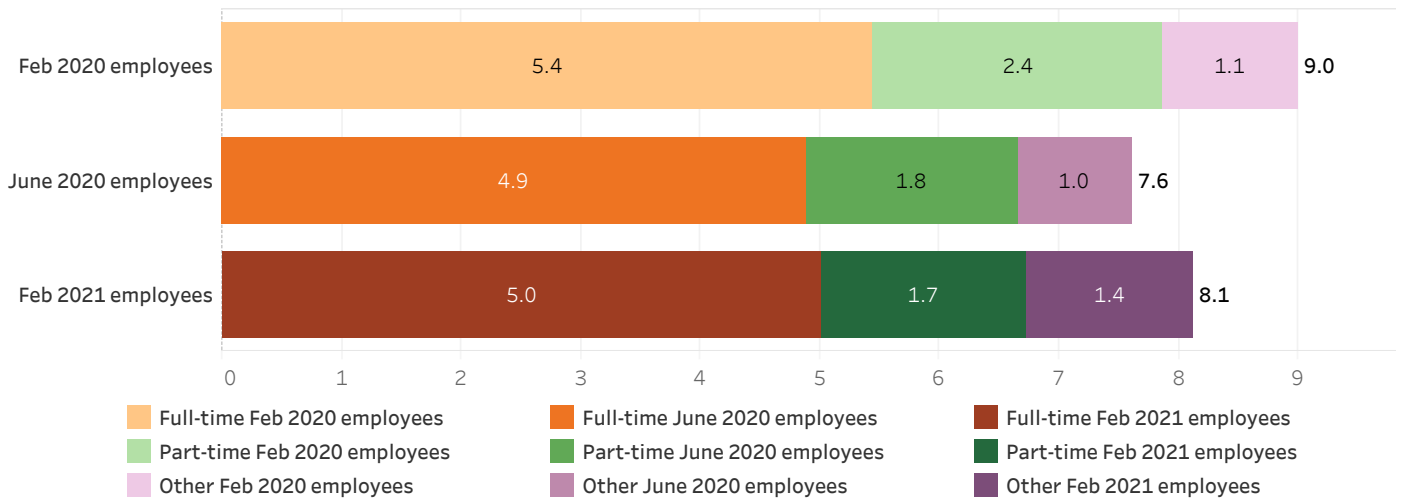
Employees

Respondents whose business is located in Portsmouth report that on February 15th, 2020, their businesses on average employed 9.0 people in the state of New Hampshire; on average they had 5.4 full-time employees, 2.4 part-time employees, and 1.1 other types of employees at that time.

In June 2020, respondents report their businesses employed on average 7.6 people in New Hampshire; on average they had 4.9 full-time employees, 1.8 part-time employees, and 1.0 other types of employees.

Currently, respondents say their businesses employ on average 8.1 people in New Hampshire; on average they have 5.0 full-time employees, 1.7 part-time employees, and 1.4 other types of employees.

Figure 9a: Number and type of employees - Portsmouth Businesses - February 2021

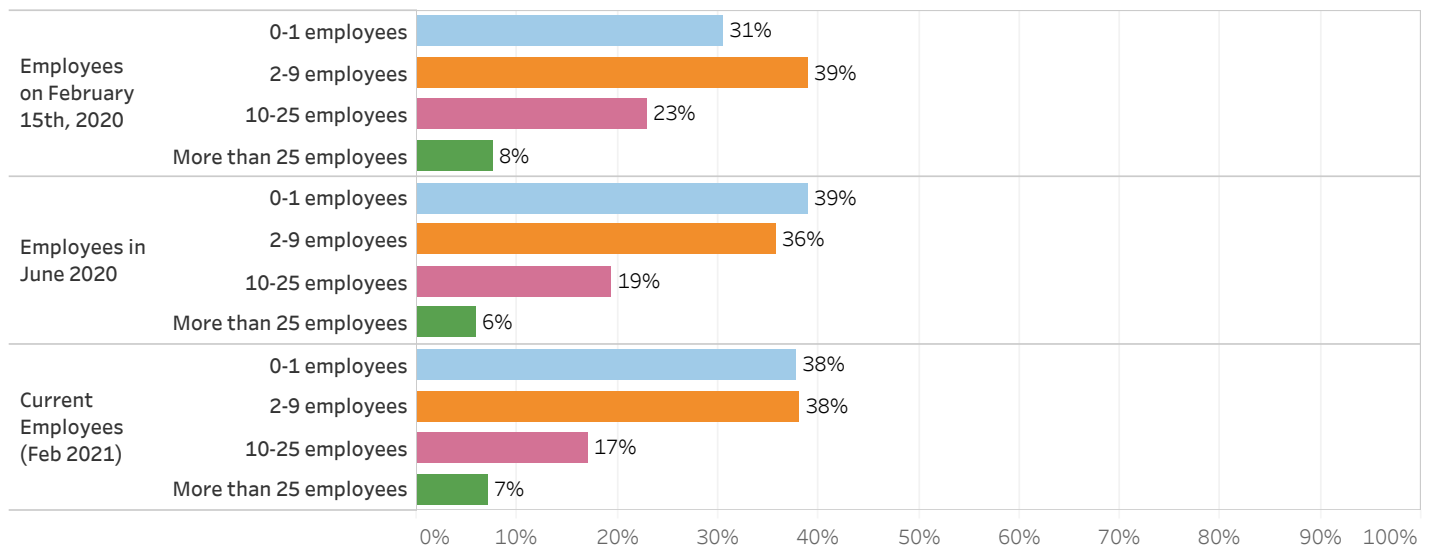


Among respondents whose business is located in Portsmouth, just under one-third (31%) say that on February 15th, 2020 their business employed one person or no one, 39% employed 2-9 people, 23% employed 10-25 people, and 8% had more than 25 employees.

In June 2020, 39% report their business employed one person or no one, 36% say they employed 2-9 people, 19% employed 10-25 people, and 6% had more than 25 employees.

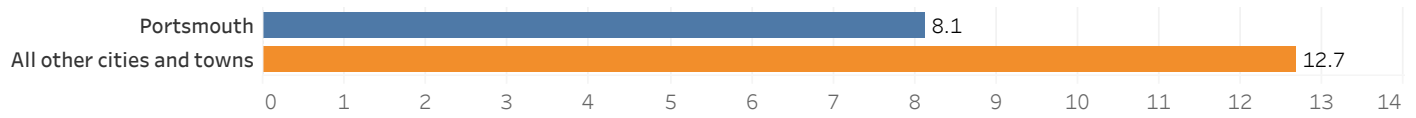
Currently, 38% of respondents say their business employs one person or no one, 38% employ 2-9 people, 17% employ 10-25 people, and 7% have more than 25 employees.

Figure 9b: Number of employees (grouped) - Portsmouth Businesses - February 2021



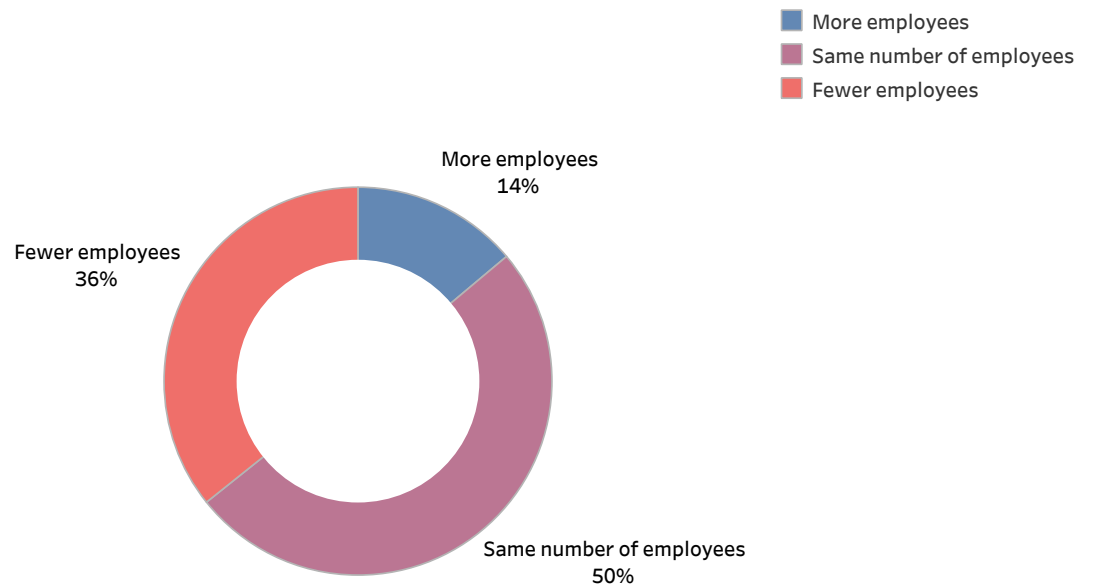
Respondents whose business is located in Portsmouth report having fewer employees on average currently than businesses located elsewhere.

Figure 9c: Total Feb 2021 employees - By Location - February 2021



Fourteen percent of responding Portsmouth businesses currently have more employees than they did on February 15th, 2020; 50% have the same number of employees now as they did in February 2020 while 36% have fewer employees.

Figure 10: Change in number of employees since February 15, 2020 - Portsmouth Businesses - February 2021

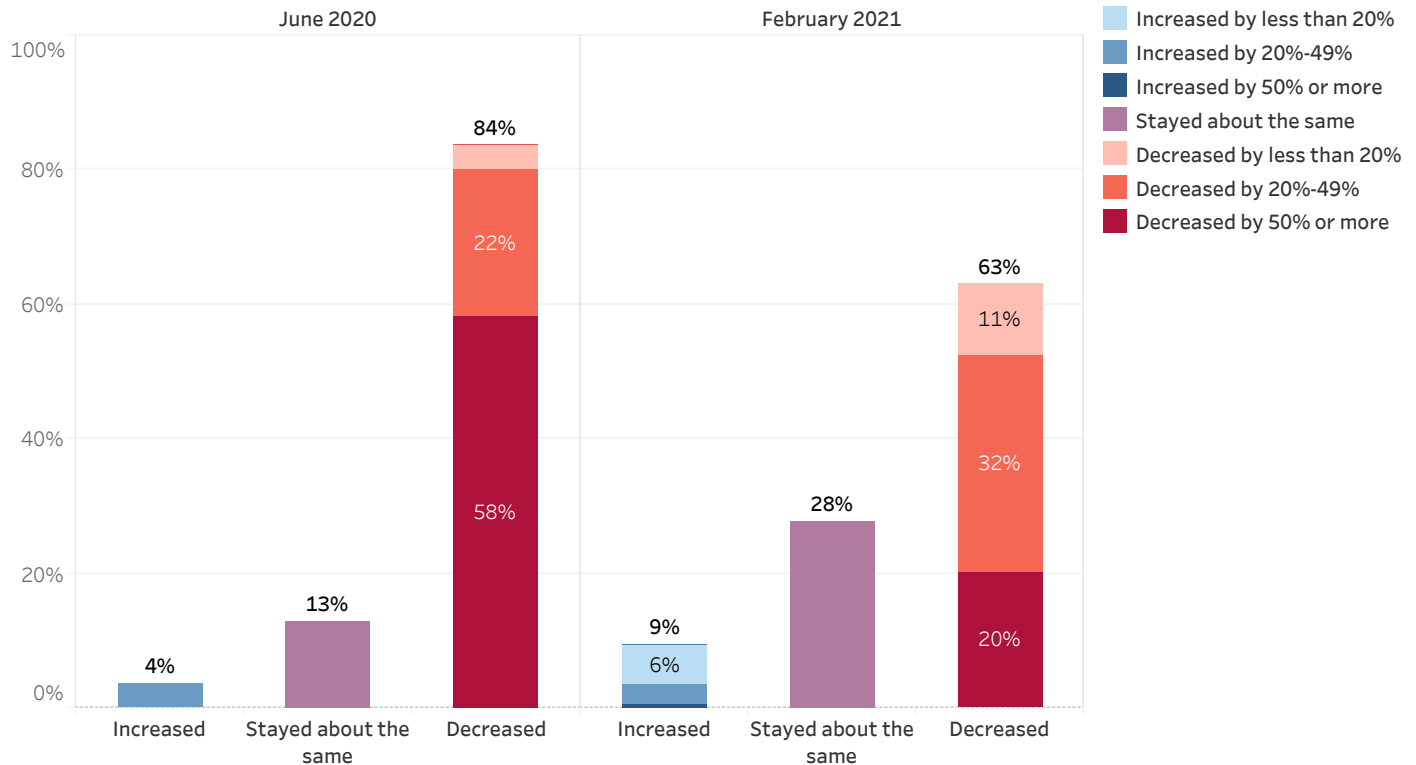


Finances

Among respondents whose business is located in Portsmouth, 63% say their business has seen its monthly revenue decrease as a result of the COVID-19 pandemic; 11% of respondents say their business's monthly revenue has fallen by less than 20%, 32% say their revenue has fallen by 20%-49%, and 20% say their revenue has fallen by 50% or more. Twenty-eight percent of respondents say their monthly revenue has stayed about the same, while 9% say their revenue has increased by less than 20% (6%), 20%-49% (3%), or by 50% or more (<1%).

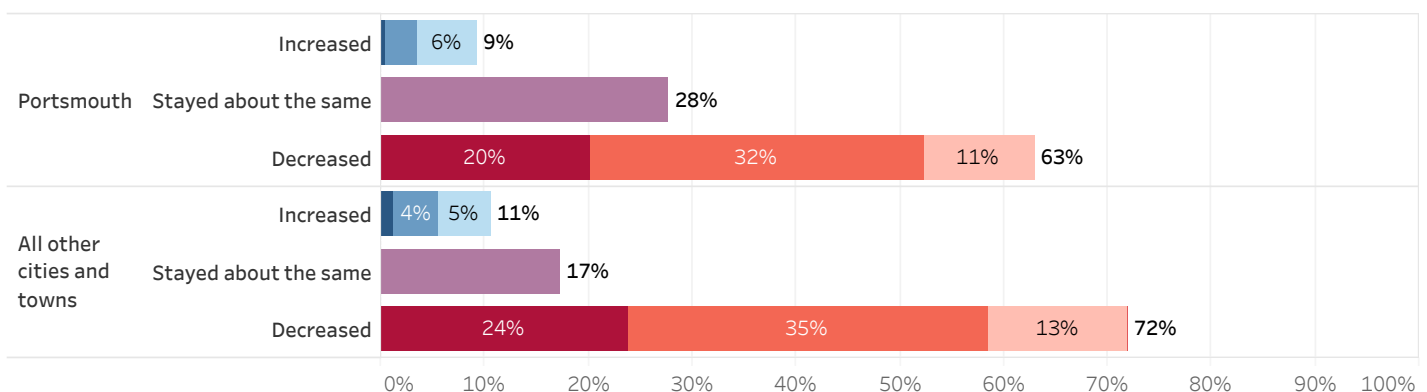
Among Portsmouth businesses, the proportion of respondents who say that their monthly revenue has decreased as a result of the COVID-19 pandemic (63%) remains high but has fallen since June 2020 (84%).

Figure 11a: To the best of your knowledge, how has your monthly revenue been affected by the COVID-19 pandemic? - Portsmouth Businesses



Respondents whose business is located in Portsmouth are less likely than those whose business is located elsewhere to say that their business's monthly revenue has decreased as a result of the COVID-19 pandemic, while they are more likely to say their monthly revenue has stayed about the same.

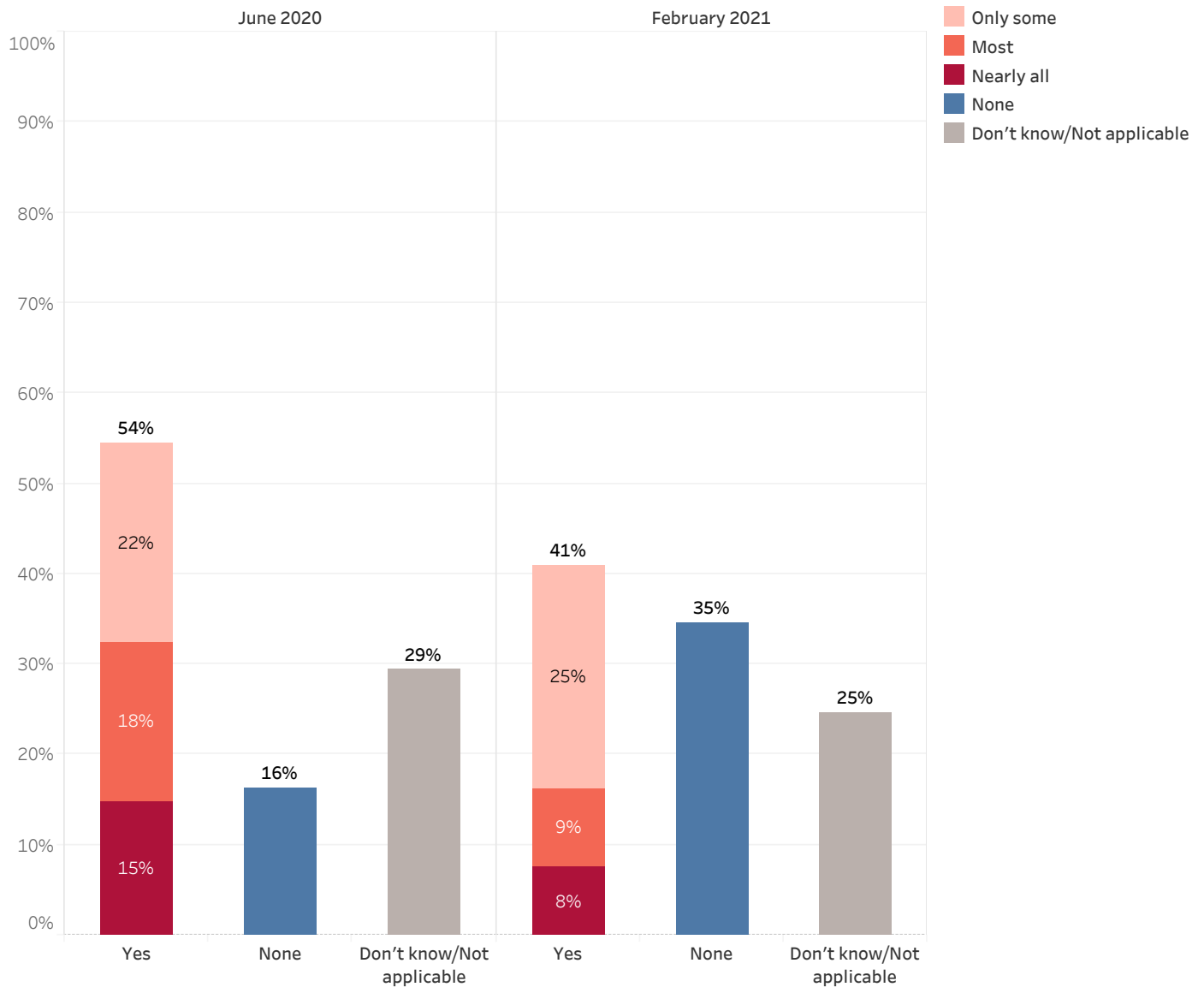
Figure 11b: To the best of your knowledge, how has your monthly revenue been affected by the COVID-19 pandemic? - by Location



Among respondents who say their business is located in Portsmouth, 41% say their business's accounts receivable (money owed to company by customers) from customers have been slower due to COVID-19; 25% say that only some have been slower, 9% say most have been slower, and 8% say that nearly all have been slower. Just over a third (35%) say their accounts receivable have not been slower while 25% say they don't know or the question is not applicable.

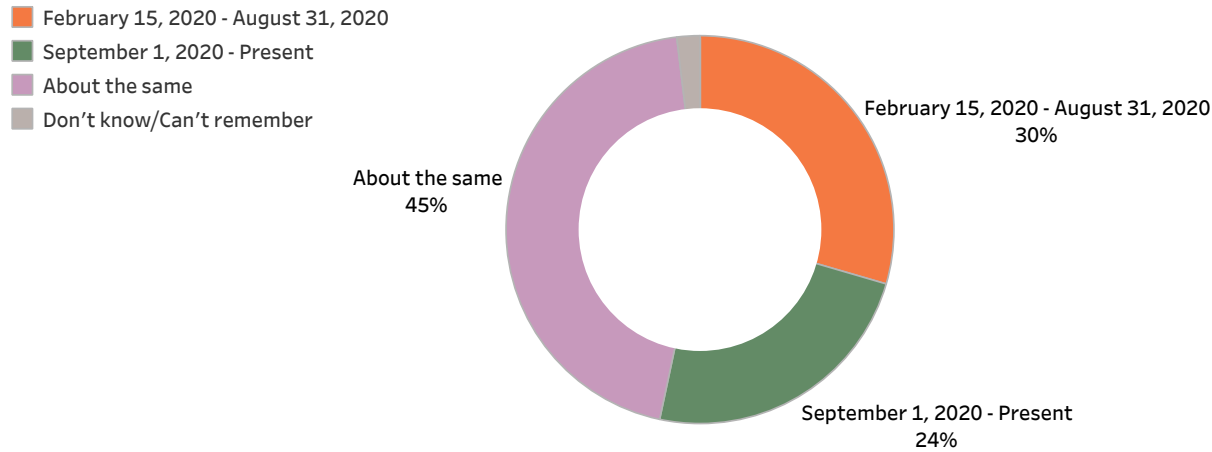
Among Portsmouth businesses, respondents are less likely than in June 2020 to say that any of their accounts receivable from customers have been slower due to COVID-19.

Figure 12: Have accounts receivable from customers been slower due to COVID-19? - Portsmouth Businesses



Among respondents whose business is located in Portsmouth who say at least some of their accounts receivable have been slower (N=105), 30% say their accounts receivable were slower from February 15, 2020 - August 31, 2020, 24% say their accounts receivable were slower from September 1, 2020 to the present, while 45% say the two periods have been about the same and 2% don't know or can't remember.

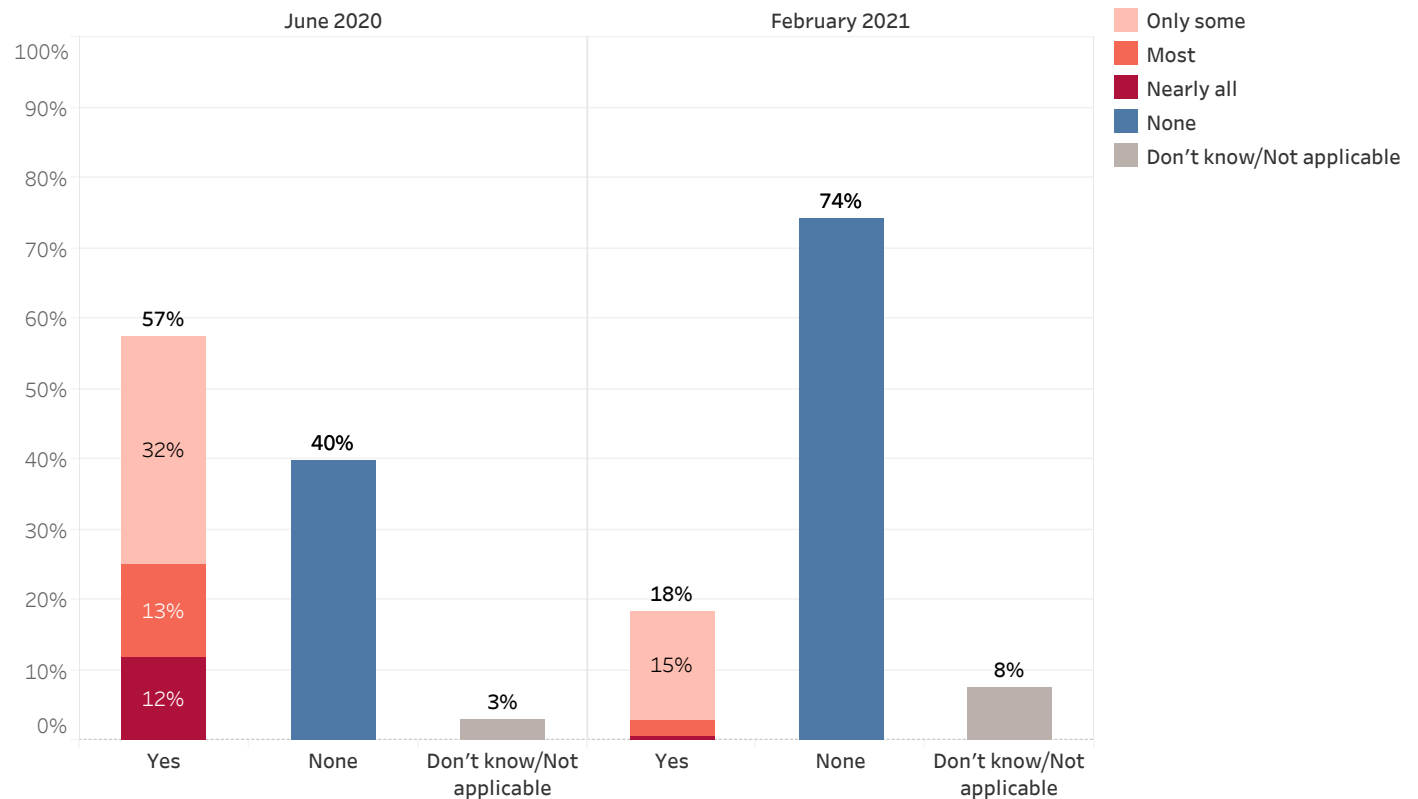
Figure 13: Were your accounts receivable slower from 2/15/2020 to 8/31/2020 or from 9/1/2020 to the present? - Portsmouth Businesses - February 2021



Among respondents whose business is located in Portsmouth, 18% say their business has deferred or modified payments to vendors due to COVID-19; 15% have deferred or modified only some of these payments, 2% have deferred or modified most, and less than 1% have deferred or modified nearly all of them. Three-quarters (74%) say their business has not deferred or modified any payments while 8% don't know or say the question is not applicable.

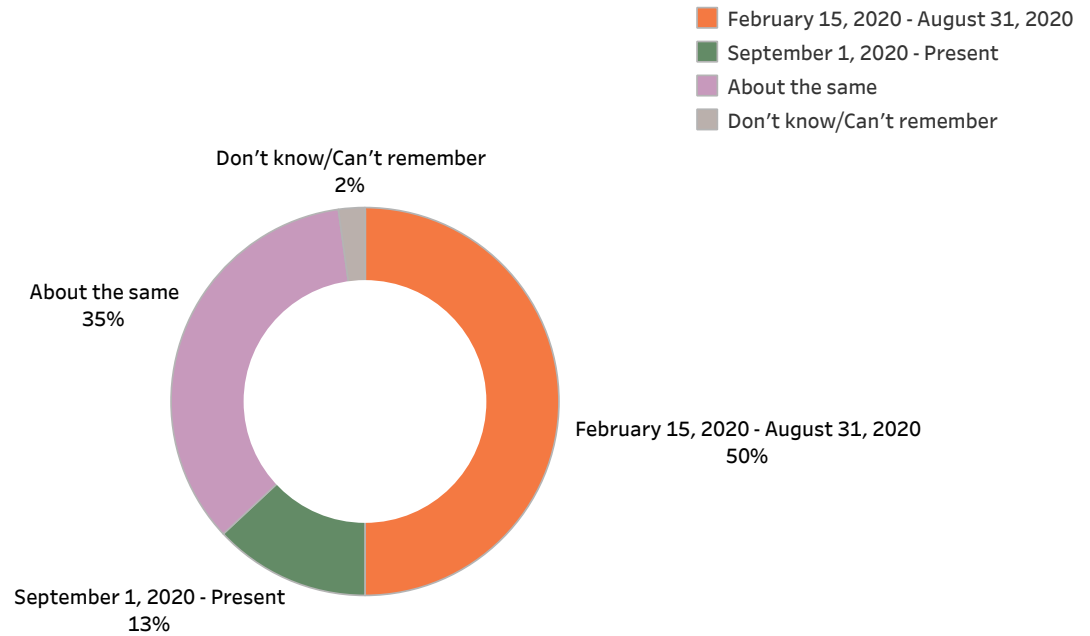
Respondents are less likely than in June 2020 to say that they have deferred or modified any payment to vendors due to COVID-19.

Figure 14: Have you deferred or modified any payments to vendors due to COVID-19? - Portsmouth Businesses



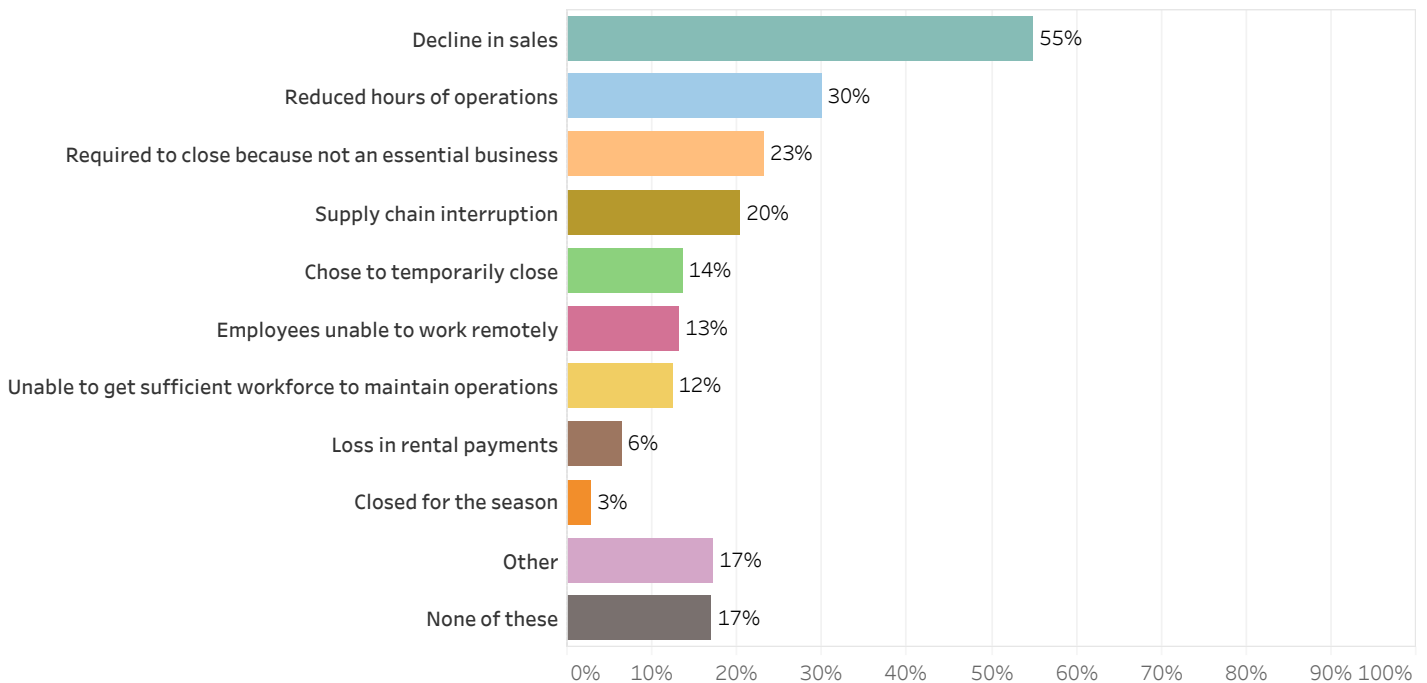
Among respondents whose business is located in Portsmouth who say they have deferred or modified at least some of their payments (N=46), half (50%) say they deferred or modified payments more often from February 15, 2020 - August 31, 2020, 13% say they have deferred or modified payments more often from September 1, 2020 to the present, while 35% say the two periods have been about the same and 2% don't know or can't remember.

Figure 15: Have you deferred or modified payments more often from 2/15/2020 to 8/31/2020 or from 9/1/2020 to the present? - Portsmouth Businesses - February 2021



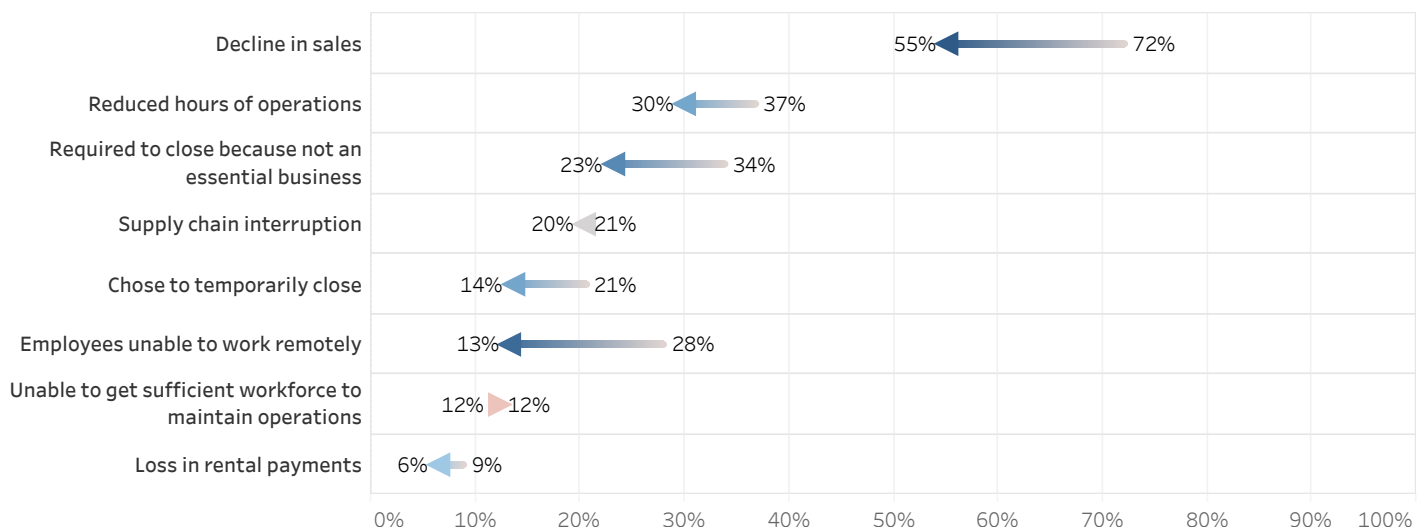
Among respondents whose business is located in Portsmouth, 55% say that a decline in sales has caused their business to experience financial losses as a result of the COVID-19 pandemic and 30% have experienced financial losses due to reduced hours of operation. Less than a quarter say they have experienced financial losses due to being required to close because they were not an essential business (23%), due to supply chain interruption (20%), because they chose to temporarily close (14%), because employees were unable to work remotely (13%), because they were unable to get a sufficient workforce to maintain operations (12%), due to a loss in rental payments (6%), or because they closed for the season (3%). Seventeen percent say they experienced financial losses in another way as a result of the COVID-19 pandemic while 17% say their business has not experienced any of these things.

Figure 16a: Which of the following has caused you to experience financial losses as a result of the COVID-19 pandemic? (Please select all that apply) - Portsmouth Businesses - February 2021



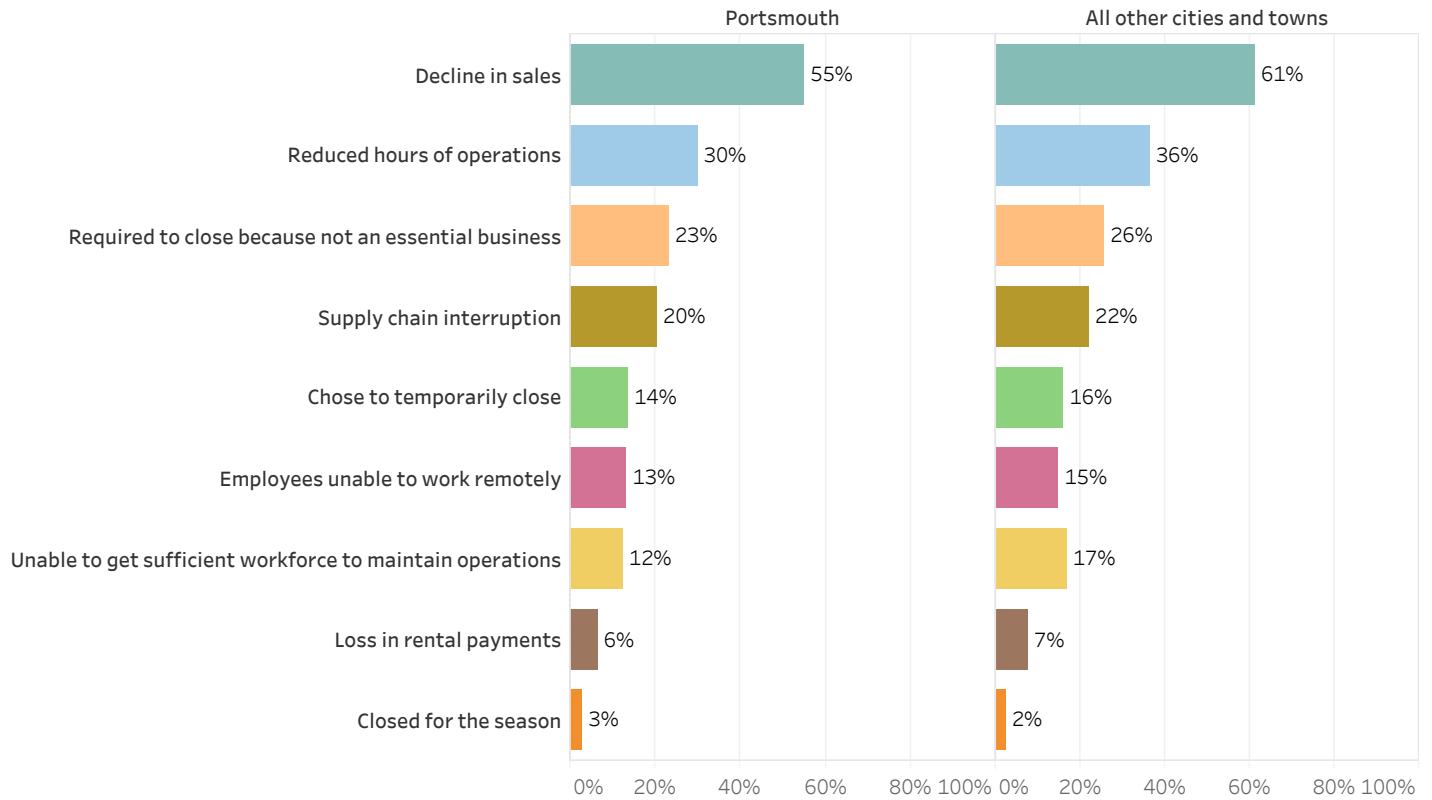
When asked what caused them to experience financial losses, respondents whose business is located in Portsmouth cite the same top three factors as they did in June 2020, but a good deal smaller percentage mention a decline in sales (-17 percentage points), while the percentage who cite employees being unable to work remotely (-15) has also declined.

Figure 16b: Which of the following has caused you to experience financial losses as a result of the COVID-19 pandemic? (Please select all that apply) - Portsmouth Businesses - Change from June 2020 to February 2021



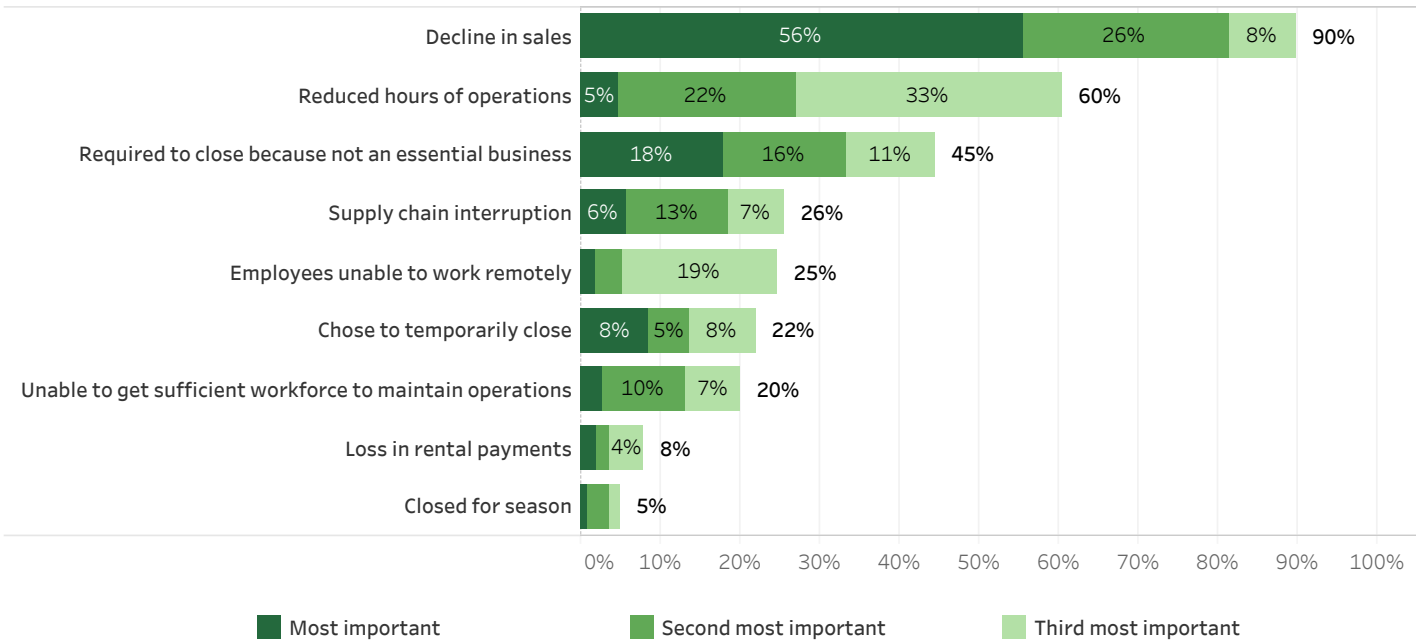
Respondents whose business is located in Portsmouth are slightly less likely than those whose business is located elsewhere to say that a decline in sales, reduced hours or operation, or being unable to get a sufficient workforce to maintain operations caused their business to experience financial losses as a result of the COVID-19 pandemic.

Figure 16c: Which of the following has caused you to experience financial losses as a result of the COVID-19 pandemic? (Please select all that apply) - By Location - February 2021



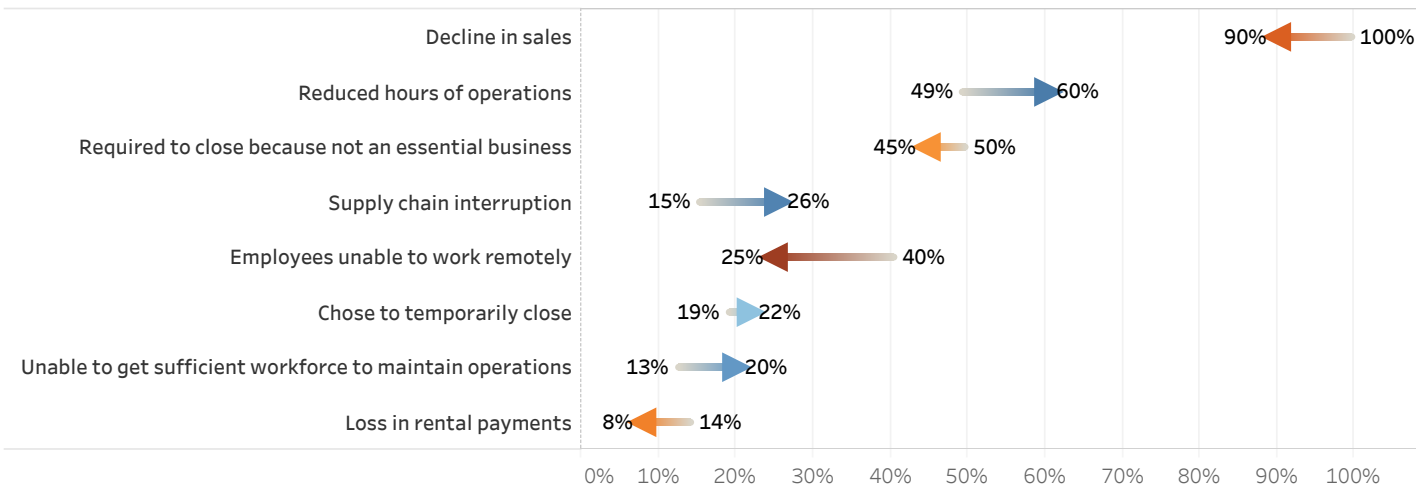
Among respondents whose business is located in Portsmouth, 90% say that a decline in sales has had the most (56%), second most (26%), or third most (8%) impact on their business's finances, while 60% say that reduced hours of operation is among the three most important factors impacting their business's finances and 45% say the same about being required to close because their business was not deemed essential. Fewer respondents say that supply chain interruption (26%), employees being unable to work remotely (25%), choosing to temporarily close (22%), being unable to get a sufficient workforce to maintain operations (20%), a loss of rental payments (8%), or closing for the season (5%) are among the three most important factors impacting their business's finances.

Figure 17a: Which of the following have had the greatest impact on your business's finances? - Portsmouth Businesses - Three most important - February 2021



Compared to June 2020, a larger percentage of respondents whose business is located in Portsmouth say that reduced hours of operation (+10 percentage points), supply chain interruptions (+9), and being unable to get a sufficient workforce to maintain operations (+7) are among the three most important factors impacting their business's finances while a smaller percentage say that employees being unable to work remotely (-14) and a decline in sales (-10) are among the top three most important factors.

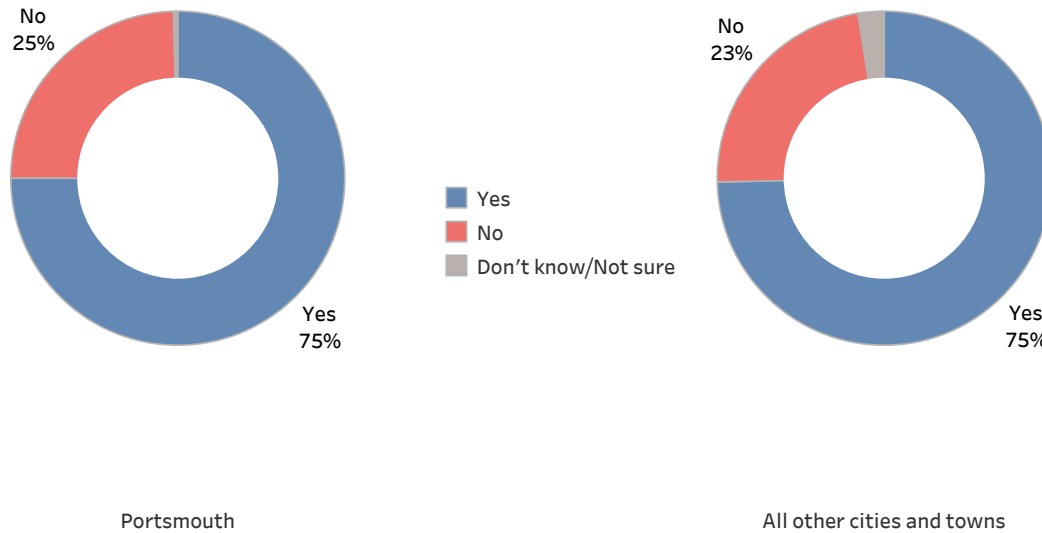
Figure 17b: Which of the following have had the greatest impact on your business's finances? - Portsmouth Businesses - Three most important - Change from June 2020 to February 2021



Relief Programs

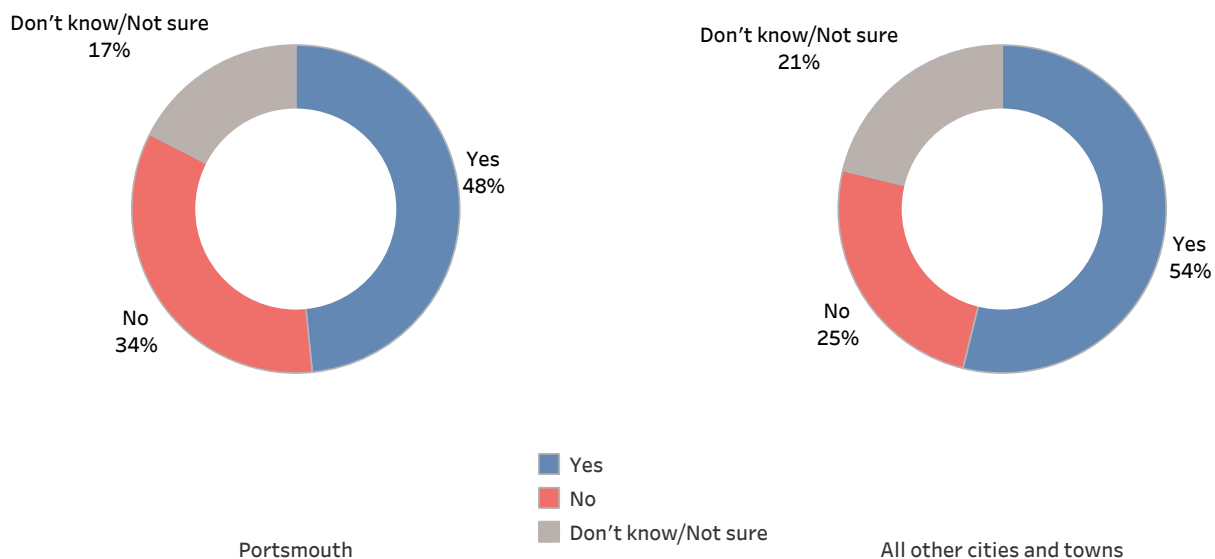
Among respondents whose business is located in Portsmouth, three-quarters (75%) report that their business applied for some type of relief in 2020, 25% did not do so, and less than 1% don't know or are unsure. Respondents whose businesses are located elsewhere are equally likely (75%) to say their business applied for some type of relief in 2020.

Figure 18: Did your business apply for relief in 2020? - By Location - February 2021



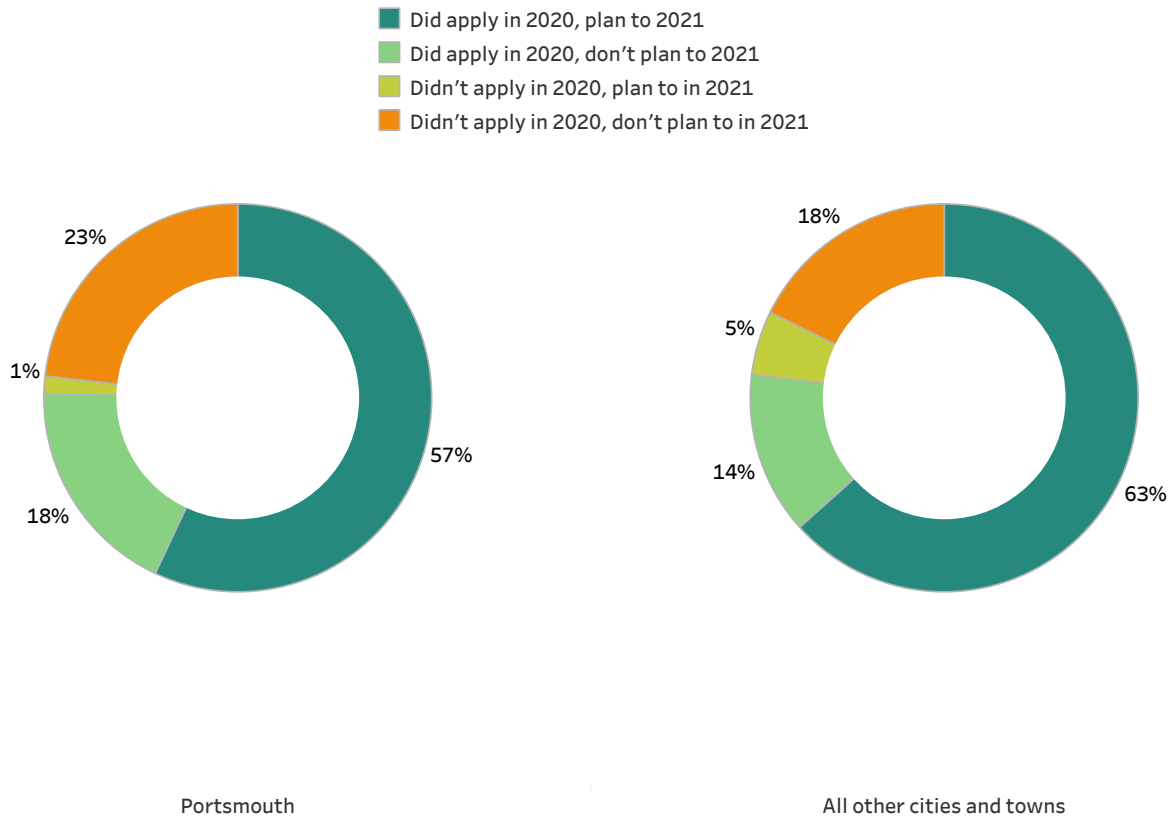
Just under half (48%) of respondents whose business is located in Portsmouth say they plan to apply for relief for their business if it is available in 2021, 34% do not plan to do so, and 17% don't know or are unsure. Respondents whose businesses are located elsewhere are slightly more likely to plan on applying for relief in 2021 (54%).

Figure 19: Do you plan to apply for relief if it is available in 2021? - By Location - February 2021



Among respondents whose business is located in Portsmouth, 57% say that they applied for relief for their business in 2020 and plan to do so in 2021. Eighteen percent say they did apply for relief in 2020 but don't plan to in 2021, 1% say they didn't apply for relief in 2020 but plan to do so in 2021, and 23% say they didn't apply in 2020 and don't plan to in 2021. Respondents whose businesses are located elsewhere are slightly more likely to have applied for relief in 2020 and plan to do so in 2021 (63%).

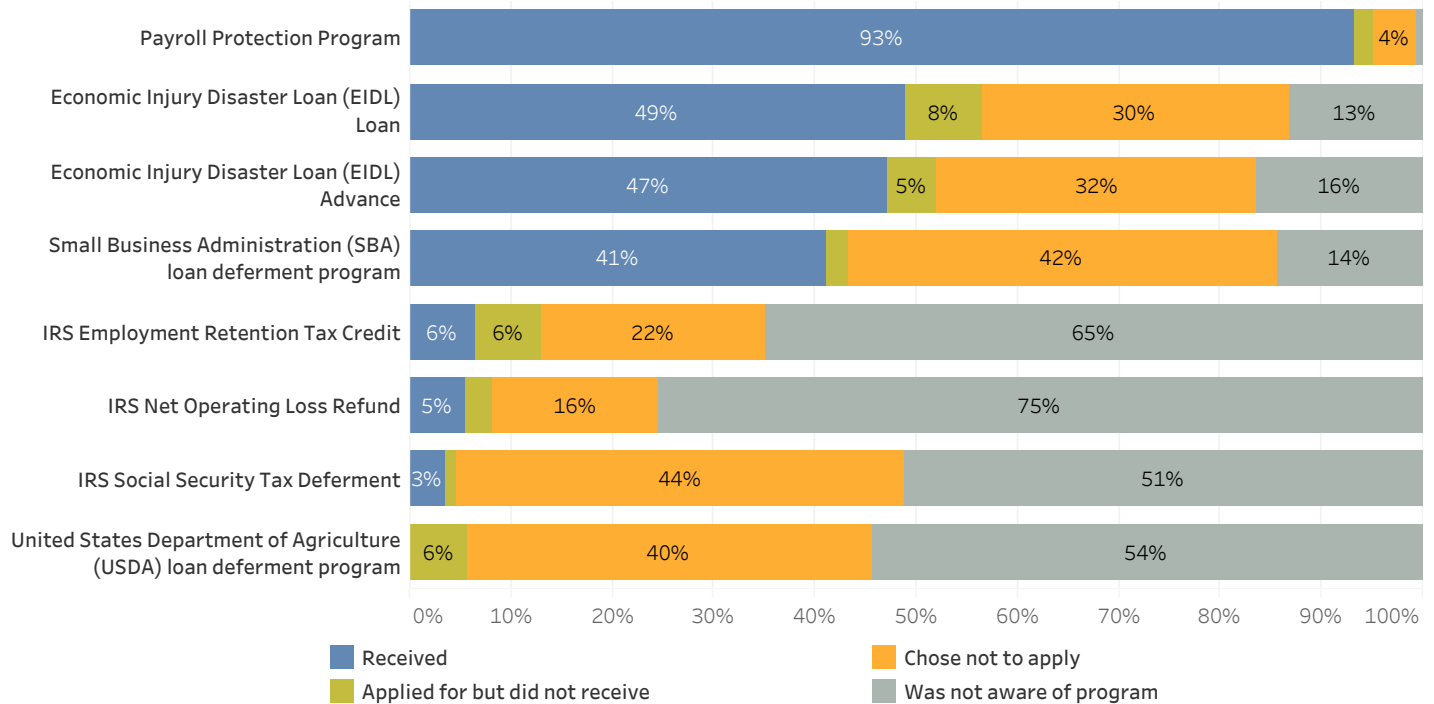
Figure 20: Application for aid in 2020 & plan for 2021 - By Location - February 2021



Among respondents whose business is located in Portsmouth who say the following programs are applicable to their business, nearly all (93%) say their business received relief from the Payroll Protection Program, while an additional 2% say they applied but did not receive relief from this program, 4% say they chose not to apply, and 1% say they were not aware of the program. Less than half say they received relief through the Economic Injury Disaster Loan (EIDL) Loan (49%) and the EIDL Advance (47%) programs while just under one-third chose not to apply. Forty-one percent say they received aid through the Small Business Administration (SBA) loan deferment program, 2% applied for this program but did not receive aid, 42% chose not to apply, and 14% were not aware of it.

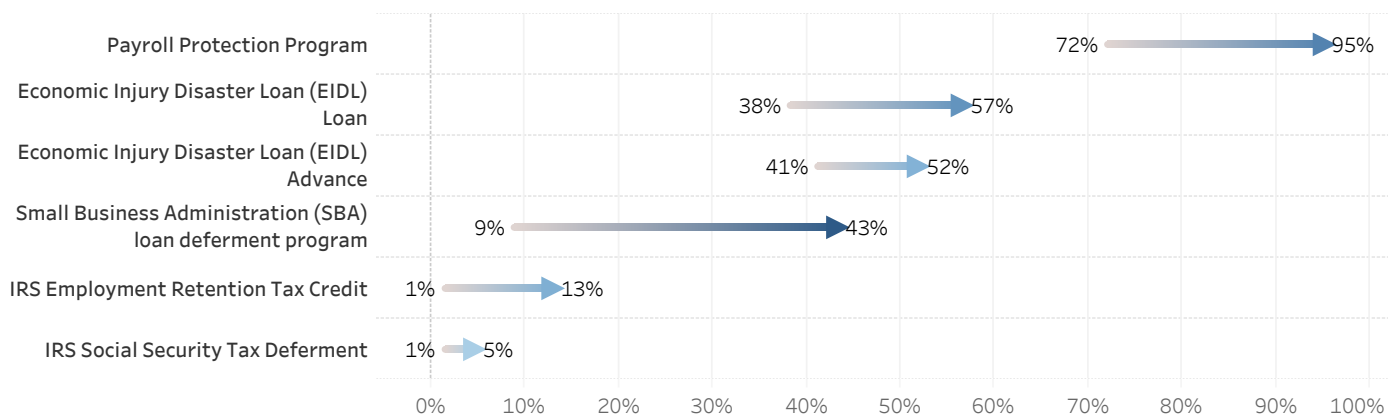
Very few respondents received relief through the IRS Employment Retention Tax Credit program (6%), the IRS Net Operating Loss Refund program (5%), or the IRS Social Security Tax Deferment program (3%). A small number (6%) applied for the United States Department of Agriculture (USDA) loan deferment program but none received relief through it. Majorities say they were unaware of each of these programs while others say they chose not to apply to these programs.

Figure 21a: What did your business do with regard to the following federal relief programs in 2020? - Portsmouth Businesses - February 2021 - Applicable businesses



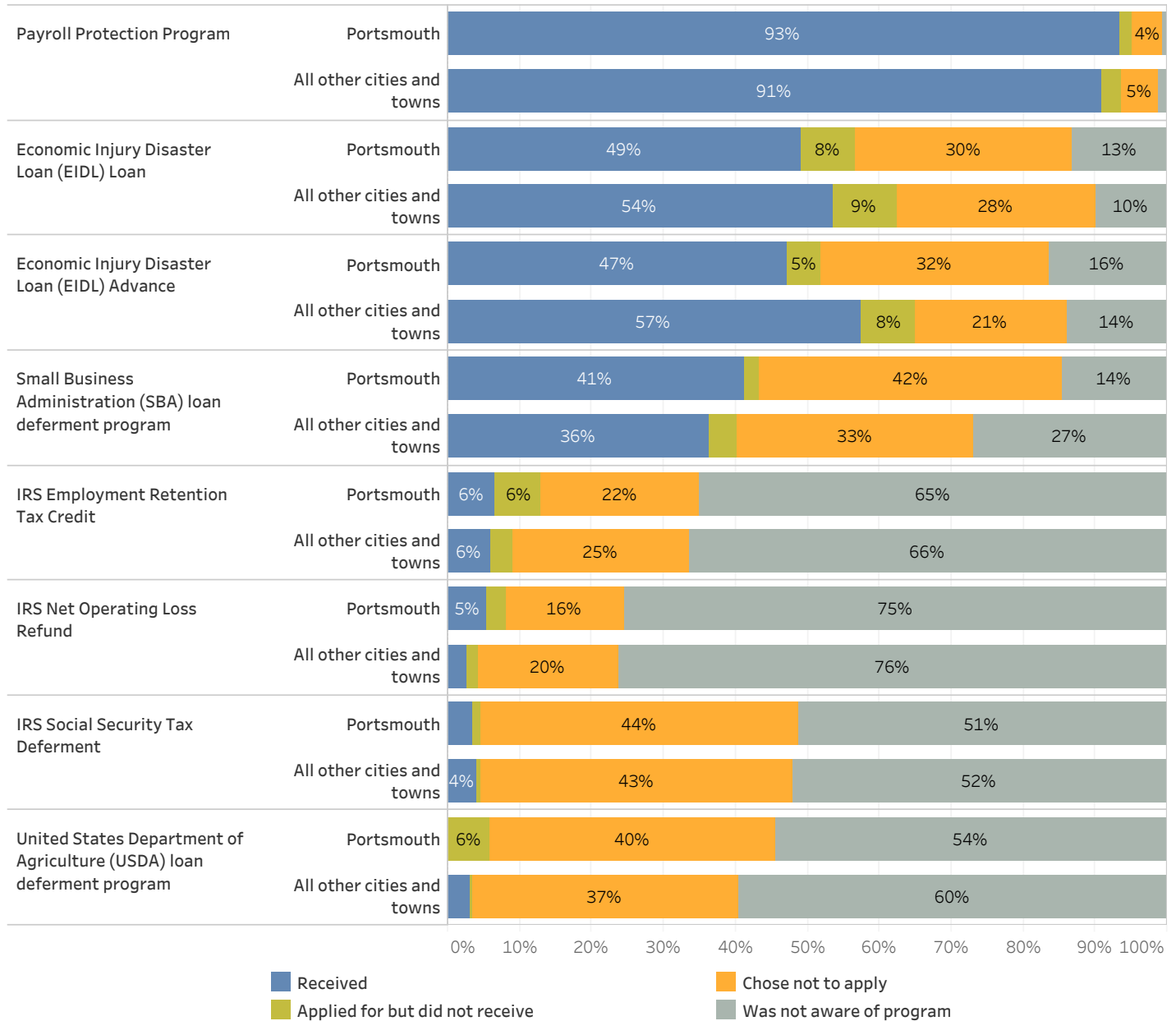
Among respondents whose business is located in Portsmouth, the percentage who received or applied for the SBA loan deferment program (+34), the Payroll Protection Program (+23 percentage points), or an EIDL Loan (+19) have increased dramatically since June 2020.

