



**NH Small Business Development Center  
Phase 2 Business Resiliency Survey  
February 2021  
Seacoast Region**

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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.

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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 whose business is located in the Seacoast region of New Hampshire (Strafford and Rockingham counties). Five hundred seventy (570) such respondents from forty-three (43) towns and cities 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

Large numbers of responding Seacoast businesses are located in Portsmouth, with large numbers also coming from Dover, Rochester, Salem, and Derry. Seacoast businesses most frequently report being part of the professional, scientific, and technical services, the retail trade, the accommodation and food services, and the arts, entertainment, and recreation industries. Among the survey partners, these businesses most frequently report affiliations with the NH SBDC and the Chamber of Commerce.

#### Open Status During COVID-19 Pandemic

Just under half of responding Seacoast businesses have reduced their hours of operation since the COVID-19 pandemic began and three in ten have closed temporarily. Seacoast businesses are slightly less likely than businesses located elsewhere to report having closed temporarily. Half of those who closed say they did so for 1-3 months and a third closed for more than three months. Seacoast businesses most frequently say they closed or reduced their hours because of health and safety concerns, loss in revenue, or because they were required to per government order.

#### Employees

The average responding Seacoast business has about eleven employees, largely unchanged since June 2020 but lower than in February 2020, when the average business had a reported average of fourteen employees. About half of Seacoast businesses currently have the same number of employees as they did in February 2020 while four in ten have fewer.

#### Finances

Two-thirds of responding Seacoast businesses report lower monthly revenue as a result of the COVID-19 pandemic. While many still face diminished revenue, Seacoast businesses are less likely than in June 2020 to report that their monthly income has declined and are considerably less likely to say it has declined by 50% or more. 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. Just under one half say their accounts receivable have been slower as a result of the pandemic, largely unchanged since June 2020, while less than a quarter report deferring or modifying their payments to vendors due to COVID-19, lower than in June.

## Relief Programs

Three-quarters of responding Seacoast businesses applied for financial relief in 2020 and half plan to apply for relief in 2021. Businesses located elsewhere are about equally likely to have applied for relief in 2020 and plan to apply in 2021.

The Payroll Protection Program was by far the most commonly utilized federal relief program among Seacoast businesses; 92% say their business received it, while about half received an Economic Injury Disaster Advance or Loan and more than one-third participated in the SBA loan deferment program. Among state, municipal, and private relief programs, Seacoast businesses most frequently received relief through unemployment for themselves and their employees and through the original Main Street Relief Fund and the 2.0 version. Seacoast businesses are slightly more likely than those located elsewhere to have received relief through the original Main Street Relief Fund and the 2.0 version but are less likely to have received relief through the EIDL programs.

## Resiliency

Only 15% of responding Seacoast businesses had a resiliency or continuity plan prior to the COVID-19 pandemic but one-fifth have developed one since. 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 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, half of responding Seacoast businesses have purchased PPE for their employees while more than a third have maintained or brought employees back under the Payroll Protection Program or have changed the layout of their business to protect employees. More than a quarter report reducing employee hours, providing health and safety training for employees, and personally working without a salary.

Respondents reported innovations and modifications that their business has implemented due to COVID-19. Majorities require their employees and customers to wear masks, while many have made physical changes to their location 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 the Seacoast region most frequently mention changing how they deliver or produce their products or protecting the health of employees or customers.

## Recovery

Four in ten responding Seacoast businesses are reportedly worse off financially than they were in June 2020, while one-fifth say their business is better off than in June. Respondents whose business is located elsewhere offer about the same assessment of their businesses. As in June, maintaining sales and revenue and maintaining customers are by far the biggest concerns of Seacoast businesses as they recover from COVID-19, followed by concerns about public acceptance of the COVID-19 vaccine and the availability of the vaccine for employees. Seacoast businesses are less concerned about various things than they were in June but concerns about cybersecurity, access to COVID-19 testing, and energy costs have increased.

## Going Forward

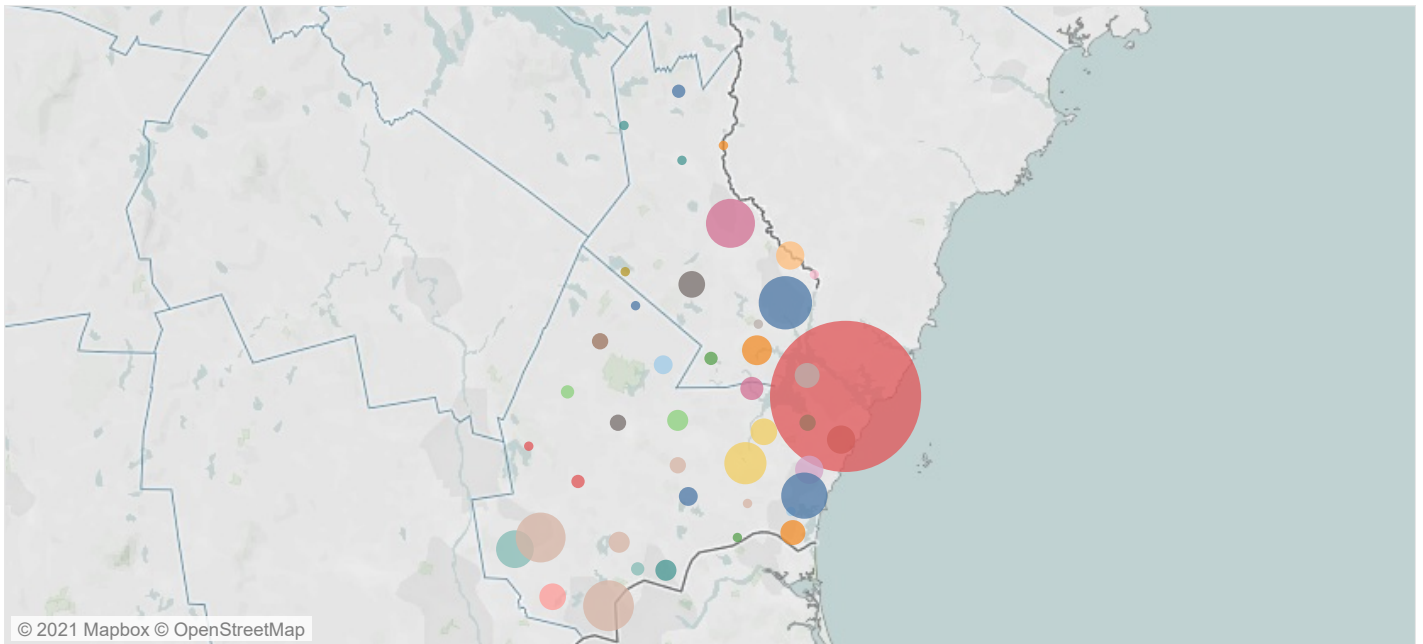
Respondents whose business is located in the Seacoast region most frequently cite renewed access to customers, health and safety guidance, access to the COVID-19 vaccine for their employees, and financial assistance as most important to their business in the future. Respondents whose business is located in the Seacoast are slightly more likely than those whose business is located elsewhere to consider access to the vaccine for their employees to be 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 engaging in e-commerce, collaborating with other businesses, offering new products or services, and offering takeout plan to continue doing so. Nearly 90% of respondents whose business is located in the Seacoast region are confident that their business will be operating in twelve months, an improvement compared to June 2020 when only three-quarters felt that way. Most respondents whose business is located in the Seacoast do not expect the state economy to recover to pre-pandemic levels within three months, seven in ten believe this will happen within the next twelve months and optimism on this question has increased since June 2020, when only about six in ten were confident the state economy would recover within twelve months.

## Demographics

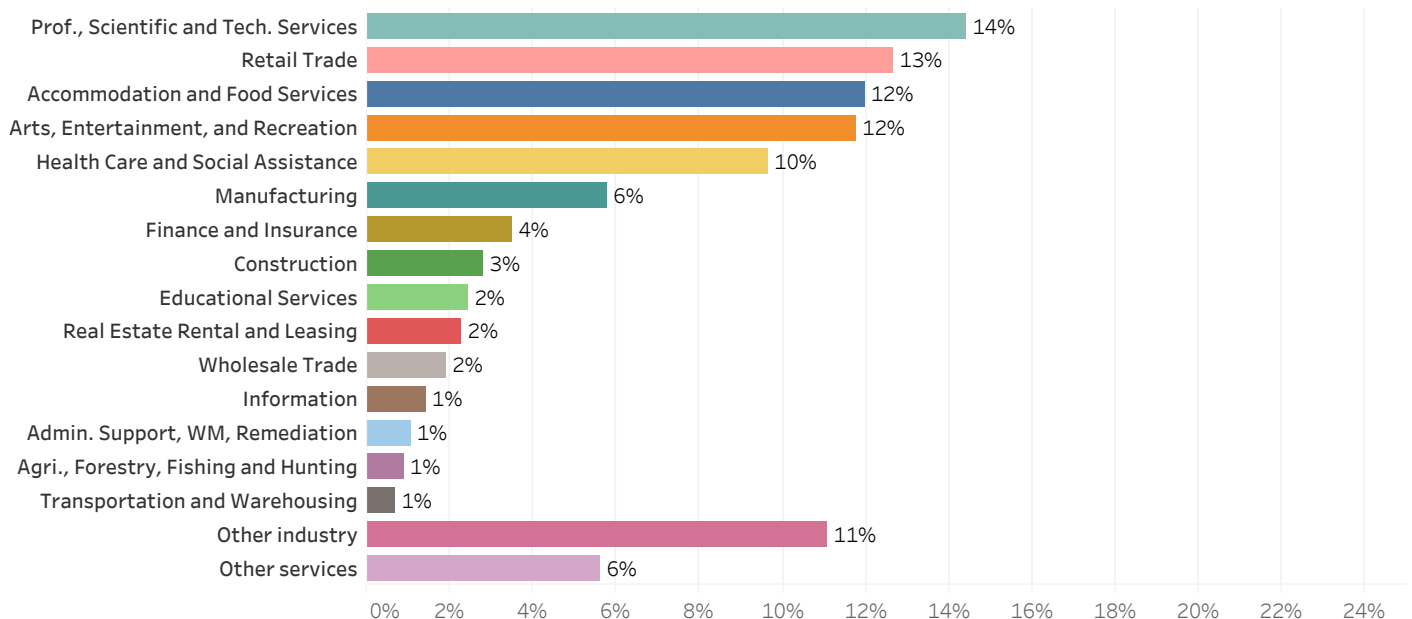
Overall, five hundred seventy (570) respondents from forty-three (43) cities and towns in the Seacoast region of New Hampshire (Strafford and Rockingham counties) responded to the survey.

Figure 1: Town where business located - Seacoast - February 2021



Fourteen percent of respondents whose business is located in the Seacoast region say their business is in the professional, scientific, and technical services industry, 13% are in the retail trade industry, 12% each are in the accommodation and food services and arts, entertainment, and recreation industries, and 10% are in the health care and social assistance industry. Fewer respondents say their business is in the manufacturing (6%), finance and insurance (4%), construction (3%), educational services (2%), real estate rental and leasing (2%), wholesale trade (2%), information (1%), administrative support, waste management, and remediation (1%), agriculture, forestry, fishing, and hunting (1%), or transportation and warehousing (1%) industries. Eleven percent say their business belongs to another type of industry while 6% say their business is part of another type of services.

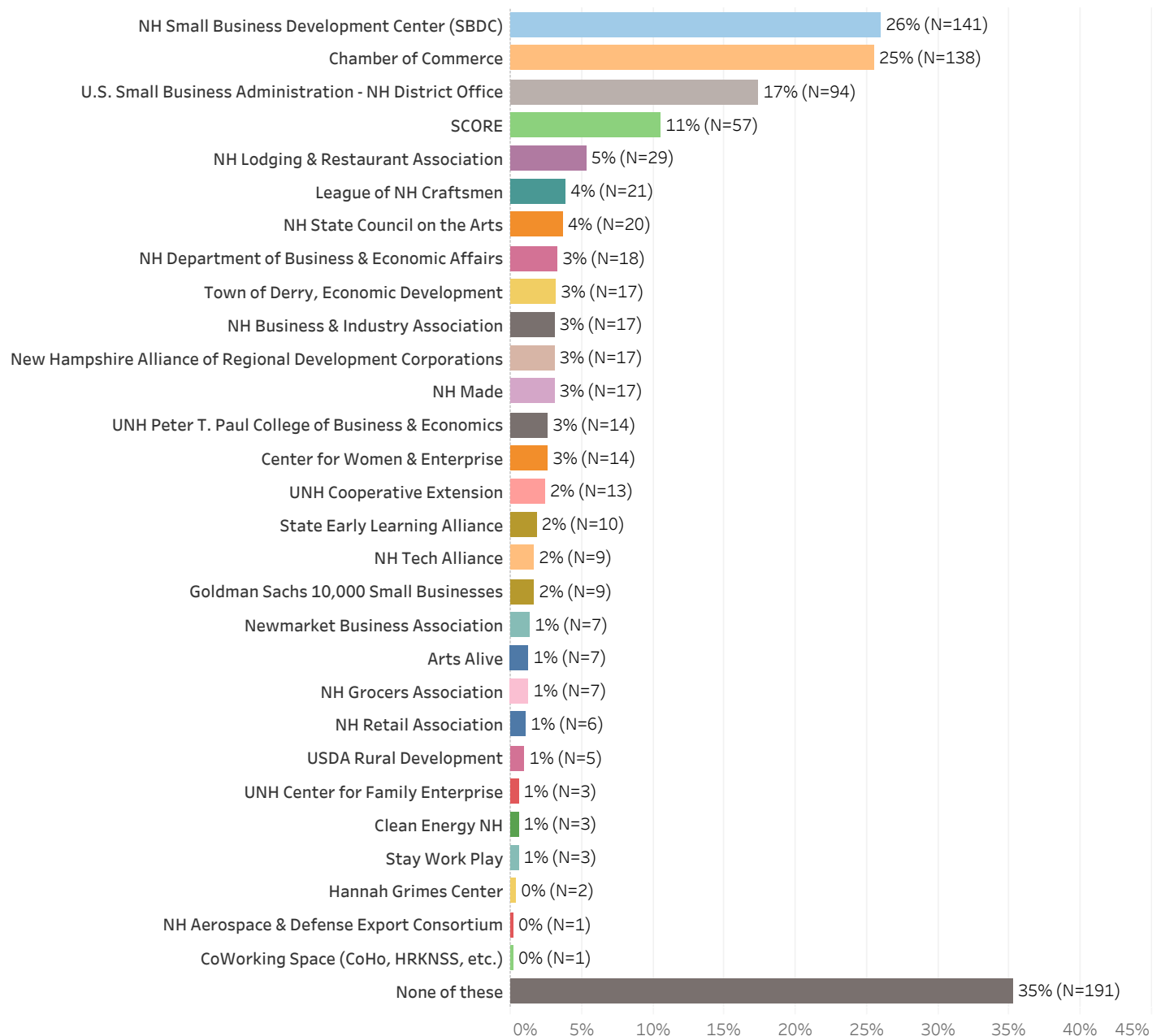
Figure 2: Type of Industry - Seacoast - February 2021



Among respondents whose business is located in the Seacoast region, about a quarter say their business is currently affiliated with the NH Small Business Development Center (SBDC) (26%) or the Chamber of Commerce (25%), 17% are affiliated with the U.S. Small Business Administration - NH District Office, and 11% are affiliated with SCORE. Less than 10% say they are currently affiliated with the NH Lodging & Restaurant Association (5%), the League of NH Craftsmen (4%), the NH State Council on the Arts (4%), the NH Department of Business & Economic Affairs (3%), Town of Derry, Economic Development (3%), the NH Business & Industry Association (3%), the New Hampshire Alliance of Regional Development Corporations (3%), NH Made (3%), the UNH Peter T. Paul College of Business & Economics (3%), the Center for Women & Enterprise (3%), UNH Cooperative Extension (2%), the State Early Learning Alliance, the NH Tech Alliance (2%), or Goldman Sachs 10,000 Small Businesses (2%).

One percent or less are currently affiliated with the Newmarket Business Association (1%), Arts Alive (1%), the NH Grocers Association (1%), the NH Retail Association (1%), USDA Rural Development (1%), the UNH Center for Family Enterprise (1%), Clean Energy NH (1%), Stay Work Play (1%), the Hannah Grimes Center (<1%), the NH Aerospace & Defense Export Consortium (<1%), or CoWorking Space (<1%). Thirty-five 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) - Seacoast - February 2021**

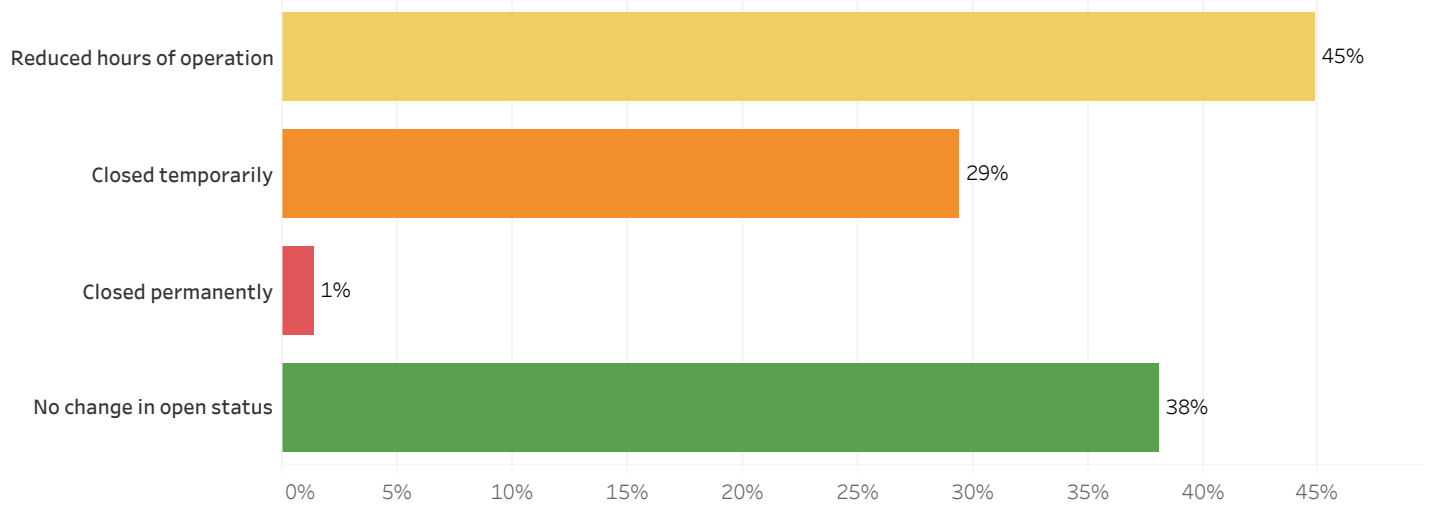




## Open Status During COVID-19 Pandemic

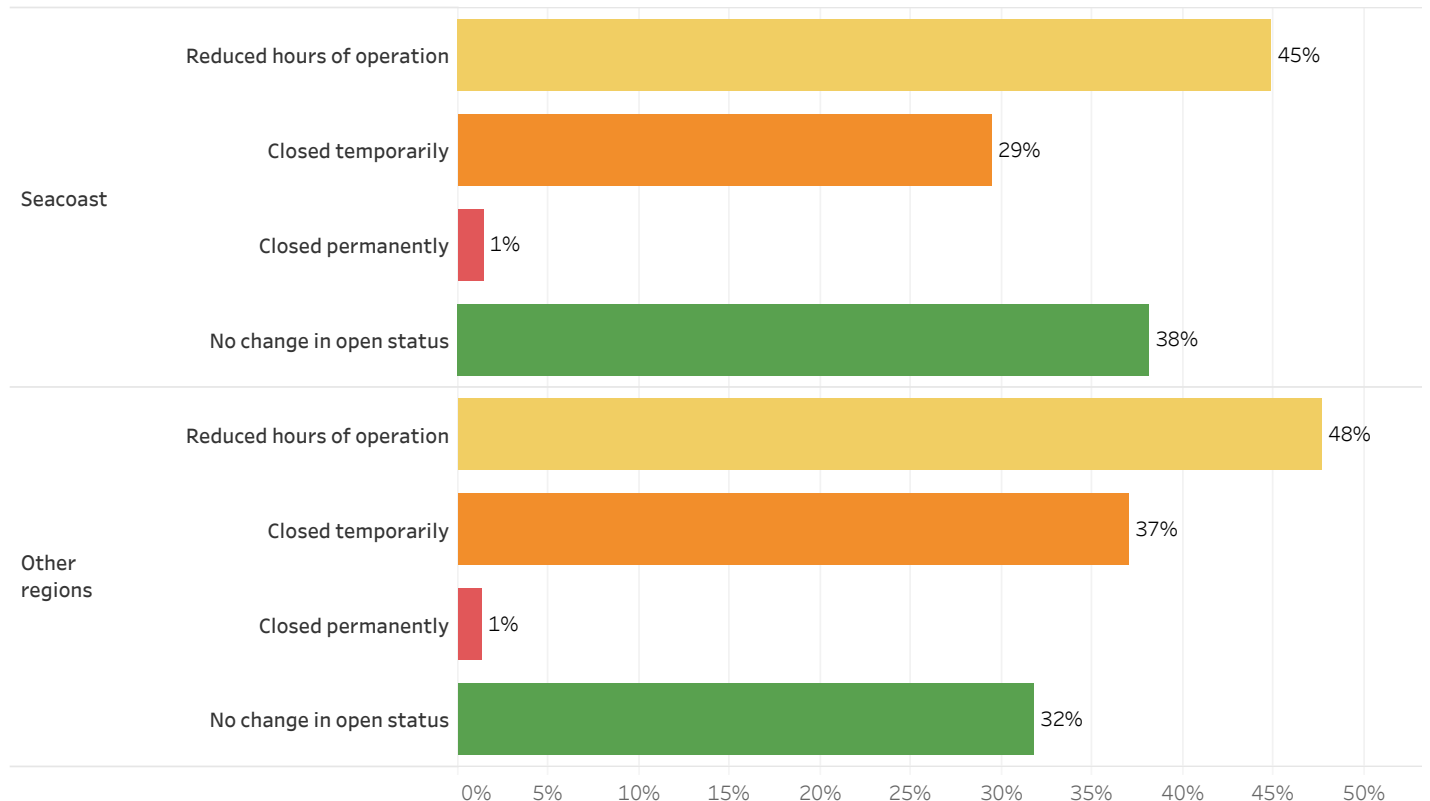
Among respondents whose business is located in the Seacoast region, 45% say that their business reduced their hours of operation since February 15, 2020, 29% say that their business closed temporarily, 1% say that their business closed permanently, and 38% say their business has had no change in its 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) - Seacoast - February 2021



Respondents whose business is located in the Seacoast region are about as likely as businesses located elsewhere to report having reduced their hours of operation since February 15, 2020 but are slightly less likely to report having had to closed temporarily since that time.

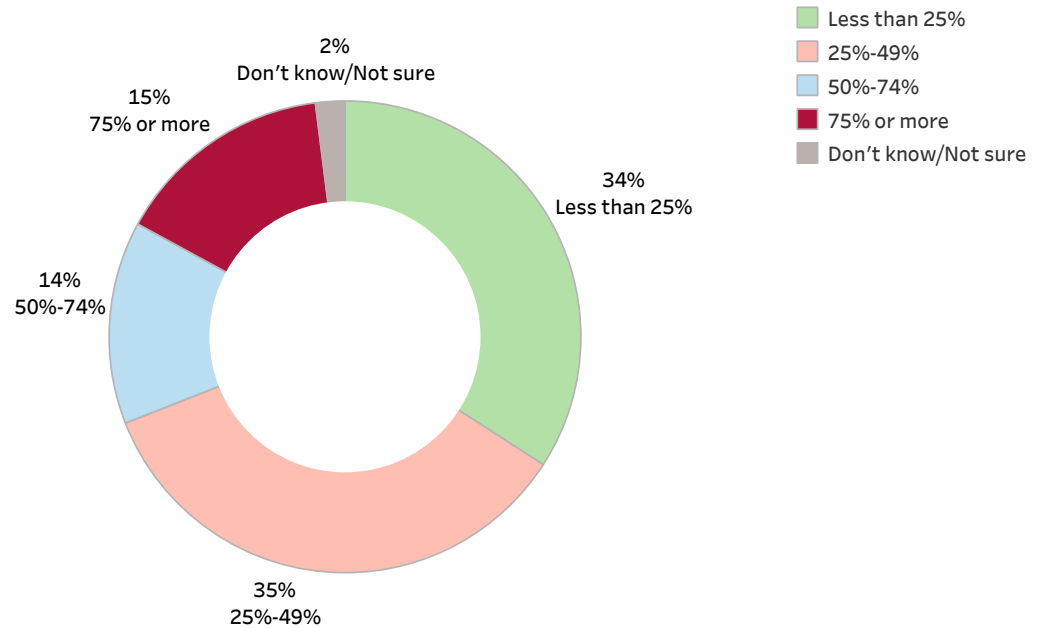
Figure 4b: Which of the following has happened to your business since February 15, 2020? (Please select all that apply) - By Region - February 2021





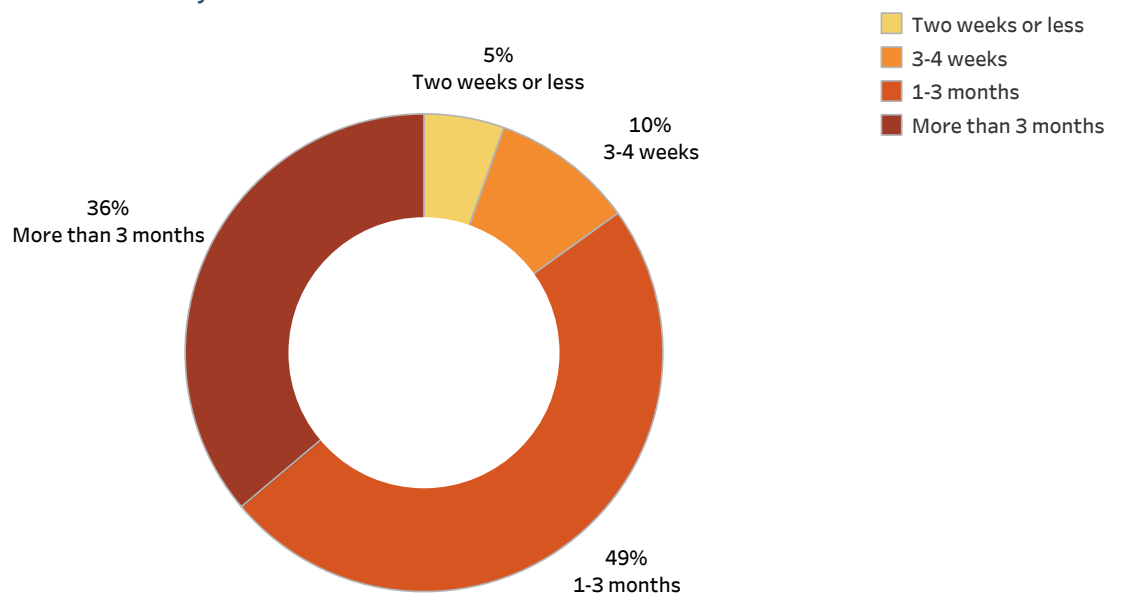
Among respondents whose business is located in the Seacoast region who say their business reduced their hours since February 15th, 2020 (N=252), one-third (34%) say that while operating under reduced hours their business typically reduced their hours by less than 25%. Thirty-five percent say their business typically reduced hours by 25%-49%, 14% typically reduced hours by 50%-74%, 15% 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) - Seacoast - February 2021



Among respondents whose business is located in the Seacoast region who say their business closed temporarily since February 15th, 2020 (N=166), only 5% say their business closed for two weeks or less while 10% say they were closed for three to four weeks. Just under half (49%) of respondents whose business closed temporarily say it closed for one to three months while 36% say it closed for more than three months.

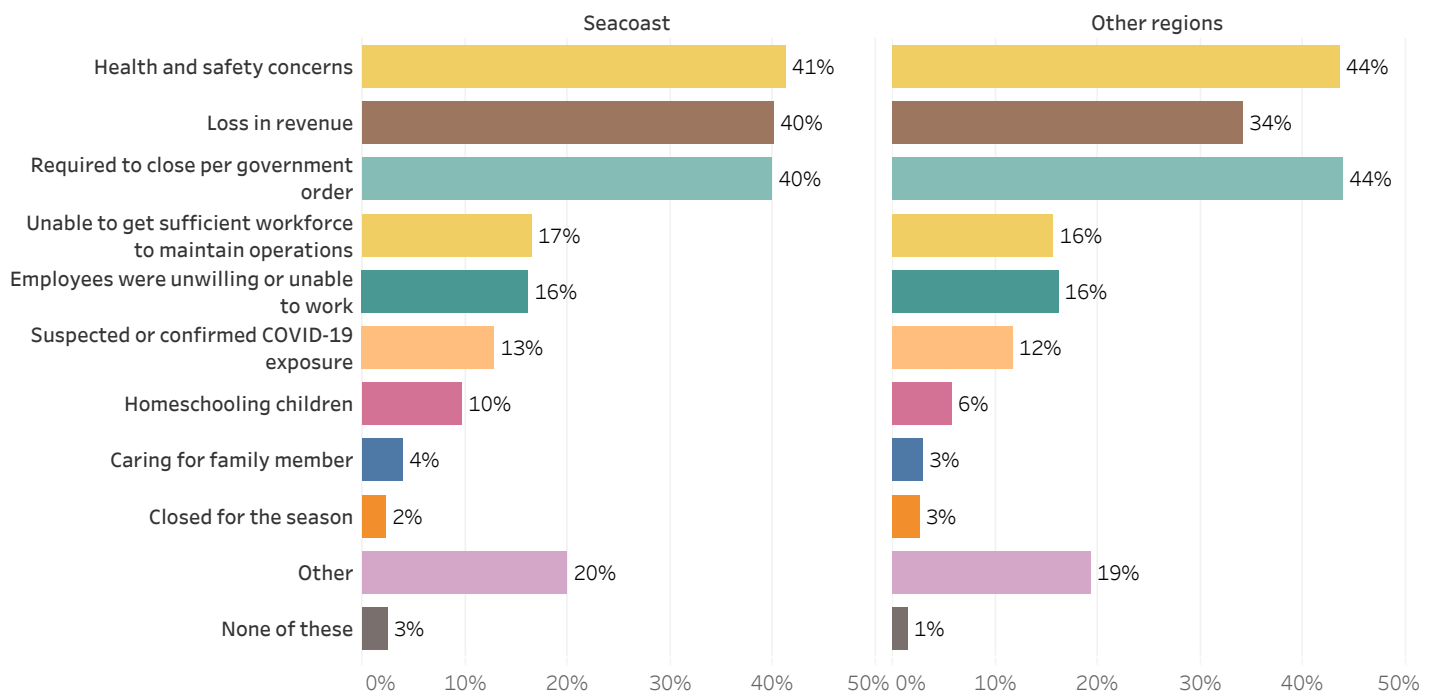
Figure 6: Since February 15, 2020, how long in total has your business been temporarily closed? (If unsure, please estimate) - Seacoast - February 2021



Among respondents whose business is located in the Seacoast region who say their business reduced their hours, closed temporarily, or closed permanently since February 15th, 2020 (N=351), four in ten say they reduced their hours or closed because of health and safety concerns (41%), loss of revenue (40%), or because they were required to close per government order (40%). Fewer say they reduced their hours or closed because they were unable to get a sufficient workforce to maintain operations (17%), because employees were unwilling or unable to work (16%), because of suspected or confirmed COVID-19 exposure (13%), while 10% or less reduced hours or closed due to homeschooling children (10%), caring for a family member (4%), or being closed for the season (2%). Twenty percent say they reduced hours or closed for another reason while 3% say none of these are reasons they reduced hours or closed.

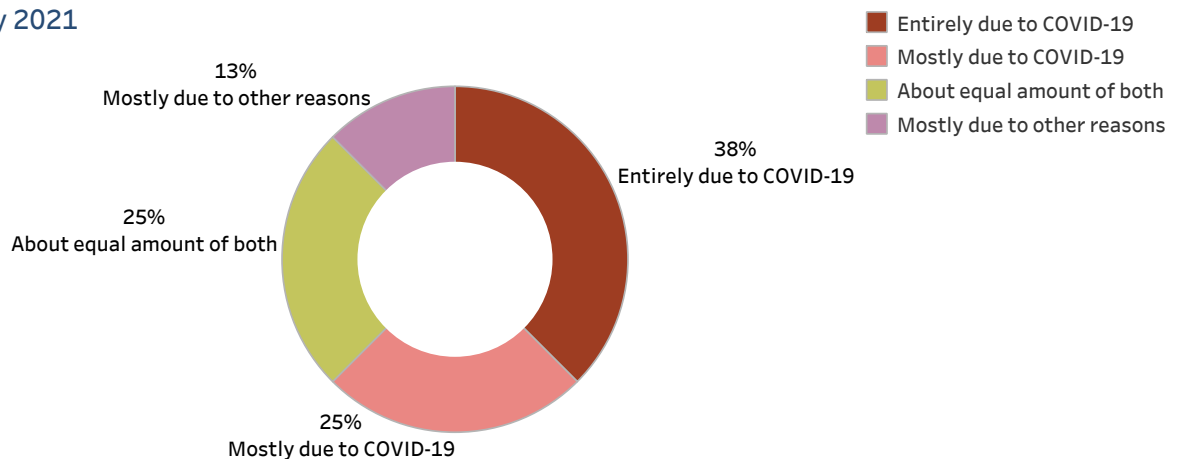
Respondents whose business is located in the Seacoast are slightly more likely than those whose business is located elsewhere to say they reduced hours or closed due to a loss in revenue.

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



Among respondents whose business is located in the Seacoast region who say their business closed permanently (N=8), 63% say that their business closed entirely (38%) or mostly (25%) due to COVID-19, 13% say it closed mostly due to other reasons, and 25% say COVID-19 and other reasons played about an equal role

**Figure 7b: Would you say your business closed permanently due to COVID-19 or due to other reasons? - Seacoast - February 2021**



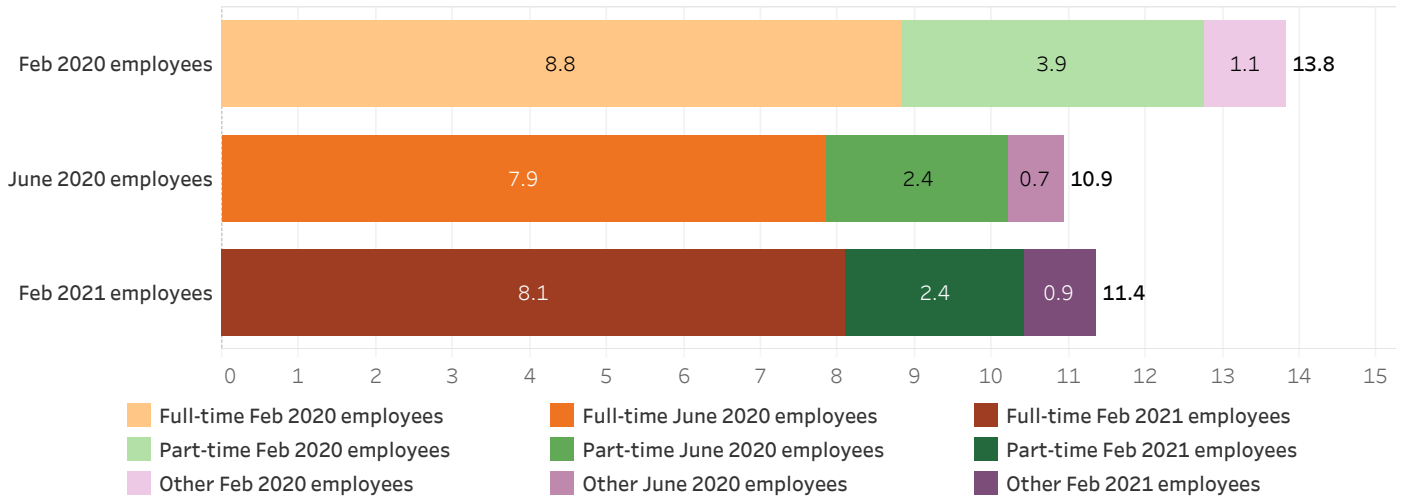
## Employees

Respondents whose business is located in the Seacoast region, report that on February 15th, 2020, their businesses on average employed 13.8 people in the state of New Hampshire; on average they had 8.8 full-time employees, 3.9 part-time employees, and 1.1 other types of employees at that time.

In June 2020, respondents report their businesses employed on average 10.9 people in New Hampshire; on average they had 7.9 full-time employees, 2.4 part-time employees, and .7 other types of employees.

Currently, respondents say their businesses employ on average 11.4 people in New Hampshire; on average they have 8.1 full-time employees, 2.4 part-time employees, and .9 other types of employees.

Figure 8a: Number and type of employees - Seacoast - February 2021

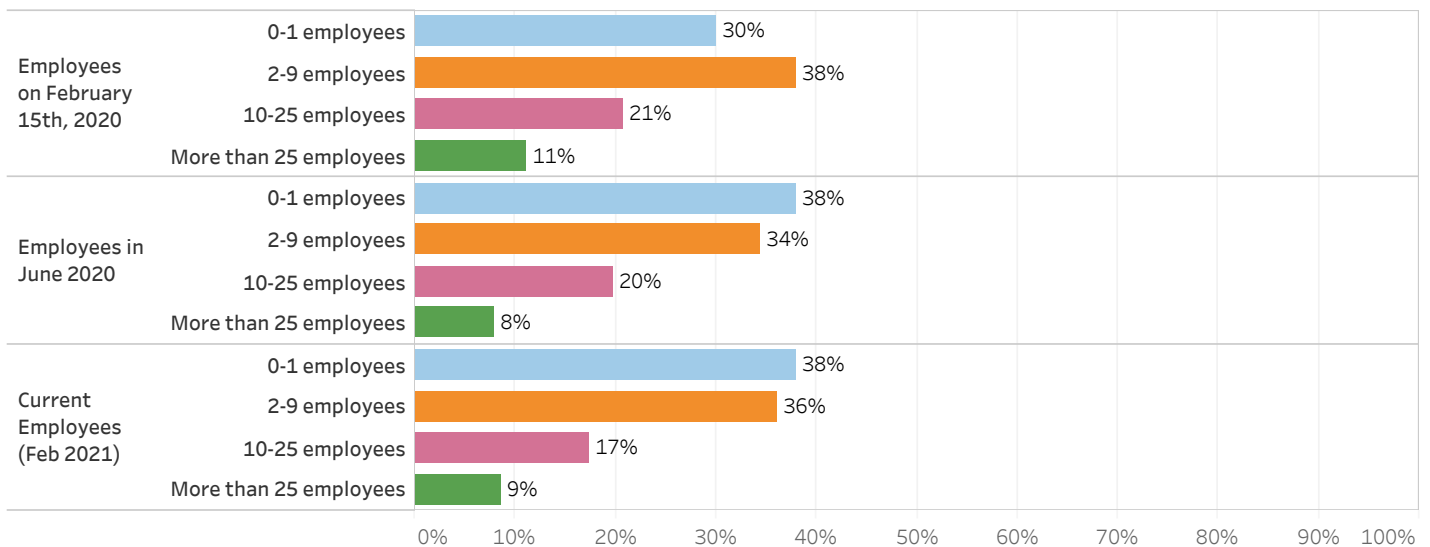


Among respondents whose business is located in the Seacoast region, 30% say that on February 15th, 2020 their business employed one person or no one, 38% employed 2-9 people, 21% employed 10-25 people, and 1% had more than 25 employees.

In June 2020, 38% report their business employed one person or no one, 34% say they employed 2-9 people, 20% employed 10-25 people, and 8% had more than 25 employees.

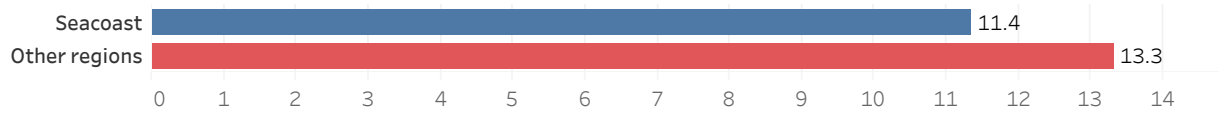
Currently, 38% of respondents say their business employs one person or no one, 36% employ 2-9 people, 17% employ 10-25 people, and 9% have more than 25 employees.

Figure 8b: Number of employees (grouped) - Seacoast - February 2021



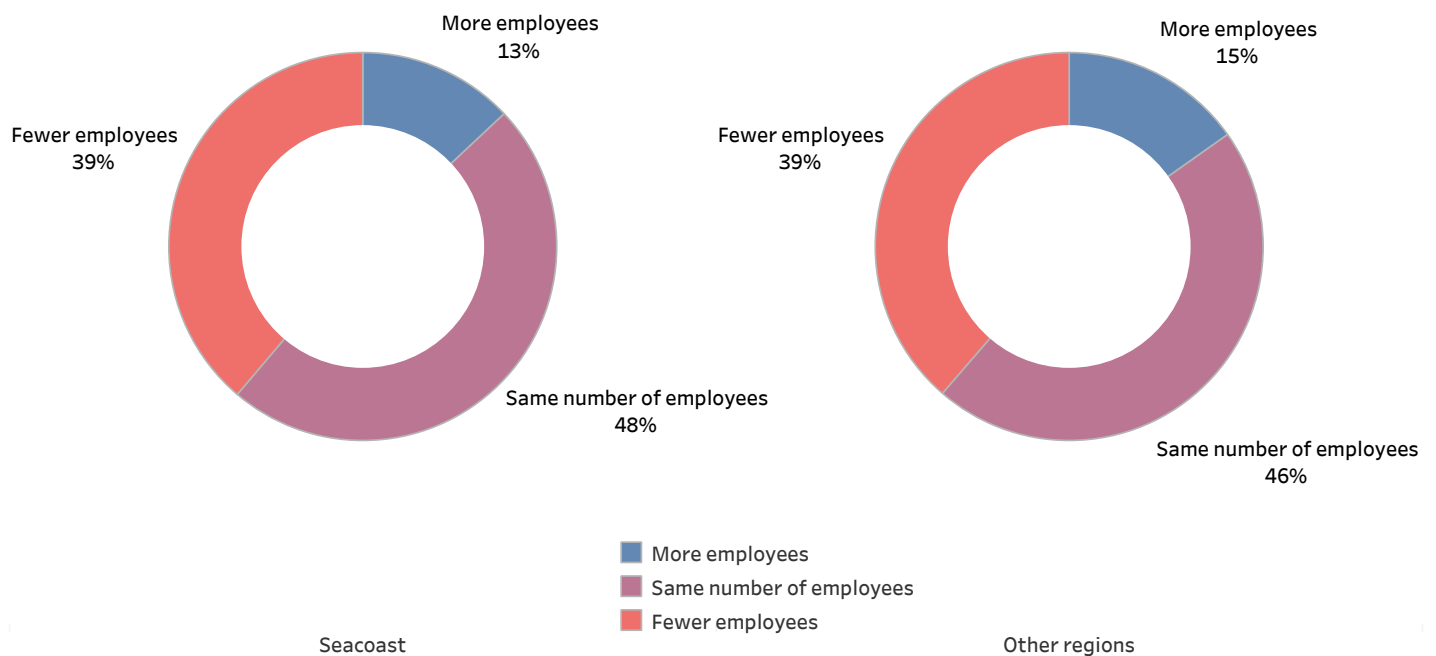
Respondents whose business is located in the Seacoast region report having slightly fewer employees on average currently than businesses located elsewhere.

Figure 8c: Total Feb 2021 employees - By Region - February 2021



Thirteen percent of responding Seacoast region businesses currently have more employees than they did on February 15th, 2020; nearly half (48%) have the same number of employees now as they did in February 2020 while 39% have fewer employees. Businesses located elsewhere report similar results when reporting the change in the number of employees they have compared to February 2020.

Figure 9: Change in number of employees since February 15, 2020 - By Region - February 2021

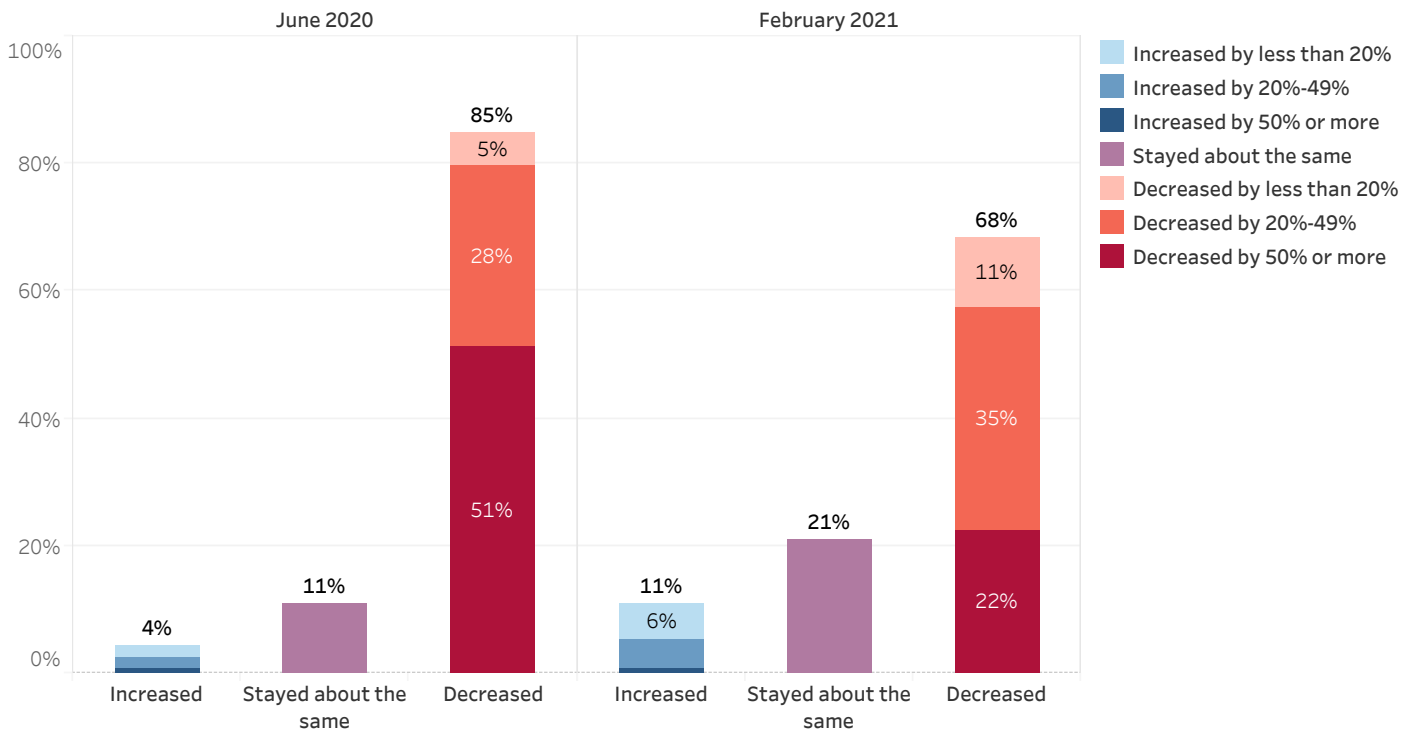


## Finances

Among respondents whose business is located in the Seacoast region, just over two-thirds (68%) 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%, 35% say their revenue has fallen by 20%-49%, and 22% say their revenue has fallen by 50% or more. Twenty-one percent of respondents say their monthly revenue has stayed about the same, while 11% say their revenue has increased.

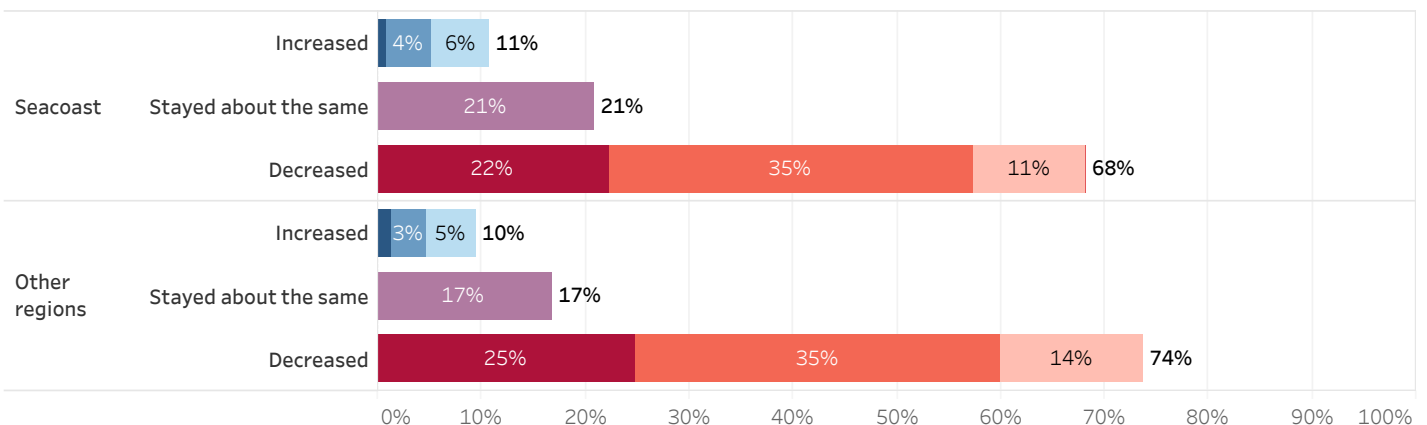
Among businesses located in the Seacoast, the proportion whose monthly revenue has decreased as a result of the COVID-19 pandemic (68%) is a good deal lower than in June 2020 (85%) and the percentage who report a decline in revenue of 50% or more (22%) has fallen by an even larger amount since then (51%).

**Figure 10a: To the best of your knowledge, how has your monthly revenue been affected by the COVID-19 pandemic? - Seacoast**



Businesses located in the Seacoast region are very slightly less likely than businesses located elsewhere to say that their business's monthly revenue has decreased as a result of the COVID-19 pandemic.

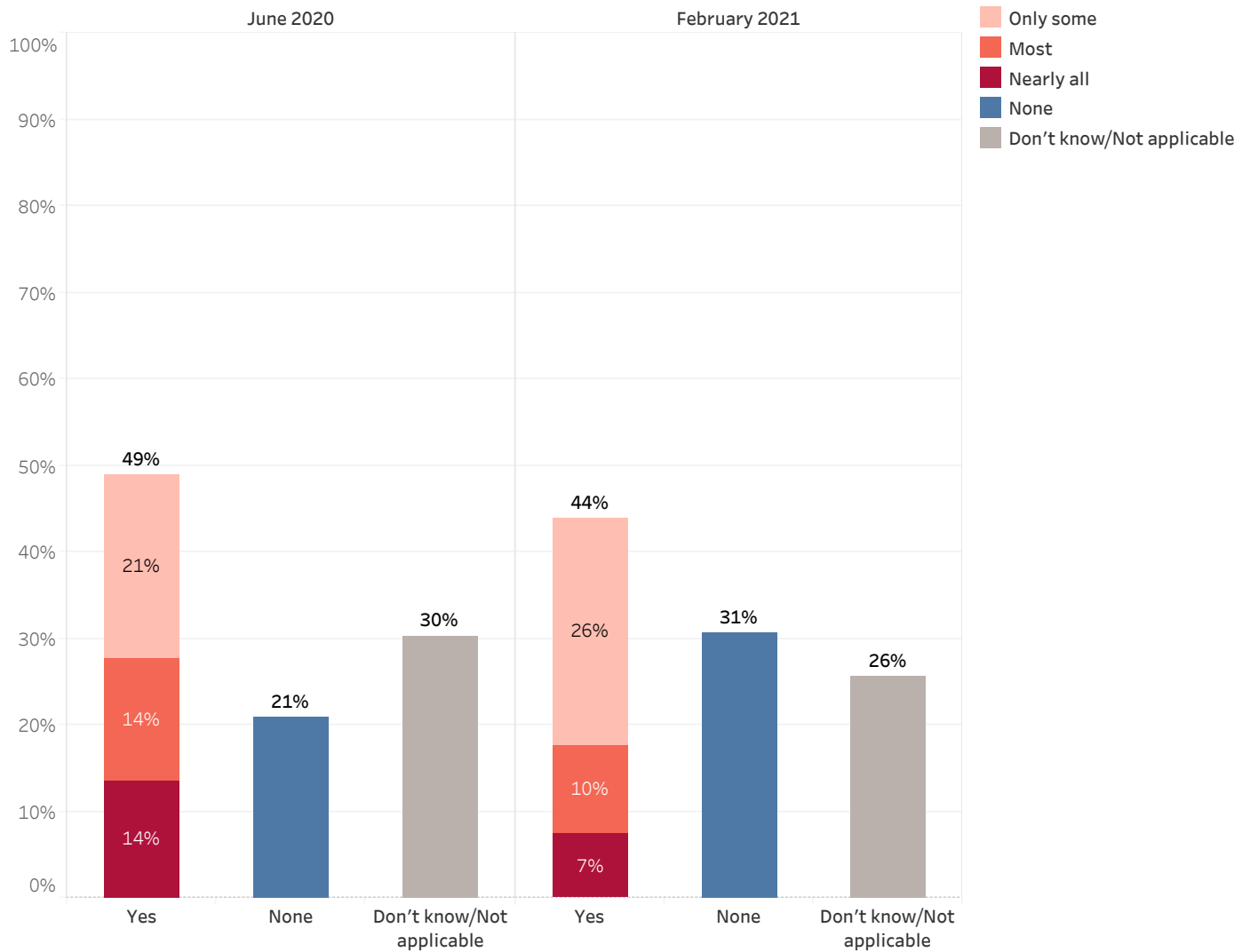
**Figure 10b: To the best of your knowledge, how has your monthly revenue been affected by the COVID-19 pandemic? - By Region**



Among respondents whose business is located in the Seacoast region, 44% say their business's accounts receivable (money owed to company by customers) from customers have been slower due to COVID-19; 26% say that only some have been slower, 10% say most have been slower, and 7% say that nearly all have been slower. Three in ten (31%) say their accounts receivable have not been slower while 26% say they don't know or the question is not applicable.

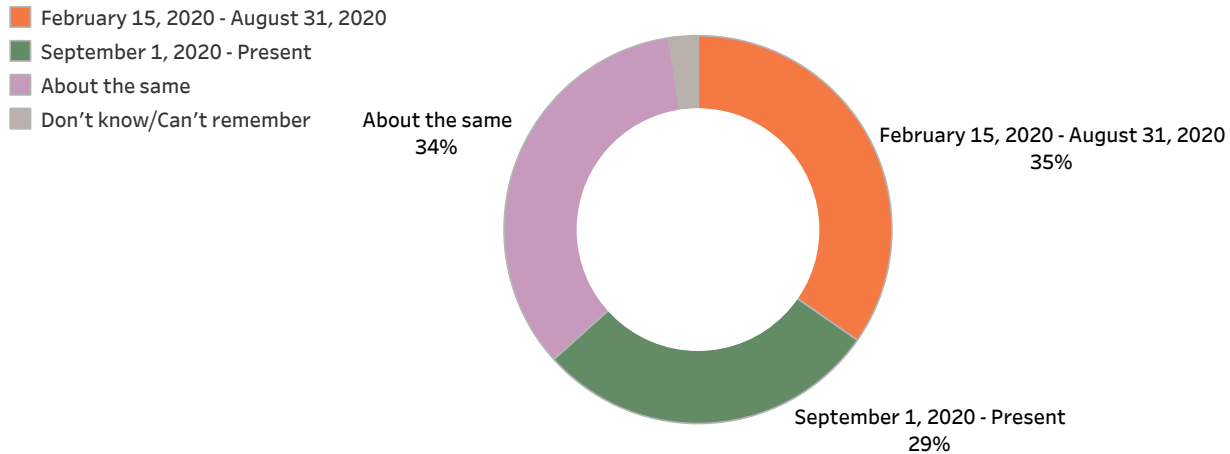
Respondents whose business is located in the Seacoast region are very slightly less likely than in June 2020 to say that any of their accounts receivable from customers have been slower due to COVID-19.