Figure 21b: Business received or applied for relief through following federal programs in 2020 - Portsmouth Businesses - Change from June 2020 to February 2021 - Applicable Businesses



Respondents whose business is located in Portsmouth are slightly more likely than those whose business is located elsewhere to say they received relief through the Small Business Administration (SBA) loan deferment program but are slightly less likely to have received relief through an EIDL Loan or an EIDL Advance.

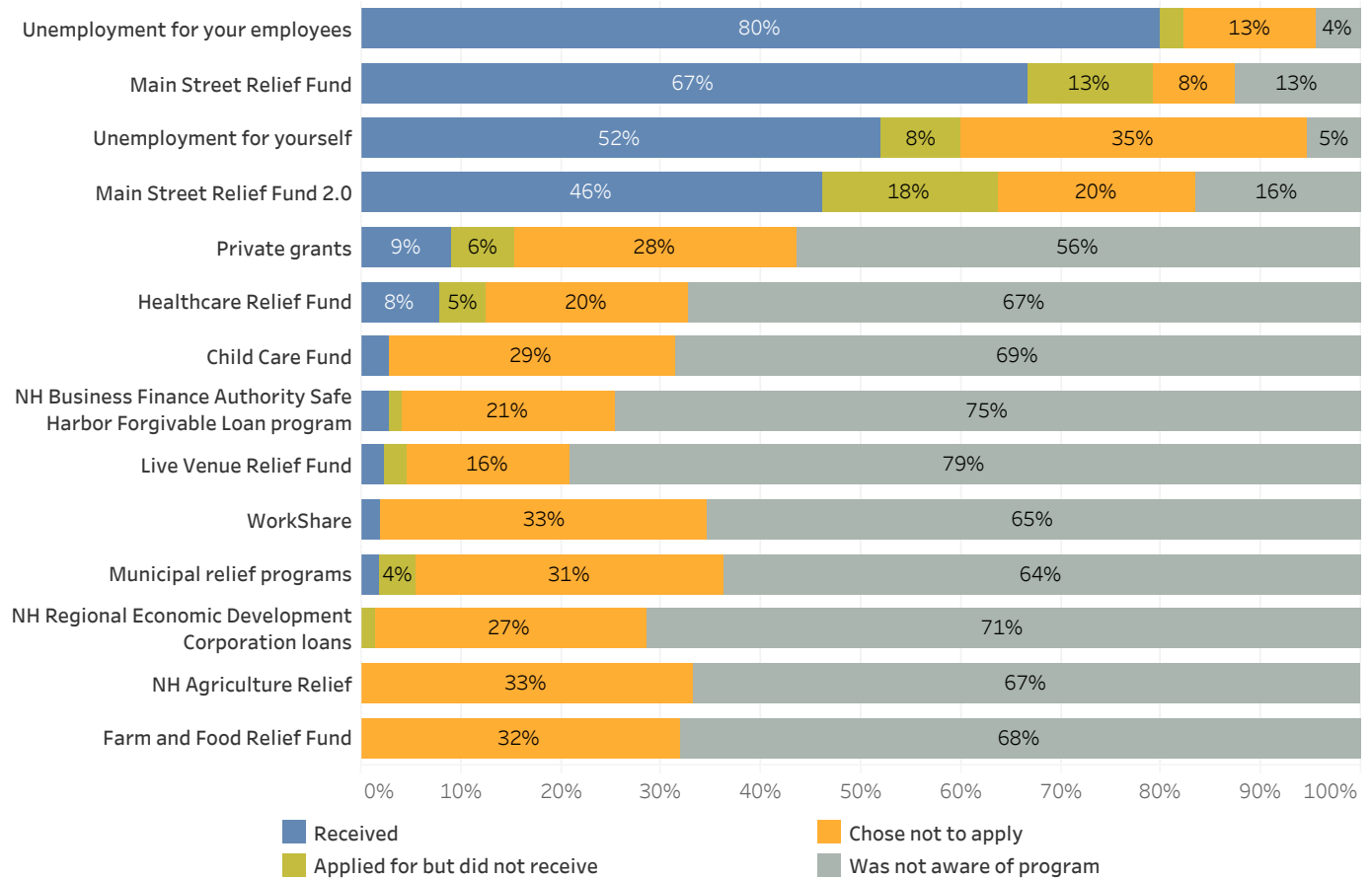
Figure 21c: What did your business do with regard to the following federal relief programs in 2020? - By Location - February 2021 - Applicable businesses



Among respondents whose business is located in Portsmouth who say the following programs are applicable to their business, four in five (80%) say their business received relief through unemployment for their employees, while an additional 2% say they applied but did not receive relief through this program, 13% say they chose not to apply, and 4% say they were not aware of the program. Two-thirds say they received relief through the Main Street Relief Fund (67%) program and about half received relief through unemployment for themselves (52%) or through the Main Street Relief Fund 2.0 (46%).

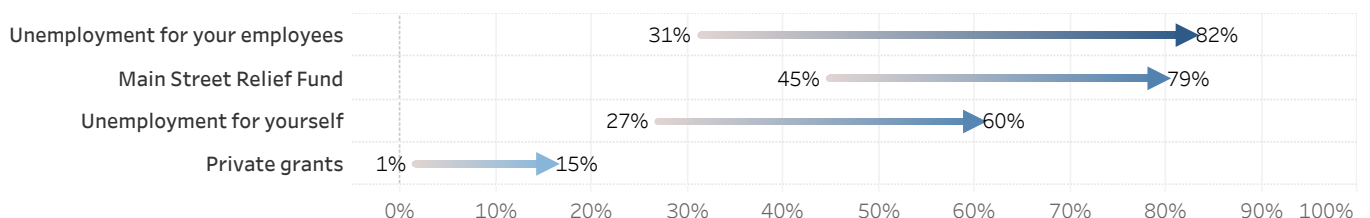
Far fewer respondents received relief through private grants (9%), the Healthcare Relief Fund (8%), the Child Care Fund (3%), the NH Business Finance Authority Safe Harbor Forgivable Loan program (3%), the Live Venue Relief Fund (2%), WorkShare (2%), or through municipal relief programs (2%). No respondents whose business is located in Portsmouth report receiving aid through NH Regional Economic Development Corporation loans, NH Agriculture Relief, or the Farm and Food Relief Fund. Apart from the four most popular programs, majorities say they were not aware of each of these programs while between 15% and 35% chose not to apply.

Figure 22a: What did your business do with regard to the following state, municipal, or private relief programs in 2020? - Portsmouth Businesses - February 2021 - Applicable businesses



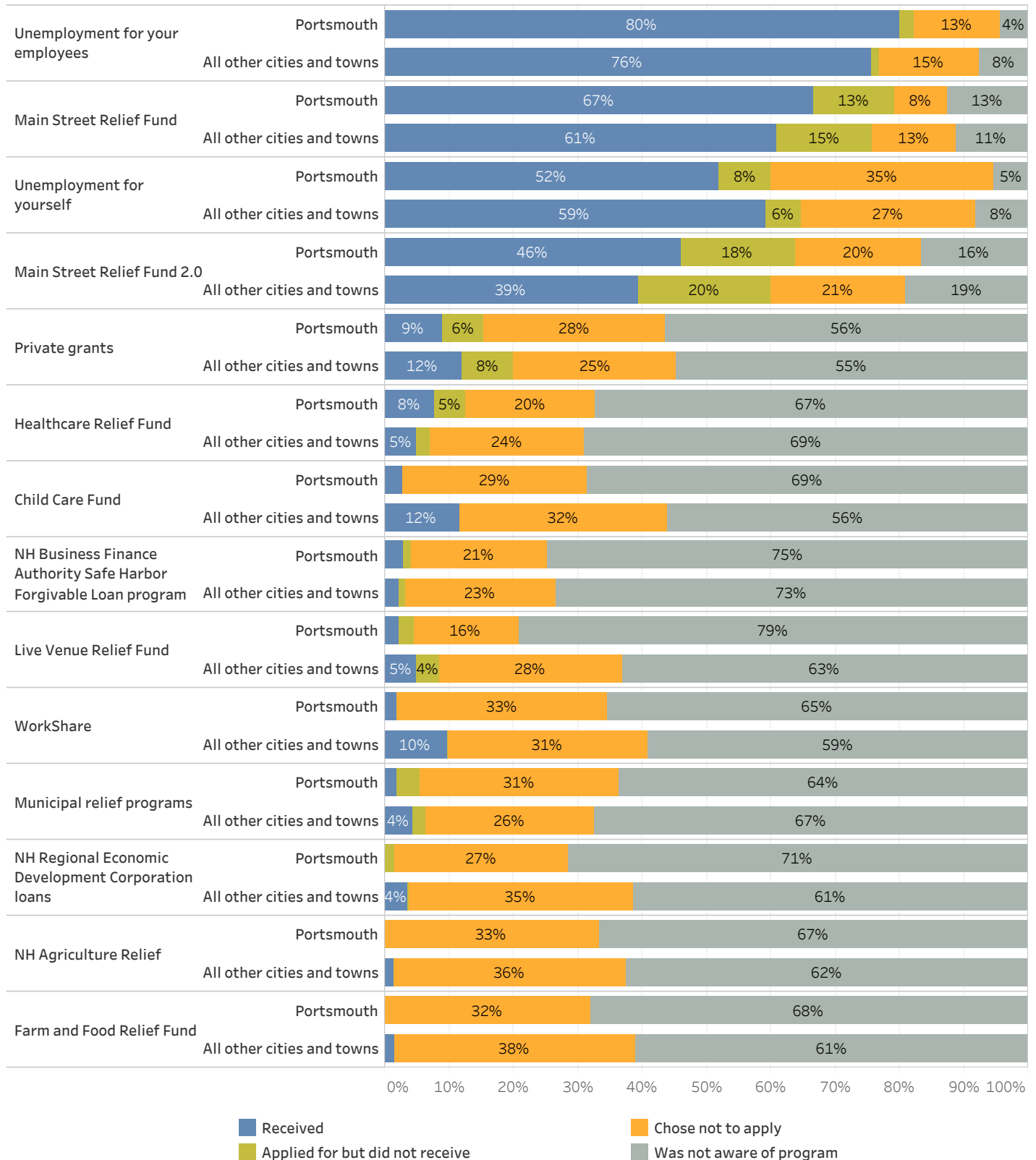
Among respondents whose business is located in Portsmouth, the percentages who received or applied for relief through unemployment for their employees (+51 percentage points), through the Main Street Relief Fund (+34), and through unemployment for themselves (+33) have increased dramatically since June 2020.

Figure 22b: Business received or applied for relief through following federal programs in 2020 - Portsmouth Businesses - Change from June 2020 to February 2021 - Applicable Businesses



Respondents whose business is located in Portsmouth are slightly more likely than those whose business is located elsewhere to say they received relief through the Main Street Relief Fund and through the Main Street Relief Fund 2.0 but are less likely to have received relief through unemployment for themselves, the Child Care Fund, and Workshare.

Figure 22c: What did your business do with regard to the following state, municipal, or private relief programs in 2020? - By Location - February 2021 - Applicable businesses

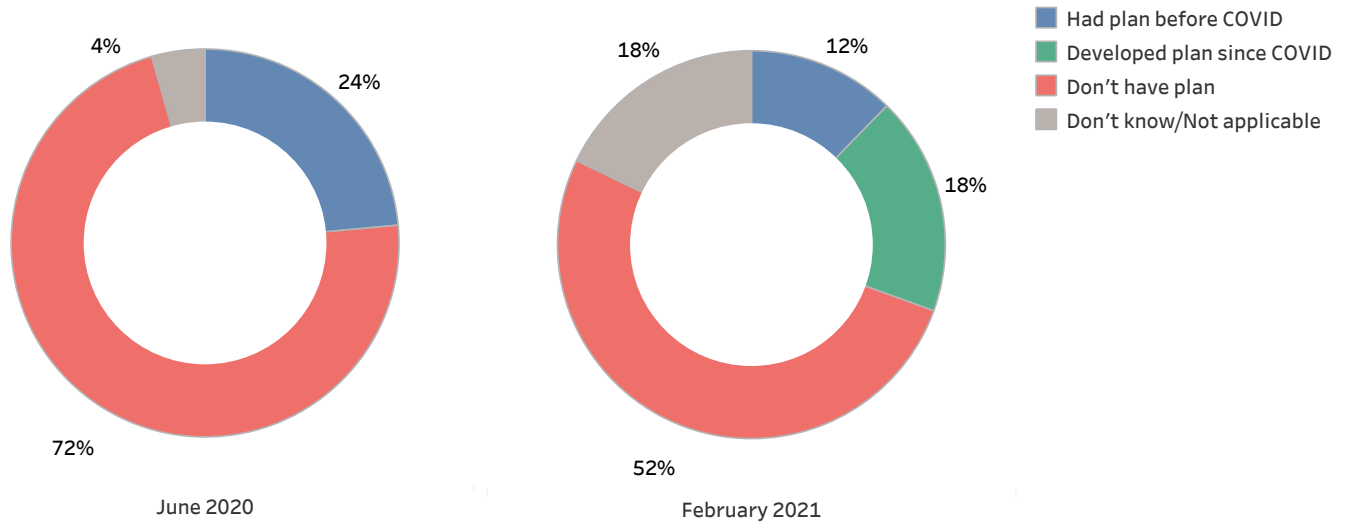


Resiliency

Among respondents whose business is located in Portsmouth, 12% report that their business had a resiliency or continuity plan in the event of a disaster prior to the COVID-19 pandemic, 18% have developed a plan since the pandemic began, just over half (52%) don't have a plan, and 18% don't know or say the question is not applicable.

In June 2020, 24% reported that they had developed a resiliency or continuity plan prior to the pandemic and 72% did not have a plan.

Figure 23a: Did your business have a resiliency or continuity plan in the event of a disaster prior to the COVID-19 pandemic or have you created a plan since the start of the pandemic? - Portsmouth Businesses



Respondents whose business is located in Portsmouth are slightly less likely than those whose business is located elsewhere to say their business had a resiliency or continuity plan prior to the COVID-19 pandemic or have developed a plan since.

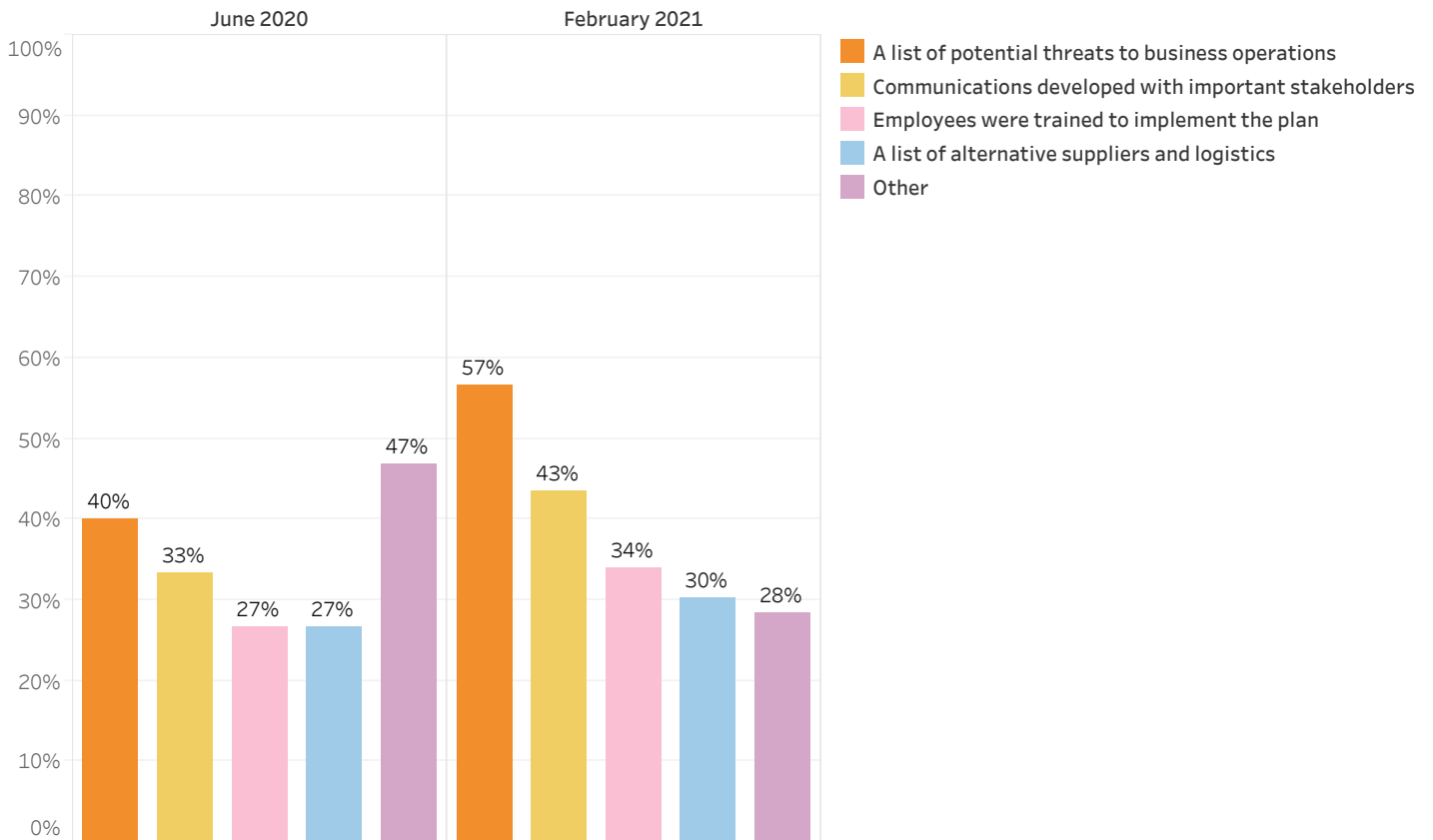
Figure 23b: Did your business have a resiliency or continuity plan in the event of a disaster prior to the COVID-19 pandemic or have you created a plan since the start of the pandemic? - By Location - February 2021



Among respondents whose business is located in Portsmouth who had a resiliency or continuity plan prior to the COVID-19 pandemic or have created one since (N=53), 57% say a list of potential threats to business operations is included in their plan, 43% say their plan includes communications being developed with important stakeholders, 34% say their plan includes employees being trained to implement the plan, 30% say their plan includes a list of alternative suppliers and logistics, and 28% say their plan includes another component.

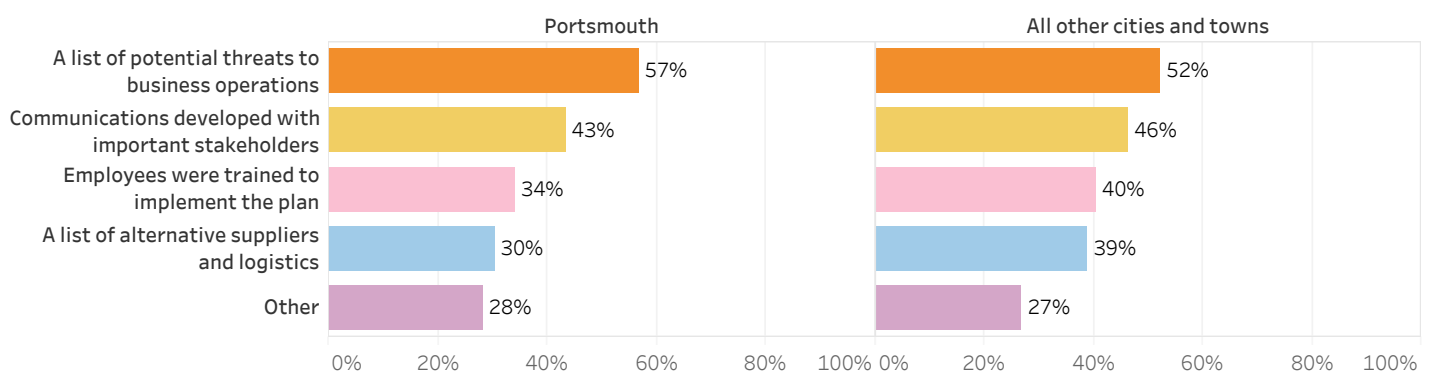
Respondents with a resiliency or continuity plan are more likely than in June to say that their plan includes each of these components.

Figure 24a: Which of the following components were included in your resiliency or continuity plan? (Please select all that apply) - Portsmouth Businesses



Respondents whose business is located in Portsmouth who have a resiliency or continuity plan are slightly more likely than those whose business is located elsewhere to say their plan includes a list of potential threats but are slightly less likely to say it includes a list of alternative suppliers and logistics and that their employees were trained to implement the plan.

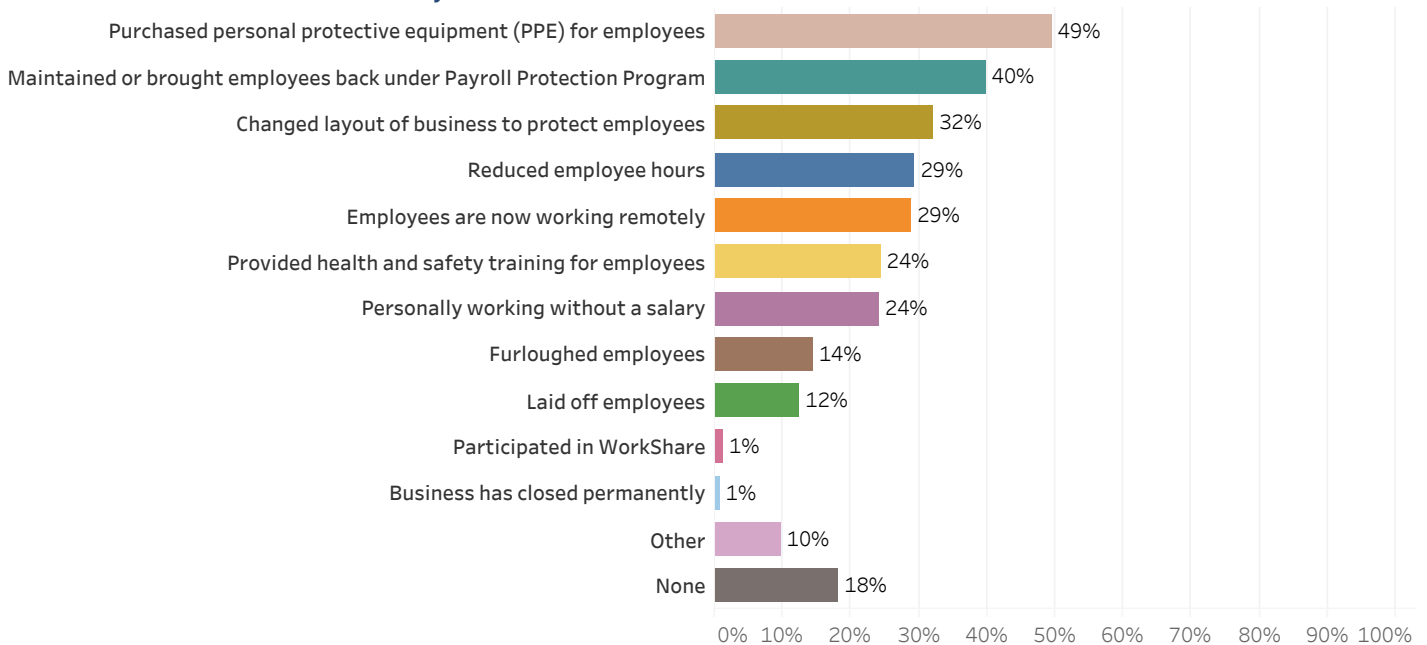
Figure 24b: Which of the following components were included in your resiliency or continuity plan? (Please select all that apply) - By Location



Management of Business

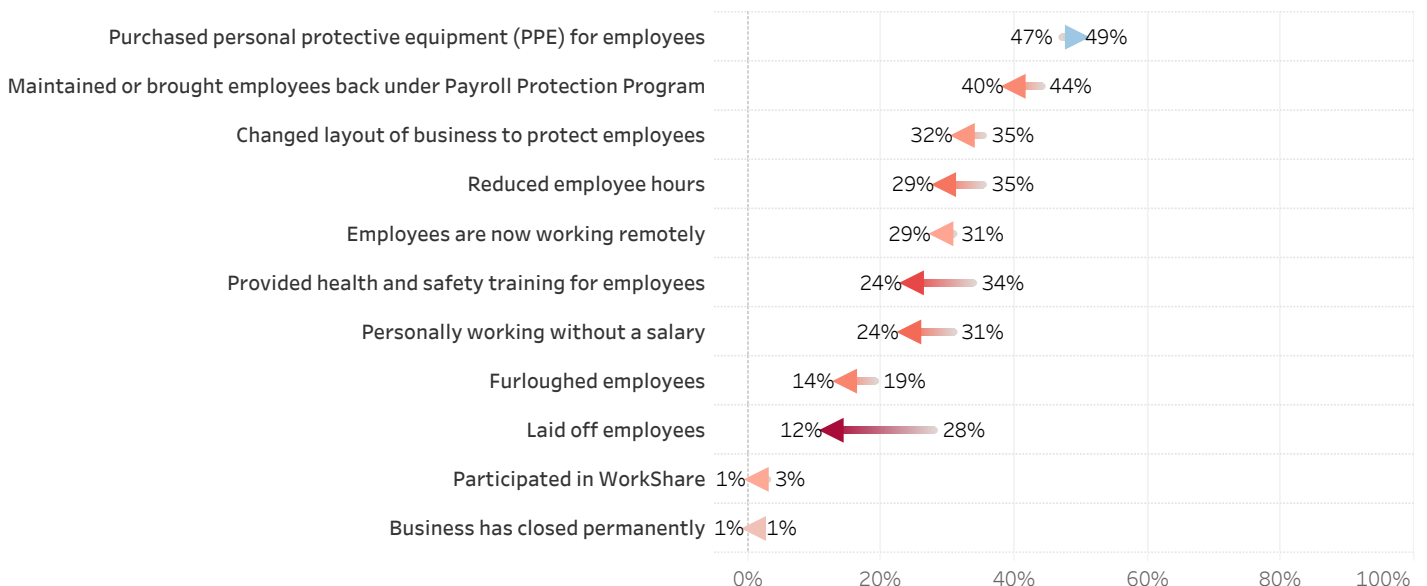
As a result of the COVID-19 pandemic, half (49%) of respondents whose business is located in Portsmouth say that their business has purchased personal protective equipment (PPE) for employees, 40% have maintained or brought employees back under the Payroll Protection Program, 32% have changed the layout of their business to protect employees, and 29% each have reduced employees' hours or have employees now working remotely. Less than a quarter say they have provided health and safety training for employees (24%), personally worked without a salary (24%), have furloughed employees (14%), laid off employees (12%), participated in WorkShare (1%), or say their business has closed permanently (1%). Ten percent have managed their workforce in another way while 18% say they have done none of these things.

Figure 25a: How have you managed your business's workforce as a result of the COVID-19 pandemic? - Portsmouth Businesses - February 2021



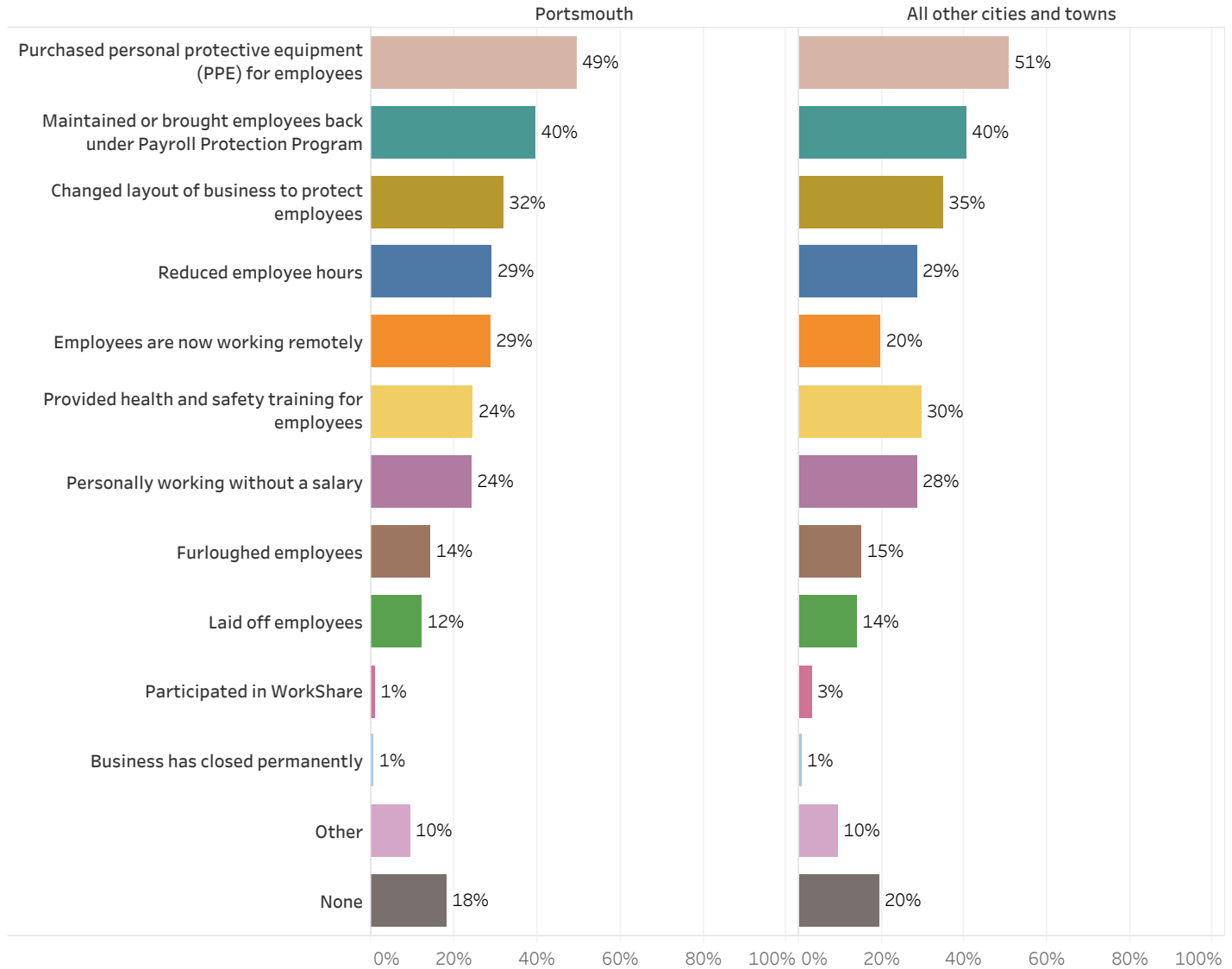
Respondents whose business is located in Portsmouth are slightly less likely than they were in June 2020 to say they have laid off employees (-16 percentage points), provided health and safety training for employees (-10), are personally working without a salary (-7), or reduced employee hours (-6).

Figure 25b: How managed business as a result of COVID-19 pandemic - Portsmouth Businesses - Change from June 2020 to February 2021



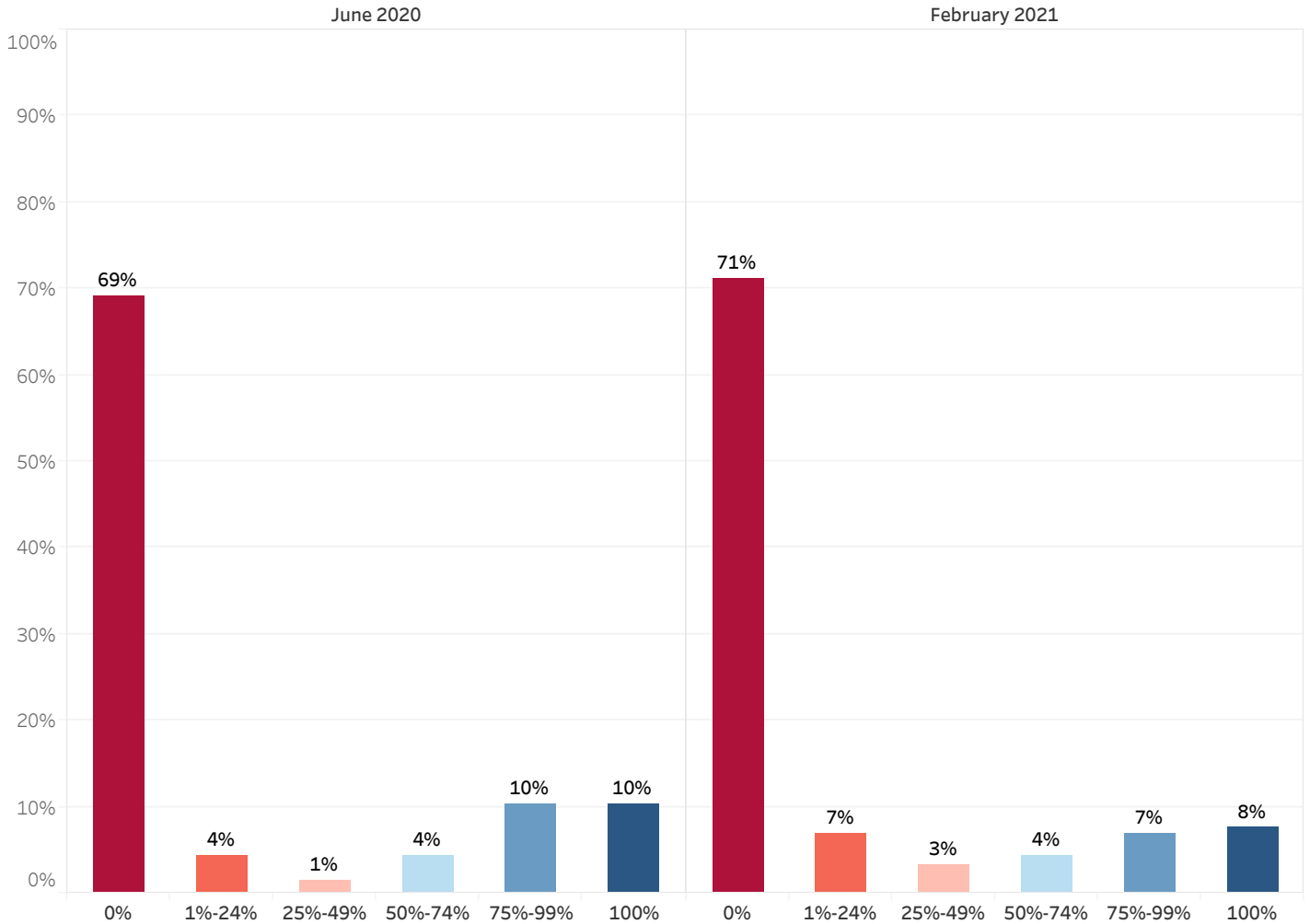
Respondents whose business is located in Portsmouth are slightly more likely than those whose business is located elsewhere to say that they have employees now working remotely but are slightly less likely to say they have provided health and safety training for employees.

Figure 25c: How have you managed your business’s workforce as a result of the COVID-19 pandemic? - By Location - February 2021



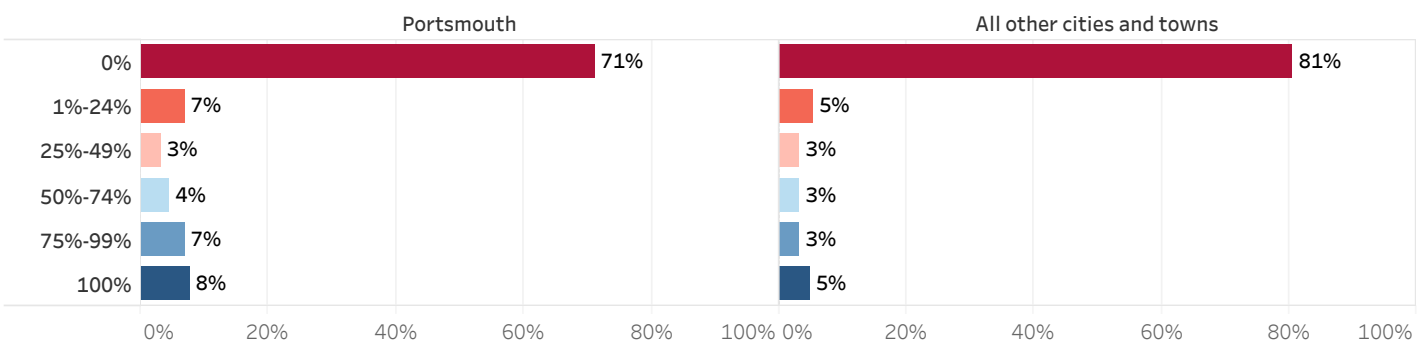
Among respondents whose business is located in Portsmouth, 71% say that none of their employees are currently working remotely. Seven percent say that 1%-24% of their employees are working remotely, 3% say that 25%-49% are working remotely, 4% say that 50%-74% are working remotely, 7% say that 75%-99% are working remotely, and 8% say that all of their business's employees are currently working remotely. Respondents whose business is located in Portsmouth are slightly less likely (-5 percentage points) than they were in June 2020 to say that 75% or more of their employees are working remotely.

Figure 26a: Approximately what percentage of your employees are currently working remotely? - Portsmouth Businesses



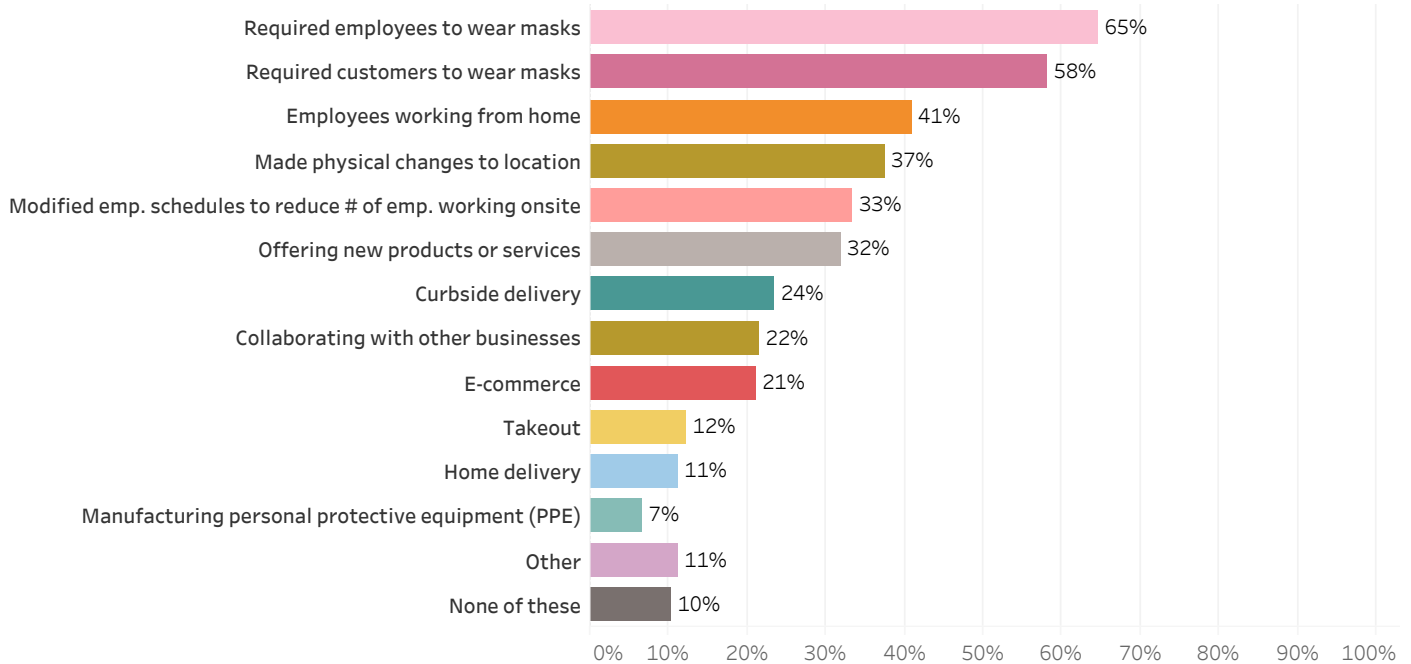
Respondents whose business is located in Portsmouth are nearly twice as likely as those whose business is located elsewhere to say that 75% or more of their employees are currently working remotely.

Figure 26b: Approximately what percentage of your employees are currently working remotely? - By Location - February 2021



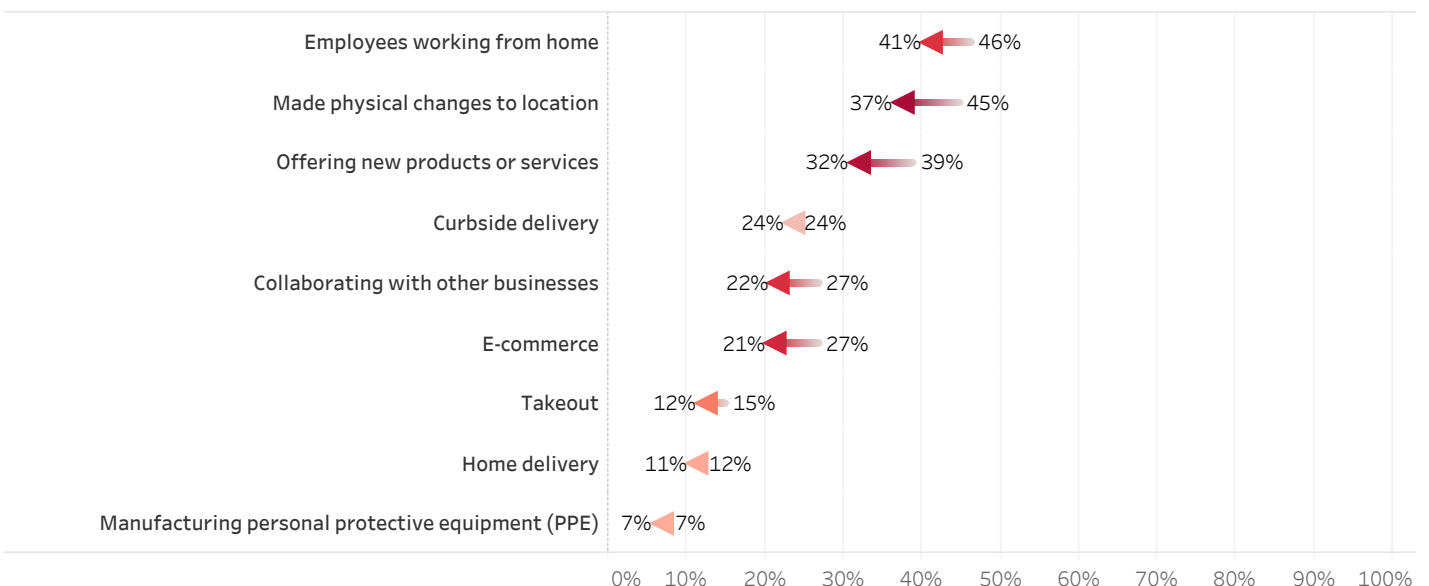
As a result of the COVID-19 pandemic, a majority of respondents whose business is located in Portsmouth say that their business requires employees (65%) and customers (58%) to wear masks. Four in ten (41%) respondents say they have had employees working from home as a result of the pandemic, 37% have made physical changes to their location, 33% have modified employee schedules to reduce the number of employees working onsite at any one time, and 32% are offering new products or services. Just under a quarter say that as a result of the pandemic they are now offering curbside delivery (24%), collaborating with other businesses (22%), or using e-commerce (21%) while fewer respondents say they now offer takeout (12%) or home delivery (11%) or are manufacturing personal protective equipment (PPE) (7%). Eleven percent have implemented another type of innovation or modification while 10% say they have not made any innovations or modifications as a result of the pandemic.

Figure 27a: Which of the following innovations or modifications have you implemented at your business as a result of the COVID-19 pandemic? - Portsmouth Businesses - February 2021



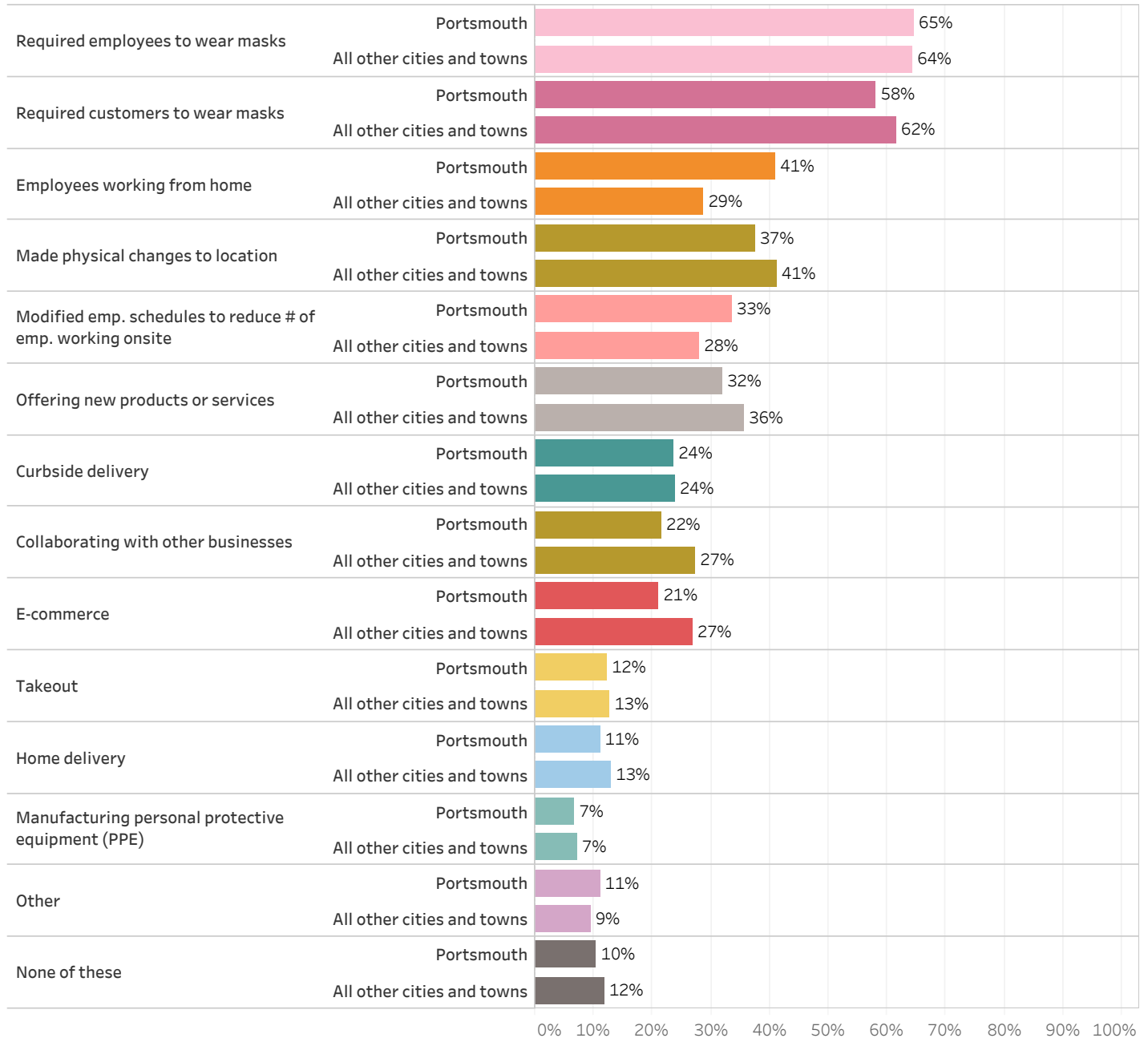
Those whose business is located in Portsmouth are less likely than they were in June 2020 to say they have made physical changes to their location (-8 percentage points), are offering new products or services (-7), or are engaging in e-commerce (-6).

Figure 27b: Innovations or modifications business made as a result of COVID-19 pandemic- Portsmouth Businesses - Change from June 2020 to February 2021



Respondents whose business is located in Portsmouth are more likely than those whose business is located elsewhere to say that they have had employees working from home and that they have modified employee schedules to reduce the number of employees working onsite at any one time but they are slightly less likely to say they are now collaborating with other businesses or engaging in e-commerce.

Figure 27c: Which of the following innovations or modifications have you implemented at your business as a result of the COVID-19 pandemic? - By Location - February 2021

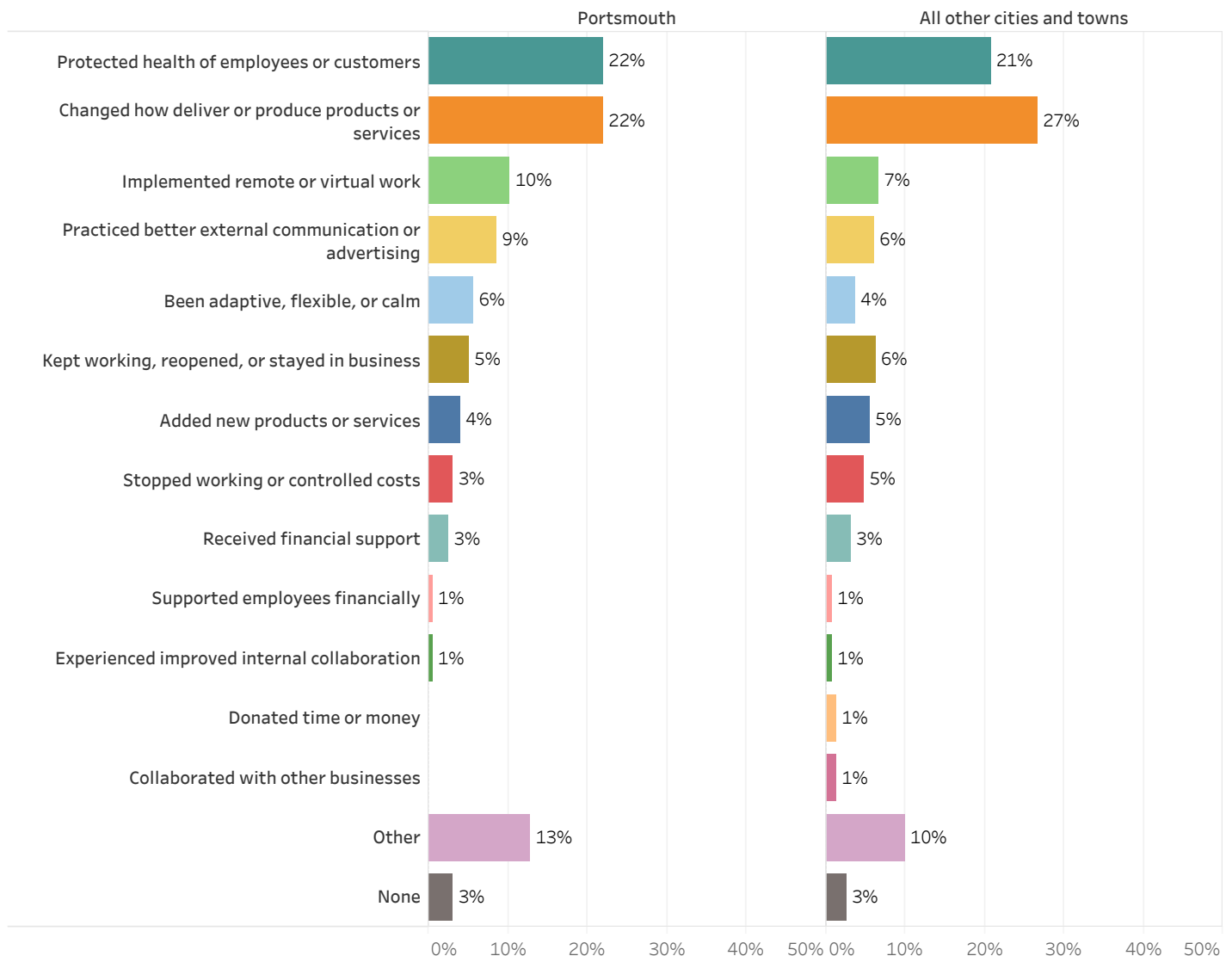


When asked for one thing their business has done in response to the COVID-19 pandemic that has been successful, 22% each of respondents whose business is located in Portsmouth mention something related to protecting the health of their employees or customers or changing how they deliver or produce products or services.

Fewer respondents say one successful thing their business has done in response to COVID-19 is that they implemented remote or virtual work (10%), that they practiced better external communication or advertising (9%), that they were adaptive, flexible, or calm (6%), or that they kept working, reopened, or just stayed in business (5%). Less than 5% note that they added new products or services (4%), stopped working or controlled costs (3%), received financial support (3%), supported employees financially (1%), or experienced improved internal collaboration (1%). Thirteen percent mention another type of successful thing their business has done in response to COVID-19 while 3% say nothing has been successful.

Respondents whose business is located in Portsmouth are slightly less likely than those whose business is located elsewhere to say that changing how they deliver or produce products or services is one thing their business has done in response to the COVID-19 pandemic that has been successful.

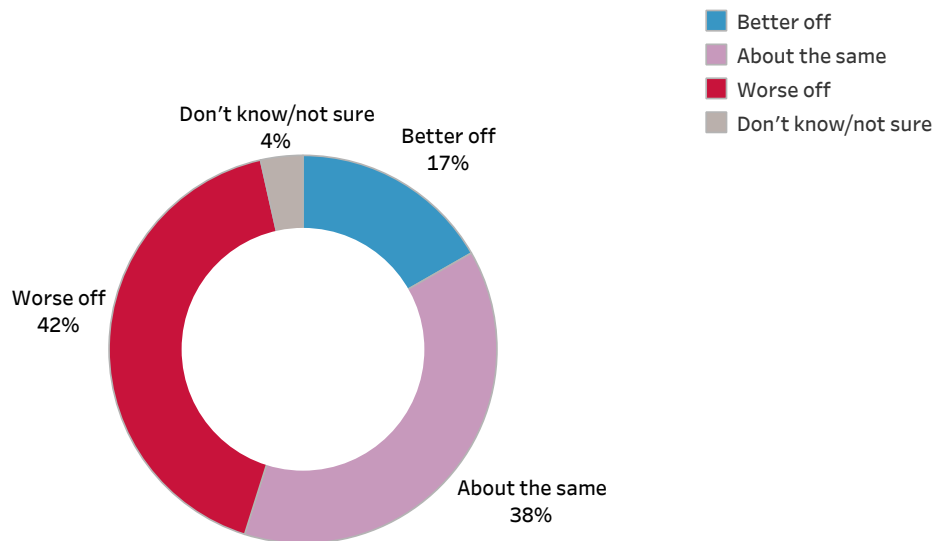
Figure 28: What is one thing your business has done in response to the COVID-19 pandemic that has been successful? - By Location - February 2021



Recovery

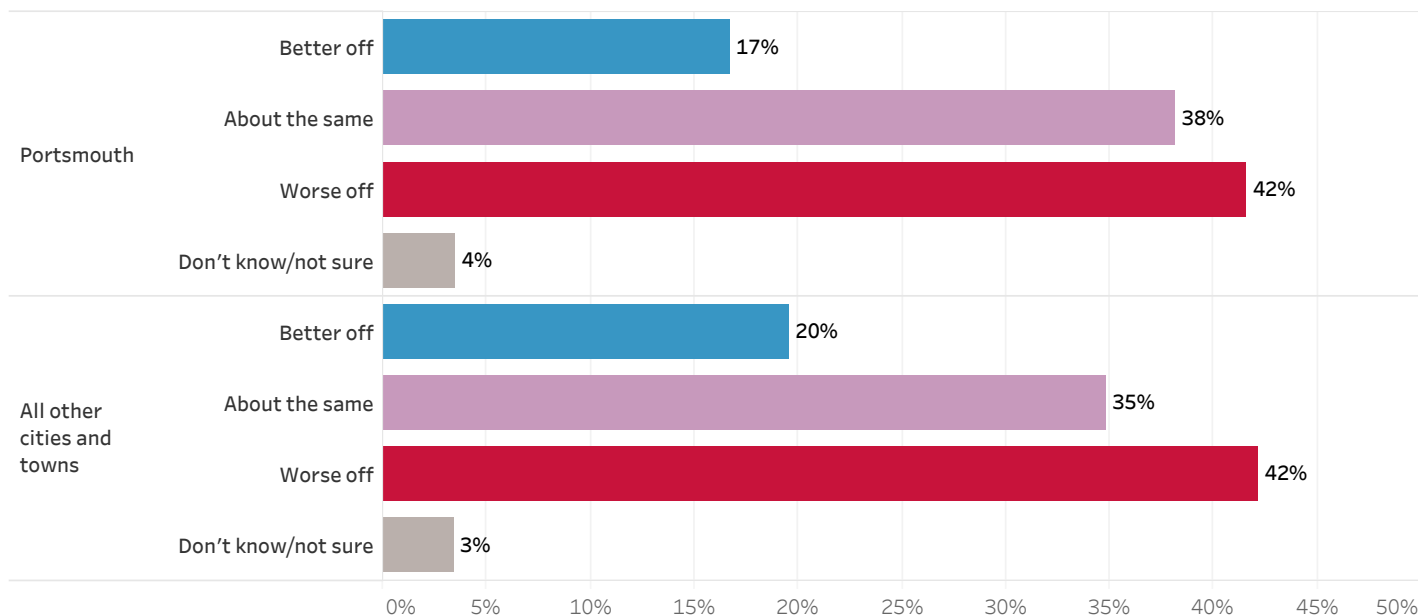
Only 17% of respondents whose business is located in Portsmouth report that their business is better off financially than they were in June 2020; 38% say they are in about the same position financially as they were in June 2020, 42% are worse off, and 4% don't know or are unsure.

Figure 29a: Would you say that you and your business are better off or worse off financially than you were in June 2020? - Portsmouth Businesses - February 2021



Respondents whose business is located in Portsmouth give a similar assessment of their business's finances as those whose business is located elsewhere.

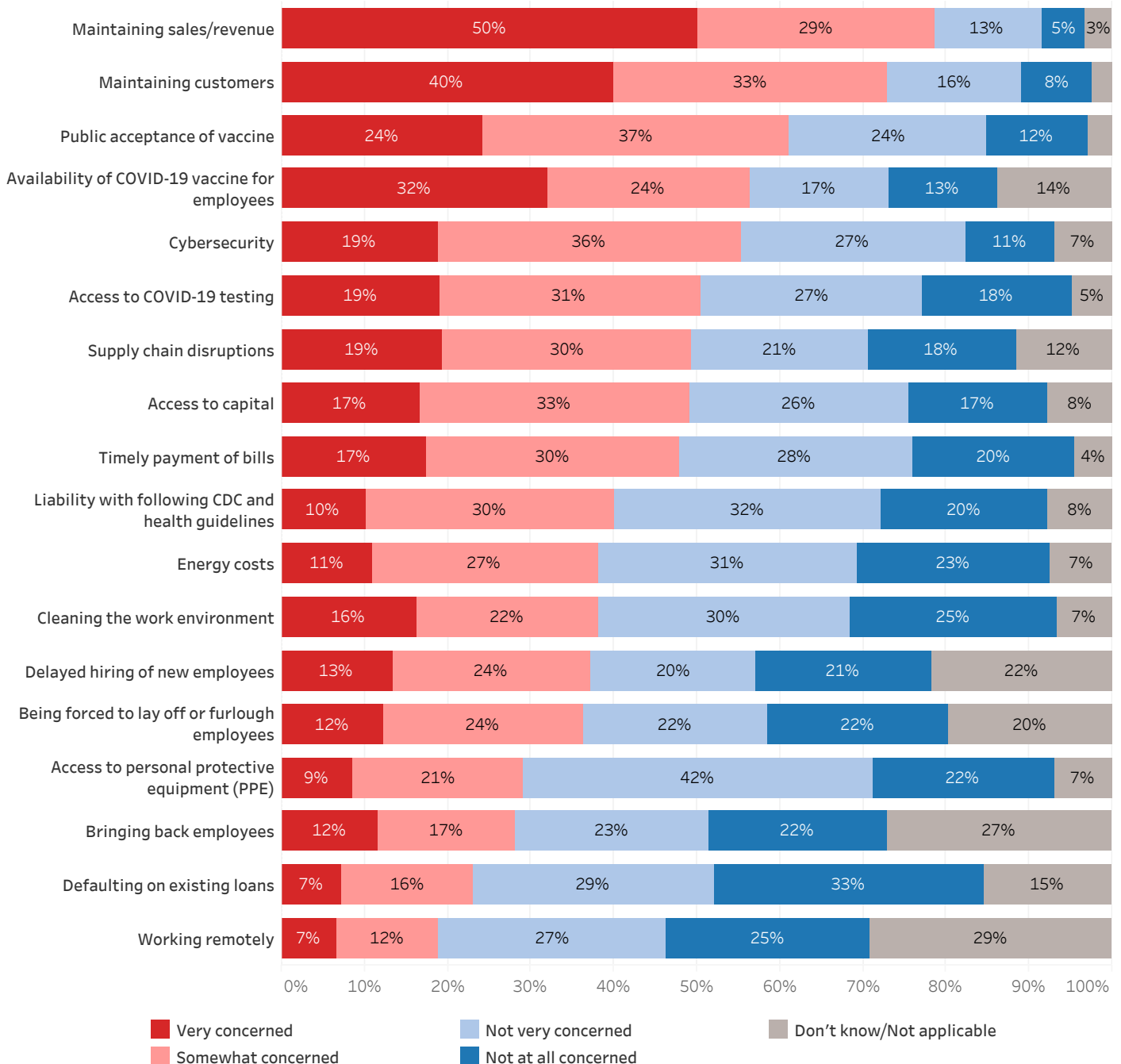
Figure 29b: Would you say that you and your business are better off or worse off financially than you were in June 2020? - By Location - February 2021



Among respondents whose business is located in Portsmouth, 79% say that they are very (50%) or somewhat (29%) concerned about maintaining sales/revenue as their business recovers, while 73% are very or somewhat concerned about maintaining customers. A majority of respondents are very or somewhat concerned about public acceptance of the COVID-19 vaccine (61%), the availability of the COVID-19 vaccine for their employees (56%), and cybersecurity (55%) while about half are concerned about access to COVID-19 testing (50%), supply chain disruptions (49%), access to capital (49%), and timely payment of bills (48%).

Four in ten or less say they are concerned about liability with following CDC and health guidelines (40%), energy costs (38%), cleaning the work environment (38%), delayed hiring of new employees (37%), or being forced to lay off or furlough employees (36%) while fewer are concerned about access to personal protective equipment (PPE) (29%), bringing back employees (28%), defaulting on existing loans (23%), or working remotely (19%).

Figure 30a: How concerned are you about the following potential issues as your business recovers? - Portsmouth Businesses - February 2021



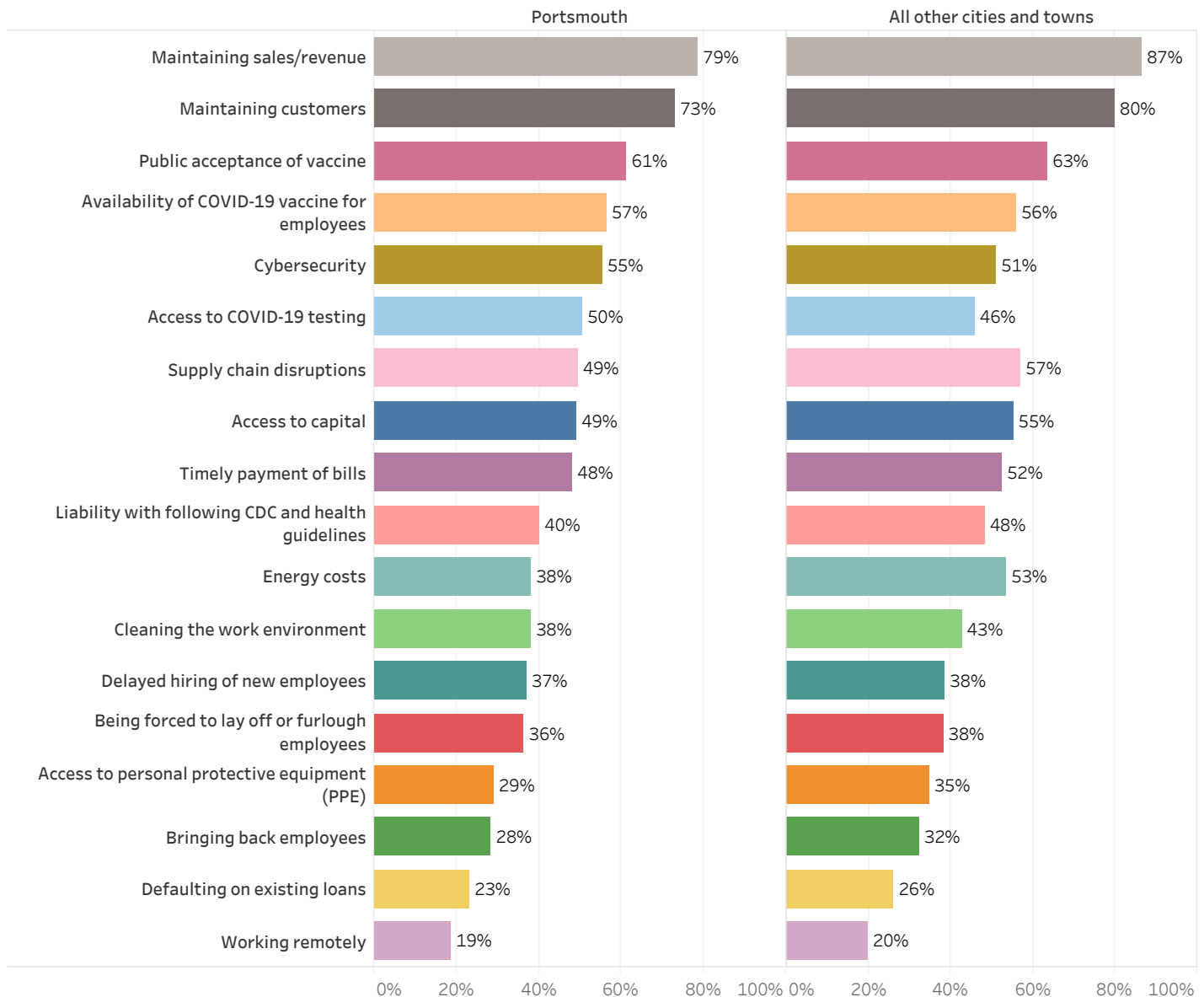
Respondents whose business is located in Portsmouth are less concerned than they were in June about many of these potential issues as their business recovers, with the largest declines in the percentage concerned about timely payment of bills (-21 percentage points), bringing back employees (-20), being forced to lay off or furlough employees (-19), access to personal protective equipment (PPE) (-19), maintaining sales/revenue (-18), defaulting on existing loans (-18), and maintaining customers (-18). However, respondents whose business is located in Portsmouth are more concerned than they were in June about cybersecurity (+9) and access to COVID-19 testing (+8).

Figure 30b: Very or somewhat concerned about following as business recovers - Portsmouth Businesses - Change from June 2020 to February 2021



Respondents whose business is located in Portsmouth are less concerned about many of these things than those whose business is located elsewhere. They are particularly less likely to be concerned about energy costs (-15 percentage points), maintaining sales/revenue (-8), liability with following CDC and health guidelines (-8), supply chain disruptions (-8), and maintaining customers (-7). Those who business is located in Portsmouth are slightly more likely to be concerned about access to COVID-19 testing (+4).

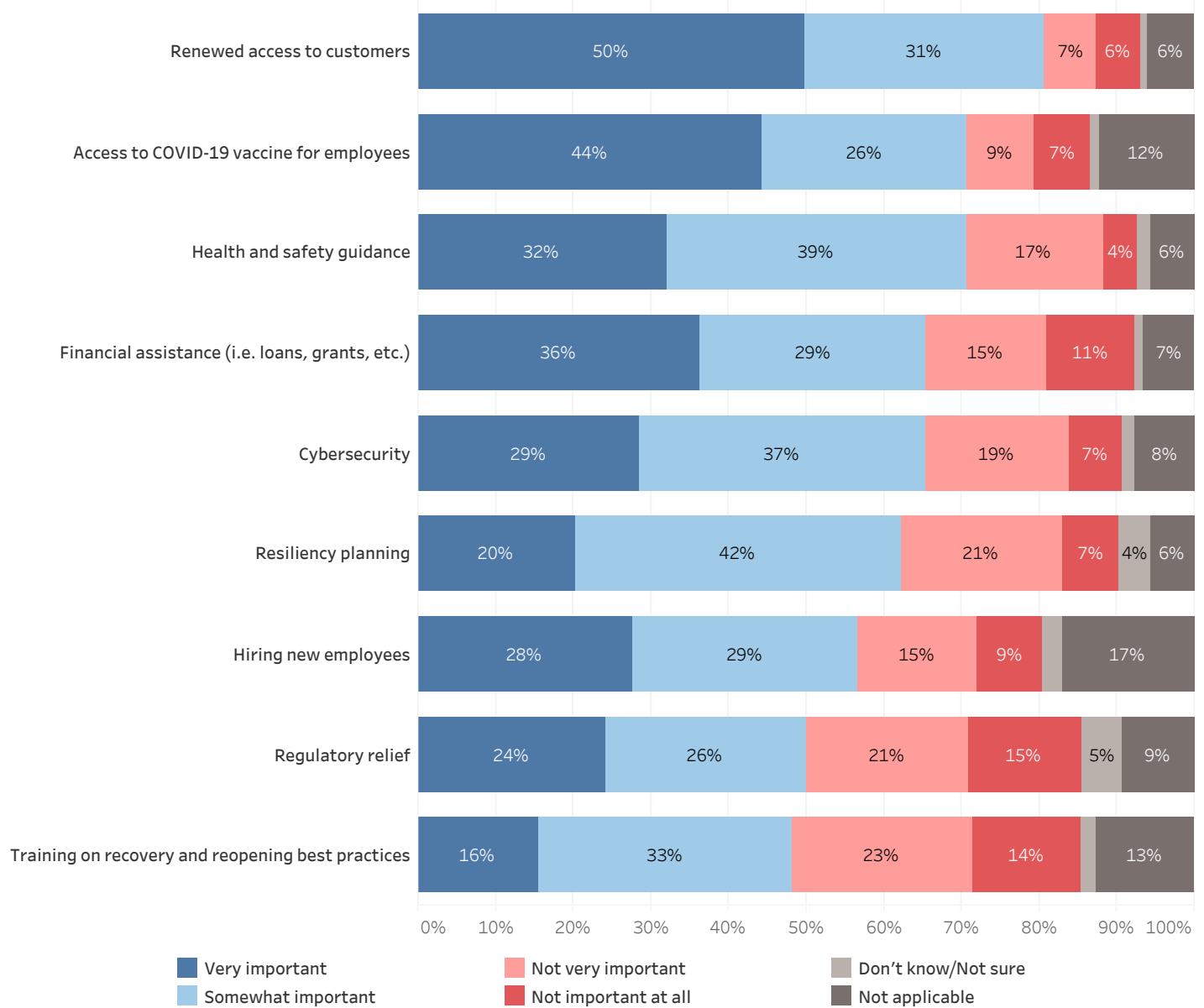
Figure 30c: How concerned are you about the following potential issues as your business recovers? - By Location - February 2021



Going Forward

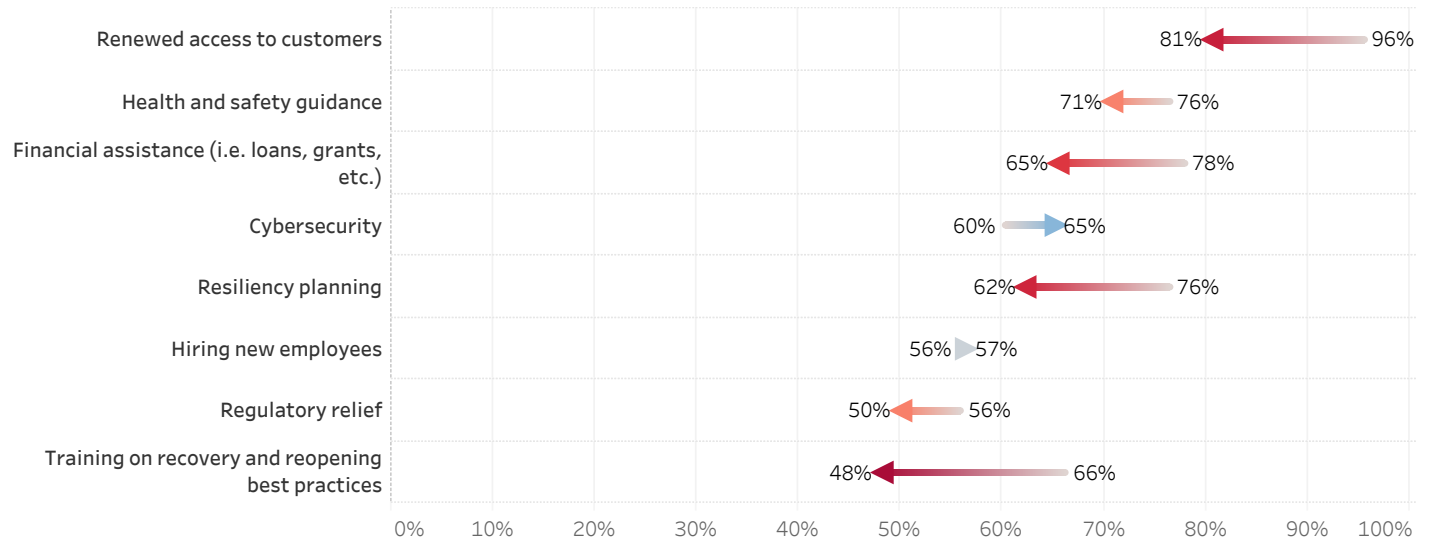
Among respondents whose business is located in Portsmouth, 81% expect renewed access to customers will be very (50%) or somewhat (31%) important to their business in the future while 71% each believe access to the COVID-19 vaccine for employees and health and safety guidance will be very or somewhat important. About two-thirds believe that financial assistance (65%) and cybersecurity (65%) will be very or somewhat important while slightly fewer believe resiliency planning (62%), or hiring new employees (57%) will be important. Only about half believe that regulatory relief (50%) and training on recovery and reopening best practices (48%) will be very or somewhat important to their business in the future.

Figure 31a: How important do you expect the following things will be to your business in the future? - Portsmouth Businesses - February 2021



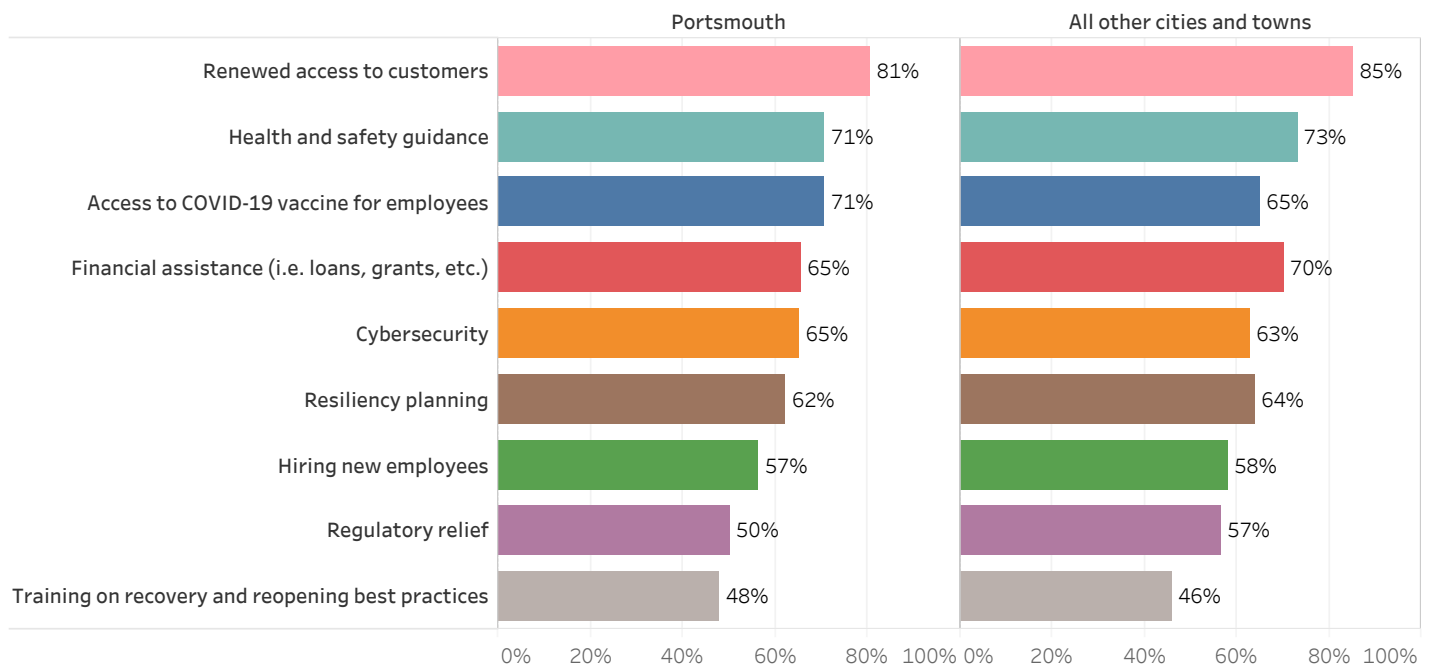
Respondents whose business is located in Portsmouth are less likely than they were in June 2020 to believe many of the following things will be important to their business in the future, with particularly large declines in the percentage who believe training on recovery and reopening best practices (-18 percentage points), renewed access to customers (-15), resiliency planning (-14), and financial assistance (-13) will be important.

Figure 31b: Believe the following will be very or somewhat important to business in the future - Portsmouth Businesses - Change from June 2020 to February 2021



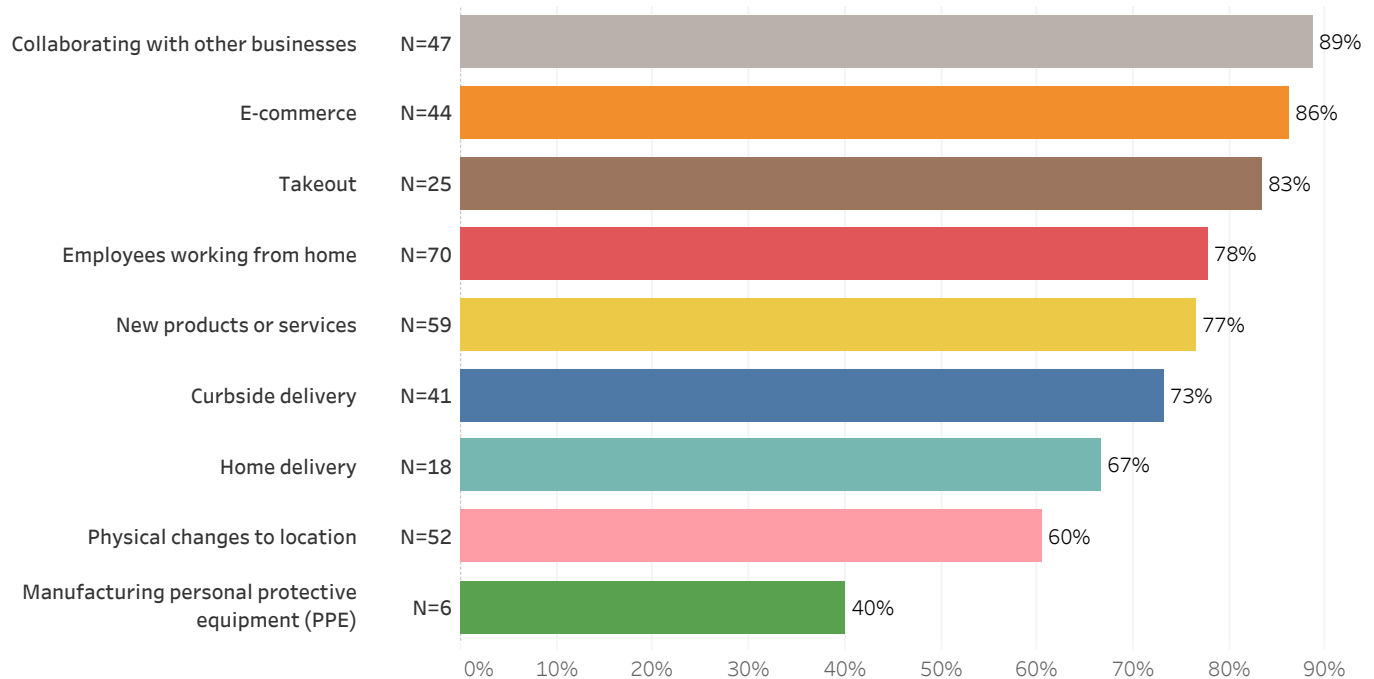
Respondents whose business is located in Portsmouth are more likely than those whose business is located elsewhere to think that access to the COVID-19 vaccine for employees will be important to their business in the future, while they are slightly less likely to believe that financial assistance and regulatory relief will be important.

Figure 31c: How important do you expect the following things will be to your business in the future? - By Location - February 2021



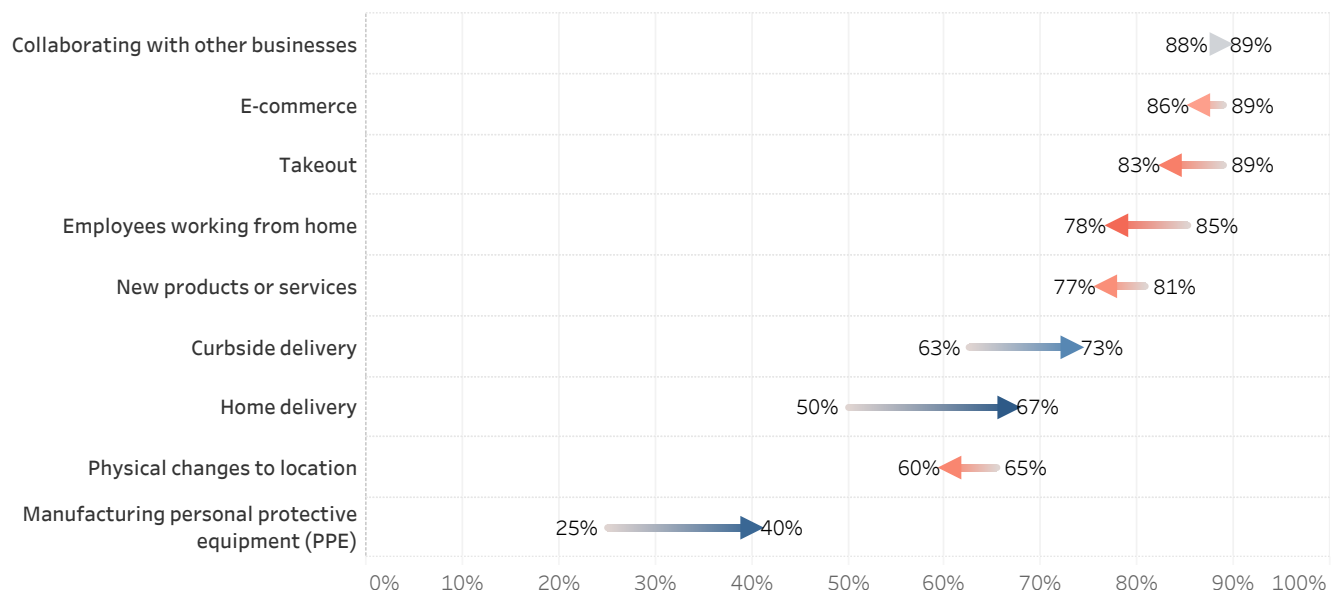
Among those whose business is located in Portsmouth, more than four-fifths of those whose business has started collaborating with other businesses (89%), implemented e-commerce (86%), or now offer takeout (83%) plan to continue to do so after the COVID-19 pandemic has passed. About three-quarters of those who have employees working from home (78%), offer new products or services (77%), or offer curbside delivery (73%) plan to continue doing so, while slightly fewer of those who now offer home delivery (67%) or made physical changes to their location plan (60%) to retain those changes.

Figure 32a: Which of these innovations or modifications do you think your business will continue after the COVID-19 pandemic has passed? - Portsmouth Businesses - February 2021



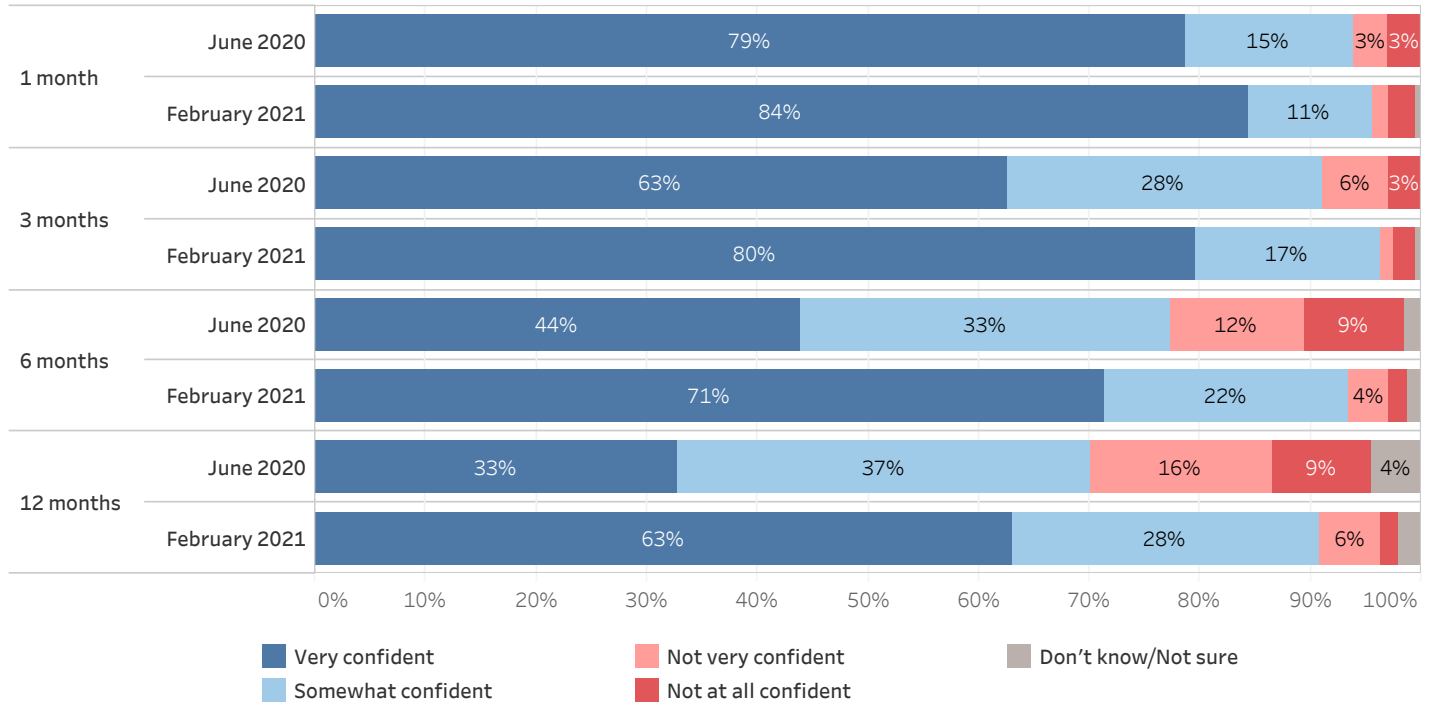
Among those whose business is located in Portsmouth, a larger percentage than in June 2020 say they plan to continue home delivery (+17 percentage points) and curbside delivery (+10) after the pandemic has passed, while slightly smaller proportions say that they plan to continue having employees work from home (-7) and offer takeout (-6).

Figure 32b: Plan to continue innovation or modification after pandemic has passed - Portsmouth Businesses - Change from June 2020 to February 2021



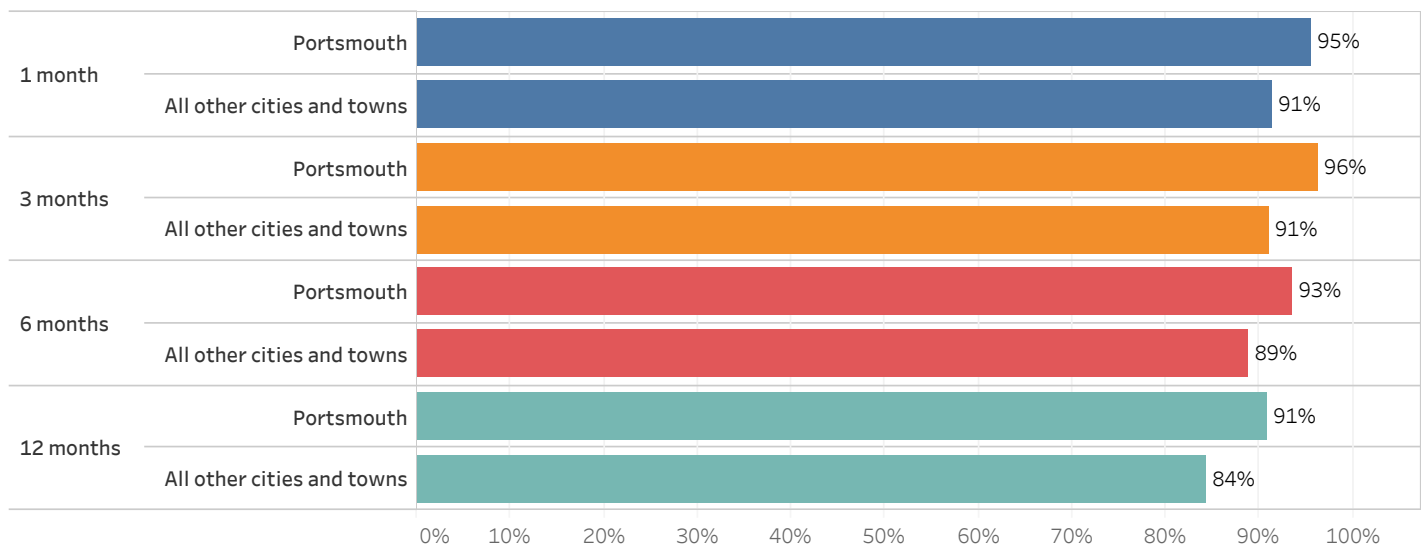
Those whose business is located in Portsmouth are more confident in the continued operation of their business than they were in June 2020. More than 90% are very or somewhat confident that their business will be operating in one month (95%), three months (96%), six months (93%), and in twelve months (91%). Those whose business is located in Portsmouth are particularly more likely than in June 2020 to say they are confident that their business will be operating in twelve months (+21 percentage points).

Figure 33a: Based on what you know now, how confident are you that your business will continue to be operating in... - Portsmouth Businesses



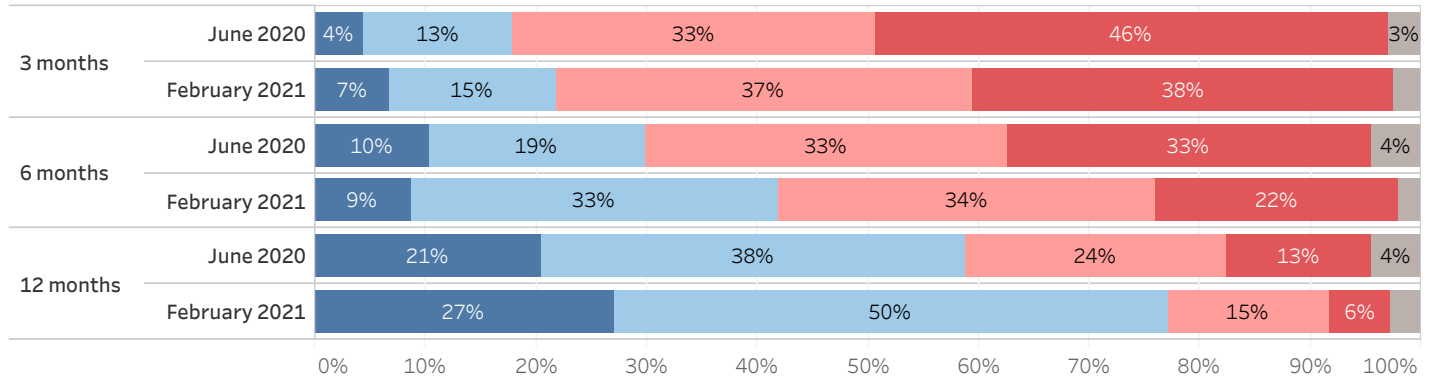
Respondents whose business is located in Portsmouth are very slightly more optimistic than those whose business is located elsewhere that their business will continue to be operating in all of these timeframes.

Figure 33b: Very or somewhat confident business will continue to be operating in... - By Location - February 2021

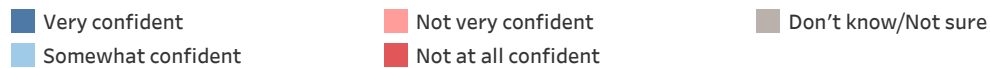


Only 22% of respondents whose business is located in Portsmouth are very (7%) or somewhat (15%) confident that the New Hampshire economy will have recovered to pre-pandemic levels within three months, largely unchanged since June 2020 (18%), while 42% are confident the state economy will have recovered within six months, up from 30% in June. Respondents are more bullish on an economic recovery within twelve months: more than three-quarters (77%) are very or somewhat confident the state economy will have recovered to pre-pandemic levels in that time, up from 59% in June 2020.

Figure 34a: Based on what you know now, how confident are you that the New Hampshire economy will have recovered to pre-COVID-19 levels in... - Portsmouth Businesses

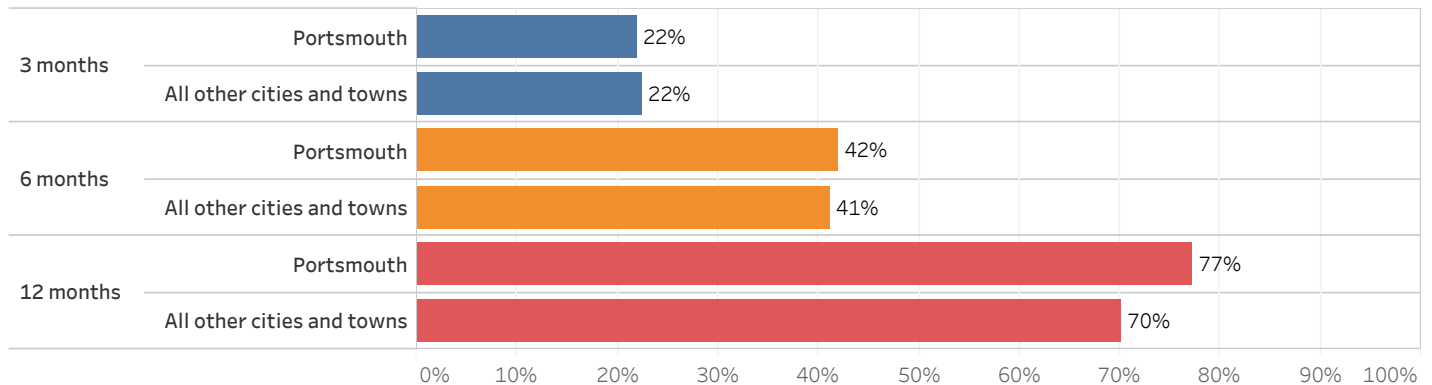


Please note, responses were completed before Congressional approval of a \$1.9 trillion relief package.



Respondents whose business is located in Portsmouth are very slightly more optimistic than those whose business is located elsewhere that the state economy will recover within twelve months.

Figure 34b: Very or somewhat confident that the New Hampshire economy will have recovered to pre-COVID-19 levels in... - By Location - February 2021



Appendix A

Q1: Which of the following has happened to your business since February 15, 2020? (Please select all that apply)

| | | <u>Reduced hours of operation</u> | <u>Closed temporarily</u> | <u>Closed permanently</u> | <u>No change in open status</u> | <u>N</u> |
|---|--------------------------------------|-----------------------------------|---------------------------|---------------------------|---------------------------------|----------|
| Overall | February 2021 | 40% | 27% | 2% | 43% | 254 |
| Current Number of Employees | 0-1 employees | 40% | 31% | | 40% | 93 |
| | 2-9 employees | 40% | 27% | | 43% | 95 |
| | 10-25 employees | 40% | 21% | | 51% | 43 |
| | More than 25 employees | 44% | 22% | | 50% | 18 |
| Open Status | Remained open | | | | 100% | 109 |
| | Reduced hours of operation | 100% | 29% | 1% | | 101 |
| | Closed temporarily | 42% | 100% | 1% | | 69 |
| Contingency or Resiliency Plan | Had plan before COVID | 43% | 20% | | 50% | 30 |
| | Developed plan since COVID | 51% | 27% | | 36% | 45 |
| | Don't have plan | 38% | 28% | | 45% | 130 |
| | Don't know/Not applicable | 32% | 32% | | 45% | 44 |
| Remote Work | Employees working remotely | 31% | 15% | | 61% | 71 |
| | Employees not working remotely | 44% | 32% | | 37% | 175 |
| COVID-19 Effect on Revenue | Revenue increased | 14% | 5% | | 82% | 22 |
| | Revenue stayed the same | 21% | 13% | | 70% | 63 |
| | Revenue decreased | 52% | 36% | | 28% | 160 |
| Change # of Employees Since Feb 2020 | More employees | 23% | 11% | | 66% | 35 |
| | Same number of employees | 33% | 21% | | 53% | 126 |
| | Fewer employees | 57% | 43% | | 22% | 88 |
| Confidence Operating in 12 Months | Very confident | 34% | 20% | | 54% | 155 |
| | Somewhat confident | 48% | 43% | | 29% | 69 |
| | Not very or not at all confident | 59% | 24% | | 18% | 17 |
| Industry | Accommodation and Food Services | 69% | 50% | | 4% | 26 |
| | Admin. Support, WM, Remediation | | | | 100% | 1 |
| | Arts, Entertainment, and Recreation | 42% | 58% | | 21% | 24 |
| | Construction | 25% | 13% | | 75% | 8 |
| | Educational Services | 50% | 25% | | 50% | 4 |
| | Finance and Insurance | 10% | | | 90% | 10 |
| | Health Care and Social Assistance | 43% | 27% | | 37% | 30 |
| | Information | 50% | 50% | | | 2 |
| | Manufacturing | 40% | 20% | | 40% | 5 |
| | Prof., Scientific and Tech. Services | 21% | 10% | 2% | 71% | 48 |
| | Real Estate Rental and Leasing | 11% | | | 89% | 9 |
| | Retail Trade | 60% | 53% | | 13% | 30 |
| | Transportation and Warehousing | 50% | | | 50% | 2 |
| | Wholesale Trade | 38% | 13% | 13% | 63% | 8 |
| | Other industry | 42% | 13% | 6% | 45% | 31 |
| Other services | 38% | 25% | 6% | 38% | 16 | |

Q2: Since February 15, 2020, when your business was operating under reduced hours, by about how much were your business's hours of operation typically reduced? (If unsure, please estimate)

| | | Less than 25% | 25%-49% | 50%-74% | 75% or more | Don't know/Not sure | N |
|---|--------------------------------------|---------------|---------|---------|-------------|---------------------|-----|
| Overall | February 2021 | 30% | 36% | 21% | 11% | 2% | 100 |
| Current Number of Employees | 0-1 employees | 22% | 30% | 22% | 22% | 5% | 37 |
| | 2-9 employees | 32% | 42% | 24% | 3% | | 38 |
| | 10-25 employees | 35% | 41% | 18% | 6% | | 17 |
| | More than 25 employees | 50% | 25% | 13% | 13% | | 8 |
| Open Status | Reduced hours of operation | 30% | 36% | 21% | 11% | 2% | 100 |
| | Closed temporarily | 32% | 32% | 14% | 21% | | 28 |
| Contingency or Resiliency Plan | Had plan before COVID | 23% | 54% | 15% | 8% | | 13 |
| | Developed plan since COVID | 30% | 39% | 22% | 9% | | 23 |
| | Don't have plan | 36% | 28% | 20% | 12% | 4% | 50 |
| | Don't know/Not applicable | 14% | 43% | 29% | 14% | | 14 |
| Remote Work | Employees working remotely | 27% | 41% | 27% | 5% | | 22 |
| | Employees not working remotely | 31% | 34% | 19% | 13% | 3% | 77 |
| COVID-19 Effect on Revenue | Revenue increased | 33% | 67% | | | | 3 |
| | Revenue stayed the same | 38% | 31% | 23% | 8% | | 13 |
| | Revenue decreased | 29% | 35% | 22% | 12% | 2% | 83 |
| Change # of Employees Since Feb 2020 | More employees | 38% | 38% | 25% | | | 8 |
| | Same number of employees | 29% | 26% | 29% | 12% | 5% | 42 |
| | Fewer employees | 30% | 44% | 14% | 12% | | 50 |
| Confidence Operating in 12 Months | Very confident | 33% | 38% | 23% | 6% | | 52 |
| | Somewhat confident | 30% | 36% | 18% | 12% | 3% | 33 |
| | Not very or not at all confident | 30% | 30% | 20% | 20% | | 10 |
| Industry | Accommodation and Food Services | 39% | 39% | 17% | 6% | | 18 |
| | Arts, Entertainment, and Recreation | 10% | 50% | 10% | 30% | | 10 |
| | Construction | 100% | | | | | 2 |
| | Educational Services | | 50% | 50% | | | 2 |
| | Finance and Insurance | | | 100% | | | 1 |
| | Health Care and Social Assistance | 31% | 38% | 31% | | | 13 |
| | Information | | 100% | | | | 1 |
| | Manufacturing | 50% | 50% | | | | 2 |
| | Prof., Scientific and Tech. Services | 30% | 30% | 20% | 20% | | 10 |
| | Real Estate Rental and Leasing | | | 100% | | | 1 |
| | Retail Trade | 39% | 22% | 17% | 17% | 6% | 18 |
| | Transportation and Warehousing | | | 100% | | | 1 |
| | Wholesale Trade | | 50% | 50% | | | 2 |
| | Other industry | 23% | 46% | 15% | 8% | 8% | 13 |
| Other services | 33% | 33% | 17% | 17% | | 6 | |

Q3: Since February 15, 2020, how long in total has your business been temporarily closed? (If unsure, please estimate)

| | | <u>Two weeks or less</u> | <u>3-4 weeks</u> | <u>1-3 months</u> | <u>More than 3 months</u> | <u>N</u> |
|---|--------------------------------------|--------------------------|------------------|-------------------|---------------------------|----------|
| Overall | February 2021 | 1% | 7% | 51% | 41% | 69 |
| Current Number of Employees | 0-1 employees | | | 34% | 66% | 29 |
| | 2-9 employees | 4% | 15% | 58% | 23% | 26 |
| | 10-25 employees | | 11% | 56% | 33% | 9 |
| | More than 25 employees | | | 100% | | 4 |
| Open Status | Reduced hours of operation | 3% | 3% | 59% | 34% | 29 |
| | Closed temporarily | 1% | 7% | 51% | 41% | 69 |
| Contingency or Resiliency Plan | Had plan before COVID | | | 83% | 17% | 6 |
| | Developed plan since COVID | | | 75% | 25% | 12 |
| | Don't have plan | 3% | 11% | 47% | 39% | 36 |
| | Don't know/Not applicable | | 7% | 21% | 71% | 14 |
| Remote Work | Employees working remotely | | 9% | 55% | 36% | 11 |
| | Employees not working remotely | 2% | 7% | 50% | 41% | 56 |
| COVID-19 Effect on Revenue | Revenue increased | | | 100% | | 1 |
| | Revenue stayed the same | 13% | 25% | 63% | | 8 |
| | Revenue decreased | | 5% | 47% | 48% | 58 |
| Change # of Employees Since Feb 2020 | More employees | | 25% | 50% | 25% | 4 |
| | Same number of employees | | 8% | 54% | 38% | 26 |
| | Fewer employees | 3% | 5% | 47% | 45% | 38 |
| Confidence Operating in 12 Months | Very confident | 3% | 10% | 65% | 23% | 31 |
| | Somewhat confident | | 7% | 40% | 53% | 30 |
| | Not very or not at all confident | | | 25% | 75% | 4 |
| Industry | Accommodation and Food Services | | 8% | 62% | 31% | 13 |
| | Arts, Entertainment, and Recreation | | | 50% | 50% | 14 |
| | Construction | 100% | | | | 1 |
| | Educational Services | | 100% | | | 1 |
| | Health Care and Social Assistance | | | 75% | 25% | 8 |
| | Information | | | | 100% | 1 |
| | Manufacturing | | 100% | | | 1 |
| | Prof., Scientific and Tech. Services | | 20% | 20% | 60% | 5 |
| | Retail Trade | | 6% | 50% | 44% | 16 |
| | Wholesale Trade | | | 100% | | 1 |
| | Other industry | | | 25% | 75% | 4 |
| Other services | | | 75% | 25% | 4 | |

Q4: Why did your business close or reduce its hours of operation? (Please select all that apply)

| | | <u>Caring for family member</u> | <u>Closed for the season</u> | <u>Employees were unwilling or unable to work</u> | <u>Health and safety concerns</u> |
|---|--------------------------------------|---------------------------------|------------------------------|---|-----------------------------------|
| Overall | February 2021 | 4% | 4% | 14% | 43% |
| Current Number of Employees | 0-1 employees | 5% | 7% | 9% | 42% |
| | 2-9 employees | 4% | 2% | 11% | 45% |
| | 10-25 employees | | 5% | 29% | 43% |
| | More than 25 employees | | | 33% | 33% |
| Open Status | Reduced hours of operation | 3% | 2% | 19% | 46% |
| | Closed temporarily | 4% | 7% | 16% | 51% |
| Contingency or Resiliency Plan | Had plan before COVID | | 6% | 25% | 44% |
| | Developed plan since COVID | 7% | 3% | 13% | 33% |
| | Don't have plan | 3% | 4% | 13% | 53% |
| | Don't know/Not applicable | 4% | 4% | 13% | 25% |
| Remote Work | Employees working remotely | 3% | 7% | 17% | 52% |
| | Employees not working remotely | 4% | 4% | 14% | 41% |
| COVID-19 Effect on Revenue | Revenue increased | | | | 75% |
| | Revenue stayed the same | | 5% | 5% | 47% |
| | Revenue decreased | 4% | 4% | 16% | 41% |
| Change # of Employees Since Feb 2020 | More employees | 8% | | | 42% |
| | Same number of employees | 2% | 10% | 7% | 43% |
| | Fewer employees | 4% | | 23% | 43% |
| Confidence Operating in 12 Months | Very confident | 6% | 6% | 13% | 47% |
| | Somewhat confident | 2% | 4% | 14% | 39% |
| | Not very or not at all confident | | | 20% | 33% |
| Industry | Accommodation and Food Services | 4% | 8% | 20% | 32% |
| | Arts, Entertainment, and Recreation | | 20% | 5% | 35% |
| | Construction | | | | 100% |
| | Educational Services | | | 50% | 100% |
| | Finance and Insurance | | | | |
| | Health Care and Social Assistance | 5% | | 16% | 63% |
| | Information | | | | |
| | Manufacturing | | | | 33% |
| | Prof., Scientific and Tech. Services | 7% | | | 29% |
| | Real Estate Rental and Leasing | | | | |
| | Retail Trade | 4% | | 27% | 58% |
| | Transportation and Warehousing | | | | |
| | Wholesale Trade | | | 33% | 67% |
| | Other industry | 6% | | 6% | 29% |
| Other services | 10% | | 20% | 50% | |

Q4: Why did your business close or reduce its hours of operation? (Please select all that apply)

| | | <u>Homeschooling children</u> | <u>Loss in revenue</u> | <u>Required to close per government order</u> | <u>Suspected or confirmed COVID-19 exposure</u> |
|---|--------------------------------------|-------------------------------|------------------------|---|---|
| Overall | February 2021 | 13% | 39% | 41% | 12% |
| Current Number of Employees | 0-1 employees | 19% | 32% | 39% | 9% |
| | 2-9 employees | 7% | 42% | 42% | 9% |
| | 10-25 employees | 19% | 48% | 43% | 14% |
| | More than 25 employees | | 33% | 56% | 33% |
| Open Status | Reduced hours of operation | 16% | 50% | 34% | 13% |
| | Closed temporarily | 10% | 26% | 71% | 16% |
| Contingency or Resiliency Plan | Had plan before COVID | 13% | 38% | 56% | 19% |
| | Developed plan since COVID | 7% | 43% | 43% | 13% |
| | Don't have plan | 15% | 39% | 38% | 13% |
| | Don't know/Not applicable | 17% | 29% | 42% | |
| Remote Work | Employees working remotely | 17% | 38% | 38% | 7% |
| | Employees not working remotely | 13% | 38% | 42% | 13% |
| COVID-19 Effect on Revenue | Revenue increased | | 25% | 75% | 25% |
| | Revenue stayed the same | 5% | 37% | 21% | |
| | Revenue decreased | 15% | 39% | 44% | 13% |
| Change # of Employees Since Feb 2020 | More employees | | 33% | 17% | |
| | Same number of employees | 25% | 37% | 35% | 13% |
| | Fewer employees | 6% | 40% | 51% | 11% |
| Confidence Operating in 12 Months | Very confident | 14% | 35% | 40% | 10% |
| | Somewhat confident | 12% | 35% | 51% | 12% |
| | Not very or not at all confident | 20% | 67% | 27% | 13% |
| Industry | Accommodation and Food Services | 8% | 48% | 56% | 28% |
| | Arts, Entertainment, and Recreation | | 25% | 60% | 5% |
| | Construction | | 50% | | 50% |
| | Educational Services | 50% | | | |
| | Finance and Insurance | | 50% | | |
| | Health Care and Social Assistance | 21% | 32% | 37% | 11% |
| | Information | | 100% | 50% | |
| | Manufacturing | | | | |
| | Prof., Scientific and Tech. Services | 14% | 50% | 14% | 7% |
| | Real Estate Rental and Leasing | | 100% | | |
| | Retail Trade | 8% | 50% | 50% | 8% |
| | Transportation and Warehousing | | | | |
| | Wholesale Trade | 33% | 33% | 67% | |
| | Other industry | 35% | 24% | 18% | 6% |
| Other services | 10% | 50% | 70% | 20% | |

Q4: Why did your business close or reduce its hours of operation? (Please select all that apply)

| | | <u>Unable to get sufficient workforce to maintain operations</u> | <u>Other</u> | <u>None of these</u> | <u>N</u> |
|---|--------------------------------------|--|--------------|----------------------|----------|
| Overall | February 2021 | 14% | 20% | 3% | 147 |
| Current Number of Employees | 0-1 employees | 18% | 26% | 2% | 57 |
| | 2-9 employees | 11% | 16% | 4% | 55 |
| | 10-25 employees | 14% | 19% | | 21 |
| | More than 25 employees | 11% | 22% | 11% | 9 |
| Open Status | Reduced hours of operation | 16% | 24% | 2% | 101 |
| | Closed temporarily | 16% | 10% | | 69 |
| Contingency or Resiliency Plan | Had plan before COVID | 13% | 6% | 13% | 16 |
| | Developed plan since COVID | 20% | 20% | 3% | 30 |
| | Don't have plan | 13% | 24% | | 72 |
| | Don't know/Not applicable | 13% | 25% | 4% | 24 |
| Remote Work | Employees working remotely | 7% | 17% | 3% | 29 |
| | Employees not working remotely | 16% | 23% | 3% | 111 |
| COVID-19 Effect on Revenue | Revenue increased | | | | 4 |
| | Revenue stayed the same | 21% | 11% | 5% | 19 |
| | Revenue decreased | 14% | 22% | 3% | 117 |
| Change # of Employees Since Feb 2020 | More employees | 8% | 42% | 8% | 12 |
| | Same number of employees | 7% | 23% | 2% | 60 |
| | Fewer employees | 21% | 16% | 3% | 70 |
| Confidence Operating in 12 Months | Very confident | 11% | 21% | 3% | 72 |
| | Somewhat confident | 16% | 20% | | 49 |
| | Not very or not at all confident | 13% | 20% | 7% | 15 |
| Industry | Accommodation and Food Services | 16% | 16% | | 25 |
| | Arts, Entertainment, and Recreation | 5% | 20% | 5% | 20 |
| | Construction | | | | 2 |
| | Educational Services | 50% | | | 2 |
| | Finance and Insurance | | | 50% | 2 |
| | Health Care and Social Assistance | 5% | 21% | | 19 |
| | Information | | | | 2 |
| | Manufacturing | | 33% | 33% | 3 |
| | Prof., Scientific and Tech. Services | 21% | 29% | | 14 |
| | Real Estate Rental and Leasing | | | | 1 |
| | Retail Trade | 31% | 15% | | 26 |
| | Transportation and Warehousing | | 100% | | 1 |
| | Wholesale Trade | | 33% | | 3 |
| | Other industry | 12% | 29% | 12% | 17 |
| | Other services | | 20% | | 10 |

Q5: Would you say your business closed permanently due to COVID-19 or due to other reasons?

| | | <u>Entirely due to COVID-19</u> | <u>Mostly due to COVID-19</u> | <u>About equal amount of both</u> | <u>N</u> |
|--------------------|--------------------------------------|---------------------------------|-------------------------------|-----------------------------------|----------|
| Overall | February 2021 | 60% | 20% | 20% | 5 |
| Open Status | Reduced hours of operation | 100% | | | 1 |
| | Closed temporarily | 100% | | | 1 |
| Industry | Prof., Scientific and Tech. Services | 100% | | | 1 |
| | Wholesale Trade | 100% | | | 1 |
| | Other industry | | 50% | 50% | 2 |
| | Other services | 100% | | | 1 |

Q6_1: Approximately how many employees in the state of New Hampshire did your business employ on February 15th, 2020?

| | | <u>Total Feb 2020</u> <u>employees</u> | <u>Full-time Feb 2020</u> <u>employees</u> | <u>Part-time Feb</u> <u>2020 employees</u> | <u>Other Feb 2020</u> <u>employees</u> | <u>N</u> |
|---|--------------------------------------|---|---|---|---|----------|
| Overall | June 2020 | 16.9 | 8.7 | 6.0 | 2.2 | 68 |
| | February 2021 | 9.0 | 5.4 | 2.4 | 1.1 | 252 |
| Current Number of Employees | 0-1 employees | 1.7 | 0.7 | 0.6 | 0.4 | 95 |
| | 2-9 employees | 6.1 | 3.4 | 1.7 | 1.0 | 96 |
| | 10-25 employees | 18.9 | 12.2 | 5.0 | 1.6 | 43 |
| | More than 25 employees | 39.4 | 25.2 | 9.7 | 4.6 | 18 |
| Open Status | Remained open | 8.6 | 6.2 | 1.1 | 1.3 | 109 |
| | Reduced hours of operation | 10.7 | 5.5 | 4.1 | 1.2 | 100 |
| | Closed temporarily | 9.6 | 4.9 | 4.1 | 0.6 | 68 |
| Contingency or Resiliency Plan | Had plan before COVID | 13.7 | 7.2 | 4.5 | 2.0 | 31 |
| | Developed plan since COVID | 7.1 | 3.8 | 2.1 | 1.2 | 46 |
| | Don't have plan | 8.6 | 5.3 | 2.2 | 1.1 | 130 |
| | Don't know/Not applicable | 8.9 | 6.3 | 2.0 | 0.6 | 45 |
| Remote Work | Employees working remotely | 14.1 | 9.7 | 2.8 | 1.7 | 72 |
| | Employees not working remotely | 6.9 | 3.7 | 2.3 | 0.9 | 177 |
| COVID-19 Effect on Revenue | Revenue increased | 8.4 | 4.3 | 0.6 | 3.5 | 22 |
| | Revenue stayed the same | 9.2 | 6.9 | 1.5 | 0.8 | 63 |
| | Revenue decreased | 9.1 | 5.1 | 3.1 | 1.0 | 163 |
| Change # of Employees Since Feb 2020 | More employees | 12.7 | 9.1 | 0.8 | 2.8 | 35 |
| | Same number of employees | 5.4 | 3.8 | 1.2 | 0.4 | 127 |
| | Fewer employees | 12.7 | 6.3 | 4.8 | 1.5 | 90 |
| Confidence Operating in 12 Months | Very confident | 9.4 | 6.3 | 2.3 | 0.8 | 157 |
| | Somewhat confident | 7.8 | 3.8 | 2.7 | 1.2 | 69 |
| | Not very or not at all confident | 7.7 | 4.0 | 1.3 | 2.4 | 18 |
| Industry | Accommodation and Food Services | 15.6 | 7.1 | 8.3 | 0.2 | 26 |
| | Admin. Support, WM, Remediation | 47.0 | 47.0 | 0.0 | 0.0 | 1 |
| | Arts, Entertainment, and Recreation | 11.1 | 3.1 | 5.7 | 2.3 | 25 |
| | Construction | 8.6 | 7.6 | 0.1 | 0.9 | 8 |
| | Educational Services | 18.5 | 4.3 | 2.5 | 11.8 | 4 |
| | Finance and Insurance | 4.0 | 3.4 | 0.2 | 0.5 | 11 |
| | Health Care and Social Assistance | 6.9 | 5.0 | 1.7 | 0.2 | 30 |
| | Information | 2.0 | 1.5 | 0.0 | 0.5 | 2 |
| | Manufacturing | 7.0 | 7.0 | 0.0 | 0.0 | 5 |
| | Prof., Scientific and Tech. Services | 9.7 | 7.8 | 1.2 | 0.8 | 47 |
| | Real Estate Rental and Leasing | 5.0 | 2.6 | 1.7 | 0.7 | 10 |
| | Retail Trade | 8.5 | 4.6 | 2.4 | 1.5 | 30 |
| | Transportation and Warehousing | 14.0 | 6.0 | 2.0 | 6.0 | 2 |
| | Wholesale Trade | 5.4 | 3.9 | 0.9 | 0.7 | 7 |
| | Other industry | 6.6 | 4.1 | 1.0 | 1.4 | 29 |
| Other services | 5.7 | 4.9 | 0.1 | 0.7 | 15 | |

Q6_2: Approximately how many employees in the state of New Hampshire did your business employ on June 15th, 2020?

| | | <u>Total June 2020</u> <u>employees</u> | <u>Full-time June</u> <u>2020 employees</u> | <u>Part-time June</u> <u>2020 employees</u> | <u>Other June 2020</u> <u>employees</u> | <u>N</u> |
|---|--------------------------------------|--|--|--|--|----------|
| Overall | June 2020 | 11.8 | 7.1 | 4.2 | 0.5 | 68 |
| | February 2021 | 7.6 | 4.9 | 1.8 | 1.0 | 252 |
| Current Number of Employees | 0-1 employees | 1.4 | 0.5 | 0.8 | 0.1 | 95 |
| | 2-9 employees | 4.7 | 3.1 | 1.1 | 0.5 | 96 |
| | 10-25 employees | 15.1 | 10.7 | 3.7 | 0.7 | 43 |
| | More than 25 employees | 38.1 | 24.1 | 5.8 | 8.2 | 18 |
| Open Status | Remained open | 8.6 | 6.1 | 1.0 | 1.4 | 109 |
| | Reduced hours of operation | 8.1 | 4.7 | 2.8 | 0.7 | 100 |
| | Closed temporarily | 6.6 | 4.0 | 2.5 | 0.2 | 68 |
| Contingency or Resiliency Plan | Had plan before COVID | 12.4 | 7.0 | 2.5 | 2.9 | 31 |
| | Developed plan since COVID | 6.0 | 3.1 | 1.6 | 1.4 | 46 |
| | Don't have plan | 7.3 | 5.0 | 1.8 | 0.6 | 130 |
| | Don't know/Not applicable | 6.8 | 5.1 | 1.4 | 0.3 | 45 |
| Remote Work | Employees working remotely | 12.6 | 9.2 | 1.9 | 1.5 | 72 |
| | Employees not working remotely | 5.7 | 3.2 | 1.7 | 0.7 | 177 |
| COVID-19 Effect on Revenue | Revenue increased | 10.7 | 4.8 | 0.8 | 5.0 | 22 |
| | Revenue stayed the same | 8.7 | 6.9 | 1.5 | 0.4 | 63 |
| | Revenue decreased | 7.1 | 4.3 | 2.1 | 0.7 | 163 |
| Change # of Employees Since Feb 2020 | More employees | 15.2 | 9.4 | 1.2 | 4.6 | 35 |
| | Same number of employees | 5.6 | 3.8 | 1.4 | 0.4 | 127 |
| | Fewer employees | 7.5 | 4.7 | 2.5 | 0.3 | 90 |
| Confidence Operating in 12 Months | Very confident | 8.5 | 5.7 | 1.7 | 1.0 | 157 |
| | Somewhat confident | 5.6 | 3.4 | 1.9 | 0.3 | 69 |
| | Not very or not at all confident | 3.9 | 2.9 | 0.4 | 0.6 | 18 |
| Industry | Accommodation and Food Services | 12.0 | 5.3 | 6.5 | 0.1 | 26 |
| | Admin. Support, WM, Remediation | 48.0 | 48.0 | 0.0 | 0.0 | 1 |
| | Arts, Entertainment, and Recreation | 7.8 | 3.1 | 2.4 | 2.3 | 25 |
| | Construction | 8.6 | 7.6 | 0.1 | 0.9 | 8 |
| | Educational Services | 26.3 | 4.5 | 2.3 | 19.5 | 4 |
| | Finance and Insurance | 3.7 | 3.2 | 0.2 | 0.4 | 11 |
| | Health Care and Social Assistance | 6.2 | 4.2 | 1.8 | 0.2 | 30 |
| | Information | 2.0 | 1.5 | 0.0 | 0.5 | 2 |
| | Manufacturing | 7.0 | 7.0 | 0.0 | 0.0 | 5 |
| | Prof., Scientific and Tech. Services | 9.4 | 7.7 | 1.2 | 0.5 | 47 |
| | Real Estate Rental and Leasing | 4.8 | 2.6 | 1.7 | 0.5 | 10 |
| | Retail Trade | 4.8 | 3.4 | 1.1 | 0.3 | 30 |
| | Transportation and Warehousing | 7.0 | 1.5 | 5.5 | 0.0 | 2 |
| | Wholesale Trade | 5.1 | 3.4 | 1.0 | 0.7 | 7 |
| | Other industry | 5.8 | 3.7 | 0.8 | 1.3 | 29 |
| | Other services | 4.9 | 4.5 | 0.1 | 0.3 | 15 |

Q6_3: Approximately how many employees in the state of New Hampshire did your business employ in February 2021?