**Figure 11: Have accounts receivable from customers been slower due to COVID-19? - Seacoast**



Among respondents whose business is located in the Seacoast region who say at least some of their accounts receivable have been slower (N=251), 35% say their accounts receivable were slower from February 15, 2020 - August 31, 2020, 29% say their accounts receivable were slower from September 1, 2020 to the present, while 34% say the two periods have been about the same and 2% don't know or can't remember.

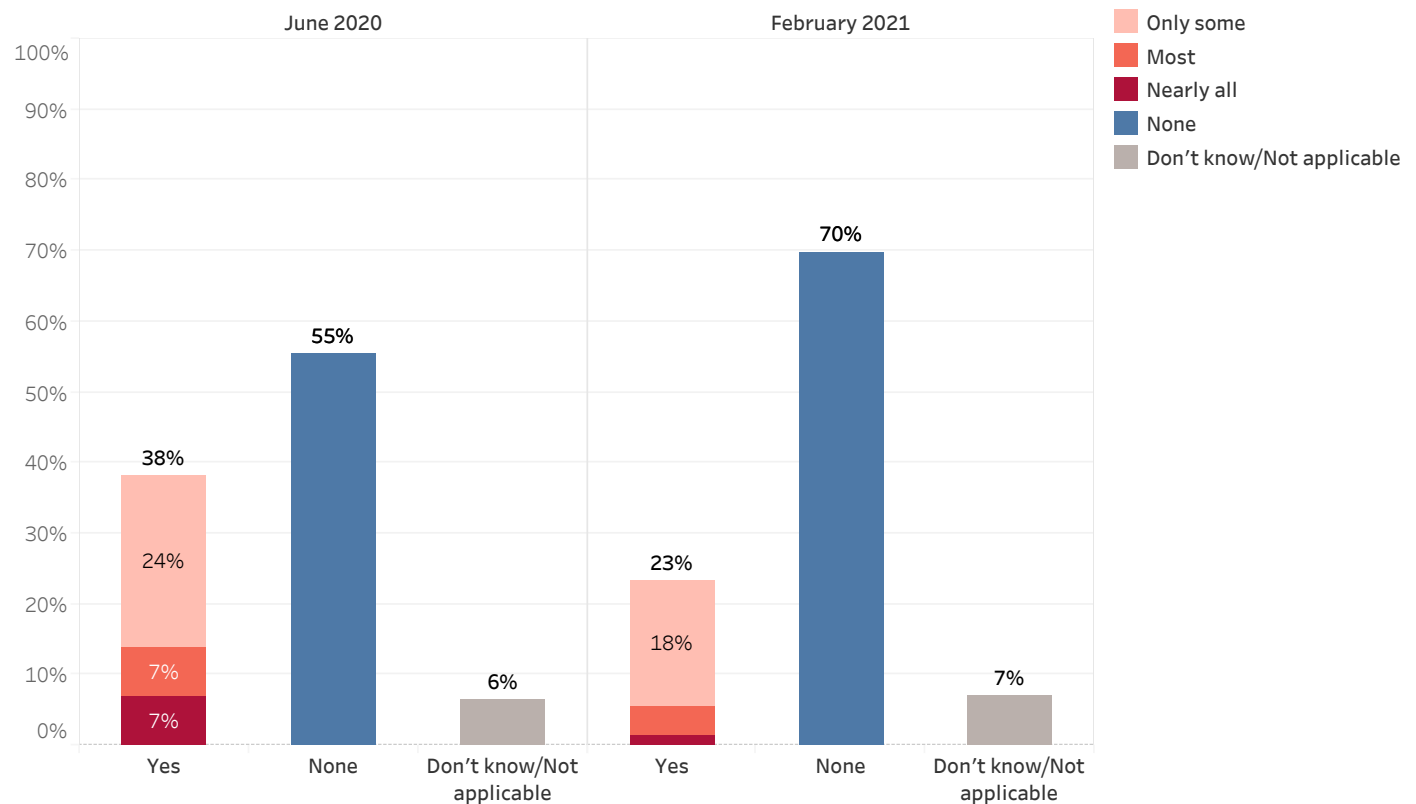
**Figure 12: Were your accounts receivable slower from 2/15/2020 to 8/31/2020 or from 9/1/2020 to the present? - Seacoast - February 2021**



Among respondents whose business is located in the Seacoast region, 23% say their business has deferred or modified payments to vendors due to COVID-19; 18% have deferred or modified only some of these payments, 4% have deferred or modified most, and 1% have deferred or modified nearly all of them. Seven in ten (70%) say their business has not deferred or modified any payments while 7% don't know or say the question is not applicable.

Respondents whose business is located in the Seacoast region are less likely than in June 2020 to say that they have deferred or modified any payments to vendors due to COVID-19.

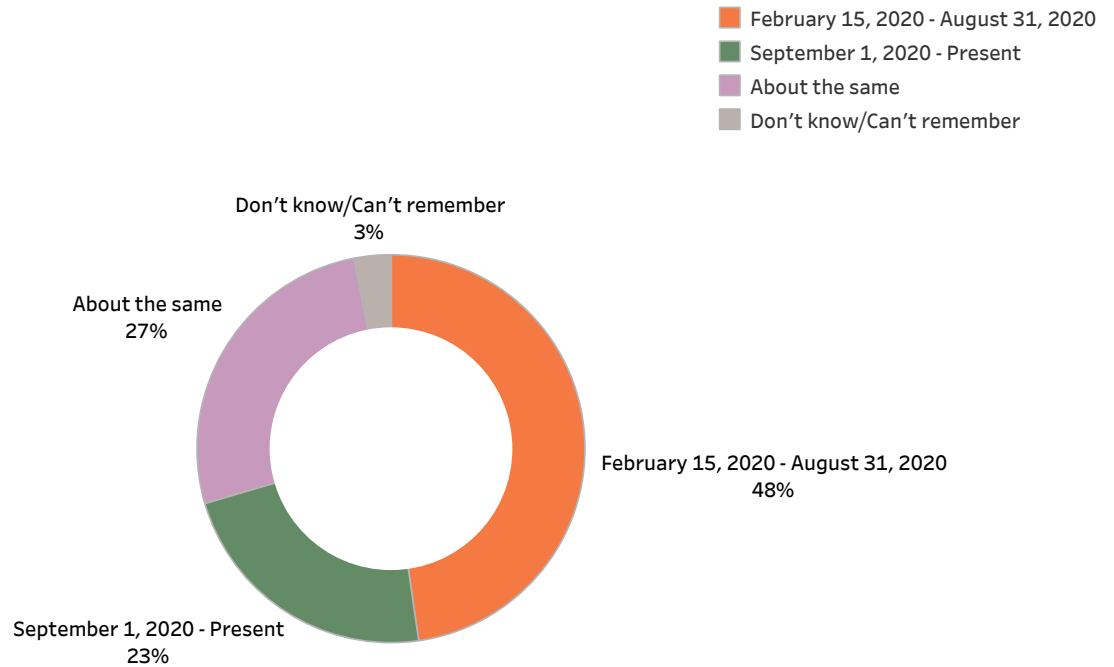
**Figure 13: Have you deferred or modified any payments to vendors due to COVID-19? - Seacoast**





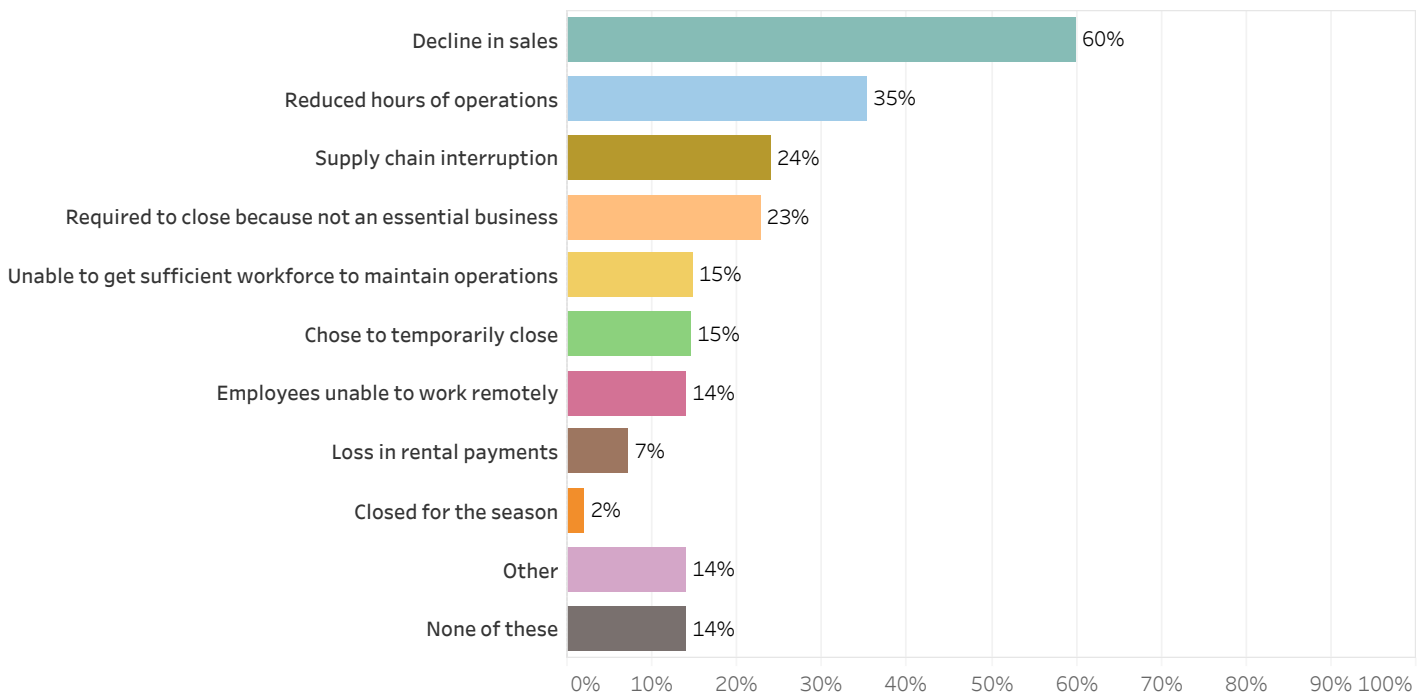
Among respondents whose business is located in the Seacoast region who say they have deferred or modified at least some of their payments (N=132), just under half (48%) say they deferred or modified payments more often from February 15, 2020 - August 31, 2020, 23% say they have deferred or modified payments more often from September 1, 2020 to the present, while 27% say the two periods have been about the same and 3% don't know or can't remember.

Figure 14: Have you deferred or modified payments more often from 2/15/2020 to 8/31/2020 or from 9/1/2020 to the present? - Seacoast - February 2021



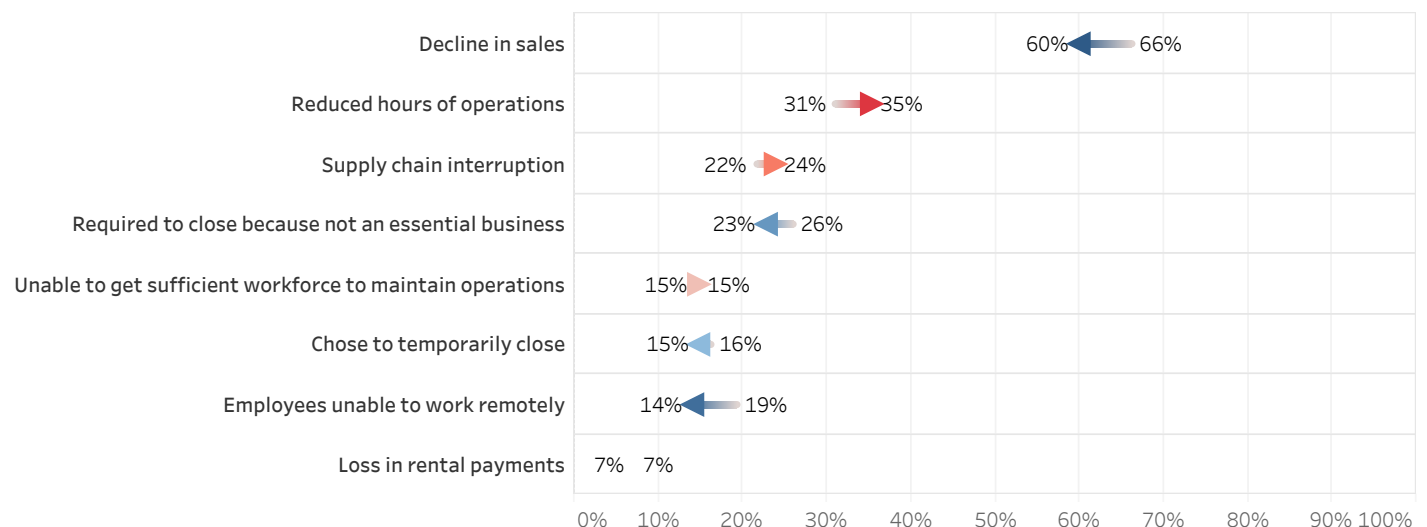
Six in ten (60%) respondents whose business is located in the Seacoast region say that a decline in sales has caused their business to experience financial losses as a result of the COVID-19 pandemic while 35% have experienced financial losses due to reduced hours of operation and about a quarter have experienced losses due to supply chain interruptions (24%) or being required to close because they were not an essential business (23%). Fewer respondents whose business is located in the Seacoast say their business experienced financial losses due to being unable to get a sufficient workforce to maintain operations (15%), because they chose to temporarily close (15%), because employees were unable to work remotely (14%), due to a loss in rental payments (7%), or because they closed for the season (2%). Fourteen percent say they experienced losses for another reason while 14% say their business has not experienced any of these things.

**Figure 15a: Which of the following has caused you to experience financial losses as a result of the COVID-19 pandemic? (Please select all that apply) - Seacoast - February 2021**



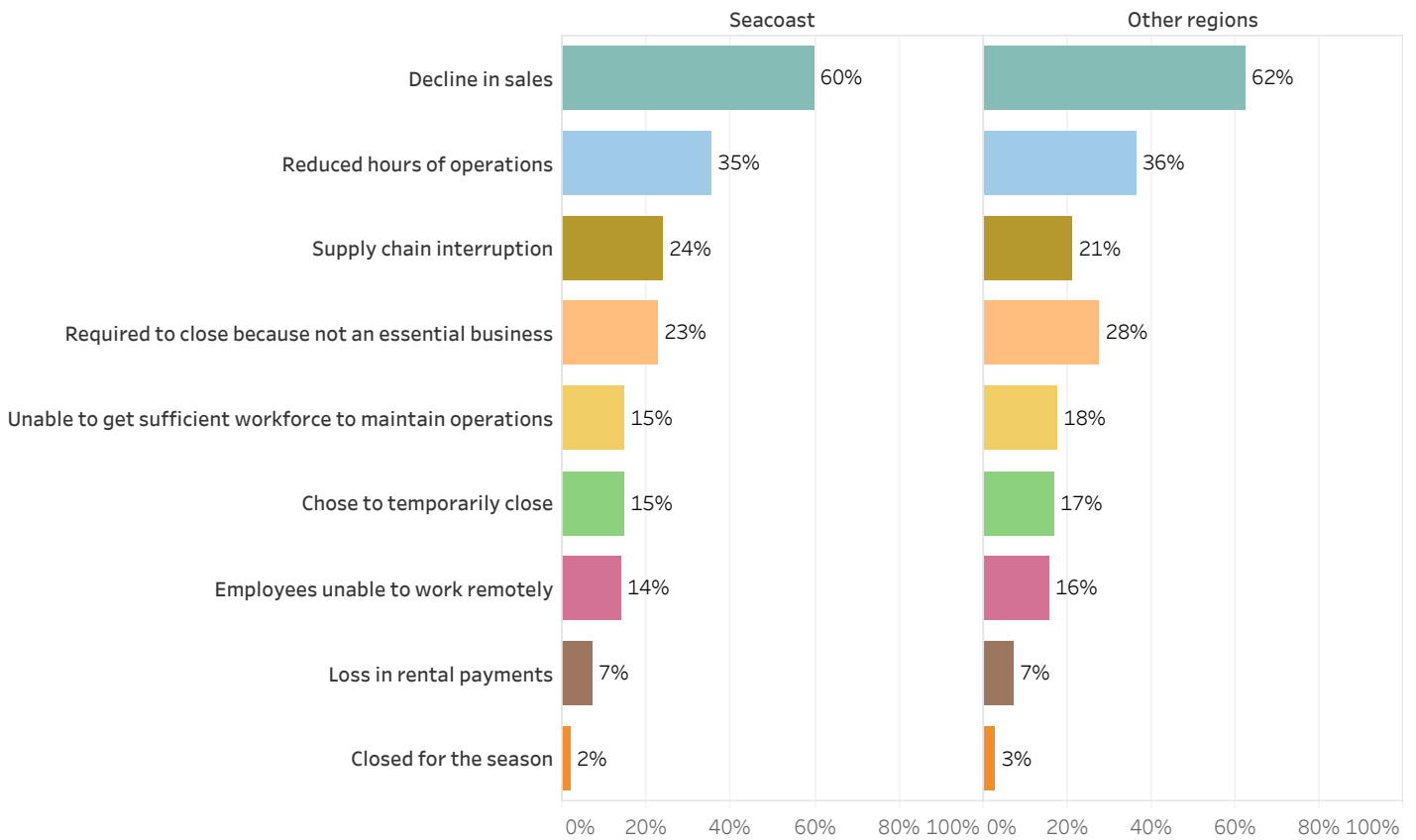
Respondents whose business is located in the Seacoast region are slightly less likely than in June 2020 to say that they have experienced financial losses due to a decline in sales (-6 percentage points) or due to employees being unable to work remotely (-5).

**Figure 15b: Which of the following has caused you to experience financial losses as a result of the COVID-19 pandemic? (Please select all that apply) - Seacoast - Change from June 2020 to February 2021**



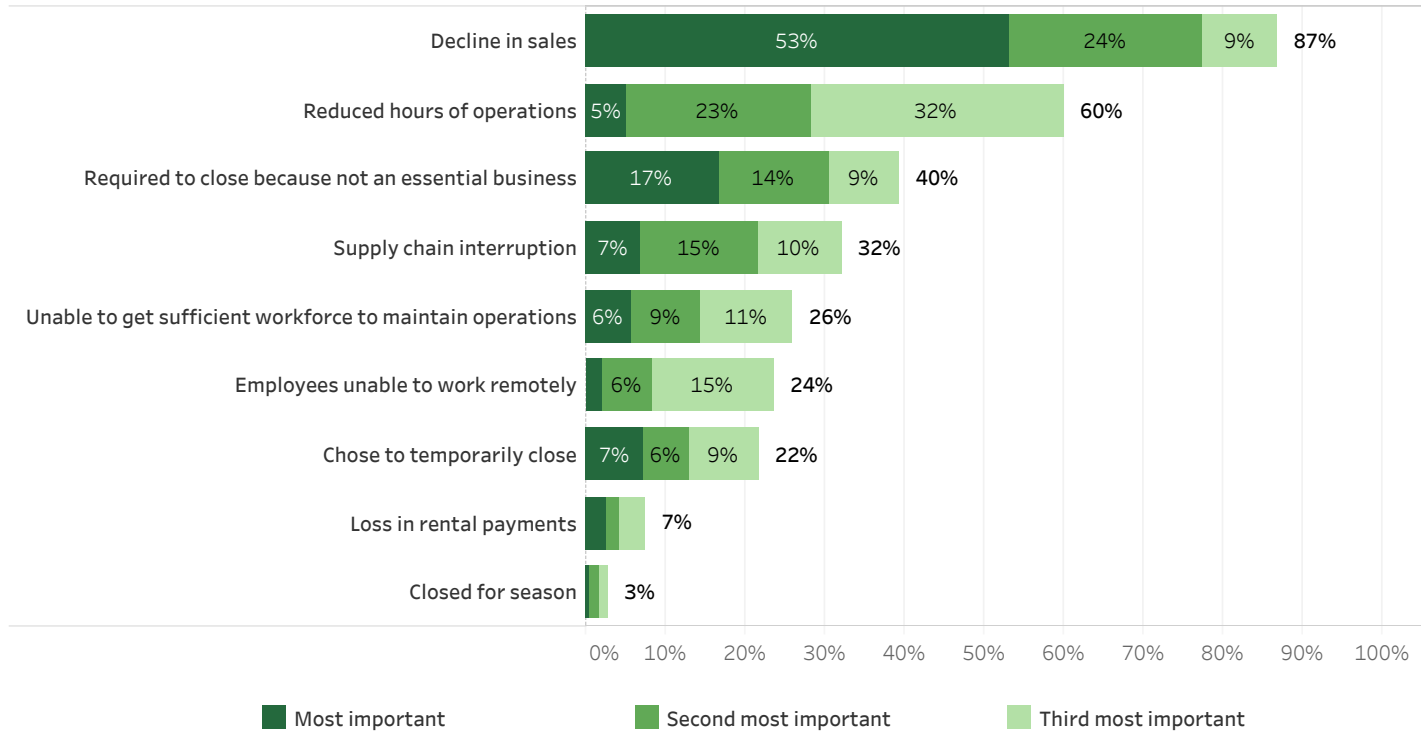
Seacoast businesses are very slightly less likely than businesses located elsewhere to say that being required to close because they were not an official business caused their business to experience financial losses as a result of the COVID-19 pandemic.

**Figure 15c: 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 Region - February 2021**



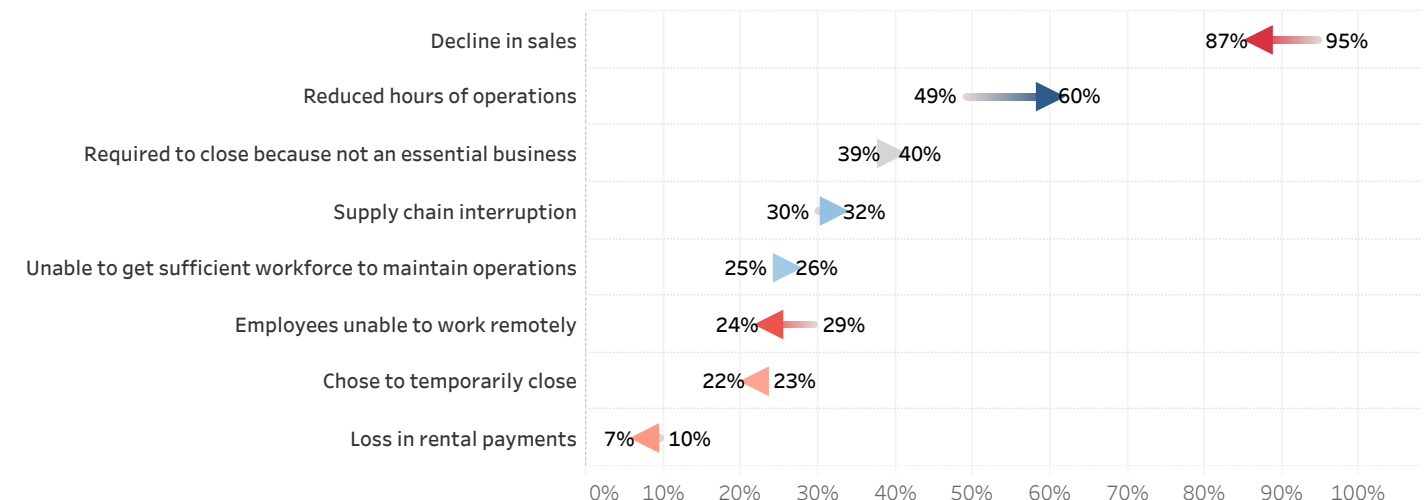
Among respondents whose business is located in the Seacoast region, 87% say that a decline in sales has had the most (53%), second most (24%), or third most (9%) impact on their business's finances, while 60% cite reduced hours of operation, 40% cite being required to close, and 32% cite supply chain interruptions as among the three most important factors. About a quarter say that being unable to get a sufficient workforce to maintain operations (26%), employees being unable to work remotely (24%), or choosing to temporarily close (22%) were among their top three, while less than 10% cite a loss of rental payments (7%) or being closed for the season (3%) as among the three most important factors.

**Figure 16a: Which of the following have had the greatest impact on your business's finances? - Seacoast - Three most important - February 2021**



Compared to June 2020, a larger percentage of respondents whose business is located in the Seacoast region say that reduced hours of operation (+11 percentage points) is among the three most important factors impacting their business's finances while slightly fewer respondents say a decline in sales (-8) is among the top three most important factors.

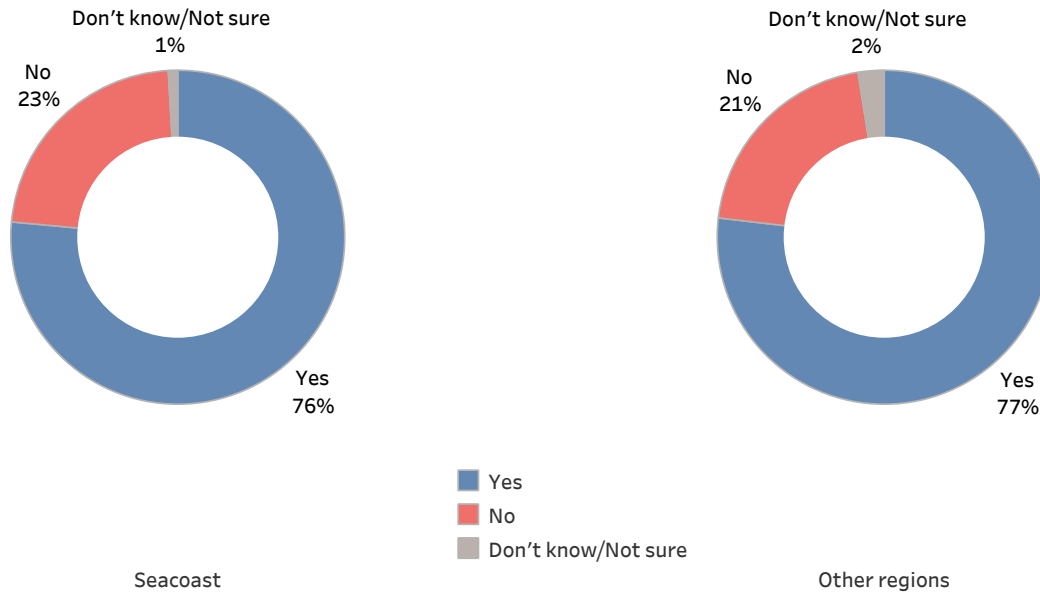
**Figure 16b: Which of the following have had the greatest impact on your business's finances? - Seacoast - Three most important - Change from June 2020 to February 2021**



## Relief Programs

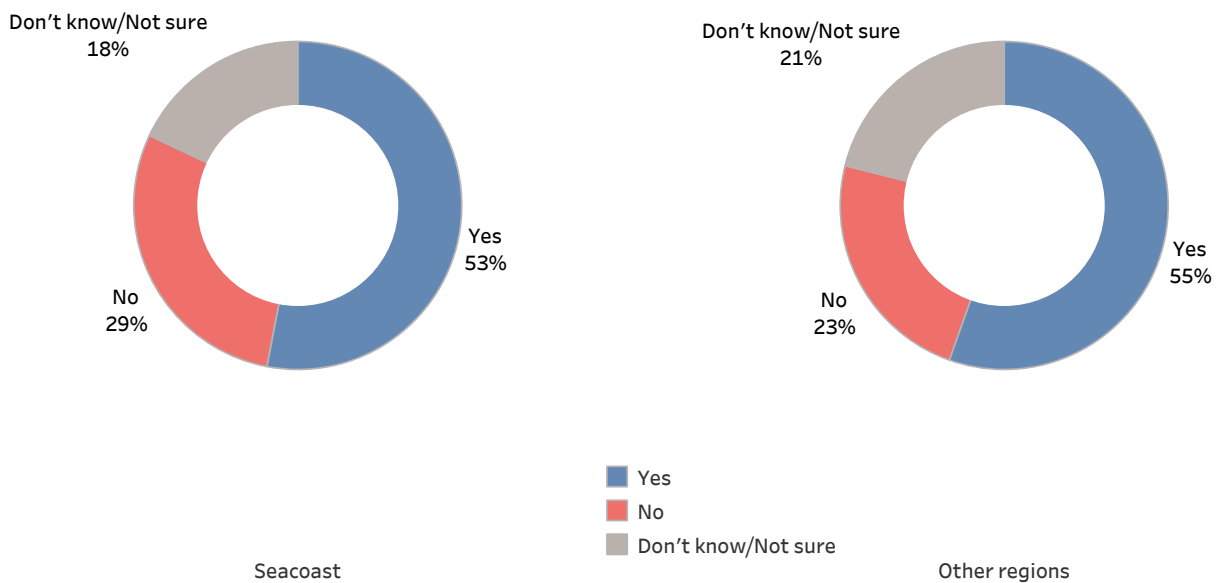
Among respondents whose business is located in the Seacoast region, three-quarters (76%) report that their business applied for some type of relief in 2020, 23% did not do so, and 1% don't know or are unsure. Respondents whose business is located elsewhere (77%) are about equally likely to say their business applied for some type of relief in 2020.

Figure 17: Did your business apply for relief in 2020? - By Region - February 2021



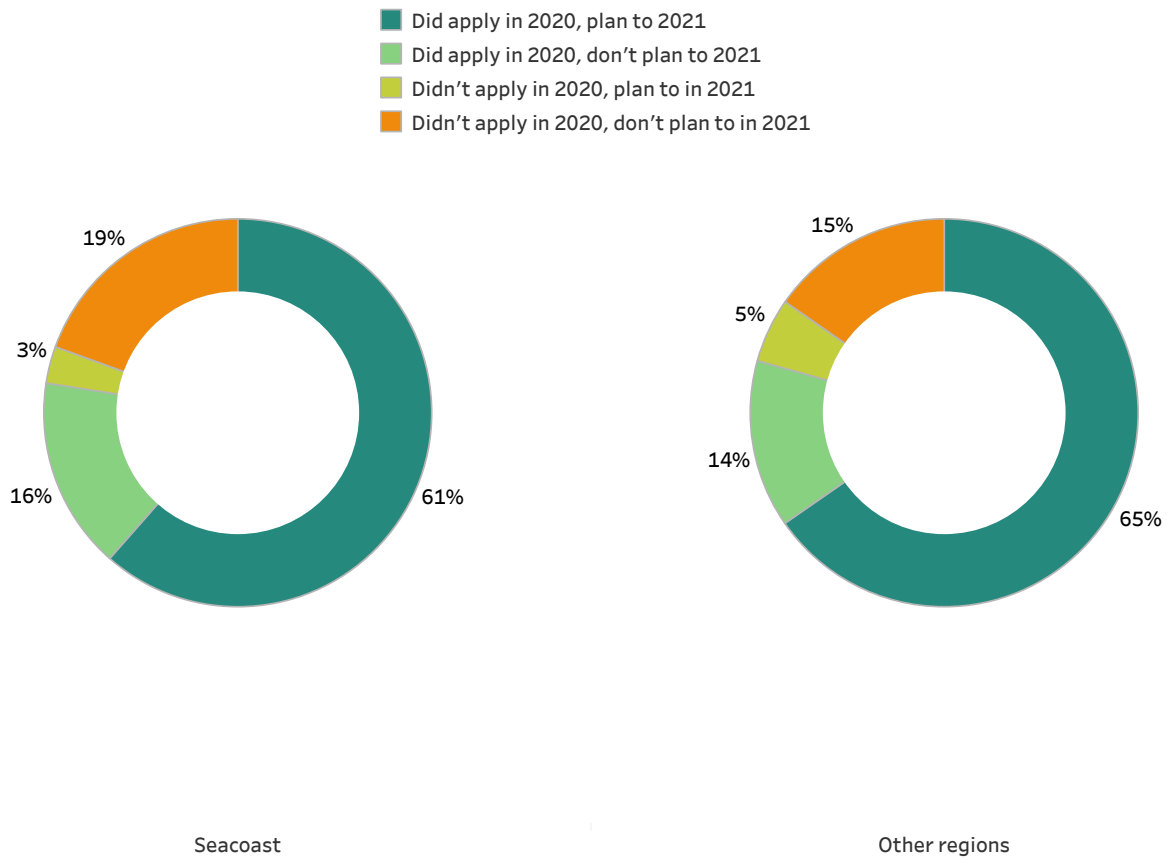
More than half (53%) of respondents whose business is located in the Seacoast region say they plan to apply for relief for their business if it is available in 2021, 29% do not plan to do so, and 18% don't know or are unsure. Respondents whose business is located elsewhere (55%) are about equally likely to plan on applying for relief in 2021.

Figure 18: Do you plan to apply for relief if it is available in 2021? - By Region - February 2021



Among respondents whose business is located in the Seacoast region, 61% say that they applied for relief for their business in 2020 and plan to do so in 2021. Sixteen percent say they did apply for relief in 2020 but don't plan to in 2021, 3% say they didn't apply for relief in 2020 but plan to do so in 2021, and 19% say they didn't apply in 2020 and don't plan to in 2021. Respondents whose business is located elsewhere (65%) are about equally likely to have applied for relief in 2020 and plan to do so in 2021.

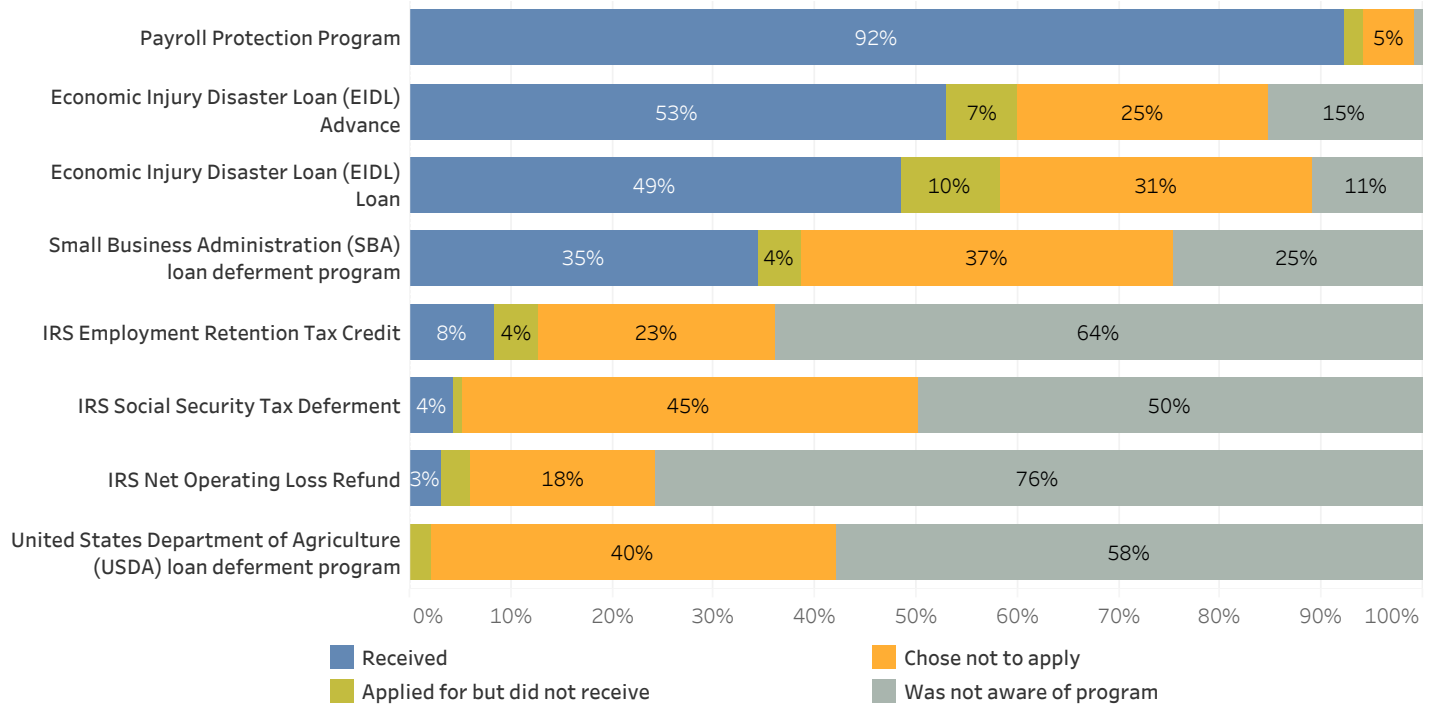
Figure 19: Application for aid in 2020 & plan for 2021 - By Region - February 2021



Among respondents whose business is located in the Seacoast region who say the following programs are applicable to their business, 92% 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, 5% say they chose not to apply, and 1% say they were not aware of the program. About half say they received relief through the Economic Injury Disaster Loan (EIDL) Advance (53%) and the EIDL Loan (49%) programs while about a quarter chose not to apply. Thirty-five percent say they received aid through the Small Business Administration (SBA) loan deferment program, 4% applied for this program but did not receive aid, 37% chose not to apply, and 25% were not aware of it.

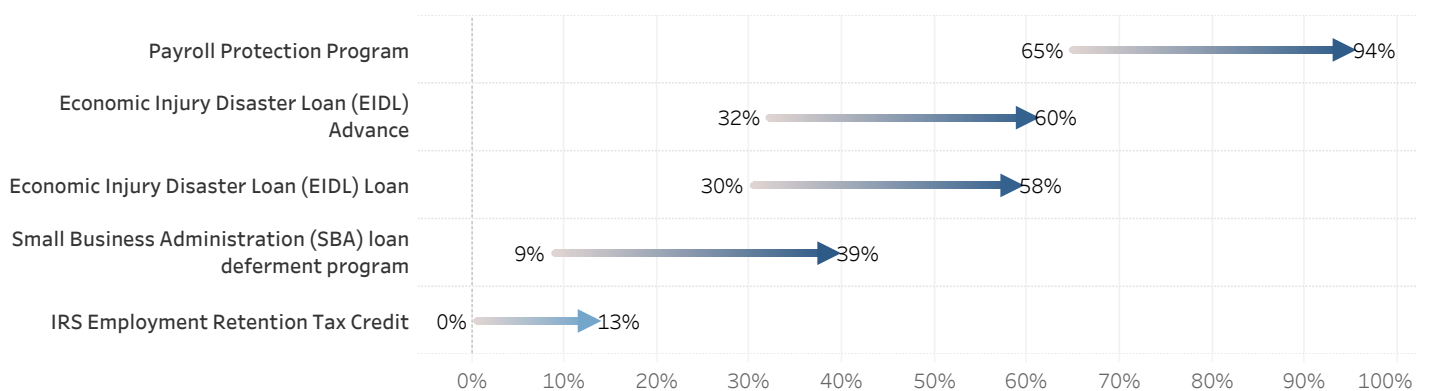
Few respondents received relief through the IRS Employment Retention Tax Credit (8%), the IRS Social Security Tax Deferment program (4%), or the IRS Net Operating Loss Refund program (3%) while none received aid through the United States Department of Agriculture (USDA) loan deferment program. At least half of respondents say they were unaware of each of these programs while others say they chose not to apply to these programs.

**Figure 20a: What did your business do with regard to the following federal relief programs in 2020? - Seacoast - February 2021 - Applicable businesses**



Among respondents whose business is located in the Seacoast Region, the percentage who received or applied for these programs has increased dramatically since June 2020, with increases of about 30% in the percentage who have received relief or applied for relief through the SBA loan deferment program (+30 percentage points), the Payroll Protection Program (+29), and the EIDL Advance (+28) and Loan (+28) programs.

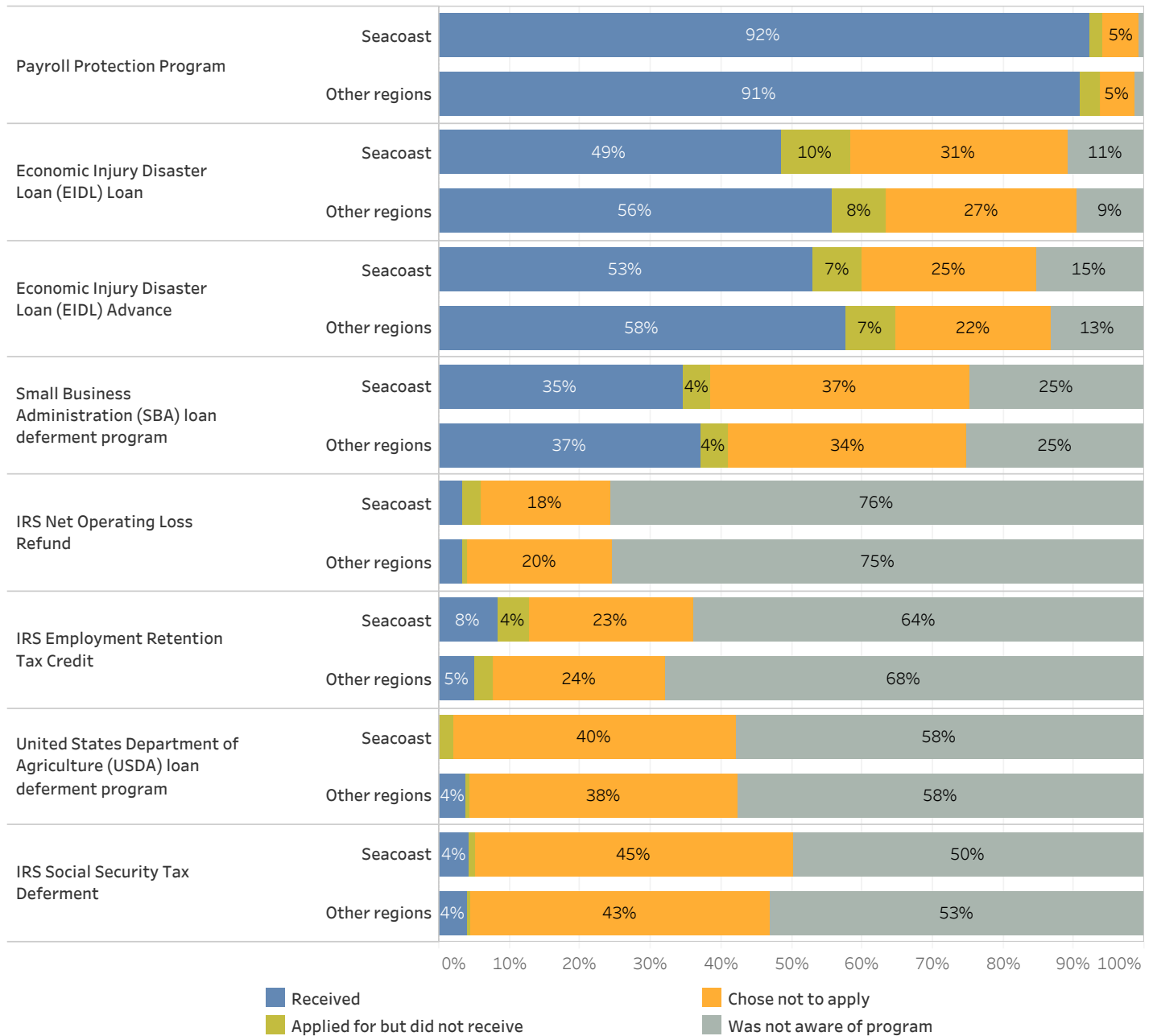
**Figure 20b: Business received or applied for relief through following federal programs in 2020 - Seacoast - Change from June 2020 to February 2021 - Applicable Businesses**





Respondents whose business is located in the Seacoast region are slightly less likely than those whose business is located elsewhere to say they received relief through an EIDL Loan or Advance.

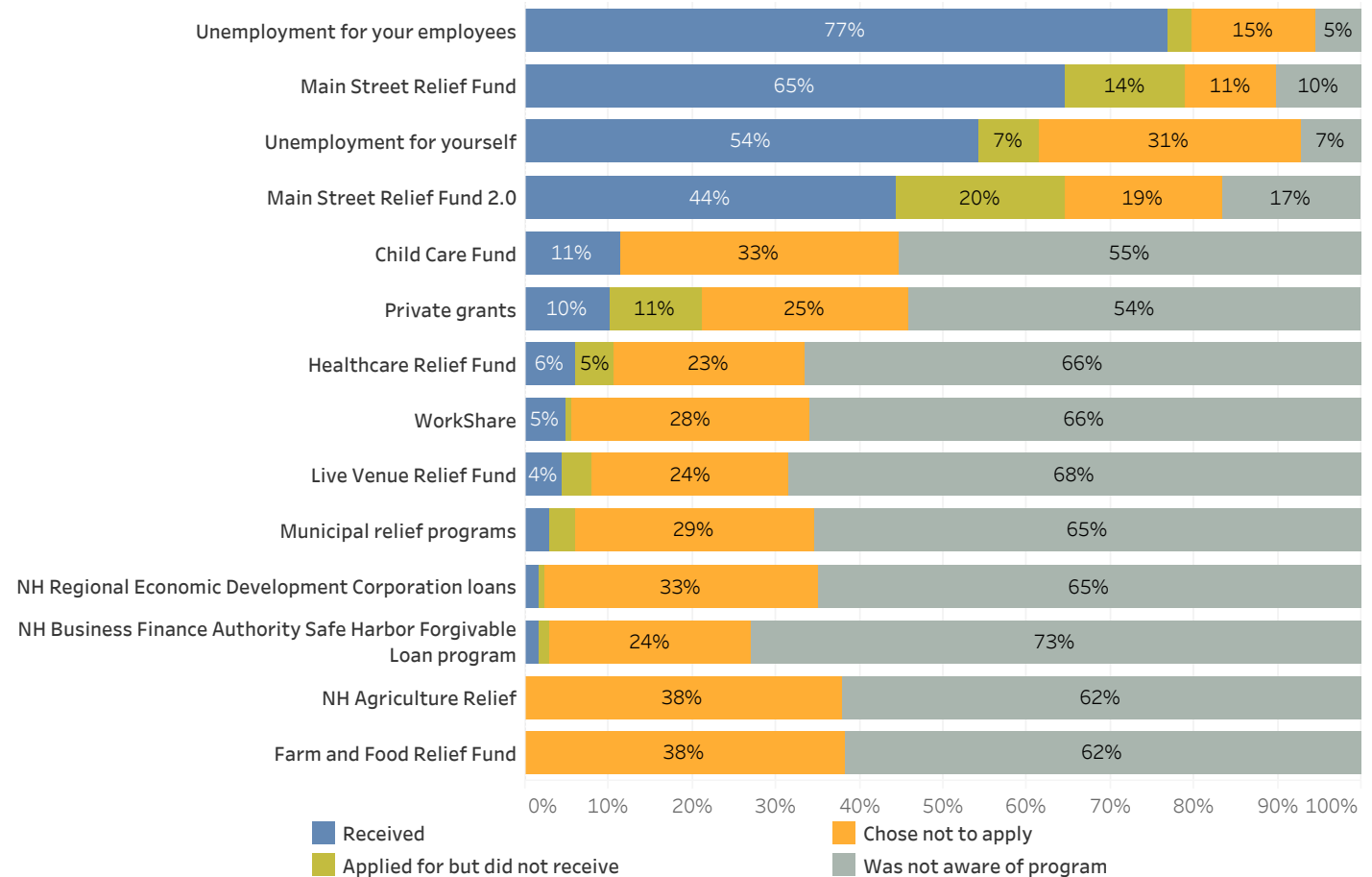
Figure 20c: What did your business do with regard to the following federal relief programs in 2020? - By Region - February 2021 - Applicable businesses



Among respondents whose business is located in the Seacoast region who say the following programs are applicable to their business, more than three-quarters (77%) 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, 15% say they chose not to apply, and 5% say they were not aware of the program. Two-thirds of Seacoast businesses received relief through the Main Street Relief Fund, 54% have received relief through unemployment for themselves, and 44% have received relief through the Main Street Relief Fund 2.0.

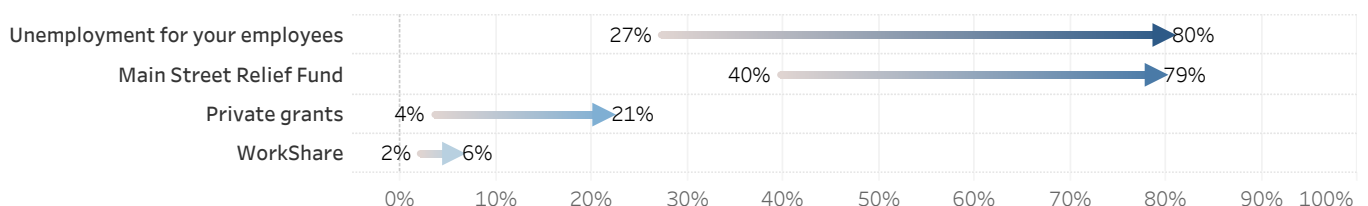
Far fewer respondents received relief through the Child Care Fund (11%), private grants (10%), the Healthcare Relief Fund (6%), Workshare (5%), the Live Venue Relief Fund (4%), municipal relief programs (3%), NH Regional Economic Development loans (2%), or the NH Business Finance Authority Safe Harbor Forgivable Loan program (2%). No responding Seacoast businesses received aid through 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 20% and 40% chose not to apply.

**Figure 21a: What did your business do with regard to the following state, municipal, or private relief programs in 2020? - Seacoast - February 2021 - Applicable businesses**



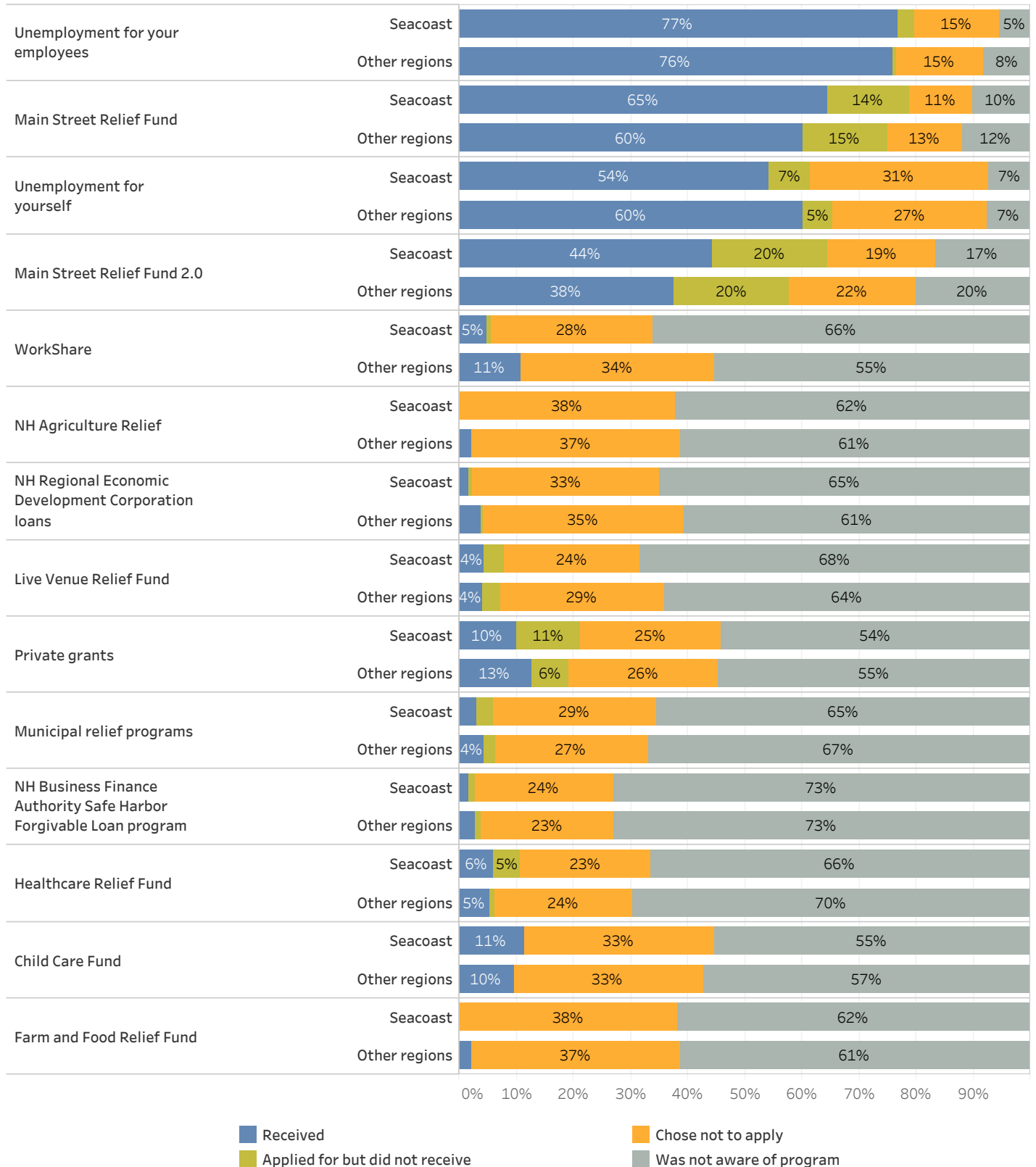
Among respondents whose business is located in the Seacoast region, the percentages who received or applied for relief through unemployment for their employees (+53 percentage points) or through the Main Street Relief Fund (+39) have increased dramatically since June 2020.

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



Respondents located in the Seacoast region are slightly more likely than respondents whose business is located elsewhere to say they received relief through the Main Street Relief Fund and the Main Street Relief Fund 2.0, but are slightly less likely to have received relief through unemployment for themselves or though WorkShare.

**Figure 21c: What did your business do with regard to the following state, municipal, or private relief programs in 2020? - By Region - February 2021 - Applicable businesses**

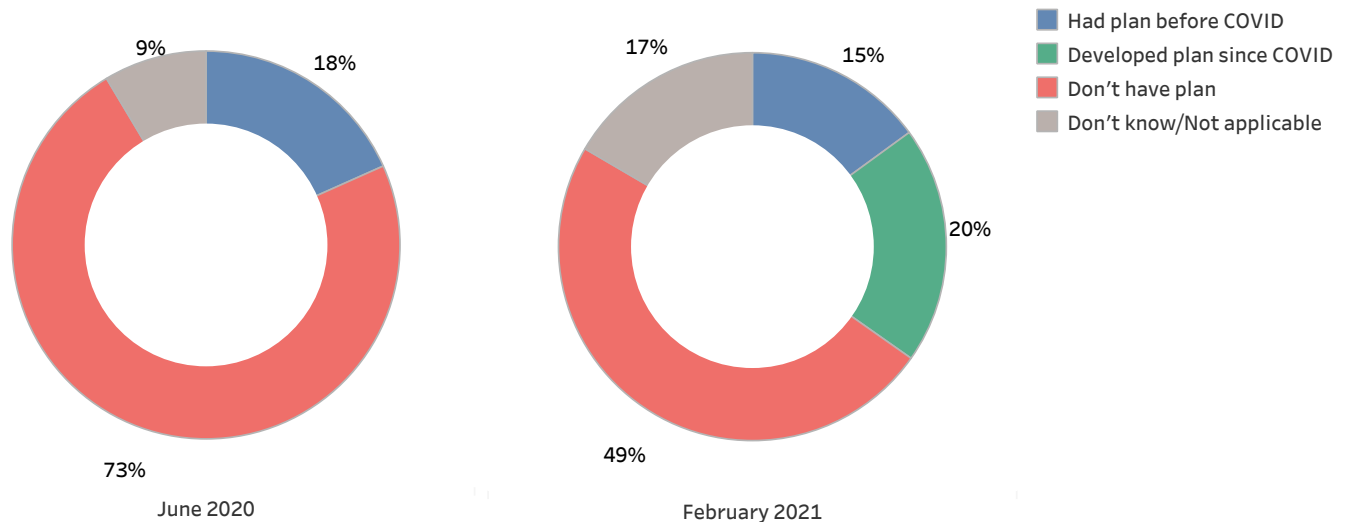


## Resiliency

Among respondents whose business is located in the Seacoast region, 15% report that their business had a resiliency or continuity plan in the event of a disaster prior to the COVID-19 pandemic, 20% have developed a plan since the pandemic began, 49% don't have a plan, and 17% don't know or say the question is not applicable.