| | | <u>Total Feb 2021</u> <u>employees</u> | <u>Full-time Feb 2021</u> <u>employees</u> | <u>Part-time Feb</u> <u>2021 employees</u> | <u>Other Feb 2021</u> <u>employees</u> | <u>N</u> |
|---|--------------------------------------|---|---|---|---|----------|
| Overall | February 2021 | 8.1 | 5.0 | 1.7 | 1.4 | 252 |
| Current Number of Employees | 0-1 employees | 0.5 | 0.3 | 0.1 | 0.1 | 95 |
| | 2-9 employees | 4.8 | 3.0 | 1.2 | 0.5 | 96 |
| | 10-25 employees | 16.2 | 11.0 | 4.1 | 1.1 | 43 |
| | More than 25 employees | 47.1 | 26.1 | 7.3 | 13.7 | 18 |
| Open Status | Remained open | 9.6 | 6.4 | 1.1 | 2.2 | 109 |
| | Reduced hours of operation | 8.1 | 4.4 | 2.7 | 1.0 | 100 |
| | Closed temporarily | 6.5 | 4.0 | 2.3 | 0.3 | 68 |
| Contingency or Resiliency Plan | Had plan before COVID | 14.5 | 6.8 | 2.4 | 5.2 | 31 |
| | Developed plan since COVID | 6.2 | 3.0 | 1.3 | 1.9 | 46 |
| | Don't have plan | 7.5 | 5.0 | 1.8 | 0.7 | 130 |
| | Don't know/Not applicable | 7.6 | 5.9 | 1.4 | 0.3 | 45 |
| Remote Work | Employees working remotely | 13.8 | 9.5 | 2.1 | 2.1 | 72 |
| | Employees not working remotely | 5.9 | 3.3 | 1.6 | 1.1 | 177 |
| COVID-19 Effect on Revenue | Revenue increased | 14.7 | 5.2 | 0.9 | 8.6 | 22 |
| | Revenue stayed the same | 9.1 | 7.2 | 1.5 | 0.5 | 63 |
| | Revenue decreased | 7.1 | 4.3 | 2.0 | 0.9 | 163 |
| Change # of Employees Since Feb 2020 | More employees | 19.8 | 10.8 | 1.4 | 7.7 | 35 |
| | Same number of employees | 5.4 | 3.8 | 1.2 | 0.4 | 127 |
| | Fewer employees | 7.4 | 4.5 | 2.6 | 0.4 | 90 |
| Confidence Operating in 12 Months | Very confident | 9.5 | 6.2 | 1.9 | 1.5 | 157 |
| | Somewhat confident | 5.1 | 3.2 | 1.4 | 0.5 | 69 |
| | Not very or not at all confident | 3.1 | 2.2 | 0.6 | 0.3 | 18 |
| Industry | Accommodation and Food Services | 10.6 | 5.3 | 5.3 | 0.0 | 26 |
| | Admin. Support, WM, Remediation | 50.0 | 50.0 | 0.0 | 0.0 | 1 |
| | Arts, Entertainment, and Recreation | 9.4 | 2.8 | 2.8 | 3.8 | 25 |
| | Construction | 7.9 | 6.5 | 0.3 | 1.1 | 8 |
| | Educational Services | 41.8 | 4.0 | 1.0 | 36.8 | 4 |
| | Finance and Insurance | 4.2 | 3.5 | 0.3 | 0.4 | 11 |
| | Health Care and Social Assistance | 7.0 | 4.6 | 2.2 | 0.2 | 30 |
| | Information | 2.0 | 1.5 | 0.0 | 0.5 | 2 |
| | Manufacturing | 9.4 | 9.2 | 0.2 | 0.0 | 5 |
| | Prof., Scientific and Tech. Services | 9.5 | 7.9 | 1.1 | 0.5 | 47 |
| | Real Estate Rental and Leasing | 4.8 | 2.6 | 1.7 | 0.5 | 10 |
| | Retail Trade | 4.4 | 3.1 | 1.1 | 0.2 | 30 |
| | Transportation and Warehousing | 7.5 | 2.0 | 5.5 | 0.0 | 2 |
| | Wholesale Trade | 5.1 | 3.4 | 1.0 | 0.7 | 7 |
| | Other industry | 6.6 | 4.1 | 1.0 | 1.5 | 29 |
| Other services | 5.5 | 4.9 | 0.1 | 0.5 | 15 | |

Q6#: Change in number of current employees since February 15th, 2020

| | | <u>More employees</u> | <u>Same number of employees</u> | <u>Fewer employees</u> | <u>N</u> |
|---|--------------------------------------|-----------------------|---------------------------------|------------------------|----------|
| Overall | February 2021 | 14% | 50% | 36% | 252 |
| Current Number of Employees | 0-1 employees | 2% | 67% | 31% | 95 |
| | 2-9 employees | 19% | 44% | 38% | 96 |
| | 10-25 employees | 14% | 37% | 49% | 43 |
| | More than 25 employees | 50% | 28% | 22% | 18 |
| Open Status | Remained open | 21% | 61% | 17% | 109 |
| | Reduced hours of operation | 8% | 42% | 50% | 100 |
| | Closed temporarily | 6% | 38% | 56% | 68 |
| Contingency or Resiliency Plan | Had plan before COVID | 16% | 52% | 32% | 31 |
| | Developed plan since COVID | 11% | 41% | 48% | 46 |
| | Don't have plan | 15% | 54% | 31% | 130 |
| | Don't know/Not applicable | 11% | 49% | 40% | 45 |
| Remote Work | Employees working remotely | 28% | 36% | 36% | 72 |
| | Employees not working remotely | 8% | 56% | 36% | 177 |
| COVID-19 Effect on Revenue | Revenue increased | 36% | 55% | 9% | 22 |
| | Revenue stayed the same | 25% | 59% | 16% | 63 |
| | Revenue decreased | 6% | 47% | 47% | 163 |
| Change # of Employees Since Feb 2020 | More employees | 100% | | | 35 |
| | Same number of employees | | 100% | | 127 |
| | Fewer employees | | | 100% | 90 |
| Confidence Operating in 12 Months | Very confident | 18% | 55% | 26% | 157 |
| | Somewhat confident | 6% | 43% | 51% | 69 |
| | Not very or not at all confident | | 44% | 56% | 18 |
| Industry | Accommodation and Food Services | 4% | 35% | 62% | 26 |
| | Admin. Support, WM, Remediation | 100% | | | 1 |
| | Arts, Entertainment, and Recreation | 8% | 44% | 48% | 25 |
| | Construction | 13% | 25% | 63% | 8 |
| | Educational Services | 25% | 50% | 25% | 4 |
| | Finance and Insurance | 18% | 73% | 9% | 11 |
| | Health Care and Social Assistance | 20% | 63% | 17% | 30 |
| | Information | | 100% | | 2 |
| | Manufacturing | 80% | 20% | | 5 |
| | Prof., Scientific and Tech. Services | 21% | 47% | 32% | 47 |
| | Real Estate Rental and Leasing | | 90% | 10% | 10 |
| | Retail Trade | 7% | 27% | 67% | 30 |
| | Transportation and Warehousing | | | 100% | 2 |
| | Wholesale Trade | | 71% | 29% | 7 |
| | Other industry | 10% | 66% | 24% | 29 |
| Other services | 13% | 67% | 20% | 15 | |

Q7: To the best of your knowledge, how has your monthly revenue been affected overall by the COVID-19 pandemic?

| | | <u>Increased</u> | <u>Stayed about the same</u> | <u>Decreased</u> | <u>Don't know/Not sure</u> | <u>N</u> |
|---|--------------------------------------|------------------|------------------------------|------------------|----------------------------|----------|
| Overall | June 2020 | 3% | 10% | 85% | 1% | 68 |
| | February 2021 | 9% | 25% | 65% | 2% | 252 |
| Current Number of Employees | 0-1 employees | 5% | 18% | 76% | 1% | 95 |
| | 2-9 employees | 10% | 30% | 57% | 2% | 96 |
| | 10-25 employees | 9% | 28% | 60% | 2% | 43 |
| | More than 25 employees | 17% | 28% | 56% | | 18 |
| Open Status | Remained open | 17% | 40% | 41% | 2% | 109 |
| | Reduced hours of operation | 3% | 13% | 83% | 1% | 100 |
| | Closed temporarily | 1% | 12% | 85% | 1% | 68 |
| Contingency or Resiliency Plan | Had plan before COVID | 19% | 23% | 58% | | 31 |
| | Developed plan since COVID | 7% | 22% | 70% | 2% | 46 |
| | Don't have plan | 10% | 28% | 62% | 1% | 130 |
| | Don't know/Not applicable | | 22% | 73% | 4% | 45 |
| Remote Work | Employees working remotely | 8% | 29% | 60% | 3% | 72 |
| | Employees not working remotely | 9% | 24% | 66% | 1% | 177 |
| COVID-19 Effect on Revenue | Revenue increased | 100% | | | | 22 |
| | Revenue stayed the same | | 100% | | | 63 |
| | Revenue decreased | | | 100% | | 163 |
| Change # of Employees Since Feb 2020 | More employees | 23% | 46% | 26% | 6% | 35 |
| | Same number of employees | 9% | 29% | 61% | 1% | 127 |
| | Fewer employees | 2% | 11% | 86% | 1% | 90 |
| Confidence Operating in 12 Months | Very confident | 13% | 34% | 51% | 2% | 157 |
| | Somewhat confident | 1% | 10% | 87% | 1% | 69 |
| | Not very or not at all confident | | 6% | 94% | | 18 |
| Industry | Accommodation and Food Services | 4% | 4% | 92% | | 26 |
| | Admin. Support, WM, Remediation | | 100% | | | 1 |
| | Arts, Entertainment, and Recreation | 8% | 12% | 80% | | 25 |
| | Construction | 25% | 38% | 38% | | 8 |
| | Educational Services | 25% | | 75% | | 4 |
| | Finance and Insurance | 18% | 36% | 36% | 9% | 11 |
| | Health Care and Social Assistance | 7% | 27% | 63% | 3% | 30 |
| | Information | | | 100% | | 2 |
| | Manufacturing | | 60% | 40% | | 5 |
| | Prof., Scientific and Tech. Services | 6% | 40% | 51% | 2% | 47 |
| | Real Estate Rental and Leasing | 20% | 40% | 40% | | 10 |
| | Retail Trade | 3% | 20% | 77% | | 30 |
| | Transportation and Warehousing | | | 100% | | 2 |
| | Wholesale Trade | 14% | 29% | 57% | | 7 |
| | Other industry | 14% | 21% | 66% | | 29 |
| Other services | 7% | 20% | 67% | 7% | 15 | |

Q8#: Change in monthly revenue due to COVID-19

| | | <u>Increased by 50% or more</u> | <u>Increased by 20%-49%</u> | <u>Increased by less than 20%</u> | <u>Stayed about the same</u> |
|---|--------------------------------------|---------------------------------|-----------------------------|-----------------------------------|------------------------------|
| Overall | June 2020 | | 4% | | 13% |
| | February 2021 | 0% | 3% | 6% | 28% |
| Current Number of Employees | 0-1 employees | | 2% | 4% | 21% |
| | 2-9 employees | | 2% | 8% | 33% |
| | 10-25 employees | | 5% | 5% | 30% |
| | More than 25 employees | 6% | 6% | 6% | 28% |
| Open Status | Remained open | 1% | 6% | 10% | 42% |
| | Reduced hours of operation | | | 3% | 15% |
| | Closed temporarily | | 2% | | 14% |
| Contingency or Resiliency Plan | Had plan before COVID | 4% | 7% | 7% | 26% |
| | Developed plan since COVID | | | 8% | 26% |
| | Don't have plan | | 4% | 7% | 30% |
| | Don't know/Not applicable | | | | 25% |
| Remote Work | Employees working remotely | | 4% | 4% | 31% |
| | Employees not working remotely | 1% | 3% | 6% | 27% |
| COVID-19 Effect on Revenue | Revenue increased | 5% | 33% | 62% | |
| | Revenue stayed the same | | | | 100% |
| | Revenue decreased | | | | |
| Change # of Employees Since Feb 2020 | More employees | 3% | 12% | 9% | 48% |
| | Same number of employees | | 3% | 7% | 32% |
| | Fewer employees | | | 3% | 13% |
| Confidence Operating in 12 Months | Very confident | 1% | 5% | 8% | 36% |
| | Somewhat confident | | | 2% | 12% |
| | Not very or not at all confident | | | | 7% |
| Industry | Accommodation and Food Services | | | 6% | 6% |
| | Admin. Support, WM, Remediation | | | | 100% |
| | Arts, Entertainment, and Recreation | | 4% | 4% | 12% |
| | Construction | | | 25% | 38% |
| | Educational Services | 25% | | | |
| | Finance and Insurance | | 11% | 11% | 44% |
| | Health Care and Social Assistance | | | 7% | 29% |
| | Information | | | | |
| | Manufacturing | | | | 60% |
| | Prof., Scientific and Tech. Services | | 7% | | 43% |
| | Real Estate Rental and Leasing | | | 11% | 44% |
| | Retail Trade | | 4% | | 21% |
| | Transportation and Warehousing | | | | |
| | Wholesale Trade | | 14% | | 29% |
| | Other industry | | | 15% | 23% |
| Other services | | | 8% | 25% | |

Q8#: Change in monthly revenue due to COVID-19

| | | <u>Decreased by less than 20%</u> | <u>Decreased by 20%-49%</u> | <u>Decreased by 50% or more</u> | <u>N</u> |
|---|--------------------------------------|---------------------------------------|-----------------------------|-------------------------------------|----------|
| Overall | June 2020 | 4% | 22% | 58% | 55 |
| | February 2021 | 11% | 32% | 20% | 227 |
| Current Number of Employees | 0-1 employees | 14% | 23% | 36% | 81 |
| | 2-9 employees | 6% | 40% | 11% | 88 |
| | 10-25 employees | 15% | 33% | 13% | 40 |
| | More than 25 employees | 11% | 33% | 11% | 18 |
| Open Status | Remained open | 16% | 21% | 4% | 104 |
| | Reduced hours of operation | 8% | 39% | 34% | 87 |
| | Closed temporarily | | 45% | 40% | 58 |
| Contingency or Resiliency Plan | Had plan before COVID | 7% | 37% | 11% | 27 |
| | Developed plan since COVID | 3% | 33% | 31% | 39 |
| | Don't have plan | 12% | 31% | 17% | 121 |
| | Don't know/Not applicable | 18% | 30% | 28% | 40 |
| Remote Work | Employees working remotely | 13% | 30% | 16% | 67 |
| | Employees not working remotely | 9% | 32% | 22% | 158 |
| COVID-19 Effect on Revenue | Revenue increased | | | | 21 |
| | Revenue stayed the same | | | | 63 |
| | Revenue decreased | 17% | 51% | 32% | 143 |
| Change # of Employees Since Feb 2020 | More employees | 3% | 15% | 9% | 33 |
| | Same number of employees | 14% | 27% | 17% | 115 |
| | Fewer employees | 9% | 47% | 29% | 79 |
| Confidence Operating in 12 Months | Very confident | 11% | 31% | 8% | 146 |
| | Somewhat confident | 10% | 39% | 37% | 59 |
| | Not very or not at all confident | 13% | 33% | 47% | 15 |
| Industry | Accommodation and Food Services | | 56% | 33% | 18 |
| | Admin. Support, WM, Remediation | | | | 1 |
| | Arts, Entertainment, and Recreation | 4% | 36% | 40% | 25 |
| | Construction | 13% | 25% | | 8 |
| | Educational Services | 25% | | 50% | 4 |
| | Finance and Insurance | 11% | | 22% | 9 |
| | Health Care and Social Assistance | 21% | 32% | 11% | 28 |
| | Information | | 50% | 50% | 2 |
| | Manufacturing | 20% | 20% | | 5 |
| | Prof., Scientific and Tech. Services | 14% | 23% | 14% | 44 |
| | Real Estate Rental and Leasing | 11% | 22% | 11% | 9 |
| | Retail Trade | 4% | 46% | 25% | 28 |
| | Transportation and Warehousing | | | 100% | 1 |
| | Wholesale Trade | 14% | 43% | | 7 |
| | Other industry | 12% | 27% | 23% | 26 |
| Other services | 8% | 50% | 8% | 12 | |

Q10: Did your business apply for relief in 2020?

| | | <u>Yes</u> | <u>No</u> | <u>Don't know/Not sure</u> | <u>N</u> |
|---|--------------------------------------|------------|-----------|----------------------------|----------|
| Overall | February 2021 | 75% | 25% | 0% | 252 |
| Current Number of Employees | 0-1 employees | 60% | 40% | | 95 |
| | 2-9 employees | 81% | 18% | 1% | 96 |
| | 10-25 employees | 88% | 12% | | 43 |
| | More than 25 employees | 89% | 11% | | 18 |
| Open Status | Remained open | 63% | 37% | | 109 |
| | Reduced hours of operation | 89% | 10% | 1% | 100 |
| | Closed temporarily | 82% | 18% | | 68 |
| Contingency or Resiliency Plan | Had plan before COVID | 65% | 35% | | 31 |
| | Developed plan since COVID | 67% | 33% | | 46 |
| | Don't have plan | 80% | 20% | | 130 |
| | Don't know/Not applicable | 76% | 22% | 2% | 45 |
| Remote Work | Employees working remotely | 86% | 14% | | 72 |
| | Employees not working remotely | 70% | 29% | 1% | 177 |
| COVID-19 Effect on Revenue | Revenue increased | 45% | 55% | | 22 |
| | Revenue stayed the same | 63% | 35% | 2% | 63 |
| | Revenue decreased | 84% | 16% | | 163 |
| Change # of Employees Since Feb 2020 | More employees | 77% | 23% | | 35 |
| | Same number of employees | 64% | 35% | 1% | 127 |
| | Fewer employees | 90% | 10% | | 90 |
| Confidence Operating in 12 Months | Very confident | 71% | 28% | 1% | 157 |
| | Somewhat confident | 80% | 20% | | 69 |
| | Not very or not at all confident | 89% | 11% | | 18 |
| Industry | Accommodation and Food Services | 88% | 8% | 4% | 26 |
| | Admin. Support, WM, Remediation | 100% | | | 1 |
| | Arts, Entertainment, and Recreation | 72% | 28% | | 25 |
| | Construction | 63% | 38% | | 8 |
| | Educational Services | 100% | | | 4 |
| | Finance and Insurance | 55% | 45% | | 11 |
| | Health Care and Social Assistance | 80% | 20% | | 30 |
| | Information | 100% | | | 2 |
| | Manufacturing | 60% | 40% | | 5 |
| | Prof., Scientific and Tech. Services | 77% | 23% | | 47 |
| | Real Estate Rental and Leasing | 50% | 50% | | 10 |
| | Retail Trade | 87% | 13% | | 30 |
| | Transportation and Warehousing | 100% | | | 2 |
| | Wholesale Trade | 86% | 14% | | 7 |
| | Other industry | 62% | 38% | | 29 |
| Other services | 67% | 33% | | 15 | |

Q11a: What did your business do with regard to the following federal relief programs in 2020? Payroll Protection Program

| | | <u>Received</u> | <u>Applied for but did not receive</u> | <u>Chose not to apply</u> | <u>Was not aware of program</u> | <u>N</u> |
|---|--------------------------------------|-----------------|--|---------------------------|---------------------------------|----------|
| Overall | February 2021 | 93% | 2% | 4% | 1% | 166 |
| Current Number of Employees | 0-1 employees | 80% | 3% | 15% | 3% | 40 |
| | 2-9 employees | 96% | 3% | 1% | | 75 |
| | 10-25 employees | 100% | | | | 36 |
| | More than 25 employees | 100% | | | | 15 |
| Open Status | Remained open | 95% | 2% | 3% | | 62 |
| | Reduced hours of operation | 91% | 3% | 6% | | 78 |
| | Closed temporarily | 94% | | 4% | 2% | 50 |
| Contingency or Resiliency Plan | Had plan before COVID | 100% | | | | 20 |
| | Developed plan since COVID | 96% | | 4% | | 26 |
| | Don't have plan | 93% | 3% | 3% | | 91 |
| | Don't know/Not applicable | 86% | | 10% | 3% | 29 |
| Remote Work | Employees working remotely | 97% | | 3% | | 58 |
| | Employees not working remotely | 91% | 3% | 5% | 1% | 105 |
| COVID-19 Effect on Revenue | Revenue increased | 100% | | | | 9 |
| | Revenue stayed the same | 95% | 3% | 3% | | 39 |
| | Revenue decreased | 92% | 2% | 5% | 1% | 116 |
| Change # of Employees Since Feb 2020 | More employees | 96% | | | 4% | 26 |
| | Same number of employees | 93% | | 7% | | 67 |
| | Fewer employees | 93% | 4% | 3% | | 73 |
| Confidence Operating in 12 Months | Very confident | 96% | | 4% | | 102 |
| | Somewhat confident | 92% | | 6% | 2% | 48 |
| | Not very or not at all confident | 83% | 17% | | | 12 |
| Industry | Accommodation and Food Services | 100% | | | | 21 |
| | Admin. Support, WM, Remediation | 100% | | | | 1 |
| | Arts, Entertainment, and Recreation | 100% | | | | 14 |
| | Construction | 100% | | | | 5 |
| | Educational Services | 67% | | 33% | | 3 |
| | Finance and Insurance | 83% | 17% | | | 6 |
| | Health Care and Social Assistance | 100% | | | | 23 |
| | Information | 100% | | | | 2 |
| | Manufacturing | 100% | | | | 2 |
| | Prof., Scientific and Tech. Services | 93% | | 7% | | 30 |
| | Real Estate Rental and Leasing | 50% | | 50% | | 2 |
| | Retail Trade | 88% | 8% | 4% | | 24 |
| | Transportation and Warehousing | 100% | | | | 1 |
| | Wholesale Trade | 100% | | | | 6 |
| | Other industry | 88% | | 6% | 6% | 16 |
| Other services | 90% | | 10% | | 10 | |

Q11b: What did your business do with regard to the following federal relief programs in 2020? Economic Injury Disaster Loan (EIDL) Advance

| | | <u>Received</u> | <u>Applied for but did not receive</u> | <u>Chose not to apply</u> | <u>Was not aware of program</u> | <u>N</u> |
|---|--------------------------------------|-----------------|--|---------------------------|---------------------------------|----------|
| Overall | February 2021 | 47% | 5% | 32% | 16% | 104 |
| Current Number of Employees | 0-1 employees | 44% | 6% | 28% | 22% | 32 |
| | 2-9 employees | 47% | 8% | 34% | 11% | 38 |
| | 10-25 employees | 58% | | 29% | 13% | 24 |
| | More than 25 employees | 30% | | 40% | 30% | 10 |
| Open Status | Remained open | 39% | 3% | 36% | 21% | 33 |
| | Reduced hours of operation | 43% | 6% | 34% | 17% | 53 |
| | Closed temporarily | 54% | 3% | 32% | 11% | 37 |
| Contingency or Resiliency Plan | Had plan before COVID | 20% | | 80% | | 10 |
| | Developed plan since COVID | 44% | 6% | 25% | 25% | 16 |
| | Don't have plan | 51% | 7% | 28% | 15% | 61 |
| | Don't know/Not applicable | 53% | | 24% | 24% | 17 |
| Remote Work | Employees working remotely | 47% | 6% | 32% | 15% | 34 |
| | Employees not working remotely | 46% | 4% | 32% | 17% | 69 |
| COVID-19 Effect on Revenue | Revenue increased | 100% | | | | 4 |
| | Revenue stayed the same | 44% | | 32% | 24% | 25 |
| | Revenue decreased | 45% | 7% | 33% | 15% | 75 |
| Change # of Employees Since Feb 2020 | More employees | 63% | | 31% | 6% | 16 |
| | Same number of employees | 41% | 2% | 29% | 27% | 41 |
| | Fewer employees | 47% | 9% | 34% | 11% | 47 |
| Confidence Operating in 12 Months | Very confident | 48% | 2% | 35% | 15% | 60 |
| | Somewhat confident | 39% | | 43% | 18% | 28 |
| | Not very or not at all confident | 64% | 27% | | 9% | 11 |
| Industry | Accommodation and Food Services | 39% | | 50% | 11% | 18 |
| | Arts, Entertainment, and Recreation | | 11% | 67% | 22% | 9 |
| | Construction | | | 100% | | 2 |
| | Educational Services | 67% | | 33% | | 3 |
| | Finance and Insurance | 33% | 33% | 33% | | 3 |
| | Health Care and Social Assistance | 60% | | 27% | 13% | 15 |
| | Information | | 100% | | | 1 |
| | Manufacturing | 100% | | | | 1 |
| | Prof., Scientific and Tech. Services | 48% | | 24% | 29% | 21 |
| | Real Estate Rental and Leasing | | | 50% | 50% | 2 |
| | Retail Trade | 75% | 13% | 13% | | 16 |
| | Wholesale Trade | | | | 100% | 1 |
| | Other industry | 63% | | 13% | 25% | 8 |
| Other services | 50% | | 25% | 25% | 4 | |

Q11c: What did your business do with regard to the following federal relief programs in 2020? Economic Injury Disaster Loan (EIDL) Loan

| | | <u>Received</u> | <u>Applied for but did not receive</u> | <u>Chose not to apply</u> | <u>Was not aware of program</u> | <u>N</u> |
|---|--------------------------------------|-----------------|--|---------------------------|---------------------------------|----------|
| Overall | February 2021 | 49% | 8% | 30% | 13% | 106 |
| Current Number of Employees | 0-1 employees | 45% | 9% | 33% | 12% | 33 |
| | 2-9 employees | 51% | 10% | 27% | 12% | 41 |
| | 10-25 employees | 52% | 4% | 26% | 17% | 23 |
| | More than 25 employees | 44% | | 44% | 11% | 9 |
| Open Status | Remained open | 39% | 9% | 36% | 15% | 33 |
| | Reduced hours of operation | 46% | 7% | 31% | 15% | 54 |
| | Closed temporarily | 61% | 6% | 22% | 11% | 36 |
| Contingency or Resiliency Plan | Had plan before COVID | 60% | 10% | 30% | | 10 |
| | Developed plan since COVID | 47% | 12% | 24% | 18% | 17 |
| | Don't have plan | 47% | 6% | 34% | 13% | 62 |
| | Don't know/Not applicable | 53% | 6% | 24% | 18% | 17 |
| Remote Work | Employees working remotely | 50% | 10% | 27% | 13% | 30 |
| | Employees not working remotely | 48% | 7% | 32% | 13% | 75 |
| COVID-19 Effect on Revenue | Revenue increased | 75% | | 25% | | 4 |
| | Revenue stayed the same | 46% | | 38% | 17% | 24 |
| | Revenue decreased | 49% | 10% | 28% | 13% | 78 |
| Change # of Employees Since Feb 2020 | More employees | 67% | | 33% | | 15 |
| | Same number of employees | 41% | 9% | 30% | 20% | 44 |
| | Fewer employees | 51% | 9% | 30% | 11% | 47 |
| Confidence Operating in 12 Months | Very confident | 53% | | 33% | 14% | 64 |
| | Somewhat confident | 32% | 18% | 36% | 14% | 28 |
| | Not very or not at all confident | 70% | 20% | 10% | | 10 |
| Industry | Accommodation and Food Services | 47% | 5% | 37% | 11% | 19 |
| | Arts, Entertainment, and Recreation | 25% | 13% | 50% | 13% | 8 |
| | Construction | | | 100% | | 2 |
| | Educational Services | 50% | | | 50% | 2 |
| | Finance and Insurance | 50% | 25% | 25% | | 4 |
| | Health Care and Social Assistance | 64% | | 21% | 14% | 14 |
| | Information | | 100% | | | 1 |
| | Manufacturing | 100% | | | | 1 |
| | Prof., Scientific and Tech. Services | 50% | 6% | 17% | 28% | 18 |
| | Real Estate Rental and Leasing | 50% | | 50% | | 2 |
| | Retail Trade | 56% | 11% | 28% | 6% | 18 |
| | Transportation and Warehousing | 100% | | | | 1 |
| | Wholesale Trade | 33% | | 33% | 33% | 3 |
| | Other industry | 38% | 13% | 38% | 13% | 8 |
| Other services | 60% | | 40% | | 5 | |

Q11d: What did your business do with regard to the following federal relief programs in 2020? IRS Employment Retention Tax Credit

| | | <u>Received</u> | <u>Applied for but did not receive</u> | <u>Chose not to apply</u> | <u>Was not aware of program</u> | <u>N</u> |
|---|--------------------------------------|-----------------|--|---------------------------|---------------------------------|----------|
| Overall | February 2021 | 6% | 6% | 22% | 65% | 77 |
| Current Number of Employees | 0-1 employees | 4% | 4% | 16% | 76% | 25 |
| | 2-9 employees | 11% | 7% | 21% | 61% | 28 |
| | 10-25 employees | 6% | 13% | 19% | 63% | 16 |
| | More than 25 employees | | | 50% | 50% | 8 |
| Open Status | Remained open | 10% | 10% | 38% | 43% | 21 |
| | Reduced hours of operation | 7% | 7% | 14% | 73% | 44 |
| | Closed temporarily | | 4% | 19% | 77% | 26 |
| Contingency or Resiliency Plan | Had plan before COVID | | 11% | 44% | 44% | 9 |
| | Developed plan since COVID | | 17% | 17% | 67% | 12 |
| | Don't have plan | 12% | 5% | 19% | 64% | 42 |
| | Don't know/Not applicable | | | 21% | 79% | 14 |
| Remote Work | Employees working remotely | 5% | | 32% | 63% | 19 |
| | Employees not working remotely | 7% | 9% | 20% | 64% | 56 |
| COVID-19 Effect on Revenue | Revenue increased | | | 50% | 50% | 2 |
| | Revenue stayed the same | 6% | | 44% | 50% | 16 |
| | Revenue decreased | 7% | 8% | 15% | 69% | 59 |
| Change # of Employees Since Feb 2020 | More employees | 10% | | 50% | 40% | 10 |
| | Same number of employees | | 7% | 22% | 70% | 27 |
| | Fewer employees | 10% | 8% | 15% | 68% | 40 |
| Confidence Operating in 12 Months | Very confident | 7% | 5% | 32% | 56% | 41 |
| | Somewhat confident | 4% | 4% | 17% | 74% | 23 |
| | Not very or not at all confident | 10% | 20% | | 70% | 10 |
| Industry | Accommodation and Food Services | | 7% | 29% | 64% | 14 |
| | Arts, Entertainment, and Recreation | | | 14% | 86% | 7 |
| | Construction | 100% | | | | 2 |
| | Educational Services | | | 50% | 50% | 2 |
| | Finance and Insurance | | | 100% | | 1 |
| | Health Care and Social Assistance | 10% | | 30% | 60% | 10 |
| | Prof., Scientific and Tech. Services | 7% | | 29% | 64% | 14 |
| | Real Estate Rental and Leasing | | | 100% | | 1 |
| | Retail Trade | 7% | 14% | 7% | 71% | 14 |
| | Wholesale Trade | | | | 100% | 1 |
| | Other industry | | | 17% | 83% | 6 |
| | Other services | | 40% | | 60% | 5 |

Q11e: What did your business do with regard to the following federal relief programs in 2020? IRS Social Security Tax Deferment

| | | <u>Received</u> | <u>Applied for but did not receive</u> | <u>Chose not to apply</u> | <u>Was not aware of program</u> | <u>N</u> |
|---|--------------------------------------|-----------------|--|---------------------------|---------------------------------|----------|
| Overall | February 2021 | 3% | 1% | 44% | 51% | 86 |
| Current Number of Employees | 0-1 employees | 3% | | 37% | 60% | 30 |
| | 2-9 employees | 7% | 3% | 40% | 50% | 30 |
| | 10-25 employees | | | 53% | 47% | 17 |
| | More than 25 employees | | | 67% | 33% | 9 |
| Open Status | Remained open | 3% | | 59% | 38% | 29 |
| | Reduced hours of operation | 3% | 3% | 38% | 58% | 40 |
| | Closed temporarily | 3% | | 40% | 57% | 30 |
| Contingency or Resiliency Plan | Had plan before COVID | | | 67% | 33% | 9 |
| | Developed plan since COVID | 8% | | 31% | 62% | 13 |
| | Don't have plan | 4% | 2% | 44% | 50% | 50 |
| | Don't know/Not applicable | | | 43% | 57% | 14 |
| Remote Work | Employees working remotely | 4% | | 60% | 36% | 25 |
| | Employees not working remotely | 3% | 2% | 38% | 57% | 60 |
| COVID-19 Effect on Revenue | Revenue increased | | | 67% | 33% | 3 |
| | Revenue stayed the same | 5% | | 52% | 43% | 21 |
| | Revenue decreased | 3% | 2% | 40% | 55% | 62 |
| Change # of Employees Since Feb 2020 | More employees | | | 79% | 21% | 14 |
| | Same number of employees | 6% | | 47% | 47% | 32 |
| | Fewer employees | 3% | 3% | 30% | 65% | 40 |
| Confidence Operating in 12 Months | Very confident | 2% | | 60% | 38% | 50 |
| | Somewhat confident | 4% | | 35% | 61% | 23 |
| | Not very or not at all confident | 11% | 11% | | 78% | 9 |
| Industry | Accommodation and Food Services | | | 50% | 50% | 14 |
| | Arts, Entertainment, and Recreation | | | 33% | 67% | 9 |
| | Construction | | | 100% | | 2 |
| | Educational Services | | | 100% | | 2 |
| | Finance and Insurance | | | 50% | 50% | 2 |
| | Health Care and Social Assistance | | | 62% | 38% | 13 |
| | Prof., Scientific and Tech. Services | 6% | | 56% | 38% | 16 |
| | Real Estate Rental and Leasing | | | 50% | 50% | 2 |
| | Retail Trade | 8% | 8% | 15% | 69% | 13 |
| | Wholesale Trade | | | | 100% | 1 |
| | Other industry | 14% | | 14% | 71% | 7 |
| | Other services | | | 40% | 60% | 5 |

Q11f: What did your business do with regard to the following federal relief programs in 2020? IRS Net Operating Loss Refund

| | | <u>Received</u> | <u>Applied for but did not receive</u> | <u>Chose not to apply</u> | <u>Was not aware of program</u> | <u>N</u> |
|---|--------------------------------------|-----------------|--|---------------------------|---------------------------------|----------|
| Overall | February 2021 | 5% | 3% | 16% | 75% | 73 |
| Current Number of Employees | 0-1 employees | 4% | | 13% | 83% | 23 |
| | 2-9 employees | 11% | 7% | 14% | 68% | 28 |
| | 10-25 employees | | | 7% | 93% | 14 |
| | More than 25 employees | | | 50% | 50% | 8 |
| Open Status | Remained open | 10% | | 29% | 62% | 21 |
| | Reduced hours of operation | | 6% | 11% | 83% | 35 |
| | Closed temporarily | 7% | | 14% | 79% | 28 |
| Contingency or Resiliency Plan | Had plan before COVID | | | 50% | 50% | 8 |
| | Developed plan since COVID | 9% | | 9% | 82% | 11 |
| | Don't have plan | 7% | 2% | 12% | 78% | 41 |
| | Don't know/Not applicable | | 8% | 15% | 77% | 13 |
| Remote Work | Employees working remotely | 5% | | 16% | 79% | 19 |
| | Employees not working remotely | 6% | 4% | 17% | 74% | 53 |
| COVID-19 Effect on Revenue | Revenue increased | | | 50% | 50% | 2 |
| | Revenue stayed the same | 12% | 6% | 12% | 71% | 17 |
| | Revenue decreased | 4% | 2% | 17% | 78% | 54 |
| Change # of Employees Since Feb 2020 | More employees | 9% | | 18% | 73% | 11 |
| | Same number of employees | 4% | | 18% | 79% | 28 |
| | Fewer employees | 6% | 6% | 15% | 74% | 34 |
| Confidence Operating in 12 Months | Very confident | 5% | | 22% | 73% | 41 |
| | Somewhat confident | 5% | 5% | 14% | 76% | 21 |
| | Not very or not at all confident | | 14% | | 86% | 7 |
| Industry | Accommodation and Food Services | 7% | | 29% | 64% | 14 |
| | Arts, Entertainment, and Recreation | | | 14% | 86% | 7 |
| | Educational Services | | | 50% | 50% | 2 |
| | Finance and Insurance | 50% | | | 50% | 2 |
| | Health Care and Social Assistance | | | 27% | 73% | 11 |
| | Prof., Scientific and Tech. Services | 18% | | 9% | 73% | 11 |
| | Real Estate Rental and Leasing | | | 50% | 50% | 2 |
| | Retail Trade | | 18% | | 82% | 11 |
| | Wholesale Trade | | | | 100% | 1 |
| | Other industry | | | 14% | 86% | 7 |
| | Other services | | | | 100% | 5 |

Q11g: What did your business do with regard to the following federal relief programs in 2020? Small Business Administration (SBA) loan deferment program

| | | <u>Received</u> | <u>Applied for but did not receive</u> | <u>Chose not to apply</u> | <u>Was not aware of program</u> | <u>N</u> |
|---|--------------------------------------|-----------------|--|---------------------------|---------------------------------|----------|
| Overall | February 2021 | 41% | 2% | 42% | 14% | 90 |
| Current Number of Employees | 0-1 employees | 40% | 3% | 43% | 13% | 30 |
| | 2-9 employees | 41% | 3% | 41% | 16% | 32 |
| | 10-25 employees | 55% | | 30% | 15% | 20 |
| | More than 25 employees | 13% | | 75% | 13% | 8 |
| Open Status | Remained open | 28% | | 60% | 12% | 25 |
| | Reduced hours of operation | 40% | 2% | 40% | 17% | 47 |
| | Closed temporarily | 47% | | 34% | 19% | 32 |
| Contingency or Resiliency Plan | Had plan before COVID | 20% | | 70% | 10% | 10 |
| | Developed plan since COVID | 50% | 6% | 31% | 13% | 16 |
| | Don't have plan | 45% | 2% | 40% | 13% | 47 |
| | Don't know/Not applicable | 35% | | 41% | 24% | 17 |
| Remote Work | Employees working remotely | 42% | 4% | 42% | 12% | 26 |
| | Employees not working remotely | 40% | 2% | 43% | 16% | 63 |
| COVID-19 Effect on Revenue | Revenue increased | 50% | | 50% | | 4 |
| | Revenue stayed the same | 47% | | 37% | 16% | 19 |
| | Revenue decreased | 39% | 3% | 43% | 15% | 67 |
| Change # of Employees Since Feb 2020 | More employees | 55% | | 36% | 9% | 11 |
| | Same number of employees | 31% | | 56% | 13% | 39 |
| | Fewer employees | 48% | 5% | 30% | 18% | 40 |
| Confidence Operating in 12 Months | Very confident | 40% | | 47% | 13% | 53 |
| | Somewhat confident | 35% | | 50% | 15% | 26 |
| | Not very or not at all confident | 63% | 25% | | 13% | 8 |
| Industry | Accommodation and Food Services | 38% | | 56% | 6% | 16 |
| | Arts, Entertainment, and Recreation | 22% | 11% | 44% | 22% | 9 |
| | Construction | 75% | | 25% | | 4 |
| | Educational Services | | | 100% | | 2 |
| | Health Care and Social Assistance | 46% | | 46% | 8% | 13 |
| | Information | 100% | | | | 2 |
| | Prof., Scientific and Tech. Services | 23% | | 54% | 23% | 13 |
| | Real Estate Rental and Leasing | 50% | | 50% | | 2 |
| | Retail Trade | 73% | 7% | 7% | 13% | 15 |
| | Wholesale Trade | | | 50% | 50% | 2 |
| | Other industry | 29% | | 43% | 29% | 7 |
| | Other services | 20% | | 60% | 20% | 5 |

Q11h: What did your business do with regard to the following federal relief programs in 2020? United States Department of Agriculture (USDA) loan deferment program

| | | <u>Applied for but did not receive</u> | <u>Chose not to apply</u> | <u>Was not aware of program</u> | <u>N</u> |
|---|--------------------------------------|--|---------------------------|---------------------------------|----------|
| Overall | February 2021 | 6% | 40% | 54% | 35 |
| Current Number of Employees | 0-1 employees | 11% | 33% | 56% | 9 |
| | 2-9 employees | 6% | 44% | 50% | 16 |
| | 10-25 employees | | 20% | 80% | 5 |
| | More than 25 employees | | 60% | 40% | 5 |
| Open Status | Remained open | 6% | 41% | 53% | 17 |
| | Reduced hours of operation | 6% | 38% | 56% | 16 |
| | Closed temporarily | | 43% | 57% | 7 |
| Contingency or Resiliency Plan | Had plan before COVID | | 40% | 60% | 5 |
| | Developed plan since COVID | | 25% | 75% | 8 |
| | Don't have plan | 12% | 41% | 47% | 17 |
| | Don't know/Not applicable | | 60% | 40% | 5 |
| Remote Work | Employees working remotely | | 43% | 57% | 7 |
| | Employees not working remotely | 7% | 39% | 54% | 28 |
| COVID-19 Effect on Revenue | Revenue increased | | 100% | | 2 |
| | Revenue stayed the same | | 27% | 73% | 11 |
| | Revenue decreased | 9% | 41% | 50% | 22 |
| Change # of Employees Since Feb 2020 | More employees | | 57% | 43% | 7 |
| | Same number of employees | | 31% | 69% | 16 |
| | Fewer employees | 17% | 42% | 42% | 12 |
| Confidence Operating in 12 Months | Very confident | | 50% | 50% | 22 |
| | Somewhat confident | | 33% | 67% | 9 |
| | Not very or not at all confident | 50% | | 50% | 2 |
| Industry | Accommodation and Food Services | | 80% | 20% | 5 |
| | Arts, Entertainment, and Recreation | | | 100% | 3 |
| | Educational Services | | 100% | | 1 |
| | Finance and Insurance | 50% | | 50% | 2 |
| | Health Care and Social Assistance | | 75% | 25% | 4 |
| | Prof., Scientific and Tech. Services | | 50% | 50% | 6 |
| | Real Estate Rental and Leasing | | 50% | 50% | 2 |
| | Retail Trade | 33% | | 67% | 3 |
| | Wholesale Trade | | | 100% | 2 |
| | Other industry | | 40% | 60% | 5 |
| | Other services | | | 100% | 2 |

Q12a: What did your business do with regard to the following state, municipal, or private relief programs in 2020? Unemployment for yourself

| | | <u>Received</u> | <u>Applied for but did not receive</u> | <u>Chose not to apply</u> | <u>Was not aware of program</u> | <u>N</u> |
|---|--------------------------------------|-----------------|--|---------------------------|---------------------------------|----------|
| Overall | February 2021 | 52% | 8% | 35% | 5% | 75 |
| Current Number of Employees | 0-1 employees | 68% | 7% | 21% | 4% | 28 |
| | 2-9 employees | 47% | 3% | 40% | 10% | 30 |
| | 10-25 employees | 38% | 23% | 38% | | 13 |
| | More than 25 employees | 25% | | 75% | | 4 |
| Open Status | Remained open | 21% | 7% | 57% | 14% | 14 |
| | Reduced hours of operation | 55% | 7% | 33% | 5% | 42 |
| | Closed temporarily | 69% | 8% | 22% | | 36 |
| Contingency or Resiliency Plan | Had plan before COVID | 25% | | 75% | | 4 |
| | Developed plan since COVID | 64% | 7% | 21% | 7% | 14 |
| | Don't have plan | 45% | 13% | 34% | 8% | 38 |
| | Don't know/Not applicable | 63% | | 37% | | 19 |
| Remote Work | Employees working remotely | 33% | 13% | 47% | 7% | 15 |
| | Employees not working remotely | 56% | 7% | 32% | 5% | 59 |
| COVID-19 Effect on Revenue | Revenue increased | 100% | | | | 1 |
| | Revenue stayed the same | 23% | 23% | 38% | 15% | 13 |
| | Revenue decreased | 57% | 5% | 34% | 3% | 61 |
| Change # of Employees Since Feb 2020 | More employees | 22% | 22% | 44% | 11% | 9 |
| | Same number of employees | 50% | 4% | 39% | 7% | 28 |
| | Fewer employees | 61% | 8% | 29% | 3% | 38 |
| Confidence Operating in 12 Months | Very confident | 38% | 8% | 45% | 10% | 40 |
| | Somewhat confident | 71% | 4% | 25% | | 24 |
| | Not very or not at all confident | 63% | 13% | 25% | | 8 |
| Industry | Accommodation and Food Services | 69% | 8% | 23% | | 13 |
| | Arts, Entertainment, and Recreation | 75% | | 25% | | 8 |
| | Construction | | | 100% | | 1 |
| | Educational Services | 50% | | | 50% | 2 |
| | Finance and Insurance | | 100% | | | 1 |
| | Health Care and Social Assistance | 36% | 27% | 36% | | 11 |
| | Manufacturing | | | 100% | | 1 |
| | Prof., Scientific and Tech. Services | 14% | | 86% | | 7 |
| | Real Estate Rental and Leasing | 100% | | | | 1 |
| | Retail Trade | 56% | 6% | 31% | 6% | 16 |
| | Wholesale Trade | | | 50% | 50% | 2 |
| | Other industry | 75% | | 13% | 13% | 8 |
| | Other services | 50% | | 50% | | 4 |

Q12b: What did your business do with regard to the following state, municipal, or private relief programs in 2020? Unemployment for your employees

| | | <u>Received</u> | <u>Applied for but did not receive</u> | <u>Chose not to apply</u> | <u>Was not aware of program</u> | <u>N</u> |
|---|--------------------------------------|-----------------|--|---------------------------|---------------------------------|----------|
| Overall | February 2021 | 80% | 2% | 13% | 4% | 90 |
| Current Number of Employees | 0-1 employees | 85% | 10% | | 5% | 20 |
| | 2-9 employees | 71% | | 21% | 7% | 42 |
| | 10-25 employees | 100% | | | | 20 |
| | More than 25 employees | 63% | | 38% | | 8 |
| Open Status | Remained open | 47% | 6% | 35% | 12% | 17 |
| | Reduced hours of operation | 83% | 2% | 11% | 4% | 54 |
| | Closed temporarily | 95% | | 5% | | 41 |
| Contingency or Resiliency Plan | Had plan before COVID | 91% | | 9% | | 11 |
| | Developed plan since COVID | 92% | | 8% | | 13 |
| | Don't have plan | 75% | 4% | 13% | 8% | 53 |
| | Don't know/Not applicable | 77% | | 23% | | 13 |
| Remote Work | Employees working remotely | 80% | | 16% | 4% | 25 |
| | Employees not working remotely | 80% | 3% | 13% | 5% | 64 |
| COVID-19 Effect on Revenue | Revenue increased | 67% | | 33% | | 3 |
| | Revenue stayed the same | 65% | | 24% | 12% | 17 |
| | Revenue decreased | 84% | 3% | 10% | 3% | 70 |
| Change # of Employees Since Feb 2020 | More employees | 64% | | 18% | 18% | 11 |
| | Same number of employees | 68% | 3% | 23% | 6% | 31 |
| | Fewer employees | 92% | 2% | 6% | | 48 |
| Confidence Operating in 12 Months | Very confident | 73% | 2% | 18% | 7% | 56 |
| | Somewhat confident | 96% | | 4% | | 28 |
| | Not very or not at all confident | 80% | | 20% | | 5 |
| Industry | Accommodation and Food Services | 93% | | 7% | | 14 |
| | Arts, Entertainment, and Recreation | 100% | | | | 9 |
| | Construction | 67% | | 33% | | 3 |
| | Educational Services | 50% | | | 50% | 2 |
| | Finance and Insurance | | 100% | | | 1 |
| | Health Care and Social Assistance | 71% | | 21% | 7% | 14 |
| | Information | 100% | | | | 2 |
| | Manufacturing | 100% | | | | 1 |
| | Prof., Scientific and Tech. Services | 58% | 8% | 33% | | 12 |
| | Retail Trade | 88% | | 6% | 6% | 17 |
| | Wholesale Trade | 50% | | 50% | | 2 |
| | Other industry | 83% | | | 17% | 6 |
| Other services | 86% | | 14% | | 7 | |

Q12c: What did your business do with regard to the following state, municipal, or private relief programs in 2020? WorkShare

| | | <u>Received</u> | <u>Chose not to apply</u> | <u>Was not aware of program</u> | <u>N</u> |
|---|--------------------------------------|-----------------|---------------------------|---------------------------------|----------|
| Overall | February 2021 | 2% | 33% | 65% | 52 |
| Current Number of Employees | 0-1 employees | | 29% | 71% | 14 |
| | 2-9 employees | | 30% | 70% | 23 |
| | 10-25 employees | 11% | 22% | 67% | 9 |
| | More than 25 employees | | 67% | 33% | 6 |
| Open Status | Remained open | | 27% | 73% | 15 |
| | Reduced hours of operation | 3% | 38% | 59% | 29 |
| | Closed temporarily | 6% | 41% | 53% | 17 |
| Contingency or Resiliency Plan | Had plan before COVID | 14% | 57% | 29% | 7 |
| | Developed plan since COVID | | 38% | 63% | 8 |
| | Don't have plan | | 22% | 78% | 32 |
| | Don't know/Not applicable | | 60% | 40% | 5 |
| Remote Work | Employees working remotely | 7% | 36% | 57% | 14 |
| | Employees not working remotely | | 32% | 68% | 38 |
| COVID-19 Effect on Revenue | Revenue increased | | 100% | | 1 |
| | Revenue stayed the same | | 29% | 71% | 14 |
| | Revenue decreased | 3% | 32% | 65% | 37 |
| Change # of Employees Since Feb 2020 | More employees | | 43% | 57% | 7 |
| | Same number of employees | | 23% | 77% | 22 |
| | Fewer employees | 4% | 39% | 57% | 23 |
| Confidence Operating in 12 Months | Very confident | | 39% | 61% | 31 |
| | Somewhat confident | 8% | 38% | 54% | 13 |
| | Not very or not at all confident | | | 100% | 6 |
| Industry | Accommodation and Food Services | | 86% | 14% | 7 |
| | Arts, Entertainment, and Recreation | 17% | 17% | 67% | 6 |
| | Finance and Insurance | | | 100% | 1 |
| | Health Care and Social Assistance | | 20% | 80% | 10 |
| | Manufacturing | | | 100% | 1 |
| | Prof., Scientific and Tech. Services | | 50% | 50% | 8 |
| | Retail Trade | | 13% | 88% | 8 |
| | Wholesale Trade | | | 100% | 1 |
| | Other industry | | 25% | 75% | 4 |
| | Other services | | 33% | 67% | 6 |

Q12d: What did your business do with regard to the following state, municipal, or private relief programs in 2020? Main Street Relief Fund

| | | <u>Received</u> | <u>Applied for but did not receive</u> | <u>Chose not to apply</u> | <u>Was not aware of program</u> | <u>N</u> |
|---|--------------------------------------|-----------------|--|---------------------------|---------------------------------|----------|
| Overall | February 2021 | 67% | 13% | 8% | 13% | 111 |
| Current Number of Employees | 0-1 employees | 68% | 8% | 11% | 14% | 37 |
| | 2-9 employees | 70% | 13% | 6% | 11% | 47 |
| | 10-25 employees | 58% | 26% | | 16% | 19 |
| | More than 25 employees | 63% | | 25% | 13% | 8 |
| Open Status | Remained open | 46% | 15% | 19% | 19% | 26 |
| | Reduced hours of operation | 69% | 16% | 6% | 9% | 64 |
| | Closed temporarily | 76% | 12% | 2% | 10% | 42 |
| Contingency or Resiliency Plan | Had plan before COVID | 50% | 13% | 25% | 13% | 8 |
| | Developed plan since COVID | 78% | 13% | | 9% | 23 |
| | Don't have plan | 66% | 13% | 8% | 14% | 64 |
| | Don't know/Not applicable | 63% | 13% | 13% | 13% | 16 |
| Remote Work | Employees working remotely | 71% | 13% | 10% | 6% | 31 |
| | Employees not working remotely | 64% | 13% | 8% | 15% | 78 |
| COVID-19 Effect on Revenue | Revenue increased | 33% | 67% | | | 3 |
| | Revenue stayed the same | 56% | 11% | 11% | 22% | 18 |
| | Revenue decreased | 70% | 11% | 8% | 11% | 90 |
| Change # of Employees Since Feb 2020 | More employees | 67% | 7% | 13% | 13% | 15 |
| | Same number of employees | 60% | 14% | 10% | 17% | 42 |
| | Fewer employees | 72% | 13% | 6% | 9% | 54 |
| Confidence Operating in 12 Months | Very confident | 66% | 15% | 10% | 10% | 61 |
| | Somewhat confident | 72% | 8% | 6% | 14% | 36 |
| | Not very or not at all confident | 60% | 10% | 10% | 20% | 10 |
| Industry | Accommodation and Food Services | 86% | | 5% | 10% | 21 |
| | Arts, Entertainment, and Recreation | 82% | 9% | | 9% | 11 |
| | Construction | | 50% | 50% | | 2 |
| | Educational Services | 100% | | | | 2 |
| | Finance and Insurance | 33% | 67% | | | 3 |
| | Health Care and Social Assistance | 40% | 30% | 20% | 10% | 10 |
| | Information | 100% | | | | 1 |
| | Manufacturing | 100% | | | | 1 |
| | Prof., Scientific and Tech. Services | 55% | 10% | 10% | 25% | 20 |
| | Retail Trade | 64% | 14% | 5% | 18% | 22 |
| | Transportation and Warehousing | 100% | | | | 1 |
| | Wholesale Trade | 50% | 50% | | | 2 |
| | Other industry | 67% | 11% | 11% | 11% | 9 |
| Other services | 83% | | 17% | | 6 | |

Q12e: What did your business do with regard to the following state, municipal, or private relief programs in 2020? Healthcare Relief Fund

| | | <u>Received</u> | <u>Applied for but did not receive</u> | <u>Chose not to apply</u> | <u>Was not aware of program</u> | <u>N</u> |
|---|--------------------------------------|-----------------|--|---------------------------|---------------------------------|----------|
| Overall | February 2021 | 8% | 5% | 20% | 67% | 64 |
| Current Number of Employees | 0-1 employees | 6% | | 28% | 67% | 18 |
| | 2-9 employees | 11% | 4% | 18% | 68% | 28 |
| | 10-25 employees | 8% | 17% | 8% | 67% | 12 |
| | More than 25 employees | | | 33% | 67% | 6 |
| Open Status | Remained open | 6% | | 25% | 69% | 16 |
| | Reduced hours of operation | 8% | 3% | 24% | 66% | 38 |
| | Closed temporarily | 5% | 10% | 10% | 76% | 21 |
| Contingency or Resiliency Plan | Had plan before COVID | | | 75% | 25% | 4 |
| | Developed plan since COVID | | 8% | 17% | 75% | 12 |
| | Don't have plan | 12% | 5% | 12% | 71% | 41 |
| | Don't know/Not applicable | | | 43% | 57% | 7 |
| Remote Work | Employees working remotely | 5% | 15% | 25% | 55% | 20 |
| | Employees not working remotely | 9% | | 18% | 73% | 44 |
| COVID-19 Effect on Revenue | Revenue increased | | | | 100% | 1 |
| | Revenue stayed the same | 6% | 12% | 29% | 53% | 17 |
| | Revenue decreased | 9% | 2% | 17% | 72% | 46 |
| Change # of Employees Since Feb 2020 | More employees | 10% | 30% | 30% | 30% | 10 |
| | Same number of employees | 15% | | 12% | 73% | 26 |
| | Fewer employees | | | 25% | 75% | 28 |
| Confidence Operating in 12 Months | Very confident | 10% | 7% | 22% | 61% | 41 |
| | Somewhat confident | 6% | | 25% | 69% | 16 |
| | Not very or not at all confident | | | | 100% | 5 |
| Industry | Accommodation and Food Services | | | 50% | 50% | 8 |
| | Arts, Entertainment, and Recreation | | | | 100% | 6 |
| | Finance and Insurance | | | | 100% | 1 |
| | Health Care and Social Assistance | 31% | 19% | 6% | 44% | 16 |
| | Manufacturing | | | | 100% | 1 |
| | Prof., Scientific and Tech. Services | | | 55% | 45% | 11 |
| | Retail Trade | | | 9% | 91% | 11 |
| | Wholesale Trade | | | | 100% | 1 |
| | Other industry | | | | 100% | 4 |
| | Other services | | | 20% | 80% | 5 |

Q12f: What did your business do with regard to the following state, municipal, or private relief programs in 2020? Child Care Fund

| | | <u>Received</u> | <u>Chose not to apply</u> | <u>Was not aware of program</u> | <u>N</u> |
|---|--------------------------------------|-----------------|---------------------------|---------------------------------|----------|
| Overall | February 2021 | 3% | 29% | 69% | 35 |
| Current Number of Employees | 0-1 employees | | 43% | 57% | 7 |
| | 2-9 employees | | 27% | 73% | 15 |
| | 10-25 employees | | 13% | 88% | 8 |
| | More than 25 employees | 20% | 40% | 40% | 5 |
| Open Status | Remained open | | 25% | 75% | 12 |
| | Reduced hours of operation | 6% | 39% | 56% | 18 |
| | Closed temporarily | 7% | 14% | 79% | 14 |
| Contingency or Resiliency Plan | Had plan before COVID | 20% | 60% | 20% | 5 |
| | Developed plan since COVID | | 29% | 71% | 7 |
| | Don't have plan | | 22% | 78% | 18 |
| | Don't know/Not applicable | | 20% | 80% | 5 |
| Remote Work | Employees working remotely | 10% | 20% | 70% | 10 |
| | Employees not working remotely | | 32% | 68% | 25 |
| COVID-19 Effect on Revenue | Revenue increased | | 100% | | 1 |
| | Revenue stayed the same | | 33% | 67% | 6 |
| | Revenue decreased | 4% | 25% | 71% | 28 |
| Change # of Employees Since Feb 2020 | More employees | | 29% | 71% | 7 |
| | Same number of employees | 9% | 18% | 73% | 11 |
| | Fewer employees | | 35% | 65% | 17 |
| Confidence Operating in 12 Months | Very confident | 4% | 33% | 63% | 24 |
| | Somewhat confident | | 22% | 78% | 9 |
| | Not very or not at all confident | | | 100% | 1 |
| Industry | Accommodation and Food Services | | 83% | 17% | 6 |
| | Arts, Entertainment, and Recreation | | | 100% | 2 |
| | Health Care and Social Assistance | 14% | 14% | 71% | 7 |
| | Manufacturing | | | 100% | 1 |
| | Prof., Scientific and Tech. Services | | 50% | 50% | 6 |
| | Retail Trade | | | 100% | 6 |
| | Wholesale Trade | | | 100% | 1 |
| | Other industry | | 20% | 80% | 5 |
| | Other services | | | 100% | 1 |

Q12g: What did your business do with regard to the following state, municipal, or private relief programs in 2020? Farm and Food Relief Fund

| | | <u>Chose not to apply</u> | <u>Was not aware of program</u> | <u>N</u> |
|---|--------------------------------------|---------------------------|---------------------------------|----------|
| Overall | February 2021 | 32% | 68% | 25 |
| Current Number of Employees | 0-1 employees | 40% | 60% | 5 |
| | 2-9 employees | 25% | 75% | 12 |
| | 10-25 employees | 25% | 75% | 4 |
| | More than 25 employees | 50% | 50% | 4 |
| Open Status | Remained open | 33% | 67% | 9 |
| | Reduced hours of operation | 31% | 69% | 16 |
| | Closed temporarily | 33% | 67% | 6 |
| Contingency or Resiliency Plan | Had plan before COVID | 67% | 33% | 3 |
| | Developed plan since COVID | 40% | 60% | 5 |
| | Don't have plan | 17% | 83% | 12 |
| | Don't know/Not applicable | 40% | 60% | 5 |
| Remote Work | Employees working remotely | 40% | 60% | 5 |
| | Employees not working remotely | 30% | 70% | 20 |
| COVID-19 Effect on Revenue | Revenue increased | 100% | | 1 |
| | Revenue stayed the same | 33% | 67% | 6 |
| | Revenue decreased | 28% | 72% | 18 |
| Change # of Employees Since Feb 2020 | More employees | 33% | 67% | 3 |
| | Same number of employees | 9% | 91% | 11 |
| | Fewer employees | 55% | 45% | 11 |
| Confidence Operating in 12 .. | Very confident | 38% | 63% | 16 |
| | Somewhat confident | 25% | 75% | 8 |
| Industry | Accommodation and Food Services | 50% | 50% | 6 |
| | Arts, Entertainment, and Recreation | | 100% | 1 |
| | Health Care and Social Assistance | 17% | 83% | 6 |
| | Prof., Scientific and Tech. Services | 50% | 50% | 6 |
| | Retail Trade | | 100% | 1 |
| | Wholesale Trade | | 100% | 1 |
| | Other industry | 33% | 67% | 3 |
| | Other services | | 100% | 1 |

Q12h: What did your business do with regard to the following state, municipal, or private relief programs in 2020? NH Business Finance Authority Safe Harbor Forgivable Loan program

| | | <u>Received</u> | <u>Applied for but did not receive</u> | <u>Chose not to apply</u> | <u>Was not aware of program</u> | <u>N</u> |
|---|--------------------------------------|-----------------|--|---------------------------|---------------------------------|----------|
| Overall | February 2021 | 3% | 1% | 21% | 75% | 71 |
| Current Number of Employees | 0-1 employees | | 5% | 14% | 81% | 21 |
| | 2-9 employees | 3% | | 26% | 71% | 31 |
| | 10-25 employees | | | 18% | 82% | 11 |
| | More than 25 employees | 13% | | 25% | 63% | 8 |
| Open Status | Remained open | | 5% | 29% | 67% | 21 |
| | Reduced hours of operation | 5% | | 21% | 74% | 39 |
| | Closed temporarily | 5% | | 18% | 77% | 22 |
| Contingency or Resiliency Plan | Had plan before COVID | | | 40% | 60% | 10 |
| | Developed plan since COVID | 10% | | 20% | 70% | 10 |
| | Don't have plan | 2% | 2% | 14% | 81% | 42 |
| | Don't know/Not applicable | | | 33% | 67% | 9 |
| Remote Work | Employees working remotely | 5% | | 19% | 76% | 21 |
| | Employees not working remotely | 2% | 2% | 22% | 73% | 49 |
| COVID-19 Effect on Revenue | Revenue increased | | | 67% | 33% | 3 |
| | Revenue stayed the same | | | 17% | 83% | 18 |
| | Revenue decreased | 4% | 2% | 20% | 74% | 50 |
| Change # of Employees Since Feb 2020 | More employees | 8% | | 17% | 75% | 12 |
| | Same number of employees | | | 18% | 82% | 28 |
| | Fewer employees | 3% | 3% | 26% | 68% | 31 |
| Confidence Operating in 12 Months | Very confident | | | 25% | 75% | 40 |
| | Somewhat confident | 5% | | 24% | 71% | 21 |
| | Not very or not at all confident | | | | 100% | 7 |
| Industry | Accommodation and Food Services | | | 44% | 56% | 9 |
| | Arts, Entertainment, and Recreation | 25% | | 13% | 63% | 8 |
| | Construction | | | 100% | | 2 |
| | Educational Services | | | | 100% | 2 |
| | Finance and Insurance | | 100% | | | 1 |
| | Health Care and Social Assistance | | | 17% | 83% | 12 |
| | Manufacturing | | | | 100% | 1 |
| | Prof., Scientific and Tech. Services | | | 33% | 67% | 12 |
| | Real Estate Rental and Leasing | | | | 100% | 1 |
| | Retail Trade | | | | 100% | 11 |
| | Wholesale Trade | | | | 100% | 1 |
| | Other industry | | | 20% | 80% | 5 |
| | Other services | | | 17% | 83% | 6 |

Q12i: What did your business do with regard to the following state, municipal, or private relief programs in 2020? NH Regional Economic Development Corporation loans

| | | <u>Applied for but did not receive</u> | <u>Chose not to apply</u> | <u>Was not aware of program</u> | <u>N</u> |
|---|--------------------------------------|--|---------------------------|---------------------------------|----------|
| Overall | February 2021 | 2% | 27% | 71% | 63 |
| Current Number of Employees | 0-1 employees | 6% | 33% | 61% | 18 |
| | 2-9 employees | | 28% | 72% | 25 |
| | 10-25 employees | | 15% | 85% | 13 |
| | More than 25 employees | | 29% | 71% | 7 |
| Open Status | Remained open | 6% | 24% | 71% | 17 |
| | Reduced hours of operation | | 33% | 67% | 36 |
| | Closed temporarily | | 24% | 76% | 25 |
| Contingency or Resiliency Plan | Had plan before COVID | | 57% | 43% | 7 |
| | Developed plan since COVID | | 20% | 80% | 10 |
| | Don't have plan | 3% | 23% | 75% | 40 |
| | Don't know/Not applicable | | 33% | 67% | 6 |
| Remote Work | Employees working remotely | | 19% | 81% | 16 |
| | Employees not working remotely | 2% | 30% | 68% | 47 |
| COVID-19 Effect on Revenue | Revenue increased | | 50% | 50% | 2 |
| | Revenue stayed the same | | 29% | 71% | 14 |
| | Revenue decreased | 2% | 26% | 72% | 47 |
| Change # of Employees Since Feb 2020 | More employees | | 20% | 80% | 10 |
| | Same number of employees | | 29% | 71% | 24 |
| | Fewer employees | 3% | 28% | 69% | 29 |
| Confidence Operating in 12 Months | Very confident | | 35% | 65% | 34 |
| | Somewhat confident | | 25% | 75% | 20 |
| | Not very or not at all confident | | | 100% | 6 |
| Industry | Accommodation and Food Services | | 56% | 44% | 9 |
| | Arts, Entertainment, and Recreation | | 13% | 88% | 8 |
| | Educational Services | | | 100% | 1 |
| | Finance and Insurance | 100% | | | 1 |
| | Health Care and Social Assistance | | 18% | 82% | 11 |
| | Manufacturing | | | 100% | 1 |
| | Prof., Scientific and Tech. Services | | 40% | 60% | 10 |
| | Retail Trade | | 17% | 83% | 12 |
| | Wholesale Trade | | | 100% | 1 |
| | Other industry | | 25% | 75% | 4 |
| Other services | | 40% | 60% | 5 | |

Q12j: What did your business do with regard to the following state, municipal, or private relief programs in 2020? Municipal relief programs

| | | <u>Received</u> | <u>Applied for but did not receive</u> | <u>Chose not to apply</u> | <u>Was not aware of program</u> | <u>N</u> |
|---|--------------------------------------|-----------------|--|---------------------------|---------------------------------|----------|
| Overall | February 2021 | 2% | 4% | 31% | 64% | 55 |
| Current Number of Employees | 0-1 employees | | | 29% | 71% | 14 |
| | 2-9 employees | | 9% | 35% | 57% | 23 |
| | 10-25 employees | 8% | | 17% | 75% | 12 |
| | More than 25 employees | | | 50% | 50% | 6 |
| Open Status | Remained open | | 7% | 43% | 50% | 14 |
| | Reduced hours of operation | 3% | 3% | 27% | 67% | 33 |
| | Closed temporarily | 6% | | 28% | 67% | 18 |
| Contingency or Resiliency Plan | Had plan before COVID | 14% | 14% | 43% | 29% | 7 |
| | Developed plan since COVID | | | 22% | 78% | 9 |
| | Don't have plan | | 3% | 26% | 71% | 31 |
| | Don't know/Not applicable | | | 50% | 50% | 8 |
| Remote Work | Employees working remotely | 6% | | 31% | 63% | 16 |
| | Employees not working remotely | | 5% | 31% | 64% | 39 |
| COVID-19 Effect on Revenue | Revenue increased | | | | 100% | 1 |
| | Revenue stayed the same | | | 40% | 60% | 10 |
| | Revenue decreased | 2% | 5% | 30% | 64% | 44 |
| Change # of Employees Since Feb 2020 | More employees | | | 22% | 78% | 9 |
| | Same number of employees | | 6% | 22% | 72% | 18 |
| | Fewer employees | 4% | 4% | 39% | 54% | 28 |
| Confidence Operating in 12 Months | Very confident | | 3% | 33% | 63% | 30 |
| | Somewhat confident | 6% | | 44% | 50% | 16 |
| | Not very or not at all confident | | 17% | | 83% | 6 |
| Industry | Accommodation and Food Services | | | 75% | 25% | 8 |
| | Arts, Entertainment, and Recreation | 14% | | 29% | 57% | 7 |
| | Construction | | | 100% | | 1 |
| | Educational Services | | | | 100% | 1 |
| | Finance and Insurance | | | | 100% | 1 |
| | Health Care and Social Assistance | | 9% | 18% | 73% | 11 |
| | Manufacturing | | | | 100% | 1 |
| | Prof., Scientific and Tech. Services | | | 57% | 43% | 7 |
| | Retail Trade | | 10% | 20% | 70% | 10 |
| | Wholesale Trade | | | | 100% | 1 |
| | Other industry | | | | 100% | 4 |
| | Other services | | | | 100% | 3 |

Q12k: What did your business do with regard to the following state, municipal, or private relief programs in 2020? Private grants

| | | <u>Received</u> | <u>Applied for but did not receive</u> | <u>Chose not to apply</u> | <u>Was not aware of program</u> | <u>N</u> |
|---|--------------------------------------|-----------------|--|---------------------------|---------------------------------|----------|
| Overall | February 2021 | 9% | 6% | 28% | 56% | 78 |
| Current Number of Employees | 0-1 employees | 5% | 9% | 36% | 50% | 22 |
| | 2-9 employees | 7% | 7% | 27% | 60% | 30 |
| | 10-25 employees | 18% | 6% | 18% | 59% | 17 |
| | More than 25 employees | 11% | | 33% | 56% | 9 |
| Open Status | Remained open | 5% | 5% | 29% | 62% | 21 |
| | Reduced hours of operation | 11% | 9% | 33% | 48% | 46 |
| | Closed temporarily | 12% | 8% | 24% | 56% | 25 |
| Contingency or Resiliency Plan | Had plan before COVID | 18% | | 36% | 45% | 11 |
| | Developed plan since COVID | 17% | 17% | 25% | 42% | 12 |
| | Don't have plan | 7% | 7% | 24% | 62% | 45 |
| | Don't know/Not applicable | | | 40% | 60% | 10 |
| Remote Work | Employees working remotely | 20% | 7% | 27% | 47% | 30 |
| | Employees not working remotely | 2% | 6% | 29% | 63% | 48 |
| COVID-19 Effect on Revenue | Revenue increased | | 33% | 33% | 33% | 3 |
| | Revenue stayed the same | 16% | | 32% | 53% | 19 |
| | Revenue decreased | 7% | 7% | 27% | 59% | 56 |
| Change # of Employees Since Feb 2020 | More employees | 7% | | 21% | 71% | 14 |
| | Same number of employees | 8% | | 32% | 60% | 25 |
| | Fewer employees | 10% | 13% | 28% | 49% | 39 |
| Confidence Operating in 12 Months | Very confident | 11% | 4% | 31% | 53% | 45 |
| | Somewhat confident | 9% | 5% | 36% | 50% | 22 |
| | Not very or not at all confident | | 25% | | 75% | 8 |
| Industry | Accommodation and Food Services | 10% | 10% | 50% | 30% | 10 |
| | Arts, Entertainment, and Recreation | 33% | | 17% | 50% | 12 |
| | Construction | | | 100% | | 2 |
| | Educational Services | | | | 100% | 2 |
| | Finance and Insurance | | | | 100% | 2 |
| | Health Care and Social Assistance | | | 9% | 91% | 11 |
| | Manufacturing | | | | 100% | 1 |
| | Prof., Scientific and Tech. Services | 13% | 7% | 47% | 33% | 15 |
| | Retail Trade | | 17% | 25% | 58% | 12 |
| | Wholesale Trade | | | | 100% | 1 |
| | Other industry | | 20% | | 80% | 5 |
| | Other services | | | 40% | 60% | 5 |

Q12: What did your business do with regard to the following state, municipal, or private relief programs in 2020? Main Street Relief Fund 2.0

| | | <u>Received</u> | <u>Applied for but did not receive</u> | <u>Chose not to apply</u> | <u>Was not aware of program</u> | <u>N</u> |
|---|--------------------------------------|-----------------|--|---------------------------|---------------------------------|----------|
| Overall | February 2021 | 46% | 18% | 20% | 16% | 91 |
| Current Number of Employees | 0-1 employees | 46% | 21% | 21% | 11% | 28 |
| | 2-9 employees | 41% | 18% | 21% | 21% | 39 |
| | 10-25 employees | 59% | 18% | 6% | 18% | 17 |
| | More than 25 employees | 43% | | 43% | 14% | 7 |
| Open Status | Remained open | 29% | 4% | 42% | 25% | 24 |
| | Reduced hours of operation | 53% | 25% | 13% | 9% | 53 |
| | Closed temporarily | 48% | 19% | 10% | 23% | 31 |
| Contingency or Resiliency Plan | Had plan before COVID | 57% | | 43% | | 7 |
| | Developed plan since COVID | 54% | 15% | 8% | 23% | 13 |
| | Don't have plan | 45% | 20% | 20% | 15% | 60 |
| | Don't know/Not applicable | 36% | 18% | 18% | 27% | 11 |
| Remote Work | Employees working remotely | 41% | 15% | 26% | 19% | 27 |
| | Employees not working remotely | 48% | 19% | 17% | 16% | 64 |
| COVID-19 Effect on Revenue | Revenue increased | | | 100% | | 2 |
| | Revenue stayed the same | 20% | 7% | 40% | 33% | 15 |
| | Revenue decreased | 53% | 20% | 14% | 14% | 74 |
| Change # of Employees Since Feb 2020 | More employees | 30% | | 40% | 30% | 10 |
| | Same number of employees | 34% | 20% | 26% | 20% | 35 |
| | Fewer employees | 59% | 20% | 11% | 11% | 46 |
| Confidence Operating in 12 Months | Very confident | 41% | 12% | 31% | 16% | 51 |
| | Somewhat confident | 52% | 22% | 7% | 19% | 27 |
| | Not very or not at all confident | 38% | 50% | | 13% | 8 |
| Industry | Accommodation and Food Services | 60% | 20% | 20% | | 15 |
| | Arts, Entertainment, and Recreation | 75% | | | 25% | 8 |
| | Construction | 50% | | 50% | | 2 |
| | Educational Services | 100% | | | | 1 |
| | Finance and Insurance | 100% | | | | 1 |
| | Health Care and Social Assistance | 22% | 22% | 44% | 11% | 9 |
| | Information | | 100% | | | 1 |
| | Prof., Scientific and Tech. Services | 26% | 16% | 26% | 32% | 19 |
| | Retail Trade | 53% | 27% | | 20% | 15 |
| | Transportation and Warehousing | 100% | | | | 2 |
| | Wholesale Trade | | | | 100% | 1 |
| | Other industry | 27% | 27% | 27% | 18% | 11 |
| | Other services | 67% | | 33% | | 6 |

Q12m: What did your business do with regard to the following state, municipal, or private relief programs in 2020? NH Agriculture Relief

| | | <u>Chose not to apply</u> | <u>Was not aware of program</u> | <u>N</u> |
|---|--------------------------------------|---------------------------|---------------------------------|----------|
| Overall | February 2021 | 33% | 67% | 24 |
| Current Number of Employees | 0-1 employees | 33% | 67% | 6 |
| | 2-9 employees | 27% | 73% | 11 |
| | 10-25 employees | 33% | 67% | 3 |
| | More than 25 employees | 50% | 50% | 4 |
| Open Status | Remained open | 30% | 70% | 10 |
| | Reduced hours of operation | 38% | 62% | 13 |
| | Closed temporarily | 50% | 50% | 4 |
| Contingency or Resiliency Plan | Had plan before COVID | 100% | | 2 |
| | Developed plan since COVID | 50% | 50% | 4 |
| | Don't have plan | 14% | 86% | 14 |
| | Don't know/Not applicable | 50% | 50% | 4 |
| Remote Work | Employees working remotely | 50% | 50% | 4 |
| | Employees not working remotely | 30% | 70% | 20 |
| COVID-19 Effect on Revenue | Revenue increased | 100% | | 1 |
| | Revenue stayed the same | 40% | 60% | 5 |
| | Revenue decreased | 28% | 72% | 18 |
| Change # of Employees Since Feb 2020 | More employees | 33% | 67% | 3 |
| | Same number of employees | 11% | 89% | 9 |
| | Fewer employees | 50% | 50% | 12 |
| Confidence Operating in 12 Months | Very confident | 40% | 60% | 15 |
| | Somewhat confident | 33% | 67% | 6 |
| | Not very or not at all confident | | 100% | 1 |
| Industry | Accommodation and Food Services | 75% | 25% | 4 |
| | Arts, Entertainment, and Recreation | | 100% | 1 |
| | Finance and Insurance | | 100% | 1 |
| | Health Care and Social Assistance | 20% | 80% | 5 |
| | Prof., Scientific and Tech. Services | 50% | 50% | 6 |
| | Retail Trade | | 100% | 2 |
| | Wholesale Trade | | 100% | 1 |
| | Other industry | 33% | 67% | 3 |
| | Other services | | 100% | 1 |

Q12n: What did your business do with regard to the following state, municipal, or private relief programs in 2020? Live Venue Relief Fund

| | | <u>Received</u> | <u>Applied for but did not receive</u> | <u>Chose not to apply</u> | <u>Was not aware of program</u> | <u>N</u> |
|---|--------------------------------------|-----------------|--|---------------------------|---------------------------------|----------|
| Overall | February 2021 | 2% | 2% | 16% | 79% | 43 |
| Current Number of Employees | 0-1 employees | | | 20% | 80% | 10 |
| | 2-9 employees | | | 11% | 89% | 18 |
| | 10-25 employees | 11% | 11% | 11% | 67% | 9 |
| | More than 25 employees | | | 33% | 67% | 6 |
| Open Status | Remained open | | | 23% | 77% | 13 |
| | Reduced hours of operation | 4% | 4% | 16% | 76% | 25 |
| | Closed temporarily | 8% | | 15% | 77% | 13 |
| Contingency or Resiliency Plan | Had plan before COVID | 33% | | 67% | | 3 |
| | Developed plan since COVID | | | 25% | 75% | 8 |
| | Don't have plan | | 4% | 4% | 92% | 26 |
| | Don't know/Not applicable | | | 33% | 67% | 6 |
| Remote Work | Employees working remotely | 8% | 8% | 15% | 69% | 13 |
| | Employees not working remotely | | | 17% | 83% | 30 |
| COVID-19 Effect on Revenue | Revenue increased | | | | 100% | 1 |
| | Revenue stayed the same | | | 25% | 75% | 8 |
| | Revenue decreased | 3% | 3% | 15% | 79% | 34 |
| Change # of Employees Since Feb 2020 | More employees | | | 17% | 83% | 6 |
| | Same number of employees | | | 6% | 94% | 16 |
| | Fewer employees | 5% | 5% | 24% | 67% | 21 |
| Confidence Operating in 12 Months | Very confident | | | 22% | 78% | 23 |
| | Somewhat confident | 7% | 7% | 14% | 71% | 14 |
| | Not very or not at all confident | | | | 100% | 4 |
| Industry | Accommodation and Food Services | | | 75% | 25% | 4 |
| | Arts, Entertainment, and Recreation | 14% | 14% | | 71% | 7 |
| | Health Care and Social Assistance | | | 11% | 89% | 9 |
| | Prof., Scientific and Tech. Services | | | 43% | 57% | 7 |
| | Retail Trade | | | | 100% | 8 |
| | Wholesale Trade | | | | 100% | 1 |
| | Other industry | | | | 100% | 5 |
| | Other services | | | | 100% | 2 |

Q12o: What did your business do with regard to the following state, municipal, or private relief programs in 2020? Other

| | | <u>Received</u> | <u>Chose not to apply</u> | <u>Was not aware of program</u> | <u>N</u> |
|---|--------------------------------------|-----------------|---------------------------|---------------------------------|----------|
| Overall | February 2021 | 15% | 50% | 35% | 20 |
| Current Number of Employees | 0-1 employees | 29% | 57% | 14% | 7 |
| | 2-9 employees | | 50% | 50% | 6 |
| | 10-25 employees | 33% | | 67% | 3 |
| | More than 25 employees | | 75% | 25% | 4 |
| Open Status | Remained open | 38% | 50% | 13% | 8 |
| | Reduced hours of operation | | 60% | 40% | 10 |
| | Closed temporarily | | 50% | 50% | 4 |
| Contingency or Resiliency Plan | Had plan before COVID | | 50% | 50% | 2 |
| | Developed plan since COVID | | 50% | 50% | 4 |
| | Don't have plan | 9% | 55% | 36% | 11 |
| | Don't know/Not applicable | 67% | 33% | | 3 |
| Remote Work | Employees working remotely | 33% | 17% | 50% | 6 |
| | Employees not working remotely | 7% | 64% | 29% | 14 |
| COVID-19 Effect on Revenue | Revenue increased | | 100% | | 1 |
| | Revenue stayed the same | 25% | 25% | 50% | 4 |
| | Revenue decreased | 13% | 53% | 33% | 15 |
| Change # of Employees Since Feb 2020 | More employees | | 33% | 67% | 3 |
| | Same number of employees | 33% | 44% | 22% | 9 |
| | Fewer employees | | 63% | 38% | 8 |
| Confidence Operating in 12 Months | Very confident | 15% | 62% | 23% | 13 |
| | Somewhat confident | 25% | 50% | 25% | 4 |
| | Not very or not at all confident | | | 100% | 2 |
| Industry | Accommodation and Food Services | | 100% | | 2 |
| | Arts, Entertainment, and Recreation | | 25% | 75% | 4 |
| | Health Care and Social Assistance | | 67% | 33% | 3 |
| | Manufacturing | | | 100% | 1 |
| | Prof., Scientific and Tech. Services | 33% | 67% | | 3 |
| | Real Estate Rental and Leasing | 100% | | | 1 |
| | Retail Trade | | 50% | 50% | 2 |
| | Other industry | 25% | 50% | 25% | 4 |

Q13: Do you plan to apply for relief if it is available in 2021?

| | | <u>Yes</u> | <u>No</u> | <u>Don't know/Not sure</u> | <u>N</u> |
|---|--------------------------------------|------------|-----------|----------------------------|----------|
| Overall | February 2021 | 48% | 34% | 17% | 252 |
| Current Number of Employees | 0-1 employees | 40% | 40% | 20% | 95 |
| | 2-9 employees | 50% | 34% | 16% | 96 |
| | 10-25 employees | 60% | 21% | 19% | 43 |
| | More than 25 employees | 56% | 33% | 11% | 18 |
| Open Status | Remained open | 29% | 54% | 17% | 109 |
| | Reduced hours of operation | 69% | 17% | 14% | 100 |
| | Closed temporarily | 63% | 18% | 19% | 68 |
| Contingency or Resiliency Plan | Had plan before COVID | 42% | 52% | 6% | 31 |
| | Developed plan since COVID | 52% | 30% | 17% | 46 |
| | Don't have plan | 49% | 37% | 14% | 130 |
| | Don't know/Not applicable | 47% | 18% | 36% | 45 |
| Remote Work | Employees working remotely | 57% | 25% | 18% | 72 |
| | Employees not working remotely | 45% | 38% | 17% | 177 |
| COVID-19 Effect on Revenue | Revenue increased | 9% | 82% | 9% | 22 |
| | Revenue stayed the same | 25% | 59% | 16% | 63 |
| | Revenue decreased | 63% | 18% | 18% | 163 |
| Change # of Employees Since Feb 2020 | More employees | 34% | 43% | 23% | 35 |
| | Same number of employees | 38% | 46% | 16% | 127 |
| | Fewer employees | 69% | 13% | 18% | 90 |
| Confidence Operating in 12 Months | Very confident | 40% | 45% | 15% | 157 |
| | Somewhat confident | 61% | 17% | 22% | 69 |
| | Not very or not at all confident | 67% | 11% | 22% | 18 |
| Industry | Accommodation and Food Services | 81% | 12% | 8% | 26 |
| | Admin. Support, WM, Remediation | 100% | | | 1 |
| | Arts, Entertainment, and Recreation | 68% | 20% | 12% | 25 |
| | Construction | 38% | 50% | 13% | 8 |
| | Educational Services | 50% | 25% | 25% | 4 |
| | Finance and Insurance | 27% | 64% | 9% | 11 |
| | Health Care and Social Assistance | 40% | 30% | 30% | 30 |
| | Information | 50% | | 50% | 2 |
| | Manufacturing | 20% | 60% | 20% | 5 |
| | Prof., Scientific and Tech. Services | 47% | 40% | 13% | 47 |
| | Real Estate Rental and Leasing | 20% | 70% | 10% | 10 |
| | Retail Trade | 60% | 17% | 23% | 30 |
| | Transportation and Warehousing | 50% | | 50% | 2 |
| | Wholesale Trade | 43% | 43% | 14% | 7 |
| | Other industry | 31% | 45% | 24% | 29 |
| Other services | 40% | 47% | 13% | 15 | |

Q14: About how many accounts receivable would you say have been slower due to COVID-19?

| | | <u>Nearly all</u> | <u>Most</u> | <u>Only some</u> | <u>None</u> | <u>Don't know/Not applicable</u> | <u>N</u> |
|---|--------------------------------------|-------------------|-------------|------------------|-------------|----------------------------------|----------|
| Overall | June 2020 | 15% | 18% | 22% | 16% | 29% | 68 |
| | February 2021 | 8% | 9% | 25% | 35% | 25% | 252 |
| Current Number of Employees | 0-1 employees | 14% | 12% | 16% | 33% | 26% | 95 |
| | 2-9 employees | 5% | 6% | 30% | 36% | 22% | 96 |
| | 10-25 employees | | 12% | 33% | 33% | 23% | 43 |
| | More than 25 employees | 6% | | 22% | 39% | 33% | 18 |
| Open Status | Remained open | 4% | 6% | 31% | 43% | 16% | 109 |
| | Reduced hours of operation | 9% | 14% | 20% | 26% | 31% | 100 |
| | Closed temporarily | 10% | 6% | 16% | 26% | 41% | 68 |
| Contingency or Resiliency Plan | Had plan before COVID | 6% | 10% | 26% | 35% | 23% | 31 |
| | Developed plan since COVID | 11% | 9% | 13% | 35% | 33% | 46 |
| | Don't have plan | 7% | 8% | 28% | 36% | 21% | 130 |
| | Don't know/Not applicable | 7% | 9% | 27% | 29% | 29% | 45 |
| Remote Work | Employees working remotely | 6% | 11% | 42% | 26% | 15% | 72 |
| | Employees not working remotely | 8% | 8% | 18% | 38% | 28% | 177 |
| COVID-19 Effect on Revenue | Revenue increased | 5% | 5% | 23% | 64% | 5% | 22 |
| | Revenue stayed the same | 2% | 3% | 29% | 49% | 17% | 63 |
| | Revenue decreased | 10% | 12% | 22% | 26% | 30% | 163 |
| Change # of Employees Since Feb 2020 | More employees | 3% | 3% | 54% | 29% | 11% | 35 |
| | Same number of employees | 8% | 12% | 20% | 41% | 20% | 127 |
| | Fewer employees | 9% | 7% | 20% | 28% | 37% | 90 |
| Confidence Operating in 12 Months | Very confident | 3% | 6% | 31% | 41% | 19% | 157 |
| | Somewhat confident | 13% | 10% | 14% | 29% | 33% | 69 |
| | Not very or not at all confident | 11% | 28% | 11% | 11% | 39% | 18 |
| Industry | Accommodation and Food Services | 15% | | | 19% | 65% | 26 |
| | Admin. Support, WM, Remediation | | | | 100% | | 1 |
| | Arts, Entertainment, and Recreation | 12% | 8% | 16% | 36% | 28% | 25 |
| | Construction | | | 63% | 38% | | 8 |
| | Educational Services | | | 50% | 50% | | 4 |
| | Finance and Insurance | 18% | 18% | 18% | 36% | 9% | 11 |
| | Health Care and Social Assistance | 3% | 13% | 37% | 37% | 10% | 30 |
| | Information | 50% | 50% | | | | 2 |
| | Manufacturing | | 20% | 40% | 40% | | 5 |
| | Prof., Scientific and Tech. Services | 6% | 11% | 38% | 34% | 11% | 47 |
| | Real Estate Rental and Leasing | | | 40% | 40% | 20% | 10 |
| | Retail Trade | 10% | 7% | 13% | 17% | 53% | 30 |
| | Transportation and Warehousing | | 50% | | | 50% | 2 |
| | Wholesale Trade | | | 29% | 43% | 29% | 7 |
| | Other industry | 3% | 7% | 14% | 59% | 17% | 29 |
| Other services | 7% | 13% | 27% | 33% | 20% | 15 | |

Q16: Were your accounts receivable slower from February 15, 2020 to August 31, 2020 or from September 1, 2020 to the present?

| | | <u>February 15, 2020</u> <u>- August 31, 2020</u> | <u>September 1,</u> <u>2020 - Present</u> | <u>About the same</u> | <u>Don't know/Can't</u> <u>remember</u> | <u>N</u> |
|---|--------------------------------------|--|--|-----------------------|--|----------|
| Overall | February 2021 | 30% | 24% | 45% | 2% | 105 |
| Current Number of Employees | 0-1 employees | 31% | 21% | 49% | | 39 |
| | 2-9 employees | 34% | 20% | 46% | | 41 |
| | 10-25 employees | 20% | 40% | 35% | 5% | 20 |
| | More than 25 employees | 20% | 20% | 40% | 20% | 5 |
| Open Status | Remained open | 36% | 21% | 43% | | 47 |
| | Reduced hours of operation | 23% | 28% | 47% | 2% | 43 |
| | Closed temporarily | 23% | 27% | 45% | 5% | 22 |
| Contingency or Resiliency Plan | Had plan before COVID | 31% | 38% | 31% | | 13 |
| | Developed plan since COVID | 24% | 41% | 35% | | 17 |
| | Don't have plan | 30% | 20% | 48% | 2% | 56 |
| | Don't know/Not applicable | 32% | 11% | 53% | 5% | 19 |
| Remote Work | Employees working remotely | 29% | 26% | 43% | 2% | 42 |
| | Employees not working remotely | 31% | 23% | 45% | 2% | 62 |
| COVID-19 Effect on Revenue | Revenue increased | 29% | 14% | 57% | | 7 |
| | Revenue stayed the same | 29% | 14% | 48% | 10% | 21 |
| | Revenue decreased | 30% | 28% | 42% | | 74 |
| Change # of Employees Since Feb 2020 | More employees | 24% | 14% | 52% | 10% | 21 |
| | Same number of employees | 35% | 22% | 43% | | 51 |
| | Fewer employees | 24% | 33% | 42% | | 33 |
| Confidence Operating in 12 Months | Very confident | 37% | 15% | 46% | 2% | 65 |
| | Somewhat confident | 19% | 35% | 46% | | 26 |
| | Not very or not at all confident | 22% | 44% | 33% | | 9 |
| Industry | Accommodation and Food Services | 25% | 75% | | | 4 |
| | Arts, Entertainment, and Recreation | 44% | 56% | | | 9 |
| | Construction | | 40% | 60% | | 5 |
| | Educational Services | 50% | | 50% | | 2 |
| | Finance and Insurance | 17% | 17% | 67% | | 6 |
| | Health Care and Social Assistance | 19% | 13% | 63% | 6% | 16 |
| | Information | | 50% | 50% | | 2 |
| | Manufacturing | 33% | | 33% | 33% | 3 |
| | Prof., Scientific and Tech. Services | 35% | 15% | 50% | | 26 |
| | Real Estate Rental and Leasing | 75% | | 25% | | 4 |
| | Retail Trade | 30% | 40% | 30% | | 10 |
| | Transportation and Warehousing | 100% | | | | 1 |
| | Wholesale Trade | 67% | 33% | | | 3 |
| | Other industry | 29% | | 71% | | 7 |
| Other services | | 29% | 71% | | 7 | |

Q17: About how many of your payments to vendors have been deferred or modified due to COVID-19?

| | | <u>Nearly all</u> | <u>Most</u> | <u>Only some</u> | <u>None</u> | <u>Don't know/Not applicable</u> | <u>N</u> |
|---|--------------------------------------|-------------------|-------------|------------------|-------------|----------------------------------|----------|
| Overall | June 2020 | 12% | 13% | 32% | 40% | 3% | 68 |
| | February 2021 | 0% | 2% | 15% | 74% | 8% | 252 |
| Current Number of Employees | 0-1 employees | 1% | 3% | 17% | 64% | 15% | 95 |
| | 2-9 employees | | 3% | 13% | 81% | 3% | 96 |
| | 10-25 employees | | | 21% | 77% | 2% | 43 |
| | More than 25 employees | | | 11% | 83% | 6% | 18 |
| Open Status | Remained open | | 1% | 9% | 83% | 6% | 109 |
| | Reduced hours of operation | | 3% | 23% | 67% | 7% | 100 |
| | Closed temporarily | 1% | 4% | 24% | 62% | 9% | 68 |
| Contingency or Resiliency Plan | Had plan before COVID | | | 10% | 90% | | 31 |
| | Developed plan since COVID | | 4% | 22% | 72% | 2% | 46 |
| | Don't have plan | | 3% | 17% | 75% | 5% | 130 |
| | Don't know/Not applicable | 2% | | 9% | 62% | 27% | 45 |
| Remote Work | Employees working remotely | | 3% | 21% | 72% | 4% | 72 |
| | Employees not working remotely | 1% | 2% | 13% | 76% | 8% | 177 |
| COVID-19 Effect on Revenue | Revenue increased | | | 14% | 82% | 5% | 22 |
| | Revenue stayed the same | | 2% | 8% | 87% | 3% | 63 |
| | Revenue decreased | 1% | 3% | 18% | 69% | 9% | 163 |
| Change # of Employees Since Feb 2020 | More employees | | | 14% | 77% | 9% | 35 |
| | Same number of employees | 1% | 2% | 7% | 80% | 11% | 127 |
| | Fewer employees | | 4% | 28% | 66% | 2% | 90 |
| Confidence Operating in 12 Months | Very confident | | 2% | 11% | 83% | 4% | 157 |
| | Somewhat confident | 1% | 4% | 20% | 61% | 13% | 69 |
| | Not very or not at all confident | | | 28% | 61% | 11% | 18 |
| Industry | Accommodation and Food Services | | 4% | 27% | 58% | 12% | 26 |
| | Admin. Support, WM, Remediation | | | | 100% | | 1 |
| | Arts, Entertainment, and Recreation | | | 20% | 64% | 16% | 25 |
| | Construction | | | 13% | 88% | | 8 |
| | Educational Services | | | | 100% | | 4 |
| | Finance and Insurance | | 9% | 18% | 73% | | 11 |
| | Health Care and Social Assistance | | | 10% | 83% | 7% | 30 |
| | Information | 50% | | | 50% | | 2 |
| | Manufacturing | | | | 100% | | 5 |
| | Prof., Scientific and Tech. Services | | 4% | 13% | 79% | 4% | 47 |
| | Real Estate Rental and Leasing | | | 10% | 80% | 10% | 10 |
| | Retail Trade | | 7% | 30% | 60% | 3% | 30 |
| | Transportation and Warehousing | | | | 100% | | 2 |
| | Wholesale Trade | | | | 100% | | 7 |
| | Other industry | | | 14% | 72% | 14% | 29 |
| Other services | | | 7% | 80% | 13% | 15 | |

Q19: Have you deferred or modified payments more often from February 15, 2020 to August 31, 2020 or from September 1, 2020 to the present?

| | | <u>February 15, 2020</u> <u>- August 31, 2020</u> | <u>September 1,</u> <u>2020 - Present</u> | <u>About the same</u> | <u>Don't know/Can't</u> <u>remember</u> | <u>N</u> |
|---|--------------------------------------|--|--|-----------------------|--|----------|
| Overall | February 2021 | 50% | 13% | 35% | 2% | 46 |
| Current Number of Employees | 0-1 employees | 55% | 10% | 35% | | 20 |
| | 2-9 employees | 47% | 13% | 40% | | 15 |
| | 10-25 employees | 33% | 22% | 33% | 11% | 9 |
| | More than 25 employees | 100% | | | | 2 |
| Open Status | Remained open | 27% | 9% | 55% | 9% | 11 |
| | Reduced hours of operation | 54% | 15% | 31% | | 26 |
| | Closed temporarily | 65% | 10% | 25% | | 20 |
| Contingency or Resiliency Plan | Had plan before COVID | 67% | 33% | | | 3 |
| | Developed plan since COVID | 42% | 33% | 25% | | 12 |
| | Don't have plan | 62% | | 35% | 4% | 26 |
| | Don't know/Not applicable | | 20% | 80% | | 5 |
| Remote Work | Employees working remotely | 47% | 12% | 41% | | 17 |
| | Employees not working remotely | 54% | 11% | 32% | 4% | 28 |
| COVID-19 Effect on Revenue | Revenue increased | 33% | 33% | | 33% | 3 |
| | Revenue stayed the same | 83% | | 17% | | 6 |
| | Revenue decreased | 47% | 14% | 39% | | 36 |
| Change # of Employees Since Feb 2020 | More employees | 80% | | 20% | | 5 |
| | Same number of employees | 42% | | 50% | 8% | 12 |
| | Fewer employees | 48% | 21% | 31% | | 29 |
| Confidence Operating in 12 Months | Very confident | 50% | 10% | 35% | 5% | 20 |
| | Somewhat confident | 50% | 11% | 39% | | 18 |
| | Not very or not at all confident | 60% | 20% | 20% | | 5 |
| Industry | Accommodation and Food Services | 75% | 25% | | | 8 |
| | Arts, Entertainment, and Recreation | 60% | | 40% | | 5 |
| | Construction | | | 100% | | 1 |
| | Finance and Insurance | 33% | | 67% | | 3 |
| | Health Care and Social Assistance | 100% | | | | 3 |
| | Information | | | 100% | | 1 |
| | Prof., Scientific and Tech. Services | 25% | 25% | 50% | | 8 |
| | Real Estate Rental and Leasing | 100% | | | | 1 |
| | Retail Trade | 55% | 9% | 36% | | 11 |
| | Other industry | 25% | | 50% | 25% | 4 |
| | Other services | | 100% | | | 1 |

Q20: Which of the following has caused you to experience financial losses as a result of the COVID-19 pandemic? (Please select all that apply)

| | | <u>Chose to temporarily close</u> | <u>Closed for the season</u> | <u>Decline in sales</u> | <u>Employees unable to work remotely</u> | <u>Loss in rental payments</u> | <u>Reduced hours of operations</u> |
|--------------------------------------|--------------------------------------|-----------------------------------|------------------------------|-------------------------|--|--------------------------------|------------------------------------|
| Overall | June 2020 | 21% | | 72% | 28% | 9% | 37% |
| | February 2021 | 14% | 3% | 55% | 13% | 6% | 30% |
| Current Number of Employees | 0-1 employees | 15% | 6% | 57% | 8% | 6% | 35% |
| | 2-9 employees | 12% | 1% | 49% | 16% | 4% | 26% |
| | 10-25 employees | 16% | | 65% | 21% | 12% | 30% |
| | More than 25 employees | 11% | | 50% | 6% | 6% | 22% |
| Open Status | Remained open | | | 33% | 3% | 3% | 3% |
| | Reduced hours of operation | 19% | 3% | 79% | 22% | 11% | 64% |
| | Closed temporarily | 37% | 7% | 60% | 25% | 6% | 44% |
| Contingency or Resiliency Plan | Had plan before COVID | 13% | 3% | 61% | 19% | 3% | 29% |
| | Developed plan since COVID | 11% | | 67% | 18% | 9% | 42% |
| | Don't have plan | 16% | 3% | 52% | 12% | 6% | 27% |
| | Don't know/Not applicable | 9% | 4% | 49% | 7% | 7% | 27% |
| Remote Work | Employees working remotely | 15% | 1% | 59% | 8% | 7% | 23% |
| | Employees not working remotely | 12% | 3% | 53% | 15% | 6% | 33% |
| COVID-19 Effect on Revenue | Revenue increased | | | 9% | 14% | 14% | 9% |
| | Revenue stayed the same | 8% | | 18% | 3% | 5% | 11% |
| | Revenue decreased | 17% | 4% | 77% | 17% | 6% | 40% |
| Change # of Employees Since Feb 2020 | More employees | 11% | 3% | 31% | 11% | 3% | 17% |
| | Same number of employees | 10% | 5% | 49% | 6% | 7% | 24% |
| | Fewer employees | 19% | | 73% | 24% | 7% | 44% |
| Confidence Operating in 12 Months | Very confident | 13% | 2% | 46% | 12% | 8% | 22% |
| | Somewhat confident | 16% | 6% | 70% | 16% | 4% | 41% |
| | Not very or not at all confident | 17% | | 83% | 22% | 6% | 56% |
| Industry | Accommodation and Food Services | 12% | 8% | 81% | 12% | 4% | 58% |
| | Admin. Support, WM, Remediation | | | | | | |
| | Arts, Entertainment, and Recreation | 40% | 8% | 68% | 4% | 12% | 28% |
| | Construction | | | 25% | 25% | | 13% |
| | Educational Services | 25% | 25% | 25% | 25% | | 50% |
| | Finance and Insurance | | | 18% | | | |
| | Health Care and Social Assistance | 17% | 3% | 53% | 27% | 7% | 37% |
| | Information | | | 100% | | 50% | |
| | Manufacturing | 40% | | 60% | 20% | | 20% |
| | Prof., Scientific and Tech. Services | 4% | | 46% | | 2% | 15% |
| | Real Estate Rental and Leasing | | | 20% | | 50% | 20% |
| | Retail Trade | 30% | | 77% | 40% | 3% | 57% |
| | Transportation and Warehousing | | | 100% | | | |
| | Wholesale Trade | | | 43% | 14% | | |
| | Other industry | | 3% | 48% | 7% | 3% | 31% |
| | Other services | 13% | | 60% | 13% | 7% | 20% |

Q20: Which of the following has caused you to experience financial losses as a result of the COVID-19 pandemic? (Please select all that apply)

| | | <u>Required to close because not an essential business</u> | <u>Supply chain interruption</u> | <u>Unable to get sufficient workforce to maintain operations</u> | <u>Other</u> | <u>None of these</u> | <u>N</u> |
|--------------------------------------|--------------------------------------|--|----------------------------------|--|--------------|----------------------|----------|
| Overall | June 2020 | 34% | 21% | 12% | 21% | 3% | 68 |
| | February 2021 | 23% | 20% | 12% | 17% | 17% | 251 |
| Current Number of Employees | 0-1 employees | 29% | 16% | 8% | 18% | 14% | 95 |
| | 2-9 employees | 22% | 22% | 14% | 17% | 17% | 95 |
| | 10-25 employees | 19% | 26% | 12% | 14% | 21% | 43 |
| | More than 25 employees | 6% | 22% | 28% | 22% | 28% | 18 |
| Open Status | Remained open | 3% | 18% | 4% | 18% | 39% | 108 |
| | Reduced hours of operation | 35% | 24% | 22% | 15% | 1% | 100 |
| | Closed temporarily | 54% | 22% | 24% | 25% | | 68 |
| Contingency or Resiliency Plan | Had plan before COVID | 19% | 16% | 19% | 16% | 19% | 31 |
| | Developed plan since COVID | 29% | 27% | 20% | 20% | 9% | 45 |
| | Don't have plan | 22% | 18% | 9% | 12% | 21% | 130 |
| | Don't know/Not applicable | 24% | 24% | 9% | 29% | 13% | 45 |
| Remote Work | Employees working remotely | 13% | 18% | 8% | 20% | 18% | 71 |
| | Employees not working remotely | 27% | 21% | 14% | 16% | 16% | 177 |
| COVID-19 Effect on Revenue | Revenue increased | 5% | 9% | 18% | 14% | 55% | 22 |
| | Revenue stayed the same | 5% | 24% | 6% | 16% | 41% | 62 |
| | Revenue decreased | 33% | 20% | 14% | 18% | 2% | 163 |
| Change # of Employees Since Feb 2020 | More employees | 3% | 23% | 9% | 23% | 29% | 35 |
| | Same number of employees | 20% | 19% | 5% | 17% | 21% | 127 |
| | Fewer employees | 36% | 21% | 25% | 16% | 7% | 89 |
| Confidence Operating in 12 Months | Very confident | 17% | 19% | 8% | 13% | 24% | 156 |
| | Somewhat confident | 35% | 25% | 14% | 22% | 7% | 69 |
| | Not very or not at all confident | 39% | 22% | 28% | 11% | 6% | 18 |
| Industry | Accommodation and Food Services | 35% | 8% | 31% | 15% | | 26 |
| | Admin. Support, WM, Remediation | | | | | 100% | 1 |
| | Arts, Entertainment, and Recreation | 48% | 20% | 12% | 24% | 4% | 25 |
| | Construction | | 63% | 25% | 13% | 13% | 8 |
| | Educational Services | 25% | | 25% | 25% | 25% | 4 |
| | Finance and Insurance | | 9% | | 36% | 36% | 11 |
| | Health Care and Social Assistance | 13% | 13% | 3% | 33% | 3% | 30 |
| | Information | 100% | | | | | 2 |
| | Manufacturing | 20% | 20% | | | 20% | 5 |
| | Prof., Scientific and Tech. Services | 4% | 15% | 7% | 13% | 32% | 46 |
| | Real Estate Rental and Leasing | 10% | | | | 40% | 10 |
| | Retail Trade | 53% | 50% | 30% | 7% | 7% | 30 |
| | Transportation and Warehousing | | | | 50% | | 2 |
| | Wholesale Trade | 14% | 43% | | 14% | 29% | 7 |
| | Other industry | 14% | 21% | 7% | 10% | 28% | 29 |
| Other services | 33% | 13% | 13% | 27% | 13% | 15 | |

Q21_1#: Which of the following have had the greatest impact on your business's finances? 1st choice

| | | <u>Chose to temporarily close</u> | <u>Closed for season</u> | <u>Decline in sales</u> | <u>Employees unable to work remotely</u> | <u>Loss in rental payments</u> |
|--------------------------------------|--------------------------------------|-----------------------------------|--------------------------|-------------------------|--|--------------------------------|
| Overall | June 2020 | 3% | | 57% | 3% | 5% |
| | February 2021 | 8% | 1% | 56% | 2% | 2% |
| Current Number of Employees | 0-1 employees | 3% | 3% | 55% | | 5% |
| | 2-9 employees | 10% | | 57% | 2% | |
| | 10-25 employees | 16% | | 47% | 5% | |
| | More than 25 employees | 20% | | 80% | | |
| Open Status | Remained open | | | 40% | 7% | 7% |
| | Reduced hours of operation | 8% | | 60% | | 2% |
| | Closed temporarily | 13% | 2% | 53% | 2% | |
| Contingency or Resiliency Plan | Had plan before COVID | 8% | | 50% | | |
| | Developed plan since COVID | 13% | | 61% | | |
| | Don't have plan | 9% | | 57% | 2% | 2% |
| | Don't know/Not applicable | | 6% | 47% | 6% | 6% |
| Remote Work | Employees working remotely | 25% | | 50% | 4% | |
| | Employees not working remotely | 4% | 1% | 57% | 1% | 2% |
| COVID-19 Effect on Revenue | Revenue increased | | | 40% | | |
| | Revenue stayed the same | 33% | | 8% | | 8% |
| | Revenue decreased | 6% | 1% | 63% | 2% | 1% |
| Change # of Employees Since Feb 2020 | More employees | 30% | | 50% | | |
| | Same number of employees | 7% | 2% | 52% | | 5% |
| | Fewer employees | 6% | | 60% | 4% | |
| Confidence Operating in 12 Months | Very confident | 15% | | 48% | 2% | 2% |
| | Somewhat confident | 3% | 3% | 58% | 3% | 3% |
| | Not very or not at all confident | | | 77% | | |
| Industry | Accommodation and Food Services | | | 70% | | |
| | Arts, Entertainment, and Recreation | 27% | 7% | 33% | | 7% |
| | Construction | | | 40% | | |
| | Educational Services | | | | | |
| | Health Care and Social Assistance | 25% | | 50% | 8% | |
| | Information | | | 50% | | |
| | Manufacturing | | | 100% | | |
| | Prof., Scientific and Tech. Services | 13% | | 63% | | |
| | Real Estate Rental and Leasing | | | | | 50% |
| | Retail Trade | | | 64% | | |
| | Wholesale Trade | | | 50% | | |
| | Other industry | | | 63% | | |
| | Other services | 14% | | 57% | 14% | |

Q21_1#: Which of the following have had the greatest impact on your business's finances? 1st choice

| | | <u>Reduced hours of operations</u> | <u>Required to close because not an essential business</u> | <u>Supply chain interruption</u> | <u>Unable to get sufficient workforce to maintain operations</u> | <u>N</u> |
|--------------------------------------|--------------------------------------|------------------------------------|--|----------------------------------|--|----------|
| Overall | June 2020 | | 30% | 3% | | 37 |
| | February 2021 | 5% | 18% | 6% | 3% | 106 |
| Current Number of Employees | 0-1 employees | 10% | 23% | 3% | | 40 |
| | 2-9 employees | 2% | 14% | 10% | 5% | 42 |
| | 10-25 employees | | 21% | 5% | 5% | 19 |
| | More than 25 employees | | | | | 5 |
| Open Status | Remained open | | 13% | 27% | 7% | 15 |
| | Reduced hours of operation | 6% | 20% | 2% | 3% | 65 |
| | Closed temporarily | 2% | 23% | 4% | | 47 |
| Contingency or Resiliency Plan | Had plan before COVID | | 25% | 17% | | 12 |
| | Developed plan since COVID | | 22% | | 4% | 23 |
| | Don't have plan | 9% | 13% | 6% | 2% | 54 |
| | Don't know/Not applicable | | 24% | 6% | 6% | 17 |
| Remote Work | Employees working remotely | 4% | 8% | 4% | 4% | 24 |
| | Employees not working remotely | 5% | 21% | 6% | 2% | 81 |
| COVID-19 Effect on Revenue | Revenue increased | 20% | | 40% | | 5 |
| | Revenue stayed the same | | 17% | 25% | 8% | 12 |
| | Revenue decreased | 4% | 19% | 1% | 2% | 89 |
| Change # of Employees Since Feb 2020 | More employees | | | 20% | | 10 |
| | Same number of employees | 11% | 16% | 7% | | 44 |
| | Fewer employees | | 23% | 2% | 6% | 52 |
| Confidence Operating in 12 Months | Very confident | 4% | 19% | 9% | 2% | 54 |
| | Somewhat confident | 5% | 21% | 3% | 3% | 38 |
| | Not very or not at all confident | 8% | 8% | | 8% | 13 |
| Industry | Accommodation and Food Services | 10% | 15% | | 5% | 20 |
| | Arts, Entertainment, and Recreation | | 20% | 7% | | 15 |
| | Construction | 20% | | 40% | | 5 |
| | Educational Services | | 100% | | | 1 |
| | Health Care and Social Assistance | 8% | 8% | | | 12 |
| | Information | | 50% | | | 2 |
| | Manufacturing | | | | | 2 |
| | Prof., Scientific and Tech. Services | | | 13% | 13% | 8 |
| | Real Estate Rental and Leasing | | 50% | | | 2 |
| | Retail Trade | | 27% | 5% | 5% | 22 |
| | Wholesale Trade | | | 50% | | 2 |
| | Other industry | | 38% | | | 8 |
| | Other services | 14% | | | | 7 |

Q21_2#: Which of the following have had the greatest impact on your business's finances? 2nd choice

| | | <u>Chose to temporarily close</u> | <u>Closed for season</u> | <u>Decline in sales</u> | <u>Employees unable to work remotely</u> | <u>Loss in rental payments</u> |
|--------------------------------------|--------------------------------------|-----------------------------------|--------------------------|-------------------------|--|--------------------------------|
| Overall | June 2020 | 5% | | 39% | 15% | 5% |
| | February 2021 | 5% | 3% | 26% | 3% | 2% |
| Current Number of Employees | 0-1 employees | 7% | 7% | 27% | | |
| | 2-9 employees | 5% | | 21% | 7% | 2% |
| | 10-25 employees | 4% | | 35% | 4% | 4% |
| | More than 25 employees | | | 20% | | |
| Open Status | Remained open | | | 41% | | 6% |
| | Reduced hours of operation | 4% | | 25% | 4% | 1% |
| | Closed temporarily | 8% | 6% | 24% | 4% | |
| Contingency or Resiliency Plan | Had plan before COVID | | | 27% | | |
| | Developed plan since COVID | | | 29% | 7% | |
| | Don't have plan | 9% | 4% | 24% | 4% | 4% |
| | Don't know/Not applicable | 5% | 5% | 27% | | |
| Remote Work | Employees working remotely | 4% | | 33% | 4% | |
| | Employees not working remotely | 6% | 3% | 24% | 3% | 2% |
| COVID-19 Effect on Revenue | Revenue increased | | | | 20% | |
| | Revenue stayed the same | 9% | | 9% | | 9% |
| | Revenue decreased | 5% | 3% | 29% | 3% | 1% |
| Change # of Employees Since Feb 2020 | More employees | | 9% | 18% | 9% | |
| | Same number of employees | 6% | 4% | 25% | 2% | 4% |
| | Fewer employees | 5% | | 28% | 4% | |
| Confidence Operating in 12 Months | Very confident | 2% | 2% | 24% | 7% | 4% |
| | Somewhat confident | 11% | 4% | 30% | | |
| | Not very or not at all confident | | | 18% | | |
| Industry | Accommodation and Food Services | | 5% | 24% | | |
| | Arts, Entertainment, and Recreation | 17% | 6% | 39% | | |
| | Construction | | | | 20% | |
| | Educational Services | | | | | |
| | Health Care and Social Assistance | 7% | | 29% | | 7% |
| | Information | | | 50% | | |
| | Manufacturing | 50% | | | 50% | |
| | Prof., Scientific and Tech. Services | | | 11% | | |
| | Real Estate Rental and Leasing | | | | | 100% |
| | Retail Trade | 5% | | 23% | 5% | |
| | Transportation and Warehousing | | | 100% | | |
| | Wholesale Trade | | | 33% | 33% | |
| | Other industry | | 11% | 22% | | |
| | Other services | | | 43% | | |

Q21_2#: Which of the following have had the greatest impact on your business's finances? 2nd choice

| | | <u>Reduced hours of operations</u> | <u>Required to close because not an essential business</u> | <u>Supply chain interruption</u> | <u>Unable to get sufficient workforce to maintain operations</u> | <u>N</u> |
|--------------------------------------|--------------------------------------|------------------------------------|--|----------------------------------|--|----------|
| Overall | June 2020 | 15% | 12% | 5% | 5% | 41 |
| | February 2021 | 22% | 16% | 13% | 10% | 116 |
| Current Number of Employees | 0-1 employees | 20% | 20% | 16% | 4% | 45 |
| | 2-9 employees | 21% | 16% | 12% | 16% | 43 |
| | 10-25 employees | 26% | 9% | 13% | 4% | 23 |
| | More than 25 employees | 40% | | | 40% | 5 |
| Open Status | Remained open | | | 35% | 18% | 17 |
| | Reduced hours of operation | 35% | 13% | 8% | 10% | 72 |
| | Closed temporarily | 10% | 29% | 6% | 14% | 51 |
| Contingency or Resiliency Plan | Had plan before COVID | 45% | | | 27% | 11 |
| | Developed plan since COVID | 25% | 11% | 14% | 14% | 28 |
| | Don't have plan | 18% | 18% | 13% | 7% | 55 |
| | Don't know/Not applicable | 18% | 23% | 18% | 5% | 22 |
| Remote Work | Employees working remotely | 30% | 11% | 19% | | 27 |
| | Employees not working remotely | 19% | 17% | 11% | 14% | 88 |
| COVID-19 Effect on Revenue | Revenue increased | 20% | | | 60% | 5 |
| | Revenue stayed the same | 9% | 9% | 36% | 18% | 11 |
| | Revenue decreased | 24% | 17% | 11% | 7% | 100 |
| Change # of Employees Since Feb 2020 | More employees | 27% | | 27% | 9% | 11 |
| | Same number of employees | 21% | 17% | 15% | 6% | 48 |
| | Fewer employees | 23% | 18% | 9% | 14% | 57 |
| Confidence Operating in 12 Months | Very confident | 25% | 13% | 13% | 11% | 55 |
| | Somewhat confident | 19% | 17% | 11% | 9% | 47 |
| | Not very or not at all confident | 18% | 27% | 27% | 9% | 11 |
| Industry | Accommodation and Food Services | 24% | 24% | | 24% | 21 |
| | Arts, Entertainment, and Recreation | 17% | 11% | 6% | 6% | 18 |
| | Construction | | | 40% | 40% | 5 |
| | Educational Services | 50% | | | 50% | 2 |
| | Health Care and Social Assistance | 36% | 7% | 14% | | 14 |
| | Information | | 50% | | | 2 |
| | Manufacturing | | | | | 2 |
| | Prof., Scientific and Tech. Services | 33% | 11% | 33% | 11% | 9 |
| | Real Estate Rental and Leasing | | | | | 1 |
| | Retail Trade | 9% | 27% | 23% | 9% | 22 |
| | Transportation and Warehousing | | | | | 1 |
| | Wholesale Trade | | | 33% | | 3 |
| | Other industry | 56% | | 11% | | 9 |
| | Other services | 29% | 29% | | | 7 |

Q21_3#: Which of the following have had the greatest impact on your business's finances? 3rd choice

| | | <u>Chose to temporarily close</u> | <u>Closed for season</u> | <u>Decline in sales</u> | <u>Employees unable to work remotely</u> | <u>Loss in rental payments</u> |
|--------------------------------------|--------------------------------------|-----------------------------------|--------------------------|-------------------------|--|--------------------------------|
| Overall | June 2020 | 12% | | 4% | 23% | 4% |
| | February 2021 | 8% | 1% | 8% | 19% | 4% |
| Current Number of Employees | 0-1 employees | 7% | 3% | 3% | 14% | 3% |
| | 2-9 employees | 8% | | 8% | 27% | 4% |
| | 10-25 employees | 8% | | 17% | 25% | 8% |
| | More than 25 employees | 20% | | 20% | | |
| Open Status | Remained open | | | | 100% | |
| | Reduced hours of operation | 4% | 2% | 11% | 17% | 4% |
| | Closed temporarily | 14% | | 3% | 14% | 3% |
| Contingency or Resiliency Plan | Had plan before COVID | 22% | | 11% | 33% | |
| | Developed plan since COVID | | | 10% | 15% | |
| | Don't have plan | 9% | 3% | 3% | 24% | 6% |
| | Don't know/Not applicable | 10% | | 20% | | 10% |
| Remote Work | Employees working remotely | 14% | 7% | 29% | 7% | 7% |
| | Employees not working remotely | 7% | | 3% | 22% | 3% |
| COVID-19 Effect on Revenue | Revenue increased | | | | 100% | |
| | Revenue stayed the same | | | 40% | 20% | |
| | Revenue decreased | 9% | 2% | 6% | 17% | 5% |
| Change # of Employees Since Feb 2020 | More employees | 14% | | | 29% | 14% |
| | Same number of employees | 8% | 4% | 8% | 19% | 8% |
| | Fewer employees | 8% | | 10% | 18% | |
| Confidence Operating in 12 Months | Very confident | 14% | 3% | 11% | 23% | 6% |
| | Somewhat confident | | | 7% | 14% | 4% |
| | Not very or not at all confident | 14% | | | 29% | |
| Industry | Accommodation and Food Services | 17% | | | 8% | |
| | Arts, Entertainment, and Recreation | | | 33% | | |
| | Construction | | | | 100% | |
| | Educational Services | | 50% | | | |
| | Health Care and Social Assistance | 11% | | | 56% | 11% |
| | Information | | | | | 100% |
| | Manufacturing | 50% | | | | |
| | Prof., Scientific and Tech. Services | | | 17% | | 17% |
| | Retail Trade | 11% | | 5% | 26% | |
| | Wholesale Trade | | | | | |
| | Other industry | | | 17% | 33% | |
| | Other services | | | | | |

Q21_3#: Which of the following have had the greatest impact on your business's finances? 3rd choice

| | | <u>Reduced hours of operations</u> | <u>Required to close because not an essential business</u> | <u>Supply chain interruption</u> | <u>Unable to get sufficient workforce to maintain operations</u> | <u>N</u> |
|---|--------------------------------------|------------------------------------|--|----------------------------------|--|----------|
| Overall | June 2020 | 35% | 8% | 8% | 8% | 26 |
| | February 2021 | 33% | 11% | 7% | 7% | 72 |
| Current Number of Employees | 0-1 employees | 48% | 17% | | 3% | 29 |
| | 2-9 employees | 27% | 8% | 12% | 8% | 26 |
| | 10-25 employees | 17% | 8% | 8% | 8% | 12 |
| | More than 25 employees | 20% | | 20% | 20% | 5 |
| Open Status | Remained open | | | | | 2 |
| | Reduced hours of operation | 39% | 11% | 6% | 7% | 54 |
| | Closed temporarily | 43% | 9% | 9% | 6% | 35 |
| Contingency or Resiliency Plan | Had plan before COVID | 11% | 11% | 11% | | 9 |
| | Developed plan since COVID | 35% | 15% | 5% | 20% | 20 |
| | Don't have plan | 39% | 9% | 6% | | 33 |
| | Don't know/Not applicable | 30% | 10% | 10% | 10% | 10 |
| Remote Work | Employees working remotely | 7% | 14% | | 14% | 14 |
| | Employees not working remotely | 40% | 10% | 9% | 5% | 58 |
| COVID-19 Effect on Revenue | Revenue increased | | | | | 2 |
| | Revenue stayed the same | 20% | | | 20% | 5 |
| | Revenue decreased | 35% | 12% | 8% | 6% | 65 |
| Change # of Employees Since Feb 2020 | More employees | 14% | | | 29% | 7 |
| | Same number of employees | 27% | 15% | 12% | | 26 |
| | Fewer employees | 41% | 10% | 5% | 8% | 39 |
| Confidence Operating in 12 Months | Very confident | 23% | 11% | 3% | 6% | 35 |
| | Somewhat confident | 46% | 11% | 11% | 7% | 28 |
| | Not very or not at all confident | 29% | 14% | 14% | | 7 |
| Industry | Accommodation and Food Services | 58% | | 8% | 8% | 12 |
| | Arts, Entertainment, and Recreation | 11% | 44% | | 11% | 9 |
| | Construction | | | | | 1 |
| | Educational Services | 50% | | | | 2 |
| | Health Care and Social Assistance | 22% | | | | 9 |
| | Information | | | | | 1 |
| | Manufacturing | 50% | | | | 2 |
| | Prof., Scientific and Tech. Services | 50% | 17% | | | 6 |
| | Retail Trade | 37% | | 11% | 11% | 19 |
| | Wholesale Trade | | 100% | | | 1 |
| | Other industry | 33% | 17% | | | 6 |
| | Other services | | 25% | 50% | 25% | 4 |

Q22: Did your business have a resiliency or continuity plan in the event of a disaster prior to the COVID-19 pandemic?

| | | <u>Yes</u> | <u>No</u> | <u>Don't know/Not applicable</u> | <u>N</u> |
|---|--------------------------------------|------------|-----------|----------------------------------|----------|
| Overall | June 2020 | 24% | 72% | 4% | 68 |
| | February 2021 | 12% | 77% | 11% | 252 |
| Current Number of Employees | 0-1 employees | 12% | 75% | 14% | 95 |
| | 2-9 employees | 9% | 83% | 7% | 96 |
| | 10-25 employees | 19% | 67% | 14% | 43 |
| | More than 25 employees | 17% | 72% | 11% | 18 |
| Open Status | Remained open | 14% | 72% | 14% | 109 |
| | Reduced hours of operation | 13% | 81% | 6% | 100 |
| | Closed temporarily | 9% | 78% | 13% | 68 |
| Remote Work | Employees working remotely | 14% | 71% | 15% | 72 |
| | Employees not working remotely | 11% | 80% | 8% | 177 |
| COVID-19 Effect on Revenue | Revenue increased | 27% | 73% | | 22 |
| | Revenue stayed the same | 11% | 76% | 13% | 63 |
| | Revenue decreased | 11% | 77% | 12% | 163 |
| Change # of Employees Since Feb 2020 | More employees | 14% | 74% | 11% | 35 |
| | Same number of employees | 13% | 78% | 9% | 127 |
| | Fewer employees | 11% | 76% | 13% | 90 |
| Confidence Operating in 12 Months | Very confident | 14% | 80% | 6% | 157 |
| | Somewhat confident | 10% | 68% | 22% | 69 |
| | Not very or not at all confident | 6% | 89% | 6% | 18 |
| Industry | Accommodation and Food Services | 12% | 81% | 8% | 26 |
| | Admin. Support, WM, Remediation | | 100% | | 1 |
| | Arts, Entertainment, and Recreation | 24% | 68% | 8% | 25 |
| | Construction | 13% | 75% | 13% | 8 |
| | Educational Services | 25% | 50% | 25% | 4 |
| | Finance and Insurance | 45% | 45% | 9% | 11 |
| | Health Care and Social Assistance | 17% | 83% | | 30 |
| | Information | | 100% | | 2 |
| | Manufacturing | | 80% | 20% | 5 |
| | Prof., Scientific and Tech. Services | 9% | 77% | 15% | 47 |
| | Real Estate Rental and Leasing | 10% | 80% | 10% | 10 |
| | Retail Trade | | 87% | 13% | 30 |
| | Transportation and Warehousing | | 100% | | 2 |
| | Wholesale Trade | | 86% | 14% | 7 |
| | Other industry | 14% | 76% | 10% | 29 |
| Other services | 7% | 67% | 27% | 15 | |