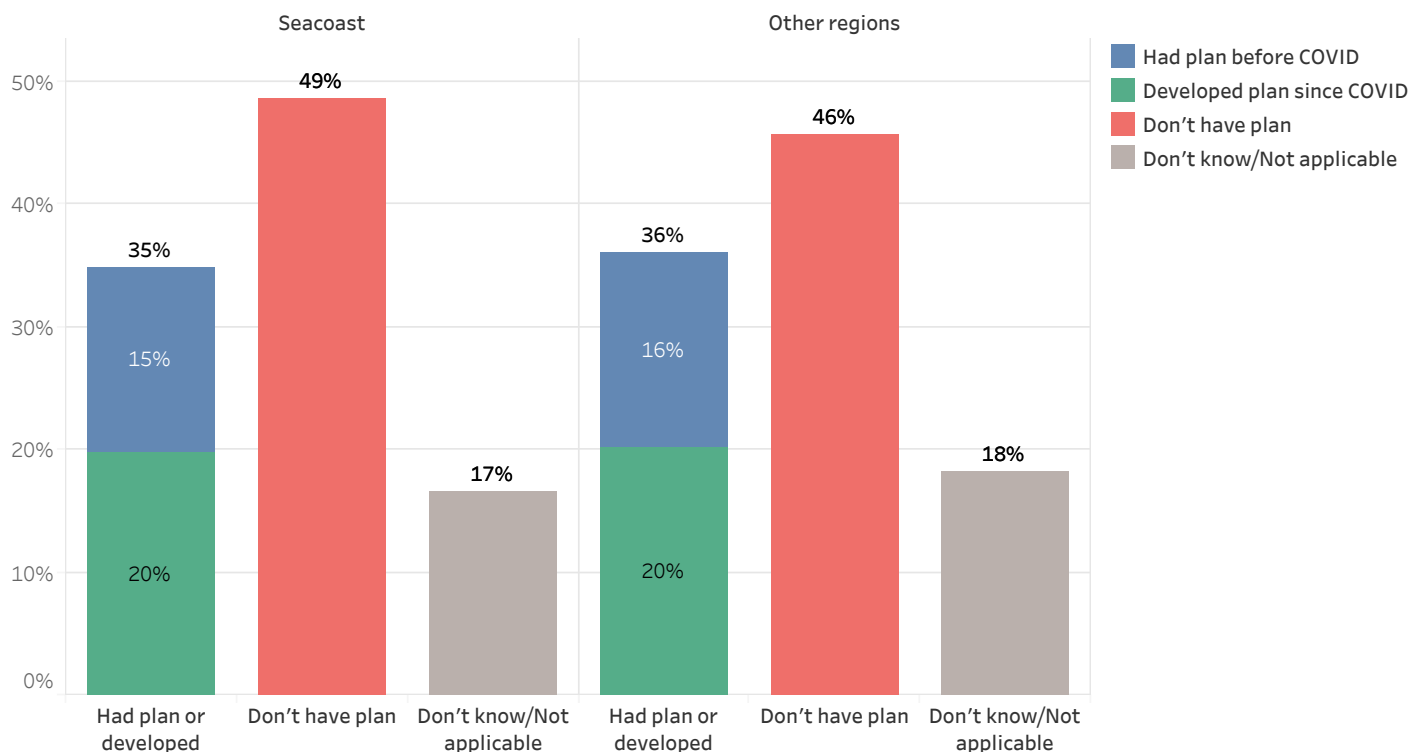
In June 2020, only 18% reported that they had developed a resiliency or continuity plan prior to the pandemic and 73% did not have a plan.

**Figure 22a: 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? - Seacoast**



Respondents whose business is located in the Seacoast region are about as likely as 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 22b: 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 Region - February 2021**



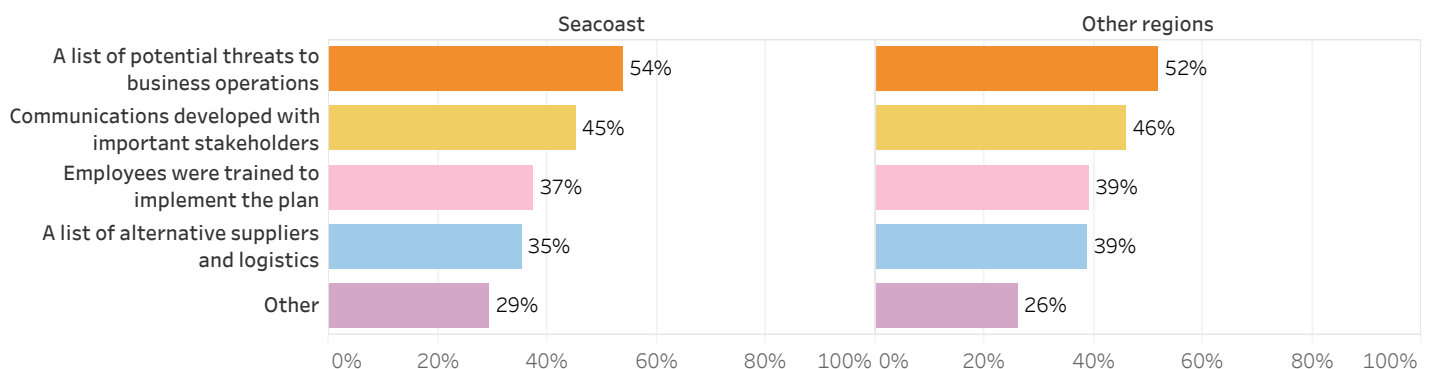
Among respondents whose business is located in the Seacoast region who had a resiliency or continuity plan prior to the COVID-19 pandemic or have created one since (N=195), more than half (54%) say a list of potential threats to business operations is included in their plan, 45% say their plan includes communications being developed with important stakeholders, 37% say their plan includes employees being trained to implement the plan, 35% say their plan includes a list of alternative suppliers and logistics, and 29% say their plan includes another component.

**Figure 23a: Which of the following components were included in your resiliency or continuity plan? (Please select all that apply) - Seacoast**



Respondents whose business is located in the Seacoast region who have a resiliency or continuity plan are about equally likely as those whose business is located elsewhere to say their plan included each of these components.

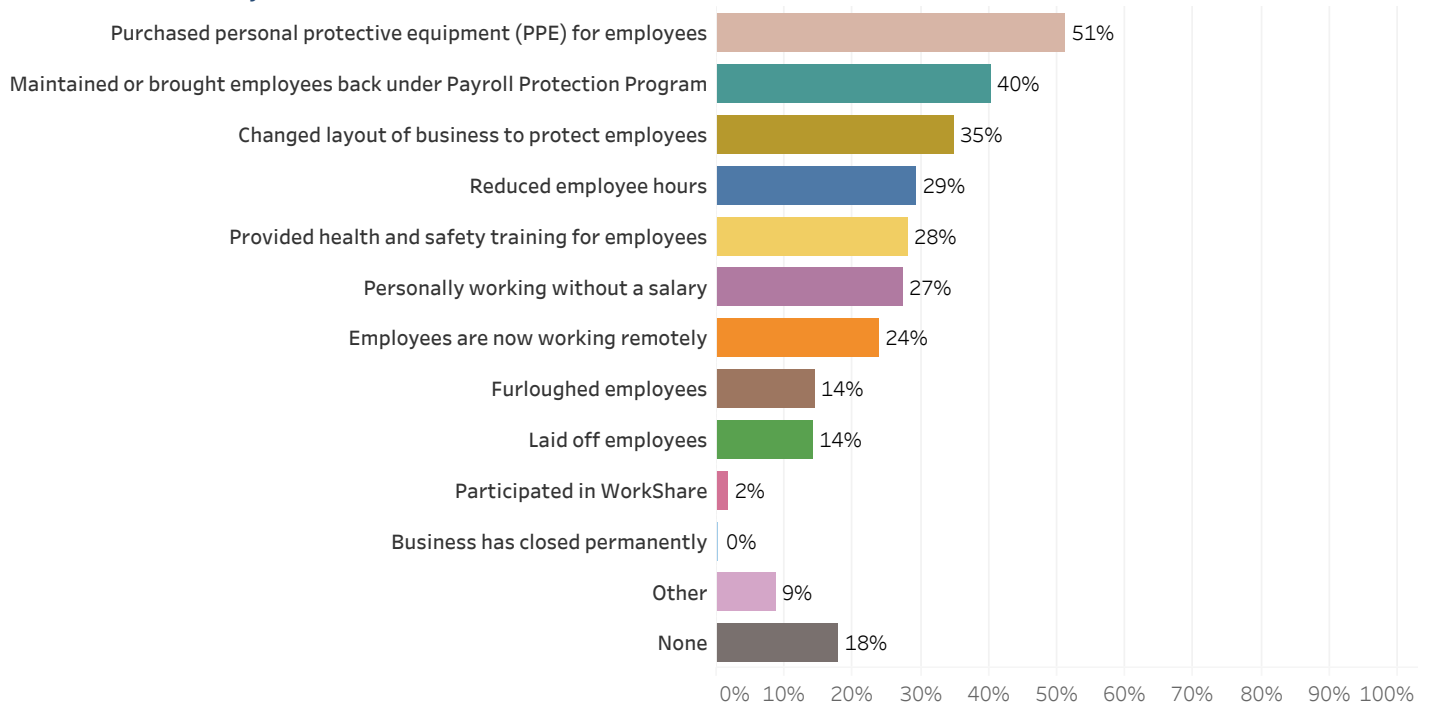
**Figure 23b: Which of the following components were included in your resiliency or continuity plan? (Please select all that apply) - By Region**



## Management of Business

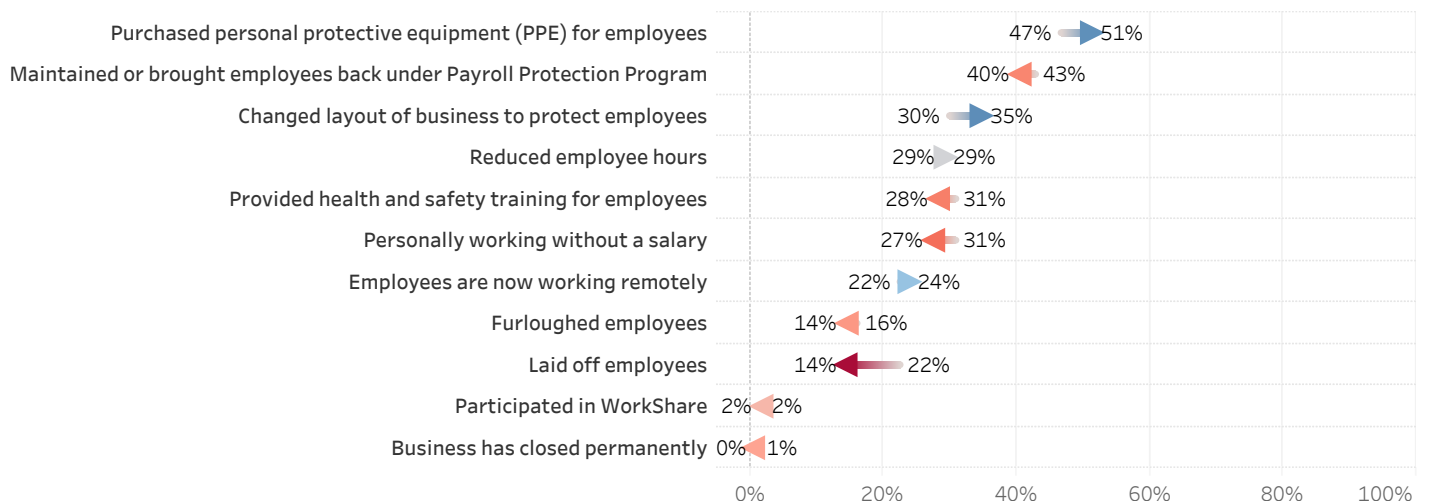
As a result of the COVID-19 pandemic, half (51%) of respondents whose business is located in the Seacoast say that their business has purchased personal protective equipment (PPE) for employees, 40% have maintained or brought employees back under the Payroll Protection Program, 35% have changed the layout of their business to protect employees, and about a quarter have reduced employee hours (29%), provided health and safety training for employees (28%), are personally working without a salary (27%), or have employees now working remotely (24%). Fewer respondents whose business is located in the Seacoast say their business has furloughed (14%) or laid off employees (14%), participated in WorkShare (2%), or that their business has closed permanently (<1%). Nine percent have managed their workforce in another way while 18% say they have done none of these things.

**Figure 24a: How have you managed your business’s workforce as a result of the COVID-19 pandemic? - Seacoast - February 2021**



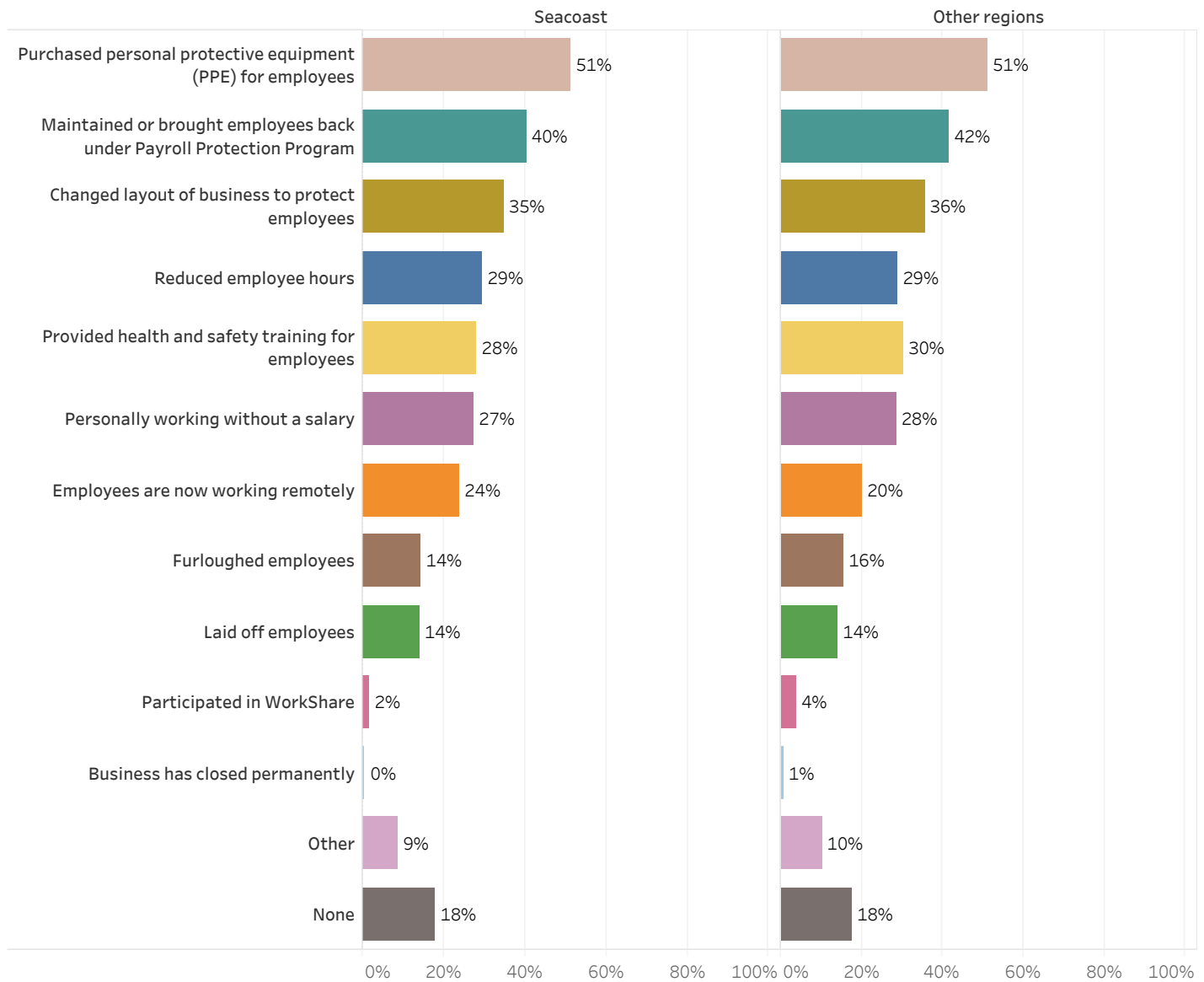
Respondents whose business is located in the Seacoast region are slightly more likely than they were in June 2020 to say they have changed the layout of their business to protect employees (+5 percentage points) while they are slightly less likely to report having laid off employees (-8).

**Figure 24b: How managed business as a result of COVID-19 pandemic - Seacoast - Change from June 2020 to February 2021**



Respondents whose business is located in the Seacoast region report managing their business's workforce in much the same way as respondents whose business is located elsewhere.

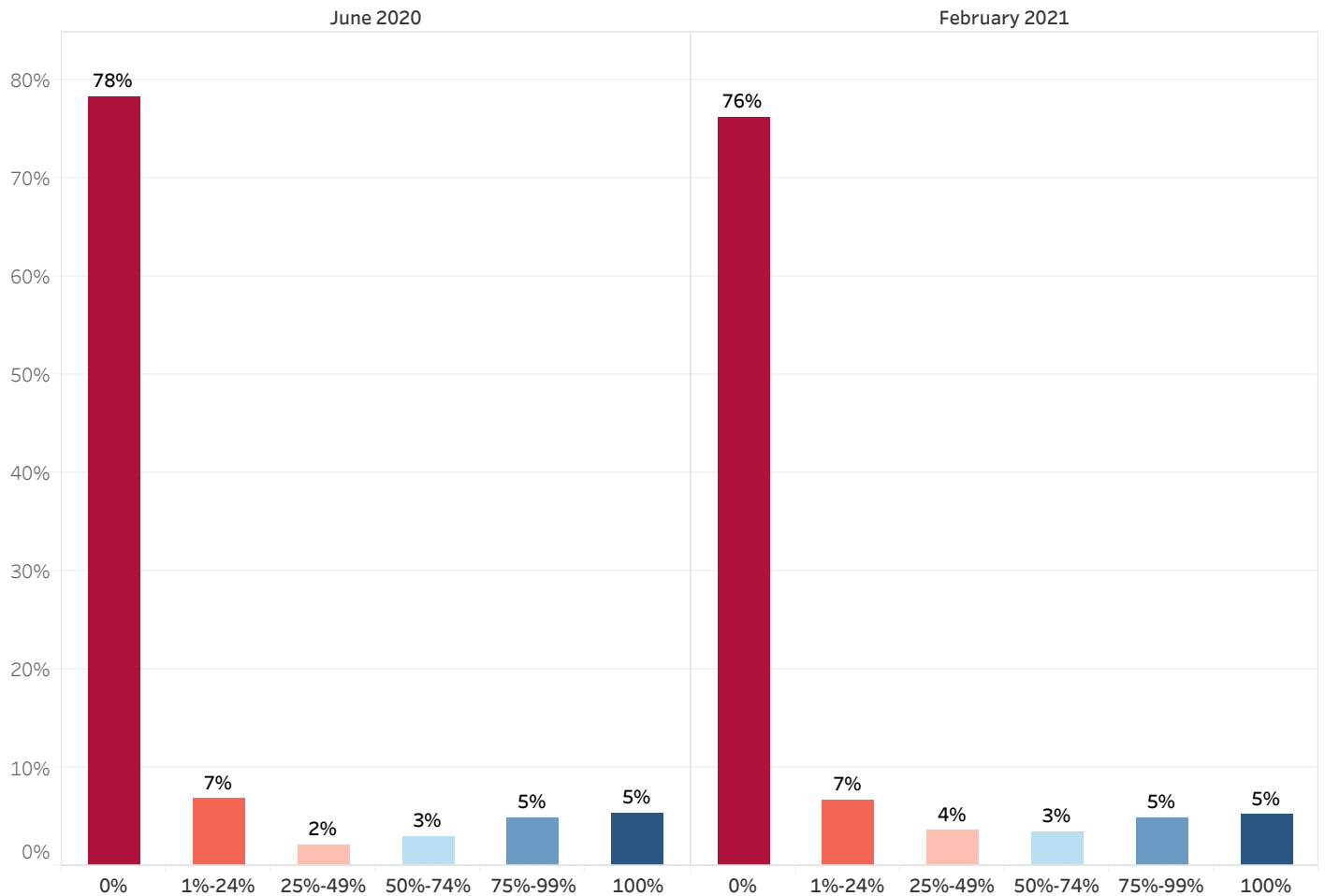
Figure 24c: How have you managed your business's workforce as a result of the COVID-19 pandemic? - By Region - February 2021





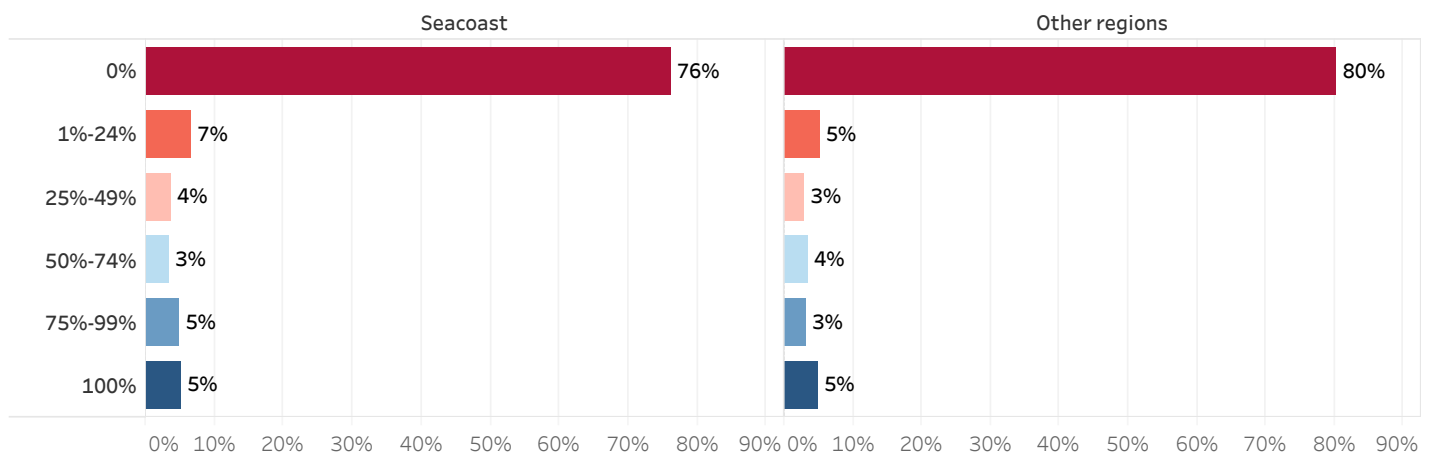
Among respondents whose business is located in the Seacoast region, three-quarters (76%) say that none of their employees are currently working remotely. Seven percent say that 1%-24% of their employees are working remotely, 4% say that 25%-49% are working remotely, 3% say that 50%-74% are working remotely, and 5% each say that 75%-99% or 100% of their business's employees are currently working remotely.

Figure 25a: Approximately what percentage of your employees are currently working remotely? - Seacoast



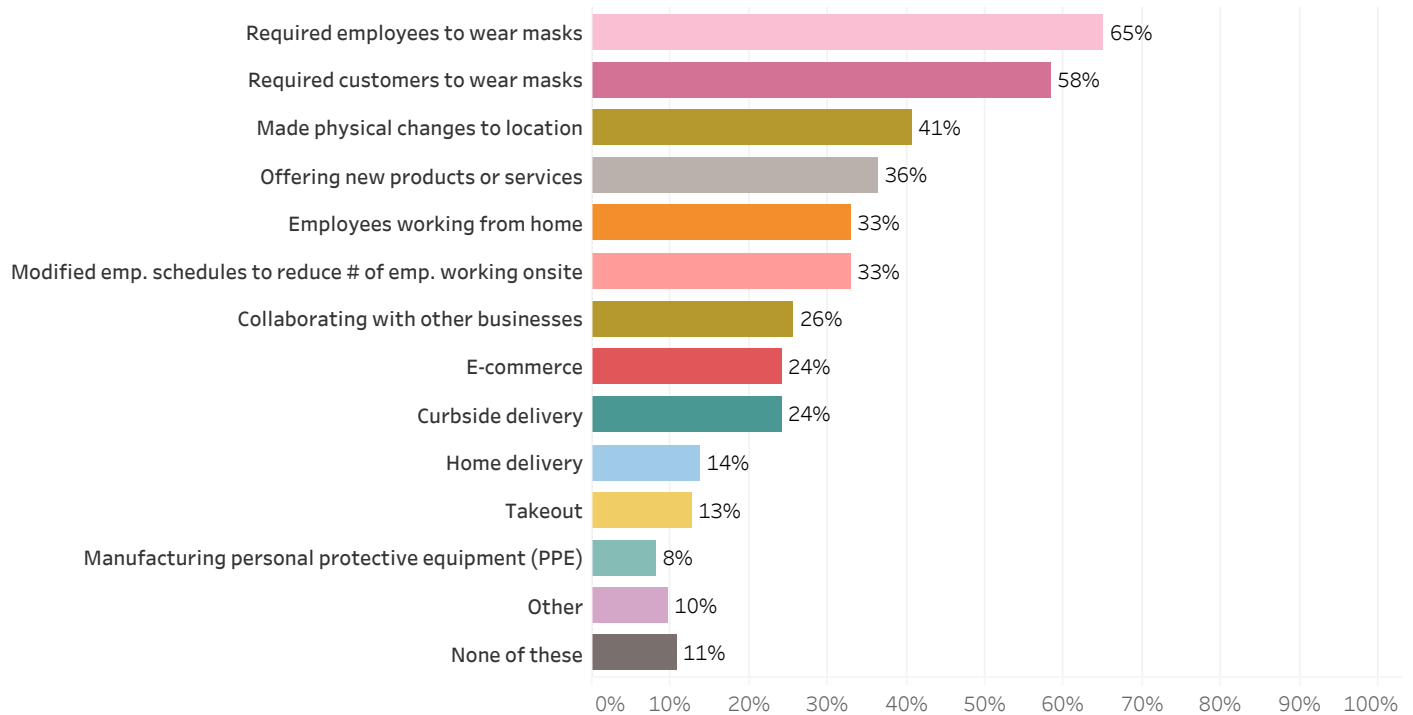
Respondents whose business is located in the Seacoast region are about equally likely as respondents whose business is located elsewhere to say that at least some of their workforce is currently working remotely.

Figure 25b: Approximately what percentage of your employees are currently working remotely? - By Region - February 2021



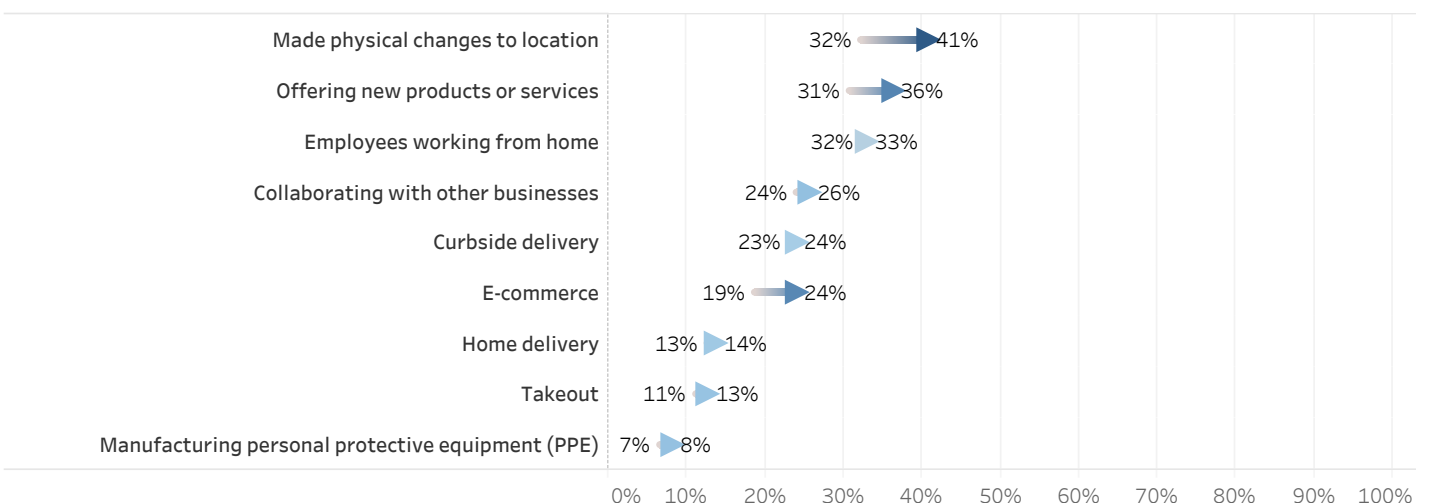
As a result of the COVID-19 pandemic, a majority of respondents whose business is located in the Seacoast region say that their business requires employees (65%) and customers (58%) to wear masks. Forty-one percent have made physical changes to their location, about one-third are offering new products or services (36%), have had employees working from home (33%), or have modified employee schedules to reduce the number of employees working onsite at any one time (33%) while about a quarter are collaborating with other businesses (26%), engaging in e-commerce (24%), or are offering curbside delivery (24%). Fewer respondents whose business is located in the Seacoast say that as a result of the pandemic that they now offer home delivery (14%) or takeout (13%), are manufacturing personal protective equipment (8%), or have made another type of innovation or modification (10%). Eleven percent say they have not made any innovations or modifications as a result of the pandemic.

**Figure 26a: Which of the following innovations or modifications have you implemented at your business as a result of the COVID-19 pandemic? - Seacoast - February 2021**



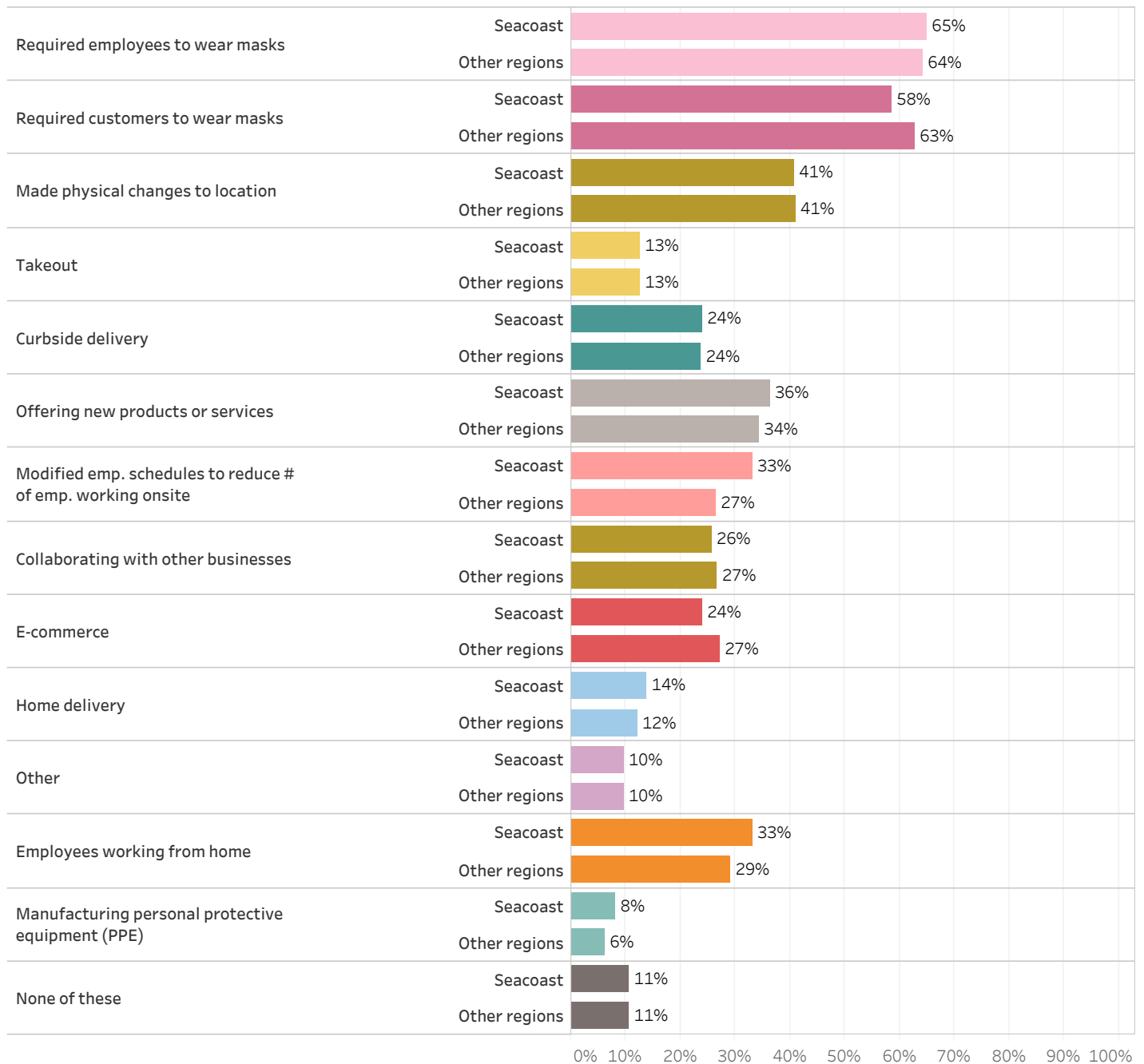
Those whose business is located in the Seacoast region are more likely than they were in June 2020 to say they have made physical changes to their location (+9 percentage points), to now offer new products or services (+5), and to now be engaging in e-commerce (+5).

**Figure 26b: Innovations or modifications business made as a result of COVID-19 pandemic- Seacoast - Change from June 2020 to February 2021**



Respondents whose business is located in the Seacoast region are slightly more likely than those whose business is located elsewhere to have modified employee schedules to reduce the number of employees working onsite at any one time while they are slightly less likely to say that they require customers to wear masks.

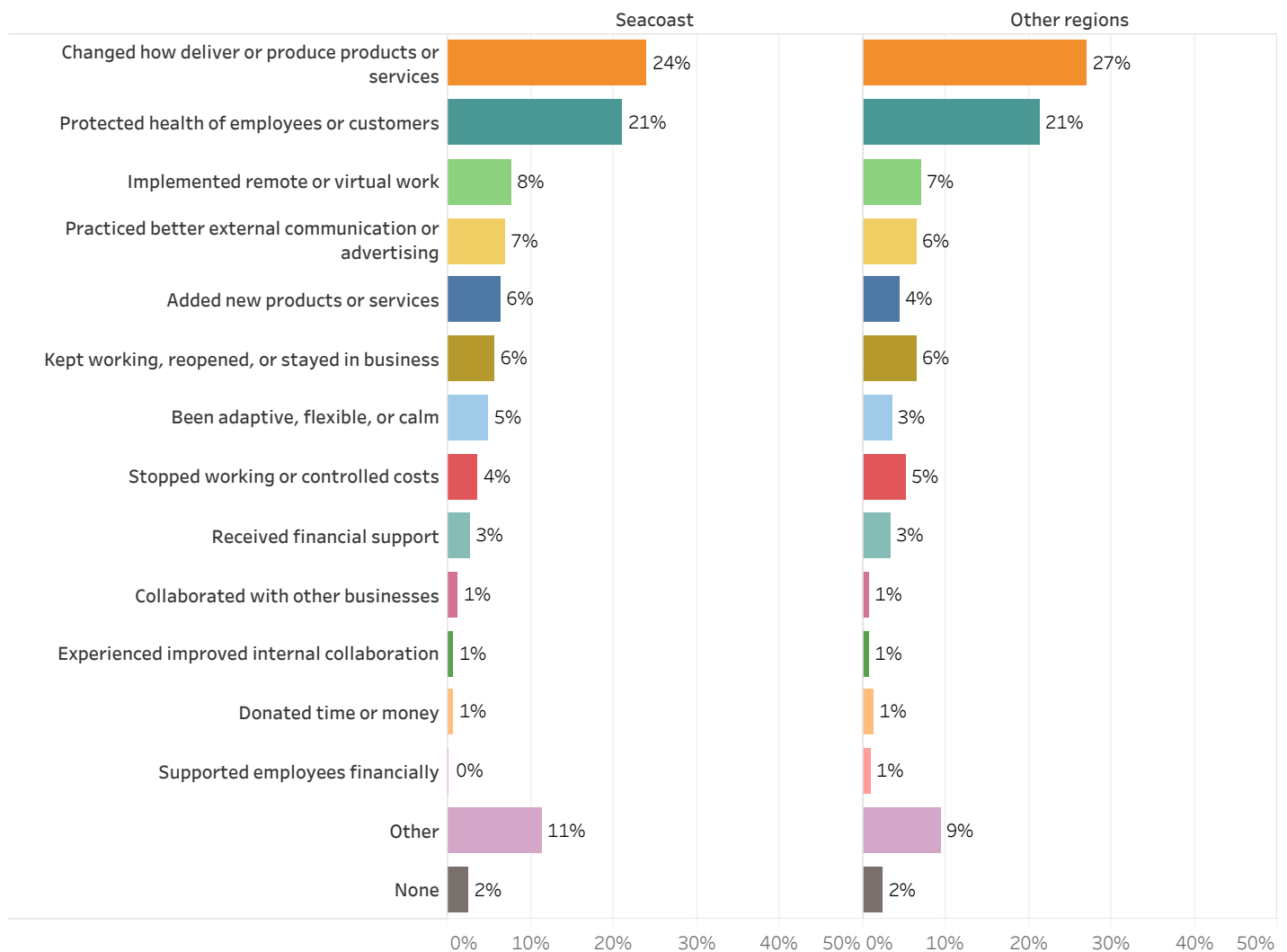
**Figure 26c: Which of the following innovations or modifications have you implemented at your business as a result of the COVID-19 pandemic? - By Region - February 2021**



When asked for one thing their business has done in response to the COVID-19 pandemic that has been successful, 24% of respondents whose business is located in the Seacoast region mention something related to changing how they deliver or produce products or services while 21% mention how they protected the health of their employees or customers.

Fewer respondents say one successful thing their business has done in response to COVID-19 is that they implemented remote or virtual work (8%), practiced better external communication or advertising (7%), added new products or services (6%), kept working, reopened, or just stayed in business (6%), or were adaptive, flexible, or calm (5%). Less than 5% mention how they stopped working or controlled costs (4%), received financial support (3%), collaborated with other businesses (1%), experienced improved internal collaboration (1%), donated time or money (1%), or supported employees financially (<1%). Eleven percent mention another type of successful thing their business has done in response to COVID-19 while 2% say nothing has been successful.

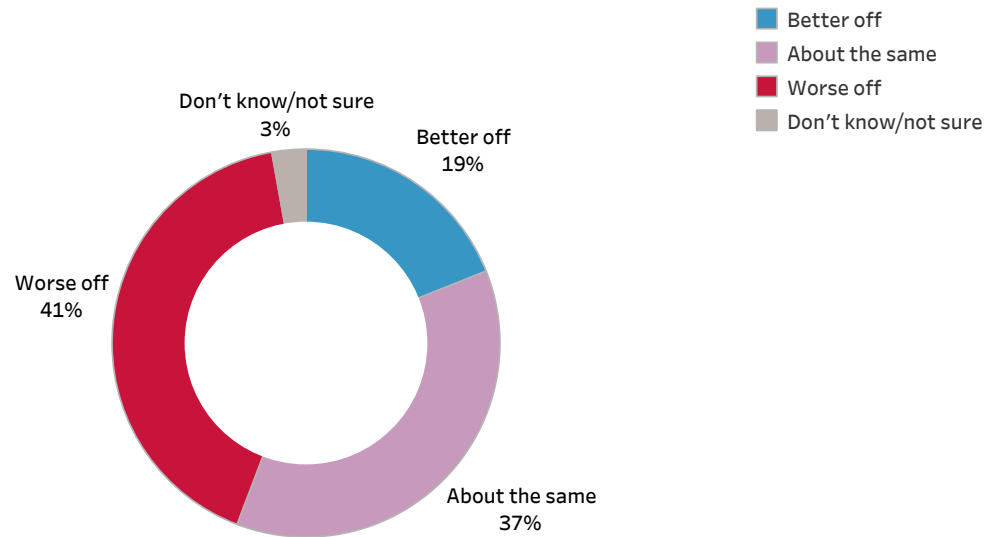
**Figure 27: What is one thing your business has done in response to the COVID-19 pandemic that has been successful? - By Region - February 2021**



## Recovery

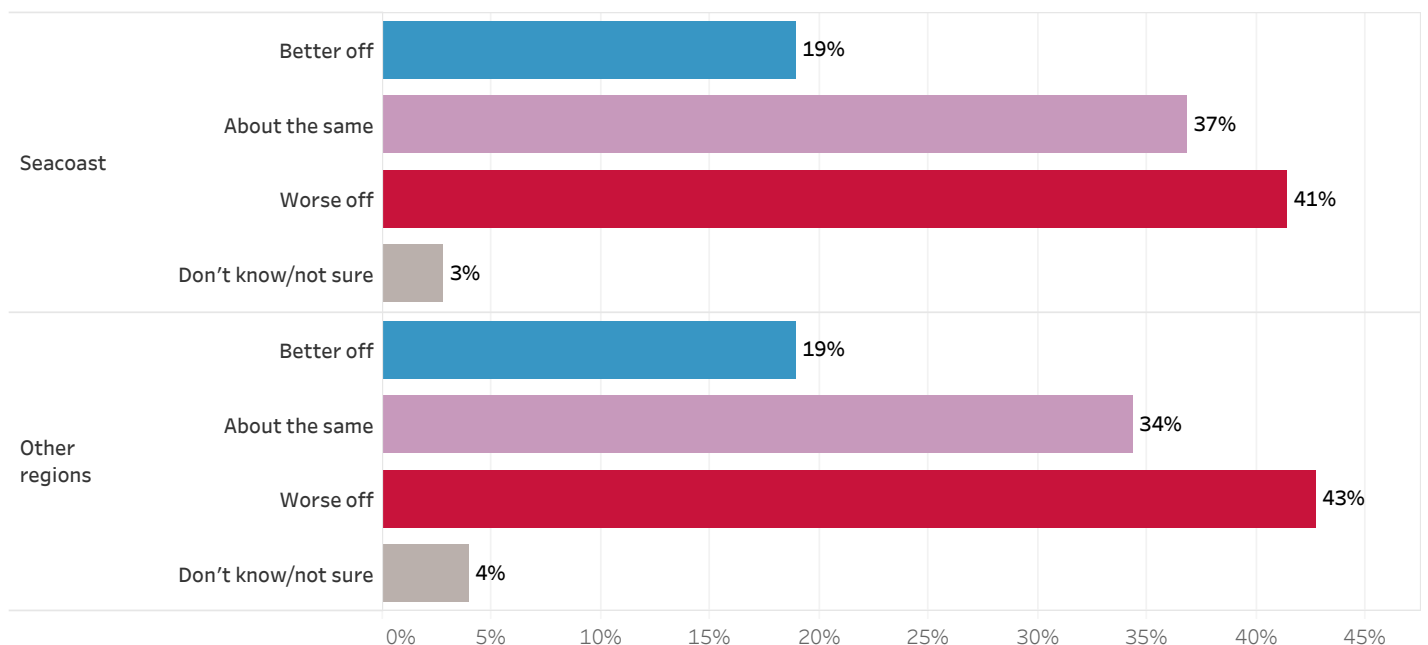
Nineteen percent of respondents whose business is located in the Seacoast region report that their business is better off financially than it was in June 2020; 37% say they are in about the same position financially as they were in June 2020, 41% are worse off, and 3% don't know or are unsure.

Figure 28a: Would you say that you and your business are better off or worse off financially than you were in June 2020? - Seacoast - February 2021



When asked about their business's financial situation compared to June 2020, respondents whose business is located in the Seacoast region give about the same assessment as those whose business is located elsewhere.

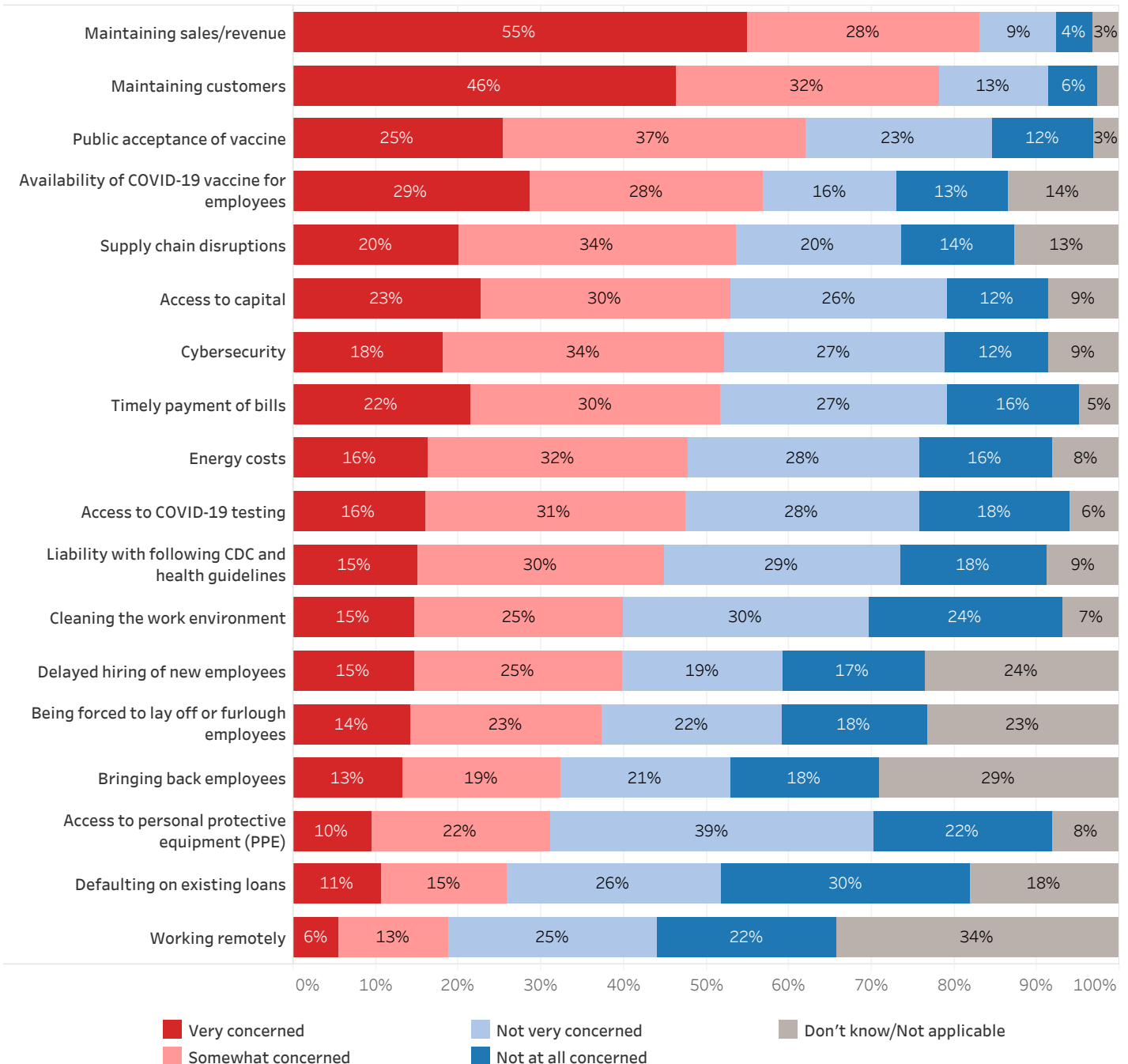
Figure 28b: Would you say that you and your business are better off or worse off financially than you were in June 2020? - By Region - February 2021



Among respondents whose business is located in the Seacoast region, 83% say that they are very (55%) or somewhat (28%) concerned about maintaining sales/revenue as their business recovers, while 78% are very or somewhat concerned about maintaining customers. More than half are very or somewhat concerned about public acceptance of the COVID-19 vaccine (62%), the availability of the COVID-19 vaccine for their employees (57%), supply chain disruptions (54%), access to capital (53%), cybersecurity (52%), and timely payment of bills (52%).

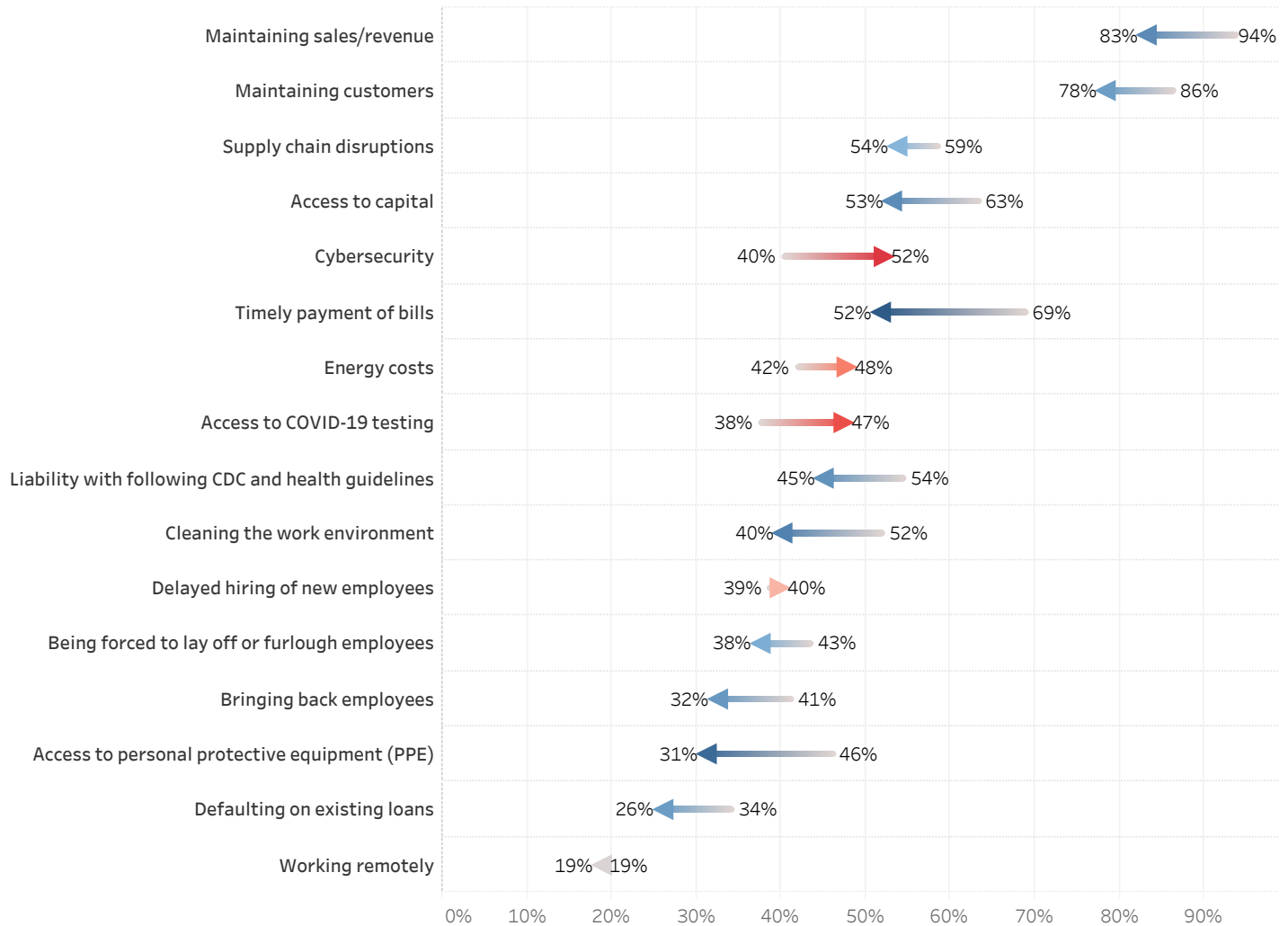
Less than half are very or somewhat concerned about energy costs (48%), access to COVID-19 testing (47%), and liability with following CDC and health guidelines (45%), while about four in ten are concerned about cleaning the work environment (40%), delayed hiring of new employees (40%), or being forced to lay off or furlough employees (38%). Fewer respondents whose business is located in the Seacoast region are concerned about bringing back employees (32%), access to personal protective equipment (PPE) (31%), defaulting on existing loans (26%), or working remotely (19%) as their business recovers.

**Figure 29a: How concerned are you about the following potential issues as your business recovers? - Seacoast - February 2021**



Respondents whose business is located in the Seacoast region 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 (-17 percentage points), access to personal protective equipment (PPE) (-15), cleaning the work environment (-12), maintaining sales or revenue (-11), and access to capital (-10). However, respondents whose business is located in the Seacoast are more concerned than they were in June about cybersecurity (+12), access to COVID-19 testing (+10), and energy costs (+6).

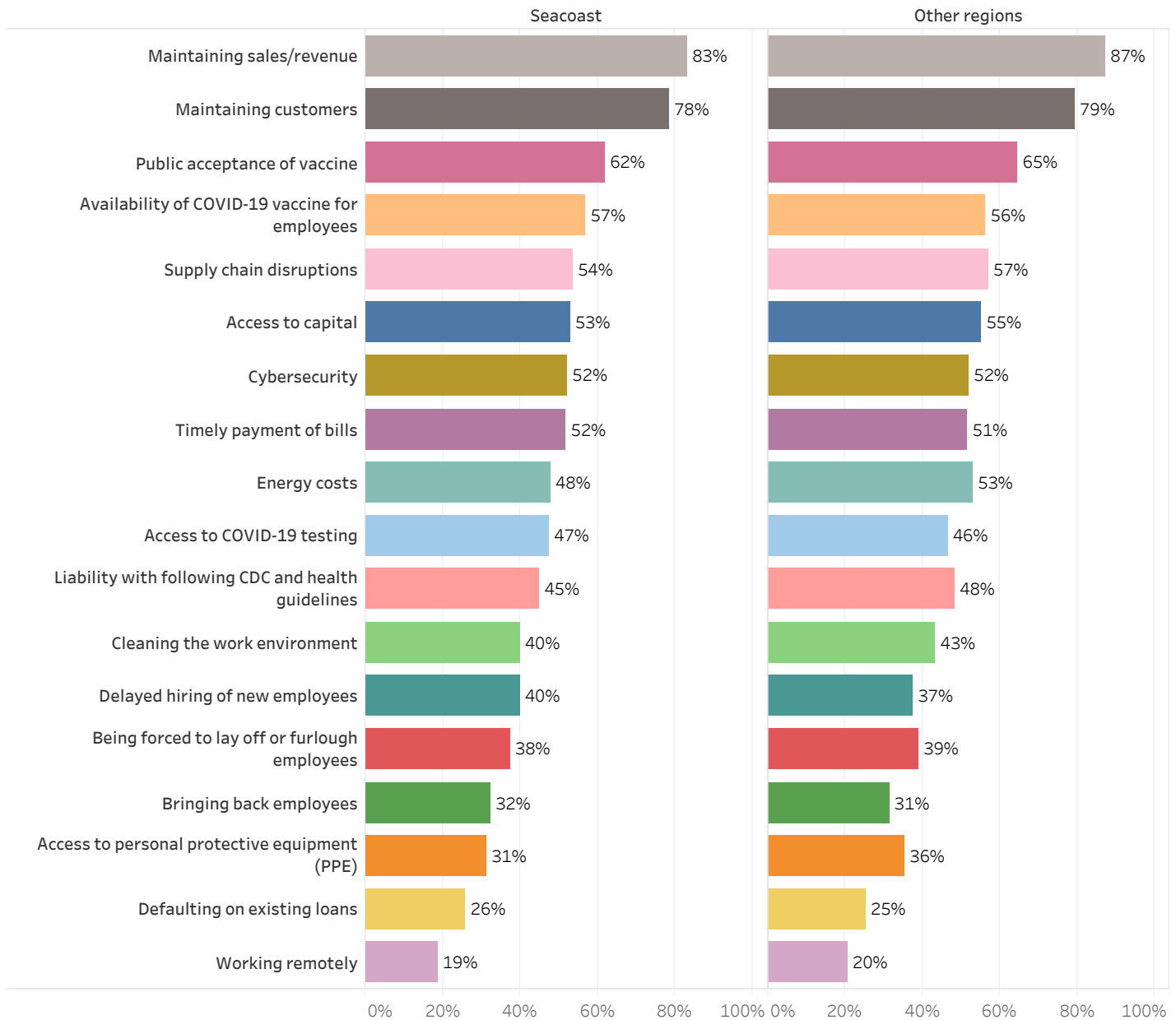
Figure 29b: Very or somewhat concerned about following as business recovers - Seacoast - Change from June 2020 to February 2021





Respondents whose business is located in the Seacoast region are very slightly less concerned about energy costs than those whose business is located elsewhere but are otherwise about equally concerned about the following things as their business recovers.