Q23: Have you created a resiliency or continuity plan since the start of the COVID-19 pandemic?

| | | <u>Yes</u> | <u>No</u> | <u>Don't know/Not applicable</u> | <u>N</u> |
|---|--------------------------------------|------------|-----------|----------------------------------|----------|
| Overall | February 2021 | 24% | 67% | 9% | 193 |
| Current Number of Employees | 0-1 employees | 27% | 63% | 10% | 71 |
| | 2-9 employees | 23% | 70% | 8% | 80 |
| | 10-25 employees | 24% | 66% | 10% | 29 |
| | More than 25 employees | 15% | 77% | 8% | 13 |
| Open Status | Remained open | 20% | 73% | 6% | 79 |
| | Reduced hours of operation | 28% | 62% | 10% | 81 |
| | Closed temporarily | 23% | 68% | 9% | 53 |
| Remote Work | Employees working remotely | 22% | 71% | 8% | 51 |
| | Employees not working remotely | 25% | 66% | 9% | 142 |
| COVID-19 Effect on Revenue | Revenue increased | 19% | 81% | | 16 |
| | Revenue stayed the same | 21% | 75% | 4% | 48 |
| | Revenue decreased | 25% | 63% | 11% | 126 |
| Change # of Employees Since Feb 2020 | More employees | 19% | 77% | 4% | 26 |
| | Same number of employees | 19% | 71% | 10% | 99 |
| | Fewer employees | 32% | 59% | 9% | 68 |
| Confidence Operating in 12 Months | Very confident | 22% | 70% | 7% | 125 |
| | Somewhat confident | 28% | 60% | 13% | 47 |
| | Not very or not at all confident | 19% | 69% | 13% | 16 |
| Industry | Accommodation and Food Services | 52% | 43% | 5% | 21 |
| | Admin. Support, WM, Remediation | | 100% | | 1 |
| | Arts, Entertainment, and Recreation | 41% | 53% | 6% | 17 |
| | Construction | | 83% | 17% | 6 |
| | Educational Services | | 100% | | 2 |
| | Finance and Insurance | | 80% | 20% | 5 |
| | Health Care and Social Assistance | 16% | 72% | 12% | 25 |
| | Information | | 50% | 50% | 2 |
| | Manufacturing | | 100% | | 4 |
| | Prof., Scientific and Tech. Services | 19% | 75% | 6% | 36 |
| | Real Estate Rental and Leasing | 25% | 63% | 13% | 8 |
| | Retail Trade | 19% | 81% | | 26 |
| | Transportation and Warehousing | 50% | 50% | | 2 |
| | Wholesale Trade | 50% | 33% | 17% | 6 |
| | Other industry | 14% | 64% | 23% | 22 |
| | Other services | 30% | 70% | | 10 |

Q24: Which of the following components are included in your resiliency or continuity plan?

| | | <u>A list of alternative suppliers and logistics</u> | <u>A list of potential threats to business operations</u> | <u>Communications developed with important stakeholders</u> |
|---|--------------------------------------|--|---|---|
| Overall | June 2020 | 27% | 40% | 33% |
| | February 2021 | 30% | 57% | 43% |
| Current Number of Employees | 0-1 employees | 38% | 48% | 33% |
| | 2-9 employees | 25% | 63% | 38% |
| | 10-25 employees | 18% | 64% | 64% |
| | More than 25 employees | 40% | 60% | 60% |
| Open Status | Remained open | 24% | 57% | 38% |
| | Reduced hours of operation | 33% | 59% | 48% |
| | Closed temporarily | 42% | 58% | 58% |
| Remote Work | Employees working remotely | 27% | 53% | 47% |
| | Employees not working remotely | 32% | 57% | 43% |
| COVID-19 Effect on Revenue | Revenue increased | 13% | 63% | 38% |
| | Revenue stayed the same | 20% | 50% | 50% |
| | Revenue decreased | 37% | 57% | 43% |
| Change # of Employees Since Feb 2020 | More employees | 25% | 50% | 50% |
| | Same number of employees | 21% | 58% | 33% |
| | Fewer employees | 43% | 57% | 52% |
| Confidence Operating in 12 Months | Very confident | 28% | 61% | 44% |
| | Somewhat confident | 33% | 50% | 33% |
| | Not very or not at all confident | 50% | 50% | 100% |
| Industry | Accommodation and Food Services | 18% | 73% | 45% |
| | Arts, Entertainment, and Recreation | 33% | 22% | 33% |
| | Construction | | | |
| | Educational Services | 100% | 100% | 100% |
| | Finance and Insurance | | 60% | 80% |
| | Health Care and Social Assistance | 33% | 67% | 17% |
| | Prof., Scientific and Tech. Services | 29% | 71% | 57% |
| | Real Estate Rental and Leasing | | 50% | 50% |
| | Retail Trade | 67% | 33% | 33% |
| | Wholesale Trade | 50% | | 50% |
| | Other industry | 60% | 80% | 20% |
| Other services | | 100% | 100% | |

Q24: Which of the following components are included in your resiliency or continuity plan?

| | | <u>Employees were trained to implement the plan</u> | <u>Other</u> | <u>N</u> |
|---|--------------------------------------|---|--------------|----------|
| Overall | June 2020 | 27% | 47% | 15 |
| | February 2021 | 34% | 28% | 53 |
| Current Number of Employees | 0-1 employees | 19% | 43% | 21 |
| | 2-9 employees | 38% | 6% | 16 |
| | 10-25 employees | 55% | 18% | 11 |
| | More than 25 employees | 40% | 60% | 5 |
| Open Status | Remained open | 48% | 24% | 21 |
| | Reduced hours of operation | 19% | 33% | 27 |
| | Closed temporarily | 42% | 25% | 12 |
| Remote Work | Employees working remotely | 40% | 33% | 15 |
| | Employees not working remotely | 32% | 24% | 37 |
| COVID-19 Effect on Revenue | Revenue increased | 63% | 25% | 8 |
| | Revenue stayed the same | 40% | 20% | 10 |
| | Revenue decreased | 26% | 31% | 35 |
| Change # of Employees Since Feb 2020 | More employees | 50% | 13% | 8 |
| | Same number of employees | 25% | 38% | 24 |
| | Fewer employees | 38% | 24% | 21 |
| Confidence Operating in 12 Months | Very confident | 39% | 28% | 36 |
| | Somewhat confident | 25% | 17% | 12 |
| | Not very or not at all confident | | | 2 |
| Industry | Accommodation and Food Services | 36% | 27% | 11 |
| | Arts, Entertainment, and Recreation | 33% | 44% | 9 |
| | Construction | 100% | | 1 |
| | Educational Services | 100% | | 1 |
| | Finance and Insurance | 60% | 40% | 5 |
| | Health Care and Social Assistance | 33% | 33% | 6 |
| | Prof., Scientific and Tech. Services | 29% | 43% | 7 |
| | Real Estate Rental and Leasing | | | 2 |
| | Retail Trade | 33% | 33% | 3 |
| | Wholesale Trade | | | 2 |
| | Other industry | 20% | | 5 |
| | Other services | | | 1 |

Q25: How have you managed your business's workforce as a result of the COVID-19 pandemic? (Please select all that apply)

| | | <u>Business has closed permanently</u> | <u>Changed layout of business to protect employees</u> | <u>Employees are now working remotely</u> | <u>Furloughed employees</u> | <u>Laid off employees</u> |
|--------------------------------------|--------------------------------------|--|--|---|-----------------------------|---------------------------|
| Overall | June 2020 | 1% | 35% | 31% | 19% | 28% |
| | February 2021 | 1% | 32% | 29% | 14% | 12% |
| Current Number of Employees | 0-1 employees | 2% | 16% | 17% | 9% | 9% |
| | 2-9 employees | | 33% | 23% | 14% | 15% |
| | 10-25 employees | | 60% | 56% | 28% | 12% |
| | More than 25 employees | | 44% | 56% | 17% | 22% |
| Open Status | Remained open | | 26% | 40% | 4% | 6% |
| | Reduced hours of operation | | 39% | 22% | 23% | 19% |
| | Closed temporarily | 3% | 36% | 16% | 36% | 22% |
| Contingency or Resiliency Plan | Had plan before COVID | | 40% | 33% | 13% | 13% |
| | Developed plan since COVID | | 46% | 24% | 17% | 11% |
| | Don't have plan | | 28% | 28% | 15% | 15% |
| | Don't know/Not applicable | 5% | 23% | 35% | 9% | 7% |
| Remote Work | Employees working remotely | | 46% | 100% | 11% | 15% |
| | Employees not working remotely | 1% | 27% | | 16% | 11% |
| COVID-19 Effect on Revenue | Revenue increased | | 45% | 27% | 5% | 9% |
| | Revenue stayed the same | | 27% | 33% | 6% | 5% |
| | Revenue decreased | 1% | 32% | 27% | 19% | 16% |
| Change # of Employees Since Feb 2020 | More employees | | 29% | 57% | 9% | 9% |
| | Same number of employees | 1% | 26% | 21% | 5% | 5% |
| | Fewer employees | 1% | 42% | 29% | 30% | 25% |
| Confidence Operating in 12 Months | Very confident | | 33% | 33% | 9% | 9% |
| | Somewhat confident | 1% | 34% | 22% | 26% | 21% |
| | Not very or not at all confident | | 24% | 29% | 12% | 6% |
| Industry | Accommodation and Food Services | 4% | 73% | | 38% | 23% |
| | Admin. Support, WM, Remediation | | 100% | 100% | | |
| | Arts, Entertainment, and Recreation | | 32% | 36% | 20% | 24% |
| | Construction | | 25% | | | 13% |
| | Educational Services | | 25% | 25% | 25% | |
| | Finance and Insurance | | 9% | 45% | 9% | |
| | Health Care and Social Assistance | | 30% | 40% | 17% | 3% |
| | Information | 50% | | 50% | | 50% |
| | Manufacturing | | | 20% | | 20% |
| | Prof., Scientific and Tech. Services | | 30% | 57% | 4% | 13% |
| | Real Estate Rental and Leasing | | | 10% | | |
| | Retail Trade | | 31% | 10% | 24% | 21% |
| | Transportation and Warehousing | | | 100% | | |
| | Wholesale Trade | | 43% | 14% | | |
| | Other industry | | 25% | 21% | 7% | 14% |
| | Other services | | 33% | 27% | 13% | |

Q25: How have you managed your business's workforce as a result of the COVID-19 pandemic? (Please select all that apply)

| | | <u>Maintained or brought employees back under Payroll Protection Program</u> | <u>Participated in WorkShare</u> | <u>Personally working without a salary</u> | <u>Provided health and safety training for employees</u> |
|---|--------------------------------------|--|--------------------------------------|--|--|
| Overall | June 2020 | 44% | 3% | 31% | 34% |
| | February 2021 | 40% | 1% | 24% | 24% |
| Current Number of Employees | 0-1 employees | 13% | | 35% | 10% |
| | 2-9 employees | 48% | 2% | 20% | 24% |
| | 10-25 employees | 70% | 2% | 16% | 47% |
| | More than 25 employees | 61% | | 6% | 50% |
| Open Status | Remained open | 30% | 1% | 6% | 20% |
| | Reduced hours of operation | 51% | 2% | 43% | 27% |
| | Closed temporarily | 52% | 1% | 37% | 36% |
| Contingency or Resiliency Plan | Had plan before COVID | 40% | 3% | 17% | 37% |
| | Developed plan since COVID | 37% | | 33% | 30% |
| | Don't have plan | 46% | 1% | 25% | 21% |
| | Don't know/Not applicable | 23% | 2% | 16% | 21% |
| Remote Work | Employees working remotely | 51% | 3% | 17% | 29% |
| | Employees not working remotely | 35% | 1% | 27% | 23% |
| COVID-19 Effect on Revenue | Revenue increased | 18% | | 14% | 18% |
| | Revenue stayed the same | 33% | | 3% | 21% |
| | Revenue decreased | 46% | 2% | 34% | 27% |
| Change # of Employees Since Feb 2020 | More employees | 40% | 3% | 9% | 31% |
| | Same number of employees | 26% | 1% | 15% | 17% |
| | Fewer employees | 58% | 1% | 43% | 33% |
| Confidence Operating in 12 Months | Very confident | 41% | 1% | 15% | 26% |
| | Somewhat confident | 46% | 3% | 34% | 26% |
| | Not very or not at all confident | 18% | | 65% | 6% |
| Industry | Accommodation and Food Services | 62% | | 58% | 65% |
| | Admin. Support, WM, Remediation | | | | 100% |
| | Arts, Entertainment, and Recreation | 44% | 4% | 20% | 32% |
| | Construction | 63% | | 13% | 25% |
| | Educational Services | | | 25% | |
| | Finance and Insurance | 9% | | 18% | |
| | Health Care and Social Assistance | 47% | 3% | 7% | 37% |
| | Information | | | 50% | |
| | Manufacturing | 40% | | 40% | 20% |
| | Prof., Scientific and Tech. Services | 37% | 2% | 15% | 13% |
| | Real Estate Rental and Leasing | 10% | | 10% | |
| | Retail Trade | 48% | | 52% | 24% |
| | Transportation and Warehousing | 50% | | | |
| | Wholesale Trade | 29% | | | 14% |
| | Other industry | 29% | | 18% | 14% |
| Other services | 47% | | 20% | 20% | |

Q25: How have you managed your business's workforce as a result of the COVID-19 pandemic? (Please select all that apply)

| | | <u>Purchased personal protective equipment (PPE) for employees</u> | <u>Reduced employee hours</u> | <u>Other</u> | <u>None</u> | <u>N</u> |
|---|--------------------------------------|--|-----------------------------------|--------------|-------------|----------|
| Overall | June 2020 | 47% | 35% | 13% | 7% | 68 |
| | February 2021 | 49% | 29% | 10% | 18% | 249 |
| Current Number of Employees | 0-1 employees | 22% | 20% | 14% | 32% | 93 |
| | 2-9 employees | 58% | 35% | 9% | 14% | 95 |
| | 10-25 employees | 84% | 37% | | 5% | 43 |
| | More than 25 employees | 67% | 28% | 11% | 6% | 18 |
| Open Status | Remained open | 40% | 7% | 7% | 30% | 108 |
| | Reduced hours of operation | 59% | 54% | 11% | 6% | 99 |
| | Closed temporarily | 60% | 40% | 12% | 9% | 67 |
| Contingency or Resiliency Plan | Had plan before COVID | 63% | 27% | 13% | 29% | 30 |
| | Developed plan since COVID | 50% | 30% | 11% | 15% | 46 |
| | Don't have plan | 48% | 32% | 9% | 15% | 130 |
| | Don't know/Not applicable | 42% | 21% | 7% | 22% | 43 |
| Remote Work | Employees working remotely | 60% | 31% | 3% | | 72 |
| | Employees not working remotely | 45% | 29% | 12% | 24% | 177 |
| COVID-19 Effect on Revenue | Revenue increased | 45% | 9% | 5% | 36% | 22 |
| | Revenue stayed the same | 52% | 16% | 8% | 27% | 63 |
| | Revenue decreased | 49% | 38% | 11% | 13% | 160 |
| Change # of Employees Since Feb 2020 | More employees | 51% | 14% | 11% | 11% | 35 |
| | Same number of employees | 41% | 20% | 10% | 30% | 125 |
| | Fewer employees | 61% | 48% | 9% | 4% | 89 |
| Confidence Operating in 12 Months | Very confident | 52% | 24% | 8% | 23% | 156 |
| | Somewhat confident | 47% | 41% | 6% | 13% | 68 |
| | Not very or not at all confident | 47% | 41% | 24% | 6% | 17 |
| Industry | Accommodation and Food Services | 85% | 69% | 4% | | 26 |
| | Admin. Support, WM, Remediation | 100% | | | | 1 |
| | Arts, Entertainment, and Recreation | 40% | 24% | 8% | 24% | 25 |
| | Construction | 75% | 25% | 13% | 25% | 8 |
| | Educational Services | 50% | 25% | | 50% | 4 |
| | Finance and Insurance | 27% | | 9% | 27% | 11 |
| | Health Care and Social Assistance | 63% | 37% | 17% | 3% | 30 |
| | Information | | 50% | | | 2 |
| | Manufacturing | 40% | | 20% | 20% | 5 |
| | Prof., Scientific and Tech. Services | 37% | 15% | 11% | 17% | 46 |
| | Real Estate Rental and Leasing | 10% | | 10% | 50% | 10 |
| | Retail Trade | 62% | 52% | 7% | 10% | 29 |
| | Transportation and Warehousing | | 50% | | | 2 |
| | Wholesale Trade | 57% | | 14% | 14% | 7 |
| | Other industry | 32% | 25% | 7% | 41% | 28 |
| Other services | 60% | 27% | 13% | 13% | 15 | |

Q26: Approximately what percentage of your employees are currently working remotely?

| | | 0% | 1%-24% | 25%-49% | 50%-74% | 75%-99% | 100% | N |
|--------------------------------------|--------------------------------------|------|--------|---------|---------|---------|------|-----|
| Overall | June 2020 | 69% | 4% | 1% | 4% | 10% | 10% | 68 |
| | February 2021 | 71% | 7% | 3% | 4% | 7% | 8% | 249 |
| Current Number of Employees | 0-1 employees | 83% | 2% | | 1% | 2% | 12% | 93 |
| | 2-9 employees | 77% | 6% | 2% | 2% | 6% | 6% | 95 |
| | 10-25 employees | 44% | 16% | 14% | 14% | 9% | 2% | 43 |
| | More than 25 employees | 44% | 11% | | 11% | 28% | 6% | 18 |
| Open Status | Remained open | 60% | 6% | 6% | 6% | 8% | 14% | 108 |
| | Reduced hours of operation | 78% | 7% | 1% | 3% | 8% | 3% | 99 |
| | Closed temporarily | 84% | 9% | 1% | 3% | 1% | 1% | 67 |
| Contingency or Resiliency Plan | Had plan before COVID | 67% | 13% | 3% | 10% | 3% | 3% | 30 |
| | Developed plan since COVID | 76% | 2% | | 4% | 7% | 11% | 46 |
| | Don't have plan | 72% | 7% | 3% | 4% | 8% | 6% | 130 |
| | Don't know/Not applicable | 65% | 7% | 7% | 2% | 7% | 12% | 43 |
| Remote Work | Employees working remotely | | 24% | 11% | 15% | 24% | 26% | 72 |
| | Employees not working remotely | 100% | | | | | | 177 |
| COVID-19 Effect on Revenue | Revenue increased | 73% | 5% | | | 18% | 5% | 22 |
| | Revenue stayed the same | 67% | 8% | 6% | | 10% | 10% | 63 |
| | Revenue decreased | 73% | 6% | 3% | 7% | 4% | 7% | 160 |
| Change # of Employees Since Feb 2020 | More employees | 43% | 23% | | 3% | 20% | 11% | 35 |
| | Same number of employees | 79% | 2% | 5% | 2% | 4% | 8% | 125 |
| | Fewer employees | 71% | 7% | 2% | 9% | 6% | 6% | 89 |
| Confidence Operating in 12 Months | Very confident | 67% | 9% | 4% | 3% | 8% | 9% | 156 |
| | Somewhat confident | 78% | 3% | 3% | 6% | 4% | 6% | 68 |
| | Not very or not at all confident | 71% | 6% | | 12% | 6% | 6% | 17 |
| Industry | Accommodation and Food Services | 100% | | | | | | 26 |
| | Admin. Support, WM, Remediation | | 100% | | | | | 1 |
| | Arts, Entertainment, and Recreation | 64% | 4% | 4% | 12% | 12% | 4% | 25 |
| | Construction | 100% | | | | | | 8 |
| | Educational Services | 75% | | | | | 25% | 4 |
| | Finance and Insurance | 55% | 9% | 9% | | 9% | 18% | 11 |
| | Health Care and Social Assistance | 60% | 20% | 3% | | | 17% | 30 |
| | Information | 50% | | | | 50% | | 2 |
| | Manufacturing | 100% | | | | | | 5 |
| | Prof., Scientific and Tech. Services | 43% | 7% | 9% | 11% | 17% | 13% | 46 |
| | Real Estate Rental and Leasing | 90% | | | 10% | | | 10 |
| | Retail Trade | 90% | 7% | | 3% | | | 29 |
| | Transportation and Warehousing | | | | | 50% | 50% | 2 |
| | Wholesale Trade | 86% | | | 14% | | | 7 |
| | Other industry | 79% | 4% | 4% | | 7% | 7% | 28 |
| Other services | 73% | 13% | | | 7% | 7% | 15 | |

Q27a: How concerned are you about the following potential issues as your business recovers? Cybersecurity

| | | <u>Very concerned</u> | <u>Somewhat concerned</u> | <u>Not very concerned</u> | <u>Not at all concerned</u> | <u>Don't know/Not applicable</u> | <u>N</u> |
|---|--------------------------------------|-----------------------|---------------------------|---------------------------|-----------------------------|----------------------------------|----------|
| Overall | June 2020 | 11% | 35% | 29% | 15% | 9% | 65 |
| | February 2021 | 19% | 36% | 27% | 11% | 7% | 244 |
| Current Number of Employees | 0-1 employees | 20% | 34% | 22% | 12% | 12% | 93 |
| | 2-9 employees | 16% | 35% | 29% | 13% | 7% | 92 |
| | 10-25 employees | 29% | 45% | 24% | 2% | | 42 |
| | More than 25 employees | | 35% | 53% | 12% | | 17 |
| Open Status | Remained open | 20% | 43% | 21% | 8% | 8% | 107 |
| | Reduced hours of operation | 16% | 35% | 37% | 8% | 4% | 95 |
| | Closed temporarily | 21% | 19% | 36% | 15% | 9% | 67 |
| Contingency or Resiliency Plan | Had plan before COVID | 17% | 52% | 17% | 7% | 7% | 29 |
| | Developed plan since COVID | 20% | 38% | 22% | 13% | 7% | 45 |
| | Don't have plan | 18% | 35% | 33% | 9% | 5% | 129 |
| | Don't know/Not applicable | 22% | 29% | 22% | 15% | 12% | 41 |
| Remote Work | Employees working remotely | 20% | 44% | 27% | 4% | 4% | 70 |
| | Employees not working remotely | 18% | 33% | 27% | 13% | 8% | 174 |
| COVID-19 Effect on Revenue | Revenue increased | 24% | 24% | 24% | 19% | 10% | 21 |
| | Revenue stayed the same | 23% | 45% | 21% | 8% | 3% | 62 |
| | Revenue decreased | 16% | 35% | 30% | 11% | 8% | 157 |
| Change # of Employees Since Feb 2020 | More employees | 9% | 52% | 27% | 6% | 6% | 33 |
| | Same number of employees | 24% | 35% | 22% | 10% | 9% | 124 |
| | Fewer employees | 15% | 32% | 34% | 14% | 5% | 87 |
| Confidence Operating in 12 Months | Very confident | 18% | 36% | 27% | 10% | 8% | 154 |
| | Somewhat confident | 16% | 34% | 31% | 12% | 7% | 68 |
| | Not very or not at all confident | 27% | 53% | 13% | 7% | | 15 |
| Industry | Accommodation and Food Services | 16% | 32% | 40% | 8% | 4% | 25 |
| | Admin. Support, WM, Remediation | | | 100% | | | 1 |
| | Arts, Entertainment, and Recreation | 20% | 32% | 28% | 12% | 8% | 25 |
| | Construction | 29% | 29% | 43% | | | 7 |
| | Educational Services | | 25% | 50% | 25% | | 4 |
| | Finance and Insurance | 18% | 45% | 9% | 27% | | 11 |
| | Health Care and Social Assistance | 17% | 40% | 23% | 7% | 13% | 30 |
| | Information | | | | 100% | | 1 |
| | Manufacturing | | 50% | 50% | | | 4 |
| | Prof., Scientific and Tech. Services | 28% | 39% | 20% | 4% | 9% | 46 |
| | Real Estate Rental and Leasing | 20% | 40% | 20% | 10% | 10% | 10 |
| | Retail Trade | 17% | 41% | 24% | 10% | 7% | 29 |
| | Transportation and Warehousing | | | 50% | 50% | | 2 |
| | Wholesale Trade | 29% | 43% | 29% | | | 7 |
| | Other industry | 7% | 48% | 26% | 11% | 7% | 27 |
| Other services | 27% | 7% | 33% | 27% | 7% | 15 | |

Q27b: How concerned are you about the following potential issues as your business recovers? Maintaining customers

| | | <u>Very concerned</u> | <u>Somewhat concerned</u> | <u>Not very concerned</u> | <u>Not at all concerned</u> | <u>Don't know/Not applicable</u> | <u>N</u> |
|---|--------------------------------------|-----------------------|---------------------------|---------------------------|-----------------------------|----------------------------------|----------|
| Overall | June 2020 | 71% | 19% | 4% | 6% | | 68 |
| | February 2021 | 40% | 33% | 16% | 8% | 2% | 248 |
| Current Number of Employees | 0-1 employees | 43% | 34% | 7% | 10% | 6% | 94 |
| | 2-9 employees | 38% | 31% | 24% | 6% | | 94 |
| | 10-25 employees | 42% | 37% | 14% | 7% | | 43 |
| | More than 25 employees | 29% | 29% | 24% | 18% | | 17 |
| Open Status | Remained open | 20% | 37% | 21% | 18% | 4% | 108 |
| | Reduced hours of operation | 58% | 27% | 13% | 2% | | 98 |
| | Closed temporarily | 51% | 37% | 9% | | 3% | 67 |
| Contingency or Resiliency Plan | Had plan before COVID | 32% | 39% | 13% | 13% | 3% | 31 |
| | Developed plan since COVID | 59% | 24% | 13% | 2% | 2% | 46 |
| | Don't have plan | 32% | 35% | 21% | 12% | 2% | 130 |
| | Don't know/Not applicable | 51% | 34% | 7% | 2% | 5% | 41 |
| Remote Work | Employees working remotely | 42% | 34% | 15% | 7% | 1% | 71 |
| | Employees not working remotely | 39% | 33% | 16% | 9% | 3% | 176 |
| COVID-19 Effect on Revenue | Revenue increased | 9% | 41% | 18% | 32% | | 22 |
| | Revenue stayed the same | 13% | 29% | 35% | 18% | 5% | 62 |
| | Revenue decreased | 55% | 34% | 8% | 2% | 2% | 160 |
| Change # of Employees Since Feb 2020 | More employees | 18% | 47% | 29% | 6% | | 34 |
| | Same number of employees | 33% | 33% | 17% | 13% | 4% | 126 |
| | Fewer employees | 59% | 28% | 9% | 2% | 1% | 88 |
| Confidence Operating in 12 Months | Very confident | 28% | 37% | 20% | 12% | 3% | 157 |
| | Somewhat confident | 56% | 29% | 12% | 1% | 1% | 68 |
| | Not very or not at all confident | 69% | 25% | | | 6% | 16 |
| Industry | Accommodation and Food Services | 62% | 31% | 4% | 4% | | 26 |
| | Admin. Support, WM, Remediation | | | 100% | | | 1 |
| | Arts, Entertainment, and Recreation | 56% | 36% | | 4% | 4% | 25 |
| | Construction | 25% | 38% | 38% | | | 8 |
| | Educational Services | 25% | 50% | | 25% | | 4 |
| | Finance and Insurance | 27% | 36% | 18% | 18% | | 11 |
| | Health Care and Social Assistance | 27% | 40% | 23% | 3% | 7% | 30 |
| | Information | 100% | | | | | 2 |
| | Manufacturing | | 25% | 75% | | | 4 |
| | Prof., Scientific and Tech. Services | 36% | 30% | 26% | 6% | 2% | 47 |
| | Real Estate Rental and Leasing | 20% | 30% | 20% | 20% | 10% | 10 |
| | Retail Trade | 59% | 31% | 7% | 3% | | 29 |
| | Transportation and Warehousing | 50% | 50% | | | | 2 |
| | Wholesale Trade | 29% | 57% | | 14% | | 7 |
| | Other industry | 33% | 30% | 11% | 26% | | 27 |
| Other services | 33% | 27% | 27% | 7% | 7% | 15 | |

Q27c: How concerned are you about the following potential issues as your business recovers? Maintaining sales/revenue

| | | <u>Very concerned</u> | <u>Somewhat concerned</u> | <u>Not very concerned</u> | <u>Not at all concerned</u> | <u>Don't know/Not applicable</u> | <u>N</u> |
|---|--------------------------------------|-----------------------|---------------------------|---------------------------|-----------------------------|----------------------------------|----------|
| Overall | June 2020 | 85% | 12% | 2% | 2% | | 66 |
| | February 2021 | 50% | 29% | 13% | 5% | 3% | 249 |
| Current Number of Employees | 0-1 employees | 48% | 29% | 8% | 6% | 7% | 95 |
| | 2-9 employees | 51% | 28% | 17% | 4% | | 94 |
| | 10-25 employees | 56% | 30% | 9% | 2% | 2% | 43 |
| | More than 25 employees | 41% | 24% | 24% | 12% | | 17 |
| Open Status | Remained open | 31% | 34% | 20% | 10% | 5% | 108 |
| | Reduced hours of operation | 67% | 23% | 7% | 1% | 1% | 98 |
| | Closed temporarily | 66% | 22% | 6% | 1% | 4% | 68 |
| Contingency or Resiliency Plan | Had plan before COVID | 45% | 32% | 10% | 10% | 3% | 31 |
| | Developed plan since COVID | 63% | 15% | 15% | 2% | 4% | 46 |
| | Don't have plan | 46% | 31% | 15% | 6% | 2% | 130 |
| | Don't know/Not applicable | 52% | 33% | 5% | 2% | 7% | 42 |
| Remote Work | Employees working remotely | 52% | 31% | 10% | 4% | 3% | 71 |
| | Employees not working remotely | 49% | 28% | 14% | 6% | 3% | 176 |
| COVID-19 Effect on Revenue | Revenue increased | 9% | 41% | 18% | 32% | | 22 |
| | Revenue stayed the same | 26% | 31% | 29% | 8% | 6% | 62 |
| | Revenue decreased | 66% | 24% | 6% | 1% | 2% | 161 |
| Change # of Employees Since Feb 2020 | More employees | 29% | 44% | 12% | 12% | 3% | 34 |
| | Same number of employees | 45% | 28% | 17% | 6% | 5% | 126 |
| | Fewer employees | 65% | 24% | 8% | 2% | 1% | 89 |
| Confidence Operating in 12 Months | Very confident | 39% | 34% | 17% | 8% | 3% | 157 |
| | Somewhat confident | 63% | 26% | 7% | | 3% | 68 |
| | Not very or not at all confident | 94% | | | | 6% | 17 |
| Industry | Accommodation and Food Services | 88% | 8% | 4% | | | 26 |
| | Admin. Support, WM, Remediation | | | 100% | | | 1 |
| | Arts, Entertainment, and Recreation | 56% | 28% | 4% | 4% | 8% | 25 |
| | Construction | 25% | 63% | | 13% | | 8 |
| | Educational Services | | 50% | 25% | 25% | | 4 |
| | Finance and Insurance | 27% | 45% | 18% | 9% | | 11 |
| | Health Care and Social Assistance | 50% | 30% | 17% | | 3% | 30 |
| | Information | 100% | | | | | 2 |
| | Manufacturing | | 50% | 25% | 25% | | 4 |
| | Prof., Scientific and Tech. Services | 45% | 26% | 23% | 2% | 4% | 47 |
| | Real Estate Rental and Leasing | 30% | 20% | 20% | 20% | 10% | 10 |
| | Retail Trade | 77% | 20% | 3% | | | 30 |
| | Transportation and Warehousing | 50% | 50% | | | | 2 |
| | Wholesale Trade | 43% | 57% | | | | 7 |
| | Other industry | 33% | 37% | 15% | 15% | | 27 |
| Other services | 40% | 27% | 13% | 7% | 13% | 15 | |

Q27d: How concerned are you about the following potential issues as your business recovers? Supply chain disruptions

| | | <u>Very concerned</u> | <u>Somewhat concerned</u> | <u>Not very concerned</u> | <u>Not at all concerned</u> | <u>Don't know/Not applicable</u> | <u>N</u> |
|---|--------------------------------------|-----------------------|---------------------------|---------------------------|-----------------------------|----------------------------------|----------|
| Overall | June 2020 | 25% | 28% | 19% | 13% | 13% | 67 |
| | February 2021 | 19% | 30% | 21% | 18% | 12% | 243 |
| Current Number of Employees | 0-1 employees | 16% | 23% | 18% | 20% | 22% | 94 |
| | 2-9 employees | 23% | 32% | 21% | 19% | 4% | 90 |
| | 10-25 employees | 24% | 36% | 29% | 7% | 5% | 42 |
| | More than 25 employees | 6% | 41% | 24% | 24% | 6% | 17 |
| Open Status | Remained open | 15% | 27% | 19% | 23% | 16% | 106 |
| | Reduced hours of operation | 24% | 32% | 26% | 13% | 5% | 95 |
| | Closed temporarily | 22% | 30% | 21% | 15% | 12% | 67 |
| Contingency or Resiliency Plan | Had plan before COVID | 17% | 27% | 33% | 13% | 10% | 30 |
| | Developed plan since COVID | 31% | 29% | 24% | 9% | 7% | 45 |
| | Don't have plan | 17% | 31% | 18% | 22% | 11% | 127 |
| | Don't know/Not applicable | 15% | 29% | 20% | 17% | 20% | 41 |
| Remote Work | Employees working remotely | 14% | 29% | 24% | 19% | 14% | 70 |
| | Employees not working remotely | 21% | 31% | 20% | 17% | 10% | 172 |
| COVID-19 Effect on Revenue | Revenue increased | 20% | 35% | 15% | 25% | 5% | 20 |
| | Revenue stayed the same | 21% | 29% | 19% | 18% | 13% | 62 |
| | Revenue decreased | 19% | 30% | 22% | 17% | 11% | 157 |
| Change # of Employees Since Feb 2020 | More employees | 18% | 21% | 33% | 18% | 9% | 33 |
| | Same number of employees | 15% | 36% | 15% | 20% | 15% | 123 |
| | Fewer employees | 26% | 25% | 25% | 15% | 8% | 87 |
| Confidence Operating in 12 Months | Very confident | 15% | 29% | 23% | 21% | 12% | 154 |
| | Somewhat confident | 26% | 32% | 21% | 12% | 9% | 66 |
| | Not very or not at all confident | 25% | 38% | 6% | 13% | 19% | 16 |
| Industry | Accommodation and Food Services | 24% | 32% | 40% | 4% | | 25 |
| | Admin. Support, WM, Remediation | | | 100% | | | 1 |
| | Arts, Entertainment, and Recreation | 8% | 40% | 12% | 24% | 16% | 25 |
| | Construction | 38% | 63% | | | | 8 |
| | Educational Services | | | 25% | 75% | | 4 |
| | Finance and Insurance | 18% | 27% | 9% | 27% | 18% | 11 |
| | Health Care and Social Assistance | 7% | 34% | 21% | 14% | 24% | 29 |
| | Information | | 100% | | | | 1 |
| | Manufacturing | | 25% | 75% | | | 4 |
| | Prof., Scientific and Tech. Services | 17% | 15% | 30% | 20% | 17% | 46 |
| | Real Estate Rental and Leasing | 10% | 10% | 20% | 40% | 20% | 10 |
| | Retail Trade | 47% | 33% | 10% | 7% | 3% | 30 |
| | Transportation and Warehousing | | 100% | | | | 2 |
| | Wholesale Trade | 57% | 29% | 14% | | | 7 |
| | Other industry | 4% | 38% | 19% | 31% | 8% | 26 |
| Other services | 29% | 21% | 14% | 21% | 14% | 14 | |

Q27e: How concerned are you about the following potential issues as your business recovers? Bringing back employees

| | | <u>Very concerned</u> | <u>Somewhat concerned</u> | <u>Not very concerned</u> | <u>Not at all concerned</u> | <u>Don't know/Not applicable</u> | <u>N</u> |
|---|--------------------------------------|-----------------------|---------------------------|---------------------------|-----------------------------|----------------------------------|----------|
| Overall | June 2020 | 23% | 26% | 18% | 15% | 18% | 66 |
| | February 2021 | 12% | 17% | 23% | 22% | 27% | 241 |
| Current Number of Employees | 0-1 employees | 11% | 17% | 14% | 16% | 41% | 92 |
| | 2-9 employees | 14% | 15% | 25% | 26% | 19% | 91 |
| | 10-25 employees | 12% | 12% | 34% | 24% | 17% | 41 |
| | More than 25 employees | | 29% | 35% | 18% | 18% | 17 |
| Open Status | Remained open | | 12% | 22% | 29% | 37% | 105 |
| | Reduced hours of operation | 20% | 26% | 23% | 15% | 16% | 95 |
| | Closed temporarily | 23% | 17% | 22% | 15% | 23% | 65 |
| Contingency or Resiliency Plan | Had plan before COVID | 7% | 14% | 24% | 17% | 38% | 29 |
| | Developed plan since COVID | 25% | 14% | 27% | 11% | 23% | 44 |
| | Don't have plan | 10% | 19% | 22% | 28% | 21% | 129 |
| | Don't know/Not applicable | 5% | 13% | 23% | 15% | 44% | 39 |
| Remote Work | Employees working remotely | 4% | 20% | 32% | 18% | 25% | 71 |
| | Employees not working remotely | 15% | 15% | 19% | 23% | 28% | 170 |
| COVID-19 Effect on Revenue | Revenue increased | 5% | 16% | 11% | 42% | 26% | 19 |
| | Revenue stayed the same | 3% | 11% | 26% | 29% | 31% | 62 |
| | Revenue decreased | 16% | 19% | 24% | 16% | 25% | 156 |
| Change # of Employees Since Feb 2020 | More employees | | 13% | 41% | 31% | 16% | 32 |
| | Same number of employees | 9% | 11% | 15% | 24% | 40% | 124 |
| | Fewer employees | 20% | 26% | 28% | 14% | 12% | 85 |
| Confidence Operating in 12 Months | Very confident | 6% | 16% | 23% | 26% | 30% | 152 |
| | Somewhat confident | 20% | 18% | 21% | 15% | 26% | 66 |
| | Not very or not at all confident | 31% | 6% | 31% | 13% | 19% | 16 |
| Industry | Accommodation and Food Services | 35% | 30% | 26% | 9% | | 23 |
| | Admin. Support, WM, Remediation | | | 100% | | | 1 |
| | Arts, Entertainment, and Recreation | 16% | 8% | 12% | 32% | 32% | 25 |
| | Construction | 14% | 29% | 43% | | 14% | 7 |
| | Educational Services | 25% | 25% | | 50% | | 4 |
| | Finance and Insurance | | 18% | 9% | 36% | 36% | 11 |
| | Health Care and Social Assistance | 10% | 14% | 24% | 17% | 34% | 29 |
| | Information | | 50% | | | 50% | 2 |
| | Manufacturing | | | 25% | 50% | 25% | 4 |
| | Prof., Scientific and Tech. Services | 4% | 20% | 20% | 22% | 33% | 45 |
| | Real Estate Rental and Leasing | | | 20% | 30% | 50% | 10 |
| | Retail Trade | 17% | 24% | 31% | 14% | 14% | 29 |
| | Transportation and Warehousing | | | 50% | 50% | | 2 |
| | Wholesale Trade | 14% | 14% | 43% | | 29% | 7 |
| | Other industry | 4% | 11% | 33% | 26% | 26% | 27 |
| Other services | 13% | 7% | 7% | 27% | 47% | 15 | |

Q27f: How concerned are you about the following potential issues as your business recovers? Being forced to lay off or furlough employees

| | | <u>Very concerned</u> | <u>Somewhat concerned</u> | <u>Not very concerned</u> | <u>Not at all concerned</u> | <u>Don't know/Not applicable</u> | <u>N</u> |
|---|--------------------------------------|-----------------------|---------------------------|---------------------------|-----------------------------|----------------------------------|----------|
| Overall | June 2020 | 28% | 27% | 19% | 15% | 10% | 67 |
| | February 2021 | 12% | 24% | 22% | 22% | 20% | 244 |
| Current Number of Employees | 0-1 employees | 8% | 14% | 11% | 24% | 44% | 93 |
| | 2-9 employees | 15% | 26% | 27% | 23% | 8% | 91 |
| | 10-25 employees | 21% | 33% | 28% | 19% | | 43 |
| | More than 25 employees | | 47% | 41% | 12% | | 17 |
| Open Status | Remained open | 7% | 18% | 19% | 33% | 24% | 106 |
| | Reduced hours of operation | 19% | 30% | 25% | 10% | 16% | 96 |
| | Closed temporarily | 16% | 31% | 24% | 12% | 16% | 67 |
| Contingency or Resiliency Plan | Had plan before COVID | 7% | 14% | 21% | 34% | 24% | 29 |
| | Developed plan since COVID | 18% | 20% | 27% | 16% | 20% | 45 |
| | Don't have plan | 12% | 28% | 22% | 23% | 15% | 129 |
| | Don't know/Not applicable | 10% | 24% | 20% | 15% | 32% | 41 |
| Remote Work | Employees working remotely | 11% | 35% | 24% | 21% | 8% | 71 |
| | Employees not working remotely | 13% | 20% | 21% | 22% | 24% | 173 |
| COVID-19 Effect on Revenue | Revenue increased | 10% | 5% | 20% | 45% | 20% | 20 |
| | Revenue stayed the same | 5% | 18% | 26% | 32% | 19% | 62 |
| | Revenue decreased | 16% | 30% | 21% | 15% | 19% | 158 |
| Change # of Employees Since Feb 2020 | More employees | 3% | 28% | 34% | 28% | 6% | 32 |
| | Same number of employees | 6% | 20% | 17% | 27% | 30% | 125 |
| | Fewer employees | 24% | 29% | 25% | 11% | 10% | 87 |
| Confidence Operating in 12 Months | Very confident | 9% | 20% | 25% | 27% | 19% | 154 |
| | Somewhat confident | 18% | 31% | 18% | 13% | 19% | 67 |
| | Not very or not at all confident | 25% | 25% | 13% | 13% | 25% | 16 |
| Industry | Accommodation and Food Services | 20% | 40% | 36% | | 4% | 25 |
| | Admin. Support, WM, Remediation | | | 100% | | | 1 |
| | Arts, Entertainment, and Recreation | 16% | 24% | 12% | 24% | 24% | 25 |
| | Construction | | 43% | 43% | | 14% | 7 |
| | Educational Services | 25% | | | 75% | | 4 |
| | Finance and Insurance | | 9% | 18% | 36% | 36% | 11 |
| | Health Care and Social Assistance | 10% | 28% | 17% | 24% | 21% | 29 |
| | Information | 50% | 50% | | | | 2 |
| | Manufacturing | | | 25% | 50% | 25% | 4 |
| | Prof., Scientific and Tech. Services | 15% | 24% | 20% | 20% | 22% | 46 |
| | Real Estate Rental and Leasing | | | 20% | 30% | 50% | 10 |
| | Retail Trade | 24% | 24% | 31% | 10% | 10% | 29 |
| | Transportation and Warehousing | | 50% | 50% | | | 2 |
| | Wholesale Trade | 14% | 14% | 29% | 29% | 14% | 7 |
| | Other industry | 4% | 22% | 19% | 33% | 22% | 27 |
| Other services | | 27% | 13% | 33% | 27% | 15 | |

Q27g: How concerned are you about the following potential issues as your business recovers? Delayed hiring of new employees

| | | <u>Very concerned</u> | <u>Somewhat concerned</u> | <u>Not very concerned</u> | <u>Not at all concerned</u> | <u>Don't know/Not applicable</u> | <u>N</u> |
|---|--------------------------------------|-----------------------|---------------------------|---------------------------|-----------------------------|----------------------------------|----------|
| Overall | June 2020 | 18% | 19% | 18% | 22% | 22% | 67 |
| | February 2021 | 13% | 24% | 20% | 21% | 22% | 245 |
| Current Number of Employees | 0-1 employees | 12% | 19% | 13% | 20% | 36% | 94 |
| | 2-9 employees | 18% | 22% | 23% | 23% | 14% | 91 |
| | 10-25 employees | 14% | 35% | 23% | 21% | 7% | 43 |
| | More than 25 employees | | 29% | 35% | 18% | 18% | 17 |
| Open Status | Remained open | 8% | 16% | 18% | 31% | 27% | 106 |
| | Reduced hours of operation | 18% | 33% | 19% | 14% | 17% | 96 |
| | Closed temporarily | 18% | 26% | 24% | 10% | 22% | 68 |
| Contingency or Resiliency Plan | Had plan before COVID | 14% | 31% | 21% | 10% | 24% | 29 |
| | Developed plan since COVID | 20% | 27% | 22% | 13% | 18% | 45 |
| | Don't have plan | 12% | 22% | 20% | 26% | 19% | 129 |
| | Don't know/Not applicable | 10% | 19% | 17% | 24% | 31% | 42 |
| Remote Work | Employees working remotely | 10% | 31% | 23% | 24% | 13% | 71 |
| | Employees not working remotely | 15% | 20% | 19% | 20% | 25% | 173 |
| COVID-19 Effect on Revenue | Revenue increased | 10% | 10% | 20% | 45% | 15% | 20 |
| | Revenue stayed the same | 3% | 15% | 34% | 27% | 21% | 62 |
| | Revenue decreased | 18% | 30% | 14% | 15% | 23% | 159 |
| Change # of Employees Since Feb 2020 | More employees | 3% | 16% | 44% | 25% | 13% | 32 |
| | Same number of employees | 10% | 15% | 16% | 26% | 33% | 125 |
| | Fewer employees | 22% | 39% | 17% | 14% | 9% | 88 |
| Confidence Operating in 12 Months | Very confident | 9% | 18% | 23% | 27% | 23% | 154 |
| | Somewhat confident | 22% | 31% | 15% | 12% | 19% | 67 |
| | Not very or not at all confident | 12% | 47% | 12% | 6% | 24% | 17 |
| Industry | Accommodation and Food Services | 28% | 36% | 32% | | 4% | 25 |
| | Admin. Support, WM, Remediation | | | 100% | | | 1 |
| | Arts, Entertainment, and Recreation | 12% | 24% | 12% | 20% | 32% | 25 |
| | Construction | 14% | 29% | 29% | | 29% | 7 |
| | Educational Services | 25% | | 25% | 25% | 25% | 4 |
| | Finance and Insurance | 18% | 18% | | 45% | 18% | 11 |
| | Health Care and Social Assistance | 14% | 17% | 17% | 21% | 31% | 29 |
| | Information | | 100% | | | | 2 |
| | Manufacturing | | | 50% | 50% | | 4 |
| | Prof., Scientific and Tech. Services | 15% | 17% | 26% | 24% | 17% | 46 |
| | Real Estate Rental and Leasing | 10% | | 10% | 20% | 60% | 10 |
| | Retail Trade | 10% | 40% | 23% | 17% | 10% | 30 |
| | Transportation and Warehousing | | | | 100% | | 2 |
| | Wholesale Trade | 14% | 29% | 29% | 29% | | 7 |
| | Other industry | 4% | 26% | 11% | 30% | 30% | 27 |
| Other services | 13% | 20% | 13% | 20% | 33% | 15 | |

Q27h: How concerned are you about the following potential issues as your business recovers? Working remotely

| | | <u>Very concerned</u> | <u>Somewhat concerned</u> | <u>Not very concerned</u> | <u>Not at all concerned</u> | <u>Don't know/Not applicable</u> | <u>N</u> |
|---|--------------------------------------|-----------------------|---------------------------|---------------------------|-----------------------------|----------------------------------|----------|
| Overall | June 2020 | 6% | 15% | 16% | 30% | 33% | 67 |
| | February 2021 | 7% | 12% | 27% | 25% | 29% | 244 |
| Current Number of Employees | 0-1 employees | 9% | 13% | 20% | 27% | 32% | 94 |
| | 2-9 employees | 7% | 9% | 30% | 23% | 32% | 91 |
| | 10-25 employees | 5% | 21% | 38% | 19% | 17% | 42 |
| | More than 25 employees | | 6% | 29% | 35% | 29% | 17 |
| Open Status | Remained open | 6% | 12% | 32% | 33% | 17% | 106 |
| | Reduced hours of operation | 8% | 13% | 26% | 20% | 33% | 95 |
| | Closed temporarily | 7% | 9% | 19% | 18% | 47% | 68 |
| Contingency or Resiliency Plan | Had plan before COVID | 3% | 28% | 24% | 17% | 28% | 29 |
| | Developed plan since COVID | 16% | 9% | 12% | 26% | 37% | 43 |
| | Don't have plan | 4% | 11% | 32% | 25% | 28% | 130 |
| | Don't know/Not applicable | 7% | 10% | 31% | 26% | 26% | 42 |
| Remote Work | Employees working remotely | 3% | 26% | 43% | 24% | 4% | 70 |
| | Employees not working remotely | 8% | 7% | 21% | 25% | 39% | 173 |
| COVID-19 Effect on Revenue | Revenue increased | 10% | 19% | 5% | 38% | 29% | 21 |
| | Revenue stayed the same | 3% | 11% | 36% | 30% | 20% | 61 |
| | Revenue decreased | 8% | 12% | 28% | 20% | 32% | 158 |
| Change # of Employees Since Feb 2020 | More employees | 6% | 18% | 33% | 27% | 15% | 33 |
| | Same number of employees | 6% | 12% | 26% | 30% | 26% | 125 |
| | Fewer employees | 7% | 10% | 27% | 16% | 40% | 86 |
| Confidence Operating in 12 Months | Very confident | 7% | 13% | 26% | 30% | 24% | 152 |
| | Somewhat confident | 4% | 12% | 34% | 15% | 35% | 68 |
| | Not very or not at all confident | 12% | 12% | 24% | 12% | 41% | 17 |
| Industry | Accommodation and Food Services | 4% | | 17% | 4% | 75% | 24 |
| | Admin. Support, WM, Remediation | | | 100% | | | 1 |
| | Arts, Entertainment, and Recreation | 4% | 12% | 24% | 16% | 44% | 25 |
| | Construction | | | 43% | 29% | 29% | 7 |
| | Educational Services | | 25% | 25% | 50% | | 4 |
| | Finance and Insurance | 9% | 36% | 9% | 45% | | 11 |
| | Health Care and Social Assistance | 3% | 23% | 37% | 10% | 27% | 30 |
| | Information | | 100% | | | | 2 |
| | Manufacturing | | | 50% | 25% | 25% | 4 |
| | Prof., Scientific and Tech. Services | 4% | 11% | 53% | 24% | 7% | 45 |
| | Real Estate Rental and Leasing | 10% | 10% | 20% | 40% | 20% | 10 |
| | Retail Trade | 17% | | 7% | 13% | 63% | 30 |
| | Transportation and Warehousing | | | 50% | 50% | | 2 |
| | Wholesale Trade | 14% | 43% | 29% | 14% | | 7 |
| | Other industry | 4% | 15% | 11% | 52% | 19% | 27 |
| Other services | 13% | | 27% | 47% | 13% | 15 | |

Q27i: How concerned are you about the following potential issues as your business recovers? Cleaning the work environment

| | | <u>Very concerned</u> | <u>Somewhat concerned</u> | <u>Not very concerned</u> | <u>Not at all concerned</u> | <u>Don't know/Not applicable</u> | <u>N</u> |
|---|--------------------------------------|-----------------------|---------------------------|---------------------------|-----------------------------|----------------------------------|----------|
| Overall | June 2020 | 21% | 34% | 22% | 16% | 7% | 68 |
| | February 2021 | 16% | 22% | 30% | 25% | 7% | 244 |
| Current Number of Employees | 0-1 employees | 17% | 17% | 25% | 26% | 15% | 93 |
| | 2-9 employees | 13% | 23% | 34% | 27% | 2% | 91 |
| | 10-25 employees | 19% | 33% | 33% | 16% | | 43 |
| | More than 25 employees | 24% | 12% | 35% | 29% | | 17 |
| Open Status | Remained open | 8% | 20% | 31% | 32% | 9% | 106 |
| | Reduced hours of operation | 22% | 23% | 34% | 18% | 3% | 96 |
| | Closed temporarily | 25% | 24% | 22% | 22% | 6% | 67 |
| Contingency or Resiliency Plan | Had plan before COVID | 17% | 24% | 34% | 17% | 7% | 29 |
| | Developed plan since COVID | 26% | 15% | 26% | 24% | 9% | 46 |
| | Don't have plan | 11% | 25% | 32% | 27% | 5% | 128 |
| | Don't know/Not applicable | 22% | 17% | 27% | 24% | 10% | 41 |
| Remote Work | Employees working remotely | 16% | 26% | 36% | 19% | 4% | 70 |
| | Employees not working remotely | 17% | 20% | 28% | 28% | 7% | 174 |
| COVID-19 Effect on Revenue | Revenue increased | 10% | 15% | 30% | 40% | 5% | 20 |
| | Revenue stayed the same | 8% | 24% | 35% | 26% | 6% | 62 |
| | Revenue decreased | 20% | 22% | 28% | 23% | 6% | 158 |
| Change # of Employees Since Feb 2020 | More employees | 9% | 19% | 50% | 19% | 3% | 32 |
| | Same number of employees | 13% | 22% | 26% | 30% | 10% | 124 |
| | Fewer employees | 24% | 23% | 30% | 20% | 3% | 88 |
| Confidence Operating in 12 Months | Very confident | 15% | 22% | 26% | 30% | 6% | 155 |
| | Somewhat confident | 16% | 24% | 34% | 18% | 7% | 67 |
| | Not very or not at all confident | 20% | 13% | 53% | 7% | 7% | 15 |
| Industry | Accommodation and Food Services | 38% | 19% | 31% | 12% | | 26 |
| | Admin. Support, WM, Remediation | | | | 100% | | 1 |
| | Arts, Entertainment, and Recreation | 28% | 28% | 20% | 20% | 4% | 25 |
| | Construction | 14% | | 86% | | | 7 |
| | Educational Services | 25% | | 25% | 50% | | 4 |
| | Finance and Insurance | 9% | 9% | 36% | 36% | 9% | 11 |
| | Health Care and Social Assistance | 21% | 31% | 24% | 14% | 10% | 29 |
| | Information | | | | 100% | | 1 |
| | Manufacturing | 25% | | 50% | 25% | | 4 |
| | Prof., Scientific and Tech. Services | 4% | 28% | 37% | 20% | 11% | 46 |
| | Real Estate Rental and Leasing | 20% | | 20% | 50% | 10% | 10 |
| | Retail Trade | 21% | 28% | 28% | 21% | 3% | 29 |
| | Transportation and Warehousing | | 50% | | 50% | | 2 |
| | Wholesale Trade | 14% | 29% | 14% | 43% | | 7 |
| | Other industry | | 19% | 30% | 41% | 11% | 27 |
| Other services | 13% | 13% | 33% | 33% | 7% | 15 | |

Q27j: How concerned are you about the following potential issues as your business recovers? Liability with following CDC and health guidelines

| | | <u>Very concerned</u> | <u>Somewhat concerned</u> | <u>Not very concerned</u> | <u>Not at all concerned</u> | <u>Don't know/Not applicable</u> | <u>N</u> |
|---|--------------------------------------|-----------------------|---------------------------|---------------------------|-----------------------------|----------------------------------|----------|
| Overall | June 2020 | 22% | 34% | 25% | 15% | 4% | 68 |
| | February 2021 | 10% | 30% | 32% | 20% | 8% | 244 |
| Current Number of Employees | 0-1 employees | 9% | 29% | 25% | 22% | 15% | 91 |
| | 2-9 employees | 11% | 34% | 30% | 20% | 4% | 93 |
| | 10-25 employees | 14% | 26% | 44% | 14% | 2% | 43 |
| | More than 25 employees | 6% | 24% | 47% | 24% | | 17 |
| Open Status | Remained open | 3% | 29% | 30% | 25% | 13% | 107 |
| | Reduced hours of operation | 19% | 28% | 33% | 17% | 3% | 96 |
| | Closed temporarily | 14% | 33% | 30% | 15% | 8% | 66 |
| Contingency or Resiliency Plan | Had plan before COVID | 7% | 21% | 41% | 21% | 10% | 29 |
| | Developed plan since COVID | 20% | 28% | 30% | 15% | 7% | 46 |
| | Don't have plan | 9% | 31% | 33% | 23% | 4% | 128 |
| | Don't know/Not applicable | 5% | 34% | 24% | 17% | 20% | 41 |
| Remote Work | Employees working remotely | 6% | 31% | 39% | 19% | 6% | 70 |
| | Employees not working remotely | 12% | 29% | 29% | 21% | 9% | 174 |
| COVID-19 Effect on Revenue | Revenue increased | 5% | 29% | 29% | 29% | 10% | 21 |
| | Revenue stayed the same | 5% | 34% | 31% | 21% | 10% | 62 |
| | Revenue decreased | 13% | 29% | 32% | 19% | 6% | 157 |
| Change # of Employees Since Feb 2020 | More employees | | 42% | 33% | 21% | 3% | 33 |
| | Same number of employees | 9% | 26% | 28% | 24% | 12% | 123 |
| | Fewer employees | 16% | 31% | 36% | 14% | 3% | 88 |
| Confidence Operating in 12 Months | Very confident | 8% | 29% | 32% | 23% | 8% | 154 |
| | Somewhat confident | 10% | 28% | 36% | 16% | 9% | 67 |
| | Not very or not at all confident | 38% | 44% | 19% | | | 16 |
| Industry | Accommodation and Food Services | 28% | 44% | 20% | 8% | | 25 |
| | Admin. Support, WM, Remediation | | 100% | | | | 1 |
| | Arts, Entertainment, and Recreation | 12% | 36% | 28% | 16% | 8% | 25 |
| | Construction | 14% | 14% | 57% | 14% | | 7 |
| | Educational Services | | | 33% | 67% | | 3 |
| | Finance and Insurance | | 18% | 18% | 45% | 18% | 11 |
| | Health Care and Social Assistance | 10% | 53% | 27% | 7% | 3% | 30 |
| | Information | 50% | | | | 50% | 2 |
| | Manufacturing | | 25% | 50% | 25% | | 4 |
| | Prof., Scientific and Tech. Services | 2% | 28% | 35% | 26% | 9% | 46 |
| | Real Estate Rental and Leasing | | | 60% | 30% | 10% | 10 |
| | Retail Trade | 14% | 38% | 34% | 7% | 7% | 29 |
| | Transportation and Warehousing | | | 50% | 50% | | 2 |
| | Wholesale Trade | 14% | 14% | 57% | 14% | | 7 |
| | Other industry | | 15% | 37% | 37% | 11% | 27 |
| Other services | 27% | 20% | 13% | 20% | 20% | 15 | |

Q27k: How concerned are you about the following potential issues as your business recovers? Access to personal protective equipment (PPE)

| | | <u>Very concerned</u> | <u>Somewhat concerned</u> | <u>Not very concerned</u> | <u>Not at all concerned</u> | <u>Don't know/Not applicable</u> | <u>N</u> |
|---|--------------------------------------|-----------------------|---------------------------|---------------------------|-----------------------------|----------------------------------|----------|
| Overall | June 2020 | 21% | 27% | 33% | 19% | | 67 |
| | February 2021 | 9% | 21% | 42% | 22% | 7% | 247 |
| Current Number of Employees | 0-1 employees | 6% | 18% | 36% | 23% | 16% | 94 |
| | 2-9 employees | 11% | 22% | 42% | 24% | 2% | 93 |
| | 10-25 employees | 12% | 26% | 49% | 14% | | 43 |
| | More than 25 employees | | 18% | 59% | 24% | | 17 |
| Open Status | Remained open | 2% | 17% | 43% | 29% | 9% | 107 |
| | Reduced hours of operation | 14% | 21% | 48% | 13% | 3% | 98 |
| | Closed temporarily | 12% | 25% | 31% | 24% | 7% | 67 |
| Contingency or Resiliency Plan | Had plan before COVID | | 29% | 48% | 19% | 3% | 31 |
| | Developed plan since COVID | 15% | 28% | 37% | 15% | 4% | 46 |
| | Don't have plan | 8% | 17% | 46% | 22% | 7% | 129 |
| | Don't know/Not applicable | 10% | 17% | 32% | 29% | 12% | 41 |
| Remote Work | Employees working remotely | 8% | 25% | 45% | 18% | 3% | 71 |
| | Employees not working remotely | 9% | 19% | 41% | 23% | 9% | 175 |
| COVID-19 Effect on Revenue | Revenue increased | 10% | 5% | 43% | 38% | 5% | 21 |
| | Revenue stayed the same | 5% | 26% | 42% | 18% | 10% | 62 |
| | Revenue decreased | 10% | 21% | 42% | 21% | 6% | 160 |
| Change # of Employees Since Feb 2020 | More employees | 3% | 27% | 42% | 24% | 3% | 33 |
| | Same number of employees | 8% | 14% | 44% | 23% | 10% | 126 |
| | Fewer employees | 11% | 27% | 39% | 19% | 3% | 88 |
| Confidence Operating in 12 Months | Very confident | 7% | 18% | 41% | 25% | 8% | 157 |
| | Somewhat confident | 12% | 27% | 45% | 12% | 4% | 67 |
| | Not very or not at all confident | 13% | 19% | 38% | 25% | 6% | 16 |
| Industry | Accommodation and Food Services | 19% | 31% | 38% | 8% | 4% | 26 |
| | Admin. Support, WM, Remediation | | 100% | | | | 1 |
| | Arts, Entertainment, and Recreation | 8% | 24% | 44% | 20% | 4% | 25 |
| | Construction | 13% | 13% | 63% | 13% | | 8 |
| | Educational Services | | 25% | 25% | 50% | | 4 |
| | Finance and Insurance | | | 64% | 27% | 9% | 11 |
| | Health Care and Social Assistance | 17% | 34% | 31% | 10% | 7% | 29 |
| | Information | | 50% | | 50% | | 2 |
| | Manufacturing | | 25% | 50% | 25% | | 4 |
| | Prof., Scientific and Tech. Services | 4% | 15% | 47% | 26% | 9% | 47 |
| | Real Estate Rental and Leasing | 10% | | 10% | 50% | 30% | 10 |
| | Retail Trade | 7% | 28% | 41% | 17% | 7% | 29 |
| | Transportation and Warehousing | | | 50% | 50% | | 2 |
| | Wholesale Trade | 14% | 14% | 57% | 14% | | 7 |
| | Other industry | 4% | 11% | 52% | 30% | 4% | 27 |
| Other services | 7% | 20% | 33% | 27% | 13% | 15 | |