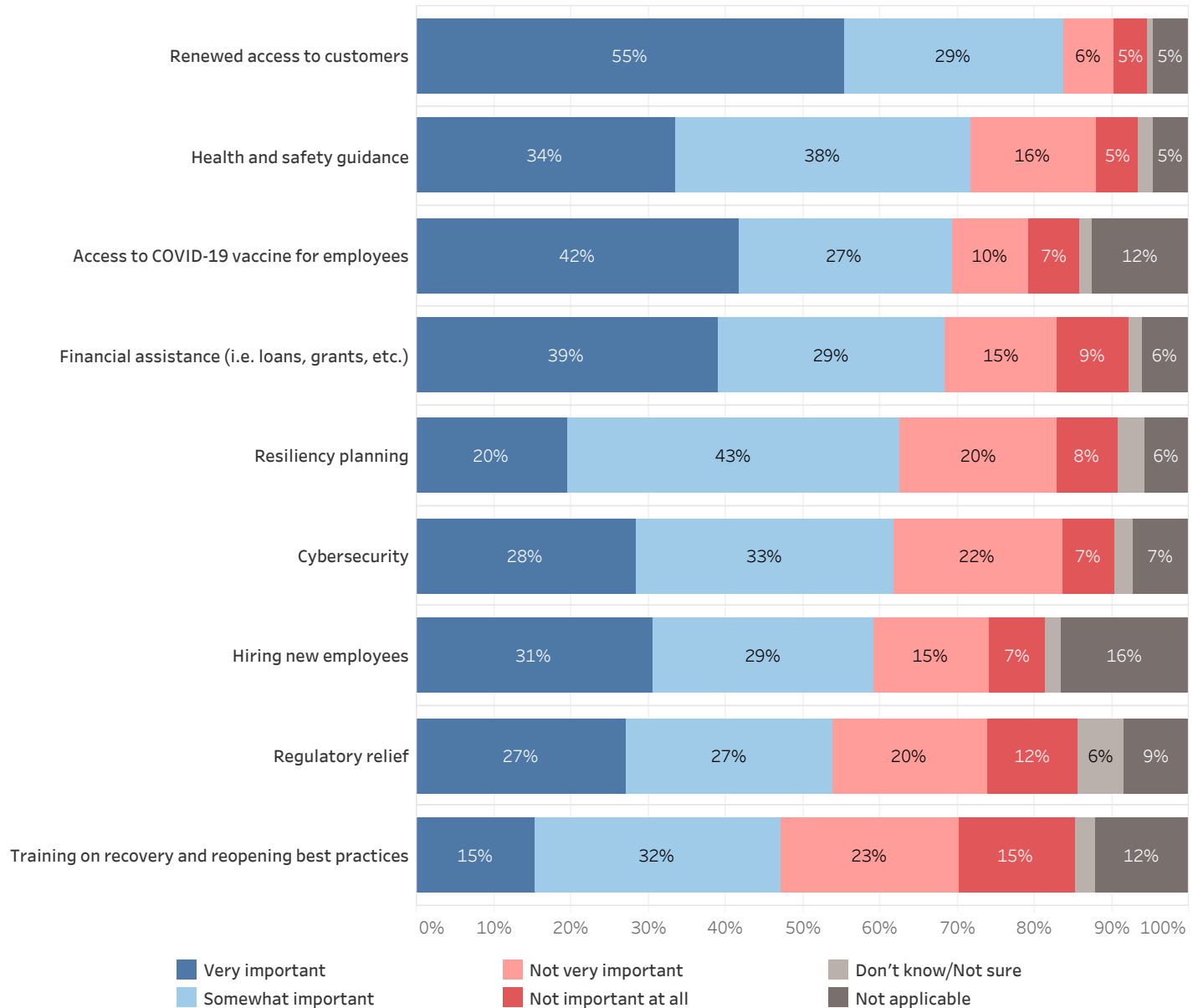
Figure 29c: How concerned are you about the following potential issues as your business recovers? - By Region - February 2021



## Going Forward

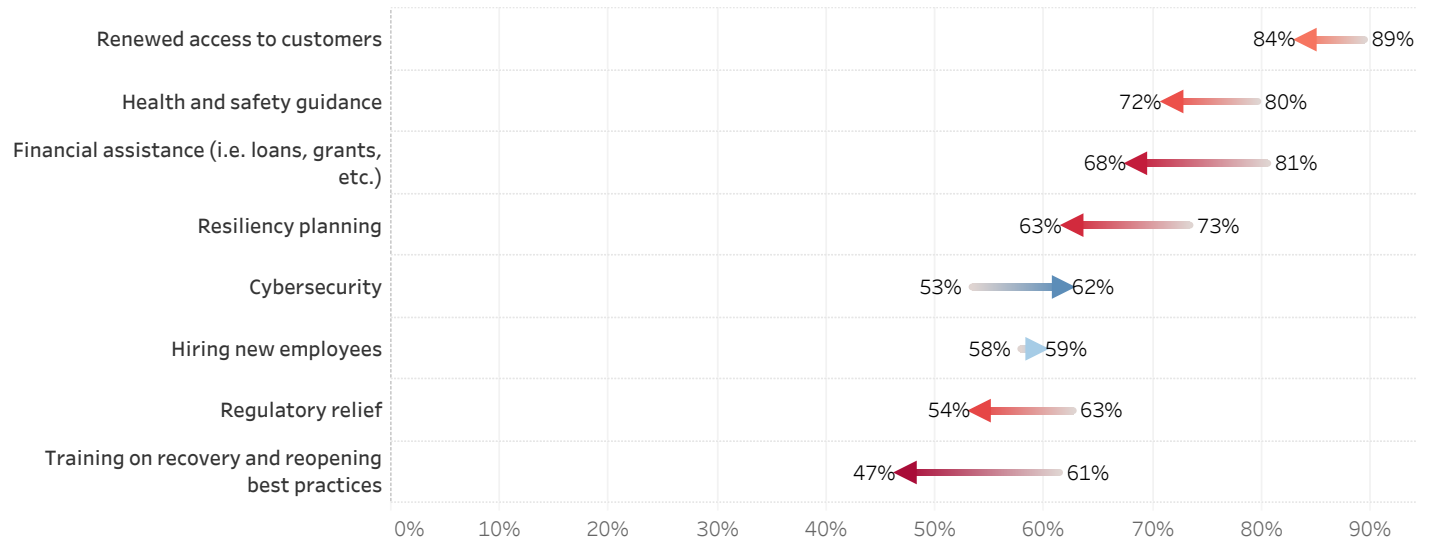
Among respondents whose business is located in the Seacoast region, 84% expect renewed access to customers will be very (55%) or somewhat (29%) important to their business in the future while more than two-thirds believe health and safety guidance (72%), access to the COVID-19 vaccine for employees (69%), and financial assistance (68%) will be very or somewhat important. Majorities believe that resiliency planning (63%), cybersecurity (62%), hiring new employees (59%), and regulatory relief (54%) will be very or somewhat important to their business in the future while 47% feel training on recovery and reopening best practices will be important.

Figure 30a: How important do you expect the following things will be to your business in the future? - Seacoast - February 2021



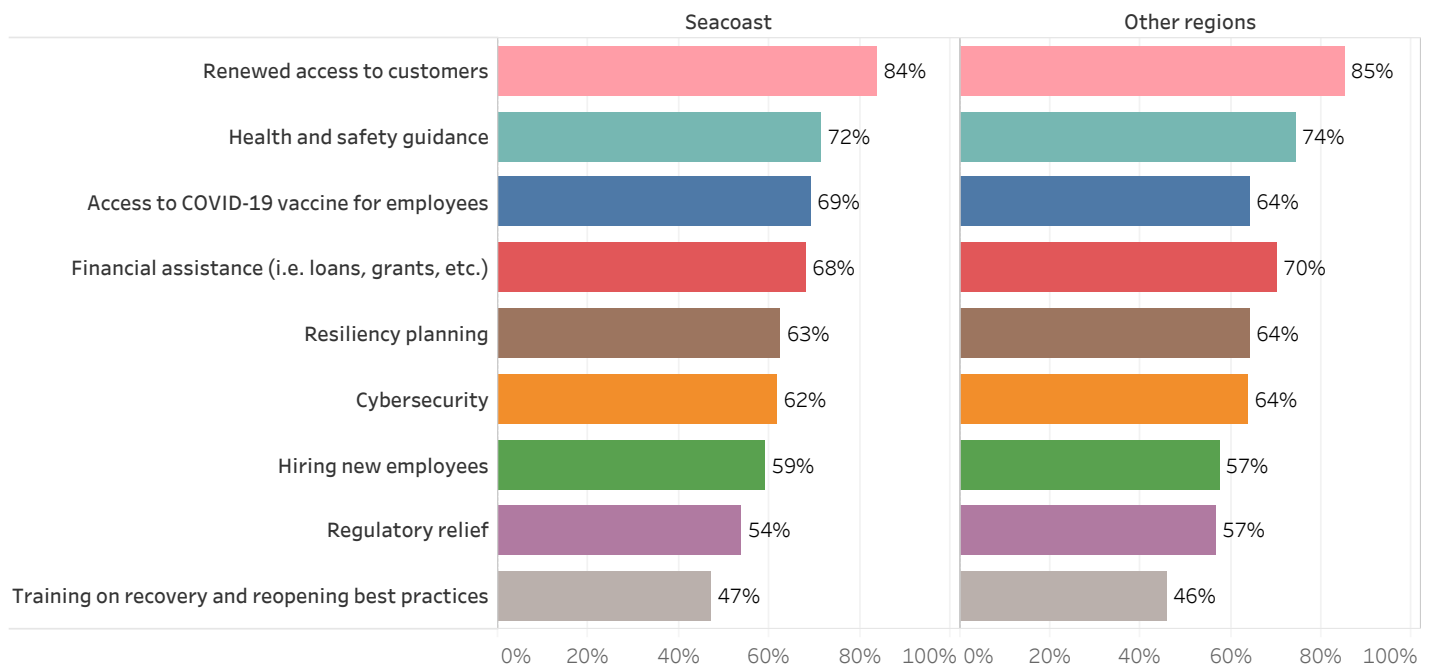
Respondents whose business is located in the Seacoast region are less likely than in June 2020 to believe that training on recovery and reopening best practices (-14 percentage points), financial assistance (-12), and resiliency planning (-11) will be important to their business in the future, while they are more likely to believe that cybersecurity (+8) will be important.

**Figure 30b: Believe the following will be very or somewhat important to business in the future - Seacoast - Change from June 2020 to February 2021**



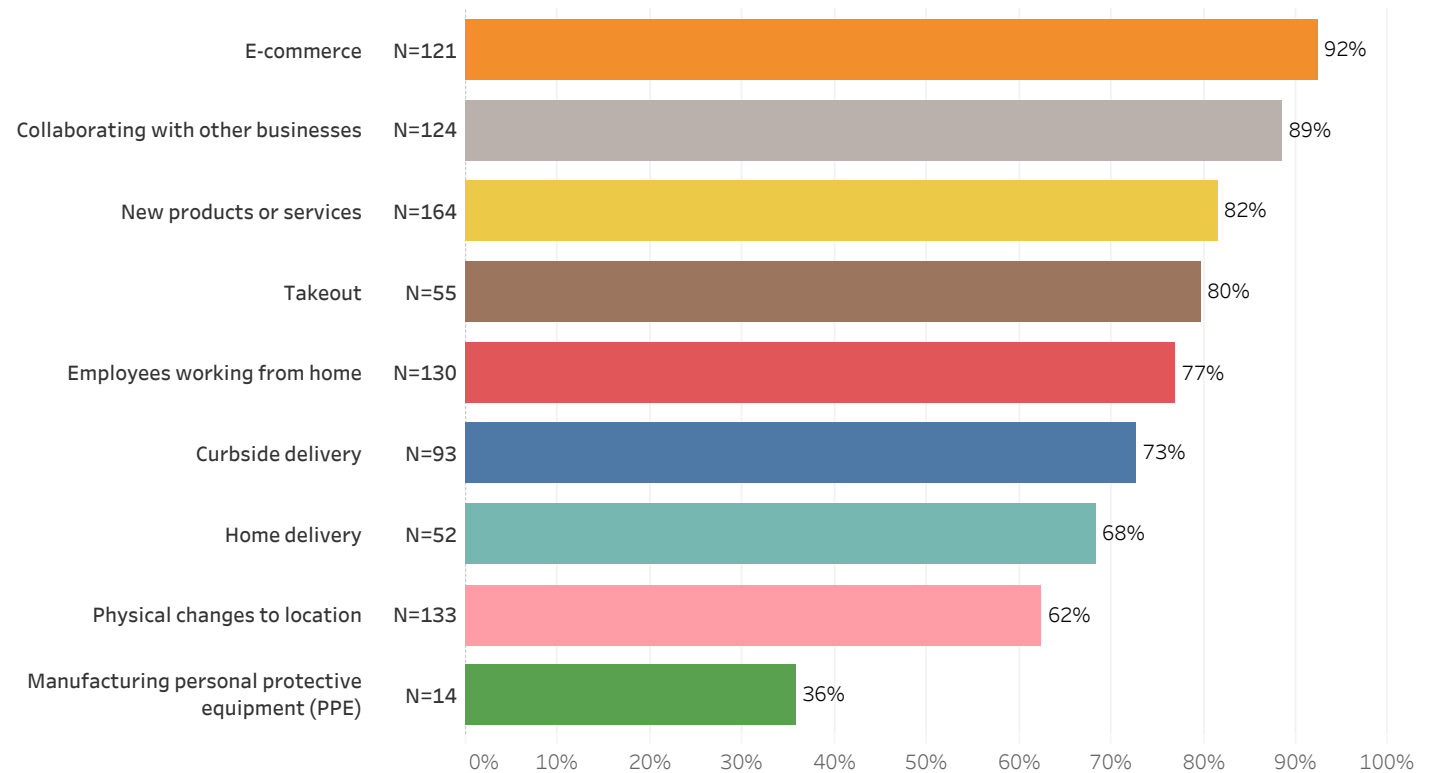
Respondents whose business is located in the Seacoast region are slightly more likely than those whose business is located elsewhere to think that access to the COVID-19 vaccine for employees will be important to their business in the future.

**Figure 30c: How important do you expect the following things will be to your business in the future? - By Region - February 2021**



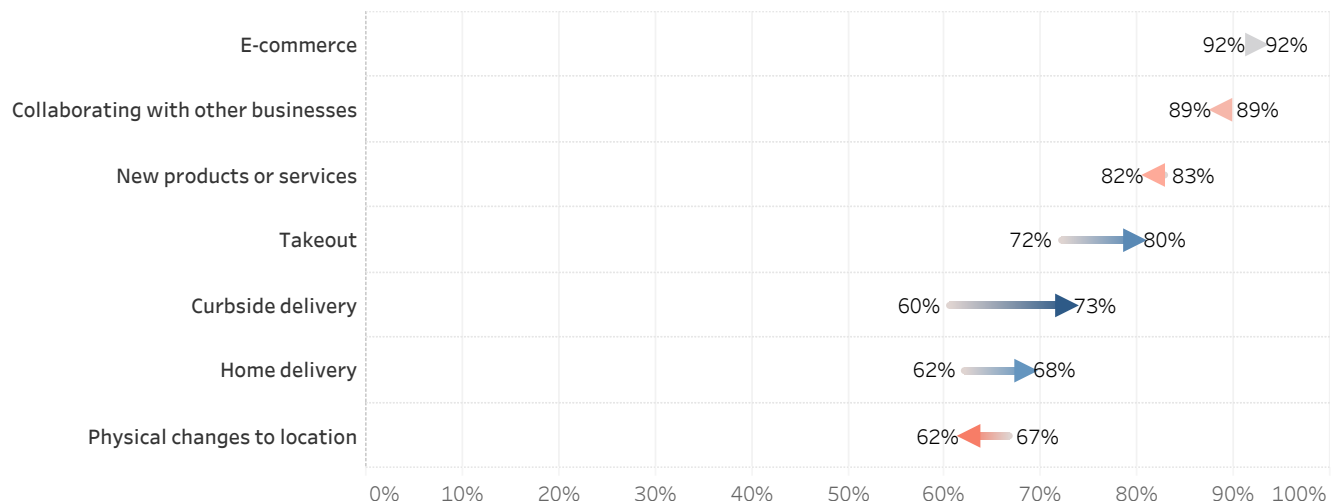
Among those whose business is located in the Seacoast region, the vast majority of those whose business started engaging in e-commerce (92%), collaborating with other businesses (89%), offering new products or services (82%), and offering takeout (80%) plan to continue to do so after the COVID-19 pandemic has passed. About three-quarters of those who have employees working from home (77%) or are now offering curbside delivery (73%) plan to continue doing so, 68% plan to continue offering home delivery, 62% plan to keep physical changes to their location, and 36% plan to continue manufacturing personal protective equipment (PPE).

**Figure 31a: Which of these innovations or modifications do you think your business will continue after the COVID-19 pandemic has passed? - Seacoast - February 2021**



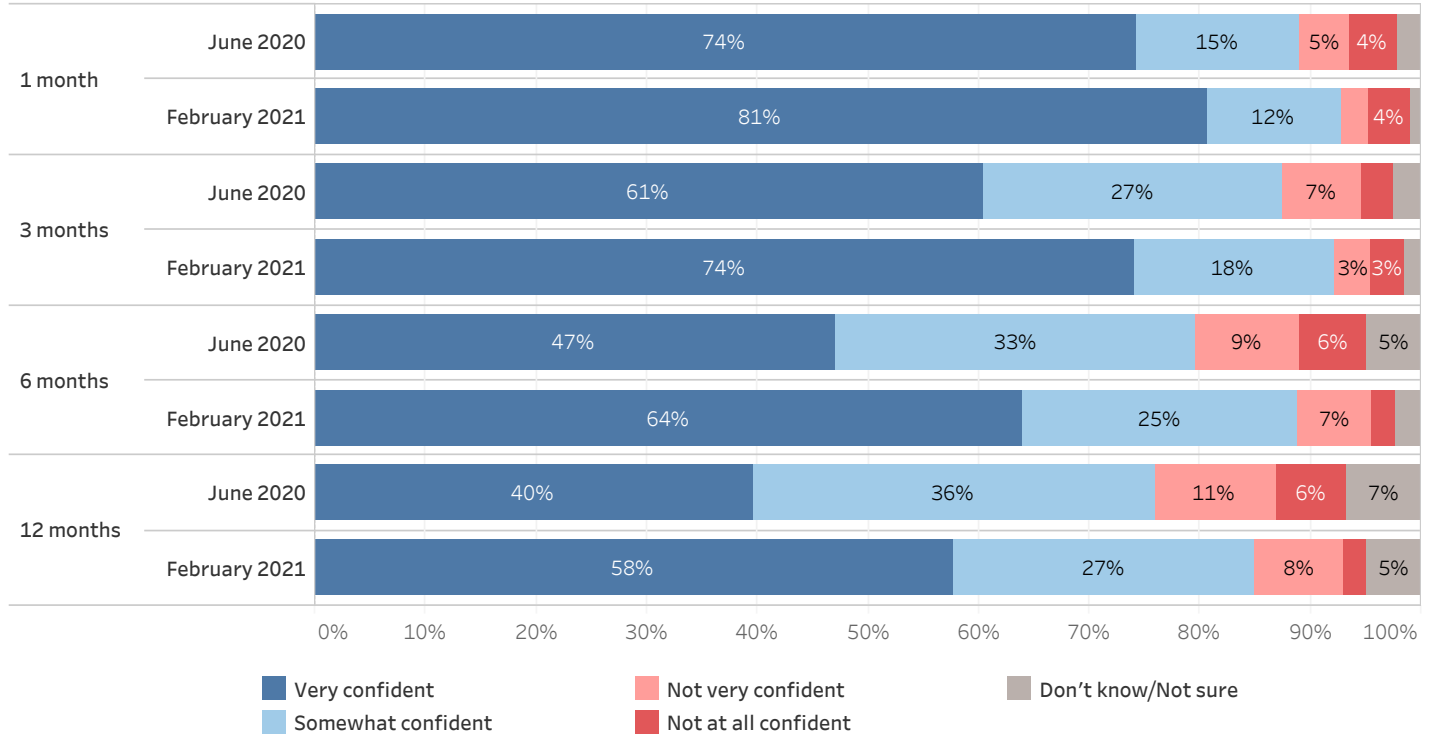
Those whose business is located in the Seacoast are more likely than in June 2020 to say they plan on continuing to offer curbside delivery (+13) and takeout (+8) after the COVID-19 pandemic has passed.

**Figure 31b: Plan to continue innovation or modification after pandemic has passed - Seacoast - Change from June 2020 to February 2021**



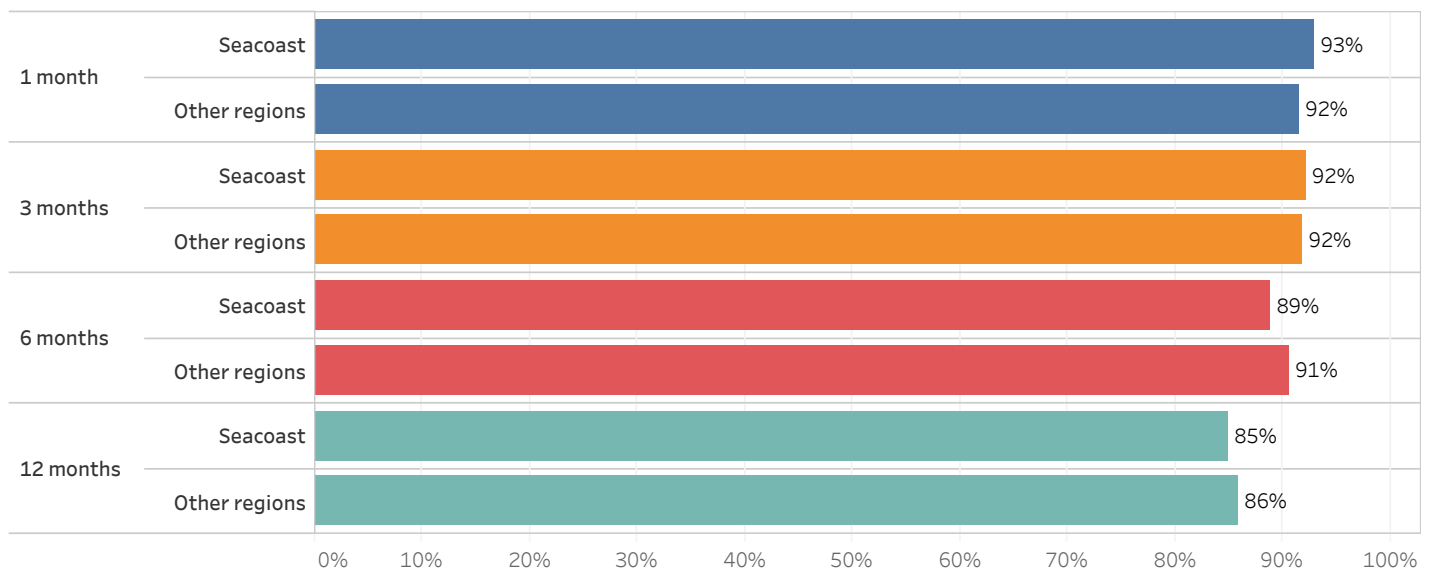
Those whose business is located in the Seacoast region are more confident in the continued operation of their business in the long-term than they were in June 2020. Ninety-three percent are very (81%) or somewhat (12%) confident that their business will be operating in one month and 92% are confident their business will be operating in three months. Eighty-nine percent are confident they will be operating in six months, up from 80% in June 2020, and 85% are confident they will be operating in twelve months, up from 76% in June 2020.

**Figure 32a: Based on what you know now, how confident are you that your business will continue to be operating in... - Seacoast**



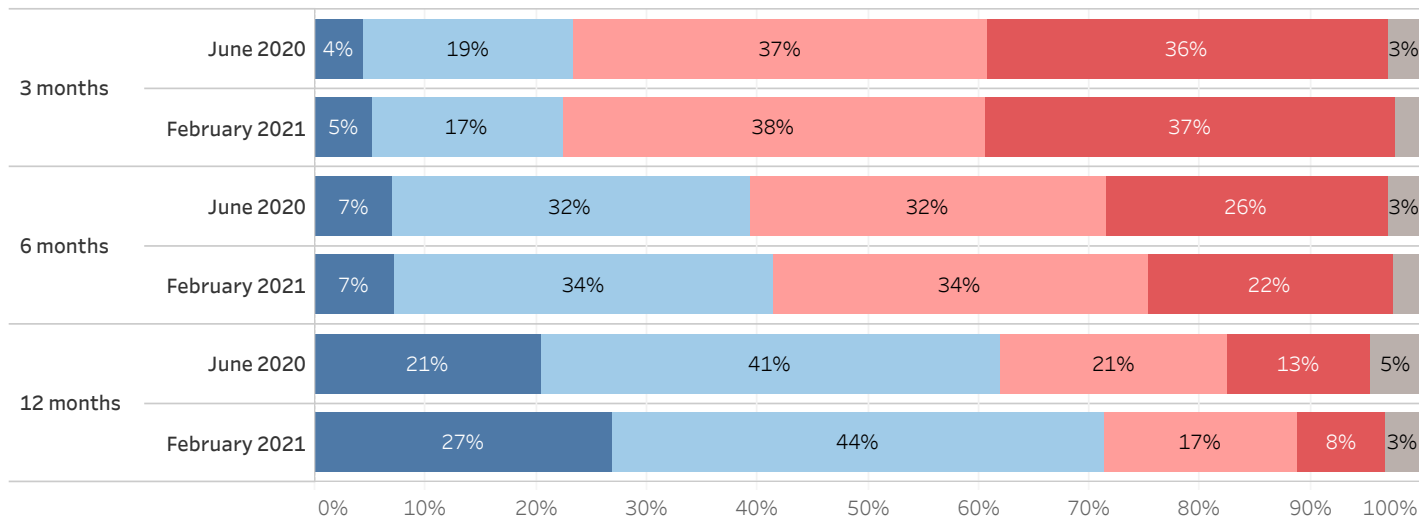
Respondents whose business is located in the Seacoast region have about equal confidence in the short and long-term continued operation of their business as those whose business is located elsewhere.

**Figure 32b: Very or somewhat confident business will continue to be operating in... - By Region - February 2021**

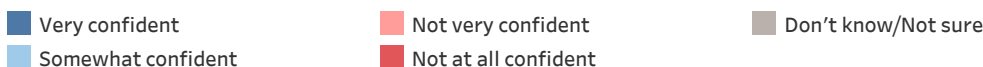


Only 22% of respondents whose business is located in the Seacoast region are very (5%) or somewhat (17%) confident that the New Hampshire economy will have recovered to pre-pandemic levels within three months and 41% are confident the state economy will have recovered within six months, both unchanged since June 2020. Respondents whose business is located in the Seacoast region are more bullish on an economic recovery within twelve months: seven in ten (71%) are very or somewhat confident the state economy will have recovered to pre-pandemic levels in that time, up from 62% in June 2020.

Figure 33a: Based on what you know now, how confident are you that the New Hampshire economy will have recovered to pre-COVID-19 levels in... - Seacoast

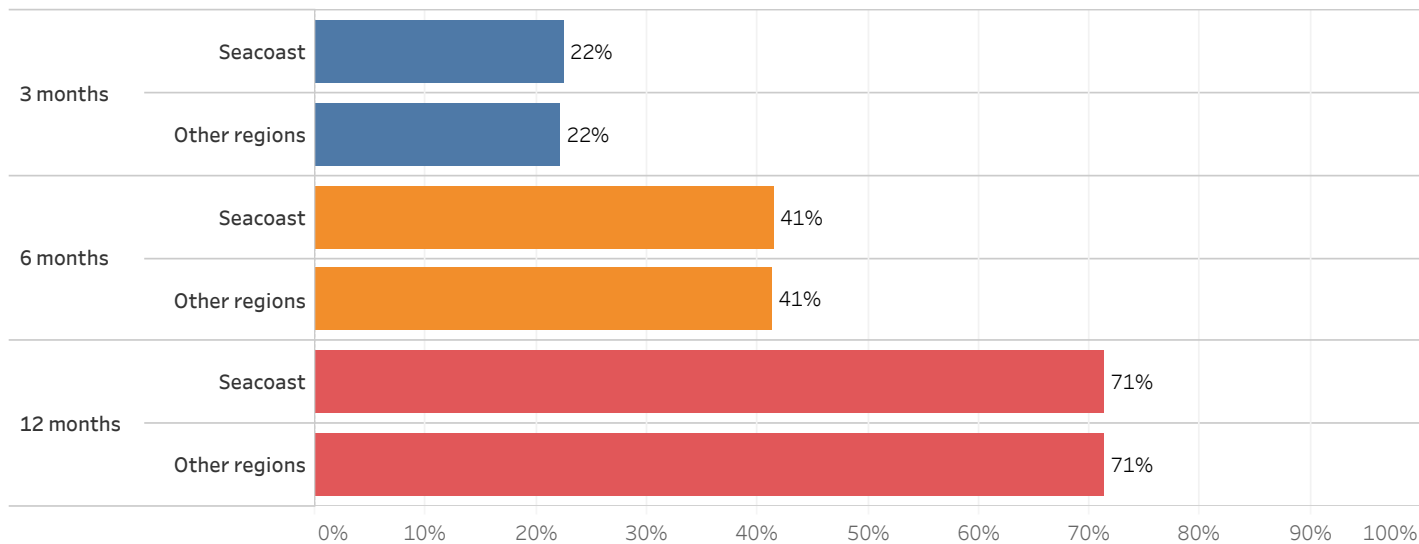


Please note, responses were completed before Congressional approval of a \$1.9 trillion relief package.



Respondents whose business is located in the Seacoast region are equally optimistic as those whose business is located elsewhere about when the state economy will recover to pre-pandemic levels.

Figure 33b: Very or somewhat confident that the New Hampshire economy will have recovered to pre-COVID-19 levels in... - By Region - 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>
<b>Overall</b>	February 2021	45%	29%	1%	38%	564
<b>Current Number of Employees</b>	0-1 employees	46%	36%		33%	209
	2-9 employees	43%	29%		40%	201
	10-25 employees	47%	21%		46%	98
	More than 25 employees	48%	21%		44%	48
<b>Open Status</b>	Remained open				100%	215
	Reduced hours of operation	100%	30%	0%		253
	Closed temporarily	46%	100%	1%		166
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	40%	24%		50%	82
	Developed plan since COVID	53%	42%		24%	110
	Don't have plan	46%	28%		39%	271
	Don't know/Not applicable	40%	25%		45%	92
<b>Remote Work</b>	Employees working remotely	39%	14%		55%	132
	Employees not working remotely	47%	35%		34%	417
<b>COVID-19 Effect on Revenue</b>	Revenue increased	24%	9%		71%	55
	Revenue stayed the same	28%	12%		64%	104
	Revenue decreased	54%	38%		26%	380
<b>Change # of Employees Since Feb 2020</b>	More employees	33%	15%		59%	73
	Same number of employees	38%	24%		48%	268
	Fewer employees	58%	42%		20%	215
<b>Confidence Operating in 12 Months</b>	Very confident	41%	23%		47%	318
	Somewhat confident	46%	40%		32%	151
	Not very or not at all confident	63%	38%		14%	56
<b>Industry</b>	Accommodation and Food Services	65%	47%		15%	68
	Admin. Support, WM, Remediation	50%			50%	6
	Agri., Forestry, Fishing and Hunting	20%			80%	5
	Arts, Entertainment, and Recreation	49%	52%	3%	17%	65
	Construction	25%	13%		75%	16
	Educational Services	64%	21%		29%	14
	Finance and Insurance	16%	11%		79%	19
	Health Care and Social Assistance	47%	36%		27%	55
	Information	38%	13%		50%	8
	Manufacturing	39%	6%		55%	33
	Prof., Scientific and Tech. Services	31%	9%	1%	63%	80
	Real Estate Rental and Leasing	8%	8%		83%	12
	Retail Trade	54%	42%	1%	24%	72
	Transportation and Warehousing	25%			75%	4
	Wholesale Trade	36%	9%	9%	64%	11
	Other industry	49%	29%	3%	35%	63
Other services	44%	41%	3%	28%	32	

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
<b>Overall</b>	February 2021	34%	35%	14%	15%	2%	252
<b>Current Number of Employees</b>	0-1 employees	22%	29%	16%	28%	5%	97
	2-9 employees	38%	38%	16%	7%		86
	10-25 employees	39%	46%	9%	7%		46
	More than 25 employees	61%	26%	4%	9%		23
<b>Open Status</b>	Reduced hours of operation	34%	35%	14%	15%	2%	252
	Closed temporarily	32%	37%	12%	18%	1%	76
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	33%	42%	9%	15%		33
	Developed plan since COVID	33%	38%	14%	12%	3%	58
	Don't have plan	38%	32%	12%	15%	2%	124
	Don't know/Not applicable	24%	32%	24%	19%		37
<b>Remote Work</b>	Employees working remotely	39%	35%	16%	10%		51
	Employees not working remotely	32%	35%	14%	17%	3%	197
<b>COVID-19 Effect on Revenue</b>	Revenue increased	54%	23%		23%		13
	Revenue stayed the same	59%	21%	14%	7%		29
	Revenue decreased	29%	38%	15%	16%	2%	207
<b>Change # of Employees Since Feb 2020</b>	More employees	58%	29%	13%			24
	Same number of employees	31%	32%	17%	17%	4%	103
	Fewer employees	32%	38%	12%	17%	1%	125
<b>Confidence Operating in 12 Months</b>	Very confident	45%	28%	14%	12%	1%	130
	Somewhat confident	27%	41%	14%	16%	1%	70
	Not very or not at all confident	20%	43%	9%	23%	6%	35
<b>Industry</b>	Accommodation and Food Services	34%	45%	11%	9%		44
	Admin. Support, WM, Remediation	33%	33%		33%		3
	Agri., Forestry, Fishing and Hunting	100%					1
	Arts, Entertainment, and Recreation	22%	34%	3%	38%	3%	32
	Construction	75%	25%				4
	Educational Services	33%	11%	33%	22%		9
	Finance and Insurance	67%		33%			3
	Health Care and Social Assistance	42%	27%	31%			26
	Information		67%			33%	3
	Manufacturing	23%	46%	15%	15%		13
	Prof., Scientific and Tech. Services	28%	36%	8%	24%	4%	25
	Real Estate Rental and Leasing			100%			1
	Retail Trade	54%	23%	8%	13%	3%	39
	Transportation and Warehousing			100%			1
	Wholesale Trade	33%	33%	33%			3
	Other industry	23%	45%	13%	16%	3%	31
Other services	29%	43%	21%	7%		14	



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>
<b>Overall</b>	February 2021	5%	10%	49%	36%	166
<b>Current Number of Employees</b>	0-1 employees	1%	3%	39%	57%	75
	2-9 employees	7%	15%	58%	20%	59
	10-25 employees	19%	14%	43%	24%	21
	More than 25 employees		20%	80%		10
<b>Open Status</b>	Reduced hours of operation	8%	13%	49%	30%	77
	Closed temporarily	5%	10%	49%	36%	166
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	5%	20%	50%	25%	20
	Developed plan since COVID	9%	4%	57%	30%	46
	Don't have plan	4%	11%	49%	37%	76
	Don't know/Not applicable	4%	9%	30%	57%	23
<b>Remote Work</b>	Employees working remotely	11%	6%	50%	33%	18
	Employees not working remotely	5%	10%	49%	36%	145
<b>COVID-19 Effect on Revenue</b>	Revenue increased			80%	20%	5
	Revenue stayed the same	17%	17%	58%	8%	12
	Revenue decreased	5%	9%	46%	40%	145
<b>Change # of Employees Since Feb 2020</b>	More employees		27%	55%	18%	11
	Same number of employees	10%	8%	49%	33%	63
	Fewer employees	3%	9%	47%	41%	91
<b>Confidence Operating in 12 Months</b>	Very confident	7%	10%	53%	30%	73
	Somewhat confident	5%	8%	45%	42%	60
	Not very or not at all confident	5%	14%	48%	33%	21
<b>Industry</b>	Accommodation and Food Services	6%	16%	47%	31%	32
	Arts, Entertainment, and Recreation	9%	3%	41%	47%	34
	Construction	50%		50%		2
	Educational Services		33%	33%	33%	3
	Finance and Insurance	100%				2
	Health Care and Social Assistance	5%	10%	55%	30%	20
	Information				100%	1
	Manufacturing		50%	50%		2
	Prof., Scientific and Tech. Services		14%	29%	57%	7
	Real Estate Rental and Leasing				100%	1
	Retail Trade		7%	60%	33%	30
	Wholesale Trade			100%		1
	Other industry		11%	44%	44%	18
	Other services		8%	69%	23%	13

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>
<b>Overall</b>	February 2021	4%	2%	16%	41%
<b>Current Number of Employees</b>	0-1 employees	4%	4%	7%	42%
	2-9 employees	3%	2%	20%	41%
	10-25 employees	4%	2%	23%	42%
	More than 25 employees			33%	37%
<b>Open Status</b>	Reduced hours of operation	3%	1%	19%	42%
	Closed temporarily	3%	4%	17%	49%
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	2%	5%	27%	49%
	Developed plan since COVID	6%	2%	16%	38%
	Don't have plan	2%	2%	14%	44%
	Don't know/Not applicable	4%	2%	14%	33%
<b>Remote Work</b>	Employees working remotely	3%	3%	20%	53%
	Employees not working remotely	4%	2%	16%	38%
<b>COVID-19 Effect on Revenue</b>	Revenue increased			19%	50%
	Revenue stayed the same	5%	3%	14%	51%
	Revenue decreased	3%	2%	17%	40%
<b>Change # of Employees Since Feb 2020</b>	More employees	3%		20%	43%
	Same number of employees	3%	4%	6%	42%
	Fewer employees	4%	1%	25%	41%
<b>Confidence Operating in 12 Months</b>	Very confident	4%	4%	15%	44%
	Somewhat confident	5%	2%	20%	37%
	Not very or not at all confident	2%		16%	35%
<b>Industry</b>	Accommodation and Food Services	2%	5%	29%	40%
	Admin. Support, WM, Remediation				33%
	Agri., Forestry, Fishing and Hunting			100%	
	Arts, Entertainment, and Recreation	4%	9%	7%	38%
	Construction			25%	75%
	Educational Services			30%	70%
	Finance and Insurance				60%
	Health Care and Social Assistance	5%		20%	58%
	Information				25%
	Manufacturing	14%		7%	29%
	Prof., Scientific and Tech. Services	3%		6%	19%
	Real Estate Rental and Leasing				50%
	Retail Trade	4%		27%	49%
	Transportation and Warehousing				
	Wholesale Trade			25%	75%
Other industry	5%		2%	34%	
Other services	9%		13%	35%	

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>
<b>Overall</b>	February 2021	10%	40%	40%	13%
<b>Current Number of Employees</b>	0-1 employees	11%	34%	32%	8%
	2-9 employees	7%	41%	48%	13%
	10-25 employees	21%	48%	40%	19%
	More than 25 employees		44%	48%	26%
<b>Open Status</b>	Reduced hours of operation	12%	46%	31%	14%
	Closed temporarily	8%	33%	66%	17%
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	5%	39%	46%	20%
	Developed plan since COVID	9%	42%	45%	15%
	Don't have plan	11%	39%	39%	11%
	Don't know/Not applicable	12%	35%	33%	10%
<b>Remote Work</b>	Employees working remotely	15%	42%	30%	12%
	Employees not working remotely	9%	39%	42%	13%
<b>COVID-19 Effect on Revenue</b>	Revenue increased	6%	25%	38%	13%
	Revenue stayed the same	5%	24%	32%	8%
	Revenue decreased	11%	43%	42%	14%
<b>Change # of Employees Since Feb 2020</b>	More employees	17%	40%	27%	20%
	Same number of employees	13%	30%	32%	9%
	Fewer employees	6%	47%	49%	15%
<b>Confidence Operating in 12 Months</b>	Very confident	9%	34%	40%	9%
	Somewhat confident	12%	36%	46%	16%
	Not very or not at all confident	10%	59%	35%	20%
<b>Industry</b>	Accommodation and Food Services	5%	50%	52%	26%
	Admin. Support, WM, Remediation		67%		33%
	Agri., Forestry, Fishing and Hunting				
	Arts, Entertainment, and Recreation	4%	27%	47%	5%
	Construction		75%		50%
	Educational Services	10%	30%	30%	
	Finance and Insurance		20%		20%
	Health Care and Social Assistance	20%	30%	45%	20%
	Information		75%	25%	
	Manufacturing	14%	57%	7%	7%
	Prof., Scientific and Tech. Services	19%	55%	10%	6%
	Real Estate Rental and Leasing		50%		
	Retail Trade	5%	40%	55%	9%
	Transportation and Warehousing				
	Wholesale Trade	25%	25%	50%	
Other industry	17%	37%	32%	7%	
Other services	4%	39%	57%	17%	

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>
<b>Overall</b>	February 2021	17%	20%	3%	351
<b>Current Number of Employees</b>	0-1 employees	15%	27%	1%	142
	2-9 employees	16%	13%	3%	122
	10-25 employees	17%	21%	4%	52
	More than 25 employees	30%	15%	4%	27
<b>Open Status</b>	Reduced hours of operation	19%	22%	2%	252
	Closed temporarily	19%	12%		166
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	22%	15%	7%	41
	Developed plan since COVID	14%	16%	2%	85
	Don't have plan	17%	21%	1%	166
	Don't know/Not applicable	16%	27%	2%	51
<b>Remote Work</b>	Employees working remotely	13%	23%	3%	60
	Employees not working remotely	18%	20%	2%	278
<b>COVID-19 Effect on Revenue</b>	Revenue increased	13%	13%		16
	Revenue stayed the same	22%	14%	3%	37
	Revenue decreased	17%	21%	2%	284
<b>Change # of Employees Since Feb 2020</b>	More employees	17%	30%	3%	30
	Same number of employees	6%	25%	3%	142
	Fewer employees	25%	14%	2%	171
<b>Confidence Operating in 12 Months</b>	Very confident	14%	20%	3%	169
	Somewhat confident	20%	23%	1%	102
	Not very or not at all confident	20%	16%	2%	49
<b>Industry</b>	Accommodation and Food Services	31%	10%	2%	58
	Admin. Support, WM, Remediation		33%		3
	Agri., Forestry, Fishing and Hunting	100%			1
	Arts, Entertainment, and Recreation	4%	29%	2%	55
	Construction				4
	Educational Services	40%	30%		10
	Finance and Insurance			20%	5
	Health Care and Social Assistance	13%	15%		40
	Information		25%		4
	Manufacturing	14%	21%	13%	14
	Prof., Scientific and Tech. Services	16%	32%	3%	31
	Real Estate Rental and Leasing				2
	Retail Trade	27%	13%		55
	Transportation and Warehousing		100%		1
	Wholesale Trade		25%		4
	Other industry	10%	27%	5%	41
Other services	9%	17%	4%	23	

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>Mostly due to other reasons</u>	<u>N</u>
<b>Overall</b>	February 2021	38%	25%	25%	13%	8
<b>Open Status</b>	Reduced hours of operation	100%				1
	Closed temporarily	100%				1
<b>Industry</b>	Arts, Entertainment, and Recreation		50%	50%		2
	Prof., Scientific and Tech. Services	100%				1
	Retail Trade				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	15.1	9.8	4.4	0.9	420
	February 2021	13.8	8.8	3.9	1.1	562
Current Number of Employees	0-1 employees	4.0	1.9	1.8	0.3	213
	2-9 employees	6.8	3.2	2.4	1.1	203
	10-25 employees	18.3	11.7	5.1	1.5	98
	More than 25 employees	77.9	57.4	17.4	3.1	48
Open Status	Remained open	15.2	12.8	1.4	1.1	215
	Reduced hours of operation	14.5	7.6	5.7	1.1	252
	Closed temporarily	13.4	5.4	7.2	0.8	165
Contingency or Resiliency Plan	Had plan before COVID	28.5	20.5	7.1	1.0	84
	Developed plan since COVID	11.3	4.6	5.4	1.3	111
	Don't have plan	9.1	5.3	2.6	1.1	273
	Don't know/Not applicable	17.5	13.6	3.2	0.7	93
Remote Work	Employees working remotely	30.0	23.8	4.8	1.3	133
	Employees not working remotely	8.9	4.2	3.7	1.0	422
COVID-19 Effect on Revenue	Revenue increased	23.6	19.1	2.6	1.9	55
	Revenue stayed the same	13.0	8.2	3.6	1.2	105
	Revenue decreased	13.3	8.1	4.3	1.0	385
Change # of Employees Since Feb 2020	More employees	22.3	18.7	2.0	1.5	73
	Same number of employees	5.4	3.8	1.2	0.4	271
	Fewer employees	21.5	11.7	8.0	1.8	218
Confidence Operating in 12 Months	Very confident	18.1	12.1	5.1	0.9	322
	Somewhat confident	8.5	4.7	2.6	1.2	152
	Not very or not at all confident	7.2	4.3	1.8	1.1	57
Industry	Accommodation and Food Services	21.1	8.3	12.7	0.1	68
	Admin. Support, WM, Remediation	12.0	11.3	0.2	0.5	6
	Agri., Forestry, Fishing and Hunting	6.0	3.2	2.4	0.4	5
	Arts, Entertainment, and Recreation	10.1	3.2	5.2	1.7	65
	Construction	9.3	7.6	0.3	1.4	16
	Educational Services	18.8	4.9	10.4	3.6	14
	Finance and Insurance	13.8	12.7	0.9	0.3	20
	Health Care and Social Assistance	14.4	8.4	4.5	1.5	55
	Information	2.5	0.5	0.0	2.0	8
	Manufacturing	55.2	53.3	1.5	0.4	33
	Prof., Scientific and Tech. Services	9.2	7.3	1.3	0.7	81
	Real Estate Rental and Leasing	5.4	2.3	1.3	1.8	13
	Retail Trade	8.5	4.7	2.8	1.1	71
	Transportation and Warehousing	8.0	3.3	1.0	3.8	4
	Wholesale Trade	8.8	6.4	1.9	0.5	10
	Other industry	7.4	4.6	1.5	1.3	61
	Other services	8.1	4.1	3.2	0.9	31

Q6\_2: Approximately how many employees in the state of New Hampshire did your business employ on June 15th, 2020?

		<u>Total June 2020 employees</u>	<u>Full-time June 2020 employees</u>	<u>Part-time June 2020 employees</u>	<u>Other June 2020 employees</u>	<u>N</u>
<b>Overall</b>	June 2020	11.3	8.3	2.7	0.3	420
	February 2021	10.9	7.9	2.4	0.7	562
<b>Current Number of Employees</b>	0-1 employees	1.4	0.6	0.7	0.1	213
	2-9 employees	5.0	2.8	1.6	0.6	203
	10-25 employees	15.1	10.4	4.0	0.7	98
	More than 25 employees	69.9	55.9	10.0	4.1	48
<b>Open Status</b>	Remained open	15.5	13.1	1.4	1.0	215
	Reduced hours of operation	9.4	5.5	3.2	0.6	252
	Closed temporarily	6.5	3.2	3.1	0.2	165
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	22.8	18.8	2.8	1.3	84
	Developed plan since COVID	7.4	3.5	3.0	0.9	111
	Don't have plan	8.1	5.1	2.3	0.6	273
	Don't know/Not applicable	12.9	11.2	1.4	0.3	93
<b>Remote Work</b>	Employees working remotely	24.8	21.4	2.4	1.0	133
	Employees not working remotely	6.7	3.7	2.4	0.6	422
<b>COVID-19 Effect on Revenue</b>	Revenue increased	28.7	23.9	2.3	2.6	55
	Revenue stayed the same	11.3	7.9	2.7	0.7	105
	Revenue decreased	8.9	6.0	2.4	0.5	385
<b>Change # of Employees Since Feb 2020</b>	More employees	26.8	21.9	2.6	2.3	73
	Same number of employees	5.8	3.9	1.5	0.4	271
	Fewer employees	12.0	8.0	3.4	0.6	218
<b>Confidence Operating in 12 Months</b>	Very confident	14.7	11.1	2.7	0.8	322
	Somewhat confident	5.8	3.7	1.8	0.3	152
	Not very or not at all confident	5.3	3.3	1.7	0.3	57
<b>Industry</b>	Accommodation and Food Services	14.1	6.3	7.6	0.2	68
	Admin. Support, WM, Remediation	12.2	11.3	0.3	0.5	6
	Agri., Forestry, Fishing and Hunting	12.4	9.0	1.8	1.6	5
	Arts, Entertainment, and Recreation	5.7	2.6	2.2	1.0	65
	Construction	9.4	7.9	0.3	1.2	16
	Educational Services	14.3	3.6	5.1	5.6	14
	Finance and Insurance	13.5	12.5	0.8	0.2	20
	Health Care and Social Assistance	7.5	3.9	2.8	0.8	55
	Information	2.0	0.5	0.0	1.5	8
	Manufacturing	54.8	53.4	1.3	0.1	33
	Prof., Scientific and Tech. Services	8.4	6.9	1.0	0.5	81
	Real Estate Rental and Leasing	5.3	2.3	1.4	1.6	13
	Retail Trade	6.9	4.4	2.0	0.5	71
	Transportation and Warehousing	4.3	1.0	2.8	0.5	4
	Wholesale Trade	7.5	5.4	1.6	0.5	10
	Other industry	5.6	3.7	1.2	0.7	61
	Other services	4.7	3.4	0.9	0.4	31

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>
<b>Overall</b>	February 2021	11.4	8.1	2.4	0.9	562
<b>Current Number of Employees</b>	0-1 employees	0.5	0.3	0.1	0.1	213
	2-9 employees	4.7	2.8	1.4	0.5	203
	10-25 employees	15.5	10.3	4.3	0.9	98
	More than 25 employees	79.2	60.4	12.5	6.3	48
<b>Open Status</b>	Remained open	16.3	13.7	1.3	1.3	215
	Reduced hours of operation	9.6	5.4	3.4	0.8	252
	Closed temporarily	6.6	3.1	3.2	0.3	165
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	26.6	20.8	3.7	2.1	84
	Developed plan since COVID	7.1	3.4	2.5	1.1	111
	Don't have plan	7.7	4.9	2.1	0.7	273
	Don't know/Not applicable	13.5	11.5	1.6	0.3	93
<b>Remote Work</b>	Employees working remotely	26.6	22.7	2.6	1.3	133
	Employees not working remotely	6.7	3.6	2.3	0.8	422
<b>COVID-19 Effect on Revenue</b>	Revenue increased	31.8	25.2	2.6	3.9	55
	Revenue stayed the same	11.6	8.2	2.7	0.7	105
	Revenue decreased	9.0	6.1	2.3	0.6	385
<b>Change # of Employees Since Feb 2020</b>	More employees	31.4	24.3	3.2	3.9	73
	Same number of employees	5.4	3.8	1.2	0.4	271
	Fewer employees	12.1	8.0	3.5	0.6	218
<b>Confidence Operating in 12 Months</b>	Very confident	15.7	11.7	2.9	1.0	322
	Somewhat confident	5.7	3.6	1.7	0.5	152
	Not very or not at all confident	4.3	2.6	1.4	0.3	57
<b>Industry</b>	Accommodation and Food Services	12.8	5.7	7.0	0.1	68
	Admin. Support, WM, Remediation	12.5	11.5	0.5	0.5	6
	Agri., Forestry, Fishing and Hunting	6.2	3.6	2.4	0.2	5
	Arts, Entertainment, and Recreation	5.9	2.1	2.3	1.5	65
	Construction	8.8	7.2	0.4	1.2	16
	Educational Services	17.6	3.6	3.6	10.5	14
	Finance and Insurance	13.7	12.7	0.8	0.2	20
	Health Care and Social Assistance	8.3	4.3	3.0	1.0	55
	Information	1.6	0.6	0.0	1.0	8
	Manufacturing	60.6	58.8	1.6	0.2	33
	Prof., Scientific and Tech. Services	8.6	7.2	0.9	0.5	81
	Real Estate Rental and Leasing	4.2	2.3	1.4	0.5	13
	Retail Trade	6.5	4.1	1.9	0.5	71
	Transportation and Warehousing	4.5	1.3	2.8	0.5	4
	Wholesale Trade	7.6	5.4	1.7	0.5	10
	Other industry	6.4	4.2	1.3	0.9	61
	Other services	6.1	3.7	1.7	0.6	31



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>
<b>Overall</b>	February 2021	13%	48%	39%	562
<b>Current Number of Employees</b>	0-1 employees	2%	65%	32%	213
	2-9 employees	16%	44%	40%	203
	10-25 employees	17%	32%	51%	98
	More than 25 employees	38%	25%	38%	48
<b>Open Status</b>	Remained open	20%	60%	20%	215
	Reduced hours of operation	10%	41%	50%	252
	Closed temporarily	7%	38%	55%	165
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	13%	44%	43%	84
	Developed plan since COVID	13%	37%	50%	111
	Don't have plan	14%	52%	34%	273
	Don't know/Not applicable	10%	55%	35%	93
<b>Remote Work</b>	Employees working remotely	24%	36%	40%	133
	Employees not working remotely	10%	52%	39%	422
<b>COVID-19 Effect on Revenue</b>	Revenue increased	40%	45%	15%	55
	Revenue stayed the same	20%	59%	21%	105
	Revenue decreased	7%	45%	48%	385
<b>Change # of Employees Since Feb 2020</b>	More employees	100%			73
	Same number of employees		100%		271
	Fewer employees			100%	218
<b>Confidence Operating in 12 Months</b>	Very confident	17%	52%	31%	322
	Somewhat confident	8%	43%	49%	152
	Not very or not at all confident	4%	44%	53%	57
<b>Industry</b>	Accommodation and Food Services	6%	35%	59%	68
	Admin. Support, WM, Remediation	17%	83%		6
	Agri., Forestry, Fishing and Hunting	20%	60%	20%	5
	Arts, Entertainment, and Recreation	6%	49%	45%	65
	Construction	25%	31%	44%	16
	Educational Services	14%	29%	57%	14
	Finance and Insurance	10%	80%	10%	20
	Health Care and Social Assistance	20%	49%	31%	55
	Information	13%	63%	25%	8
	Manufacturing	42%	24%	33%	33
	Prof., Scientific and Tech. Services	14%	54%	32%	81
	Real Estate Rental and Leasing	8%	77%	15%	13
	Retail Trade	14%	41%	45%	71
	Transportation and Warehousing		25%	75%	4
	Wholesale Trade	10%	50%	40%	10
	Other industry	7%	57%	36%	61
	Other services	6%	58%	35%	31

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>
<b>Overall</b>	June 2020	4%	9%	85%	2%	418
	February 2021	10%	19%	69%	3%	562
<b>Current Number of Employees</b>	0-1 employees	6%	13%	76%	6%	213
	2-9 employees	11%	22%	65%	2%	203
	10-25 employees	11%	22%	65%	1%	98
	More than 25 employees	19%	25%	56%		48
<b>Open Status</b>	Remained open	18%	31%	46%	5%	215
	Reduced hours of operation	5%	12%	82%	1%	252
	Closed temporarily	3%	7%	88%	2%	165
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	18%	21%	61%		84
	Developed plan since COVID	5%	16%	77%	3%	111
	Don't have plan	12%	19%	68%	1%	273
	Don't know/Not applicable	2%	18%	68%	12%	93
<b>Remote Work</b>	Employees working remotely	9%	24%	64%	3%	133
	Employees not working remotely	10%	17%	70%	3%	422
<b>COVID-19 Effect on Revenue</b>	Revenue increased	100%				55
	Revenue stayed the same		100%			105
	Revenue decreased			100%		385
<b>Change # of Employees Since Feb 2020</b>	More employees	30%	29%	36%	5%	73
	Same number of employees	9%	23%	64%	4%	271
	Fewer employees	4%	10%	85%	1%	218
<b>Confidence Operating in 12 Months</b>	Very confident	15%	27%	55%	3%	322
	Somewhat confident	4%	9%	85%	2%	152
	Not very or not at all confident		2%	98%		57
<b>Industry</b>	Accommodation and Food Services	3%	4%	90%	3%	68
	Admin. Support, WM, Remediation		33%	50%	17%	6
	Agri., Forestry, Fishing and Hunting	40%		40%	20%	5
	Arts, Entertainment, and Recreation	5%	6%	88%	2%	65
	Construction	25%	25%	50%		16
	Educational Services	7%	29%	64%		14
	Finance and Insurance	15%	55%	25%	5%	20
	Health Care and Social Assistance	5%	24%	67%	4%	55
	Information		25%	75%		8
	Manufacturing	18%	12%	67%	3%	33
	Prof., Scientific and Tech. Services	6%	28%	60%	5%	81
	Real Estate Rental and Leasing	15%	38%	46%		13
	Retail Trade	20%	15%	61%	4%	71
	Transportation and Warehousing	25%	25%	50%		4
	Wholesale Trade	20%	20%	60%		10
	Other industry	10%	16%	74%		61
Other services	3%	16%	77%	3%	31	

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>
<b>Overall</b>	June 2020	1%	2%	2%	11%
	February 2021	1%	4%	6%	21%
<b>Current Number of Employees</b>	0-1 employees	1%	3%	3%	15%
	2-9 employees	1%	4%	7%	24%
	10-25 employees		7%	5%	24%
	More than 25 employees	4%	7%	9%	26%
<b>Open Status</b>	Remained open	2%	8%	10%	34%
	Reduced hours of operation	0%	1%	4%	13%
	Closed temporarily		3%	1%	8%
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	4%	11%	4%	24%
	Developed plan since COVID			5%	18%
	Don't have plan	0%	6%	7%	21%
	Don't know/Not applicable			3%	23%
<b>Remote Work</b>	Employees working remotely	1%	5%	4%	26%
	Employees not working remotely	1%	4%	6%	19%
<b>COVID-19 Effect on Revenue</b>	Revenue increased	7%	41%	52%	
	Revenue stayed the same				100%
	Revenue decreased				
<b>Change # of Employees Since Feb 2020</b>	More employees	5%	18%	11%	32%
	Same number of employees	0%	4%	5%	26%
	Fewer employees			4%	11%
<b>Confidence Operating in 12 Months</b>	Very confident	1%	7%	8%	30%
	Somewhat confident		2%	3%	11%
	Not very or not at all confident				2%
<b>Industry</b>	Accommodation and Food Services		2%	2%	6%
	Admin. Support, WM, Remediation				40%
	Agri., Forestry, Fishing and Hunting		25%	25%	
	Arts, Entertainment, and Recreation		2%	3%	7%
	Construction		6%	19%	25%
	Educational Services	8%			33%
	Finance and Insurance		6%	11%	61%
	Health Care and Social Assistance		2%	4%	25%
	Information				25%
	Manufacturing	3%	13%	3%	13%
	Prof., Scientific and Tech. Services	1%	4%	1%	32%
	Real Estate Rental and Leasing			8%	42%
	Retail Trade		11%	11%	17%
	Transportation and Warehousing			33%	33%
	Wholesale Trade	11%	11%		22%
	Other industry		2%	9%	19%
	Other services			4%	19%

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>
<b>Overall</b>	June 2020	5%	28%	51%	359
	February 2021	11%	35%	22%	501
<b>Current Number of Employees</b>	0-1 employees	10%	27%	41%	177
	2-9 employees	10%	41%	13%	186
	10-25 employees	11%	41%	12%	92
	More than 25 employees	15%	33%	7%	46
<b>Open Status</b>	Remained open	17%	25%	6%	198
	Reduced hours of operation	7%	41%	32%	220
	Closed temporarily	6%	46%	37%	142
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	11%	33%	14%	76
	Developed plan since COVID	7%	38%	31%	99
	Don't have plan	11%	36%	20%	250
	Don't know/Not applicable	15%	32%	28%	75
<b>Remote Work</b>	Employees working remotely	15%	34%	15%	123
	Employees not working remotely	9%	35%	25%	372
<b>COVID-19 Effect on Revenue</b>	Revenue increased				54
	Revenue stayed the same				105
	Revenue decreased	16%	51%	33%	342
<b>Change # of Employees Since Feb 2020</b>	More employees	8%	23%	5%	66
	Same number of employees	13%	32%	19%	241
	Fewer employees	9%	43%	32%	194
<b>Confidence Operating in 12 Months</b>	Very confident	12%	31%	11%	292
	Somewhat confident	11%	42%	32%	133
	Not very or not at all confident	8%	45%	45%	51
<b>Industry</b>	Accommodation and Food Services	8%	49%	34%	53
	Admin. Support, WM, Remediation		40%	20%	5
	Agri., Forestry, Fishing and Hunting		50%		4
	Arts, Entertainment, and Recreation	5%	35%	48%	60
	Construction	13%	31%	6%	16
	Educational Services	17%	8%	33%	12
	Finance and Insurance	11%		11%	18
	Health Care and Social Assistance	19%	38%	12%	52
	Information		38%	38%	8
	Manufacturing	13%	48%	6%	31
	Prof., Scientific and Tech. Services	15%	30%	16%	73
	Real Estate Rental and Leasing	17%	17%	17%	12
	Retail Trade	8%	36%	17%	64
	Transportation and Warehousing			33%	3
	Wholesale Trade	22%	33%		9
	Other industry	9%	32%	28%	53
	Other services	7%	52%	19%	27

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>
<b>Overall</b>	February 2021	76%	23%	1%	561
<b>Current Number of Employees</b>	0-1 employees	63%	36%	1%	213
	2-9 employees	83%	16%	1%	202
	10-25 employees	91%	9%		98
	More than 25 employees	81%	17%	2%	48
<b>Open Status</b>	Remained open	64%	36%		214
	Reduced hours of operation	87%	12%	2%	252
	Closed temporarily	83%	16%	1%	165
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	68%	31%	1%	84
	Developed plan since COVID	77%	23%		111
	Don't have plan	80%	19%	1%	273
	Don't know/Not applicable	72%	26%	2%	93
<b>Remote Work</b>	Employees working remotely	81%	18%	1%	133
	Employees not working remotely	75%	24%	1%	421
<b>COVID-19 Effect on Revenue</b>	Revenue increased	61%	37%	2%	54
	Revenue stayed the same	60%	38%	2%	105
	Revenue decreased	85%	14%	0%	385
<b>Change # of Employees Since Feb 2020</b>	More employees	78%	22%		73
	Same number of employees	67%	31%	2%	270
	Fewer employees	88%	12%		218
<b>Confidence Operating in 12 Months</b>	Very confident	73%	25%	1%	322
	Somewhat confident	83%	17%		151
	Not very or not at all confident	82%	18%		57
<b>Industry</b>	Accommodation and Food Services	93%	6%	1%	68
	Admin. Support, WM, Remediation	67%	33%		6
	Agri., Forestry, Fishing and Hunting	40%	60%		5
	Arts, Entertainment, and Recreation	82%	18%		65
	Construction	69%	31%		16
	Educational Services	71%	29%		14
	Finance and Insurance	42%	53%	5%	19
	Health Care and Social Assistance	78%	22%		55
	Information	75%	25%		8
	Manufacturing	79%	18%	3%	33
	Prof., Scientific and Tech. Services	74%	26%		81
	Real Estate Rental and Leasing	46%	54%		13
	Retail Trade	85%	14%	1%	71
	Transportation and Warehousing	50%	50%		4
	Wholesale Trade	90%	10%		10
	Other industry	69%	30%	2%	61
Other services	74%	26%		31	

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>
<b>Overall</b>	February 2021	92%	2%	5%	1%	363
<b>Current Number of Employees</b>	0-1 employees	77%	3%	16%	3%	86
	2-9 employees	95%	3%	3%		154
	10-25 employees	100%				86
	More than 25 employees	100%				37
<b>Open Status</b>	Remained open	96%	1%	3%		121
	Reduced hours of operation	91%	3%	5%	1%	185
	Closed temporarily	92%	1%	6%	2%	108
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	88%	4%	8%		52
	Developed plan since COVID	89%	3%	9%		70
	Don't have plan	95%	2%	3%	1%	185
	Don't know/Not applicable	93%		5%	2%	56
<b>Remote Work</b>	Employees working remotely	96%		4%		100
	Employees not working remotely	91%	3%	5%	1%	258
<b>COVID-19 Effect on Revenue</b>	Revenue increased	93%		7%		29
	Revenue stayed the same	97%	2%	2%		60
	Revenue decreased	91%	2%	6%	1%	271
<b>Change # of Employees Since Feb 2020</b>	More employees	98%			2%	54
	Same number of employees	92%		6%	1%	139
	Fewer employees	91%	4%	5%		170
<b>Confidence Operating in 12 Months</b>	Very confident	95%		5%		207
	Somewhat confident	90%	2%	6%	2%	104
	Not very or not at all confident	86%	11%	3%		37
<b>Industry</b>	Accommodation and Food Services	96%	2%	2%		53
	Admin. Support, WM, Remediation	100%				3
	Agri., Forestry, Fishing and Hunting	100%				2
	Arts, Entertainment, and Recreation	94%	3%	3%		36
	Construction	100%				11
	Educational Services	75%		25%		8
	Finance and Insurance	86%	14%			7
	Health Care and Social Assistance	95%		5%		39
	Information	100%				5
	Manufacturing	100%				25
	Prof., Scientific and Tech. Services	92%	2%	6%		53
	Real Estate Rental and Leasing	67%		33%		3
	Retail Trade	84%	4%	10%	2%	50
	Transportation and Warehousing	100%				1
	Wholesale Trade	100%				9
	Other industry	92%		3%	5%	39
	Other services	83%	6%	11%		18

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>
<b>Overall</b>	February 2021	53%	7%	25%	15%	270
<b>Current Number of Employees</b>	0-1 employees	54%	6%	18%	23%	84
	2-9 employees	54%	11%	24%	12%	102
	10-25 employees	55%	3%	33%	9%	58
	More than 25 employees	42%	4%	35%	19%	26
<b>Open Status</b>	Remained open	46%	9%	26%	19%	80
	Reduced hours of operation	49%	7%	27%	17%	139
	Closed temporarily	64%	4%	22%	10%	96
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	46%	5%	38%	11%	37
	Developed plan since COVID	57%	7%	18%	18%	56
	Don't have plan	55%	7%	25%	13%	141
	Don't know/Not applicable	44%	8%	22%	25%	36
<b>Remote Work</b>	Employees working remotely	44%	6%	32%	18%	66
	Employees not working remotely	56%	7%	23%	14%	201
<b>COVID-19 Effect on Revenue</b>	Revenue increased	68%		27%	5%	22
	Revenue stayed the same	47%	7%	28%	19%	43
	Revenue decreased	53%	8%	24%	16%	204
<b>Change # of Employees Since Feb 2020</b>	More employees	58%	13%	26%	3%	38
	Same number of employees	50%	3%	24%	23%	103
	Fewer employees	54%	9%	25%	12%	129
<b>Confidence Operating in 12 Months</b>	Very confident	52%	6%	29%	13%	143
	Somewhat confident	54%	6%	24%	15%	78
	Not very or not at all confident	57%	11%	17%	14%	35
<b>Industry</b>	Accommodation and Food Services	59%	2%	33%	7%	46
	Admin. Support, WM, Remediation			100%		1
	Agri., Forestry, Fishing and Hunting	100%				1
	Arts, Entertainment, and Recreation	49%	9%	26%	17%	35
	Construction	33%	17%	33%	17%	6
	Educational Services	57%		14%	29%	7
	Finance and Insurance	50%	25%	25%		4
	Health Care and Social Assistance	67%	4%	19%	11%	27
	Information	33%	67%			3
	Manufacturing	59%	12%	18%	12%	17
	Prof., Scientific and Tech. Services	38%	5%	24%	33%	42
	Real Estate Rental and Leasing			50%	50%	2
	Retail Trade	63%	9%	26%	2%	43
	Wholesale Trade			33%	67%	3
	Other industry	57%	4%	22%	17%	23
	Other services	56%	11%	11%	22%	9

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>
<b>Overall</b>	February 2021	49%	10%	31%	11%	276
<b>Current Number of Employees</b>	0-1 employees	49%	9%	25%	16%	85
	2-9 employees	48%	13%	31%	8%	106
	10-25 employees	48%	4%	39%	9%	56
	More than 25 employees	48%	10%	31%	10%	29
<b>Open Status</b>	Remained open	41%	13%	36%	10%	80
	Reduced hours of operation	47%	10%	30%	14%	145
	Closed temporarily	53%	8%	28%	11%	99
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	54%	8%	28%	10%	39
	Developed plan since COVID	52%	13%	25%	10%	60
	Don't have plan	45%	9%	36%	9%	140
	Don't know/Not applicable	53%	8%	19%	19%	36
<b>Remote Work</b>	Employees working remotely	45%	11%	32%	11%	62
	Employees not working remotely	49%	9%	31%	10%	211
<b>COVID-19 Effect on Revenue</b>	Revenue increased	39%	4%	57%		23
	Revenue stayed the same	43%	8%	38%	13%	40
	Revenue decreased	51%	11%	26%	12%	212
<b>Change # of Employees Since Feb 2020</b>	More employees	54%	13%	33%		39
	Same number of employees	46%	8%	29%	17%	106
	Fewer employees	49%	11%	31%	9%	131
<b>Confidence Operating in 12 Months</b>	Very confident	49%	5%	34%	11%	152
	Somewhat confident	45%	15%	28%	12%	78
	Not very or not at all confident	53%	13%	28%	6%	32
<b>Industry</b>	Accommodation and Food Services	60%	6%	27%	8%	52
	Admin. Support, WM, Remediation	50%		50%		2
	Arts, Entertainment, and Recreation	38%	13%	38%	13%	32
	Construction	50%	17%	33%		6
	Educational Services	60%			40%	5
	Finance and Insurance	50%	17%	33%		6
	Health Care and Social Assistance	58%	8%	25%	8%	24
	Information		67%	33%		3
	Manufacturing	47%	27%	20%	7%	15
	Prof., Scientific and Tech. Services	44%	8%	28%	21%	39
	Real Estate Rental and Leasing	50%		50%		2
	Retail Trade	42%	11%	42%	4%	45
	Transportation and Warehousing	100%				1
	Wholesale Trade	40%		40%	20%	5
	Other industry	44%	8%	32%	16%	25
Other services	69%		15%	15%	13	



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>
<b>Overall</b>	February 2021	8%	4%	23%	64%	205
<b>Current Number of Employees</b>	0-1 employees	3%	5%	14%	78%	58
	2-9 employees	9%	4%	25%	62%	76
	10-25 employees	11%	4%	28%	57%	47
	More than 25 employees	13%	4%	33%	50%	24
<b>Open Status</b>	Remained open	10%	3%	33%	54%	63
	Reduced hours of operation	9%	5%	16%	70%	108
	Closed temporarily	3%	5%	21%	71%	66
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	7%	4%	32%	57%	28
	Developed plan since COVID	14%	7%	23%	57%	44
	Don't have plan	8%	5%	22%	65%	100
	Don't know/Not applicable	3%		21%	76%	33
<b>Remote Work</b>	Employees working remotely	13%	2%	28%	57%	47
	Employees not working remotely	7%	5%	23%	65%	154
<b>COVID-19 Effect on Revenue</b>	Revenue increased			31%	69%	16
	Revenue stayed the same	13%		43%	43%	30
	Revenue decreased	8%	6%	18%	68%	158
<b>Change # of Employees Since Feb 2020</b>	More employees	3%		34%	62%	29
	Same number of employees	9%	4%	25%	61%	75
	Fewer employees	9%	6%	19%	66%	101
<b>Confidence Operating in 12 Months</b>	Very confident	11%	3%	32%	54%	107
	Somewhat confident	5%	2%	16%	77%	62
	Not very or not at all confident	7%	18%	11%	64%	28
<b>Industry</b>	Accommodation and Food Services	9%	11%	23%	57%	35
	Admin. Support, WM, Remediation	67%		33%		3
	Arts, Entertainment, and Recreation			18%	82%	22
	Construction	33%		17%	50%	6
	Educational Services	20%		20%	60%	5
	Finance and Insurance			100%		1
	Health Care and Social Assistance	11%		28%	61%	18
	Information			100%		1
	Manufacturing	8%	8%	8%	77%	13
	Prof., Scientific and Tech. Services	6%		33%	61%	33
	Real Estate Rental and Leasing			100%		1
	Retail Trade	3%	6%	23%	69%	35
	Wholesale Trade				100%	3
	Other industry	6%		28%	67%	18
Other services	18%	18%		64%	11	

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>
<b>Overall</b>	February 2021	4%	1%	45%	50%	211
<b>Current Number of Employees</b>	0-1 employees	3%	2%	26%	69%	65
	2-9 employees	3%	1%	54%	42%	76
	10-25 employees	9%		53%	38%	47
	More than 25 employees	4%		52%	43%	23
<b>Open Status</b>	Remained open	4%		55%	41%	71
	Reduced hours of operation	5%	1%	39%	55%	102
	Closed temporarily	3%	2%	41%	55%	66
<b>Contingency or Resiliency Plan</b>	Had plan before COVID			58%	42%	26
	Developed plan since COVID	7%	2%	38%	52%	42
	Don't have plan	5%	1%	45%	49%	110
	Don't know/Not applicable	3%		42%	55%	33
<b>Remote Work</b>	Employees working remotely	6%		56%	38%	50
	Employees not working remotely	4%	1%	42%	53%	158
<b>COVID-19 Effect on Revenue</b>	Revenue increased			56%	44%	18
	Revenue stayed the same	3%		55%	42%	33
	Revenue decreased	5%	1%	42%	52%	159
<b>Change # of Employees Since Feb 2020</b>	More employees			56%	44%	32
	Same number of employees	5%		47%	48%	81
	Fewer employees	5%	2%	40%	53%	98
<b>Confidence Operating in 12 Months</b>	Very confident	5%	1%	56%	38%	113
	Somewhat confident	3%		34%	63%	62
	Not very or not at all confident	4%	4%	35%	58%	26
<b>Industry</b>	Accommodation and Food Services	6%		41%	53%	34
	Admin. Support, WM, Remediation	50%		50%		2
	Arts, Entertainment, and Recreation			46%	54%	28
	Construction			71%	29%	7
	Educational Services			60%	40%	5
	Finance and Insurance			50%	50%	2
	Health Care and Social Assistance			55%	45%	20
	Information				100%	1
	Manufacturing	8%		42%	50%	12
	Prof., Scientific and Tech. Services	6%		54%	40%	35
	Real Estate Rental and Leasing			50%	50%	2
	Retail Trade	3%	3%	38%	56%	32
	Wholesale Trade				100%	2
	Other industry	11%		37%	53%	19
	Other services		11%	22%	67%	9

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>
<b>Overall</b>	February 2021	3%	3%	18%	76%	185
<b>Current Number of Employees</b>	0-1 employees	5%	2%	10%	83%	59
	2-9 employees	4%	4%	17%	75%	72
	10-25 employees		3%	22%	75%	36
	More than 25 employees			44%	56%	18
<b>Open Status</b>	Remained open	4%		29%	67%	51
	Reduced hours of operation	2%	3%	15%	80%	96
	Closed temporarily	6%	5%	9%	80%	66
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	5%		40%	55%	20
	Developed plan since COVID	5%	3%	18%	74%	39
	Don't have plan	3%	2%	16%	79%	96
	Don't know/Not applicable		7%	13%	80%	30
<b>Remote Work</b>	Employees working remotely	3%		23%	75%	40
	Employees not working remotely	3%	3%	17%	76%	143
<b>COVID-19 Effect on Revenue</b>	Revenue increased			36%	64%	11
	Revenue stayed the same	8%	4%	19%	69%	26
	Revenue decreased	3%	3%	16%	78%	147
<b>Change # of Employees Since Feb 2020</b>	More employees	4%		19%	78%	27
	Same number of employees	1%	1%	21%	76%	71
	Fewer employees	5%	5%	16%	75%	87
<b>Confidence Operating in 12 Months</b>	Very confident	4%	2%	26%	68%	96
	Somewhat confident	2%	4%	13%	82%	56
	Not very or not at all confident		4%	4%	92%	24
<b>Industry</b>	Accommodation and Food Services	6%	3%	24%	67%	33
	Admin. Support, WM, Remediation			100%		1
	Arts, Entertainment, and Recreation		4%	17%	79%	24
	Construction				100%	3
	Educational Services			25%	75%	4
	Finance and Insurance	50%			50%	2
	Health Care and Social Assistance			28%	72%	18
	Information				100%	1
	Manufacturing			18%	82%	11
	Prof., Scientific and Tech. Services	7%		22%	70%	27
	Real Estate Rental and Leasing			50%	50%	2
	Retail Trade		7%	7%	85%	27
	Wholesale Trade				100%	2
	Other industry			21%	79%	19
	Other services	9%	9%		82%	11

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>
<b>Overall</b>	February 2021	35%	4%	37%	25%	223
<b>Current Number of Employees</b>	0-1 employees	32%	7%	35%	26%	69
	2-9 employees	31%	5%	40%	25%	81
	10-25 employees	51%		31%	18%	51
	More than 25 employees	18%		45%	36%	22
<b>Open Status</b>	Remained open	22%	3%	52%	22%	67
	Reduced hours of operation	39%	5%	31%	25%	118
	Closed temporarily	40%	3%	29%	28%	72
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	21%		50%	29%	24
	Developed plan since COVID	43%	9%	26%	21%	53
	Don't have plan	34%	3%	42%	21%	108
	Don't know/Not applicable	32%	3%	29%	37%	38
<b>Remote Work</b>	Employees working remotely	34%	2%	38%	26%	53
	Employees not working remotely	35%	5%	37%	24%	168
<b>COVID-19 Effect on Revenue</b>	Revenue increased	20%		60%	20%	15
	Revenue stayed the same	44%	6%	35%	15%	34
	Revenue decreased	34%	4%	35%	27%	173
<b>Change # of Employees Since Feb 2020</b>	More employees	34%	7%	41%	17%	29
	Same number of employees	27%	3%	46%	24%	93
	Fewer employees	42%	4%	27%	28%	101
<b>Confidence Operating in 12 Months</b>	Very confident	34%	2%	43%	22%	122
	Somewhat confident	32%	3%	35%	29%	62
	Not very or not at all confident	36%	12%	28%	24%	25
<b>Industry</b>	Accommodation and Food Services	38%	5%	40%	18%	40
	Admin. Support, WM, Remediation			100%		1
	Arts, Entertainment, and Recreation	33%	7%	33%	27%	30
	Construction	40%		50%	10%	10
	Educational Services	20%		40%	40%	5
	Health Care and Social Assistance	45%	5%	35%	15%	20
	Information	75%		25%		4
	Manufacturing	15%		31%	54%	13
	Prof., Scientific and Tech. Services	17%	3%	45%	34%	29
	Real Estate Rental and Leasing	67%		33%		3
	Retail Trade	39%	3%	33%	24%	33
	Wholesale Trade	25%		25%	50%	4
	Other industry	40%	10%	30%	20%	20
Other services	40%		30%	30%	10	

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>
<b>Overall</b>	February 2021	2%	40%	58%	90
<b>Current Number of Employees</b>	0-1 employees	4%	24%	72%	25
	2-9 employees	3%	44%	54%	39
	10-25 employees		44%	56%	16
	More than 25 employees		60%	40%	10
<b>Open Status</b>	Remained open	3%	48%	48%	33
	Reduced hours of operation	2%	37%	60%	43
	Closed temporarily		29%	71%	24
<b>Contingency or Resiliency Plan</b>	Had plan before COVID		47%	53%	15
	Developed plan since COVID		24%	76%	21
	Don't have plan	5%	45%	50%	42
	Don't know/Not applicable		42%	58%	12
<b>Remote Work</b>	Employees working remotely		44%	56%	18
	Employees not working remotely	3%	39%	58%	72
<b>COVID-19 Effect on Revenue</b>	Revenue increased		75%	25%	8
	Revenue stayed the same		38%	63%	16
	Revenue decreased	3%	35%	62%	65
<b>Change # of Employees Since Feb 2020</b>	More employees		38%	63%	16
	Same number of employees		41%	59%	34
	Fewer employees	5%	40%	55%	40
<b>Confidence Operating in 12 Months</b>	Very confident		52%	48%	46
	Somewhat confident		29%	71%	28
	Not very or not at all confident	10%	30%	60%	10
<b>Industry</b>	Accommodation and Food Services		53%	47%	15
	Admin. Support, WM, Remediation		100%		1
	Arts, Entertainment, and Recreation		30%	70%	10
	Construction		33%	67%	3
	Educational Services		50%	50%	2
	Finance and Insurance	50%		50%	2
	Health Care and Social Assistance		56%	44%	9
	Manufacturing		40%	60%	5
	Prof., Scientific and Tech. Services		50%	50%	12
	Real Estate Rental and Leasing		50%	50%	2
	Retail Trade	7%	36%	57%	14
	Wholesale Trade			100%	2
	Other industry		33%	67%	9
	Other services			100%	4

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>
<b>Overall</b>	February 2021	54%	7%	31%	7%	179
<b>Current Number of Employees</b>	0-1 employees	70%	10%	15%	5%	73
	2-9 employees	49%	4%	37%	10%	71
	10-25 employees	32%	12%	52%	4%	25
	More than 25 employees	30%		60%	10%	10
<b>Open Status</b>	Remained open	19%	3%	56%	22%	32
	Reduced hours of operation	59%	5%	31%	5%	97
	Closed temporarily	71%	12%	15%	1%	84
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	37%		47%	16%	19
	Developed plan since COVID	64%	16%	16%	4%	45
	Don't have plan	49%	7%	36%	7%	85
	Don't know/Not applicable	63%		30%	7%	30
<b>Remote Work</b>	Employees working remotely	31%	8%	50%	12%	26
	Employees not working remotely	59%	7%	27%	7%	150
<b>COVID-19 Effect on Revenue</b>	Revenue increased	44%		56%		9
	Revenue stayed the same	29%	13%	38%	21%	24
	Revenue decreased	59%	7%	28%	6%	144
<b>Change # of Employees Since Feb 2020</b>	More employees	28%	11%	50%	11%	18
	Same number of employees	51%	8%	32%	8%	74
	Fewer employees	62%	6%	26%	6%	87
<b>Confidence Operating in 12 Months</b>	Very confident	45%	5%	42%	8%	85
	Somewhat confident	65%	5%	22%	8%	60
	Not very or not at all confident	63%	13%	21%	4%	24
<b>Industry</b>	Accommodation and Food Services	71%	9%	18%	3%	34
	Admin. Support, WM, Remediation	50%		50%		2
	Arts, Entertainment, and Recreation	64%	7%	18%	11%	28
	Construction			100%		2
	Educational Services	60%		20%	20%	5
	Finance and Insurance		100%			1
	Health Care and Social Assistance	47%	16%	37%		19
	Information	100%				1
	Manufacturing			67%	33%	6
	Prof., Scientific and Tech. Services	28%		72%		18
	Real Estate Rental and Leasing	100%				1
	Retail Trade	51%	3%	37%	9%	35
	Wholesale Trade			50%	50%	2
	Other industry	69%	13%	6%	13%	16
Other services	67%	11%	22%		9	

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>
<b>Overall</b>	February 2021	77%	3%	15%	5%	203
<b>Current Number of Employees</b>	0-1 employees	75%	13%	8%	5%	40
	2-9 employees	73%	1%	19%	7%	89
	10-25 employees	88%		10%	2%	49
	More than 25 employees	72%		20%	8%	25
<b>Open Status</b>	Remained open	51%	2%	30%	16%	43
	Reduced hours of operation	80%	3%	14%	3%	116
	Closed temporarily	94%	2%	3%		88
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	74%	3%	19%	3%	31
	Developed plan since COVID	84%	5%	12%		43
	Don't have plan	75%	3%	15%	7%	101
	Don't know/Not applicable	75%		14%	11%	28
<b>Remote Work</b>	Employees working remotely	70%		20%	10%	50
	Employees not working remotely	79%	4%	13%	4%	152
<b>COVID-19 Effect on Revenue</b>	Revenue increased	69%		31%		13
	Revenue stayed the same	70%		19%	11%	27
	Revenue decreased	79%	4%	12%	5%	161
<b>Change # of Employees Since Feb 2020</b>	More employees	67%	4%	19%	11%	27
	Same number of employees	63%	3%	25%	8%	59
	Fewer employees	86%	3%	9%	3%	117
<b>Confidence Operating in 12 Months</b>	Very confident	72%	2%	21%	5%	116
	Somewhat confident	85%	3%	7%	5%	59
	Not very or not at all confident	80%	5%	5%	10%	20
<b>Industry</b>	Accommodation and Food Services	80%	4%	11%	4%	46
	Admin. Support, WM, Remediation			100%		1
	Arts, Entertainment, and Recreation	90%	5%	5%		20
	Construction	60%		40%		5
	Educational Services	75%			25%	4
	Finance and Insurance	50%	50%			2
	Health Care and Social Assistance	83%		13%	4%	23
	Information	100%				3
	Manufacturing	71%		12%	18%	17
	Prof., Scientific and Tech. Services	45%	5%	45%	5%	22
	Retail Trade	82%		12%	6%	33
	Wholesale Trade	50%		50%		2
	Other industry	92%			8%	13
Other services	83%	8%	8%		12	

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

		<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>
<b>Overall</b>	February 2021	5%	1%	28%	66%	144
<b>Current Number of Employees</b>	0-1 employees	3%		16%	82%	38
	2-9 employees			31%	69%	59
	10-25 employees	17%	3%	34%	45%	29
	More than 25 employees	6%		39%	56%	18
<b>Open Status</b>	Remained open			29%	71%	38
	Reduced hours of operation	9%	1%	27%	63%	82
	Closed temporarily	5%		30%	66%	44
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	14%		33%	52%	21
	Developed plan since COVID	3%	3%	31%	62%	29
	Don't have plan	1%		28%	71%	76
	Don't know/Not applicable	11%		22%	67%	18
<b>Remote Work</b>	Employees working remotely	14%	3%	33%	50%	36
	Employees not working remotely	2%		27%	71%	107
<b>COVID-19 Effect on Revenue</b>	Revenue increased			45%	55%	11
	Revenue stayed the same			30%	70%	23
	Revenue decreased	6%	1%	26%	67%	109
<b>Change # of Employees Since Feb 2020</b>	More employees		5%	32%	63%	19
	Same number of employees			27%	73%	56
	Fewer employees	10%		29%	61%	69
<b>Confidence Operating in 12 Months</b>	Very confident	6%	1%	36%	56%	80
	Somewhat confident	6%		26%	68%	34
	Not very or not at all confident			9%	91%	22
<b>Industry</b>	Accommodation and Food Services			29%	71%	24
	Admin. Support, WM, Remediation			100%		1
	Arts, Entertainment, and Recreation	19%		31%	50%	16
	Construction			33%	67%	3
	Finance and Insurance				100%	1
	Health Care and Social Assistance			24%	76%	17
	Manufacturing	8%		33%	58%	12
	Prof., Scientific and Tech. Services	5%	5%	36%	55%	22
	Retail Trade			25%	75%	24
	Wholesale Trade				100%	2
	Other industry	9%		18%	73%	11
	Other services	9%		27%	64%	11



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>
<b>Overall</b>	February 2021	65%	14%	11%	10%	257
<b>Current Number of Employees</b>	0-1 employees	57%	16%	12%	16%	77
	2-9 employees	70%	13%	10%	7%	107
	10-25 employees	61%	18%	10%	10%	49
	More than 25 employees	71%	8%	13%	8%	24
<b>Open Status</b>	Remained open	53%	11%	22%	14%	64
	Reduced hours of operation	67%	17%	8%	8%	146
	Closed temporarily	70%	17%	4%	9%	92
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	66%	17%	14%	3%	29
	Developed plan since COVID	66%	18%	11%	5%	56
	Don't have plan	65%	12%	11%	12%	137
	Don't know/Not applicable	60%	17%	9%	14%	35
<b>Remote Work</b>	Employees working remotely	65%	18%	13%	5%	62
	Employees not working remotely	65%	13%	10%	12%	190
<b>COVID-19 Effect on Revenue</b>	Revenue increased	38%	19%	44%		16
	Revenue stayed the same	48%	10%	23%	19%	31
	Revenue decreased	69%	14%	7%	10%	209
<b>Change # of Employees Since Feb 2020</b>	More employees	58%	15%	18%	9%	33
	Same number of employees	57%	15%	14%	15%	95
	Fewer employees	72%	14%	7%	7%	129
<b>Confidence Operating in 12 Months</b>	Very confident	62%	13%	17%	9%	136
	Somewhat confident	66%	18%	5%	10%	77
	Not very or not at all confident	75%	13%	3%	9%	32
<b>Industry</b>	Accommodation and Food Services	77%	9%	6%	9%	47
	Admin. Support, WM, Remediation		100%			1
	Arts, Entertainment, and Recreation	74%	21%	3%	3%	34
	Construction	25%	25%	50%		4
	Educational Services	100%				3
	Finance and Insurance	33%	67%			3
	Health Care and Social Assistance	28%	28%	22%	22%	18
	Information	67%			33%	3
	Manufacturing	79%	11%	11%		19
	Prof., Scientific and Tech. Services	58%	11%	13%	18%	38
	Retail Trade	64%	12%	14%	10%	42
	Transportation and Warehousing	100%				1
	Wholesale Trade	60%	40%			5
	Other industry	62%	12%	8%	19%	26
Other services	75%	8%	17%		12	

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>
<b>Overall</b>	February 2021	6%	5%	23%	66%	149
<b>Current Number of Employees</b>	0-1 employees	5%	3%	18%	74%	39
	2-9 employees	8%	3%	25%	63%	63
	10-25 employees	6%	9%	25%	59%	32
	More than 25 employees		7%	20%	73%	15
<b>Open Status</b>	Remained open	4%	4%	28%	63%	46
	Reduced hours of operation	8%	3%	20%	70%	79
	Closed temporarily	2%	7%	16%	75%	44
<b>Contingency or Resiliency Plan</b>	Had plan before COVID		5%	26%	68%	19
	Developed plan since COVID	4%	7%	26%	63%	27
	Don't have plan	8%	5%	20%	67%	84
	Don't know/Not applicable	6%		28%	67%	18
<b>Remote Work</b>	Employees working remotely	5%	11%	27%	57%	37
	Employees not working remotely	6%	3%	22%	69%	110
<b>COVID-19 Effect on Revenue</b>	Revenue increased			40%	60%	10
	Revenue stayed the same	7%	11%	29%	54%	28
	Revenue decreased	6%	4%	19%	71%	110
<b>Change # of Employees Since Feb 2020</b>	More employees	10%	20%	30%	40%	20
	Same number of employees	10%	3%	21%	66%	61
	Fewer employees	1%	1%	22%	75%	68
<b>Confidence Operating in 12 Months</b>	Very confident	8%	7%	31%	55%	88
	Somewhat confident	5%	3%	13%	80%	40
	Not very or not at all confident			12%	88%	17
<b>Industry</b>	Accommodation and Food Services		4%	30%	65%	23
	Admin. Support, WM, Remediation			100%		1
	Arts, Entertainment, and Recreation			20%	80%	15
	Construction			33%	67%	3
	Finance and Insurance				100%	2
	Health Care and Social Assistance	32%	20%	4%	44%	25
	Manufacturing			33%	67%	12
	Prof., Scientific and Tech. Services			38%	62%	26
	Retail Trade	4%		22%	74%	23
	Wholesale Trade				100%	1
	Other industry		11%		89%	9
	Other services			22%	78%	9

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>
<b>Overall</b>	February 2021	11%	33%	55%	96
<b>Current Number of Employees</b>	0-1 employees	6%	35%	59%	17
	2-9 employees	7%	37%	56%	41
	10-25 employees	21%	29%	50%	24
	More than 25 employees	14%	29%	57%	14
<b>Open Status</b>	Remained open	3%	35%	61%	31
	Reduced hours of operation	15%	34%	51%	47
	Closed temporarily	18%	21%	62%	34
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	28%	44%	28%	18
	Developed plan since COVID	14%	33%	52%	21
	Don't have plan	7%	33%	60%	45
	Don't know/Not applicable		17%	83%	12
<b>Remote Work</b>	Employees working remotely	15%	35%	50%	26
	Employees not working remotely	10%	33%	57%	70
<b>COVID-19 Effect on Revenue</b>	Revenue increased		86%	14%	7
	Revenue stayed the same	11%	33%	56%	18
	Revenue decreased	13%	27%	60%	70
<b>Change # of Employees Since Feb 2020</b>	More employees	7%	36%	57%	14
	Same number of employees	3%	36%	61%	33
	Fewer employees	18%	31%	51%	49
<b>Confidence Operating in 12 Months</b>	Very confident	8%	41%	51%	59
	Somewhat confident	18%	25%	57%	28
	Not very or not at all confident		14%	86%	7
<b>Industry</b>	Accommodation and Food Services		43%	57%	14
	Admin. Support, WM, Remediation		100%		1
	Arts, Entertainment, and Recreation	14%	43%	43%	7
	Construction		50%	50%	2
	Educational Services	100%			3
	Health Care and Social Assistance	31%	13%	56%	16
	Manufacturing		14%	86%	7
	Prof., Scientific and Tech. Services		59%	41%	17
	Retail Trade		40%	60%	15
	Wholesale Trade			100%	1
	Other industry	13%	13%	75%	8
	Other services	20%	20%	60%	5

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>
<b>Overall</b>	February 2021	38%	62%	68
<b>Current Number of Employees</b>	0-1 employees	29%	71%	14
	2-9 employees	33%	67%	33
	10-25 employees	62%	38%	13
	More than 25 employees	38%	63%	8
<b>Open Status</b>	Remained open	45%	55%	22
	Reduced hours of operation	30%	70%	37
	Closed temporarily	35%	65%	20
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	50%	50%	10
	Developed plan since COVID	54%	46%	13
	Don't have plan	31%	69%	35
	Don't know/Not applicable	30%	70%	10
<b>Remote Work</b>	Employees working remotely	50%	50%	16
	Employees not working remotely	35%	65%	52
<b>COVID-19 Effect on Revenue</b>	Revenue increased	50%	50%	8
	Revenue stayed the same	42%	58%	12
	Revenue decreased	34%	66%	47
<b>Change # of Employees Since Feb 2020</b>	More employees	40%	60%	10
	Same number of employees	36%	64%	25
	Fewer employees	39%	61%	33
<b>Confidence Operating in 12 Months</b>	Very confident	53%	48%	40
	Somewhat confident	25%	75%	20
	Not very or not at all confident		100%	7
<b>Industry</b>	Accommodation and Food Services	45%	55%	11
	Admin. Support, WM, Remediation	100%		1
	Arts, Entertainment, and Recreation	80%	20%	5
	Construction	33%	67%	3
	Health Care and Social Assistance	22%	78%	9
	Manufacturing	20%	80%	5
	Prof., Scientific and Tech. Services	54%	46%	13
	Retail Trade	20%	80%	10
	Wholesale Trade	50%	50%	2
	Other industry	20%	80%	5
	Other services	25%	75%	4

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>
<b>Overall</b>	February 2021	2%	1%	24%	73%	177
<b>Current Number of Employees</b>	0-1 employees		2%	13%	85%	54
	2-9 employees	3%		30%	67%	70
	10-25 employees		3%	32%	65%	34
	More than 25 employees	5%		21%	74%	19
<b>Open Status</b>	Remained open		2%	33%	65%	54
	Reduced hours of operation	3%	1%	19%	76%	93
	Closed temporarily	2%	2%	18%	79%	56
<b>Contingency or Resiliency Plan</b>	Had plan before COVID			27%	73%	26
	Developed plan since COVID	3%		27%	70%	30
	Don't have plan	2%	2%	22%	74%	97
	Don't know/Not applicable			29%	71%	24
<b>Remote Work</b>	Employees working remotely	2%		29%	68%	41
	Employees not working remotely	1%	1%	23%	74%	134
<b>COVID-19 Effect on Revenue</b>	Revenue increased			58%	42%	12
	Revenue stayed the same			25%	75%	28
	Revenue decreased	2%	1%	21%	76%	135
<b>Change # of Employees Since Feb 2020</b>	More employees	4%		22%	74%	27
	Same number of employees	1%		26%	72%	72
	Fewer employees	1%	3%	23%	73%	78
<b>Confidence Operating in 12 Months</b>	Very confident	1%		33%	66%	94
	Somewhat confident	2%	2%	16%	80%	49
	Not very or not at all confident			15%	85%	26
<b>Industry</b>	Accommodation and Food Services	3%		34%	62%	29
	Admin. Support, WM, Remediation			100%		1
	Arts, Entertainment, and Recreation	8%		21%	71%	24
	Construction			60%	40%	5
	Educational Services				100%	3
	Finance and Insurance		100%			1
	Health Care and Social Assistance			17%	83%	18
	Information				100%	2
	Manufacturing			18%	82%	11
	Prof., Scientific and Tech. Services			32%	68%	28
	Real Estate Rental and Leasing				100%	1
	Retail Trade			19%	81%	26
	Wholesale Trade				100%	1
	Other industry		6%	19%	75%	16
Other services			18%	82%	11	

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>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>
<b>Overall</b>	February 2021	2%	1%	33%	65%	174
<b>Current Number of Employees</b>	0-1 employees	2%	2%	22%	73%	49
	2-9 employees	3%		40%	57%	68
	10-25 employees			38%	62%	37
	More than 25 employees			25%	75%	20
<b>Open Status</b>	Remained open		2%	38%	60%	47
	Reduced hours of operation	1%		33%	66%	92
	Closed temporarily	3%		25%	72%	65
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	4%		32%	64%	25
	Developed plan since COVID	3%		31%	66%	35
	Don't have plan	1%	1%	33%	65%	94
	Don't know/Not applicable			37%	63%	19
<b>Remote Work</b>	Employees working remotely			35%	65%	37
	Employees not working remotely	2%	1%	32%	65%	136
<b>COVID-19 Effect on Revenue</b>	Revenue increased			67%	33%	12
	Revenue stayed the same			32%	68%	25
	Revenue decreased	2%	1%	29%	68%	136
<b>Change # of Employees Since Feb 2020</b>	More employees			33%	67%	21
	Same number of employees	1%		39%	60%	67
	Fewer employees	2%	1%	28%	69%	86
<b>Confidence Operating in 12 Months</b>	Very confident			46%	54%	92
	Somewhat confident	6%		19%	75%	52
	Not very or not at all confident			17%	83%	23
<b>Industry</b>	Accommodation and Food Services	3%		35%	61%	31
	Admin. Support, WM, Remediation			100%		1
	Arts, Entertainment, and Recreation	4%		28%	68%	25
	Construction			50%	50%	2
	Educational Services				100%	2
	Finance and Insurance	33%	33%		33%	3
	Health Care and Social Assistance			18%	82%	17
	Information				100%	1
	Manufacturing			25%	75%	12
	Prof., Scientific and Tech. Services			39%	61%	28
	Retail Trade			41%	59%	27
	Wholesale Trade			50%	50%	2
	Other industry			33%	67%	12
	Other services			30%	70%	10

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>
<b>Overall</b>	February 2021	3%	3%	29%	65%	133
<b>Current Number of Employees</b>	0-1 employees	3%	3%	16%	78%	37
	2-9 employees		4%	37%	59%	54
	10-25 employees	12%		31%	58%	26
	More than 25 employees		6%	25%	69%	16
<b>Open Status</b>	Remained open	3%	5%	41%	51%	37
	Reduced hours of operation	3%	3%	23%	72%	74
	Closed temporarily	5%		24%	71%	42
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	5%	5%	37%	53%	19
	Developed plan since COVID	3%	3%	27%	67%	30
	Don't have plan	3%	3%	27%	67%	64
	Don't know/Not applicable			32%	68%	19
<b>Remote Work</b>	Employees working remotely	3%	3%	36%	58%	36
	Employees not working remotely	3%	3%	25%	68%	95
<b>COVID-19 Effect on Revenue</b>	Revenue increased	10%		40%	50%	10
	Revenue stayed the same			42%	58%	19
	Revenue decreased	3%	4%	24%	69%	103
<b>Change # of Employees Since Feb 2020</b>	More employees			37%	63%	19
	Same number of employees		4%	29%	67%	49
	Fewer employees	6%	3%	26%	65%	65
<b>Confidence Operating in 12 Months</b>	Very confident	1%	3%	37%	59%	75
	Somewhat confident	6%	3%	30%	61%	33
	Not very or not at all confident		6%		94%	18
<b>Industry</b>	Accommodation and Food Services		5%	43%	52%	21
	Admin. Support, WM, Remediation			100%		1
	Arts, Entertainment, and Recreation	6%		24%	71%	17
	Construction			67%	33%	3
	Educational Services				100%	2
	Finance and Insurance				100%	2
	Health Care and Social Assistance	6%	6%	22%	67%	18
	Manufacturing			33%	67%	9
	Prof., Scientific and Tech. Services	5%		45%	50%	20
	Retail Trade	5%	5%	24%	67%	21
	Wholesale Trade				100%	2
	Other industry		11%		89%	9
	Other services			13%	88%	8

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>
<b>Overall</b>	February 2021	10%	11%	25%	54%	207
<b>Current Number of Employees</b>	0-1 employees	10%	16%	20%	54%	61
	2-9 employees	6%	9%	30%	56%	81
	10-25 employees	14%	14%	23%	50%	44
	More than 25 employees	19%		24%	57%	21
<b>Open Status</b>	Remained open	4%	9%	25%	62%	55
	Reduced hours of operation	14%	13%	26%	47%	116
	Closed temporarily	10%	14%	21%	54%	70
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	19%	3%	19%	59%	32
	Developed plan since COVID	20%	12%	29%	39%	41
	Don't have plan	6%	12%	26%	56%	107
	Don't know/Not applicable	4%	15%	19%	62%	26
<b>Remote Work</b>	Employees working remotely	22%	6%	27%	45%	51
	Employees not working remotely	6%	13%	23%	57%	154
<b>COVID-19 Effect on Revenue</b>	Revenue increased	6%	6%	50%	38%	16
	Revenue stayed the same	10%		29%	61%	31
	Revenue decreased	10%	14%	21%	55%	158
<b>Change # of Employees Since Feb 2020</b>	More employees	11%	7%	21%	61%	28
	Same number of employees	7%	7%	28%	58%	83
	Fewer employees	13%	16%	23%	49%	96
<b>Confidence Operating in 12 Months</b>	Very confident	15%	6%	33%	46%	113
	Somewhat confident	5%	18%	18%	60%	57
	Not very or not at all confident	4%	19%	8%	69%	26
<b>Industry</b>	Accommodation and Food Services	6%	15%	27%	52%	33
	Admin. Support, WM, Remediation			100%		1
	Arts, Entertainment, and Recreation	27%	10%	20%	43%	30
	Construction			75%	25%	4
	Educational Services	25%			75%	4
	Finance and Insurance				100%	3
	Health Care and Social Assistance	5%	5%	10%	80%	20
	Information				100%	1
	Manufacturing	13%	6%	19%	63%	16
	Prof., Scientific and Tech. Services	12%	9%	36%	42%	33
	Retail Trade	3%	13%	39%	45%	31
	Wholesale Trade				100%	1
	Other industry	6%	29%		65%	17
Other services	8%	8%	23%	62%	13	



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>
<b>Overall</b>	February 2021	44%	20%	19%	17%	223
<b>Current Number of Employees</b>	0-1 employees	43%	25%	15%	18%	61
	2-9 employees	40%	24%	19%	17%	100
	10-25 employees	53%	9%	23%	14%	43
	More than 25 employees	53%	11%	21%	16%	19
<b>Open Status</b>	Remained open	37%	12%	34%	17%	59
	Reduced hours of operation	49%	22%	14%	16%	125
	Closed temporarily	45%	24%	13%	17%	75
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	65%	8%	23%	4%	26
	Developed plan since COVID	42%	33%	9%	16%	43
	Don't have plan	42%	19%	22%	17%	125
	Don't know/Not applicable	43%	18%	14%	25%	28
<b>Remote Work</b>	Employees working remotely	47%	15%	24%	15%	55
	Employees not working remotely	44%	22%	17%	17%	166
<b>COVID-19 Effect on Revenue</b>	Revenue increased	15%	15%	62%	8%	13
	Revenue stayed the same	19%	12%	42%	27%	26
	Revenue decreased	50%	21%	13%	16%	183
<b>Change # of Employees Since Feb 2020</b>	More employees	28%	24%	36%	12%	25
	Same number of employees	36%	20%	22%	22%	88
	Fewer employees	55%	19%	13%	14%	110
<b>Confidence Operating in 12 Months</b>	Very confident	39%	19%	29%	13%	119
	Somewhat confident	52%	19%	11%	19%	64
	Not very or not at all confident	43%	32%	4%	21%	28
<b>Industry</b>	Accommodation and Food Services	59%	23%	13%	5%	39
	Admin. Support, WM, Remediation		100%			1
	Arts, Entertainment, and Recreation	64%	21%	4%	11%	28
	Construction	33%		67%		3
	Educational Services	100%				1
	Finance and Insurance	50%			50%	2
	Health Care and Social Assistance	20%	20%	47%	13%	15
	Information	33%	33%		33%	3
	Manufacturing	59%	12%	24%	6%	17
	Prof., Scientific and Tech. Services	29%	18%	24%	29%	38
	Retail Trade	44%	28%	13%	16%	32
	Transportation and Warehousing	100%				2
	Wholesale Trade				100%	1
	Other industry	31%	23%	23%	23%	26
Other services	43%	7%	21%	29%	14	

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>
<b>Overall</b>	February 2021	38%	62%	66
<b>Current Number of Employees</b>	0-1 employees	24%	76%	17
	2-9 employees	34%	66%	29
	10-25 employees	62%	38%	13
	More than 25 employees	43%	57%	7
<b>Open Status</b>	Remained open	36%	64%	28
	Reduced hours of operation	37%	63%	27
	Closed temporarily	41%	59%	17
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	56%	44%	9
	Developed plan since COVID	38%	63%	16
	Don't have plan	31%	69%	32
	Don't know/Not applicable	44%	56%	9
<b>Remote Work</b>	Employees working remotely	57%	43%	14
	Employees not working remotely	33%	67%	52
<b>COVID-19 Effect on Revenue</b>	Revenue increased	57%	43%	7
	Revenue stayed the same	45%	55%	11
	Revenue decreased	32%	68%	47
<b>Change # of Employees Since Feb 2020</b>	More employees	33%	67%	12
	Same number of employees	35%	65%	26
	Fewer employees	43%	57%	28
<b>Confidence Operating in 12 Months</b>	Very confident	51%	49%	39
	Somewhat confident	20%	80%	20
	Not very or not at all confident	25%	75%	4
<b>Industry</b>	Accommodation and Food Services	55%	45%	11
	Admin. Support, WM, Remediation	100%		1
	Arts, Entertainment, and Recreation	60%	40%	5
	Construction	33%	67%	3
	Finance and Insurance		100%	1
	Health Care and Social Assistance	25%	75%	8
	Information		100%	1
	Manufacturing	17%	83%	6
	Prof., Scientific and Tech. Services	67%	33%	12
	Retail Trade	13%	88%	8
	Wholesale Trade		100%	1
	Other industry	25%	75%	4
	Other services	20%	80%	5

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>
<b>Overall</b>	February 2021	4%	4%	24%	68%	114
<b>Current Number of Employees</b>	0-1 employees	3%	6%	14%	77%	35
	2-9 employees	7%	2%	26%	65%	43
	10-25 employees	4%	4%	35%	57%	23
	More than 25 employees			23%	77%	13
<b>Open Status</b>	Remained open		3%	29%	68%	34
	Reduced hours of operation	8%	5%	17%	70%	60
	Closed temporarily	11%		24%	65%	37
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	7%	7%	33%	53%	15
	Developed plan since COVID	8%	4%	29%	58%	24
	Don't have plan	3%	3%	19%	75%	59
	Don't know/Not applicable			27%	73%	15
<b>Remote Work</b>	Employees working remotely	4%	4%	29%	64%	28
	Employees not working remotely	5%	4%	22%	69%	85
<b>COVID-19 Effect on Revenue</b>	Revenue increased			44%	56%	9
	Revenue stayed the same			33%	67%	15
	Revenue decreased	6%	4%	19%	71%	89
<b>Change # of Employees Since Feb 2020</b>	More employees			25%	75%	16
	Same number of employees	4%	2%	24%	70%	46
	Fewer employees	6%	6%	23%	65%	52
<b>Confidence Operating in 12 Months</b>	Very confident	3%	2%	34%	61%	62
	Somewhat confident	3%	6%	14%	77%	35
	Not very or not at all confident	20%		10%	70%	10
<b>Industry</b>	Accommodation and Food Services	13%	6%	31%	50%	16
	Admin. Support, WM, Remediation			100%		1
	Arts, Entertainment, and Recreation	11%	11%	21%	58%	19
	Construction			33%	67%	3
	Finance and Insurance				100%	1
	Health Care and Social Assistance			14%	86%	14
	Information				100%	1
	Manufacturing			14%	86%	7
	Prof., Scientific and Tech. Services			50%	50%	16
	Retail Trade			25%	75%	16
	Wholesale Trade				100%	1
	Other industry		8%		92%	12
Other services	14%		14%	71%	7	

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

		<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>
<b>Overall</b>	February 2021	34%	2%	42%	23%	53
<b>Current Number of Employees</b>	0-1 employees	50%	5%	35%	10%	20
	2-9 employees	21%		50%	29%	14
	10-25 employees	30%		40%	30%	10
	More than 25 employees	22%		44%	33%	9
<b>Open Status</b>	Remained open	35%	5%	40%	20%	20
	Reduced hours of operation	38%		42%	19%	26
	Closed temporarily	46%		38%	15%	13
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	33%		44%	22%	9
	Developed plan since COVID	33%		44%	22%	9
	Don't have plan	30%	3%	43%	23%	30
	Don't know/Not applicable	75%		25%		4
<b>Remote Work</b>	Employees working remotely	36%		29%	36%	14
	Employees not working remotely	33%	3%	46%	18%	39
<b>COVID-19 Effect on Revenue</b>	Revenue increased	33%		50%	17%	6
	Revenue stayed the same	20%		20%	60%	5
	Revenue decreased	36%	2%	43%	19%	42
<b>Change # of Employees Since Feb 2020</b>	More employees	25%		38%	38%	8
	Same number of employees	38%	4%	38%	21%	24
	Fewer employees	33%		48%	19%	21
<b>Confidence Operating in 12 Months</b>	Very confident	31%	3%	49%	17%	35
	Somewhat confident	47%		33%	20%	15
	Not very or not at all confident				100%	2
<b>Industry</b>	Accommodation and Food Services	29%		57%	14%	7
	Arts, Entertainment, and Recreation	42%		25%	33%	12
	Construction	100%				1
	Educational Services	100%				1
	Finance and Insurance				100%	1
	Health Care and Social Assistance			67%	33%	3
	Manufacturing			25%	75%	4
	Prof., Scientific and Tech. Services	25%		75%		8
	Real Estate Rental and Leasing	100%				1
	Retail Trade			67%	33%	3
	Other industry	44%	11%	33%	11%	9
	Other services	67%		33%		3