Q271: How concerned are you about the following potential issues as your business recovers? Access to COVID-19 testing

| | | <u>Very concerned</u> | <u>Somewhat concerned</u> | <u>Not very concerned</u> | <u>Not at all concerned</u> | <u>Don't know/Not applicable</u> | <u>N</u> |
|---|--------------------------------------|-----------------------|---------------------------|---------------------------|-----------------------------|----------------------------------|----------|
| Overall | June 2020 | 19% | 24% | 29% | 28% | | 68 |
| | February 2021 | 19% | 31% | 27% | 18% | 5% | 246 |
| Current Number of Employees | 0-1 employees | 18% | 23% | 26% | 20% | 13% | 94 |
| | 2-9 employees | 17% | 33% | 29% | 21% | | 92 |
| | 10-25 employees | 26% | 44% | 21% | 9% | | 43 |
| | More than 25 employees | 18% | 35% | 35% | 12% | | 17 |
| Open Status | Remained open | 10% | 29% | 29% | 24% | 8% | 106 |
| | Reduced hours of operation | 26% | 34% | 29% | 11% | 1% | 98 |
| | Closed temporarily | 25% | 36% | 18% | 16% | 4% | 67 |
| Contingency or Resiliency Plan | Had plan before COVID | 7% | 30% | 40% | 20% | 3% | 30 |
| | Developed plan since COVID | 28% | 24% | 26% | 15% | 7% | 46 |
| | Don't have plan | 15% | 39% | 23% | 18% | 5% | 128 |
| | Don't know/Not applicable | 31% | 17% | 29% | 19% | 5% | 42 |
| Remote Work | Employees working remotely | 25% | 32% | 28% | 10% | 4% | 71 |
| | Employees not working remotely | 17% | 31% | 26% | 21% | 5% | 174 |
| COVID-19 Effect on Revenue | Revenue increased | 10% | 25% | 30% | 30% | 5% | 20 |
| | Revenue stayed the same | 13% | 34% | 32% | 16% | 5% | 62 |
| | Revenue decreased | 22% | 31% | 24% | 18% | 5% | 160 |
| Change # of Employees Since Feb 2020 | More employees | 13% | 38% | 41% | 9% | | 32 |
| | Same number of employees | 14% | 29% | 26% | 23% | 8% | 125 |
| | Fewer employees | 29% | 33% | 22% | 13% | 2% | 89 |
| Confidence Operating in 12 Months | Very confident | 15% | 30% | 29% | 21% | 5% | 156 |
| | Somewhat confident | 21% | 36% | 27% | 13% | 3% | 67 |
| | Not very or not at all confident | 50% | 25% | 19% | | 6% | 16 |
| Industry | Accommodation and Food Services | 27% | 42% | 27% | 4% | | 26 |
| | Admin. Support, WM, Remediation | | | 100% | | | 1 |
| | Arts, Entertainment, and Recreation | 8% | 52% | 16% | 16% | 8% | 25 |
| | Construction | 14% | 57% | 29% | | | 7 |
| | Educational Services | 25% | | 25% | 50% | | 4 |
| | Finance and Insurance | 9% | 18% | 18% | 55% | | 11 |
| | Health Care and Social Assistance | 10% | 34% | 31% | 14% | 10% | 29 |
| | Information | | | | 100% | | 1 |
| | Manufacturing | | 25% | 50% | 25% | | 4 |
| | Prof., Scientific and Tech. Services | 26% | 32% | 30% | 9% | 4% | 47 |
| | Real Estate Rental and Leasing | 30% | | 20% | 30% | 20% | 10 |
| | Retail Trade | 24% | 31% | 24% | 17% | 3% | 29 |
| | Transportation and Warehousing | | 50% | | 50% | | 2 |
| | Wholesale Trade | 14% | 29% | 43% | 14% | | 7 |
| | Other industry | 18% | 21% | 32% | 25% | 4% | 28 |
| Other services | 27% | 20% | 20% | 27% | 7% | 15 | |

Q27m: How concerned are you about the following potential issues as your business recovers? Access to capital

| | | <u>Very concerned</u> | <u>Somewhat concerned</u> | <u>Not very concerned</u> | <u>Not at all concerned</u> | <u>Don't know/Not applicable</u> | <u>N</u> |
|---|--------------------------------------|-----------------------|---------------------------|---------------------------|-----------------------------|----------------------------------|----------|
| Overall | June 2020 | 29% | 30% | 23% | 8% | 11% | 66 |
| | February 2021 | 17% | 33% | 26% | 17% | 8% | 246 |
| Current Number of Employees | 0-1 employees | 18% | 30% | 20% | 16% | 16% | 94 |
| | 2-9 employees | 17% | 30% | 31% | 19% | 2% | 93 |
| | 10-25 employees | 17% | 45% | 26% | 10% | 2% | 42 |
| | More than 25 employees | 6% | 29% | 35% | 24% | 6% | 17 |
| Open Status | Remained open | 7% | 32% | 24% | 26% | 10% | 107 |
| | Reduced hours of operation | 23% | 35% | 26% | 12% | 4% | 97 |
| | Closed temporarily | 21% | 36% | 25% | 9% | 9% | 67 |
| Contingency or Resiliency Plan | Had plan before COVID | | 45% | 34% | 14% | 7% | 29 |
| | Developed plan since COVID | 33% | 28% | 26% | 11% | 2% | 46 |
| | Don't have plan | 15% | 29% | 25% | 24% | 7% | 130 |
| | Don't know/Not applicable | 17% | 39% | 24% | 2% | 17% | 41 |
| Remote Work | Employees working remotely | 15% | 41% | 27% | 10% | 7% | 71 |
| | Employees not working remotely | 17% | 29% | 26% | 20% | 8% | 174 |
| COVID-19 Effect on Revenue | Revenue increased | | 24% | 19% | 48% | 10% | 21 |
| | Revenue stayed the same | 8% | 23% | 37% | 24% | 8% | 62 |
| | Revenue decreased | 23% | 37% | 23% | 10% | 7% | 159 |
| Change # of Employees Since Feb 2020 | More employees | 12% | 45% | 24% | 15% | 3% | 33 |
| | Same number of employees | 11% | 26% | 27% | 23% | 13% | 125 |
| | Fewer employees | 26% | 38% | 26% | 8% | 2% | 88 |
| Confidence Operating in 12 Months | Very confident | 9% | 28% | 32% | 23% | 8% | 155 |
| | Somewhat confident | 21% | 45% | 21% | 6% | 7% | 67 |
| | Not very or not at all confident | 53% | 29% | 6% | | 12% | 17 |
| Industry | Accommodation and Food Services | 31% | 38% | 19% | 8% | 4% | 26 |
| | Admin. Support, WM, Remediation | | 100% | | | | 1 |
| | Arts, Entertainment, and Recreation | 20% | 32% | 28% | 4% | 16% | 25 |
| | Construction | | 57% | 43% | | | 7 |
| | Educational Services | | 50% | | 50% | | 4 |
| | Finance and Insurance | 9% | 18% | 18% | 36% | 18% | 11 |
| | Health Care and Social Assistance | 10% | 33% | 37% | 10% | 10% | 30 |
| | Information | 100% | | | | | 2 |
| | Manufacturing | | 25% | 25% | 50% | | 4 |
| | Prof., Scientific and Tech. Services | 13% | 33% | 35% | 11% | 9% | 46 |
| | Real Estate Rental and Leasing | 20% | 10% | 20% | 40% | 10% | 10 |
| | Retail Trade | 24% | 38% | 17% | 17% | 3% | 29 |
| | Transportation and Warehousing | 50% | 50% | | | | 2 |
| | Wholesale Trade | 29% | 14% | 29% | 29% | | 7 |
| | Other industry | 7% | 22% | 30% | 37% | 4% | 27 |
| Other services | 13% | 47% | 20% | 7% | 13% | 15 | |

Q27n: How concerned are you about the following potential issues as your business recovers? Energy costs

| | | <u>Very concerned</u> | <u>Somewhat concerned</u> | <u>Not very concerned</u> | <u>Not at all concerned</u> | <u>Don't know/Not applicable</u> | <u>N</u> |
|---|--------------------------------------|-----------------------|---------------------------|---------------------------|-----------------------------|----------------------------------|----------|
| Overall | June 2020 | 14% | 26% | 35% | 20% | 6% | 66 |
| | February 2021 | 11% | 27% | 31% | 23% | 7% | 244 |
| Current Number of Employees | 0-1 employees | 9% | 30% | 22% | 21% | 18% | 94 |
| | 2-9 employees | 13% | 23% | 35% | 27% | 1% | 91 |
| | 10-25 employees | 12% | 33% | 38% | 17% | | 42 |
| | More than 25 employees | 12% | 18% | 41% | 29% | | 17 |
| Open Status | Remained open | 6% | 17% | 34% | 32% | 10% | 105 |
| | Reduced hours of operation | 15% | 34% | 28% | 18% | 5% | 96 |
| | Closed temporarily | 10% | 37% | 31% | 18% | 4% | 68 |
| Contingency or Resiliency Plan | Had plan before COVID | 10% | 28% | 28% | 28% | 7% | 29 |
| | Developed plan since COVID | 17% | 15% | 33% | 26% | 9% | 46 |
| | Don't have plan | 7% | 28% | 36% | 22% | 7% | 128 |
| | Don't know/Not applicable | 17% | 37% | 17% | 22% | 7% | 41 |
| Remote Work | Employees working remotely | 8% | 27% | 37% | 24% | 4% | 71 |
| | Employees not working remotely | 12% | 27% | 29% | 23% | 9% | 172 |
| COVID-19 Effect on Revenue | Revenue increased | 11% | 21% | 26% | 37% | 5% | 19 |
| | Revenue stayed the same | 2% | 18% | 43% | 28% | 10% | 61 |
| | Revenue decreased | 15% | 31% | 28% | 19% | 7% | 160 |
| Change # of Employees Since Feb 2020 | More employees | 13% | 16% | 41% | 31% | | 32 |
| | Same number of employees | 7% | 27% | 26% | 27% | 13% | 124 |
| | Fewer employees | 16% | 31% | 35% | 16% | 2% | 88 |
| Confidence Operating in 12 Months | Very confident | 9% | 18% | 36% | 29% | 8% | 154 |
| | Somewhat confident | 11% | 45% | 24% | 17% | 3% | 66 |
| | Not very or not at all confident | 29% | 41% | 18% | 6% | 6% | 17 |
| Industry | Accommodation and Food Services | 23% | 38% | 27% | 8% | 4% | 26 |
| | Admin. Support, WM, Remediation | | | 100% | | | 1 |
| | Arts, Entertainment, and Recreation | 20% | 32% | 16% | 24% | 8% | 25 |
| | Construction | 14% | 43% | 29% | 14% | | 7 |
| | Educational Services | | 25% | 25% | 50% | | 4 |
| | Finance and Insurance | | | 36% | 45% | 18% | 11 |
| | Health Care and Social Assistance | 10% | 34% | 31% | 14% | 10% | 29 |
| | Information | 50% | 50% | | | | 2 |
| | Manufacturing | 25% | | 75% | | | 4 |
| | Prof., Scientific and Tech. Services | 4% | 20% | 41% | 26% | 9% | 46 |
| | Real Estate Rental and Leasing | 22% | | 22% | 33% | 22% | 9 |
| | Retail Trade | 7% | 38% | 38% | 17% | | 29 |
| | Transportation and Warehousing | | 50% | | 50% | | 2 |
| | Wholesale Trade | 29% | 29% | 29% | | 14% | 7 |
| | Other industry | 7% | 19% | 33% | 37% | 4% | 27 |
| Other services | | 33% | 13% | 40% | 13% | 15 | |

Q27p: How concerned are you about the following potential issues as your business recovers? Defaulting on existing loans

| | | <u>Very concerned</u> | <u>Somewhat concerned</u> | <u>Not very concerned</u> | <u>Not at all concerned</u> | <u>Don't know/Not applicable</u> | <u>N</u> |
|---|--------------------------------------|-----------------------|---------------------------|---------------------------|-----------------------------|----------------------------------|----------|
| Overall | June 2020 | 20% | 22% | 18% | 25% | 15% | 65 |
| | February 2021 | 7% | 16% | 29% | 33% | 15% | 246 |
| Current Number of Employees | 0-1 employees | 10% | 19% | 20% | 28% | 23% | 94 |
| | 2-9 employees | 8% | 13% | 29% | 38% | 12% | 92 |
| | 10-25 employees | 5% | 14% | 49% | 23% | 9% | 43 |
| | More than 25 employees | | 18% | 24% | 53% | 6% | 17 |
| Open Status | Remained open | 4% | 8% | 28% | 44% | 15% | 106 |
| | Reduced hours of operation | 8% | 21% | 32% | 24% | 15% | 97 |
| | Closed temporarily | 10% | 22% | 25% | 24% | 18% | 67 |
| Contingency or Resiliency Plan | Had plan before COVID | 3% | 10% | 39% | 29% | 19% | 31 |
| | Developed plan since COVID | 17% | 20% | 24% | 24% | 15% | 46 |
| | Don't have plan | 5% | 15% | 28% | 39% | 13% | 127 |
| | Don't know/Not applicable | 7% | 19% | 31% | 24% | 19% | 42 |
| Remote Work | Employees working remotely | 4% | 11% | 41% | 32% | 11% | 71 |
| | Employees not working remotely | 8% | 18% | 24% | 33% | 17% | 173 |
| COVID-19 Effect on Revenue | Revenue increased | 5% | | 29% | 57% | 10% | 21 |
| | Revenue stayed the same | 2% | 5% | 39% | 42% | 13% | 62 |
| | Revenue decreased | 10% | 22% | 25% | 26% | 17% | 159 |
| Change # of Employees Since Feb 2020 | More employees | 3% | 15% | 48% | 27% | 6% | 33 |
| | Same number of employees | 6% | 13% | 20% | 40% | 22% | 124 |
| | Fewer employees | 11% | 20% | 34% | 25% | 10% | 89 |
| Confidence Operating in 12 Months | Very confident | 2% | 10% | 30% | 40% | 17% | 156 |
| | Somewhat confident | 11% | 21% | 30% | 24% | 14% | 66 |
| | Not very or not at all confident | 35% | 35% | 18% | 6% | 6% | 17 |
| Industry | Accommodation and Food Services | 23% | 31% | 27% | 19% | | 26 |
| | Admin. Support, WM, Remediation | | | 100% | | | 1 |
| | Arts, Entertainment, and Recreation | 4% | 12% | 20% | 28% | 36% | 25 |
| | Construction | | 13% | 50% | 38% | | 8 |
| | Educational Services | | | 25% | 50% | 25% | 4 |
| | Finance and Insurance | 9% | | 55% | 18% | 18% | 11 |
| | Health Care and Social Assistance | 4% | 19% | 19% | 41% | 19% | 27 |
| | Information | 100% | | | | | 2 |
| | Manufacturing | | | 50% | 25% | 25% | 4 |
| | Prof., Scientific and Tech. Services | 6% | 6% | 40% | 34% | 13% | 47 |
| | Real Estate Rental and Leasing | | 20% | 10% | 70% | | 10 |
| | Retail Trade | 10% | 33% | 20% | 17% | 20% | 30 |
| | Transportation and Warehousing | | | 50% | 50% | | 2 |
| | Wholesale Trade | 14% | 14% | 29% | 29% | 14% | 7 |
| | Other industry | | 7% | 30% | 52% | 11% | 27 |
| Other services | | | 27% | 20% | 27% | 15 | |

Q27q: How concerned are you about the following potential issues as your business recovers? Timely payment of bills

| | | <u>Very concerned</u> | <u>Somewhat concerned</u> | <u>Not very concerned</u> | <u>Not at all concerned</u> | <u>Don't know/Not applicable</u> | <u>N</u> |
|---|--------------------------------------|-----------------------|---------------------------|---------------------------|-----------------------------|----------------------------------|----------|
| Overall | June 2020 | 39% | 30% | 18% | 12% | 1% | 67 |
| | February 2021 | 17% | 30% | 28% | 20% | 4% | 246 |
| Current Number of Employees | 0-1 employees | 22% | 28% | 23% | 16% | 12% | 93 |
| | 2-9 employees | 16% | 29% | 30% | 25% | | 93 |
| | 10-25 employees | 14% | 42% | 33% | 12% | | 43 |
| | More than 25 employees | 12% | 24% | 35% | 29% | | 17 |
| Open Status | Remained open | 7% | 24% | 35% | 27% | 7% | 107 |
| | Reduced hours of operation | 27% | 41% | 20% | 11% | 1% | 98 |
| | Closed temporarily | 20% | 35% | 21% | 20% | 5% | 66 |
| Contingency or Resiliency Plan | Had plan before COVID | 6% | 29% | 39% | 23% | 3% | 31 |
| | Developed plan since COVID | 35% | 15% | 33% | 15% | 2% | 46 |
| | Don't have plan | 14% | 33% | 28% | 21% | 4% | 129 |
| | Don't know/Not applicable | 18% | 40% | 15% | 18% | 10% | 40 |
| Remote Work | Employees working remotely | 15% | 35% | 31% | 14% | 4% | 71 |
| | Employees not working remotely | 18% | 28% | 27% | 22% | 5% | 174 |
| COVID-19 Effect on Revenue | Revenue increased | 5% | 9% | 36% | 45% | 5% | 22 |
| | Revenue stayed the same | 5% | 21% | 42% | 27% | 5% | 62 |
| | Revenue decreased | 25% | 36% | 22% | 13% | 4% | 158 |
| Change # of Employees Since Feb 2020 | More employees | 12% | 29% | 35% | 24% | | 34 |
| | Same number of employees | 14% | 29% | 26% | 22% | 9% | 125 |
| | Fewer employees | 24% | 33% | 28% | 15% | | 87 |
| Confidence Operating in 12 Months | Very confident | 9% | 27% | 33% | 26% | 5% | 156 |
| | Somewhat confident | 24% | 37% | 25% | 10% | 3% | 67 |
| | Not very or not at all confident | 50% | 38% | 6% | | 6% | 16 |
| Industry | Accommodation and Food Services | 35% | 27% | 27% | 12% | | 26 |
| | Admin. Support, WM, Remediation | | | 100% | | | 1 |
| | Arts, Entertainment, and Recreation | 12% | 32% | 24% | 24% | 8% | 25 |
| | Construction | 13% | 13% | 63% | 13% | | 8 |
| | Educational Services | | 25% | | 50% | 25% | 4 |
| | Finance and Insurance | 18% | 27% | 27% | 18% | 9% | 11 |
| | Health Care and Social Assistance | 14% | 45% | 17% | 17% | 7% | 29 |
| | Information | 100% | | | | | 2 |
| | Manufacturing | | 25% | 75% | | | 4 |
| | Prof., Scientific and Tech. Services | 17% | 30% | 30% | 17% | 6% | 47 |
| | Real Estate Rental and Leasing | 10% | 30% | 30% | 30% | | 10 |
| | Retail Trade | 24% | 31% | 28% | 17% | | 29 |
| | Transportation and Warehousing | 50% | | | 50% | | 2 |
| | Wholesale Trade | 14% | 43% | 29% | 14% | | 7 |
| | Other industry | 4% | 30% | 30% | 37% | | 27 |
| Other services | 21% | 29% | 29% | 7% | 14% | 14 | |

Q27r: How concerned are you about the following potential issues as your business recovers? Availability of COVID-19 vaccine for employees

| | | <u>Very concerned</u> | <u>Somewhat concerned</u> | <u>Not very concerned</u> | <u>Not at all concerned</u> | <u>Don't know/Not applicable</u> | <u>N</u> |
|---|--------------------------------------|-----------------------|---------------------------|---------------------------|-----------------------------|----------------------------------|----------|
| Overall | February 2021 | 32% | 24% | 17% | 13% | 14% | 246 |
| Current Number of Employees | 0-1 employees | 21% | 17% | 11% | 17% | 34% | 94 |
| | 2-9 employees | 41% | 22% | 24% | 11% | 2% | 92 |
| | 10-25 employees | 40% | 40% | 12% | 9% | | 43 |
| | More than 25 employees | 24% | 41% | 24% | 12% | | 17 |
| Open Status | Remained open | 22% | 26% | 21% | 18% | 13% | 107 |
| | Reduced hours of operation | 42% | 21% | 14% | 8% | 14% | 97 |
| | Closed temporarily | 34% | 28% | 10% | 9% | 18% | 67 |
| Contingency or Resiliency Plan | Had plan before COVID | 26% | 23% | 26% | 23% | 3% | 31 |
| | Developed plan since COVID | 41% | 15% | 17% | 9% | 17% | 46 |
| | Don't have plan | 32% | 26% | 16% | 12% | 14% | 128 |
| | Don't know/Not applicable | 27% | 32% | 10% | 15% | 17% | 41 |
| Remote Work | Employees working remotely | 40% | 31% | 16% | 9% | 4% | 70 |
| | Employees not working remotely | 29% | 22% | 17% | 15% | 18% | 175 |
| COVID-19 Effect on Revenue | Revenue increased | 24% | 19% | 19% | 29% | 10% | 21 |
| | Revenue stayed the same | 27% | 24% | 24% | 13% | 11% | 62 |
| | Revenue decreased | 36% | 23% | 14% | 11% | 16% | 159 |
| Change # of Employees Since Feb 2020 | More employees | 33% | 36% | 15% | 12% | 3% | 33 |
| | Same number of employees | 26% | 21% | 15% | 16% | 22% | 125 |
| | Fewer employees | 41% | 25% | 19% | 9% | 6% | 88 |
| Confidence Operating in 12 Months | Very confident | 30% | 25% | 17% | 17% | 11% | 157 |
| | Somewhat confident | 36% | 27% | 15% | 6% | 16% | 67 |
| | Not very or not at all confident | 47% | 7% | 20% | | 27% | 15 |
| Industry | Accommodation and Food Services | 42% | 38% | 15% | 4% | | 26 |
| | Admin. Support, WM, Remediation | | | 100% | | | 1 |
| | Arts, Entertainment, and Recreation | 40% | 20% | 8% | 8% | 24% | 25 |
| | Construction | 50% | | 25% | 13% | 13% | 8 |
| | Educational Services | 25% | 25% | | 50% | | 4 |
| | Finance and Insurance | 18% | 36% | 9% | 27% | 9% | 11 |
| | Health Care and Social Assistance | 31% | 28% | 7% | 21% | 14% | 29 |
| | Information | | | | 100% | | 1 |
| | Manufacturing | 25% | 25% | 25% | | 25% | 4 |
| | Prof., Scientific and Tech. Services | 32% | 26% | 19% | 9% | 15% | 47 |
| | Real Estate Rental and Leasing | 40% | 10% | 20% | 10% | 20% | 10 |
| | Retail Trade | 34% | 24% | 17% | 10% | 14% | 29 |
| | Transportation and Warehousing | 50% | | | 50% | | 2 |
| | Wholesale Trade | 29% | 14% | 57% | | | 7 |
| | Other industry | 15% | 22% | 19% | 26% | 19% | 27 |
| Other services | 33% | 27% | 20% | | 20% | 15 | |

Q27s: How concerned are you about the following potential issues as your business recovers? Public acceptance of vaccine

| | | <u>Very concerned</u> | <u>Somewhat concerned</u> | <u>Not very concerned</u> | <u>Not at all concerned</u> | <u>Don't know/Not applicable</u> | <u>N</u> |
|---|--------------------------------------|-----------------------|---------------------------|---------------------------|-----------------------------|----------------------------------|----------|
| Overall | February 2021 | 24% | 37% | 24% | 12% | 3% | 247 |
| Current Number of Employees | 0-1 employees | 23% | 33% | 25% | 13% | 6% | 95 |
| | 2-9 employees | 28% | 35% | 25% | 11% | 1% | 92 |
| | 10-25 employees | 23% | 51% | 16% | 9% | | 43 |
| | More than 25 employees | 12% | 35% | 29% | 24% | | 17 |
| Open Status | Remained open | 18% | 37% | 25% | 19% | 2% | 108 |
| | Reduced hours of operation | 30% | 36% | 24% | 5% | 4% | 96 |
| | Closed temporarily | 32% | 37% | 16% | 10% | 4% | 68 |
| Contingency or Resiliency Plan | Had plan before COVID | 13% | 35% | 35% | 16% | | 31 |
| | Developed plan since COVID | 37% | 30% | 22% | 9% | 2% | 46 |
| | Don't have plan | 26% | 38% | 23% | 12% | 2% | 128 |
| | Don't know/Not applicable | 14% | 43% | 21% | 14% | 7% | 42 |
| Remote Work | Employees working remotely | 26% | 41% | 23% | 10% | | 70 |
| | Employees not working remotely | 23% | 35% | 25% | 13% | 4% | 175 |
| COVID-19 Effect on Revenue | Revenue increased | 23% | 27% | 23% | 27% | | 22 |
| | Revenue stayed the same | 18% | 40% | 27% | 11% | 3% | 62 |
| | Revenue decreased | 28% | 36% | 23% | 11% | 3% | 159 |
| Change # of Employees Since Feb 2020 | More employees | 18% | 44% | 24% | 15% | | 34 |
| | Same number of employees | 19% | 37% | 23% | 16% | 5% | 125 |
| | Fewer employees | 34% | 34% | 25% | 6% | 1% | 88 |
| Confidence Operating in 12 Months | Very confident | 20% | 34% | 27% | 17% | 2% | 157 |
| | Somewhat confident | 22% | 49% | 19% | 6% | 4% | 68 |
| | Not very or not at all confident | 60% | 20% | 20% | | | 15 |
| Industry | Accommodation and Food Services | 42% | 35% | 15% | 4% | 4% | 26 |
| | Admin. Support, WM, Remediation | | | 100% | | | 1 |
| | Arts, Entertainment, and Recreation | 40% | 28% | 24% | 8% | | 25 |
| | Construction | 25% | 38% | 25% | 13% | | 8 |
| | Educational Services | | 50% | | 50% | | 4 |
| | Finance and Insurance | 27% | 18% | 36% | 18% | | 11 |
| | Health Care and Social Assistance | 23% | 50% | 13% | 13% | | 30 |
| | Information | | | | | 100% | 1 |
| | Manufacturing | 25% | 25% | 50% | | | 4 |
| | Prof., Scientific and Tech. Services | 13% | 51% | 26% | 9% | 2% | 47 |
| | Real Estate Rental and Leasing | 20% | 10% | 40% | 20% | 10% | 10 |
| | Retail Trade | 38% | 31% | 17% | 10% | 3% | 29 |
| | Transportation and Warehousing | 100% | | | | | 2 |
| | Wholesale Trade | 29% | 14% | 57% | | | 7 |
| | Other industry | 7% | 41% | 19% | 26% | 7% | 27 |
| Other services | 7% | 40% | 40% | 13% | | 15 | |

Q27o: How concerned are you about the following potential issues as your business recovers? Other

| | | <u>Very concerned</u> | <u>Somewhat concerned</u> | <u>Not at all concerned</u> | <u>Don't know/Not applicable</u> | <u>N</u> |
|---|--------------------------------------|-----------------------|---------------------------|-----------------------------|----------------------------------|----------|
| Overall | June 2020 | 30% | | 20% | 50% | 10 |
| | February 2021 | 15% | 5% | 14% | 65% | 78 |
| Current Number of Employees | 0-1 employees | 16% | 5% | 16% | 62% | 37 |
| | 2-9 employees | 7% | 4% | 15% | 74% | 27 |
| | 10-25 employees | 40% | 10% | | 50% | 10 |
| | More than 25 employees | | | 25% | 75% | 4 |
| Open Status | Remained open | 6% | 3% | 25% | 67% | 36 |
| | Reduced hours of operation | 20% | 7% | 7% | 67% | 30 |
| | Closed temporarily | 33% | 5% | | 62% | 21 |
| Contingency or Resiliency Plan | Had plan before COVID | 38% | | | 63% | 8 |
| | Developed plan since COVID | 19% | 6% | | 75% | 16 |
| | Don't have plan | 7% | 7% | 24% | 61% | 41 |
| | Don't know/Not applicable | 23% | | 8% | 69% | 13 |
| Remote Work | Employees working remotely | 16% | | | 84% | 19 |
| | Employees not working remotely | 15% | 7% | 19% | 59% | 59 |
| COVID-19 Effect on Revenue | Revenue increased | 17% | | 17% | 67% | 6 |
| | Revenue stayed the same | 8% | 4% | 27% | 62% | 26 |
| | Revenue decreased | 20% | 7% | 7% | 67% | 45 |
| Change # of Employees Since Feb 2020 | More employees | 22% | | | 78% | 9 |
| | Same number of employees | 12% | 7% | 26% | 55% | 42 |
| | Fewer employees | 19% | 4% | | 78% | 27 |
| Confidence Operating in 12 Months | Very confident | 8% | 2% | 22% | 67% | 49 |
| | Somewhat confident | 23% | 14% | | 64% | 22 |
| | Not very or not at all confident | 25% | | | 75% | 4 |
| Industry | Accommodation and Food Services | | | | 100% | 5 |
| | Arts, Entertainment, and Recreation | 56% | 11% | 11% | 22% | 9 |
| | Construction | | | | 100% | 2 |
| | Educational Services | | | 50% | 50% | 2 |
| | Finance and Insurance | 50% | | | 50% | 2 |
| | Health Care and Social Assistance | 20% | | 10% | 70% | 10 |
| | Prof., Scientific and Tech. Services | 5% | 11% | 11% | 74% | 19 |
| | Real Estate Rental and Leasing | | | | 100% | 4 |
| | Retail Trade | 11% | 11% | 11% | 67% | 9 |
| | Transportation and Warehousing | | | | 100% | 1 |
| | Wholesale Trade | | | | 100% | 2 |
| | Other industry | 11% | | 56% | 33% | 9 |
| Other services | 25% | | | 75% | 4 | |

Q28a: How important do you expect the following things will be to your business in the future? Training on recovery and reopening best practices

| | | <u>Very important</u> | <u>Somewhat important</u> | <u>Not very important</u> | <u>Not important at all</u> | <u>Don't know/Not sure</u> | <u>Not applicable</u> | <u>N</u> |
|---|--------------------------------------|-----------------------|---------------------------|---------------------------|-----------------------------|----------------------------|-----------------------|----------|
| Overall | June 2020 | 28% | 38% | 21% | 4% | 3% | 6% | 68 |
| | February 2021 | 16% | 33% | 23% | 14% | 2% | 13% | 245 |
| Current Number of Employees | 0-1 employees | 16% | 30% | 14% | 16% | 5% | 18% | 93 |
| | 2-9 employees | 14% | 31% | 29% | 14% | | 12% | 93 |
| | 10-25 employees | 21% | 40% | 26% | 10% | | 2% | 42 |
| | More than 25 employees | 6% | 35% | 35% | 12% | | 12% | 17 |
| Open Status | Remained open | 5% | 32% | 23% | 20% | 3% | 18% | 106 |
| | Reduced hours of operation | 21% | 34% | 24% | 10% | 2% | 9% | 97 |
| | Closed temporarily | 27% | 37% | 19% | 9% | | 7% | 67 |
| Contingency or Resiliency Plan | Had plan before COVID | 13% | 35% | 29% | 10% | | 13% | 31 |
| | Developed plan since COVID | 28% | 43% | 17% | 4% | 4% | 2% | 46 |
| | Don't have plan | 10% | 30% | 25% | 18% | 1% | 16% | 128 |
| | Don't know/Not applicable | 20% | 25% | 20% | 15% | 5% | 15% | 40 |
| Remote Work | Employees working remotely | 14% | 45% | 22% | 12% | 1% | 6% | 69 |
| | Employees not working remotely | 16% | 28% | 24% | 15% | 2% | 16% | 174 |
| COVID-19 Effect on Revenue | Revenue increased | | 52% | 10% | 24% | | 14% | 21 |
| | Revenue stayed the same | 8% | 31% | 27% | 16% | | 18% | 62 |
| | Revenue decreased | 21% | 31% | 23% | 12% | 3% | 9% | 158 |
| Change # of Employees Since Feb 2020 | More employees | 9% | 44% | 26% | 12% | | 9% | 34 |
| | Same number of employees | 11% | 32% | 20% | 15% | 4% | 17% | 123 |
| | Fewer employees | 24% | 30% | 26% | 13% | | 8% | 88 |
| Confidence Operating in 12 Months | Very confident | 10% | 30% | 28% | 15% | 1% | 16% | 155 |
| | Somewhat confident | 22% | 40% | 15% | 13% | 3% | 7% | 68 |
| | Not very or not at all confident | 40% | 27% | 13% | 7% | 7% | 7% | 15 |
| Industry | Accommodation and Food Services | 27% | 42% | 23% | 8% | | | 26 |
| | Admin. Support, WM, Remediation | | | 100% | | | | 1 |
| | Arts, Entertainment, and Recreation | 24% | 40% | 12% | 16% | 4% | 4% | 25 |
| | Construction | 13% | 25% | 13% | 25% | | 25% | 8 |
| | Educational Services | 25% | 25% | | 50% | | | 4 |
| | Finance and Insurance | | 20% | 20% | 20% | 10% | 30% | 10 |
| | Health Care and Social Assistance | 28% | 38% | 31% | | | 3% | 29 |
| | Information | | | | 100% | | | 1 |
| | Manufacturing | | 25% | 25% | | | 50% | 4 |
| | Prof., Scientific and Tech. Services | 13% | 30% | 23% | 17% | 4% | 13% | 47 |
| | Real Estate Rental and Leasing | 10% | 20% | 30% | 10% | | 30% | 10 |
| | Retail Trade | 13% | 33% | 30% | 7% | | 17% | 30 |
| | Transportation and Warehousing | | 100% | | | | | 2 |
| | Wholesale Trade | 14% | 43% | 29% | 14% | | | 7 |
| | Other industry | 4% | 27% | 23% | 23% | | 23% | 26 |
| | Other services | 13% | 27% | 20% | 20% | 7% | 13% | 15 |

Q28b: How important do you expect the following things will be to your business in the future? Financial assistance (i.e. loans, grants, etc.)

| | | <u>Very important</u> | <u>Somewhat important</u> | <u>Not very important</u> | <u>Not important at all</u> | <u>Don't know/Not sure</u> | <u>Not applicable</u> | <u>N</u> |
|---|--------------------------------------|-----------------------|---------------------------|---------------------------|-----------------------------|----------------------------|-----------------------|----------|
| Overall | June 2020 | 54% | 24% | 9% | 6% | | 7% | 68 |
| | February 2021 | 36% | 29% | 15% | 11% | 1% | 7% | 246 |
| Current Number of Employees | 0-1 employees | 36% | 24% | 13% | 11% | | 16% | 92 |
| | 2-9 employees | 34% | 32% | 17% | 14% | 3% | | 94 |
| | 10-25 employees | 47% | 33% | 14% | 7% | | | 43 |
| | More than 25 employees | 24% | 35% | 24% | 12% | | 6% | 17 |
| Open Status | Remained open | 16% | 28% | 24% | 21% | 1% | 10% | 106 |
| | Reduced hours of operation | 54% | 31% | 11% | 3% | | 1% | 98 |
| | Closed temporarily | 51% | 31% | 3% | 4% | 3% | 7% | 67 |
| Contingency or Resiliency Plan | Had plan before COVID | 19% | 35% | 19% | 16% | | 10% | 31 |
| | Developed plan since COVID | 51% | 22% | 13% | 9% | 4% | | 45 |
| | Don't have plan | 35% | 31% | 16% | 13% | 1% | 5% | 130 |
| | Don't know/Not applicable | 38% | 28% | 13% | 5% | | 18% | 40 |
| Remote Work | Employees working remotely | 45% | 22% | 17% | 12% | | 4% | 69 |
| | Employees not working remotely | 32% | 33% | 15% | 11% | 2% | 7% | 175 |
| COVID-19 Effect on Revenue | Revenue increased | 5% | 32% | 27% | 27% | | 9% | 22 |
| | Revenue stayed the same | 18% | 23% | 23% | 26% | 2% | 8% | 61 |
| | Revenue decreased | 48% | 31% | 11% | 3% | 1% | 6% | 159 |
| Change # of Employees Since Feb 2020 | More employees | 26% | 29% | 24% | 21% | | | 34 |
| | Same number of employees | 25% | 32% | 18% | 12% | 2% | 12% | 125 |
| | Fewer employees | 56% | 25% | 9% | 7% | 1% | 1% | 87 |
| Confidence Operating in 12 Months | Very confident | 25% | 29% | 22% | 16% | 1% | 7% | 155 |
| | Somewhat confident | 48% | 34% | 6% | 3% | 3% | 6% | 67 |
| | Not very or not at all confident | 82% | 12% | | | | 6% | 17 |
| Industry | Accommodation and Food Services | 58% | 38% | 4% | | | | 26 |
| | Admin. Support, WM, Remediation | | | | 100% | | | 1 |
| | Arts, Entertainment, and Recreation | 44% | 20% | 8% | 8% | 4% | 16% | 25 |
| | Construction | 25% | 50% | 13% | 13% | | | 8 |
| | Educational Services | 50% | 25% | | 25% | | | 4 |
| | Finance and Insurance | 10% | 20% | 20% | 30% | | 20% | 10 |
| | Health Care and Social Assistance | 23% | 47% | 13% | 10% | | 7% | 30 |
| | Information | 50% | 50% | | | | | 2 |
| | Manufacturing | 25% | 25% | 25% | 25% | | | 4 |
| | Prof., Scientific and Tech. Services | 34% | 21% | 19% | 15% | 2% | 9% | 47 |
| | Real Estate Rental and Leasing | 30% | | 60% | 10% | | | 10 |
| | Retail Trade | 57% | 30% | 7% | 7% | | | 30 |
| | Transportation and Warehousing | 50% | 50% | | | | | 2 |
| | Wholesale Trade | 50% | 33% | | 17% | | | 6 |
| | Other industry | 12% | 35% | 31% | 15% | | 8% | 26 |
| Other services | 40% | 20% | 13% | 7% | 7% | 13% | 15 | |

Q28c: How important do you expect the following things will be to your business in the future? Regulatory relief

| | | <u>Very important</u> | <u>Somewhat important</u> | <u>Not very important</u> | <u>Not important at all</u> | <u>Don't know/Not sure</u> | <u>Not applicable</u> | <u>N</u> |
|---|--------------------------------------|-----------------------|---------------------------|---------------------------|-----------------------------|----------------------------|-----------------------|----------|
| Overall | June 2020 | 38% | 18% | 18% | 7% | 7% | 12% | 68 |
| | February 2021 | 24% | 26% | 21% | 15% | 5% | 9% | 248 |
| Current Number of Employees | 0-1 employees | 21% | 24% | 13% | 15% | 6% | 20% | 94 |
| | 2-9 employees | 28% | 23% | 23% | 19% | 6% | | 94 |
| | 10-25 employees | 28% | 35% | 23% | 5% | 2% | 7% | 43 |
| | More than 25 employees | 12% | 24% | 47% | 12% | | 6% | 17 |
| Open Status | Remained open | 14% | 23% | 24% | 21% | 3% | 15% | 108 |
| | Reduced hours of operation | 33% | 28% | 18% | 12% | 6% | 3% | 98 |
| | Closed temporarily | 34% | 30% | 16% | 6% | 7% | 6% | 67 |
| Contingency or Resiliency Plan | Had plan before COVID | 13% | 29% | 29% | 13% | 3% | 13% | 31 |
| | Developed plan since COVID | 41% | 17% | 15% | 20% | 4% | 2% | 46 |
| | Don't have plan | 18% | 26% | 24% | 16% | 7% | 8% | 130 |
| | Don't know/Not applicable | 32% | 32% | 12% | 5% | 2% | 17% | 41 |
| Remote Work | Employees working remotely | 27% | 31% | 20% | 13% | | 9% | 70 |
| | Employees not working remotely | 23% | 24% | 21% | 15% | 7% | 10% | 176 |
| COVID-19 Effect on Revenue | Revenue increased | 5% | 27% | 18% | 41% | | 9% | 22 |
| | Revenue stayed the same | 13% | 19% | 26% | 23% | 6% | 13% | 62 |
| | Revenue decreased | 31% | 28% | 19% | 8% | 6% | 8% | 160 |
| Change # of Employees Since Feb 2020 | More employees | 21% | 26% | 32% | 18% | | 3% | 34 |
| | Same number of employees | 19% | 25% | 19% | 14% | 8% | 14% | 126 |
| | Fewer employees | 33% | 26% | 19% | 14% | 3% | 5% | 88 |
| Confidence Operating in 12 Months | Very confident | 17% | 24% | 26% | 19% | 3% | 11% | 156 |
| | Somewhat confident | 35% | 29% | 10% | 7% | 10% | 7% | 68 |
| | Not very or not at all confident | 41% | 29% | 18% | | 6% | 6% | 17 |
| Industry | Accommodation and Food Services | 46% | 23% | 23% | 8% | | | 26 |
| | Admin. Support, WM, Remediation | | | | 100% | | | 1 |
| | Arts, Entertainment, and Recreation | 20% | 36% | 16% | 8% | | 20% | 25 |
| | Construction | 38% | 38% | 13% | 13% | | | 8 |
| | Educational Services | 50% | 25% | | 25% | | | 4 |
| | Finance and Insurance | | 27% | 27% | 27% | | 18% | 11 |
| | Health Care and Social Assistance | 13% | 40% | 13% | 10% | 17% | 7% | 30 |
| | Information | 50% | 50% | | | | | 2 |
| | Manufacturing | 25% | 25% | 25% | | | 25% | 4 |
| | Prof., Scientific and Tech. Services | 19% | 13% | 32% | 17% | 6% | 13% | 47 |
| | Real Estate Rental and Leasing | 30% | 20% | 20% | 10% | | 20% | 10 |
| | Retail Trade | 33% | 33% | 23% | 7% | 3% | | 30 |
| | Transportation and Warehousing | 50% | | | | | 50% | 2 |
| | Wholesale Trade | 29% | 14% | 29% | 29% | | | 7 |
| | Other industry | 12% | 23% | 23% | 31% | 4% | 8% | 26 |
| Other services | 27% | 20% | 7% | 13% | 20% | 13% | 15 | |

Q28d: How important do you expect the following things will be to your business in the future? Renewed access to customers

| | | <u>Very important</u> | <u>Somewhat important</u> | <u>Not very important</u> | <u>Not important at all</u> | <u>Don't know/Not sure</u> | <u>Not applicable</u> | <u>N</u> |
|---|--------------------------------------|-----------------------|---------------------------|---------------------------|-----------------------------|----------------------------|-----------------------|----------|
| Overall | June 2020 | 81% | 15% | 1% | | | 3% | 68 |
| | February 2021 | 50% | 31% | 7% | 6% | 1% | 6% | 247 |
| Current Number of Employees | 0-1 employees | 52% | 24% | 3% | 6% | 1% | 14% | 93 |
| | 2-9 employees | 47% | 37% | 7% | 6% | | 2% | 94 |
| | 10-25 employees | 53% | 37% | 7% | 2% | | | 43 |
| | More than 25 employees | 47% | 18% | 24% | 6% | 6% | | 17 |
| Open Status | Remained open | 35% | 32% | 9% | 13% | | 10% | 108 |
| | Reduced hours of operation | 65% | 26% | 6% | | 2% | 1% | 97 |
| | Closed temporarily | 59% | 35% | 3% | | | 3% | 66 |
| Contingency or Resiliency Plan | Had plan before COVID | 55% | 23% | 10% | 6% | | 6% | 31 |
| | Developed plan since COVID | 65% | 20% | 7% | 2% | 2% | 4% | 46 |
| | Don't have plan | 46% | 33% | 7% | 8% | 1% | 6% | 129 |
| | Don't know/Not applicable | 41% | 44% | 5% | 2% | | 7% | 41 |
| Remote Work | Employees working remotely | 56% | 29% | 6% | 7% | | 3% | 70 |
| | Employees not working remotely | 47% | 32% | 7% | 5% | 1% | 7% | 175 |
| COVID-19 Effect on Revenue | Revenue increased | 27% | 41% | 9% | 14% | | 9% | 22 |
| | Revenue stayed the same | 29% | 35% | 8% | 13% | 3% | 11% | 62 |
| | Revenue decreased | 62% | 27% | 6% | 2% | | 4% | 159 |
| Change # of Employees Since Feb 2020 | More employees | 44% | 38% | 12% | 6% | | | 34 |
| | Same number of employees | 46% | 28% | 8% | 7% | 1% | 10% | 126 |
| | Fewer employees | 57% | 32% | 3% | 3% | 1% | 2% | 87 |
| Confidence Operating in 12 Months | Very confident | 41% | 34% | 9% | 7% | 1% | 8% | 156 |
| | Somewhat confident | 66% | 27% | 4% | 1% | | 1% | 67 |
| | Not very or not at all confident | 65% | 24% | | | | 12% | 17 |
| Industry | Accommodation and Food Services | 65% | 27% | 8% | | | | 26 |
| | Admin. Support, WM, Remediation | | 100% | | | | | 1 |
| | Arts, Entertainment, and Recreation | 68% | 24% | 4% | 4% | | | 25 |
| | Construction | 38% | 63% | | | | | 8 |
| | Educational Services | 50% | 50% | | | | | 4 |
| | Finance and Insurance | 9% | 36% | 9% | 27% | | 18% | 11 |
| | Health Care and Social Assistance | 47% | 30% | 7% | 3% | | 13% | 30 |
| | Information | 100% | | | | | | 2 |
| | Manufacturing | 50% | 25% | | 25% | | | 4 |
| | Prof., Scientific and Tech. Services | 49% | 34% | 6% | 6% | | 4% | 47 |
| | Real Estate Rental and Leasing | 40% | 10% | | 20% | | 30% | 10 |
| | Retail Trade | 52% | 31% | 7% | 3% | 7% | | 29 |
| | Transportation and Warehousing | 50% | 50% | | | | | 2 |
| | Wholesale Trade | 43% | 43% | 14% | | | | 7 |
| | Other industry | 42% | 27% | 15% | 8% | | 8% | 26 |
| Other services | 53% | 27% | 7% | | | 13% | 15 | |

Q28e: How important do you expect the following things will be to your business in the future? Resiliency planning

| | | <u>Very important</u> | <u>Somewhat important</u> | <u>Not very important</u> | <u>Not important at all</u> | <u>Don't know/Not sure</u> | <u>Not applicable</u> | <u>N</u> |
|---|--------------------------------------|-----------------------|---------------------------|---------------------------|-----------------------------|----------------------------|-----------------------|----------|
| Overall | June 2020 | 34% | 43% | 12% | 3% | 3% | 6% | 68 |
| | February 2021 | 20% | 42% | 21% | 7% | 4% | 6% | 246 |
| Current Number of Employees | 0-1 employees | 20% | 35% | 14% | 12% | 5% | 13% | 93 |
| | 2-9 employees | 16% | 45% | 27% | 6% | 4% | 1% | 93 |
| | 10-25 employees | 33% | 51% | 14% | | 2% | | 43 |
| | More than 25 employees | 12% | 35% | 41% | 6% | | 6% | 17 |
| Open Status | Remained open | 14% | 39% | 22% | 10% | 6% | 8% | 107 |
| | Reduced hours of operation | 26% | 44% | 20% | 5% | 4% | 1% | 97 |
| | Closed temporarily | 22% | 51% | 16% | 3% | 1% | 6% | 67 |
| Contingency or Resiliency Plan | Had plan before COVID | 29% | 45% | 13% | 3% | 6% | 3% | 31 |
| | Developed plan since COVID | 36% | 49% | 11% | 2% | 2% | | 45 |
| | Don't have plan | 13% | 42% | 26% | 10% | 3% | 5% | 130 |
| | Don't know/Not applicable | 20% | 30% | 20% | 8% | 8% | 15% | 40 |
| Remote Work | Employees working remotely | 29% | 46% | 17% | 3% | 1% | 3% | 69 |
| | Employees not working remotely | 17% | 40% | 22% | 9% | 5% | 7% | 175 |
| COVID-19 Effect on Revenue | Revenue increased | 5% | 59% | 18% | 9% | 5% | 5% | 22 |
| | Revenue stayed the same | 18% | 34% | 27% | 8% | 6% | 6% | 62 |
| | Revenue decreased | 23% | 42% | 18% | 7% | 3% | 6% | 158 |
| Change # of Employees Since Feb 2020 | More employees | 21% | 47% | 24% | 6% | 3% | | 34 |
| | Same number of employees | 20% | 39% | 18% | 9% | 5% | 10% | 125 |
| | Fewer employees | 21% | 44% | 24% | 6% | 3% | 2% | 87 |
| Confidence Operating in 12 Months | Very confident | 16% | 44% | 23% | 8% | 2% | 6% | 154 |
| | Somewhat confident | 22% | 41% | 18% | 6% | 9% | 4% | 68 |
| | Not very or not at all confident | 41% | 29% | 18% | | 6% | 6% | 17 |
| Industry | Accommodation and Food Services | 20% | 56% | 20% | 4% | | | 25 |
| | Admin. Support, WM, Remediation | | | 100% | | | | 1 |
| | Arts, Entertainment, and Recreation | 32% | 40% | 16% | 4% | 4% | 4% | 25 |
| | Construction | | 38% | 38% | | 13% | 13% | 8 |
| | Educational Services | 50% | | | 50% | | | 4 |
| | Finance and Insurance | | 50% | 20% | 10% | | 20% | 10 |
| | Health Care and Social Assistance | 23% | 57% | 7% | 3% | 3% | 7% | 30 |
| | Information | 50% | | | 50% | | | 2 |
| | Manufacturing | 25% | 25% | | | 50% | | 4 |
| | Prof., Scientific and Tech. Services | 19% | 38% | 21% | 11% | 2% | 9% | 47 |
| | Real Estate Rental and Leasing | 10% | 20% | 30% | 20% | 10% | 10% | 10 |
| | Retail Trade | 20% | 47% | 23% | 7% | 3% | | 30 |
| | Transportation and Warehousing | | 100% | | | | | 2 |
| | Wholesale Trade | 29% | 43% | 14% | 14% | | | 7 |
| | Other industry | 15% | 38% | 35% | 4% | | 8% | 26 |
| Other services | 27% | 27% | 27% | | 13% | 7% | 15 | |

Q28f: How important do you expect the following things will be to your business in the future? Cybersecurity

| | | <u>Very important</u> | <u>Somewhat important</u> | <u>Not very important</u> | <u>Not important at all</u> | <u>Don't know/Not sure</u> | <u>Not applicable</u> | <u>N</u> |
|---|--------------------------------------|-----------------------|---------------------------|---------------------------|-----------------------------|----------------------------|-----------------------|----------|
| Overall | June 2020 | 19% | 41% | 18% | 15% | 1% | 6% | 68 |
| | February 2021 | 29% | 37% | 19% | 7% | 2% | 8% | 248 |
| Current Number of Employees | 0-1 employees | 27% | 35% | 16% | 7% | 1% | 14% | 94 |
| | 2-9 employees | 28% | 38% | 18% | 9% | 1% | 6% | 94 |
| | 10-25 employees | 42% | 35% | 21% | 2% | | | 43 |
| | More than 25 employees | 12% | 41% | 29% | 6% | 12% | | 17 |
| Open Status | Remained open | 31% | 42% | 15% | 5% | 1% | 7% | 108 |
| | Reduced hours of operation | 24% | 37% | 21% | 9% | 2% | 6% | 98 |
| | Closed temporarily | 27% | 22% | 27% | 10% | 3% | 10% | 67 |
| Contingency or Resiliency Plan | Had plan before COVID | 35% | 32% | 19% | 3% | | 10% | 31 |
| | Developed plan since COVID | 30% | 33% | 17% | 11% | 2% | 7% | 46 |
| | Don't have plan | 29% | 38% | 18% | 7% | 2% | 6% | 130 |
| | Don't know/Not applicable | 20% | 39% | 22% | 5% | 2% | 12% | 41 |
| Remote Work | Employees working remotely | 39% | 34% | 21% | 3% | | 3% | 70 |
| | Employees not working remotely | 25% | 38% | 17% | 9% | 2% | 10% | 176 |
| COVID-19 Effect on Revenue | Revenue increased | 36% | 32% | 14% | 9% | | 9% | 22 |
| | Revenue stayed the same | 34% | 45% | 11% | 3% | 3% | 3% | 62 |
| | Revenue decreased | 25% | 34% | 23% | 8% | 1% | 9% | 160 |
| Change # of Employees Since Feb 2020 | More employees | 26% | 44% | 18% | 3% | | 9% | 34 |
| | Same number of employees | 33% | 37% | 13% | 6% | 2% | 10% | 126 |
| | Fewer employees | 23% | 34% | 27% | 10% | 1% | 5% | 88 |
| Confidence Operating in 12 Months | Very confident | 28% | 39% | 19% | 6% | 1% | 8% | 156 |
| | Somewhat confident | 25% | 32% | 21% | 10% | 3% | 9% | 68 |
| | Not very or not at all confident | 41% | 35% | 18% | | | 6% | 17 |
| Industry | Accommodation and Food Services | 8% | 38% | 35% | 12% | 4% | 4% | 26 |
| | Admin. Support, WM, Remediation | | | 100% | | | | 1 |
| | Arts, Entertainment, and Recreation | 32% | 28% | 20% | 8% | 4% | 8% | 25 |
| | Construction | 38% | 38% | | 13% | | 13% | 8 |
| | Educational Services | | 75% | | 25% | | | 4 |
| | Finance and Insurance | 36% | 36% | | 18% | | 9% | 11 |
| | Health Care and Social Assistance | 37% | 33% | 17% | 3% | | 10% | 30 |
| | Information | 50% | | | 50% | | | 2 |
| | Manufacturing | 25% | 75% | | | | | 4 |
| | Prof., Scientific and Tech. Services | 36% | 38% | 19% | | | 6% | 47 |
| | Real Estate Rental and Leasing | 50% | 20% | 20% | | | 10% | 10 |
| | Retail Trade | 30% | 33% | 20% | 10% | 3% | 3% | 30 |
| | Transportation and Warehousing | | | 50% | 50% | | | 2 |
| | Wholesale Trade | 29% | 43% | 29% | | | | 7 |
| | Other industry | 15% | 46% | 15% | 8% | | 15% | 26 |
| Other services | 27% | 40% | 13% | | 7% | 13% | 15 | |

Q28g: How important do you expect the following things will be to your business in the future? Hiring new employees

| | | <u>Very important</u> | <u>Somewhat important</u> | <u>Not very important</u> | <u>Not important at all</u> | <u>Don't know/Not sure</u> | <u>Not applicable</u> | <u>N</u> |
|---|--------------------------------------|-----------------------|---------------------------|---------------------------|-----------------------------|----------------------------|-----------------------|----------|
| Overall | June 2020 | 41% | 15% | 19% | 6% | 4% | 15% | 68 |
| | February 2021 | 28% | 29% | 15% | 9% | 2% | 17% | 246 |
| Current Number of Employees | 0-1 employees | 19% | 20% | 11% | 9% | 2% | 39% | 93 |
| | 2-9 employees | 29% | 32% | 17% | 11% | 4% | 6% | 93 |
| | 10-25 employees | 37% | 42% | 19% | 2% | | | 43 |
| | More than 25 employees | 41% | 24% | 24% | 12% | | | 17 |
| Open Status | Remained open | 22% | 26% | 17% | 11% | 3% | 21% | 106 |
| | Reduced hours of operation | 28% | 37% | 14% | 8% | 1% | 12% | 98 |
| | Closed temporarily | 40% | 24% | 15% | 1% | 3% | 16% | 67 |
| Contingency or Resiliency Plan | Had plan before COVID | 23% | 39% | 10% | 6% | 3% | 19% | 31 |
| | Developed plan since COVID | 30% | 35% | 13% | 2% | 2% | 17% | 46 |
| | Don't have plan | 31% | 23% | 18% | 10% | 3% | 15% | 129 |
| | Don't know/Not applicable | 18% | 33% | 15% | 13% | | 23% | 40 |
| Remote Work | Employees working remotely | 26% | 39% | 22% | 9% | | 4% | 69 |
| | Employees not working remotely | 28% | 25% | 13% | 9% | 3% | 22% | 175 |
| COVID-19 Effect on Revenue | Revenue increased | 24% | 29% | 14% | 14% | | 19% | 21 |
| | Revenue stayed the same | 16% | 35% | 18% | 11% | 3% | 16% | 62 |
| | Revenue decreased | 33% | 25% | 15% | 7% | 3% | 17% | 159 |
| Change # of Employees Since Feb 2020 | More employees | 18% | 47% | 21% | 12% | | 3% | 34 |
| | Same number of employees | 24% | 22% | 12% | 9% | 5% | 28% | 124 |
| | Fewer employees | 36% | 32% | 18% | 7% | | 7% | 88 |
| Confidence Operating in 12 Months | Very confident | 23% | 30% | 17% | 10% | 1% | 19% | 154 |
| | Somewhat confident | 32% | 31% | 10% | 6% | 6% | 15% | 68 |
| | Not very or not at all confident | 41% | 18% | 18% | 6% | | 18% | 17 |
| Industry | Accommodation and Food Services | 42% | 46% | 12% | | | | 26 |
| | Admin. Support, WM, Remediation | | | 100% | | | | 1 |
| | Arts, Entertainment, and Recreation | 20% | 28% | 16% | 8% | | 28% | 25 |
| | Construction | 38% | 25% | | 13% | | 25% | 8 |
| | Educational Services | 25% | 25% | | 25% | | 25% | 4 |
| | Finance and Insurance | 20% | 30% | 20% | | | 30% | 10 |
| | Health Care and Social Assistance | 23% | 23% | 17% | 10% | 3% | 23% | 30 |
| | Information | 50% | 50% | | | | | 2 |
| | Manufacturing | 25% | 50% | | | | 25% | 4 |
| | Prof., Scientific and Tech. Services | 28% | 23% | 19% | 11% | 2% | 17% | 47 |
| | Real Estate Rental and Leasing | 30% | 20% | | 10% | | 40% | 10 |
| | Retail Trade | 33% | 30% | 17% | 10% | | 10% | 30 |
| | Transportation and Warehousing | 50% | | 50% | | | | 2 |
| | Wholesale Trade | 33% | 33% | 17% | 17% | | | 6 |
| | Other industry | 23% | 35% | 12% | 12% | 8% | 12% | 26 |
| Other services | 13% | 20% | 27% | 7% | 13% | 20% | 15 | |

Q28h: How important do you expect the following things will be to your business in the future? Health and safety guidance

| | | <u>Very important</u> | <u>Somewhat important</u> | <u>Not very important</u> | <u>Not important at all</u> | <u>Don't know/Not sure</u> | <u>Not applicable</u> | <u>N</u> |
|---|--------------------------------------|-----------------------|---------------------------|---------------------------|-----------------------------|----------------------------|-----------------------|----------|
| Overall | June 2020 | 47% | 29% | 16% | 3% | | 4% | 68 |
| | February 2021 | 32% | 39% | 17% | 4% | 2% | 6% | 246 |
| Current Number of Employees | 0-1 employees | 31% | 34% | 11% | 9% | 3% | 12% | 93 |
| | 2-9 employees | 30% | 44% | 20% | 1% | 1% | 3% | 93 |
| | 10-25 employees | 42% | 35% | 21% | 2% | | | 43 |
| | More than 25 employees | 24% | 41% | 29% | 6% | | | 17 |
| Open Status | Remained open | 17% | 42% | 23% | 7% | 1% | 10% | 107 |
| | Reduced hours of operation | 40% | 36% | 18% | 2% | 3% | 1% | 97 |
| | Closed temporarily | 48% | 39% | 7% | 3% | 1% | 1% | 67 |
| Contingency or Resiliency Plan | Had plan before COVID | 29% | 32% | 23% | 6% | | 10% | 31 |
| | Developed plan since COVID | 47% | 29% | 13% | 2% | 4% | 4% | 45 |
| | Don't have plan | 26% | 46% | 18% | 5% | | 5% | 129 |
| | Don't know/Not applicable | 37% | 32% | 17% | 2% | 5% | 7% | 41 |
| Remote Work | Employees working remotely | 36% | 32% | 26% | 3% | 1% | 1% | 69 |
| | Employees not working remotely | 30% | 42% | 14% | 5% | 2% | 7% | 175 |
| COVID-19 Effect on Revenue | Revenue increased | 14% | 50% | 14% | 14% | | 9% | 22 |
| | Revenue stayed the same | 26% | 38% | 25% | 3% | | 8% | 61 |
| | Revenue decreased | 36% | 38% | 16% | 4% | 3% | 4% | 159 |
| Change # of Employees Since Feb 2020 | More employees | 29% | 44% | 18% | 6% | | 3% | 34 |
| | Same number of employees | 28% | 39% | 18% | 5% | 2% | 8% | 125 |
| | Fewer employees | 39% | 36% | 17% | 3% | 1% | 3% | 87 |
| Confidence Operating in 12 Months | Very confident | 28% | 38% | 19% | 5% | 1% | 8% | 156 |
| | Somewhat confident | 37% | 37% | 16% | 4% | 1% | 3% | 67 |
| | Not very or not at all confident | 44% | 44% | 6% | | 6% | | 16 |
| Industry | Accommodation and Food Services | 46% | 35% | 15% | | 4% | | 26 |
| | Admin. Support, WM, Remediation | | 100% | | | | | 1 |
| | Arts, Entertainment, and Recreation | 40% | 44% | 4% | 4% | | 8% | 25 |
| | Construction | 38% | 38% | 13% | | | 13% | 8 |
| | Educational Services | 25% | 25% | 25% | 25% | | | 4 |
| | Finance and Insurance | 18% | 18% | 36% | | 9% | 18% | 11 |
| | Health Care and Social Assistance | 60% | 27% | 7% | 3% | | 3% | 30 |
| | Information | | | | 100% | | | 1 |
| | Manufacturing | 25% | 75% | | | | | 4 |
| | Prof., Scientific and Tech. Services | 19% | 40% | 26% | 4% | 2% | 9% | 47 |
| | Real Estate Rental and Leasing | 30% | 30% | 20% | 10% | | 10% | 10 |
| | Retail Trade | 37% | 43% | 13% | 7% | | | 30 |
| | Transportation and Warehousing | | | 100% | | | | 2 |
| | Wholesale Trade | 17% | 67% | 17% | | | | 6 |
| | Other industry | 15% | 35% | 27% | 8% | 4% | 12% | 26 |
| Other services | 27% | 60% | 13% | | | | 15 | |