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>
<b>Overall</b>	February 2021	53%	29%	18%	562
<b>Current Number of Employees</b>	0-1 employees	47%	32%	21%	213
	2-9 employees	55%	28%	17%	203
	10-25 employees	61%	21%	17%	98
	More than 25 employees	52%	35%	13%	48
<b>Open Status</b>	Remained open	34%	47%	19%	215
	Reduced hours of operation	67%	16%	17%	252
	Closed temporarily	68%	18%	15%	165
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	51%	43%	6%	84
	Developed plan since COVID	65%	22%	14%	111
	Don't have plan	52%	32%	16%	273
	Don't know/Not applicable	44%	17%	39%	93
<b>Remote Work</b>	Employees working remotely	53%	29%	18%	133
	Employees not working remotely	53%	30%	18%	422
<b>COVID-19 Effect on Revenue</b>	Revenue increased	11%	75%	15%	55
	Revenue stayed the same	26%	56%	18%	105
	Revenue decreased	68%	15%	17%	385
<b>Change # of Employees Since Feb 2020</b>	More employees	40%	41%	19%	73
	Same number of employees	41%	38%	21%	271
	Fewer employees	72%	13%	14%	218
<b>Confidence Operating in 12 Months</b>	Very confident	43%	40%	17%	322
	Somewhat confident	66%	16%	18%	152
	Not very or not at all confident	70%	14%	16%	57
<b>Industry</b>	Accommodation and Food Services	81%	7%	12%	68
	Admin. Support, WM, Remediation	33%	33%	33%	6
	Agri., Forestry, Fishing and Hunting	20%	60%	20%	5
	Arts, Entertainment, and Recreation	65%	18%	17%	65
	Construction	38%	38%	25%	16
	Educational Services	57%	29%	14%	14
	Finance and Insurance	20%	70%	10%	20
	Health Care and Social Assistance	47%	29%	24%	55
	Information	63%	25%	13%	8
	Manufacturing	55%	30%	15%	33
	Prof., Scientific and Tech. Services	44%	35%	21%	81
	Real Estate Rental and Leasing	15%	77%	8%	13
	Retail Trade	49%	24%	27%	71
	Transportation and Warehousing	25%	50%	25%	4
	Wholesale Trade	40%	40%	20%	10
	Other industry	57%	30%	13%	61
	Other services	58%	29%	13%	31

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>
<b>Overall</b>	June 2020	14%	14%	21%	21%	30%	420
	February 2021	7%	10%	26%	31%	26%	562
<b>Current Number of Employees</b>	0-1 employees	13%	10%	16%	29%	32%	213
	2-9 employees	4%	11%	30%	35%	20%	203
	10-25 employees	5%	7%	37%	30%	21%	98
	More than 25 employees	2%	13%	35%	21%	29%	48
<b>Open Status</b>	Remained open	4%	8%	29%	40%	18%	215
	Reduced hours of operation	8%	13%	27%	25%	28%	252
	Closed temporarily	12%	9%	19%	23%	37%	165
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	7%	10%	25%	32%	26%	84
	Developed plan since COVID	12%	14%	22%	27%	25%	111
	Don't have plan	7%	8%	27%	35%	23%	273
	Don't know/Not applicable	4%	11%	31%	20%	33%	93
<b>Remote Work</b>	Employees working remotely	4%	13%	44%	21%	19%	133
	Employees not working remotely	9%	9%	20%	34%	28%	422
<b>COVID-19 Effect on Revenue</b>	Revenue increased	2%	5%	18%	64%	11%	55
	Revenue stayed the same	1%	4%	31%	42%	22%	105
	Revenue decreased	10%	13%	26%	24%	27%	385
<b>Change # of Employees Since Feb 2020</b>	More employees	3%	8%	45%	30%	14%	73
	Same number of employees	5%	11%	24%	34%	26%	271
	Fewer employees	12%	10%	23%	27%	29%	218
<b>Confidence Operating in 12 Months</b>	Very confident	5%	7%	30%	35%	22%	322
	Somewhat confident	11%	11%	22%	29%	27%	152
	Not very or not at all confident	7%	23%	23%	14%	33%	57
<b>Industry</b>	Accommodation and Food Services	12%	9%	10%	19%	50%	68
	Admin. Support, WM, Remediation	17%	17%		50%	17%	6
	Agri., Forestry, Fishing and Hunting				60%	40%	5
	Arts, Entertainment, and Recreation	12%	8%	20%	29%	31%	65
	Construction		6%	56%	31%	6%	16
	Educational Services			43%	36%	21%	14
	Finance and Insurance	10%	15%	25%	30%	20%	20
	Health Care and Social Assistance	5%	11%	38%	29%	16%	55
	Information	25%	50%	13%		13%	8
	Manufacturing		18%	39%	33%	9%	33
	Prof., Scientific and Tech. Services	6%	11%	37%	35%	11%	81
	Real Estate Rental and Leasing			46%	31%	23%	13
	Retail Trade	8%	4%	17%	25%	45%	71
	Transportation and Warehousing		25%		50%	25%	4
	Wholesale Trade			30%	50%	20%	10
	Other industry	5%	10%	23%	44%	18%	61
Other services	13%	19%	19%	23%	26%	31	

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>
<b>Overall</b>	February 2021	35%	29%	34%	2%	251
<b>Current Number of Employees</b>	0-1 employees	29%	28%	40%	2%	85
	2-9 employees	30%	33%	34%	2%	93
	10-25 employees	47%	22%	29%	2%	49
	More than 25 employees	46%	25%	25%	4%	24
<b>Open Status</b>	Remained open	33%	31%	36%		90
	Reduced hours of operation	36%	29%	32%	3%	121
	Closed temporarily	37%	26%	31%	6%	68
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	39%	31%	31%		36
	Developed plan since COVID	36%	35%	27%	2%	55
	Don't have plan	36%	27%	34%	3%	117
	Don't know/Not applicable	26%	23%	47%	5%	43
<b>Remote Work</b>	Employees working remotely	30%	28%	38%	4%	82
	Employees not working remotely	37%	28%	33%	2%	165
<b>COVID-19 Effect on Revenue</b>	Revenue increased	33%	27%	40%		15
	Revenue stayed the same	32%	26%	37%	5%	38
	Revenue decreased	35%	30%	33%	2%	195
<b>Change # of Employees Since Feb 2020</b>	More employees	34%	24%	37%	5%	41
	Same number of employees	34%	27%	37%	2%	108
	Fewer employees	35%	32%	30%	2%	102
<b>Confidence Operating in 12 Months</b>	Very confident	39%	25%	34%	2%	141
	Somewhat confident	32%	32%	36%		66
	Not very or not at all confident	29%	39%	29%	3%	31
<b>Industry</b>	Accommodation and Food Services	24%	48%	24%	5%	21
	Admin. Support, WM, Remediation		50%	50%		2
	Arts, Entertainment, and Recreation	52%	30%	19%		27
	Construction		44%	56%		9
	Educational Services	33%	33%	33%		6
	Finance and Insurance	20%	20%	60%		10
	Health Care and Social Assistance	35%	23%	35%	6%	31
	Information	43%	43%	14%		7
	Manufacturing	58%	11%	26%	5%	19
	Prof., Scientific and Tech. Services	31%	27%	42%		45
	Real Estate Rental and Leasing	67%	17%	17%		6
	Retail Trade	35%	26%	35%	4%	23
	Transportation and Warehousing	100%				1
	Wholesale Trade	50%	25%	25%		4
	Other industry	35%	22%	39%	4%	23
Other services	13%	44%	44%		16	

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>
<b>Overall</b>	June 2020	7%	7%	24%	55%	6%	420
	February 2021	1%	4%	18%	70%	7%	561
<b>Current Number of Employees</b>	0-1 employees	3%	4%	15%	65%	13%	212
	2-9 employees	1%	6%	20%	70%	3%	203
	10-25 employees		2%	21%	74%	2%	98
	More than 25 employees			15%	81%	4%	48
<b>Open Status</b>	Remained open		2%	9%	84%	6%	215
	Reduced hours of operation	2%	5%	25%	61%	7%	251
	Closed temporarily	2%	5%	23%	61%	9%	164
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	1%	1%	11%	82%	5%	84
	Developed plan since COVID	2%	6%	25%	62%	5%	111
	Don't have plan	1%	5%	18%	72%	4%	272
	Don't know/Not applicable	1%	2%	14%	63%	19%	93
<b>Remote Work</b>	Employees working remotely		3%	23%	71%	4%	133
	Employees not working remotely	2%	5%	16%	70%	8%	422
<b>COVID-19 Effect on Revenue</b>	Revenue increased		2%	7%	87%	4%	55
	Revenue stayed the same		1%	10%	85%	5%	105
	Revenue decreased	2%	5%	22%	64%	7%	384
<b>Change # of Employees Since Feb 2020</b>	More employees		1%	16%	75%	7%	73
	Same number of employees	1%	3%	11%	74%	11%	270
	Fewer employees	2%	6%	27%	63%	2%	218
<b>Confidence Operating in 12 Months</b>	Very confident	1%	2%	13%	79%	5%	322
	Somewhat confident	1%	7%	22%	62%	9%	151
	Not very or not at all confident	4%	4%	30%	54%	9%	57
<b>Industry</b>	Accommodation and Food Services		3%	28%	62%	7%	68
	Admin. Support, WM, Remediation			17%	83%		6
	Agri., Forestry, Fishing and Hunting				100%		5
	Arts, Entertainment, and Recreation	8%	8%	28%	43%	14%	65
	Construction			6%	94%		16
	Educational Services		7%	14%	79%		14
	Finance and Insurance		5%	15%	70%	10%	20
	Health Care and Social Assistance		2%	15%	75%	9%	55
	Information	13%	13%		63%	13%	8
	Manufacturing		6%	18%	76%		33
	Prof., Scientific and Tech. Services	1%	2%	12%	80%	4%	81
	Real Estate Rental and Leasing			8%	85%	8%	13
	Retail Trade	1%	6%	20%	66%	7%	70
	Transportation and Warehousing				100%		4
	Wholesale Trade				100%		10
	Other industry		2%	21%	69%	8%	61
	Other services		10%	10%	71%	10%	31



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>
<b>Overall</b>	February 2021	48%	23%	27%	3%	132
<b>Current Number of Employees</b>	0-1 employees	40%	30%	28%	2%	47
	2-9 employees	53%	22%	22%	4%	55
	10-25 employees	48%	9%	39%	4%	23
	More than 25 employees	57%	29%	14%		7
<b>Open Status</b>	Remained open	39%	17%	39%	4%	23
	Reduced hours of operation	48%	25%	23%	4%	83
	Closed temporarily	58%	18%	24%		50
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	42%	25%	33%		12
	Developed plan since COVID	46%	30%	24%		37
	Don't have plan	54%	19%	22%	4%	67
	Don't know/Not applicable	31%	19%	44%	6%	16
<b>Remote Work</b>	Employees working remotely	47%	9%	38%	6%	34
	Employees not working remotely	48%	27%	23%	2%	97
<b>COVID-19 Effect on Revenue</b>	Revenue increased	40%	40%		20%	5
	Revenue stayed the same	64%	18%	18%		11
	Revenue decreased	48%	23%	27%	2%	113
<b>Change # of Employees Since Feb 2020</b>	More employees	62%	31%	8%		13
	Same number of employees	40%	26%	26%	7%	42
	Fewer employees	49%	19%	30%	1%	77
<b>Confidence Operating in 12 Months</b>	Very confident	53%	18%	25%	4%	55
	Somewhat confident	50%	20%	27%	2%	44
	Not very or not at all confident	36%	41%	18%	5%	22
<b>Industry</b>	Accommodation and Food Services	62%	38%			21
	Admin. Support, WM, Remediation				100%	1
	Arts, Entertainment, and Recreation	54%	18%	29%		28
	Construction			100%		1
	Educational Services		33%	67%		3
	Finance and Insurance	25%		75%		4
	Health Care and Social Assistance	78%	22%			9
	Information			67%	33%	3
	Manufacturing	63%	13%	25%		8
	Prof., Scientific and Tech. Services	23%	38%	38%		13
	Real Estate Rental and Leasing	100%				1
	Retail Trade	55%	20%	25%		20
	Other industry	36%	7%	43%	14%	14
Other services	33%	50%	17%		6	

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>
<b>Overall</b>	June 2020	16%		66%	19%	7%	31%
	February 2021	15%	2%	60%	14%	7%	35%
<b>Current Number of Employees</b>	0-1 employees	16%	3%	60%	9%	6%	38%
	2-9 employees	13%	2%	58%	16%	7%	36%
	10-25 employees	14%		63%	23%	10%	29%
	More than 25 employees	13%		58%	6%	6%	33%
<b>Open Status</b>	Remained open	1%	1%	39%	7%	5%	4%
	Reduced hours of operation	20%	2%	78%	19%	8%	66%
	Closed temporarily	36%	4%	65%	24%	9%	51%
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	13%	1%	60%	17%	4%	33%
	Developed plan since COVID	14%	1%	65%	18%	10%	48%
	Don't have plan	15%	3%	60%	13%	7%	32%
	Don't know/Not applicable	15%	2%	53%	9%	9%	34%
<b>Remote Work</b>	Employees working remotely	14%	1%	62%	8%	7%	26%
	Employees not working remotely	15%	2%	59%	16%	7%	38%
<b>COVID-19 Effect on Revenue</b>	Revenue increased	4%		6%	11%	7%	15%
	Revenue stayed the same	8%		19%	7%	6%	15%
	Revenue decreased	18%	3%	81%	17%	8%	45%
<b>Change # of Employees Since Feb 2020</b>	More employees	11%	1%	39%	15%	8%	25%
	Same number of employees	11%	3%	54%	6%	7%	28%
	Fewer employees	20%	1%	74%	24%	7%	47%
<b>Confidence Operating in 12 Months</b>	Very confident	12%	2%	50%	12%	8%	29%
	Somewhat confident	18%	3%	72%	20%	5%	39%
	Not very or not at all confident	21%		86%	16%	5%	56%
<b>Industry</b>	Accommodation and Food Services	18%	6%	79%	22%	10%	60%
	Admin. Support, WM, Remediation	17%		50%	17%		17%
	Agri., Forestry, Fishing and Hunting			50%			
	Arts, Entertainment, and Recreation	25%	6%	75%	11%	15%	43%
	Construction	6%		38%	25%	6%	25%
	Educational Services	14%	7%	50%	29%		36%
	Finance and Insurance			20%			
	Health Care and Social Assistance	24%	2%	49%	27%	11%	47%
	Information			75%		13%	13%
	Manufacturing	12%		73%	15%	3%	24%
	Prof., Scientific and Tech. Services	4%		56%	1%	1%	18%
	Real Estate Rental and Leasing	8%		15%		54%	15%
	Retail Trade	25%		61%	23%	3%	48%
	Transportation and Warehousing			50%			
	Wholesale Trade			50%	20%		
	Other industry	7%	2%	62%	8%	3%	39%
Other services	23%		58%	10%	6%	32%	

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>
<b>Overall</b>	June 2020	26%	22%	15%	23%	4%	420
	February 2021	23%	24%	15%	14%	14%	560
<b>Current Number of Employees</b>	0-1 employees	25%	17%	8%	16%	12%	213
	2-9 employees	26%	26%	17%	12%	12%	201
	10-25 employees	15%	31%	16%	12%	19%	98
	More than 25 employees	10%	33%	29%	15%	21%	48
<b>Open Status</b>	Remained open	3%	23%	10%	15%	34%	213
	Reduced hours of operation	30%	27%	19%	12%	2%	252
	Closed temporarily	53%	22%	21%	17%	1%	165
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	16%	23%	18%	12%	21%	83
	Developed plan since COVID	35%	26%	18%	19%	5%	110
	Don't have plan	22%	23%	13%	10%	16%	273
	Don't know/Not applicable	16%	26%	13%	20%	12%	93
<b>Remote Work</b>	Employees working remotely	11%	23%	12%	20%	17%	132
	Employees not working remotely	26%	24%	16%	12%	13%	421
<b>COVID-19 Effect on Revenue</b>	Revenue increased	4%	28%	19%	9%	44%	54
	Revenue stayed the same	9%	23%	10%	14%	41%	104
	Revenue decreased	30%	24%	16%	15%	2%	385
<b>Change # of Employees Since Feb 2020</b>	More employees	8%	35%	21%	14%	21%	72
	Same number of employees	20%	18%	6%	14%	20%	271
	Fewer employees	31%	28%	24%	14%	5%	217
<b>Confidence Operating in 12 Months</b>	Very confident	18%	22%	13%	12%	20%	320
	Somewhat confident	30%	30%	16%	16%	7%	152
	Not very or not at all confident	32%	21%	21%	11%	4%	57
<b>Industry</b>	Accommodation and Food Services	32%	21%	38%	15%	1%	68
	Admin. Support, WM, Remediation		33%	17%		33%	6
	Agri., Forestry, Fishing and Hunting		25%			60%	4
	Arts, Entertainment, and Recreation	51%	12%	6%	22%	2%	65
	Construction		63%	25%	13%	6%	16
	Educational Services	14%	21%	29%	21%	21%	14
	Finance and Insurance		5%		20%	55%	20
	Health Care and Social Assistance	18%	15%	16%	25%	4%	55
	Information	25%		25%		13%	8
	Manufacturing	3%	58%	21%	6%	9%	33
	Prof., Scientific and Tech. Services	5%	16%	5%	14%	26%	80
	Real Estate Rental and Leasing	8%				31%	13
	Retail Trade	46%	52%	15%	4%	13%	71
	Transportation and Warehousing			25%	25%	25%	4
	Wholesale Trade	10%	40%	20%	10%	20%	10
	Other industry	15%	16%	7%	10%	16%	61
	Other services	29%	13%	13%	23%	10%	31

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	8%		53%	1%	1%
	February 2021	7%	0%	53%	2%	3%
Current Number of Employees	0-1 employees	5%	1%	53%	2%	6%
	2-9 employees	8%		48%	3%	
	10-25 employees	8%		57%	2%	2%
	More than 25 employees	8%		71%		
Open Status	Remained open			50%	2%	4%
	Reduced hours of operation	7%		59%	1%	2%
	Closed temporarily	12%	1%	46%	3%	3%
Contingency or Resiliency Plan	Had plan before COVID	10%		45%	3%	3%
	Developed plan since COVID	8%		53%	3%	
	Don't have plan	7%		55%	1%	3%
	Don't know/Not applicable	5%	2%	55%	5%	5%
Remote Work	Employees working remotely	14%		58%	2%	
	Employees not working remotely	6%	0%	52%	2%	3%
COVID-19 Effect on Revenue	Revenue increased	13%		13%		6%
	Revenue stayed the same	24%		12%		4%
	Revenue decreased	5%	0%	61%	3%	2%
Change # of Employees Since Feb 2020	More employees	16%		38%	3%	3%
	Same number of employees	4%	1%	53%	1%	6%
	Fewer employees	8%		57%	3%	
Confidence Operating in 12 Months	Very confident	10%		47%	1%	3%
	Somewhat confident	6%	1%	56%	6%	2%
	Not very or not at all confident	3%		74%		
Industry	Accommodation and Food Services	2%		68%	2%	2%
	Admin. Support, WM, Remediation			67%		
	Agri., Forestry, Fishing and Hunting			100%		
	Arts, Entertainment, and Recreation	12%	2%	37%	2%	7%
	Construction			50%		
	Educational Services	14%		57%		
	Health Care and Social Assistance	21%		32%	11%	
	Information			67%		
	Manufacturing			68%		5%
	Prof., Scientific and Tech. Services	6%		78%		
	Real Estate Rental and Leasing					50%
	Retail Trade	4%		46%		
	Wholesale Trade			25%		
	Other industry			65%		4%
	Other services	27%		47%	7%	

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	2%	27%	4%	5%	221
	February 2021	5%	17%	7%	6%	278
Current Number of Employees	0-1 employees	11%	17%	2%	3%	95
	2-9 employees	3%	21%	11%	6%	108
	10-25 employees	2%	12%	8%	10%	51
	More than 25 employees		8%	4%	8%	24
Open Status	Remained open		6%	22%	16%	50
	Reduced hours of operation	7%	16%	4%	4%	168
	Closed temporarily	5%	27%	3%	2%	120
Contingency or Resiliency Plan	Had plan before COVID	5%	15%	10%	10%	40
	Developed plan since COVID	3%	25%	5%	3%	64
	Don't have plan	7%	15%	6%	6%	132
	Don't know/Not applicable	2%	12%	10%	5%	42
Remote Work	Employees working remotely	4%	10%	6%	6%	50
	Employees not working remotely	5%	19%	7%	6%	225
COVID-19 Effect on Revenue	Revenue increased	13%	6%	38%	13%	16
	Revenue stayed the same	4%	20%	24%	12%	25
	Revenue decreased	5%	17%	3%	5%	236
Change # of Employees Since Feb 2020	More employees	3%	9%	22%	6%	32
	Same number of employees	9%	16%	7%	4%	108
	Fewer employees	2%	20%	3%	7%	138
Confidence Operating in 12 Months	Very confident	4%	19%	9%	9%	135
	Somewhat confident	3%	18%	7%	2%	90
	Not very or not at all confident	8%	8%	3%	5%	38
Industry	Accommodation and Food Services	8%	8%		11%	53
	Admin. Support, WM, Remediation				33%	3
	Agri., Forestry, Fishing and Hunting					1
	Arts, Entertainment, and Recreation	7%	27%	5%		41
	Construction	10%		20%	20%	10
	Educational Services		14%		14%	7
	Health Care and Social Assistance	11%	14%	7%	4%	28
	Information		33%			3
	Manufacturing	5%		18%	5%	22
	Prof., Scientific and Tech. Services		6%	6%	6%	18
	Real Estate Rental and Leasing		50%			2
	Retail Trade		33%	13%	4%	48
	Wholesale Trade			50%	25%	4
	Other industry	4%	26%			23
	Other services	7%	13%			15

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	6%		30%	10%	4%
	February 2021	6%	1%	24%	6%	2%
Current Number of Employees	0-1 employees	7%	3%	24%	3%	2%
	2-9 employees	6%	1%	25%	7%	1%
	10-25 employees	5%		27%	12%	3%
	More than 25 employees	4%		13%		
Open Status	Remained open	2%		29%	14%	2%
	Reduced hours of operation	5%		23%	5%	2%
	Closed temporarily	9%	3%	24%	5%	1%
Contingency or Resiliency Plan	Had plan before COVID	8%		28%	5%	
	Developed plan since COVID	3%	1%	25%	7%	1%
	Don't have plan	5%	1%	25%	7%	1%
	Don't know/Not applicable	11%	2%	19%	4%	4%
Remote Work	Employees working remotely	7%		27%	5%	2%
	Employees not working remotely	5%	2%	24%	6%	2%
COVID-19 Effect on Revenue	Revenue increased				20%	
	Revenue stayed the same	8%		19%	12%	4%
	Revenue decreased	6%	2%	26%	5%	2%
Change # of Employees Since Feb 2020	More employees		3%	22%	9%	
	Same number of employees	9%	2%	24%	3%	3%
	Fewer employees	5%	1%	25%	8%	1%
Confidence Operating in 12 Months	Very confident	4%	1%	24%	7%	2%
	Somewhat confident	9%	2%	28%	5%	1%
	Not very or not at all confident	5%		11%	5%	
Industry	Accommodation and Food Services	4%	2%	21%	4%	
	Admin. Support, WM, Remediation					
	Agri., Forestry, Fishing and Hunting					
	Arts, Entertainment, and Recreation	10%	4%	42%		2%
	Construction				33%	
	Educational Services			11%	11%	
	Health Care and Social Assistance	10%		29%	6%	10%
	Information			33%		
	Manufacturing	5%		10%	14%	
	Prof., Scientific and Tech. Services			14%		
	Real Estate Rental and Leasing					100%
	Retail Trade	4%		22%	8%	
	Transportation and Warehousing			100%		
	Wholesale Trade			40%	20%	
	Other industry	8%	4%	25%	4%	
	Other services	12%		24%	6%	

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	21%	8%	13%	9%	244
	February 2021	23%	14%	15%	9%	296
Current Number of Employees	0-1 employees	24%	20%	13%	5%	107
	2-9 employees	21%	14%	13%	12%	107
	10-25 employees	20%	5%	20%	7%	59
	More than 25 employees	39%	9%	17%	17%	23
Open Status	Remained open	2%	2%	35%	14%	51
	Reduced hours of operation	34%	13%	10%	8%	182
	Closed temporarily	15%	24%	7%	11%	128
Contingency or Resiliency Plan	Had plan before COVID	25%	8%	15%	13%	40
	Developed plan since COVID	28%	14%	11%	8%	71
	Don't have plan	20%	17%	17%	8%	138
	Don't know/Not applicable	26%	11%	15%	9%	47
Remote Work	Employees working remotely	24%	7%	24%	4%	55
	Employees not working remotely	23%	16%	13%	10%	238
COVID-19 Effect on Revenue	Revenue increased	20%		27%	33%	15
	Revenue stayed the same	8%	8%	27%	15%	26
	Revenue decreased	25%	15%	13%	7%	254
Change # of Employees Since Feb 2020	More employees	28%	3%	25%	9%	32
	Same number of employees	25%	13%	17%	4%	112
	Fewer employees	21%	16%	11%	12%	152
Confidence Operating in 12 Months	Very confident	24%	11%	17%	9%	139
	Somewhat confident	18%	15%	13%	10%	105
	Not very or not at all confident	32%	24%	14%	8%	37
Industry	Accommodation and Food Services	31%	23%		15%	52
	Admin. Support, WM, Remediation	50%		50%		2
	Agri., Forestry, Fishing and Hunting			100%		1
	Arts, Entertainment, and Recreation	16%	20%	4%	2%	50
	Construction			44%	22%	9
	Educational Services	33%	11%		33%	9
	Health Care and Social Assistance	26%	3%	6%	10%	31
	Information		33%		33%	3
	Manufacturing	19%		43%	10%	21
	Prof., Scientific and Tech. Services	38%	10%	33%	5%	21
	Real Estate Rental and Leasing					1
	Retail Trade	16%	20%	24%	4%	49
	Transportation and Warehousing					1
	Wholesale Trade			20%	20%	5
	Other industry	33%	4%	17%	4%	24
	Other services	29%	18%	6%	6%	17

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	10%		12%	19%	4%
	February 2021	9%	1%	9%	15%	3%
Current Number of Employees	0-1 employees	10%	2%	10%	14%	2%
	2-9 employees	6%	1%	12%	15%	3%
	10-25 employees	14%		6%	23%	6%
	More than 25 employees	6%		6%	6%	6%
Open Status	Remained open	6%	6%	11%	33%	6%
	Reduced hours of operation	9%	1%	9%	12%	2%
	Closed temporarily	12%		4%	11%	3%
Contingency or Resiliency Plan	Had plan before COVID	8%		17%	17%	
	Developed plan since COVID	6%		6%	13%	4%
	Don't have plan	10%	2%	8%	19%	2%
	Don't know/Not applicable	14%		14%	5%	10%
Remote Work	Employees working remotely	10%	3%	19%	6%	10%
	Employees not working remotely	9%	1%	7%	17%	2%
COVID-19 Effect on Revenue	Revenue increased				50%	
	Revenue stayed the same			21%	7%	14%
	Revenue decreased	10%	1%	9%	15%	2%
Change # of Employees Since Feb 2020	More employees	9%			18%	14%
	Same number of employees	9%	4%	14%	14%	4%
	Fewer employees	9%		9%	15%	1%
Confidence Operating in 12 Months	Very confident	11%	1%	9%	16%	5%
	Somewhat confident	2%		9%	17%	2%
	Not very or not at all confident	17%		9%	13%	
Industry	Accommodation and Food Services	14%	3%	6%	14%	
	Admin. Support, WM, Remediation	50%			50%	
	Arts, Entertainment, and Recreation	7%		18%	11%	
	Construction	20%			20%	20%
	Educational Services		17%		17%	
	Health Care and Social Assistance	10%			29%	10%
	Information			50%		50%
	Manufacturing	8%		15%	15%	
	Prof., Scientific and Tech. Services	10%		10%	10%	10%
	Retail Trade	6%		9%	15%	
	Wholesale Trade				50%	
	Other industry	7%		7%	13%	
	Other services			20%		10%



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	26%	5%	13%	11%	144
	February 2021	32%	9%	10%	11%	183
Current Number of Employees	0-1 employees	40%	13%	6%	5%	63
	2-9 employees	32%	7%	12%	12%	68
	10-25 employees	23%	9%	9%	11%	35
	More than 25 employees	18%		24%	35%	17
Open Status	Remained open	6%	6%	11%	17%	18
	Reduced hours of operation	37%	9%	9%	12%	128
	Closed temporarily	41%	9%	10%	9%	90
Contingency or Resiliency Plan	Had plan before COVID	29%	8%	13%	8%	24
	Developed plan since COVID	31%	9%	11%	20%	54
	Don't have plan	33%	8%	10%	7%	84
	Don't know/Not applicable	29%	10%	10%	10%	21
Remote Work	Employees working remotely	16%	10%	6%	19%	31
	Employees not working remotely	34%	9%	11%	10%	151
COVID-19 Effect on Revenue	Revenue increased	17%		17%	17%	6
	Revenue stayed the same	21%	7%	7%	21%	14
	Revenue decreased	33%	9%	10%	10%	163
Change # of Employees Since Feb 2020	More employees	14%			45%	22
	Same number of employees	28%	18%	7%	4%	57
	Fewer employees	38%	6%	14%	9%	104
Confidence Operating in 12 Months	Very confident	27%	8%	8%	14%	85
	Somewhat confident	38%	9%	12%	11%	65
	Not very or not at all confident	35%	9%	13%	4%	23
Industry	Accommodation and Food Services	31%	8%	8%	17%	36
	Admin. Support, WM, Remediation					2
	Arts, Entertainment, and Recreation	32%	21%	4%	7%	28
	Construction	20%		20%		5
	Educational Services	33%		33%		6
	Health Care and Social Assistance	24%		10%	19%	21
	Information					2
	Manufacturing	15%		15%	31%	13
	Prof., Scientific and Tech. Services	50%	10%			10
	Retail Trade	39%	6%	15%	9%	33
	Wholesale Trade		50%			2
	Other industry	53%	13%		7%	15
	Other services	20%	10%	30%	10%	10

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>
<b>Overall</b>	June 2020	18%	73%	9%	420
	February 2021	15%	74%	11%	562
<b>Current Number of Employees</b>	0-1 employees	12%	76%	12%	213
	2-9 employees	11%	80%	9%	203
	10-25 employees	21%	64%	14%	98
	More than 25 employees	31%	58%	10%	48
<b>Open Status</b>	Remained open	19%	67%	14%	215
	Reduced hours of operation	13%	78%	9%	252
	Closed temporarily	12%	78%	10%	165
<b>Remote Work</b>	Employees working remotely	20%	64%	16%	133
	Employees not working remotely	13%	78%	9%	422
<b>COVID-19 Effect on Revenue</b>	Revenue increased	27%	69%	4%	55
	Revenue stayed the same	17%	70%	12%	105
	Revenue decreased	13%	77%	10%	385
<b>Change # of Employees Since Feb 2020</b>	More employees	15%	74%	11%	73
	Same number of employees	14%	75%	12%	271
	Fewer employees	17%	73%	10%	218
<b>Confidence Operating in 12 Months</b>	Very confident	17%	74%	9%	322
	Somewhat confident	15%	70%	15%	152
	Not very or not at all confident	4%	86%	11%	57
<b>Industry</b>	Accommodation and Food Services	10%	76%	13%	68
	Admin. Support, WM, Remediation		67%	33%	6
	Agri., Forestry, Fishing and Hunting	40%	40%	20%	5
	Arts, Entertainment, and Recreation	20%	77%	3%	65
	Construction	6%	75%	19%	16
	Educational Services	21%	71%	7%	14
	Finance and Insurance	55%	40%	5%	20
	Health Care and Social Assistance	16%	76%	7%	55
	Information		88%	13%	8
	Manufacturing	30%	58%	12%	33
	Prof., Scientific and Tech. Services	12%	74%	14%	81
	Real Estate Rental and Leasing	8%	85%	8%	13
	Retail Trade	8%	82%	10%	71
	Transportation and Warehousing	25%	75%		4
	Wholesale Trade		80%	20%	10
	Other industry	10%	77%	13%	61
	Other services	13%	71%	16%	31

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>
<b>Overall</b>	February 2021	27%	66%	7%	415
<b>Current Number of Employees</b>	0-1 employees	28%	64%	9%	162
	2-9 employees	25%	69%	6%	162
	10-25 employees	29%	60%	11%	63
	More than 25 employees	25%	71%	4%	28
<b>Open Status</b>	Remained open	18%	75%	7%	142
	Reduced hours of operation	29%	63%	8%	197
	Closed temporarily	36%	59%	5%	129
<b>Remote Work</b>	Employees working remotely	28%	60%	12%	85
	Employees not working remotely	26%	67%	6%	327
<b>COVID-19 Effect on Revenue</b>	Revenue increased	14%	86%		37
	Revenue stayed the same	24%	70%	5%	74
	Revenue decreased	29%	63%	8%	296
<b>Change # of Employees Since Feb 2020</b>	More employees	26%	72%	2%	54
	Same number of employees	20%	70%	9%	201
	Fewer employees	35%	58%	7%	160
<b>Confidence Operating in 12 Months</b>	Very confident	27%	67%	7%	239
	Somewhat confident	25%	66%	10%	105
	Not very or not at all confident	24%	65%	10%	49
<b>Industry</b>	Accommodation and Food Services	44%	52%	4%	52
	Admin. Support, WM, Remediation	25%	50%	25%	4
	Agri., Forestry, Fishing and Hunting		100%		2
	Arts, Entertainment, and Recreation	42%	52%	6%	50
	Construction		83%	17%	12
	Educational Services	20%	80%		10
	Finance and Insurance		86%	14%	7
	Health Care and Social Assistance	33%	60%	7%	42
	Information		71%	29%	7
	Manufacturing	11%	79%	11%	19
	Prof., Scientific and Tech. Services	20%	73%	7%	60
	Real Estate Rental and Leasing	27%	55%	18%	11
	Retail Trade	17%	83%		58
	Transportation and Warehousing	33%	67%		3
	Wholesale Trade	50%	38%	13%	8
	Other industry	17%	66%	17%	47
Other services	45%	55%		22	

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	30%	55%	41%
	February 2021	35%	54%	45%
Current Number of Employees	0-1 employees	29%	36%	29%
	2-9 employees	30%	61%	41%
	10-25 employees	32%	55%	58%
	More than 25 employees	70%	85%	80%
Open Status	Remained open	43%	59%	48%
	Reduced hours of operation	32%	52%	48%
	Closed temporarily	34%	55%	38%
Remote Work	Employees working remotely	44%	61%	68%
	Employees not working remotely	33%	51%	36%
COVID-19 Effect on Revenue	Revenue increased	37%	47%	53%
	Revenue stayed the same	44%	63%	52%
	Revenue decreased	32%	53%	41%
Change # of Employees Since Feb 2020	More employees	40%	55%	50%
	Same number of employees	35%	50%	38%
	Fewer employees	34%	57%	50%
Confidence Operating in 12 Months	Very confident	38%	56%	49%
	Somewhat confident	33%	58%	36%
	Not very or not at all confident	14%	43%	57%
Industry	Accommodation and Food Services	24%	71%	43%
	Admin. Support, WM, Remediation	100%		
	Agri., Forestry, Fishing and Hunting	50%		100%
	Arts, Entertainment, and Recreation	18%	36%	32%
	Construction			
	Educational Services	60%	40%	100%
	Finance and Insurance	45%	82%	73%
	Health Care and Social Assistance	40%	53%	33%
	Manufacturing	64%	73%	64%
	Prof., Scientific and Tech. Services	25%	56%	56%
	Real Estate Rental and Leasing		67%	33%
	Retail Trade	58%	50%	42%
	Transportation and Warehousing	100%	100%	
	Wholesale Trade	50%		50%
	Other industry	42%	67%	42%
	Other services	22%	33%	22%

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>
<b>Overall</b>	June 2020	43%	26%	76
	February 2021	37%	29%	150
<b>Current Number of Employees</b>	0-1 employees	16%	53%	55
	2-9 employees	41%	7%	44
	10-25 employees	55%	23%	31
	More than 25 employees	60%	25%	20
<b>Open Status</b>	Remained open	48%	23%	56
	Reduced hours of operation	29%	33%	69
	Closed temporarily	34%	36%	47
<b>Remote Work</b>	Employees working remotely	61%	24%	41
	Employees not working remotely	29%	31%	107
<b>COVID-19 Effect on Revenue</b>	Revenue increased	47%	26%	19
	Revenue stayed the same	52%	15%	27
	Revenue decreased	31%	34%	102
<b>Change # of Employees Since Feb 2020</b>	More employees	50%	20%	20
	Same number of employees	28%	37%	60
	Fewer employees	41%	26%	70
<b>Confidence Operating in 12 Months</b>	Very confident	42%	23%	95
	Somewhat confident	33%	33%	36
	Not very or not at all confident	43%	43%	7
<b>Industry</b>	Accommodation and Food Services	33%	33%	21
	Admin. Support, WM, Remediation			1
	Agri., Forestry, Fishing and Hunting			2
	Arts, Entertainment, and Recreation	32%	39%	28
	Construction	100%		1
	Educational Services	100%	40%	5
	Finance and Insurance	73%	18%	11
	Health Care and Social Assistance	27%	33%	15
	Manufacturing	64%	18%	11
	Prof., Scientific and Tech. Services	44%	38%	16
	Real Estate Rental and Leasing			3
	Retail Trade	42%	25%	12
	Transportation and Warehousing			1
	Wholesale Trade			2
	Other industry	25%	8%	12
	Other services		56%	9

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%	30%	22%	16%	22%
	February 2021	0%	35%	24%	14%	14%
Current Number of Employees	0-1 employees	1%	14%	11%	9%	9%
	2-9 employees		37%	21%	14%	15%
	10-25 employees		60%	43%	26%	17%
	More than 25 employees		67%	56%	19%	27%
Open Status	Remained open		30%	34%	4%	8%
	Reduced hours of operation		39%	21%	21%	19%
	Closed temporarily	1%	42%	11%	27%	20%
Contingency or Resiliency Plan	Had plan before COVID		45%	33%	11%	14%
	Developed plan since COVID		43%	22%	19%	16%
	Don't have plan		31%	19%	14%	15%
	Don't know/Not applicable	2%	29%	34%	12%	9%
Remote Work	Employees working remotely		50%	100%	11%	18%
	Employees not working remotely	0%	30%		15%	13%
COVID-19 Effect on Revenue	Revenue increased		44%	22%	4%	5%
	Revenue stayed the same		32%	31%	7%	7%
	Revenue decreased	1%	35%	22%	19%	18%
Change # of Employees Since Feb 2020	More employees		44%	44%	12%	10%
	Same number of employees	0%	25%	18%	4%	3%
	Fewer employees	0%	44%	25%	28%	29%
Confidence Operating in 12 Months	Very confident		39%	28%	9%	11%
	Somewhat confident	1%	30%	19%	22%	17%
	Not very or not at all confident		30%	21%	18%	23%
Industry	Accommodation and Food Services	1%	65%	3%	31%	28%
	Admin. Support, WM, Remediation		17%	33%		
	Agri., Forestry, Fishing and Hunting		20%			
	Arts, Entertainment, and Recreation		30%	19%	16%	22%
	Construction		25%	13%	6%	6%
	Educational Services		36%	36%	21%	14%
	Finance and Insurance		30%	50%	5%	5%
	Health Care and Social Assistance		33%	33%	22%	7%
	Information	13%		25%		25%
	Manufacturing		38%	38%	25%	16%
	Prof., Scientific and Tech. Services		29%	46%	3%	11%
	Real Estate Rental and Leasing		8%	8%		
	Retail Trade		38%	4%	14%	12%
	Transportation and Warehousing			50%		
	Wholesale Trade		60%	30%	10%	10%
	Other industry		27%	25%	13%	18%
	Other services		32%	23%	10%	6%

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>
<b>Overall</b>	June 2020	43%	2%	31%	31%
	February 2021	40%	2%	27%	28%
<b>Current Number of Employees</b>	0-1 employees	12%		34%	10%
	2-9 employees	51%	2%	27%	27%
	10-25 employees	71%	5%	21%	53%
	More than 25 employees	58%	2%	10%	63%
<b>Open Status</b>	Remained open	31%	0%	10%	25%
	Reduced hours of operation	48%	3%	39%	29%
	Closed temporarily	49%	1%	46%	35%
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	39%	4%	22%	42%
	Developed plan since COVID	42%		42%	31%
	Don't have plan	43%	1%	27%	22%
	Don't know/Not applicable	32%	4%	18%	30%
<b>Remote Work</b>	Employees working remotely	51%	5%	19%	40%
	Employees not working remotely	37%	1%	30%	24%
<b>COVID-19 Effect on Revenue</b>	Revenue increased	29%		11%	22%
	Revenue stayed the same	33%		6%	28%
	Revenue decreased	45%	2%	36%	30%
<b>Change # of Employees Since Feb 2020</b>	More employees	48%	1%	18%	38%
	Same number of employees	26%	1%	20%	20%
	Fewer employees	56%	3%	40%	35%
<b>Confidence Operating in 12 Months</b>	Very confident	42%	2%	18%	31%
	Somewhat confident	43%	2%	35%	26%
	Not very or not at all confident	27%	2%	52%	21%
<b>Industry</b>	Accommodation and Food Services	60%	1%	53%	47%
	Admin. Support, WM, Remediation	33%		17%	33%
	Agri., Forestry, Fishing and Hunting	20%			20%
	Arts, Entertainment, and Recreation	36%	5%	44%	28%
	Construction	56%		6%	31%
	Educational Services	14%		29%	21%
	Finance and Insurance	15%		10%	30%
	Health Care and Social Assistance	48%	2%	17%	41%
	Information	13%		25%	
	Manufacturing	56%	3%	19%	44%
	Prof., Scientific and Tech. Services	34%	3%	18%	14%
	Real Estate Rental and Leasing	15%		8%	
	Retail Trade	42%		43%	29%
	Transportation and Warehousing	25%			
	Wholesale Trade	50%			20%
	Other industry	40%	2%	20%	22%
	Other services	32%		19%	19%

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>
<b>Overall</b>	June 2020	47%	29%	13%	10%	418
	February 2021	51%	29%	9%	18%	555
<b>Current Number of Employees</b>	0-1 employees	22%	19%	15%	35%	209
	2-9 employees	58%	33%	6%	11%	200
	10-25 employees	84%	42%	3%	3%	98
	More than 25 employees	83%	35%	8%	2%	48
<b>Open Status</b>	Remained open	45%	7%	8%	27%	213
	Reduced hours of operation	56%	48%	10%	12%	248
	Closed temporarily	61%	41%	9%	12%	163
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	59%	29%	11%	19%	83
	Developed plan since COVID	55%	35%	14%	10%	110
	Don't have plan	49%	29%	7%	18%	271
	Don't know/Not applicable	47%	23%	7%	26%	90
<b>Remote Work</b>	Employees working remotely	62%	32%	5%		133
	Employees not working remotely	48%	29%	10%	22%	422
<b>COVID-19 Effect on Revenue</b>	Revenue increased	55%	11%	7%	31%	55
	Revenue stayed the same	50%	14%	7%	26%	104
	Revenue decreased	52%	37%	9%	14%	379
<b>Change # of Employees Since Feb 2020</b>	More employees	60%	21%	7%	10%	73
	Same number of employees	39%	17%	10%	30%	266
	Fewer employees	63%	48%	8%	6%	216
<b>Confidence Operating in 12 Months</b>	Very confident	55%	25%	8%	21%	318
	Somewhat confident	47%	34%	8%	15%	150
	Not very or not at all confident	52%	45%	11%	9%	56
<b>Industry</b>	Accommodation and Food Services	82%	59%	3%	3%	68
	Admin. Support, WM, Remediation	50%	33%		33%	6
	Agri., Forestry, Fishing and Hunting	40%	20%		60%	5
	Arts, Entertainment, and Recreation	36%	25%	17%	22%	64
	Construction	69%	19%	6%	19%	16
	Educational Services	43%	43%		21%	14
	Finance and Insurance	25%	5%	5%	25%	20
	Health Care and Social Assistance	65%	33%	13%	11%	54
	Information		25%		38%	8
	Manufacturing	69%	31%	9%	9%	32
	Prof., Scientific and Tech. Services	36%	15%	11%	17%	80
	Real Estate Rental and Leasing	23%		8%	46%	13
	Retail Trade	61%	35%	4%	17%	69
	Transportation and Warehousing		25%		50%	4
	Wholesale Trade	70%		10%	10%	10
	Other industry	38%	28%	12%	30%	60
Other services	55%	32%	10%	13%	31	



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	78%	7%	2%	3%	5%	5%	418
	February 2021	76%	7%	4%	3%	5%	5%	555
Current Number of Employees	0-1 employees	89%	2%	1%	0%	1%	6%	209
	2-9 employees	80%	5%	2%	3%	5%	6%	200
	10-25 employees	57%	11%	10%	10%	8%	3%	98
	More than 25 employees	44%	25%	8%	6%	15%	2%	48
Open Status	Remained open	66%	8%	5%	5%	7%	10%	213
	Reduced hours of operation	80%	6%	4%	3%	5%	2%	248
	Closed temporarily	89%	5%	2%	1%	1%	2%	163
Contingency or Resiliency Plan	Had plan before COVID	67%	12%	6%	6%	6%	2%	83
	Developed plan since COVID	78%	5%	4%	2%	5%	5%	110
	Don't have plan	81%	4%	1%	4%	4%	4%	271
	Don't know/Not applicable	67%	10%	8%	1%	4%	10%	90
Remote Work	Employees working remotely	1%	28%	15%	14%	20%	22%	133
	Employees not working remotely	100%						422
COVID-19 Effect on Revenue	Revenue increased	78%	5%	2%	4%	9%	2%	55
	Revenue stayed the same	69%	6%	8%	3%	8%	7%	104
	Revenue decreased	78%	7%	3%	4%	4%	5%	379
Change # of Employees Since Feb 2020	More employees	56%	18%	4%	4%	12%	5%	73
	Same number of employees	82%	3%	4%	2%	3%	6%	266
	Fewer employees	75%	8%	3%	5%	5%	4%	216
Confidence Operating in 12 Months	Very confident	72%	8%	5%	4%	5%	5%	318
	Somewhat confident	81%	4%	2%	3%	5%	5%	150
	Not very or not at all confident	80%	5%		4%	2%	9%	56
Industry	Accommodation and Food Services	97%	1%	1%				68
	Admin. Support, WM, Remediation	67%	33%					6
	Agri., Forestry, Fishing and Hunting	100%						5
	Arts, Entertainment, and Recreation	81%	3%	2%	6%	6%	2%	64
	Construction	88%		6%	6%			16
	Educational Services	64%	7%	7%	7%	7%	7%	14
	Finance and Insurance	50%	10%	15%	10%	5%	10%	20
	Health Care and Social Assistance	67%	13%	6%	2%	2%	11%	54
	Information	75%				13%	13%	8
	Manufacturing	63%	22%	13%		3%		32
	Prof., Scientific and Tech. Services	54%	8%	5%	8%	15%	11%	80
	Real Estate Rental and Leasing	92%			8%			13
	Retail Trade	96%	3%		1%			69
	Transportation and Warehousing	50%				25%	25%	4
	Wholesale Trade	70%	20%		10%			10
	Other industry	75%	5%	3%	2%	5%	10%	60
Other services	81%	6%			6%	6%	31	

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>
<b>Overall</b>	June 2020	11%	30%	32%	15%	12%	411
	February 2021	18%	34%	27%	12%	9%	546
<b>Current Number of Employees</b>	0-1 employees	20%	27%	20%	17%	17%	204
	2-9 employees	19%	36%	27%	13%	6%	199
	10-25 employees	17%	45%	30%	7%	1%	96
	More than 25 employees	13%	36%	47%	4%		47
<b>Open Status</b>	Remained open	21%	39%	21%	9%	9%	212
	Reduced hours of operation	15%	33%	32%	12%	7%	241
	Closed temporarily	17%	28%	32%	13%	10%	161
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	17%	40%	22%	15%	6%	82
	Developed plan since COVID	22%	34%	24%	14%	6%	108
	Don't have plan	15%	35%	30%	12%	9%	266
	Don't know/Not applicable	24%	25%	26%	11%	15%	89
<b>Remote Work</b>	Employees working remotely	22%	44%	25%	5%	3%	131
	Employees not working remotely	17%	31%	27%	15%	10%	412
<b>COVID-19 Effect on Revenue</b>	Revenue increased	15%	36%	21%	23%	6%	53
	Revenue stayed the same	20%	41%	21%	11%	7%	104
	Revenue decreased	17%	32%	30%	12%	9%	372
<b>Change # of Employees Since Feb 2020</b>	More employees	11%	52%	23%	10%	4%	71
	Same number of employees	20%	33%	22%	12%	13%	261
	Fewer employees	18%	29%	34%	14%	5%	214
<b>Confidence Operating in 12 Months</b>	Very confident	17%	37%	26%	12%	7%	317
	Somewhat confident	16%	30%	29%	14%	11%	148
	Not very or not at all confident	27%	33%	25%	12%	4%	52
<b>Industry</b>	Accommodation and Food Services	14%	26%	43%	12%	5%	65
	Admin. Support, WM, Remediation	17%	33%	33%		17%	6
	Agri., Forestry, Fishing and Hunting		20%	20%	40%	20%	5
	Arts, Entertainment, and Recreation	13%	28%	27%	20%	13%	64
	Construction	20%	33%	33%		13%	15
	Educational Services	14%	14%	36%	21%	14%	14
	Finance and Insurance	20%	55%	10%	15%		20
	Health Care and Social Assistance	20%	39%	22%	6%	13%	54
	Information	17%	17%		17%	50%	6
	Manufacturing	23%	42%	26%	6%	3%	31
	Prof., Scientific and Tech. Services	25%	35%	21%	10%	9%	80
	Real Estate Rental and Leasing	15%	38%	23%	15%	8%	13
	Retail Trade	20%	41%	19%	13%	7%	69
	Transportation and Warehousing			25%	75%		4
	Wholesale Trade	20%	50%	30%			10
	Other industry	16%	40%	29%	9%	7%	58
Other services	19%	19%	35%	19%	6%	31	

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>
<b>Overall</b>	June 2020	57%	30%	8%	5%	0%	417
	February 2021	46%	32%	13%	6%	3%	557
<b>Current Number of Employees</b>	0-1 employees	48%	33%	7%	6%	6%	211
	2-9 employees	49%	29%	16%	6%		201
	10-25 employees	45%	35%	14%	5%	1%	98
	More than 25 employees	32%	34%	28%	6%		47
<b>Open Status</b>	Remained open	30%	37%	18%	13%	3%	213
	Reduced hours of operation	56%	28%	12%	2%	2%	250
	Closed temporarily	59%	30%	6%	2%	2%	164
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	44%	35%	11%	10%	1%	84
	Developed plan since COVID	61%	25%	10%	3%	1%	111
	Don't have plan	40%	35%	16%	7%	1%	272
	Don't know/Not applicable	49%	27%	11%	3%	9%	89
<b>Remote Work</b>	Employees working remotely	43%	32%	18%	5%	2%	132
	Employees not working remotely	47%	32%	11%	6%	3%	420
<b>COVID-19 Effect on Revenue</b>	Revenue increased	18%	38%	22%	22%		55
	Revenue stayed the same	18%	34%	27%	14%	7%	104
	Revenue decreased	58%	31%	8%	2%	1%	381
<b>Change # of Employees Since Feb 2020</b>	More employees	29%	36%	28%	4%	3%	72
	Same number of employees	40%	32%	14%	10%	4%	269
	Fewer employees	60%	30%	7%	2%	0%	216
<b>Confidence Operating in 12 Months</b>	Very confident	32%	36%	19%	9%	3%	321
	Somewhat confident	62%	29%	7%	1%	1%	151
	Not very or not at all confident	73%	20%	4%	2%	2%	55
<b>Industry</b>	Accommodation and Food Services	58%	36%	3%	3%		67
	Admin. Support, WM, Remediation	50%		50%			6
	Agri., Forestry, Fishing and Hunting	40%	20%	40%			5
	Arts, Entertainment, and Recreation	68%	23%	6%	2%	2%	65
	Construction	19%	50%	31%			16
	Educational Services	43%	36%		7%	14%	14
	Finance and Insurance	30%	35%	20%	15%		20
	Health Care and Social Assistance	40%	33%	20%	4%	4%	55
	Information	63%	13%	13%		13%	8
	Manufacturing	28%	38%	25%	9%		32
	Prof., Scientific and Tech. Services	41%	35%	19%	4%	2%	81
	Real Estate Rental and Leasing	15%	38%	15%	15%	15%	13
	Retail Trade	53%	33%	9%	4%	1%	70
	Transportation and Warehousing	25%	75%				4
	Wholesale Trade	40%	40%	10%	10%		10
	Other industry	47%	27%	8%	14%	3%	59
Other services	45%	23%	13%	16%	3%	31	

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>
<b>Overall</b>	June 2020	74%	19%	3%	2%	1%	415
	February 2021	55%	28%	9%	4%	3%	557
<b>Current Number of Employees</b>	0-1 employees	55%	28%	6%	4%	7%	211
	2-9 employees	57%	25%	10%	6%	1%	201
	10-25 employees	53%	33%	11%	1%	2%	98
	More than 25 employees	47%	32%	15%	6%		47
<b>Open Status</b>	Remained open	37%	34%	16%	8%	5%	213
	Reduced hours of operation	66%	24%	6%	1%	2%	249
	Closed temporarily	68%	23%	4%	2%	2%	165
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	50%	29%	10%	10%	2%	84
	Developed plan since COVID	65%	23%	7%	3%	2%	111
	Don't have plan	52%	31%	11%	4%	2%	271
	Don't know/Not applicable	57%	26%	8%	1%	9%	90
<b>Remote Work</b>	Employees working remotely	54%	32%	9%	3%	2%	132
	Employees not working remotely	55%	27%	9%	5%	4%	419
<b>COVID-19 Effect on Revenue</b>	Revenue increased	19%	33%	22%	22%	4%	54
	Revenue stayed the same	27%	33%	24%	9%	8%	104
	Revenue decreased	68%	25%	4%	1%	2%	382
<b>Change # of Employees Since Feb 2020</b>	More employees	33%	42%	14%	7%	4%	72
	Same number of employees	48%	29%	12%	5%	5%	268
	Fewer employees	71%	23%	4%	2%	0%	217
<b>Confidence Operating in 12 Months</b>	Very confident	42%	35%	14%	7%	3%	320
	Somewhat confident	68%	25%	5%	1%	2%	151
	Not very or not at all confident	91%	5%			4%	56
<b>Industry</b>	Accommodation and Food Services	82%	13%	3%		1%	67
	Admin. Support, WM, Remediation	33%	17%	33%		17%	6
	Agri., Forestry, Fishing and Hunting		60%	20%		20%	5
	Arts, Entertainment, and Recreation	65%	28%	3%	2%	3%	65
	Construction	38%	44%	13%	6%		16
	Educational Services	50%	21%	7%	7%	14%	14
	Finance and Insurance	30%	30%	15%	25%		20
	Health Care and Social Assistance	55%	29%	11%	2%	4%	55
	Information	63%	13%	13%		13%	8
	Manufacturing	39%	39%	19%	3%		31
	Prof., Scientific and Tech. Services	47%	32%	15%	1%	5%	81
	Real Estate Rental and Leasing	31%	31%	15%	15%	8%	13
	Retail Trade	68%	23%	4%	6%		71
	Transportation and Warehousing	50%	25%	25%			4
	Wholesale Trade	40%	60%				10
	Other industry	47%	34%	8%	8%	2%	59
	Other services	55%	23%	10%	6%	6%	31

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>
<b>Overall</b>	June 2020	24%	34%	20%	10%	11%	417
	February 2021	20%	34%	20%	14%	13%	546
<b>Current Number of Employees</b>	0-1 employees	16%	26%	20%	16%	22%	207
	2-9 employees	24%	34%	20%	16%	7%	195
	10-25 employees	23%	43%	23%	5%	6%	97
	More than 25 employees	17%	47%	15%	13%	9%	47
<b>Open Status</b>	Remained open	20%	34%	17%	16%	14%	211
	Reduced hours of operation	21%	34%	22%	13%	10%	245
	Closed temporarily	18%	32%	24%	12%	14%	160
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	16%	39%	22%	15%	9%	82
	Developed plan since COVID	27%	28%	24%	8%	12%	107
	Don't have plan	19%	34%	18%	18%	11%	267
	Don't know/Not applicable	20%	34%	17%	8%	21%	89
<b>Remote Work</b>	Employees working remotely	18%	30%	22%	15%	15%	131
	Employees not working remotely	21%	34%	20%	13%	12%	410
<b>COVID-19 Effect on Revenue</b>	Revenue increased	34%	28%	15%	17%	6%	53
	Revenue stayed the same	20%	29%	18%	17%	16%	103
	Revenue decreased	17%	35%	21%	13%	13%	373
<b>Change # of Employees Since Feb 2020</b>	More employees	27%	30%	23%	11%	10%	71
	Same number of employees	16%	34%	17%	16%	18%	262
	Fewer employees	23%	34%	23%	12%	8%	213
<b>Confidence Operating in 12 Months</b>	Very confident	18%	33%	20%	17%	12%	315
	Somewhat confident	22%	39%	17%	10%	11%	149
	Not very or not at all confident	23%	28%	23%	9%	17%	53
<b>Industry</b>	Accommodation and Food Services	22%	42%	31%	5%	2%	65
	Admin. Support, WM, Remediation	17%	50%	17%		17%	6
	Agri., Forestry, Fishing and Hunting	60%	40%				5
	Arts, Entertainment, and Recreation	8%	38%	17%	25%	11%	63
	Construction	44%	56%				16
	Educational Services	7%	36%	14%	29%	14%	14
	Finance and Insurance	10%	20%	15%	25%	30%	20
	Health Care and Social Assistance	11%	31%	20%	11%	26%	54
	Information		33%	33%		33%	6
	Manufacturing	34%	47%	16%		3%	32
	Prof., Scientific and Tech. Services	16%	20%	24%	22%	18%	79
	Real Estate Rental and Leasing	15%	8%	23%	31%	23%	13
	Retail Trade	42%	42%	8%	3%	4%	71
	Transportation and Warehousing		50%	25%	25%		4
	Wholesale Trade	50%	30%	20%			10
	Other industry	7%	26%	30%	19%	18%	57
	Other services	20%	27%	20%	17%	17%	30

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>
<b>Overall</b>	June 2020	18%	23%	19%	14%	26%	413
	February 2021	13%	19%	21%	18%	29%	539
<b>Current Number of Employees</b>	0-1 employees	13%	18%	12%	12%	45%	202
	2-9 employees	15%	17%	22%	23%	22%	196
	10-25 employees	15%	20%	28%	20%	17%	94
	More than 25 employees	4%	32%	34%	17%	13%	47
<b>Open Status</b>	Remained open	2%	12%	24%	24%	38%	208
	Reduced hours of operation	20%	26%	18%	15%	22%	241
	Closed temporarily	19%	24%	20%	14%	23%	157
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	11%	17%	22%	22%	27%	81
	Developed plan since COVID	21%	22%	23%	12%	23%	106
	Don't have plan	10%	20%	20%	22%	28%	265
	Don't know/Not applicable	16%	14%	17%	10%	42%	86
<b>Remote Work</b>	Employees working remotely	9%	24%	26%	20%	21%	132
	Employees not working remotely	15%	18%	19%	18%	31%	404
<b>COVID-19 Effect on Revenue</b>	Revenue increased	4%	14%	22%	37%	24%	51
	Revenue stayed the same	4%	12%	25%	25%	34%	103
	Revenue decreased	18%	22%	19%	13%	27%	369
<b>Change # of Employees Since Feb 2020</b>	More employees	1%	14%	41%	23%	20%	70
	Same number of employees	7%	12%	16%	21%	45%	258
	Fewer employees	25%	29%	20%	13%	12%	211
<b>Confidence Operating in 12 Months</b>	Very confident	8%	18%	22%	22%	31%	312
	Somewhat confident	19%	20%	19%	15%	26%	144
	Not very or not at all confident	26%	21%	21%	9%	23%	53
<b>Industry</b>	Accommodation and Food Services	33%	27%	28%	5%	8%	64
	Admin. Support, WM, Remediation		33%	33%		33%	6
	Agri., Forestry, Fishing and Hunting		20%	20%	60%		5
	Arts, Entertainment, and Recreation	18%	11%	11%	21%	38%	61
	Construction	13%	20%	33%		33%	15
	Educational Services	21%	36%		21%	21%	14
	Finance and Insurance		15%	25%	35%	25%	20
	Health Care and Social Assistance	13%	15%	19%	11%	42%	53
	Information	14%	14%	14%		57%	7
	Manufacturing	6%	19%	29%	29%	16%	31
	Prof., Scientific and Tech. Services	6%	22%	14%	20%	38%	79
	Real Estate Rental and Leasing			23%	23%	54%	13
	Retail Trade	13%	19%	24%	16%	28%	68
	Transportation and Warehousing			50%	50%		4
	Wholesale Trade	20%	20%	40%		20%	10
	Other industry	10%	21%	22%	22%	24%	58
Other services	10%	20%	13%	23%	33%	30	

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>
<b>Overall</b>	June 2020	23%	20%	24%	14%	19%	414
	February 2021	14%	23%	22%	18%	23%	544
<b>Current Number of Employees</b>	0-1 employees	10%	14%	9%	15%	51%	203
	2-9 employees	16%	27%	26%	21%	11%	197
	10-25 employees	20%	32%	32%	16%		97
	More than 25 employees	15%	28%	36%	17%	4%	47
<b>Open Status</b>	Remained open	8%	17%	23%	28%	24%	211
	Reduced hours of operation	18%	27%	21%	12%	22%	242
	Closed temporarily	18%	30%	22%	8%	23%	158
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	14%	19%	21%	25%	22%	81
	Developed plan since COVID	20%	21%	24%	13%	23%	106
	Don't have plan	13%	25%	22%	19%	20%	267
	Don't know/Not applicable	13%	24%	17%	12%	34%	89
<b>Remote Work</b>	Employees working remotely	15%	31%	26%	20%	8%	132
	Employees not working remotely	14%	21%	21%	17%	27%	409
<b>COVID-19 Effect on Revenue</b>	Revenue increased	10%	8%	25%	40%	17%	52
	Revenue stayed the same	7%	12%	32%	30%	20%	104
	Revenue decreased	18%	30%	18%	11%	23%	371
<b>Change # of Employees Since Feb 2020</b>	More employees	11%	24%	34%	23%	7%	70
	Same number of employees	6%	17%	18%	22%	37%	260
	Fewer employees	26%	30%	22%	11%	11%	214
<b>Confidence Operating in 12 Months</b>	Very confident	10%	18%	26%	24%	22%	316
	Somewhat confident	18%	32%	17%	10%	23%	146
	Not very or not at all confident	28%	34%	8%	6%	25%	53
<b>Industry</b>	Accommodation and Food Services	25%	37%	28%	2%	9%	65
	Admin. Support, WM, Remediation		17%	50%	17%	17%	6
	Agri., Forestry, Fishing and Hunting			40%	20%	40%	5
	Arts, Entertainment, and Recreation	16%	23%	11%	13%	37%	62
	Construction	13%	33%	40%		13%	15
	Educational Services	14%	29%	21%	29%	7%	14
	Finance and Insurance	5%	5%	35%	30%	25%	20
	Health Care and Social Assistance	7%	28%	22%	19%	24%	54
	Information	14%	29%	14%	14%	29%	7
	Manufacturing	16%	16%	26%	23%	19%	31
	Prof., Scientific and Tech. Services	11%	26%	18%	21%	24%	80
	Real Estate Rental and Leasing			23%	31%	46%	13
	Retail Trade	18%	12%	29%	15%	26%	68
	Transportation and Warehousing		25%	25%	50%		4
	Wholesale Trade	20%	30%	20%	20%	10%	10
	Other industry	19%	22%	12%	24%	22%	58
	Other services	10%	29%	13%	23%	26%	31

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>
<b>Overall</b>	June 2020	15%	23%	19%	18%	24%	414
	February 2021	15%	25%	19%	17%	24%	544
<b>Current Number of Employees</b>	0-1 employees	14%	18%	12%	16%	40%	204
	2-9 employees	17%	27%	21%	18%	16%	197
	10-25 employees	14%	36%	22%	20%	8%	96
	More than 25 employees	9%	26%	38%	15%	13%	47
<b>Open Status</b>	Remained open	6%	21%	20%	26%	27%	210
	Reduced hours of operation	21%	30%	15%	13%	21%	242
	Closed temporarily	22%	25%	21%	7%	24%	161
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	14%	25%	24%	16%	21%	80
	Developed plan since COVID	22%	22%	23%	12%	20%	108
	Don't have plan	13%	27%	17%	20%	23%	265
	Don't know/Not applicable	11%	24%	18%	16%	31%	90
<b>Remote Work</b>	Employees working remotely	10%	33%	23%	22%	12%	132
	Employees not working remotely	16%	23%	18%	16%	27%	408
<b>COVID-19 Effect on Revenue</b>	Revenue increased	8%	19%	19%	40%	15%	53
	Revenue stayed the same	6%	17%	31%	23%	23%	103
	Revenue decreased	19%	29%	16%	12%	24%	371
<b>Change # of Employees Since Feb 2020</b>	More employees	7%	26%	31%	24%	11%	70
	Same number of employees	10%	16%	18%	20%	37%	260
	Fewer employees	23%	36%	18%	11%	12%	214
<b>Confidence Operating in 12 Months</b>	Very confident	10%	22%	23%	22%	23%	316
	Somewhat confident	21%	28%	17%	12%	22%	145
	Not very or not at all confident	22%	41%	15%	4%	19%	54
<b>Industry</b>	Accommodation and Food Services	29%	35%	29%	3%	5%	66
	Admin. Support, WM, Remediation		50%	17%	17%	17%	6
	Agri., Forestry, Fishing and Hunting	20%		20%	40%	20%	5
	Arts, Entertainment, and Recreation	15%	18%	18%	13%	36%	61
	Construction	13%	33%	20%	7%	27%	15
	Educational Services	14%	14%	21%	29%	21%	14
	Finance and Insurance	15%	10%	15%	35%	25%	20
	Health Care and Social Assistance	11%	21%	21%	13%	34%	53
	Information	14%	57%			29%	7
	Manufacturing	9%	31%	25%	19%	16%	32
	Prof., Scientific and Tech. Services	11%	22%	23%	22%	23%	79
	Real Estate Rental and Leasing	8%		15%	23%	54%	13
	Retail Trade	12%	32%	17%	20%	19%	69
	Transportation and Warehousing				100%		4
	Wholesale Trade	10%	40%	30%	20%		10
	Other industry	10%	29%	14%	17%	29%	58
	Other services	29%	19%	10%	16%	26%	31



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>
<b>Overall</b>	June 2020	6%	13%	20%	21%	41%	412
	February 2021	6%	13%	25%	22%	34%	544
<b>Current Number of Employees</b>	0-1 employees	8%	14%	17%	23%	38%	206
	2-9 employees	5%	10%	27%	20%	38%	196
	10-25 employees	4%	19%	35%	20%	22%	96
	More than 25 employees	2%	11%	37%	24%	26%	46
<b>Open Status</b>	Remained open	5%	14%	31%	30%	21%	209
	Reduced hours of operation	7%	12%	24%	19%	39%	242
	Closed temporarily	7%	11%	19%	14%	48%	161
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	9%	18%	22%	23%	28%	82
	Developed plan since COVID	11%	14%	18%	20%	36%	105
	Don't have plan	3%	10%	28%	23%	36%	267
	Don't know/Not applicable	3%	17%	28%	18%	34%	89
<b>Remote Work</b>	Employees working remotely	3%	25%	42%	24%	5%	130
	Employees not working remotely	6%	9%	20%	21%	43%	410
<b>COVID-19 Effect on Revenue</b>	Revenue increased	4%	13%	15%	38%	30%	53
	Revenue stayed the same	4%	12%	29%	30%	25%	103
	Revenue decreased	6%	14%	26%	17%	37%	371
<b>Change # of Employees Since Feb 2020</b>	More employees	4%	14%	30%	23%	29%	70
	Same number of employees	5%	13%	24%	24%	33%	262
	Fewer employees	6%	13%	25%	18%	38%	212
<b>Confidence Operating in 12 Months</b>	Very confident	6%	13%	27%	25%	30%	312
	Somewhat confident	5%	13%	23%	19%	40%	149
	Not very or not at all confident	4%	17%	26%	15%	39%	54
<b>Industry</b>	Accommodation and Food Services	3%	3%	20%	8%	66%	64
	Admin. Support, WM, Remediation		33%	33%		33%	6
	Agri., Forestry, Fishing and Hunting				20%	80%	5
	Arts, Entertainment, and Recreation	13%	19%	14%	17%	37%	63
	Construction		14%	36%	21%	29%	14
	Educational Services		21%	36%	36%	7%	14
	Finance and Insurance	10%	30%	10%	45%	5%	20
	Health Care and Social Assistance	6%	20%	30%	7%	37%	54
	Information		43%		14%	43%	7
	Manufacturing		13%	39%	23%	26%	31
	Prof., Scientific and Tech. Services	5%	14%	47%	25%	9%	79
	Real Estate Rental and Leasing	8%	8%	23%	38%	23%	13
	Retail Trade	7%	1%	13%	13%	65%	69
	Transportation and Warehousing			25%	75%		4
	Wholesale Trade	10%	40%	30%	10%	10%	10
	Other industry	2%	15%	22%	41%	20%	59
	Other services	10%	3%	26%	29%	32%	31

Q271: 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>
<b>Overall</b>	June 2020	20%	32%	25%	17%	6%	416
	February 2021	15%	25%	30%	24%	7%	544
<b>Current Number of Employees</b>	0-1 employees	17%	18%	22%	28%	16%	205
	2-9 employees	12%	28%	33%	24%	2%	196
	10-25 employees	16%	30%	40%	14%	1%	96
	More than 25 employees	15%	36%	28%	21%		47
<b>Open Status</b>	Remained open	9%	21%	31%	28%	10%	211
	Reduced hours of operation	16%	28%	31%	21%	4%	241
	Closed temporarily	20%	30%	26%	20%	4%	159
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	18%	22%	29%	27%	4%	82
	Developed plan since COVID	20%	26%	21%	30%	4%	107
	Don't have plan	10%	28%	35%	21%	7%	265
	Don't know/Not applicable	20%	21%	25%	20%	13%	89
<b>Remote Work</b>	Employees working remotely	14%	31%	33%	18%	4%	131
	Employees not working remotely	15%	23%	29%	25%	8%	410
<b>COVID-19 Effect on Revenue</b>	Revenue increased	8%	23%	33%	33%	4%	52
	Revenue stayed the same	10%	23%	31%	27%	10%	104
	Revenue decreased	16%	27%	29%	21%	6%	371
<b>Change # of Employees Since Feb 2020</b>	More employees	13%	31%	41%	13%	1%	70
	Same number of employees	12%	21%	27%	28%	12%	260
	Fewer employees	19%	29%	29%	21%	2%	214
<b>Confidence Operating in 12 Months</b>	Very confident	12%	26%	28%	27%	6%	316
	Somewhat confident	16%	25%	32%	18%	8%	146
	Not very or not at all confident	23%	23%	33%	17%	4%	52
<b>Industry</b>	Accommodation and Food Services	30%	22%	33%	15%		67
	Admin. Support, WM, Remediation		33%	33%	33%		6
	Agri., Forestry, Fishing and Hunting		20%	40%	20%	20%	5
	Arts, Entertainment, and Recreation	18%	29%	23%	26%	5%	62
	Construction	13%	20%	60%		7%	15
	Educational Services	14%	21%	21%	29%	14%	14
	Finance and Insurance	10%	15%	25%	45%	5%	20
	Health Care and Social Assistance	30%	30%	21%	11%	8%	53
	Information			33%	17%	50%	6
	Manufacturing	6%	42%	35%	16%		31
	Prof., Scientific and Tech. Services	5%	23%	35%	28%	10%	80
	Real Estate Rental and Leasing	15%	8%	23%	38%	15%	13
	Retail Trade	17%	28%	29%	23%	3%	69
	Transportation and Warehousing		25%	25%	50%		4
	Wholesale Trade	10%	40%	20%	30%		10
	Other industry	3%	28%	28%	28%	14%	58
Other services	13%	17%	30%	33%	7%	30	

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>
<b>Overall</b>	June 2020	24%	30%	25%	16%	5%	417
	February 2021	15%	30%	29%	18%	9%	545
<b>Current Number of Employees</b>	0-1 employees	15%	29%	21%	17%	18%	203
	2-9 employees	17%	30%	30%	19%	4%	199
	10-25 employees	15%	30%	35%	18%	2%	96
	More than 25 employees	11%	32%	43%	13%	2%	47
<b>Open Status</b>	Remained open	10%	27%	26%	22%	15%	212
	Reduced hours of operation	19%	29%	32%	15%	5%	242
	Closed temporarily	18%	38%	25%	14%	4%	159
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	20%	22%	29%	20%	10%	82
	Developed plan since COVID	19%	29%	28%	19%	6%	108
	Don't have plan	12%	32%	31%	18%	8%	265
	Don't know/Not applicable	15%	34%	24%	13%	15%	89
<b>Remote Work</b>	Employees working remotely	8%	30%	39%	17%	6%	131
	Employees not working remotely	17%	30%	25%	18%	10%	411
<b>COVID-19 Effect on Revenue</b>	Revenue increased	13%	25%	26%	28%	8%	53
	Revenue stayed the same	10%	28%	29%	24%	10%	104
	Revenue decreased	17%	32%	29%	15%	8%	371
<b>Change # of Employees Since Feb 2020</b>	More employees	8%	35%	34%	21%	1%	71
	Same number of employees	14%	24%	25%	23%	14%	260
	Fewer employees	18%	35%	32%	10%	5%	214
<b>Confidence Operating in 12 Months</b>	Very confident	13%	30%	29%	22%	7%	316
	Somewhat confident	16%	29%	31%	12%	11%	146
	Not very or not at all confident	25%	36%	25%	8%	8%	53
<b>Industry</b>	Accommodation and Food Services	33%	44%	17%	6%		66
	Admin. Support, WM, Remediation	17%	50%		17%	17%	6
	Agri., Forestry, Fishing and Hunting	20%	40%		20%	20%	5
	Arts, Entertainment, and Recreation	16%	32%	27%	13%	11%	62
	Construction	13%	40%	33%	7%	7%	15
	Educational Services	8%	31%	31%	15%	15%	13
	Finance and Insurance		15%	20%	50%	15%	20
	Health Care and Social Assistance	15%	44%	28%	11%	2%	54
	Information	14%	14%	14%	14%	43%	7
	Manufacturing	19%	16%	48%	13%	3%	31
	Prof., Scientific and Tech. Services	1%	24%	34%	28%	14%	80
	Real Estate Rental and Leasing	8%	8%	46%	31%	8%	13
	Retail Trade	19%	35%	26%	12%	9%	69
	Transportation and Warehousing	25%		25%	50%		4
	Wholesale Trade	30%	20%	40%	10%		10
	Other industry	7%	24%	36%	22%	10%	58
Other services	23%	19%	23%	23%	13%	31	

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>
<b>Overall</b>	June 2020	15%	31%	30%	20%	4%	414
	February 2021	10%	22%	39%	22%	8%	546
<b>Current Number of Employees</b>	0-1 employees	11%	18%	33%	21%	17%	206
	2-9 employees	10%	21%	42%	24%	3%	197
	10-25 employees	9%	29%	41%	18%	3%	96
	More than 25 employees	4%	23%	51%	19%	2%	47
<b>Open Status</b>	Remained open	5%	18%	38%	26%	12%	212
	Reduced hours of operation	12%	23%	42%	19%	5%	243
	Closed temporarily	13%	26%	38%	18%	6%	159
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	7%	20%	38%	27%	7%	84
	Developed plan since COVID	13%	30%	36%	19%	2%	107
	Don't have plan	8%	19%	44%	22%	8%	266
	Don't know/Not applicable	14%	20%	30%	19%	17%	88
<b>Remote Work</b>	Employees working remotely	8%	27%	42%	19%	4%	132
	Employees not working remotely	10%	20%	38%	22%	10%	410
<b>COVID-19 Effect on Revenue</b>	Revenue increased	8%	9%	40%	40%	4%	53
	Revenue stayed the same	6%	23%	40%	20%	11%	103
	Revenue decreased	10%	23%	40%	20%	7%	373
<b>Change # of Employees Since Feb 2020</b>	More employees	7%	27%	45%	20%	1%	71
	Same number of employees	8%	18%	38%	23%	14%	262
	Fewer employees	13%	25%	39%	20%	3%	213
<b>Confidence Operating in 12 Months</b>	Very confident	8%	19%	39%	25%	8%	318
	Somewhat confident	14%	24%	37%	16%	8%	146
	Not very or not at all confident	4%	25%	50%	17%	4%	52
<b>Industry</b>	Accommodation and Food Services	18%	30%	35%	12%	5%	66
	Admin. Support, WM, Remediation		67%	17%	17%		6
	Agri., Forestry, Fishing and Hunting			40%	40%	20%	5
	Arts, Entertainment, and Recreation	5%	21%	39%	31%	5%	62
	Construction	13%	13%	63%	6%	6%	16
	Educational Services		21%	21%	43%	14%	14
	Finance and Insurance		10%	45%	35%	10%	20
	Health Care and Social Assistance	21%	38%	26%	9%	6%	53
	Information		29%	29%	14%	29%	7
	Manufacturing	6%	19%	45%	26%	3%	31
	Prof., Scientific and Tech. Services	6%	16%	42%	25%	11%	81
	Real Estate Rental and Leasing	8%	8%	15%	38%	31%	13
	Retail Trade	10%	25%	36%	19%	10%	69
	Transportation and Warehousing			50%	50%		4
	Wholesale Trade	20%	10%	60%	10%		10
	Other industry	7%	10%	52%	26%	5%	58
Other services	10%	27%	40%	13%	10%	30	

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>
<b>Overall</b>	June 2020	12%	26%	35%	23%	4%	417
	February 2021	16%	31%	28%	18%	6%	546
<b>Current Number of Employees</b>	0-1 employees	16%	23%	27%	20%	14%	206
	2-9 employees	15%	34%	30%	19%	2%	198
	10-25 employees	21%	41%	25%	13%		95
	More than 25 employees	13%	38%	34%	15%		47
<b>Open Status</b>	Remained open	11%	32%	26%	23%	9%	211
	Reduced hours of operation	19%	32%	30%	15%	5%	243
	Closed temporarily	18%	35%	30%	14%	3%	159
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	16%	34%	22%	25%	4%	83
	Developed plan since COVID	17%	29%	28%	20%	7%	107
	Don't have plan	14%	34%	31%	16%	5%	265
	Don't know/Not applicable	22%	23%	27%	16%	12%	90
<b>Remote Work</b>	Employees working remotely	20%	34%	30%	12%	4%	131
	Employees not working remotely	15%	31%	27%	20%	7%	411
<b>COVID-19 Effect on Revenue</b>	Revenue increased	17%	26%	25%	28%	4%	53
	Revenue stayed the same	9%	35%	32%	18%	7%	104
	Revenue decreased	18%	31%	28%	16%	6%	372
<b>Change # of Employees Since Feb 2020</b>	More employees	7%	40%	34%	16%	3%	70
	Same number of employees	14%	26%	28%	22%	10%	262
	Fewer employees	21%	35%	27%	14%	3%	214
<b>Confidence Operating in 12 Months</b>	Very confident	13%	31%	31%	21%	5%	318
	Somewhat confident	21%	36%	23%	15%	5%	146
	Not very or not at all confident	23%	26%	30%	11%	9%	53
<b>Industry</b>	Accommodation and Food Services	18%	41%	32%	8%	2%	66
	Admin. Support, WM, Remediation			83%		17%	6
	Agri., Forestry, Fishing and Hunting		20%	20%	60%		5
	Arts, Entertainment, and Recreation	8%	40%	26%	21%	5%	62
	Construction	13%	47%	27%	7%	7%	15
	Educational Services	14%	36%	7%	36%	7%	14
	Finance and Insurance	5%	35%	20%	40%		20
	Health Care and Social Assistance	15%	34%	32%	9%	9%	53
	Information		17%	17%	17%	50%	6
	Manufacturing	16%	16%	31%	38%		32
	Prof., Scientific and Tech. Services	20%	31%	30%	14%	5%	80
	Real Estate Rental and Leasing	23%	8%	31%	23%	15%	13
	Retail Trade	23%	28%	25%	17%	7%	69
	Transportation and Warehousing		25%		75%		4
	Wholesale Trade	10%	40%	40%	10%		10
	Other industry	17%	27%	29%	19%	8%	59
Other services	23%	29%	26%	16%	6%	31	

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>
<b>Overall</b>	June 2020	31%	33%	21%	8%	8%	412
	February 2021	23%	30%	26%	12%	9%	545
<b>Current Number of Employees</b>	0-1 employees	24%	25%	21%	12%	18%	205
	2-9 employees	27%	29%	26%	15%	3%	198
	10-25 employees	19%	41%	31%	6%	3%	95
	More than 25 employees	9%	34%	40%	13%	4%	47
<b>Open Status</b>	Remained open	10%	32%	30%	18%	9%	211
	Reduced hours of operation	30%	30%	23%	9%	7%	243
	Closed temporarily	31%	29%	23%	8%	9%	157
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	17%	30%	33%	13%	6%	82
	Developed plan since COVID	35%	29%	25%	7%	4%	106
	Don't have plan	19%	28%	26%	17%	9%	268
	Don't know/Not applicable	24%	36%	20%	2%	17%	88
<b>Remote Work</b>	Employees working remotely	18%	36%	33%	8%	5%	132
	Employees not working remotely	24%	28%	24%	14%	10%	409
<b>COVID-19 Effect on Revenue</b>	Revenue increased	4%	30%	26%	37%	4%	54
	Revenue stayed the same	9%	21%	40%	18%	12%	104
	Revenue decreased	30%	33%	22%	7%	8%	371
<b>Change # of Employees Since Feb 2020</b>	More employees	15%	42%	30%	8%	4%	71
	Same number of employees	15%	28%	26%	18%	13%	262
	Fewer employees	34%	29%	25%	7%	4%	212
<b>Confidence Operating in 12 Months</b>	Very confident	13%	30%	32%	17%	8%	317
	Somewhat confident	30%	34%	21%	5%	10%	145
	Not very or not at all confident	54%	22%	11%	4%	9%	54
<b>Industry</b>	Accommodation and Food Services	40%	31%	20%	5%	5%	65
	Admin. Support, WM, Remediation	33%	33%	17%		17%	6
	Agri., Forestry, Fishing and Hunting		20%	60%	20%		5
	Arts, Entertainment, and Recreation	24%	27%	29%	8%	13%	63
	Construction	7%	47%	47%			15
	Educational Services	21%	21%	14%	21%	21%	14
	Finance and Insurance	10%	15%	25%	30%	20%	20
	Health Care and Social Assistance	15%	30%	38%	6%	11%	53
	Information	57%		14%		29%	7
	Manufacturing	19%	38%	28%	13%	3%	32
	Prof., Scientific and Tech. Services	18%	33%	31%	10%	9%	80
	Real Estate Rental and Leasing	15%	15%	31%	31%	8%	13
	Retail Trade	25%	34%	15%	18%	7%	67
	Transportation and Warehousing	25%	25%	25%	25%		4
	Wholesale Trade	20%	30%	30%	20%		10
	Other industry	19%	29%	25%	20%	7%	59
Other services	32%	39%	16%	6%	6%	31	

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>
<b>Overall</b>	June 2020	14%	28%	33%	18%	7%	414
	February 2021	16%	32%	28%	16%	8%	546
<b>Current Number of Employees</b>	0-1 employees	14%	30%	22%	17%	18%	205
	2-9 employees	21%	30%	29%	17%	3%	198
	10-25 employees	13%	34%	38%	14%	2%	96
	More than 25 employees	15%	38%	30%	17%		47
<b>Open Status</b>	Remained open	10%	24%	34%	20%	11%	210
	Reduced hours of operation	18%	38%	24%	14%	5%	242
	Closed temporarily	23%	33%	26%	12%	6%	162
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	20%	22%	28%	26%	5%	82
	Developed plan since COVID	19%	31%	27%	16%	7%	109
	Don't have plan	12%	35%	30%	15%	8%	265
	Don't know/Not applicable	21%	29%	24%	12%	13%	89
<b>Remote Work</b>	Employees working remotely	8%	30%	37%	20%	5%	132
	Employees not working remotely	19%	31%	25%	15%	9%	410
<b>COVID-19 Effect on Revenue</b>	Revenue increased	16%	29%	25%	24%	6%	51
	Revenue stayed the same	5%	23%	35%	26%	11%	103
	Revenue decreased	20%	34%	26%	13%	7%	375
<b>Change # of Employees Since Feb 2020</b>	More employees	13%	34%	31%	20%	1%	70
	Same number of employees	11%	31%	24%	20%	15%	261
	Fewer employees	24%	31%	32%	11%	2%	215
<b>Confidence Operating in 12 Months</b>	Very confident	12%	29%	30%	21%	8%	317
	Somewhat confident	17%	38%	25%	12%	8%	146
	Not very or not at all confident	35%	31%	22%	6%	6%	54
<b>Industry</b>	Accommodation and Food Services	36%	33%	23%	5%	3%	66
	Admin. Support, WM, Remediation	33%	17%	33%		17%	6
	Agri., Forestry, Fishing and Hunting	40%	20%	20%	20%		5
	Arts, Entertainment, and Recreation	23%	31%	23%	16%	6%	64
	Construction	13%	40%	33%	7%	7%	15
	Educational Services	14%	21%	14%	36%	14%	14
	Finance and Insurance	5%	10%	30%	45%	10%	20
	Health Care and Social Assistance	15%	34%	34%	9%	8%	53
	Information	29%	29%	14%		29%	7
	Manufacturing	19%	42%	26%	10%	3%	31
	Prof., Scientific and Tech. Services	6%	23%	38%	23%	11%	80
	Real Estate Rental and Leasing	25%	8%	17%	25%	25%	12
	Retail Trade	10%	43%	29%	12%	6%	69
	Transportation and Warehousing	25%	25%		50%		4
	Wholesale Trade	20%	40%	30%		10%	10
	Other industry	3%	33%	33%	22%	9%	58
Other services	16%	35%	16%	23%	10%	31	

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>
<b>Overall</b>	June 2020	13%	21%	28%	24%	14%	413
	February 2021	11%	15%	26%	30%	18%	546
<b>Current Number of Employees</b>	0-1 employees	11%	17%	21%	23%	27%	205
	2-9 employees	12%	16%	26%	32%	14%	198
	10-25 employees	10%	15%	36%	29%	9%	96
	More than 25 employees	4%	11%	21%	53%	11%	47
<b>Open Status</b>	Remained open	5%	10%	27%	42%	17%	209
	Reduced hours of operation	14%	19%	25%	25%	18%	243
	Closed temporarily	13%	22%	25%	20%	20%	161
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	7%	13%	24%	39%	17%	83
	Developed plan since COVID	15%	19%	27%	22%	17%	109
	Don't have plan	9%	14%	25%	35%	17%	263
	Don't know/Not applicable	13%	16%	30%	19%	22%	90
<b>Remote Work</b>	Employees working remotely	7%	12%	33%	34%	14%	131
	Employees not working remotely	12%	17%	24%	29%	19%	410
<b>COVID-19 Effect on Revenue</b>	Revenue increased	2%	2%	23%	60%	13%	53
	Revenue stayed the same	4%	8%	27%	44%	17%	104
	Revenue decreased	14%	20%	26%	23%	17%	372
<b>Change # of Employees Since Feb 2020</b>	More employees	4%	14%	35%	34%	13%	71
	Same number of employees	7%	14%	21%	33%	24%	260
	Fewer employees	17%	17%	28%	25%	13%	215
<b>Confidence Operating in 12 Months</b>	Very confident	4%	10%	27%	40%	19%	318
	Somewhat confident	15%	22%	28%	21%	14%	145
	Not very or not at all confident	26%	28%	20%	7%	19%	54
<b>Industry</b>	Accommodation and Food Services	24%	24%	27%	20%	5%	66
	Admin. Support, WM, Remediation	17%	17%	33%	17%	17%	6
	Agri., Forestry, Fishing and Hunting			20%	40%	40%	5
	Arts, Entertainment, and Recreation	13%	16%	25%	20%	27%	64
	Construction	13%	13%	38%	25%	13%	16
	Educational Services	7%	14%	14%	29%	36%	14
	Finance and Insurance	10%		35%	30%	25%	20
	Health Care and Social Assistance	8%	20%	20%	33%	20%	51
	Information	43%	14%	14%		29%	7
	Manufacturing	6%	10%	35%	35%	13%	31
	Prof., Scientific and Tech. Services	6%	8%	34%	35%	18%	80
	Real Estate Rental and Leasing		15%	15%	62%	8%	13
	Retail Trade	10%	23%	17%	25%	25%	69
	Transportation and Warehousing			25%	75%		4
	Wholesale Trade	10%	10%	30%	40%	10%	10
	Other industry	3%	16%	26%	41%	14%	58
Other services	13%	16%	23%	29%	19%	31	



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>
<b>Overall</b>	June 2020	33%	36%	20%	10%	1%	418
	February 2021	22%	30%	27%	16%	5%	553
<b>Current Number of Employees</b>	0-1 employees	24%	32%	22%	12%	11%	208
	2-9 employees	24%	28%	27%	20%	2%	200
	10-25 employees	19%	34%	33%	14%		98
	More than 25 employees	9%	23%	45%	19%	4%	47
<b>Open Status</b>	Remained open	11%	24%	36%	21%	8%	212
	Reduced hours of operation	29%	36%	20%	12%	2%	249
	Closed temporarily	26%	36%	20%	15%	2%	162
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	12%	26%	32%	25%	5%	84
	Developed plan since COVID	33%	27%	25%	15%	1%	110
	Don't have plan	19%	32%	30%	15%	5%	270
	Don't know/Not applicable	26%	33%	20%	10%	10%	88
<b>Remote Work</b>	Employees working remotely	16%	33%	29%	17%	5%	132
	Employees not working remotely	23%	29%	27%	16%	5%	416
<b>COVID-19 Effect on Revenue</b>	Revenue increased	4%	5%	51%	36%	4%	55
	Revenue stayed the same	9%	22%	34%	27%	9%	104
	Revenue decreased	28%	36%	22%	10%	3%	377
<b>Change # of Employees Since Feb 2020</b>	More employees	13%	29%	40%	17%	1%	72
	Same number of employees	16%	30%	26%	18%	10%	266
	Fewer employees	31%	31%	25%	13%		215
<b>Confidence Operating in 12 Months</b>	Very confident	11%	28%	33%	23%	5%	320
	Somewhat confident	29%	35%	23%	10%	3%	150
	Not very or not at all confident	51%	36%	9%		4%	53
<b>Industry</b>	Accommodation and Food Services	40%	24%	25%	10%		67
	Admin. Support, WM, Remediation	17%	50%	33%			6
	Agri., Forestry, Fishing and Hunting			80%		20%	5
	Arts, Entertainment, and Recreation	25%	27%	28%	14%	6%	64
	Construction	25%	19%	50%	6%		16
	Educational Services	14%	36%	7%	36%	7%	14
	Finance and Insurance	10%	20%	20%	35%	15%	20
	Health Care and Social Assistance	19%	39%	24%	15%	4%	54
	Information	57%		14%		29%	7
	Manufacturing	9%	34%	44%	13%		32
	Prof., Scientific and Tech. Services	17%	32%	27%	16%	7%	81
	Real Estate Rental and Leasing	15%	31%	31%	23%		13
	Retail Trade	23%	34%	26%	13%	4%	70
	Transportation and Warehousing	25%		25%	50%		4
	Wholesale Trade	10%	30%	40%	20%		10
	Other industry	12%	36%	22%	27%	3%	59
Other services	30%	30%	23%	7%	10%	30	

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>
<b>Overall</b>	February 2021	29%	28%	16%	13%	14%	547
<b>Current Number of Employees</b>	0-1 employees	21%	18%	11%	17%	33%	206
	2-9 employees	35%	27%	22%	12%	3%	198
	10-25 employees	33%	43%	15%	9%		96
	More than 25 employees	26%	47%	17%	11%		47
<b>Open Status</b>	Remained open	22%	29%	20%	16%	13%	212
	Reduced hours of operation	34%	28%	13%	11%	15%	243
	Closed temporarily	32%	30%	13%	11%	14%	159
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	30%	26%	14%	24%	6%	84
	Developed plan since COVID	32%	31%	16%	10%	11%	107
	Don't have plan	28%	27%	18%	12%	15%	266
	Don't know/Not applicable	26%	31%	15%	10%	18%	89
<b>Remote Work</b>	Employees working remotely	34%	40%	15%	8%	3%	131
	Employees not working remotely	27%	25%	17%	15%	17%	412
<b>COVID-19 Effect on Revenue</b>	Revenue increased	31%	22%	17%	22%	7%	54
	Revenue stayed the same	24%	29%	23%	12%	13%	104
	Revenue decreased	30%	28%	15%	13%	15%	372
<b>Change # of Employees Since Feb 2020</b>	More employees	35%	38%	13%	13%	1%	71
	Same number of employees	22%	24%	16%	15%	23%	262
	Fewer employees	35%	30%	17%	12%	6%	214
<b>Confidence Operating in 12 Months</b>	Very confident	28%	30%	17%	14%	10%	320
	Somewhat confident	32%	28%	12%	12%	16%	146
	Not very or not at all confident	31%	23%	19%	12%	15%	52
<b>Industry</b>	Accommodation and Food Services	42%	33%	14%	9%	2%	66
	Admin. Support, WM, Remediation		67%	17%		17%	6
	Agri., Forestry, Fishing and Hunting	20%	40%		40%		5
	Arts, Entertainment, and Recreation	29%	19%	13%	10%	29%	62
	Construction	38%	6%	31%	13%	13%	16
	Educational Services	36%	36%		14%	14%	14
	Finance and Insurance	25%	30%	10%	30%	5%	20
	Health Care and Social Assistance	32%	32%	9%	15%	11%	53
	Information		33%		17%	50%	6
	Manufacturing	22%	41%	13%	19%	6%	32
	Prof., Scientific and Tech. Services	28%	26%	20%	12%	14%	81
	Real Estate Rental and Leasing	38%	15%	15%	8%	23%	13
	Retail Trade	26%	23%	20%	12%	19%	69
	Transportation and Warehousing	25%	25%		50%		4
	Wholesale Trade	30%	30%	40%			10
	Other industry	22%	26%	19%	19%	14%	58
	Other services	23%	39%	23%	6%	10%	31

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>
<b>Overall</b>	February 2021	25%	37%	23%	12%	3%	550
<b>Current Number of Employees</b>	0-1 employees	28%	31%	22%	12%	7%	210
	2-9 employees	25%	38%	24%	12%	1%	197
	10-25 employees	23%	48%	16%	13%	1%	96
	More than 25 employees	19%	32%	34%	15%		47
<b>Open Status</b>	Remained open	17%	37%	23%	19%	4%	213
	Reduced hours of operation	30%	37%	23%	7%	3%	243
	Closed temporarily	34%	36%	18%	10%	2%	162
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	29%	32%	25%	14%		84
	Developed plan since COVID	29%	34%	25%	10%	2%	108
	Don't have plan	26%	38%	21%	13%	2%	267
	Don't know/Not applicable	18%	39%	22%	10%	11%	90
<b>Remote Work</b>	Employees working remotely	26%	39%	26%	8%	1%	131
	Employees not working remotely	25%	35%	22%	14%	4%	413
<b>COVID-19 Effect on Revenue</b>	Revenue increased	20%	37%	19%	24%		54
	Revenue stayed the same	21%	36%	26%	12%	6%	104
	Revenue decreased	28%	37%	22%	11%	2%	375
<b>Change # of Employees Since Feb 2020</b>	More employees	18%	47%	19%	15%		72
	Same number of employees	21%	36%	22%	15%	6%	264
	Fewer employees	34%	34%	24%	8%	1%	214
<b>Confidence Operating in 12 Months</b>	Very confident	23%	36%	24%	15%	2%	319
	Somewhat confident	28%	40%	17%	10%	4%	149
	Not very or not at all confident	34%	32%	26%	6%	2%	53
<b>Industry</b>	Accommodation and Food Services	32%	38%	20%	9%	2%	66
	Admin. Support, WM, Remediation		60%	20%	20%		5
	Agri., Forestry, Fishing and Hunting		60%		20%	20%	5
	Arts, Entertainment, and Recreation	44%	29%	21%	6%		63
	Construction	19%	38%	19%	13%	13%	16
	Educational Services	21%	36%	14%	21%	7%	14
	Finance and Insurance	25%	20%	35%	20%		20
	Health Care and Social Assistance	31%	44%	15%	7%	2%	54
	Information		43%			57%	7
	Manufacturing	16%	26%	32%	26%		31
	Prof., Scientific and Tech. Services	14%	44%	30%	10%	2%	81
	Real Estate Rental and Leasing	15%	31%	31%	15%	8%	13
	Retail Trade	36%	39%	14%	9%	3%	70
	Transportation and Warehousing	50%			50%		4
	Wholesale Trade	20%	30%	40%	10%		10
	Other industry	15%	34%	24%	24%	3%	59
	Other services	23%	39%	32%	6%		31

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 very concerned</u>	<u>Not at all concerned</u>	<u>Don't know/Not applicable</u>	<u>N</u>
<b>Overall</b>	June 2020	41%	3%	2%	8%	45%	88
	February 2021	12%	5%	4%	10%	70%	147
<b>Current Number of Employees</b>	0-1 employees	13%	4%	1%	10%	72%	82
	2-9 employees	5%	5%	5%	11%	75%	44
	10-25 employees	31%	8%	8%		54%	13
	More than 25 employees		13%	25%	13%	50%	8
<b>Open Status</b>	Remained open	5%	3%	3%	17%	72%	64
	Reduced hours of operation	14%	5%	7%	5%	68%	56
	Closed temporarily	23%	8%			70%	40
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	19%	6%			75%	16
	Developed plan since COVID	14%	10%			76%	29
	Don't have plan	9%	4%	7%	16%	64%	76
	Don't know/Not applicable	12%		4%	4%	80%	25
<b>Remote Work</b>	Employees working remotely	11%	4%	18%		68%	28
	Employees not working remotely	12%	5%	1%	12%	71%	119
<b>COVID-19 Effect on Revenue</b>	Revenue increased	8%			17%	75%	12
	Revenue stayed the same	6%	3%	3%	23%	65%	31
	Revenue decreased	15%	6%	5%	5%	69%	96
<b>Change # of Employees Since Feb 2020</b>	More employees	15%		8%		77%	13
	Same number of employees	10%	6%	4%	17%	64%	84
	Fewer employees	14%	4%	4%		78%	50
<b>Confidence Operating in 12 Months</b>	Very confident	6%	5%	5%	15%	69%	85
	Somewhat confident	21%	7%	2%	2%	67%	42
	Not very or not at all confident	8%		8%		83%	12
<b>Industry</b>	Accommodation and Food Services					100%	12
	Agri., Forestry, Fishing and Hunting	33%				67%	3
	Arts, Entertainment, and Recreation	33%	5%		5%	57%	21
	Construction					100%	2
	Educational Services	20%			20%	60%	5
	Finance and Insurance	25%			25%	50%	4
	Health Care and Social Assistance	15%			8%	77%	13
	Information					100%	2
	Manufacturing		20%	40%		40%	5
	Prof., Scientific and Tech. Services	4%	7%	7%	11%	71%	28
	Real Estate Rental and Leasing					100%	5
	Retail Trade	11%	5%		5%	79%	19
	Transportation and Warehousing					100%	1
	Wholesale Trade					100%	2
	Other industry	6%		6%	38%	50%	16
	Other services	11%	22%	11%		56%	9

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>
<b>Overall</b>	June 2020	26%	35%	22%	8%	2%	6%	417
	February 2021	15%	32%	23%	15%	3%	12%	549
<b>Current Number of Employees</b>	0-1 employees	18%	29%	13%	14%	5%	20%	208
	2-9 employees	13%	31%	27%	20%	2%	9%	199
	10-25 employees	18%	38%	32%	8%	1%	3%	95
	More than 25 employees	11%	36%	34%	11%		9%	47
<b>Open Status</b>	Remained open	7%	30%	22%	21%	3%	17%	210
	Reduced hours of operation	19%	33%	23%	13%	4%	9%	245
	Closed temporarily	24%	35%	23%	9%	1%	9%	162
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	18%	26%	29%	13%	2%	12%	84
	Developed plan since COVID	27%	41%	19%	6%	2%	5%	110
	Don't have plan	9%	29%	25%	20%	3%	13%	266
	Don't know/Not applicable	18%	33%	17%	10%	3%	18%	88
<b>Remote Work</b>	Employees working remotely	16%	38%	27%	11%	2%	7%	130
	Employees not working remotely	15%	30%	22%	16%	3%	14%	414
<b>COVID-19 Effect on Revenue</b>	Revenue increased	4%	34%	21%	28%		13%	53
	Revenue stayed the same	11%	28%	27%	17%	2%	15%	104
	Revenue decreased	19%	33%	23%	13%	3%	10%	375
<b>Change # of Employees Since Feb 2020</b>	More employees	8%	43%	28%	13%		8%	72
	Same number of employees	11%	29%	19%	16%	4%	19%	262
	Fewer employees	23%	31%	26%	14%	2%	4%	215
<b>Confidence Operating in 12 Months</b>	Very confident	13%	31%	26%	15%	3%	13%	318
	Somewhat confident	20%	34%	16%	16%	3%	11%	148
	Not very or not at all confident	17%	34%	25%	11%	2%	11%	53
<b>Industry</b>	Accommodation and Food Services	27%	46%	21%	4%	1%		67
	Admin. Support, WM, Remediation		17%	67%			17%	6
	Agri., Forestry, Fishing and Hunting		60%				40%	5
	Arts, Entertainment, and Recreation	23%	33%	14%	13%	5%	13%	64
	Construction	13%	31%	13%	19%		25%	16
	Educational Services	21%	14%	29%	21%	7%	7%	14
	Finance and Insurance	5%	11%	26%	26%	5%	26%	19
	Health Care and Social Assistance	32%	34%	23%	6%		6%	53
	Information		33%	17%	33%		17%	6
	Manufacturing	6%	25%	28%	31%	3%	6%	32
	Prof., Scientific and Tech. Services	10%	28%	25%	19%	5%	14%	80
	Real Estate Rental and Leasing	8%	23%	31%	15%		23%	13
	Retail Trade	7%	33%	26%	14%	4%	16%	70
	Transportation and Warehousing		50%	25%	25%			4
	Wholesale Trade	10%	40%	40%	10%			10
	Other industry	9%	33%	21%	21%		17%	58
	Other services	23%	26%	26%	10%	3%	13%	31

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>
<b>Overall</b>	June 2020	52%	29%	11%	4%	2%	3%	416
	February 2021	39%	29%	15%	9%	2%	6%	553
<b>Current Number of Employees</b>	0-1 employees	38%	25%	13%	8%	3%	13%	208
	2-9 employees	42%	30%	15%	11%	1%	1%	201
	10-25 employees	46%	32%	15%	6%			97
	More than 25 employees	19%	40%	21%	13%		6%	47
<b>Open Status</b>	Remained open	21%	32%	21%	17%	1%	8%	211
	Reduced hours of operation	51%	28%	11%	4%	2%	4%	248
	Closed temporarily	52%	27%	8%	5%	2%	5%	164
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	31%	29%	17%	15%	1%	7%	84
	Developed plan since COVID	54%	22%	14%	7%	3%	1%	110
	Don't have plan	34%	34%	15%	10%	1%	5%	270
	Don't know/Not applicable	44%	24%	13%	3%	2%	14%	88
<b>Remote Work</b>	Employees working remotely	42%	25%	18%	12%	1%	4%	130
	Employees not working remotely	38%	31%	14%	9%	2%	7%	417
<b>COVID-19 Effect on Revenue</b>	Revenue increased	9%	35%	25%	25%		5%	55
	Revenue stayed the same	17%	24%	24%	23%	1%	10%	103
	Revenue decreased	50%	29%	11%	3%	2%	4%	378
<b>Change # of Employees Since Feb 2020</b>	More employees	28%	38%	19%	14%		1%	72
	Same number of employees	30%	30%	17%	10%	2%	11%	267
	Fewer employees	55%	26%	10%	7%	2%	1%	214
<b>Confidence Operating in 12 Months</b>	Very confident	27%	30%	20%	14%	1%	8%	319
	Somewhat confident	51%	33%	8%	1%	3%	3%	148
	Not very or not at all confident	68%	18%	7%	2%	2%	4%	56
<b>Industry</b>	Accommodation and Food Services	58%	37%	3%	1%			67
	Admin. Support, WM, Remediation	33%		33%	17%		17%	6
	Agri., Forestry, Fishing and Hunting		60%	40%				5
	Arts, Entertainment, and Recreation	40%	29%	9%	3%	6%	12%	65
	Construction	38%	44%	6%	13%			16
	Educational Services	43%	21%	7%	14%	7%	7%	14
	Finance and Insurance	11%	16%	11%	42%		21%	19
	Health Care and Social Assistance	33%	31%	20%	7%	2%	6%	54
	Information	63%	25%	13%				8
	Manufacturing	31%	41%	16%	13%			32
	Prof., Scientific and Tech. Services	31%	26%	19%	14%	4%	7%	81
	Real Estate Rental and Leasing	23%	8%	54%	15%			13
	Retail Trade	46%	25%	15%	7%		6%	71
	Transportation and Warehousing	25%	25%	25%	25%			4
	Wholesale Trade	44%	33%	11%	11%			9
	Other industry	35%	33%	16%	9%		7%	57
Other services	52%	23%	10%	6%	3%	6%	31	

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>
<b>Overall</b>	June 2020	33%	30%	16%	6%	6%	9%	415
	February 2021	27%	27%	20%	12%	6%	9%	552
<b>Current Number of Employees</b>	0-1 employees	25%	24%	13%	11%	8%	19%	208
	2-9 employees	29%	26%	22%	16%	5%	1%	201
	10-25 employees	32%	32%	23%	5%	4%	3%	96
	More than 25 employees	17%	34%	32%	11%		6%	47
<b>Open Status</b>	Remained open	17%	24%	24%	18%	5%	12%	213
	Reduced hours of operation	34%	29%	16%	9%	7%	4%	245
	Closed temporarily	34%	31%	17%	5%	7%	6%	162
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	26%	24%	23%	12%	7%	8%	84
	Developed plan since COVID	46%	19%	16%	11%	4%	5%	109
	Don't have plan	19%	29%	22%	15%	7%	9%	269
	Don't know/Not applicable	30%	33%	16%	3%	4%	13%	89
<b>Remote Work</b>	Employees working remotely	29%	30%	22%	12%	2%	6%	130
	Employees not working remotely	27%	26%	19%	12%	7%	9%	417
<b>COVID-19 Effect on Revenue</b>	Revenue increased	9%	25%	29%	31%		5%	55
	Revenue stayed the same	13%	21%	22%	23%	7%	13%	104
	Revenue decreased	34%	28%	18%	6%	6%	7%	376
<b>Change # of Employees Since Feb 2020</b>	More employees	28%	26%	29%	13%	3%	1%	72
	Same number of employees	20%	26%	19%	12%	8%	15%	266
	Fewer employees	36%	28%	18%	11%	5%	2%	214
<b>Confidence Operating in 12 Months</b>	Very confident	21%	26%	24%	16%	4%	9%	320
	Somewhat confident	35%	27%	15%	6%	9%	9%	147
	Not very or not at all confident	38%	33%	16%	5%	4%	4%	55
<b>Industry</b>	Accommodation and Food Services	45%	28%	19%	6%	1%		67
	Admin. Support, WM, Remediation	33%	33%	17%	17%			6
	Agri., Forestry, Fishing and Hunting	20%		40%	20%		20%	5
	Arts, Entertainment, and Recreation	31%	31%	11%	5%	6%	16%	64
	Construction	25%	44%	19%	6%	6%		16
	Educational Services	31%	23%	15%	8%	15%	8%	13
	Finance and Insurance	5%	25%	15%	30%		25%	20
	Health Care and Social Assistance	24%	31%	15%	11%	11%	7%	54
	Information	14%	43%	29%			14%	7
	Manufacturing	34%	31%	22%	6%	3%	3%	32
	Prof., Scientific and Tech. Services	16%	19%	30%	16%	7%	12%	81
	Real Estate Rental and Leasing	23%	15%	38%	8%		15%	13
	Retail Trade	24%	31%	23%	10%	7%	4%	70
	Transportation and Warehousing	50%			25%		25%	4
	Wholesale Trade	30%	30%	20%	20%			10
	Other industry	24%	22%	22%	19%	2%	10%	58
Other services	35%	23%	6%	13%	16%	6%	31	

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	64%	25%	6%	1%		3%	416
	February 2021	55%	29%	6%	5%	1%	5%	554
Current Number of Employees	0-1 employees	60%	24%	2%	4%	1%	9%	209
	2-9 employees	54%	32%	6%	5%	0%	2%	201
	10-25 employees	55%	29%	11%	4%		1%	97
	More than 25 employees	45%	32%	15%	4%	2%	2%	47
Open Status	Remained open	42%	31%	9%	10%	0%	8%	213
	Reduced hours of operation	66%	25%	5%	1%	1%	2%	248
	Closed temporarily	64%	29%	2%	2%	1%	2%	162
Contingency or Resiliency Plan	Had plan before COVID	58%	19%	13%	7%		2%	84
	Developed plan since COVID	67%	23%	5%	1%	1%	4%	110
	Don't have plan	51%	33%	5%	6%	1%	5%	270
	Don't know/Not applicable	53%	33%	4%	2%	1%	7%	89
Remote Work	Employees working remotely	56%	28%	7%	5%	1%	3%	131
	Employees not working remotely	55%	29%	6%	5%	1%	5%	417
COVID-19 Effect on Revenue	Revenue increased	29%	36%	15%	15%		5%	55
	Revenue stayed the same	36%	35%	7%	10%	2%	12%	104
	Revenue decreased	65%	26%	5%	2%	1%	2%	378
Change # of Employees Since Feb 2020	More employees	44%	36%	14%	4%		1%	72
	Same number of employees	51%	28%	6%	6%	1%	8%	269
	Fewer employees	64%	27%	5%	2%	0%	1%	213
Confidence Operating in 12 Months	Very confident	47%	32%	8%	7%	1%	6%	320
	Somewhat confident	66%	26%	6%	1%		1%	148
	Not very or not at all confident	73%	20%			2%	5%	56
Industry	Accommodation and Food Services	70%	25%	3%	1%			67
	Admin. Support, WM, Remediation	67%	17%				17%	6
	Agri., Forestry, Fishing and Hunting	40%		20%	20%		20%	5
	Arts, Entertainment, and Recreation	72%	22%	3%	3%			65
	Construction	38%	63%					16
	Educational Services	50%	29%	7%			14%	14
	Finance and Insurance	25%	25%	10%	25%		15%	20
	Health Care and Social Assistance	48%	30%	7%	4%		11%	54
	Information	63%	25%	13%				8
	Manufacturing	47%	22%	22%	9%			32
	Prof., Scientific and Tech. Services	53%	36%	4%	4%		4%	81
	Real Estate Rental and Leasing	38%	23%		15%		23%	13
	Retail Trade	57%	30%	7%	3%	3%		70
	Transportation and Warehousing	25%	25%	25%	25%			4
	Wholesale Trade	40%	50%	10%				10
	Other industry	60%	21%	7%	5%	2%	5%	58
Other services	50%	33%	3%		3%	10%	30	