Q28i: How important do you expect the following things will be to your business in the future? Access to COVID-19 vaccine for employees

| | | <u>Very important</u> | <u>Somewhat important</u> | <u>Not very important</u> | <u>Not important at all</u> | <u>Don't know/Not sure</u> | <u>Not applicable</u> | <u>N</u> |
|---|--------------------------------------|-----------------------|---------------------------|---------------------------|-----------------------------|----------------------------|-----------------------|----------|
| Overall | February 2021 | 44% | 26% | 9% | 7% | 1% | 12% | 246 |
| Current Number of Employees | 0-1 employees | 35% | 17% | 6% | 11% | 2% | 28% | 93 |
| | 2-9 employees | 47% | 28% | 13% | 6% | 1% | 4% | 93 |
| | 10-25 employees | 58% | 35% | 5% | 2% | | | 43 |
| | More than 25 employees | 41% | 47% | 6% | 6% | | | 17 |
| Open Status | Remained open | 33% | 36% | 10% | 9% | | 12% | 107 |
| | Reduced hours of operation | 55% | 22% | 5% | 6% | 1% | 11% | 97 |
| | Closed temporarily | 52% | 16% | 9% | 7% | 3% | 12% | 67 |
| Contingency or Resiliency Plan | Had plan before COVID | 35% | 32% | 13% | 13% | 3% | 3% | 31 |
| | Developed plan since COVID | 57% | 13% | 7% | 9% | 2% | 13% | 46 |
| | Don't have plan | 42% | 33% | 7% | 6% | | 12% | 129 |
| | Don't know/Not applicable | 45% | 18% | 13% | 5% | 3% | 18% | 40 |
| Remote Work | Employees working remotely | 56% | 31% | 6% | 4% | | 3% | 68 |
| | Employees not working remotely | 39% | 25% | 10% | 9% | 2% | 16% | 176 |
| COVID-19 Effect on Revenue | Revenue increased | 32% | 36% | 9% | 9% | | 14% | 22 |
| | Revenue stayed the same | 39% | 31% | 8% | 11% | | 11% | 62 |
| | Revenue decreased | 48% | 23% | 9% | 6% | 2% | 12% | 158 |
| Change # of Employees Since Feb 2020 | More employees | 47% | 35% | 6% | 9% | 3% | | 34 |
| | Same number of employees | 34% | 25% | 10% | 8% | 1% | 22% | 124 |
| | Fewer employees | 58% | 25% | 7% | 6% | 1% | 3% | 88 |
| Confidence Operating in 12 Months | Very confident | 41% | 30% | 10% | 8% | 1% | 11% | 155 |
| | Somewhat confident | 47% | 22% | 6% | 7% | 3% | 15% | 68 |
| | Not very or not at all confident | 69% | 6% | 13% | | | 13% | 16 |
| Industry | Accommodation and Food Services | 62% | 27% | 12% | | | | 26 |
| | Admin. Support, WM, Remediation | | | 100% | | | | 1 |
| | Arts, Entertainment, and Recreation | 48% | 8% | 16% | 4% | 4% | 20% | 25 |
| | Construction | 50% | 13% | 13% | 13% | | 13% | 8 |
| | Educational Services | 25% | 25% | | 25% | | 25% | 4 |
| | Finance and Insurance | 30% | 40% | | 10% | | 20% | 10 |
| | Health Care and Social Assistance | 50% | 23% | | 17% | | 10% | 30 |
| | Information | | | | 100% | | | 1 |
| | Manufacturing | 50% | 25% | | | | 25% | 4 |
| | Prof., Scientific and Tech. Services | 45% | 34% | 4% | 4% | | 13% | 47 |
| | Real Estate Rental and Leasing | 50% | 10% | 20% | | | 20% | 10 |
| | Retail Trade | 50% | 27% | 10% | 13% | | | 30 |
| | Transportation and Warehousing | 100% | | | | | | 2 |
| | Wholesale Trade | 43% | 14% | 29% | 14% | | | 7 |
| | Other industry | 15% | 42% | 12% | | 8% | 23% | 26 |
| Other services | 40% | 33% | | 7% | | 20% | 15 | |

Q28o: How important do you expect the following things will be to your business in the future? Other

| | | <u>Very important</u> | <u>Somewhat important</u> | <u>Not very important</u> | <u>Not important at all</u> | <u>Don't know/Not sure</u> | <u>N</u> |
|---|--------------------------------------|-----------------------|---------------------------|---------------------------|-----------------------------|----------------------------|----------|
| Overall | June 2020 | 67% | | | 33% | | 3 |
| | February 2021 | 33% | 7% | 20% | 27% | 13% | 15 |
| Current Number of Employees | 0-1 employees | 38% | 13% | | 25% | 25% | 8 |
| | 2-9 employees | 33% | | 33% | 33% | | 3 |
| | 10-25 employees | 50% | | 50% | | | 2 |
| | More than 25 employees | | | 50% | 50% | | 2 |
| Open Status | Remained open | 14% | | 29% | 57% | | 7 |
| | Reduced hours of operation | 33% | 17% | 17% | | 33% | 6 |
| | Closed temporarily | 80% | | | | 20% | 5 |
| Contingency or Resiliency Plan | Had plan before COVID | 67% | | | 33% | | 3 |
| | Developed plan since COVID | 25% | | 25% | 25% | 25% | 4 |
| | Don't have plan | 14% | 14% | 29% | 29% | 14% | 7 |
| | Don't know/Not applicable | 100% | | | | | 1 |
| Remote Work | Employees working remotely | 50% | | | 50% | | 2 |
| | Employees not working remotely | 31% | 8% | 23% | 23% | 15% | 13 |
| COVID-19 Effect on Revenue | Revenue increased | 33% | | | 67% | | 3 |
| | Revenue stayed the same | | | 50% | 50% | | 4 |
| | Revenue decreased | 50% | 13% | 13% | | 25% | 8 |
| Change # of Employees Since Feb 2020 | More employees | 67% | | | 33% | | 3 |
| | Same number of employees | 11% | 11% | 33% | 33% | 11% | 9 |
| | Fewer employees | 67% | | | | 33% | 3 |
| Confidence Operating in 12 Months | Very confident | 11% | | 33% | 44% | 11% | 9 |
| | Somewhat confident | 75% | 25% | | | | 4 |
| | Not very or not at all confident | | | | | 100% | 1 |
| Industry | Arts, Entertainment, and Recreation | 50% | | | 50% | | 2 |
| | Educational Services | | | | 100% | | 1 |
| | Health Care and Social Assistance | 50% | | 25% | 25% | | 4 |
| | Prof., Scientific and Tech. Services | 50% | | 50% | | | 2 |
| | Real Estate Rental and Leasing | | | | | 100% | 1 |
| | Retail Trade | | 33% | | 33% | 33% | 3 |
| | Other industry | 50% | | 50% | | | 2 |

Q29a: Based on what you know now, how confident are you that your business will continue to be operating in 1 month?

| | | <u>Very confident</u> | <u>Somewhat confident</u> | <u>Not very confident</u> | <u>Not at all confident</u> | <u>Don't know/Not sure</u> | <u>N</u> |
|---|--------------------------------------|-----------------------|---------------------------|---------------------------|-----------------------------|----------------------------|----------|
| Overall | June 2020 | 79% | 15% | 3% | 3% | | 66 |
| | February 2021 | 84% | 11% | 2% | 2% | 0% | 244 |
| Current Number of Employees | 0-1 employees | 76% | 17% | 2% | 4% | 1% | 90 |
| | 2-9 employees | 88% | 9% | 2% | 1% | | 94 |
| | 10-25 employees | 93% | 5% | | 2% | | 43 |
| | More than 25 employees | 88% | 12% | | | | 17 |
| Open Status | Remained open | 97% | 3% | | | | 107 |
| | Reduced hours of operation | 78% | 17% | 3% | 2% | | 96 |
| | Closed temporarily | 73% | 17% | 3% | 6% | 2% | 66 |
| Contingency or Resiliency Plan | Had plan before COVID | 93% | 7% | | | | 30 |
| | Developed plan since COVID | 74% | 24% | | 2% | | 46 |
| | Don't have plan | 88% | 6% | 3% | 3% | | 125 |
| | Don't know/Not applicable | 79% | 16% | | 2% | 2% | 43 |
| Remote Work | Employees working remotely | 92% | 7% | | 1% | | 71 |
| | Employees not working remotely | 81% | 13% | 2% | 3% | 1% | 170 |
| COVID-19 Effect on Revenue | Revenue increased | 100% | | | | | 20 |
| | Revenue stayed the same | 97% | 2% | 2% | | | 62 |
| | Revenue decreased | 78% | 16% | 2% | 4% | 1% | 158 |
| Change # of Employees Since Feb 2020 | More employees | 91% | 6% | | 3% | | 34 |
| | Same number of employees | 85% | 11% | 2% | 1% | 1% | 123 |
| | Fewer employees | 82% | 13% | 1% | 5% | | 87 |
| Confidence Operating in 12 Months | Very confident | 97% | 2% | 1% | 1% | | 152 |
| | Somewhat confident | 67% | 26% | 3% | 3% | 1% | 69 |
| | Not very or not at all confident | 56% | 22% | 6% | 17% | | 18 |
| Industry | Accommodation and Food Services | 76% | 24% | | | | 25 |
| | Admin. Support, WM, Remediation | 100% | | | | | 1 |
| | Arts, Entertainment, and Recreation | 76% | 12% | 8% | | 4% | 25 |
| | Construction | 100% | | | | | 7 |
| | Educational Services | 100% | | | | | 4 |
| | Finance and Insurance | 91% | 9% | | | | 11 |
| | Health Care and Social Assistance | 90% | 3% | 3% | 3% | | 29 |
| | Information | 50% | 50% | | | | 2 |
| | Manufacturing | 75% | 25% | | | | 4 |
| | Prof., Scientific and Tech. Services | 93% | 4% | | 2% | | 46 |
| | Real Estate Rental and Leasing | 90% | 10% | | | | 10 |
| | Retail Trade | 79% | 10% | 3% | 7% | | 29 |
| | Transportation and Warehousing | 50% | | | 50% | | 2 |
| | Wholesale Trade | 100% | | | | | 6 |
| | Other industry | 79% | 18% | | 4% | | 28 |
| Other services | 80% | 20% | | | | 15 | |

Q29b: Based on what you know now, how confident are you that your business will continue to be operating in 3 months?

| | | <u>Very confident</u> | <u>Somewhat confident</u> | <u>Not very confident</u> | <u>Not at all confident</u> | <u>Don't know/Not sure</u> | <u>N</u> |
|---|--------------------------------------|-----------------------|---------------------------|---------------------------|-----------------------------|----------------------------|----------|
| Overall | June 2020 | 63% | 28% | 6% | 3% | | 67 |
| | February 2021 | 80% | 17% | 1% | 2% | 0% | 245 |
| Current Number of Employees | 0-1 employees | 67% | 26% | 1% | 4% | 1% | 91 |
| | 2-9 employees | 85% | 13% | 1% | 1% | | 94 |
| | 10-25 employees | 91% | 7% | 2% | | | 43 |
| | More than 25 employees | 88% | 12% | | | | 17 |
| Open Status | Remained open | 95% | 5% | | | | 107 |
| | Reduced hours of operation | 69% | 28% | 2% | 1% | | 97 |
| | Closed temporarily | 65% | 24% | 3% | 6% | 2% | 66 |
| Contingency or Resiliency Plan | Had plan before COVID | 93% | 7% | | | | 30 |
| | Developed plan since COVID | 72% | 26% | | 2% | | 46 |
| | Don't have plan | 81% | 14% | 2% | 2% | | 126 |
| | Don't know/Not applicable | 74% | 21% | | 2% | 2% | 43 |
| Remote Work | Employees working remotely | 92% | 7% | 1% | | | 71 |
| | Employees not working remotely | 74% | 21% | 1% | 3% | 1% | 171 |
| COVID-19 Effect on Revenue | Revenue increased | 100% | | | | | 20 |
| | Revenue stayed the same | 95% | 5% | | | | 62 |
| | Revenue decreased | 71% | 23% | 2% | 3% | 1% | 159 |
| Change # of Employees Since Feb 2020 | More employees | 91% | 6% | | 3% | | 34 |
| | Same number of employees | 81% | 15% | 2% | 1% | 1% | 124 |
| | Fewer employees | 72% | 23% | 1% | 3% | | 87 |
| Confidence Operating in 12 Months | Very confident | 97% | 2% | 1% | | | 152 |
| | Somewhat confident | 55% | 39% | 1% | 3% | 1% | 69 |
| | Not very or not at all confident | 39% | 44% | | 17% | | 18 |
| Industry | Accommodation and Food Services | 68% | 32% | | | | 25 |
| | Admin. Support, WM, Remediation | 100% | | | | | 1 |
| | Arts, Entertainment, and Recreation | 72% | 20% | 4% | | 4% | 25 |
| | Construction | 86% | 14% | | | | 7 |
| | Educational Services | 100% | | | | | 4 |
| | Finance and Insurance | 91% | 9% | | | | 11 |
| | Health Care and Social Assistance | 90% | 3% | 3% | 3% | | 29 |
| | Information | 50% | 50% | | | | 2 |
| | Manufacturing | 75% | 25% | | | | 4 |
| | Prof., Scientific and Tech. Services | 91% | 7% | | 2% | | 46 |
| | Real Estate Rental and Leasing | 80% | 20% | | | | 10 |
| | Retail Trade | 69% | 24% | | 7% | | 29 |
| | Transportation and Warehousing | 50% | | 50% | | | 2 |
| | Wholesale Trade | 100% | | | | | 6 |
| | Other industry | 72% | 24% | | 3% | | 29 |
| Other services | 73% | 27% | | | | 15 | |

Q29c: Based on what you know now, how confident are you that your business will continue to be operating in 6 months?

| | | <u>Very confident</u> | <u>Somewhat confident</u> | <u>Not very confident</u> | <u>Not at all confident</u> | <u>Don't know/Not sure</u> | <u>N</u> |
|---|--------------------------------------|-----------------------|---------------------------|---------------------------|-----------------------------|----------------------------|----------|
| Overall | June 2020 | 44% | 33% | 12% | 9% | 2% | 66 |
| | February 2021 | 71% | 22% | 4% | 2% | 1% | 245 |
| Current Number of Employees | 0-1 employees | 64% | 23% | 9% | 2% | 2% | 91 |
| | 2-9 employees | 76% | 21% | 1% | 2% | | 94 |
| | 10-25 employees | 74% | 26% | | | | 43 |
| | More than 25 employees | 82% | 12% | | | 6% | 17 |
| Open Status | Remained open | 86% | 13% | | | 1% | 107 |
| | Reduced hours of operation | 63% | 28% | 6% | 2% | 1% | 96 |
| | Closed temporarily | 57% | 34% | 4% | 3% | 1% | 67 |
| Contingency or Resiliency Plan | Had plan before COVID | 83% | 17% | | | | 30 |
| | Developed plan since COVID | 65% | 22% | 11% | | 2% | 46 |
| | Don't have plan | 71% | 22% | 2% | 3% | 1% | 125 |
| | Don't know/Not applicable | 70% | 25% | 2% | | 2% | 44 |
| Remote Work | Employees working remotely | 80% | 15% | 3% | | 1% | 71 |
| | Employees not working remotely | 67% | 25% | 4% | 2% | 1% | 171 |
| COVID-19 Effect on Revenue | Revenue increased | 95% | 5% | | | | 20 |
| | Revenue stayed the same | 94% | 6% | | | | 62 |
| | Revenue decreased | 60% | 30% | 6% | 3% | 2% | 159 |
| Change # of Employees Since Feb 2020 | More employees | 85% | 12% | | | 3% | 34 |
| | Same number of employees | 76% | 20% | 3% | 1% | 1% | 123 |
| | Fewer employees | 60% | 30% | 6% | 3% | 1% | 88 |
| Confidence Operating in 12 Months | Very confident | 98% | 2% | | | | 152 |
| | Somewhat confident | 32% | 65% | 1% | | 1% | 69 |
| | Not very or not at all confident | 11% | 28% | 39% | 22% | | 18 |
| Industry | Accommodation and Food Services | 65% | 31% | 4% | | | 26 |
| | Admin. Support, WM, Remediation | 100% | | | | | 1 |
| | Arts, Entertainment, and Recreation | 60% | 28% | 4% | | 8% | 25 |
| | Construction | 71% | 29% | | | | 7 |
| | Educational Services | 100% | | | | | 4 |
| | Finance and Insurance | 91% | | | | 9% | 11 |
| | Health Care and Social Assistance | 83% | 14% | | 3% | | 29 |
| | Information | | 100% | | | | 2 |
| | Manufacturing | 75% | 25% | | | | 4 |
| | Prof., Scientific and Tech. Services | 80% | 13% | 7% | | | 46 |
| | Real Estate Rental and Leasing | 80% | 10% | 10% | | | 10 |
| | Retail Trade | 59% | 28% | 3% | 10% | | 29 |
| | Transportation and Warehousing | | 100% | | | | 2 |
| | Wholesale Trade | 83% | 17% | | | | 6 |
| | Other industry | 75% | 21% | 4% | | | 28 |
| | Other services | 53% | 40% | 7% | | | 15 |

Q29d: Based on what you know now, how confident are you that your business will continue to be operating in 12 months?

| | | <u>Very confident</u> | <u>Somewhat confident</u> | <u>Not very confident</u> | <u>Not at all confident</u> | <u>Don't know/Not sure</u> | <u>N</u> |
|---|--------------------------------------|-----------------------|---------------------------|---------------------------|-----------------------------|----------------------------|----------|
| Overall | June 2020 | 33% | 37% | 16% | 9% | 4% | 67 |
| | February 2021 | 63% | 28% | 6% | 2% | 2% | 249 |
| Current Number of Employees | 0-1 employees | 53% | 33% | 9% | 2% | 3% | 93 |
| | 2-9 employees | 69% | 25% | 4% | 2% | | 96 |
| | 10-25 employees | 65% | 30% | 5% | | | 43 |
| | More than 25 employees | 82% | 6% | | | 12% | 17 |
| Open Status | Remained open | 77% | 18% | 3% | | 2% | 109 |
| | Reduced hours of operation | 53% | 34% | 8% | 2% | 3% | 98 |
| | Closed temporarily | 46% | 45% | 3% | 3% | 3% | 67 |
| Contingency or Resiliency Plan | Had plan before COVID | 71% | 23% | 3% | | 3% | 31 |
| | Developed plan since COVID | 61% | 28% | 7% | | 4% | 46 |
| | Don't have plan | 68% | 22% | 5% | 3% | 2% | 129 |
| | Don't know/Not applicable | 44% | 49% | 7% | | | 43 |
| Remote Work | Employees working remotely | 71% | 21% | 7% | | 1% | 72 |
| | Employees not working remotely | 60% | 30% | 5% | 2% | 2% | 174 |
| COVID-19 Effect on Revenue | Revenue increased | 95% | 5% | | | | 22 |
| | Revenue stayed the same | 85% | 11% | 2% | | 2% | 62 |
| | Revenue decreased | 50% | 37% | 8% | 2% | 2% | 161 |
| Change # of Employees Since Feb 2020 | More employees | 85% | 12% | | | 3% | 34 |
| | Same number of employees | 69% | 24% | 6% | 1% | 1% | 126 |
| | Fewer employees | 46% | 39% | 8% | 3% | 3% | 89 |
| Confidence Operating in 12 Months | Very confident | 100% | | | | | 157 |
| | Somewhat confident | | 100% | | | | 69 |
| | Not very or not at all confident | | | 78% | 22% | | 18 |
| Industry | Accommodation and Food Services | 48% | 44% | 4% | | 4% | 25 |
| | Admin. Support, WM, Remediation | 100% | | | | | 1 |
| | Arts, Entertainment, and Recreation | 60% | 32% | 4% | | 4% | 25 |
| | Construction | 63% | 38% | | | | 8 |
| | Educational Services | 75% | 25% | | | | 4 |
| | Finance and Insurance | 82% | | | | 18% | 11 |
| | Health Care and Social Assistance | 73% | 20% | 3% | 3% | | 30 |
| | Information | | 50% | 50% | | | 2 |
| | Manufacturing | 75% | 25% | | | | 4 |
| | Prof., Scientific and Tech. Services | 70% | 21% | 6% | | 2% | 47 |
| | Real Estate Rental and Leasing | 80% | 10% | 10% | | | 10 |
| | Retail Trade | 50% | 30% | 10% | 10% | | 30 |
| | Transportation and Warehousing | 50% | 50% | | | | 2 |
| | Wholesale Trade | 71% | 29% | | | | 7 |
| | Other industry | 68% | 29% | 4% | | | 28 |
| Other services | 40% | 47% | 13% | | | 15 | |

Q30: Which of the following innovations or modifications have you implemented at your business as a result of the COVID-19 pandemic? (Please select all that apply)

| | | <u>Collaborating with other businesses</u> | <u>Curbside delivery</u> | <u>E-commerce</u> | <u>Employees working from home</u> | <u>Home delivery</u> |
|---|--------------------------------------|--|------------------------------|-------------------|--|----------------------|
| Overall | June 2020 | 27% | 24% | 27% | 46% | 12% |
| | February 2021 | 22% | 24% | 21% | 41% | 11% |
| Current Number of Employees | 0-1 employees | 22% | 19% | 18% | 31% | 13% |
| | 2-9 employees | 19% | 23% | 21% | 40% | 9% |
| | 10-25 employees | 26% | 33% | 33% | 56% | 14% |
| | More than 25 employees | 22% | 28% | 11% | 67% | 6% |
| Open Status | Remained open | 15% | 9% | 11% | 53% | 6% |
| | Reduced hours of operation | 29% | 35% | 29% | 34% | 15% |
| | Closed temporarily | 32% | 40% | 29% | 22% | 15% |
| Contingency or Resiliency Plan | Had plan before COVID | 32% | 16% | 23% | 45% | 13% |
| | Developed plan since COVID | 33% | 35% | 39% | 39% | 20% |
| | Don't have plan | 16% | 23% | 15% | 39% | 8% |
| | Don't know/Not applicable | 18% | 18% | 18% | 45% | 9% |
| Remote Work | Employees working remotely | 24% | 15% | 28% | 96% | 8% |
| | Employees not working remotely | 20% | 27% | 19% | 19% | 12% |
| COVID-19 Effect on Revenue | Revenue increased | 18% | 18% | 23% | 45% | 5% |
| | Revenue stayed the same | 8% | 19% | 14% | 48% | 17% |
| | Revenue decreased | 28% | 27% | 24% | 38% | 10% |
| Change # of Employees Since Feb 2020 | More employees | 20% | 14% | 20% | 74% | 11% |
| | Same number of employees | 19% | 21% | 16% | 37% | 8% |
| | Fewer employees | 26% | 30% | 29% | 34% | 16% |
| Confidence Operating in 12 Months | Very confident | 18% | 20% | 18% | 45% | 10% |
| | Somewhat confident | 32% | 28% | 28% | 35% | 12% |
| | Not very or not at all confident | 6% | 33% | 28% | 33% | 28% |
| Industry | Accommodation and Food Services | 31% | 77% | 38% | | 23% |
| | Admin. Support, WM, Remediation | | | | 100% | |
| | Arts, Entertainment, and Recreation | 40% | 20% | 36% | 44% | 20% |
| | Construction | | | | 25% | |
| | Educational Services | 50% | | | 25% | |
| | Finance and Insurance | 18% | | 18% | 64% | 9% |
| | Health Care and Social Assistance | 10% | 13% | 13% | 47% | 3% |
| | Information | 50% | | | 100% | |
| | Manufacturing | 20% | | | 40% | |
| | Prof., Scientific and Tech. Services | 19% | 4% | 13% | 72% | 4% |
| | Real Estate Rental and Leasing | 20% | | 10% | 30% | |
| | Retail Trade | 17% | 63% | 37% | 10% | 30% |
| | Transportation and Warehousing | 50% | | | 50% | |
| | Wholesale Trade | | 29% | 43% | 43% | 14% |
| | Other industry | 25% | 14% | 14% | 43% | 7% |
| Other services | 20% | 20% | 20% | 47% | 7% | |

Q30: Which of the following innovations or modifications have you implemented at your business as a result of the COVID-19 pandemic? (Please select all that apply)

| | | <u>Made physical changes to location</u> | <u>Manufacturing personal protective equipment (PPE)</u> | <u>Offering new products or services</u> | <u>Modified emp. schedules to reduce # of emp. working onsite</u> |
|---|--------------------------------------|--|--|--|---|
| Overall | June 2020 | 45% | 7% | 39% | |
| | February 2021 | 37% | 7% | 32% | 33% |
| Current Number of Employees | 0-1 employees | 29% | 4% | 31% | 19% |
| | 2-9 employees | 32% | 8% | 34% | 36% |
| | 10-25 employees | 65% | 7% | 37% | 58% |
| | More than 25 employees | 44% | 11% | 17% | 39% |
| Open Status | Remained open | 23% | 5% | 18% | 26% |
| | Reduced hours of operation | 51% | 6% | 44% | 44% |
| | Closed temporarily | 47% | 10% | 43% | 34% |
| Contingency or Resiliency Plan | Had plan before COVID | 48% | | 42% | 45% |
| | Developed plan since COVID | 41% | 11% | 43% | 35% |
| | Don't have plan | 36% | 5% | 28% | 32% |
| | Don't know/Not applicable | 30% | 11% | 23% | 27% |
| Remote Work | Employees working remotely | 47% | 8% | 33% | 53% |
| | Employees not working remotely | 33% | 6% | 31% | 25% |
| COVID-19 Effect on Revenue | Revenue increased | 50% | | 23% | 27% |
| | Revenue stayed the same | 27% | 11% | 21% | 27% |
| | Revenue decreased | 40% | 6% | 38% | 37% |
| Change # of Employees Since Feb 2020 | More employees | 29% | 11% | 29% | 34% |
| | Same number of employees | 29% | 6% | 28% | 24% |
| | Fewer employees | 52% | 7% | 39% | 47% |
| Confidence Operating in 12 Months | Very confident | 37% | 8% | 30% | 33% |
| | Somewhat confident | 41% | 4% | 41% | 37% |
| | Not very or not at all confident | 33% | | 28% | 33% |
| Industry | Accommodation and Food Services | 69% | 12% | 54% | 54% |
| | Admin. Support, WM, Remediation | | | | |
| | Arts, Entertainment, and Recreation | 52% | 4% | 56% | 36% |
| | Construction | 25% | | 13% | 38% |
| | Educational Services | | | 50% | |
| | Finance and Insurance | 9% | | 9% | 18% |
| | Health Care and Social Assistance | 43% | 10% | 33% | 37% |
| | Information | 50% | | | 50% |
| | Manufacturing | 20% | | 20% | 20% |
| | Prof., Scientific and Tech. Services | 36% | 6% | 23% | 36% |
| | Real Estate Rental and Leasing | 30% | 10% | | 10% |
| | Retail Trade | 47% | 13% | 40% | 40% |
| | Transportation and Warehousing | | | | |
| | Wholesale Trade | 14% | 14% | 14% | 43% |
| | Other industry | 21% | 4% | 36% | 21% |
| Other services | 27% | | 20% | 27% | |

Q30: Which of the following innovations or modifications have you implemented at your business as a result of the COVID-19 pandemic? (Please select all that apply)

| | | <u>Required customers to wear masks</u> | <u>Required employees to wear masks</u> | <u>Takeout</u> | <u>Other</u> | <u>None of these</u> | <u>N</u> |
|--------------------------------------|--------------------------------------|---|---|----------------|--------------|----------------------|----------|
| Overall | June 2020 | | | 15% | 10% | 9% | 67 |
| | February 2021 | 58% | 65% | 12% | 11% | 10% | 251 |
| Current Number of Employees | 0-1 employees | 41% | 41% | 14% | 16% | 20% | 95 |
| | 2-9 employees | 69% | 73% | 11% | 8% | 4% | 95 |
| | 10-25 employees | 72% | 91% | 12% | 7% | 5% | 43 |
| | More than 25 employees | 56% | 83% | 17% | 11% | 6% | 18 |
| Open Status | Remained open | 42% | 54% | 6% | 8% | 16% | 108 |
| | Reduced hours of operation | 71% | 73% | 19% | 13% | 6% | 100 |
| | Closed temporarily | 71% | 74% | 16% | 18% | 6% | 68 |
| Contingency or Resiliency Plan | Had plan before COVID | 61% | 68% | 10% | 16% | 6% | 31 |
| | Developed plan since COVID | 70% | 67% | 26% | 13% | 4% | 46 |
| | Don't have plan | 55% | 66% | 8% | 9% | 12% | 130 |
| | Don't know/Not applicable | 55% | 55% | 14% | 11% | 16% | 44 |
| Remote Work | Employees working remotely | 56% | 71% | 3% | 11% | 3% | 72 |
| | Employees not working remotely | 59% | 62% | 16% | 11% | 13% | 177 |
| COVID-19 Effect on Revenue | Revenue increased | 55% | 68% | 5% | 5% | 14% | 22 |
| | Revenue stayed the same | 52% | 62% | 5% | 6% | 13% | 63 |
| | Revenue decreased | 61% | 65% | 17% | 14% | 9% | 162 |
| Change # of Employees Since Feb 2020 | More employees | 54% | 69% | 6% | 9% | 3% | 35 |
| | Same number of employees | 50% | 56% | 10% | 12% | 16% | 126 |
| | Fewer employees | 71% | 74% | 19% | 11% | 6% | 90 |
| Confidence Operating in 12 Months | Very confident | 57% | 64% | 8% | 10% | 11% | 157 |
| | Somewhat confident | 59% | 68% | 21% | 9% | 12% | 68 |
| | Not very or not at all confident | 67% | 61% | 11% | 22% | | 18 |
| Industry | Accommodation and Food Services | 88% | 92% | 81% | 4% | 4% | 26 |
| | Admin. Support, WM, Remediation | 100% | 100% | | | | 1 |
| | Arts, Entertainment, and Recreation | 76% | 76% | 4% | 20% | 8% | 25 |
| | Construction | 63% | 100% | 25% | | | 8 |
| | Educational Services | | 50% | | 25% | 25% | 4 |
| | Finance and Insurance | 18% | 27% | | 18% | 18% | 11 |
| | Health Care and Social Assistance | 77% | 77% | | 13% | 3% | 30 |
| | Information | | | | 50% | | 2 |
| | Manufacturing | 60% | 40% | | | 20% | 5 |
| | Prof., Scientific and Tech. Services | 40% | 57% | 4% | 4% | 13% | 47 |
| | Real Estate Rental and Leasing | 30% | 40% | | | 40% | 10 |
| | Retail Trade | 87% | 87% | 3% | 13% | | 30 |
| | Transportation and Warehousing | | | | 50% | 50% | 2 |
| | Wholesale Trade | 43% | 43% | 14% | | 14% | 7 |
| | Other industry | 36% | 36% | 7% | 18% | 17% | 28 |
| | Other services | 60% | 67% | 7% | 13% | 7% | 15 |

Q31: Which of these innovations or modifications do you think your business will continue after the COVID-19 pandemic has passed? (Please select all that apply)

| | | <u>Collaborating with other businesses</u> | <u>Curbside delivery</u> | <u>E-commerce</u> | <u>Employees working from home</u> | <u>Home delivery</u> |
|---|--------------------------------------|--|------------------------------|-------------------|--|----------------------|
| Overall | June 2020 | 88% | 63% | 89% | 85% | 50% |
| | February 2021 | 89% | 73% | 86% | 78% | 67% |
| Current Number of Employees | 0-1 employees | 86% | 78% | 82% | 81% | 67% |
| | 2-9 employees | 88% | 80% | 94% | 67% | 78% |
| | 10-25 employees | 91% | 64% | 79% | 78% | 50% |
| | More than 25 employees | 100% | 50% | 100% | 100% | |
| Open Status | Remained open | 81% | 67% | 75% | 86% | 100% |
| | Reduced hours of operation | 96% | 79% | 86% | 73% | 43% |
| | Closed temporarily | 86% | 68% | 94% | 69% | 56% |
| Contingency or Resiliency Plan | Had plan before COVID | 89% | 60% | 57% | 69% | 75% |
| | Developed plan since COVID | 93% | 87% | 89% | 76% | 67% |
| | Don't have plan | 90% | 68% | 89% | 76% | 60% |
| | Don't know/Not applicable | 75% | 75% | 100% | 93% | 75% |
| Remote Work | Employees working remotely | 88% | 45% | 85% | 78% | 50% |
| | Employees not working remotely | 89% | 80% | 87% | 75% | 70% |
| Change # of Employees Since Feb 2020 | More employees | 100% | 60% | 71% | 76% | 75% |
| | Same number of employees | 83% | 68% | 85% | 83% | 90% |
| | Fewer employees | 91% | 81% | 92% | 71% | 46% |
| Confidence Operating in 12 Months | Very confident | 89% | 70% | 85% | 76% | 79% |
| | Somewhat confident | 86% | 78% | 89% | 90% | 50% |
| | Not very or not at all confident | 100% | 83% | 80% | 50% | 60% |
| Industry | Accommodation and Food Services | 88% | 84% | 90% | | 60% |
| | Admin. Support, WM, Remediation | | | | 100% | |
| | Arts, Entertainment, and Recreation | 80% | 40% | 88% | 60% | 60% |
| | Educational Services | 100% | | | | |
| | Finance and Insurance | 100% | | 50% | 71% | 100% |
| | Health Care and Social Assistance | 100% | 50% | 75% | 69% | |
| | Information | 100% | | | 100% | |
| | Manufacturing | 100% | | | | |
| | Prof., Scientific and Tech. Services | 100% | 50% | 100% | 87% | 100% |
| | Real Estate Rental and Leasing | 50% | | 100% | 100% | |
| | Retail Trade | 80% | 79% | 100% | 67% | 56% |
| | Transportation and Warehousing | 100% | | | 100% | |
| | Wholesale Trade | | 50% | 100% | 100% | 100% |
| | Other industry | 100% | 67% | 75% | 80% | 100% |
| | Other services | 67% | 100% | 33% | 75% | 100% |

Q31: Which of these innovations or modifications do you think your business will continue after the COVID-19 pandemic has passed? (Please select all that apply)

| | | <u>Manufacturing personal protective equipment (PPE)</u> | <u>New products or services</u> | <u>Physical changes to location</u> | <u>Takeout</u> | <u>N</u> |
|---|--------------------------------------|--|-------------------------------------|---|----------------|----------|
| Overall | June 2020 | 25% | 81% | 65% | 89% | 17 |
| | February 2021 | 40% | 77% | 60% | 83% | 53 |
| Current Number of Employees | 0-1 employees | 25% | 64% | 58% | 85% | 21 |
| | 2-9 employees | 50% | 90% | 63% | 78% | 17 |
| | 10-25 employees | 67% | 75% | 63% | 100% | 11 |
| | More than 25 employees | | 67% | 50% | 67% | 4 |
| Open Status | Remained open | 40% | 76% | 75% | 60% | 16 |
| | Reduced hours of operation | 40% | 77% | 54% | 84% | 28 |
| | Closed temporarily | 33% | 71% | 52% | 100% | 22 |
| Contingency or Resiliency Plan | Had plan before COVID | | 69% | 77% | 100% | 9 |
| | Developed plan since COVID | | 70% | 68% | 83% | 15 |
| | Don't have plan | 67% | 76% | 49% | 78% | 21 |
| | Don't know/Not applicable | 40% | 100% | 69% | 83% | 8 |
| Remote Work | Employees working remotely | 20% | 79% | 62% | 50% | 17 |
| | Employees not working remotely | 50% | 75% | 59% | 85% | 35 |
| Change # of Employees Since Feb 2020 | More employees | 33% | 70% | 80% | 50% | 7 |
| | Same number of employees | 50% | 73% | 59% | 75% | 24 |
| | Fewer employees | 33% | 82% | 57% | 94% | 22 |
| Confidence Operating in 12 Months | Very confident | 50% | 80% | 60% | 83% | 28 |
| | Somewhat confident | | 75% | 67% | 79% | 22 |
| | Not very or not at all confident | | 60% | 40% | 100% | 1 |
| Industry | Accommodation and Food Services | 33% | 64% | 53% | 86% | 8 |
| | Arts, Entertainment, and Recreation | | 85% | 58% | 100% | 10 |
| | Construction | | 100% | 100% | 100% | 2 |
| | Educational Services | | 100% | | | 2 |
| | Finance and Insurance | | 100% | 100% | | 3 |
| | Health Care and Social Assistance | 50% | 67% | 69% | | 1 |
| | Information | | | | | 1 |
| | Manufacturing | | 100% | 100% | | 9 |
| | Prof., Scientific and Tech. Services | | 91% | 88% | 50% | 2 |
| | Real Estate Rental and Leasing | | | 67% | | 5 |
| | Retail Trade | 50% | 75% | 38% | 100% | 1 |
| | Wholesale Trade | 100% | 100% | | | 6 |
| | Other industry | 100% | 80% | 25% | 100% | 3 |
| | Other services | | 33% | 50% | 100% | |

Q32a: Based on what you know now, how confident are you that the New Hampshire economy will have recovered to pre-COVID-19 levels in 3 months?

| | | <u>Very confident</u> | <u>Somewhat confident</u> | <u>Not very confident</u> | <u>Not at all confident</u> | <u>Don't know/Not sure</u> | <u>N</u> |
|---|--------------------------------------|-----------------------|---------------------------|---------------------------|-----------------------------|----------------------------|----------|
| Overall | June 2020 | 4% | 13% | 33% | 46% | 3% | 67 |
| | February 2021 | 7% | 15% | 37% | 38% | 2% | 251 |
| Current Number of Employees | 0-1 employees | 9% | 18% | 30% | 40% | 4% | 91 |
| | 2-9 employees | 5% | 14% | 42% | 38% | 1% | 95 |
| | 10-25 employees | 9% | 9% | 47% | 35% | | 43 |
| | More than 25 employees | | 18% | 41% | 35% | 6% | 17 |
| Open Status | Remained open | 11% | 17% | 42% | 25% | 5% | 107 |
| | Reduced hours of operation | 4% | 12% | 37% | 45% | 1% | 99 |
| | Closed temporarily | 1% | 12% | 28% | 57% | 1% | 67 |
| Contingency or Resiliency Plan | Had plan before COVID | 7% | 13% | 47% | 30% | 3% | 30 |
| | Developed plan since COVID | 11% | 9% | 41% | 39% | | 46 |
| | Don't have plan | 5% | 14% | 37% | 42% | 2% | 128 |
| | Don't know/Not applicable | 7% | 24% | 33% | 29% | 7% | 42 |
| Remote Work | Employees working remotely | 3% | 11% | 46% | 37% | 3% | 71 |
| | Employees not working remotely | 8% | 16% | 35% | 39% | 2% | 173 |
| COVID-19 Effect on Revenue | Revenue increased | 14% | 18% | 41% | 23% | 5% | 22 |
| | Revenue stayed the same | 10% | 8% | 42% | 35% | 5% | 62 |
| | Revenue decreased | 5% | 16% | 36% | 42% | 1% | 158 |
| Change # of Employees Since Feb 2020 | More employees | 3% | 15% | 47% | 32% | 3% | 34 |
| | Same number of employees | 10% | 15% | 38% | 33% | 4% | 125 |
| | Fewer employees | 5% | 14% | 34% | 47% | | 87 |
| Confidence Operating in 12 Months | Very confident | 8% | 15% | 39% | 35% | 3% | 154 |
| | Somewhat confident | 4% | 18% | 35% | 41% | 1% | 68 |
| | Not very or not at all confident | 6% | 6% | 44% | 44% | | 18 |
| Industry | Accommodation and Food Services | 8% | 20% | 28% | 44% | | 25 |
| | Admin. Support, WM, Remediation | | | 100% | | | 1 |
| | Arts, Entertainment, and Recreation | | 12% | 32% | 52% | 4% | 25 |
| | Construction | | 25% | 38% | 38% | | 8 |
| | Educational Services | | 25% | 50% | 25% | | 4 |
| | Finance and Insurance | 27% | | 18% | 36% | 18% | 11 |
| | Health Care and Social Assistance | | 10% | 41% | 48% | | 29 |
| | Information | | | 50% | 50% | | 2 |
| | Manufacturing | 25% | | 25% | 50% | | 4 |
| | Prof., Scientific and Tech. Services | 4% | 19% | 40% | 34% | 2% | 47 |
| | Real Estate Rental and Leasing | 30% | 20% | 20% | 30% | | 10 |
| | Retail Trade | 7% | 17% | 41% | 34% | | 29 |
| | Transportation and Warehousing | 50% | | 50% | | | 2 |
| | Wholesale Trade | 13% | 25% | 25% | 38% | | 8 |
| | Other industry | 3% | 17% | 40% | 33% | 7% | 30 |
| Other services | 6% | 6% | 56% | 31% | | 16 | |

Q32b: Based on what you know now, how confident are you that the New Hampshire economy will have recovered to pre-COVID-19 levels in 6 months?

| | | <u>Very confident</u> | <u>Somewhat confident</u> | <u>Not very confident</u> | <u>Not at all confident</u> | <u>Don't know/Not sure</u> | <u>N</u> |
|---|--------------------------------------|-----------------------|---------------------------|---------------------------|-----------------------------|----------------------------|----------|
| Overall | June 2020 | 10% | 19% | 33% | 33% | 4% | 67 |
| | February 2021 | 9% | 33% | 34% | 22% | 2% | 250 |
| Current Number of Employees | 0-1 employees | 9% | 33% | 29% | 26% | 3% | 90 |
| | 2-9 employees | 11% | 32% | 34% | 23% | 1% | 95 |
| | 10-25 employees | 7% | 35% | 49% | 9% | | 43 |
| | More than 25 employees | | 41% | 29% | 24% | 6% | 17 |
| Open Status | Remained open | 14% | 35% | 32% | 15% | 4% | 106 |
| | Reduced hours of operation | 5% | 35% | 34% | 24% | 1% | 99 |
| | Closed temporarily | 3% | 25% | 40% | 30% | 1% | 67 |
| Contingency or Resiliency Plan | Had plan before COVID | 10% | 33% | 43% | 13% | | 30 |
| | Developed plan since COVID | 13% | 29% | 31% | 27% | | 45 |
| | Don't have plan | 6% | 33% | 38% | 22% | 2% | 128 |
| | Don't know/Not applicable | 10% | 40% | 21% | 21% | 7% | 42 |
| Remote Work | Employees working remotely | 3% | 30% | 39% | 25% | 3% | 71 |
| | Employees not working remotely | 10% | 35% | 32% | 20% | 2% | 172 |
| COVID-19 Effect on Revenue | Revenue increased | 23% | 32% | 32% | 9% | 5% | 22 |
| | Revenue stayed the same | 10% | 34% | 34% | 18% | 3% | 61 |
| | Revenue decreased | 6% | 32% | 35% | 25% | 1% | 158 |
| Change # of Employees Since Feb 2020 | More employees | 6% | 32% | 41% | 18% | 3% | 34 |
| | Same number of employees | 10% | 34% | 32% | 20% | 3% | 124 |
| | Fewer employees | 7% | 33% | 34% | 25% | | 87 |
| Confidence Operating in 12 Months | Very confident | 11% | 34% | 31% | 21% | 3% | 154 |
| | Somewhat confident | 4% | 36% | 40% | 18% | 1% | 67 |
| | Not very or not at all confident | 6% | 22% | 39% | 33% | | 18 |
| Industry | Accommodation and Food Services | 12% | 40% | 28% | 20% | | 25 |
| | Admin. Support, WM, Remediation | | | 100% | | | 1 |
| | Arts, Entertainment, and Recreation | | 32% | 20% | 44% | 4% | 25 |
| | Construction | 13% | 38% | 25% | 25% | | 8 |
| | Educational Services | | 25% | 50% | 25% | | 4 |
| | Finance and Insurance | 27% | 9% | 36% | 18% | 9% | 11 |
| | Health Care and Social Assistance | | 38% | 45% | 17% | | 29 |
| | Information | | | 50% | 50% | | 2 |
| | Manufacturing | 25% | | 50% | 25% | | 4 |
| | Prof., Scientific and Tech. Services | 11% | 30% | 38% | 19% | 2% | 47 |
| | Real Estate Rental and Leasing | 33% | 33% | 11% | 22% | | 9 |
| | Retail Trade | 7% | 41% | 38% | 14% | | 29 |
| | Transportation and Warehousing | | 50% | 50% | | | 2 |
| | Wholesale Trade | 25% | 38% | 25% | 13% | | 8 |
| | Other industry | 3% | 37% | 30% | 23% | 7% | 30 |
| Other services | 6% | 31% | 38% | 25% | | 16 | |

Q32c: Based on what you know now, how confident are you that the New Hampshire economy will have recovered to pre-COVID-19 levels in 12 months?

| | | <u>Very confident</u> | <u>Somewhat confident</u> | <u>Not very confident</u> | <u>Not at all confident</u> | <u>Don't know/Not sure</u> | <u>N</u> |
|---|--------------------------------------|-----------------------|---------------------------|---------------------------|-----------------------------|----------------------------|----------|
| Overall | June 2020 | 21% | 38% | 24% | 13% | 4% | 68 |
| | February 2021 | 27% | 50% | 15% | 6% | 3% | 254 |
| Current Number of Employees | 0-1 employees | 28% | 50% | 16% | 3% | 3% | 94 |
| | 2-9 employees | 28% | 47% | 12% | 11% | 2% | 95 |
| | 10-25 employees | 23% | 56% | 19% | | 2% | 43 |
| | More than 25 employees | 24% | 53% | 12% | 6% | 6% | 17 |
| Open Status | Remained open | 30% | 52% | 8% | 5% | 5% | 107 |
| | Reduced hours of operation | 27% | 47% | 19% | 6% | 1% | 100 |
| | Closed temporarily | 22% | 48% | 20% | 7% | 3% | 69 |
| Contingency or Resiliency Plan | Had plan before COVID | 29% | 45% | 19% | 3% | 3% | 31 |
| | Developed plan since COVID | 31% | 53% | 16% | | | 45 |
| | Don't have plan | 25% | 52% | 14% | 7% | 2% | 130 |
| | Don't know/Not applicable | 26% | 44% | 12% | 9% | 9% | 43 |
| Remote Work | Employees working remotely | 21% | 57% | 17% | 3% | 3% | 72 |
| | Employees not working remotely | 30% | 47% | 14% | 7% | 3% | 175 |
| COVID-19 Effect on Revenue | Revenue increased | 36% | 45% | 9% | | 9% | 22 |
| | Revenue stayed the same | 30% | 49% | 13% | 5% | 3% | 61 |
| | Revenue decreased | 25% | 51% | 16% | 7% | 1% | 162 |
| Change # of Employees Since Feb 2020 | More employees | 26% | 53% | 9% | 6% | 6% | 34 |
| | Same number of employees | 30% | 49% | 16% | 2% | 3% | 125 |
| | Fewer employees | 23% | 51% | 14% | 10% | 1% | 90 |
| Confidence Operating in 12 Months | Very confident | 33% | 48% | 12% | 4% | 3% | 157 |
| | Somewhat confident | 18% | 55% | 16% | 7% | 3% | 67 |
| | Not very or not at all confident | 6% | 56% | 22% | 17% | | 18 |
| Industry | Accommodation and Food Services | 38% | 46% | 12% | 4% | | 26 |
| | Admin. Support, WM, Remediation | | 100% | | | | 1 |
| | Arts, Entertainment, and Recreation | 12% | 60% | 16% | 8% | 4% | 25 |
| | Construction | 13% | 38% | 25% | 13% | 13% | 8 |
| | Educational Services | 25% | 25% | 50% | | | 4 |
| | Finance and Insurance | 36% | 36% | 18% | | 9% | 11 |
| | Health Care and Social Assistance | 27% | 57% | 13% | 3% | | 30 |
| | Information | | | 50% | 50% | | 2 |
| | Manufacturing | 25% | 75% | | | | 4 |
| | Prof., Scientific and Tech. Services | 29% | 46% | 17% | 6% | 2% | 48 |
| | Real Estate Rental and Leasing | 56% | 22% | 22% | | | 9 |
| | Retail Trade | 30% | 50% | 7% | 10% | 3% | 30 |
| | Transportation and Warehousing | 50% | 50% | | | | 2 |
| | Wholesale Trade | 50% | 38% | 13% | | | 8 |
| | Other industry | 17% | 60% | 13% | 3% | 7% | 30 |
| Other services | 19% | 63% | 13% | 6% | | 16 | |

Q33: Would you say that you and your business are better off or worse off financially than you were in June 2020?

| | | <u>Better off</u> | <u>About the same</u> | <u>Worse off</u> | <u>Don't know/not sure</u> | <u>N</u> |
|---|--------------------------------------|-------------------|-----------------------|------------------|----------------------------|----------|
| Overall | February 2021 | 17% | 38% | 42% | 4% | 257 |
| Current Number of Employees | 0-1 employees | 17% | 32% | 48% | 3% | 95 |
| | 2-9 employees | 17% | 43% | 38% | 3% | 96 |
| | 10-25 employees | 19% | 42% | 37% | 2% | 43 |
| | More than 25 employees | 17% | 50% | 28% | 6% | 18 |
| Open Status | Remained open | 21% | 50% | 27% | 3% | 109 |
| | Reduced hours of operation | 15% | 32% | 51% | 2% | 101 |
| | Closed temporarily | 14% | 28% | 55% | 3% | 69 |
| Contingency or Resiliency Plan | Had plan before COVID | 16% | 45% | 39% | | 31 |
| | Developed plan since COVID | 20% | 30% | 43% | 7% | 46 |
| | Don't have plan | 17% | 45% | 38% | 1% | 130 |
| | Don't know/Not applicable | 16% | 27% | 49% | 9% | 45 |
| Remote Work | Employees working remotely | 22% | 33% | 38% | 7% | 72 |
| | Employees not working remotely | 15% | 41% | 42% | 2% | 177 |
| COVID-19 Effect on Revenue | Revenue increased | 59% | 36% | 5% | | 22 |
| | Revenue stayed the same | 11% | 81% | 5% | 3% | 63 |
| | Revenue decreased | 14% | 23% | 61% | 2% | 163 |
| Change # of Employees Since Feb 2020 | More employees | 17% | 57% | 20% | 6% | 35 |
| | Same number of employees | 14% | 43% | 41% | 2% | 127 |
| | Fewer employees | 21% | 27% | 49% | 3% | 90 |
| Confidence Operating in 12 Months | Very confident | 22% | 49% | 27% | 2% | 157 |
| | Somewhat confident | 13% | 22% | 62% | 3% | 69 |
| | Not very or not at all confident | | 22% | 67% | 11% | 18 |
| Industry | Accommodation and Food Services | 8% | 35% | 58% | | 26 |
| | Admin. Support, WM, Remediation | | 100% | | | 1 |
| | Arts, Entertainment, and Recreation | 28% | 28% | 36% | 8% | 25 |
| | Construction | 25% | 50% | 25% | | 8 |
| | Educational Services | 25% | 25% | 50% | | 4 |
| | Finance and Insurance | 18% | 27% | 45% | 9% | 11 |
| | Health Care and Social Assistance | 23% | 43% | 33% | | 30 |
| | Information | | | 100% | | 2 |
| | Manufacturing | | 60% | 40% | | 5 |
| | Prof., Scientific and Tech. Services | 19% | 46% | 33% | 2% | 48 |
| | Real Estate Rental and Leasing | 30% | 50% | 20% | | 10 |
| | Retail Trade | 7% | 37% | 57% | | 30 |
| | Transportation and Warehousing | | | 100% | | 2 |
| | Wholesale Trade | 13% | 50% | 38% | | 8 |
| | Other industry | 16% | 35% | 42% | 6% | 31 |
| Other services | 13% | 25% | 44% | 19% | 16 | |

Q34#: What is one thing your business has done in response to the COVID-19 pandemic that has been successful?

| | | <u>Added new products or services</u> | <u>Been adaptive, flexible, or calm</u> | <u>Changed how deliver or produce products or services</u> | <u>Donated time or money</u> | <u>Experienced improved internal collaboration</u> |
|--------------------------------------|--------------------------------------|---------------------------------------|---|--|------------------------------|--|
| Overall | June 2020 | 5% | 5% | 16% | 2% | 3% |
| | February 2021 | 4% | 6% | 22% | | 1% |
| Current Number of Employees | 0-1 employees | 5% | 5% | 23% | | |
| | 2-9 employees | 3% | 7% | 24% | | 1% |
| | 10-25 employees | 3% | 3% | 21% | | |
| | More than 25 employees | 8% | 8% | 8% | | |
| Open Status | Remained open | 1% | 9% | 19% | | 1% |
| | Reduced hours of operation | 6% | 5% | 21% | | |
| | Closed temporarily | 5% | 4% | 27% | | |
| Contingency or Resiliency Plan | Had plan before COVID | 4% | 4% | 12% | | |
| | Developed plan since COVID | 8% | | 33% | | |
| | Don't have plan | 2% | 8% | 20% | | |
| | Don't know/Not applicable | 6% | 6% | 21% | | 3% |
| Remote Work | Employees working remotely | 3% | 7% | 23% | | 2% |
| | Employees not working remotely | 4% | 5% | 21% | | |
| COVID-19 Effect on Revenue | Revenue increased | | 6% | 29% | | |
| | Revenue stayed the same | 5% | 2% | 19% | | |
| | Revenue decreased | 5% | 7% | 23% | | 1% |
| Change # of Employees Since Feb 2020 | More employees | 7% | 4% | 15% | | |
| | Same number of employees | 4% | 8% | 22% | | 1% |
| | Fewer employees | 3% | 3% | 25% | | |
| Confidence Operating in 12 Months | Very confident | 3% | 5% | 20% | | |
| | Somewhat confident | 6% | 6% | 30% | | 2% |
| | Not very or not at all confident | 7% | 13% | 20% | | |
| Industry | Accommodation and Food Services | | 9% | 48% | | |
| | Admin. Support, WM, Remediation | 100% | | | | |
| | Arts, Entertainment, and Recreation | 5% | | 24% | | |
| | Construction | | | | | |
| | Educational Services | | | 50% | | |
| | Finance and Insurance | | | 22% | | |
| | Health Care and Social Assistance | 4% | 4% | 30% | | |
| | Information | | | | | |
| | Manufacturing | | | | | |
| | Prof., Scientific and Tech. Services | 3% | 5% | 8% | | 3% |
| | Real Estate Rental and Leasing | | 20% | | | |
| | Retail Trade | 5% | | 47% | | |
| | Transportation and Warehousing | | | | | |
| | Wholesale Trade | | | 40% | | |
| | Other industry | 16% | 11% | 5% | | |
| Other services | | 9% | 18% | | | |

Q34#: What is one thing your business has done in response to the COVID-19 pandemic that has been successful?

| | | <u>Implemented remote or virtual work</u> | <u>Kept working, reopened, or stayed in business</u> | <u>Practiced better external communication or advertising</u> | <u>Protected health of employees or customers</u> | <u>Received financial support</u> |
|--------------------------------------|--------------------------------------|---|--|---|---|-----------------------------------|
| Overall | June 2020 | 17% | 5% | 10% | 3% | 10% |
| | February 2021 | 10% | 5% | 9% | 22% | 3% |
| Current Number of Employees | 0-1 employees | 11% | 4% | 13% | 9% | 3% |
| | 2-9 employees | 8% | 5% | 7% | 31% | 1% |
| | 10-25 employees | 9% | 9% | 6% | 30% | 3% |
| | More than 25 employees | 23% | | | 23% | 8% |
| Open Status | Remained open | 19% | 6% | 5% | 12% | 2% |
| | Reduced hours of operation | 5% | 6% | 11% | 26% | 4% |
| | Closed temporarily | 4% | 5% | 9% | 33% | |
| Contingency or Resiliency Plan | Had plan before COVID | 8% | 4% | 8% | 28% | 4% |
| | Developed plan since COVID | 5% | 8% | 15% | 15% | 5% |
| | Don't have plan | 9% | 4% | 8% | 22% | 2% |
| | Don't know/Not applicable | 21% | 6% | 3% | 24% | |
| Remote Work | Employees working remotely | 25% | 2% | 10% | 15% | 3% |
| | Employees not working remotely | 4% | 7% | 8% | 25% | 2% |
| COVID-19 Effect on Revenue | Revenue increased | | 12% | | 24% | |
| | Revenue stayed the same | 21% | 2% | 5% | 33% | |
| | Revenue decreased | 8% | 5% | 11% | 18% | 4% |
| Change # of Employees Since Feb 2020 | More employees | 15% | 7% | | 26% | 4% |
| | Same number of employees | 9% | 4% | 7% | 24% | 3% |
| | Fewer employees | 10% | 6% | 14% | 18% | 1% |
| Confidence Operating in 12 Months | Very confident | 12% | 6% | 11% | 26% | |
| | Somewhat confident | 6% | 6% | 6% | 15% | 2% |
| | Not very or not at all confident | 7% | | 7% | 13% | 13% |
| Industry | Accommodation and Food Services | | 4% | 4% | 26% | |
| | Admin. Support, WM, Remediation | | | | | |
| | Arts, Entertainment, and Recreation | | 5% | 24% | 19% | 5% |
| | Construction | | 20% | | 40% | |
| | Educational Services | | 25% | | | |
| | Finance and Insurance | 22% | | 22% | 11% | 11% |
| | Health Care and Social Assistance | 7% | 4% | | 44% | |
| | Information | | | | 50% | 50% |
| | Manufacturing | | | | 25% | |
| | Prof., Scientific and Tech. Services | 26% | 8% | 5% | 13% | |
| | Real Estate Rental and Leasing | 20% | 20% | | 20% | |
| | Retail Trade | | | 21% | 11% | |
| | Transportation and Warehousing | | | 50% | | |
| | Wholesale Trade | | 20% | | 20% | |
| | Other industry | 16% | | 11% | 16% | 5% |
| | Other services | 18% | | | 36% | 9% |

Q34#: What is one thing your business has done in response to the COVID-19 pandemic that has been successful?

| | | <u>Stopped working or controlled costs</u> | <u>Supported employees financially</u> | <u>Other</u> | <u>None</u> | <u>N</u> |
|---|--------------------------------------|--|--|--------------|-------------|----------|
| Overall | June 2020 | 2% | 2% | 17% | 2% | 58 |
| | February 2021 | 3% | 1% | 13% | 3% | 196 |
| Current Number of Employees | 0-1 employees | 4% | | 15% | 8% | 75 |
| | 2-9 employees | 3% | 1% | 9% | | 75 |
| | 10-25 employees | | | 15% | | 33 |
| | More than 25 employees | 8% | | 15% | | 13 |
| Open Status | Remained open | 1% | 1% | 20% | 4% | 81 |
| | Reduced hours of operation | 4% | | 9% | 3% | 80 |
| | Closed temporarily | 7% | | 4% | 2% | 55 |
| Contingency or Resiliency Plan | Had plan before COVID | | | 28% | | 25 |
| | Developed plan since COVID | 3% | | 8% | | 39 |
| | Don't have plan | 4% | 1% | 13% | 5% | 98 |
| | Don't know/Not applicable | 3% | | 6% | 3% | 34 |
| Remote Work | Employees working remotely | | | 10% | | 60 |
| | Employees not working remotely | 4% | 1% | 13% | 4% | 134 |
| COVID-19 Effect on Revenue | Revenue increased | | | 29% | | 17 |
| | Revenue stayed the same | | 2% | 5% | 7% | 43 |
| | Revenue decreased | 5% | | 13% | 2% | 133 |
| Change # of Employees Since Feb 2020 | More employees | | 4% | 19% | | 27 |
| | Same number of employees | 2% | | 10% | 5% | 97 |
| | Fewer employees | 6% | | 14% | 1% | 72 |
| Confidence Operating in 12 Months | Very confident | 1% | 1% | 12% | 2% | 121 |
| | Somewhat confident | 6% | | 15% | 4% | 54 |
| | Not very or not at all confident | 13% | | 7% | | 15 |
| Industry | Accommodation and Food Services | | | 4% | 4% | 23 |
| | Admin. Support, WM, Remediation | | | | | 1 |
| | Arts, Entertainment, and Recreation | | | 10% | 10% | 21 |
| | Construction | | | 40% | | 5 |
| | Educational Services | | | 25% | | 4 |
| | Finance and Insurance | | | 11% | | 9 |
| | Health Care and Social Assistance | 4% | | 4% | | 27 |
| | Information | | | | | 2 |
| | Manufacturing | | 25% | 25% | 25% | 4 |
| | Prof., Scientific and Tech. Services | 3% | | 26% | 3% | 39 |
| | Real Estate Rental and Leasing | | | 20% | | 5 |
| | Retail Trade | 11% | | 5% | | 19 |
| | Transportation and Warehousing | | | 50% | | 2 |
| | Wholesale Trade | | | 20% | | 5 |
| | Other industry | 5% | | 11% | 5% | 19 |
| | Other services | 9% | | | | 11 |