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	31%	42%	16%	3%	4%	3%	417
	February 2021	20%	43%	20%	8%	4%	6%	552
Current Number of Employees	0-1 employees	20%	38%	14%	10%	5%	12%	208
	2-9 employees	18%	40%	28%	9%	4%	2%	200
	10-25 employees	26%	56%	15%	1%	2%		97
	More than 25 employees	11%	51%	28%	6%		4%	47
Open Status	Remained open	12%	40%	25%	12%	4%	7%	212
	Reduced hours of operation	23%	46%	18%	5%	4%	4%	246
	Closed temporarily	28%	46%	16%	4%	2%	4%	163
Contingency or Resiliency Plan	Had plan before COVID	23%	49%	12%	7%	4%	5%	83
	Developed plan since COVID	35%	50%	8%	3%	1%	4%	110
	Don't have plan	14%	40%	29%	11%	3%	4%	270
	Don't know/Not applicable	16%	39%	18%	5%	9%	14%	88
Remote Work	Employees working remotely	24%	46%	19%	6%	2%	2%	130
	Employees not working remotely	18%	42%	21%	8%	4%	6%	416
COVID-19 Effect on Revenue	Revenue increased	5%	47%	24%	18%	2%	4%	55
	Revenue stayed the same	15%	38%	25%	9%	5%	8%	104
	Revenue decreased	23%	44%	19%	6%	3%	5%	376
Change # of Employees Since Feb 2020	More employees	22%	40%	28%	6%	3%	1%	72
	Same number of employees	16%	43%	17%	10%	4%	10%	267
	Fewer employees	23%	44%	23%	6%	3%	1%	213
Confidence Operating in 12 Months	Very confident	18%	44%	22%	8%	2%	6%	317
	Somewhat confident	21%	46%	17%	7%	5%	3%	149
	Not very or not at all confident	21%	39%	21%	7%	4%	7%	56
Industry	Accommodation and Food Services	22%	55%	17%	5%	2%		65
	Admin. Support, WM, Remediation		50%	33%			17%	6
	Agri., Forestry, Fishing and Hunting		40%	40%			20%	5
	Arts, Entertainment, and Recreation	31%	42%	14%	3%	6%	5%	65
	Construction	6%	44%	31%	6%	6%	6%	16
	Educational Services	21%	36%	14%	21%		7%	14
	Finance and Insurance	5%	42%	16%	21%		16%	19
	Health Care and Social Assistance	31%	43%	11%	4%	4%	7%	54
	Information	13%	38%	13%	25%		13%	8
	Manufacturing	13%	44%	28%	6%	9%		32
	Prof., Scientific and Tech. Services	12%	44%	21%	12%	2%	7%	81
	Real Estate Rental and Leasing	8%	31%	31%	15%	8%	8%	13
	Retail Trade	15%	42%	24%	8%	6%	4%	71
	Transportation and Warehousing		75%		25%			4
	Wholesale Trade	20%	60%	10%	10%			10
	Other industry	21%	37%	30%	4%		9%	57
Other services	35%	29%	19%	6%	6%	3%	31	

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>
<b>Overall</b>	June 2020	19%	35%	26%	9%	4%	7%	418
	February 2021	28%	33%	22%	7%	2%	7%	552
<b>Current Number of Employees</b>	0-1 employees	27%	28%	19%	8%	4%	15%	207
	2-9 employees	30%	37%	19%	8%	1%	4%	201
	10-25 employees	30%	37%	29%	3%	1%		97
	More than 25 employees	23%	34%	34%	4%	4%		47
<b>Open Status</b>	Remained open	31%	39%	17%	5%	2%	6%	213
	Reduced hours of operation	26%	32%	26%	7%	2%	7%	245
	Closed temporarily	27%	27%	24%	10%	4%	9%	162
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	32%	26%	24%	10%	1%	7%	84
	Developed plan since COVID	37%	29%	20%	6%	2%	5%	110
	Don't have plan	24%	38%	22%	7%	3%	7%	268
	Don't know/Not applicable	28%	31%	24%	3%	2%	11%	89
<b>Remote Work</b>	Employees working remotely	39%	33%	23%	3%		2%	131
	Employees not working remotely	25%	33%	21%	8%	3%	9%	416
<b>COVID-19 Effect on Revenue</b>	Revenue increased	27%	33%	24%	9%	2%	5%	55
	Revenue stayed the same	33%	42%	13%	5%	4%	4%	104
	Revenue decreased	27%	31%	24%	7%	2%	8%	376
<b>Change # of Employees Since Feb 2020</b>	More employees	29%	40%	21%	4%		6%	72
	Same number of employees	31%	33%	17%	6%	4%	9%	265
	Fewer employees	26%	31%	28%	9%	1%	5%	215
<b>Confidence Operating in 12 Months</b>	Very confident	29%	36%	21%	6%	2%	7%	320
	Somewhat confident	22%	34%	24%	9%	4%	7%	148
	Not very or not at all confident	38%	24%	29%	5%		4%	55
<b>Industry</b>	Accommodation and Food Services	12%	30%	39%	11%	3%	5%	66
	Admin. Support, WM, Remediation	50%		33%			17%	6
	Agri., Forestry, Fishing and Hunting		20%	20%	20%		40%	5
	Arts, Entertainment, and Recreation	25%	32%	20%	6%	3%	14%	65
	Construction	25%	44%	19%	6%		6%	16
	Educational Services	21%	29%	21%	14%	7%	7%	14
	Finance and Insurance	30%	50%	5%	10%		5%	20
	Health Care and Social Assistance	44%	26%	20%	4%		6%	54
	Information	29%	29%		14%		29%	7
	Manufacturing	41%	31%	22%	3%	3%		32
	Prof., Scientific and Tech. Services	35%	33%	26%	1%		5%	81
	Real Estate Rental and Leasing	38%	31%	23%			8%	13
	Retail Trade	26%	39%	19%	9%	4%	4%	70
	Transportation and Warehousing			25%	75%			4
	Wholesale Trade	40%	30%	30%				10
	Other industry	26%	39%	14%	7%	4%	11%	57
Other services	26%	35%	16%	6%	6%	10%	31	

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>
<b>Overall</b>	June 2020	28%	30%	17%	4%	3%	17%	415
	February 2021	31%	29%	15%	7%	2%	16%	546
<b>Current Number of Employees</b>	0-1 employees	22%	18%	12%	8%	3%	38%	207
	2-9 employees	31%	32%	20%	10%	3%	5%	197
	10-25 employees	42%	44%	12%	2%			95
	More than 25 employees	45%	32%	15%	4%		4%	47
<b>Open Status</b>	Remained open	25%	30%	15%	10%	2%	18%	210
	Reduced hours of operation	33%	29%	16%	6%	1%	15%	244
	Closed temporarily	39%	24%	14%	5%	3%	15%	160
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	33%	30%	11%	8%	1%	17%	84
	Developed plan since COVID	31%	36%	10%	7%	2%	14%	107
	Don't have plan	31%	26%	19%	6%	2%	16%	266
	Don't know/Not applicable	27%	28%	11%	9%	2%	22%	88
<b>Remote Work</b>	Employees working remotely	31%	38%	17%	9%	1%	5%	129
	Employees not working remotely	31%	26%	14%	7%	2%	20%	412
<b>COVID-19 Effect on Revenue</b>	Revenue increased	34%	28%	15%	9%		13%	53
	Revenue stayed the same	20%	34%	16%	11%	2%	17%	104
	Revenue decreased	34%	27%	15%	6%	2%	16%	372
<b>Change # of Employees Since Feb 2020</b>	More employees	26%	44%	18%	7%		4%	72
	Same number of employees	21%	24%	14%	10%	3%	29%	262
	Fewer employees	44%	30%	15%	4%	1%	6%	212
<b>Confidence Operating in 12 Months</b>	Very confident	28%	30%	17%	8%	1%	17%	315
	Somewhat confident	35%	28%	11%	7%	5%	15%	147
	Not very or not at all confident	38%	27%	15%	7%		13%	55
<b>Industry</b>	Accommodation and Food Services	51%	33%	13%		1%	1%	67
	Admin. Support, WM, Remediation	17%	50%	17%			17%	6
	Agri., Forestry, Fishing and Hunting	40%	20%	20%			20%	5
	Arts, Entertainment, and Recreation	22%	24%	14%	10%	2%	29%	63
	Construction	38%	31%		6%		25%	16
	Educational Services	36%	14%	14%	14%		21%	14
	Finance and Insurance	16%	32%	16%	16%		21%	19
	Health Care and Social Assistance	31%	24%	13%	7%	2%	22%	54
	Information	14%	71%				14%	7
	Manufacturing	50%	38%	6%	3%		3%	32
	Prof., Scientific and Tech. Services	20%	33%	19%	9%	3%	18%	80
	Real Estate Rental and Leasing	31%	23%		8%		38%	13
	Retail Trade	26%	29%	20%	9%	1%	14%	69
	Transportation and Warehousing	50%		50%				4
	Wholesale Trade	44%	33%	11%	11%			9
	Other industry	25%	27%	16%	11%	4%	18%	56
Other services	32%	19%	16%	6%	10%	16%	31	

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>
<b>Overall</b>	June 2020	41%	38%	12%	4%	1%	4%	417
	February 2021	34%	38%	16%	5%	2%	5%	551
<b>Current Number of Employees</b>	0-1 employees	36%	30%	13%	7%	4%	10%	208
	2-9 employees	34%	39%	18%	6%	2%	2%	200
	10-25 employees	33%	48%	16%	3%			96
	More than 25 employees	23%	51%	23%	2%			47
<b>Open Status</b>	Remained open	21%	42%	19%	9%	1%	8%	212
	Reduced hours of operation	40%	35%	18%	2%	4%	1%	245
	Closed temporarily	45%	38%	10%	3%	1%	2%	162
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	33%	33%	20%	7%	1%	5%	84
	Developed plan since COVID	48%	30%	11%	3%	4%	5%	110
	Don't have plan	27%	43%	18%	6%	1%	4%	267
	Don't know/Not applicable	37%	37%	13%	3%	3%	6%	89
<b>Remote Work</b>	Employees working remotely	34%	35%	22%	6%	2%	2%	130
	Employees not working remotely	34%	39%	14%	5%	2%	6%	416
<b>COVID-19 Effect on Revenue</b>	Revenue increased	20%	45%	16%	15%		4%	55
	Revenue stayed the same	28%	38%	20%	7%		7%	103
	Revenue decreased	36%	38%	16%	4%	3%	4%	376
<b>Change # of Employees Since Feb 2020</b>	More employees	29%	50%	17%	3%		1%	72
	Same number of employees	31%	38%	14%	7%	2%	8%	266
	Fewer employees	38%	34%	19%	4%	3%	2%	213
<b>Confidence Operating in 12 Months</b>	Very confident	31%	39%	18%	6%	1%	5%	320
	Somewhat confident	37%	38%	14%	5%	2%	4%	147
	Not very or not at all confident	37%	37%	17%	2%	6%	2%	54
<b>Industry</b>	Accommodation and Food Services	49%	33%	13%	1%	3%		67
	Admin. Support, WM, Remediation	17%	83%					6
	Agri., Forestry, Fishing and Hunting		40%	40%		20%		5
	Arts, Entertainment, and Recreation	43%	40%	8%	2%	2%	6%	65
	Construction	31%	50%	13%			6%	16
	Educational Services	43%	14%	21%	14%		7%	14
	Finance and Insurance	25%	20%	20%	20%	5%	10%	20
	Health Care and Social Assistance	67%	20%	9%	2%		2%	54
	Information		33%	17%	33%		17%	6
	Manufacturing	9%	66%	19%	6%			32
	Prof., Scientific and Tech. Services	16%	40%	25%	7%	5%	7%	81
	Real Estate Rental and Leasing	38%	23%	23%	8%		8%	13
	Retail Trade	31%	50%	9%	4%	1%	4%	70
	Transportation and Warehousing			75%	25%			4
	Wholesale Trade	33%	56%	11%				9
	Other industry	25%	32%	28%	5%	2%	9%	57
Other services	35%	45%	10%	10%			31	

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>
<b>Overall</b>	February 2021	42%	27%	10%	7%	2%	12%	547
<b>Current Number of Employees</b>	0-1 employees	34%	18%	8%	8%	2%	30%	208
	2-9 employees	44%	29%	15%	8%	2%	3%	198
	10-25 employees	51%	41%	4%	2%	1%	1%	95
	More than 25 employees	52%	35%	9%	4%			46
<b>Open Status</b>	Remained open	34%	31%	11%	10%	1%	13%	210
	Reduced hours of operation	48%	27%	8%	5%	1%	11%	244
	Closed temporarily	47%	24%	9%	6%	3%	12%	160
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	44%	26%	11%	11%	1%	7%	84
	Developed plan since COVID	46%	28%	8%	6%	3%	10%	109
	Don't have plan	41%	28%	9%	7%	2%	13%	265
	Don't know/Not applicable	38%	26%	14%	3%	1%	18%	88
<b>Remote Work</b>	Employees working remotely	52%	34%	8%	3%	1%	2%	128
	Employees not working remotely	39%	26%	11%	8%	2%	15%	414
<b>COVID-19 Effect on Revenue</b>	Revenue increased	41%	30%	7%	11%		11%	54
	Revenue stayed the same	38%	34%	8%	9%	1%	12%	104
	Revenue decreased	44%	25%	11%	5%	2%	12%	372
<b>Change # of Employees Since Feb 2020</b>	More employees	49%	33%	7%	10%	1%		70
	Same number of employees	32%	27%	9%	8%	1%	22%	264
	Fewer employees	52%	26%	12%	4%	2%	4%	213
<b>Confidence Operating in 12 Months</b>	Very confident	41%	31%	9%	7%	1%	10%	316
	Somewhat confident	42%	29%	7%	7%	2%	14%	147
	Not very or not at all confident	50%	11%	19%	6%	6%	9%	54
<b>Industry</b>	Accommodation and Food Services	63%	19%	12%	3%	1%	1%	67
	Admin. Support, WM, Remediation		50%	33%			17%	6
	Agri., Forestry, Fishing and Hunting	40%	20%		20%		20%	5
	Arts, Entertainment, and Recreation	41%	14%	16%	3%	2%	24%	63
	Construction	44%	6%	19%	13%		19%	16
	Educational Services	43%	36%		7%		14%	14
	Finance and Insurance	42%	32%		16%		11%	19
	Health Care and Social Assistance	46%	30%	2%	9%		13%	54
	Information	17%	33%		17%		33%	6
	Manufacturing	42%	19%	16%	16%	3%	3%	31
	Prof., Scientific and Tech. Services	38%	35%	6%	6%	1%	14%	81
	Real Estate Rental and Leasing	54%	15%	15%			15%	13
	Retail Trade	41%	33%	10%	7%	1%	7%	69
	Transportation and Warehousing	75%			25%			4
	Wholesale Trade	40%	30%	20%	10%			10
	Other industry	28%	35%	14%	2%	4%	18%	57
	Other services	32%	39%	3%	3%	6%	16%	31

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>
<b>Overall</b>	June 2020	74%	6%	3%	13%	3%	31
	February 2021	42%	3%	26%	19%	10%	31
<b>Current Number of Employees</b>	0-1 employees	50%	6%		25%	19%	16
	2-9 employees	50%		33%	17%		6
	10-25 employees	33%		67%			3
	More than 25 employees	17%		67%	17%		6
<b>Open Status</b>	Remained open	17%		42%	42%		12
	Reduced hours of operation	57%	7%	21%		14%	14
	Closed temporarily	70%			10%	20%	10
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	50%		25%	25%		4
	Developed plan since COVID	56%		11%	11%	22%	9
	Don't have plan	27%	7%	33%	27%	7%	15
	Don't know/Not applicable	100%					2
<b>Remote Work</b>	Employees working remotely	33%		50%	17%		6
	Employees not working remotely	44%	4%	20%	20%	12%	25
<b>COVID-19 Effect on Revenue</b>	Revenue increased	20%		40%	40%		5
	Revenue stayed the same	20%		40%	40%		5
	Revenue decreased	50%	5%	20%	10%	15%	20
<b>Change # of Employees Since Feb 2020</b>	More employees	57%		29%	14%		7
	Same number of employees	33%	6%	28%	28%	6%	18
	Fewer employees	50%		17%		33%	6
<b>Confidence Operating in 12 Months</b>	Very confident	21%		37%	32%	11%	19
	Somewhat confident	71%	14%	14%			7
	Not very or not at all confident	67%				33%	3
<b>Industry</b>	Accommodation and Food Services	50%				50%	2
	Arts, Entertainment, and Recreation	67%			33%		6
	Educational Services				100%		1
	Finance and Insurance			100%			1
	Health Care and Social Assistance	60%		20%	20%		5
	Manufacturing	25%		75%			4
	Prof., Scientific and Tech. Services	33%		67%			3
	Real Estate Rental and Leasing					100%	1
	Retail Trade	25%	25%		25%	25%	4
	Other industry	33%		33%	33%		3
Other services	100%					1	

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>
<b>Overall</b>	June 2020	74%	15%	5%	4%	2%	408
	February 2021	81%	12%	2%	4%	1%	545
<b>Current Number of Employees</b>	0-1 employees	68%	17%	4%	8%	2%	205
	2-9 employees	86%	11%	2%	1%	1%	199
	10-25 employees	91%	7%		2%		96
	More than 25 employees	93%	7%				45
<b>Open Status</b>	Remained open	92%	6%	0%	1%	1%	213
	Reduced hours of operation	76%	17%	3%	4%		244
	Closed temporarily	70%	16%	5%	8%	1%	158
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	84%	12%	1%	2%		81
	Developed plan since COVID	78%	16%	2%	5%		107
	Don't have plan	83%	9%	3%	3%	1%	265
	Don't know/Not applicable	74%	18%	1%	5%	2%	91
<b>Remote Work</b>	Employees working remotely	89%	8%	1%	2%		131
	Employees not working remotely	78%	14%	3%	4%	1%	407
<b>COVID-19 Effect on Revenue</b>	Revenue increased	98%	2%				53
	Revenue stayed the same	96%	3%	1%			101
	Revenue decreased	75%	16%	3%	5%	1%	374
<b>Change # of Employees Since Feb 2020</b>	More employees	89%	10%		1%		72
	Same number of employees	81%	12%	2%	3%	2%	262
	Fewer employees	77%	13%	3%	6%		211
<b>Confidence Operating in 12 Months</b>	Very confident	94%	3%	1%	2%		312
	Somewhat confident	69%	21%	3%	7%	1%	150
	Not very or not at all confident	57%	27%	7%	9%		56
<b>Industry</b>	Accommodation and Food Services	75%	19%	1%	3%	1%	67
	Admin. Support, WM, Remediation	83%			17%		6
	Agri., Forestry, Fishing and Hunting	80%	20%				5
	Arts, Entertainment, and Recreation	74%	11%	5%	8%	2%	61
	Construction	87%	13%				15
	Educational Services	71%	7%	7%	14%		14
	Finance and Insurance	95%	5%				19
	Health Care and Social Assistance	90%	4%	2%	4%		52
	Information	63%	38%				8
	Manufacturing	90%	10%				31
	Prof., Scientific and Tech. Services	90%	5%	1%	1%	3%	80
	Real Estate Rental and Leasing	85%	8%		8%		13
	Retail Trade	83%	10%	3%	3%	1%	70
	Transportation and Warehousing	75%			25%		4
	Wholesale Trade	100%					9
	Other industry	68%	22%	3%	7%		60
Other services	67%	27%	7%			30	

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>
<b>Overall</b>	June 2020	61%	27%	7%	3%	2%	408
	February 2021	74%	18%	3%	3%	1%	546
<b>Current Number of Employees</b>	0-1 employees	59%	25%	5%	7%	3%	207
	2-9 employees	81%	16%	2%	1%	1%	198
	10-25 employees	85%	10%	4%			96
	More than 25 employees	89%	9%	2%			45
<b>Open Status</b>	Remained open	89%	8%	2%	0%	1%	212
	Reduced hours of operation	67%	25%	5%	3%	0%	245
	Closed temporarily	62%	25%	5%	6%	3%	159
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	85%	12%	1%	1%		81
	Developed plan since COVID	72%	21%	1%	5%	1%	107
	Don't have plan	74%	17%	4%	3%	1%	267
	Don't know/Not applicable	67%	21%	5%	3%	3%	91
<b>Remote Work</b>	Employees working remotely	87%	8%	2%	2%	1%	131
	Employees not working remotely	70%	21%	4%	4%	2%	408
<b>COVID-19 Effect on Revenue</b>	Revenue increased	94%	6%				52
	Revenue stayed the same	94%	5%	1%			101
	Revenue decreased	67%	23%	5%	5%	2%	376
<b>Change # of Employees Since Feb 2020</b>	More employees	85%	13%	1%	1%		72
	Same number of employees	77%	16%	3%	3%	2%	263
	Fewer employees	67%	22%	5%	4%	1%	211
<b>Confidence Operating in 12 Months</b>	Very confident	94%	3%	2%	1%	0%	312
	Somewhat confident	57%	32%	4%	6%	1%	150
	Not very or not at all confident	36%	45%	9%	11%		56
<b>Industry</b>	Accommodation and Food Services	64%	28%	7%			67
	Admin. Support, WM, Remediation	67%	17%		17%		6
	Agri., Forestry, Fishing and Hunting	80%	20%				5
	Arts, Entertainment, and Recreation	71%	18%	3%	6%	2%	62
	Construction	73%	27%				15
	Educational Services	71%	7%	7%	14%		14
	Finance and Insurance	94%	6%				18
	Health Care and Social Assistance	81%	10%	2%	4%	4%	52
	Information	50%	25%	13%		13%	8
	Manufacturing	87%	13%				31
	Prof., Scientific and Tech. Services	84%	10%	3%	1%	3%	80
	Real Estate Rental and Leasing	77%	15%		8%		13
	Retail Trade	71%	23%	1%	3%	1%	70
	Transportation and Warehousing	75%		25%			4
	Wholesale Trade	100%					9
	Other industry	66%	23%	5%	7%		61
Other services	63%	30%	3%		3%	30	



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>
<b>Overall</b>	June 2020	47%	33%	9%	6%	5%	409
	February 2021	64%	25%	7%	2%	2%	548
<b>Current Number of Employees</b>	0-1 employees	55%	26%	11%	4%	5%	207
	2-9 employees	67%	25%	7%	1%	1%	200
	10-25 employees	69%	28%	1%	1%	1%	96
	More than 25 employees	84%	11%	2%		2%	45
<b>Open Status</b>	Remained open	78%	16%	3%		2%	213
	Reduced hours of operation	58%	28%	9%	3%	2%	245
	Closed temporarily	50%	38%	8%	2%	3%	160
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	75%	21%	1%	1%	1%	81
	Developed plan since COVID	60%	25%	13%	1%	1%	108
	Don't have plan	63%	26%	6%	3%	3%	266
	Don't know/Not applicable	63%	25%	7%	1%	4%	92
<b>Remote Work</b>	Employees working remotely	74%	19%	4%	1%	2%	131
	Employees not working remotely	60%	27%	8%	2%	2%	410
<b>COVID-19 Effect on Revenue</b>	Revenue increased	89%	9%	2%			53
	Revenue stayed the same	89%	11%				101
	Revenue decreased	54%	31%	10%	3%	3%	377
<b>Change # of Employees Since Feb 2020</b>	More employees	78%	18%	3%		1%	72
	Same number of employees	68%	20%	7%	2%	3%	263
	Fewer employees	54%	33%	8%	3%	2%	213
<b>Confidence Operating in 12 Months</b>	Very confident	96%	4%				313
	Somewhat confident	29%	65%	5%	1%	1%	150
	Not very or not at all confident	4%	38%	45%	14%		56
<b>Industry</b>	Accommodation and Food Services	59%	31%	9%	1%		68
	Admin. Support, WM, Remediation	67%		17%	17%		6
	Agri., Forestry, Fishing and Hunting	80%	20%				5
	Arts, Entertainment, and Recreation	56%	32%	5%	3%	5%	63
	Construction	60%	27%	13%			15
	Educational Services	71%	21%		7%		14
	Finance and Insurance	89%		5%		5%	19
	Health Care and Social Assistance	67%	27%	2%	2%	2%	52
	Information	13%	75%			13%	8
	Manufacturing	74%	23%			3%	31
	Prof., Scientific and Tech. Services	69%	19%	9%		4%	80
	Real Estate Rental and Leasing	77%	15%	8%			13
	Retail Trade	63%	26%	6%	4%	1%	70
	Transportation and Warehousing	50%	50%				4
	Wholesale Trade	89%	11%				9
	Other industry	62%	22%	12%	3%	2%	60
Other services	53%	30%	13%		3%	30	

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>
<b>Overall</b>	June 2020	40%	36%	11%	6%	7%	413
	February 2021	58%	27%	8%	2%	5%	558
<b>Current Number of Employees</b>	0-1 employees	47%	32%	10%	4%	8%	210
	2-9 employees	61%	25%	9%	2%	2%	203
	10-25 employees	60%	32%	4%		4%	98
	More than 25 employees	85%	6%	4%		4%	47
<b>Open Status</b>	Remained open	70%	23%	3%	0%	4%	215
	Reduced hours of operation	52%	28%	10%	4%	6%	249
	Closed temporarily	45%	37%	11%	2%	6%	164
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	65%	27%	2%		5%	84
	Developed plan since COVID	58%	23%	11%		8%	111
	Don't have plan	59%	25%	8%	3%	4%	271
	Don't know/Not applicable	48%	36%	9%	3%	3%	91
<b>Remote Work</b>	Employees working remotely	67%	21%	8%	2%	3%	133
	Employees not working remotely	55%	29%	8%	2%	6%	418
<b>COVID-19 Effect on Revenue</b>	Revenue increased	89%	11%				55
	Revenue stayed the same	84%	13%	1%		2%	104
	Revenue decreased	46%	34%	12%	3%	5%	382
<b>Change # of Employees Since Feb 2020</b>	More employees	76%	17%	3%		4%	72
	Same number of employees	62%	25%	7%	3%	4%	269
	Fewer employees	46%	34%	12%	2%	6%	217
<b>Confidence Operating in 12 Months</b>	Very confident	100%					322
	Somewhat confident		100%				152
	Not very or not at all confident			79%	21%		57
<b>Industry</b>	Accommodation and Food Services	48%	28%	15%	1%	7%	67
	Admin. Support, WM, Remediation	67%			33%		6
	Agri., Forestry, Fishing and Hunting	80%	20%				5
	Arts, Entertainment, and Recreation	56%	31%	6%	2%	5%	64
	Construction	56%	31%	13%			16
	Educational Services	50%	50%				14
	Finance and Insurance	80%	10%			10%	20
	Health Care and Social Assistance	62%	27%	4%	2%	5%	55
	Information	13%	50%	25%		13%	8
	Manufacturing	63%	28%	6%		3%	32
	Prof., Scientific and Tech. Services	62%	21%	10%	1%	6%	81
	Real Estate Rental and Leasing	85%	8%	8%			13
	Retail Trade	54%	28%	11%	4%	3%	71
	Transportation and Warehousing	75%	25%				4
	Wholesale Trade	80%	20%				10
	Other industry	55%	30%	3%	5%	7%	60
Other services	48%	35%	13%		3%	31	

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>
<b>Overall</b>	June 2020	24%	23%	19%	32%	13%
	February 2021	26%	24%	24%	33%	14%
<b>Current Number of Employees</b>	0-1 employees	27%	20%	23%	22%	13%
	2-9 employees	21%	23%	23%	30%	14%
	10-25 employees	31%	30%	32%	48%	15%
	More than 25 employees	31%	35%	19%	65%	13%
<b>Open Status</b>	Remained open	20%	14%	21%	43%	8%
	Reduced hours of operation	33%	33%	27%	28%	17%
	Closed temporarily	30%	32%	26%	18%	16%
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	37%	23%	30%	43%	13%
	Developed plan since COVID	35%	27%	32%	34%	19%
	Don't have plan	19%	24%	21%	27%	12%
	Don't know/Not applicable	25%	23%	18%	40%	12%
<b>Remote Work</b>	Employees working remotely	32%	16%	27%	92%	10%
	Employees not working remotely	24%	27%	23%	14%	15%
<b>COVID-19 Effect on Revenue</b>	Revenue increased	25%	36%	35%	36%	15%
	Revenue stayed the same	12%	23%	14%	40%	17%
	Revenue decreased	29%	23%	25%	30%	13%
<b>Change # of Employees Since Feb 2020</b>	More employees	27%	22%	32%	55%	11%
	Same number of employees	20%	23%	22%	29%	10%
	Fewer employees	32%	26%	24%	31%	19%
<b>Confidence Operating in 12 Months</b>	Very confident	24%	25%	22%	37%	13%
	Somewhat confident	32%	23%	26%	28%	13%
	Not very or not at all confident	19%	28%	32%	30%	19%
<b>Industry</b>	Accommodation and Food Services	38%	63%	29%	4%	31%
	Admin. Support, WM, Remediation	33%	17%		50%	17%
	Agri., Forestry, Fishing and Hunting	60%	40%	20%		
	Arts, Entertainment, and Recreation	35%	17%	37%	28%	11%
	Construction	6%		6%	25%	
	Educational Services	21%			43%	7%
	Finance and Insurance	20%	15%	25%	65%	5%
	Health Care and Social Assistance	25%	13%	9%	42%	7%
	Information	38%	13%	25%	38%	25%
	Manufacturing	36%	6%	39%	48%	6%
	Prof., Scientific and Tech. Services	23%	5%	12%	59%	5%
	Real Estate Rental and Leasing	15%		15%	23%	
	Retail Trade	13%	66%	45%	7%	37%
	Transportation and Warehousing	25%			25%	
	Wholesale Trade		40%	40%	30%	20%
	Other industry	28%	10%	20%	42%	7%
Other services	16%	13%	13%	32%	6%	

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	32%	7%	31%	
	February 2021	41%	8%	36%	33%
Current Number of Employees	0-1 employees	28%	7%	33%	16%
	2-9 employees	39%	10%	38%	35%
	10-25 employees	63%	5%	42%	56%
	More than 25 employees	58%	13%	35%	54%
Open Status	Remained open	30%	7%	24%	26%
	Reduced hours of operation	48%	8%	46%	42%
	Closed temporarily	51%	12%	45%	37%
Contingency or Resiliency Plan	Had plan before COVID	54%	6%	43%	46%
	Developed plan since COVID	48%	11%	48%	40%
	Don't have plan	37%	6%	32%	27%
	Don't know/Not applicable	33%	14%	29%	30%
Remote Work	Employees working remotely	50%	11%	41%	54%
	Employees not working remotely	38%	7%	35%	26%
COVID-19 Effect on Revenue	Revenue increased	47%	2%	27%	31%
	Revenue stayed the same	34%	10%	25%	30%
	Revenue decreased	42%	8%	41%	35%
Change # of Employees Since Feb 2020	More employees	48%	7%	36%	47%
	Same number of employees	31%	9%	31%	20%
	Fewer employees	50%	8%	44%	44%
Confidence Operating in 12 Months	Very confident	44%	9%	34%	35%
	Somewhat confident	39%	5%	41%	32%
	Not very or not at all confident	37%	7%	44%	28%
Industry	Accommodation and Food Services	71%	9%	46%	53%
	Admin. Support, WM, Remediation	17%	17%	67%	50%
	Agri., Forestry, Fishing and Hunting	40%		40%	
	Arts, Entertainment, and Recreation	54%	6%	57%	29%
	Construction	19%	6%	13%	44%
	Educational Services	36%	7%	50%	29%
	Finance and Insurance	35%	5%	15%	35%
	Health Care and Social Assistance	55%	11%	35%	44%
	Information	13%		13%	13%
	Manufacturing	45%	15%	33%	42%
	Prof., Scientific and Tech. Services	28%	6%	26%	27%
	Real Estate Rental and Leasing	31%	15%		15%
	Retail Trade	42%	10%	49%	28%
	Transportation and Warehousing				
	Wholesale Trade	30%	10%	20%	50%
	Other industry	22%	5%	35%	22%
Other services	29%	10%	26%	26%	

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>
<b>Overall</b>	June 2020			11%	13%	20%	414
	February 2021	58%	65%	13%	10%	11%	561
<b>Current Number of Employees</b>	0-1 employees	42%	40%	12%	15%	20%	213
	2-9 employees	65%	74%	11%	5%	6%	202
	10-25 employees	72%	87%	11%	7%	4%	98
	More than 25 employees	73%	94%	23%	8%	2%	48
<b>Open Status</b>	Remained open	43%	56%	6%	8%	16%	214
	Reduced hours of operation	69%	73%	18%	10%	6%	252
	Closed temporarily	72%	74%	18%	13%	8%	165
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	61%	69%	12%	15%	5%	84
	Developed plan since COVID	67%	71%	20%	9%	5%	111
	Don't have plan	56%	64%	10%	8%	12%	273
	Don't know/Not applicable	53%	57%	14%	9%	17%	92
<b>Remote Work</b>	Employees working remotely	59%	74%	3%	8%	4%	133
	Employees not working remotely	58%	63%	16%	10%	13%	422
<b>COVID-19 Effect on Revenue</b>	Revenue increased	64%	69%	5%	9%	13%	55
	Revenue stayed the same	52%	64%	5%	9%	14%	105
	Revenue decreased	60%	65%	16%	10%	9%	384
<b>Change # of Employees Since Feb 2020</b>	More employees	62%	78%	10%	7%	3%	73
	Same number of employees	50%	54%	9%	11%	15%	270
	Fewer employees	67%	74%	18%	8%	7%	218
<b>Confidence Operating in 12 Months</b>	Very confident	59%	68%	10%	9%	10%	322
	Somewhat confident	56%	65%	13%	9%	13%	151
	Not very or not at all confident	60%	61%	21%	12%	2%	57
<b>Industry</b>	Accommodation and Food Services	85%	91%	72%	4%	3%	68
	Admin. Support, WM, Remediation	50%	67%				6
	Agri., Forestry, Fishing and Hunting	40%	40%	20%		20%	5
	Arts, Entertainment, and Recreation	60%	57%	6%	20%	9%	65
	Construction	44%	88%	13%		13%	16
	Educational Services	36%	57%		14%	29%	14
	Finance and Insurance	35%	50%		15%	15%	20
	Health Care and Social Assistance	84%	82%	2%	15%	4%	55
	Information		13%	13%	25%	38%	8
	Manufacturing	55%	64%	3%	6%	3%	33
	Prof., Scientific and Tech. Services	36%	47%	4%	5%	17%	81
	Real Estate Rental and Leasing	31%	46%			38%	13
	Retail Trade	83%	86%	7%	7%	1%	71
	Transportation and Warehousing				25%	75%	4
	Wholesale Trade	50%	50%	10%		20%	10
	Other industry	42%	48%	3%	15%	11%	60
	Other services	65%	68%	3%	6%	13%	31

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>
<b>Overall</b>	June 2020	89%	60%	92%	72%	62%
	February 2021	89%	73%	92%	77%	68%
<b>Current Number of Employees</b>	0-1 employees	89%	76%	89%	84%	68%
	2-9 employees	90%	81%	96%	67%	71%
	10-25 employees	83%	64%	90%	76%	53%
	More than 25 employees	93%	56%	100%	86%	100%
<b>Open Status</b>	Remained open	85%	66%	93%	83%	83%
	Reduced hours of operation	93%	76%	91%	77%	65%
	Closed temporarily	86%	72%	95%	59%	60%
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	90%	53%	88%	77%	73%
	Developed plan since COVID	89%	79%	89%	70%	67%
	Don't have plan	88%	72%	94%	75%	67%
	Don't know/Not applicable	86%	86%	100%	90%	73%
<b>Remote Work</b>	Employees working remotely	90%	57%	92%	80%	69%
	Employees not working remotely	88%	75%	93%	69%	68%
<b>Change # of Employees Since Feb 2020</b>	More employees	100%	77%	91%	71%	75%
	Same number of employees	87%	69%	93%	82%	75%
	Fewer employees	86%	75%	92%	75%	63%
<b>Confidence Operating in 12 Months</b>	Very confident	92%	71%	91%	80%	79%
	Somewhat confident	85%	75%	95%	79%	60%
	Not very or not at all confident	80%	80%	89%	59%	55%
<b>Industry</b>	Accommodation and Food Services	92%	86%	95%	100%	70%
	Admin. Support, WM, Remediation	100%	100%		100%	
	Agri., Forestry, Fishing and Hunting	50%	50%	100%		
	Arts, Entertainment, and Recreation	78%	40%	91%	53%	57%
	Construction	100%		100%	50%	
	Educational Services	100%			67%	100%
	Finance and Insurance	100%	33%	80%	77%	100%
	Health Care and Social Assistance	100%	50%	80%	68%	50%
	Information	100%		50%	100%	
	Manufacturing	92%	100%	100%	67%	100%
	Prof., Scientific and Tech. Services	100%	50%	100%	91%	75%
	Real Estate Rental and Leasing	50%		100%	100%	
	Retail Trade	78%	78%	97%	60%	69%
	Transportation and Warehousing	100%			100%	
	Wholesale Trade		75%	100%	100%	100%
	Other industry	81%	60%	91%	77%	75%
	Other services	80%	67%	50%	71%	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>
<b>Overall</b>	June 2020	46%	83%	67%	72%	94
	February 2021	36%	82%	62%	80%	140
<b>Current Number of Employees</b>	0-1 employees	33%	80%	59%	84%	55
	2-9 employees	38%	80%	66%	68%	41
	10-25 employees	60%	88%	65%	100%	29
	More than 25 employees	17%	82%	54%	73%	15
<b>Open Status</b>	Remained open	40%	86%	70%	83%	41
	Reduced hours of operation	26%	81%	56%	78%	80
	Closed temporarily	39%	80%	61%	77%	49
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	40%	81%	69%	70%	30
	Developed plan since COVID	20%	81%	61%	73%	38
	Don't have plan	38%	79%	56%	84%	50
	Don't know/Not applicable	45%	93%	77%	92%	22
<b>Remote Work</b>	Employees working remotely	21%	82%	65%	75%	42
	Employees not working remotely	44%	81%	61%	80%	97
<b>Change # of Employees Since Feb 2020</b>	More employees	50%	81%	70%	86%	20
	Same number of employees	35%	83%	61%	75%	54
	Fewer employees	33%	81%	61%	82%	66
<b>Confidence Operating in 12 Months</b>	Very confident	44%	83%	61%	72%	75
	Somewhat confident	17%	77%	70%	79%	48
	Not very or not at all confident		84%	50%	92%	10
<b>Industry</b>	Accommodation and Food Services	33%	77%	56%	86%	25
	Admin. Support, WM, Remediation	100%	100%	100%		2
	Agri., Forestry, Fishing and Hunting		100%	50%	100%	2
	Arts, Entertainment, and Recreation		83%	58%	50%	23
	Construction		100%	100%	100%	1
	Educational Services		83%	80%		3
	Finance and Insurance		100%	67%		4
	Health Care and Social Assistance	40%	72%	78%		13
	Information		100%			3
	Manufacturing	33%	91%	57%		12
	Prof., Scientific and Tech. Services		90%	83%	67%	19
	Real Estate Rental and Leasing			50%		2
	Retail Trade	50%	80%	46%	80%	9
	Wholesale Trade	100%	100%	67%		1
	Other industry	100%	81%	64%	100%	16
	Other services	33%	50%	63%	100%	5

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>
<b>Overall</b>	June 2020	4%	19%	37%	36%	3%	411
	February 2021	5%	17%	38%	37%	2%	556
<b>Current Number of Employees</b>	0-1 employees	5%	20%	29%	40%	5%	206
	2-9 employees	6%	16%	45%	33%	1%	200
	10-25 employees	5%	14%	44%	38%		96
	More than 25 employees	4%	17%	43%	34%	2%	47
<b>Open Status</b>	Remained open	9%	17%	39%	30%	5%	213
	Reduced hours of operation	3%	18%	39%	39%	1%	247
	Closed temporarily	1%	13%	35%	49%	1%	161
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	9%	15%	40%	35%	2%	81
	Developed plan since COVID	7%	13%	42%	37%	1%	109
	Don't have plan	4%	18%	38%	39%	1%	268
	Don't know/Not applicable	4%	23%	36%	30%	7%	90
<b>Remote Work</b>	Employees working remotely	3%	16%	39%	40%	2%	132
	Employees not working remotely	6%	18%	38%	36%	3%	411
<b>COVID-19 Effect on Revenue</b>	Revenue increased	11%	24%	38%	22%	5%	55
	Revenue stayed the same	9%	10%	46%	31%	5%	103
	Revenue decreased	3%	18%	37%	41%	1%	374
<b>Change # of Employees Since Feb 2020</b>	More employees	3%	18%	46%	32%	1%	72
	Same number of employees	7%	18%	38%	32%	5%	266
	Fewer employees	4%	16%	36%	44%		211
<b>Confidence Operating in 12 Months</b>	Very confident	8%	19%	40%	31%	3%	317
	Somewhat confident	2%	16%	39%	41%	2%	148
	Not very or not at all confident	2%	9%	36%	54%		56
<b>Industry</b>	Accommodation and Food Services	6%	16%	31%	46%		67
	Admin. Support, WM, Remediation	17%		50%	33%		6
	Agri., Forestry, Fishing and Hunting	40%			60%		5
	Arts, Entertainment, and Recreation		10%	44%	44%	2%	63
	Construction		13%	44%	44%		16
	Educational Services		14%	29%	57%		14
	Finance and Insurance	20%		30%	40%	10%	20
	Health Care and Social Assistance		13%	47%	38%	2%	53
	Information		13%	25%	50%	13%	8
	Manufacturing	3%	29%	45%	23%		31
	Prof., Scientific and Tech. Services	2%	23%	43%	30%	1%	81
	Real Estate Rental and Leasing	23%	15%	31%	31%		13
	Retail Trade	7%	15%	41%	32%	4%	71
	Transportation and Warehousing	50%		50%			4
	Wholesale Trade	9%	18%	18%	55%		11
	Other industry	2%	26%	29%	37%	6%	62
Other services	10%	27%	37%	27%		30	



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>
<b>Overall</b>	June 2020	7%	32%	32%	26%	3%	414
	February 2021	7%	34%	34%	22%	3%	555
<b>Current Number of Employees</b>	0-1 employees	6%	33%	29%	26%	5%	206
	2-9 employees	9%	34%	34%	22%	1%	199
	10-25 employees	5%	36%	42%	17%		96
	More than 25 employees	6%	38%	38%	15%	2%	47
<b>Open Status</b>	Remained open	12%	36%	30%	18%	4%	212
	Reduced hours of operation	4%	36%	35%	22%	2%	248
	Closed temporarily	3%	27%	38%	30%	3%	160
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	11%	29%	38%	21%	1%	80
	Developed plan since COVID	9%	28%	40%	22%	1%	108
	Don't have plan	5%	37%	33%	23%	2%	269
	Don't know/Not applicable	7%	40%	28%	19%	7%	90
<b>Remote Work</b>	Employees working remotely	5%	30%	39%	24%	2%	132
	Employees not working remotely	8%	36%	32%	21%	3%	410
<b>COVID-19 Effect on Revenue</b>	Revenue increased	18%	38%	27%	11%	5%	55
	Revenue stayed the same	9%	36%	34%	17%	4%	102
	Revenue decreased	5%	33%	36%	25%	1%	374
<b>Change # of Employees Since Feb 2020</b>	More employees	6%	33%	42%	18%	1%	72
	Same number of employees	9%	38%	29%	21%	5%	266
	Fewer employees	6%	31%	38%	25%	0%	210
<b>Confidence Operating in 12 Months</b>	Very confident	10%	40%	29%	19%	3%	316
	Somewhat confident	4%	31%	43%	20%	2%	147
	Not very or not at all confident	2%	20%	41%	38%		56
<b>Industry</b>	Accommodation and Food Services	7%	34%	33%	24%	1%	67
	Admin. Support, WM, Remediation	17%	17%	50%	17%		6
	Agri., Forestry, Fishing and Hunting	40%			60%		5
	Arts, Entertainment, and Recreation		34%	33%	30%	3%	64
	Construction	6%	25%	56%	13%		16
	Educational Services		21%	43%	36%		14
	Finance and Insurance	25%	25%	25%	20%	5%	20
	Health Care and Social Assistance		34%	47%	17%	2%	53
	Information		13%	38%	38%	13%	8
	Manufacturing	13%	32%	39%	16%		31
	Prof., Scientific and Tech. Services	6%	38%	37%	17%	1%	81
	Real Estate Rental and Leasing	25%	33%	17%	25%		12
	Retail Trade	7%	39%	31%	20%	3%	71
	Transportation and Warehousing	25%	25%	25%	25%		4
	Wholesale Trade	18%	27%	27%	27%		11
	Other industry	3%	38%	26%	25%	8%	61
Other services	13%	40%	27%	20%		30	

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>
<b>Overall</b>	June 2020	21%	41%	21%	13%	5%	418
	February 2021	27%	44%	17%	8%	3%	563
<b>Current Number of Employees</b>	0-1 employees	24%	45%	18%	8%	5%	209
	2-9 employees	30%	42%	17%	9%	2%	201
	10-25 employees	24%	45%	20%	9%	1%	98
	More than 25 employees	32%	51%	13%	2%	2%	47
<b>Open Status</b>	Remained open	31%	47%	11%	7%	5%	213
	Reduced hours of operation	26%	43%	20%	9%	2%	249
	Closed temporarily	18%	45%	24%	9%	4%	165
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	33%	37%	17%	11%	2%	82
	Developed plan since COVID	25%	51%	18%	5%	1%	110
	Don't have plan	26%	45%	18%	8%	3%	271
	Don't know/Not applicable	25%	42%	16%	9%	8%	91
<b>Remote Work</b>	Employees working remotely	25%	49%	17%	8%	2%	133
	Employees not working remotely	28%	43%	18%	8%	3%	416
<b>COVID-19 Effect on Revenue</b>	Revenue increased	33%	44%	16%		7%	55
	Revenue stayed the same	33%	43%	15%	6%	4%	103
	Revenue decreased	24%	45%	19%	10%	2%	380
<b>Change # of Employees Since Feb 2020</b>	More employees	24%	53%	17%	4%	3%	72
	Same number of employees	30%	42%	18%	5%	4%	267
	Fewer employees	24%	45%	17%	13%	1%	216
<b>Confidence Operating in 12 Months</b>	Very confident	36%	43%	14%	4%	3%	321
	Somewhat confident	18%	48%	21%	11%	3%	148
	Not very or not at all confident	5%	44%	32%	19%		57
<b>Industry</b>	Accommodation and Food Services	29%	41%	19%	7%	3%	68
	Admin. Support, WM, Remediation	33%	17%	33%	17%		6
	Agri., Forestry, Fishing and Hunting	40%	20%	20%	20%		5
	Arts, Entertainment, and Recreation	20%	52%	18%	8%	3%	66
	Construction	13%	50%	25%	6%	6%	16
	Educational Services	14%	36%	29%	21%		14
	Finance and Insurance	40%	35%	15%	5%	5%	20
	Health Care and Social Assistance	24%	47%	18%	9%	2%	55
	Information	13%	25%	25%	13%	25%	8
	Manufacturing	31%	44%	22%	3%		32
	Prof., Scientific and Tech. Services	30%	46%	15%	7%	1%	82
	Real Estate Rental and Leasing	50%	25%	25%			12
	Retail Trade	29%	46%	13%	8%	4%	72
	Transportation and Warehousing	50%	50%				4
	Wholesale Trade	36%	36%	27%			11
	Other industry	17%	50%	13%	12%	8%	60
Other services	32%	45%	16%	6%		31	

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>
<b>Overall</b>	February 2021	19%	37%	41%	3%	570
<b>Current Number of Employees</b>	0-1 employees	12%	33%	52%	3%	213
	2-9 employees	22%	39%	36%	3%	203
	10-25 employees	24%	39%	36%	1%	98
	More than 25 employees	29%	46%	23%	2%	48
<b>Open Status</b>	Remained open	24%	46%	28%	3%	215
	Reduced hours of operation	18%	31%	49%	2%	253
	Closed temporarily	13%	34%	52%	2%	166
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	25%	39%	35%	1%	84
	Developed plan since COVID	13%	37%	48%	3%	111
	Don't have plan	21%	39%	39%	1%	273
	Don't know/Not applicable	16%	32%	43%	9%	93
<b>Remote Work</b>	Employees working remotely	22%	38%	35%	5%	133
	Employees not working remotely	19%	37%	42%	2%	422
<b>COVID-19 Effect on Revenue</b>	Revenue increased	69%	27%	4%		55
	Revenue stayed the same	15%	76%	7%	2%	105
	Revenue decreased	14%	28%	56%	2%	385
<b>Change # of Employees Since Feb 2020</b>	More employees	32%	41%	25%	3%	73
	Same number of employees	17%	42%	38%	3%	271
	Fewer employees	17%	30%	50%	3%	218
<b>Confidence Operating in 12 Months</b>	Very confident	26%	44%	28%	2%	322
	Somewhat confident	14%	31%	52%	3%	152
	Not very or not at all confident	4%	21%	70%	5%	57
<b>Industry</b>	Accommodation and Food Services	9%	37%	53%	1%	68
	Admin. Support, WM, Remediation	17%	50%	33%		6
	Agri., Forestry, Fishing and Hunting	40%	40%	20%		5
	Arts, Entertainment, and Recreation	19%	30%	48%	3%	67
	Construction	19%	44%	38%		16
	Educational Services	7%	57%	36%		14
	Finance and Insurance	20%	45%	30%	5%	20
	Health Care and Social Assistance	27%	36%	36%		55
	Information	13%	38%	50%		8
	Manufacturing	36%	27%	36%		33
	Prof., Scientific and Tech. Services	20%	40%	38%	2%	82
	Real Estate Rental and Leasing	23%	62%	15%		13
	Retail Trade	22%	33%	42%	3%	72
	Transportation and Warehousing	50%		50%		4
	Wholesale Trade	18%	45%	36%		11
	Other industry	14%	35%	44%	6%	63
	Other services	6%	34%	47%	13%	32

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>Collaborated with other businesses</u>	<u>Donated time or money</u>
Overall	June 2020	5%	3%	15%	1%	2%
	February 2021	6%	5%	24%	1%	1%
Current Number of Employees	0-1 employees	7%	4%	27%	2%	
	2-9 employees	7%	3%	24%	1%	1%
	10-25 employees	5%	11%	23%	1%	1%
	More than 25 employees	5%	3%	15%		3%
Open Status	Remained open	7%	7%	23%		
	Reduced hours of operation	7%	5%	23%	2%	1%
	Closed temporarily	7%	2%	24%	1%	1%
Contingency or Resiliency Plan	Had plan before COVID	4%	3%	19%		3%
	Developed plan since COVID	5%	2%	31%	4%	
	Don't have plan	7%	6%	24%	0%	
	Don't know/Not applicable	9%	9%	19%	1%	1%
Remote Work	Employees working remotely	6%	7%	23%	1%	
	Employees not working remotely	6%	4%	24%	2%	1%
COVID-19 Effect on Revenue	Revenue increased	2%	5%	32%		
	Revenue stayed the same	8%	3%	18%	1%	1%
	Revenue decreased	6%	5%	25%	2%	1%
Change # of Employees Since Feb 2020	More employees	8%	3%	22%	2%	
	Same number of employees	7%	7%	26%		0%
	Fewer employees	5%	3%	22%	3%	1%
Confidence Operating in 12 Months	Very confident	5%	6%	25%	1%	0%
	Somewhat confident	5%	3%	23%	2%	2%
	Not very or not at all confident	13%	6%	28%	2%	
Industry	Accommodation and Food Services	8%	7%	38%	2%	
	Admin. Support, WM, Remediation	50%				
	Agri., Forestry, Fishing and Hunting		25%	25%		
	Arts, Entertainment, and Recreation	3%		34%	3%	
	Construction					
	Educational Services		8%	33%		
	Finance and Insurance	7%	13%			
	Health Care and Social Assistance	6%	4%	27%	2%	
	Information			20%		
	Manufacturing	7%	3%	10%		3%
	Prof., Scientific and Tech. Services	5%	6%	13%	3%	
	Real Estate Rental and Leasing		17%	17%		
	Retail Trade	6%		38%		2%
	Transportation and Warehousing					
	Wholesale Trade		25%	25%		
	Other industry	13%	7%	18%		
	Other services	4%	4%	17%		4%

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

		<u>Experienced improved internal collaboration</u>	<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>	
Overall	June 2020	4%	17%	8%	9%	12%	
	February 2021	1%	8%	6%	7%	21%	
Current Number of Employees	0-1 employees	1%	8%	4%	10%	13%	
	2-9 employees	1%	5%	7%	8%	26%	
	10-25 employees		7%	8%	2%	23%	
	More than 25 employees	3%	15%	3%	3%	33%	
Open Status	Remained open	1%	13%	9%	4%	13%	
	Reduced hours of operation	0%	5%	5%	7%	23%	
	Closed temporarily		5%	4%	8%	27%	
Contingency or Resiliency Plan	Had plan before COVID		11%	8%	7%	25%	
	Developed plan since COVID		4%	5%	12%	18%	
	Don't have plan	0%	7%	5%	5%	21%	
	Don't know/Not applicable	3%	10%	4%	6%	22%	
Remote Work	Employees working remotely	2%	21%	2%	8%	18%	
	Employees not working remotely	0%	3%	7%	7%	22%	
COVID-19 Effect on Revenue	Revenue increased	2%	2%	14%	2%	23%	
	Revenue stayed the same		18%	5%	3%	32%	
	Revenue decreased	0%	6%	5%	9%	19%	
Change # of Employees Since Feb 2020	More employees		10%	8%	2%	27%	
	Same number of employees	0%	7%	5%	7%	20%	
	Fewer employees	1%	7%	6%	9%	21%	
Confidence Operating in 12 Months	Very confident	0%	8%	6%	9%	23%	
	Somewhat confident	1%	8%	5%	5%	23%	
	Not very or not at all confident		2%	2%	2%	11%	
Industry	Accommodation and Food Services			5%	3%	18%	
	Admin. Support, WM, Remediation						
	Agri., Forestry, Fishing and Hunting				25%	25%	
	Arts, Entertainment, and Recreation		3%	5%	16%	16%	
	Construction		11%	11%		44%	
	Educational Services		17%	17%		8%	
	Finance and Insurance			20%	13%	13%	20%
	Health Care and Social Assistance			6%	2%		46%
	Information			20%		20%	20%
	Manufacturing				7%	7%	28%
	Prof., Scientific and Tech. Services	3%		22%	5%	5%	13%
	Real Estate Rental and Leasing			17%	17%		17%
	Retail Trade	2%	2%		4%	10%	17%
	Transportation and Warehousing					25%	25%
	Wholesale Trade				25%		13%
	Other industry			9%	4%	11%	11%
	Other services			9%		4%	39%

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

		<u>Received financial support</u>	<u>Stopped working or controlled costs</u>	<u>Supported employees financially</u>	<u>Other</u>	<u>None</u>	<u>N</u>
<b>Overall</b>	June 2020	6%	3%	2%	11%	3%	352
	February 2021	3%	4%	0%	11%	2%	441
<b>Current Number of Employees</b>	0-1 employees	2%	4%		12%	6%	172
	2-9 employees	3%	3%	1%	11%	1%	146
	10-25 employees	5%	4%		10%		83
	More than 25 employees	3%	5%		13%		40
<b>Open Status</b>	Remained open	2%	1%	1%	16%	3%	160
	Reduced hours of operation	4%	5%		9%	1%	205
	Closed temporarily	1%	9%		6%	3%	135
<b>Contingency or Resiliency Plan</b>	Had plan before COVID	1%	4%		14%		72
	Developed plan since COVID	4%	2%		11%	1%	94
	Don't have plan	3%	4%	0%	12%	4%	208
	Don't know/Not applicable		4%		7%	1%	67
<b>Remote Work</b>	Employees working remotely	2%	1%		9%		109
	Employees not working remotely	3%	4%	0%	12%	3%	328
<b>COVID-19 Effect on Revenue</b>	Revenue increased				18%		44
	Revenue stayed the same			1%	5%	4%	74
	Revenue decreased	4%	5%		12%	2%	312
<b>Change # of Employees Since Feb 2020</b>	More employees	2%		2%	12%	2%	59
	Same number of employees	2%	3%		10%	4%	203
	Fewer employees	3%	5%		12%	1%	179
<b>Confidence Operating in 12 Months</b>	Very confident	0%	2%	0%	10%	1%	248
	Somewhat confident	2%	6%		13%	3%	120
	Not very or not at all confident	11%	6%		15%	2%	47
<b>Industry</b>	Accommodation and Food Services	2%	3%		12%	2%	60
	Admin. Support, WM, Remediation				50%		4
	Agri., Forestry, Fishing and Hunting						4
	Arts, Entertainment, and Recreation	5%	5%		5%	3%	58
	Construction		11%		22%		9
	Educational Services				8%	8%	12
	Finance and Insurance	7%			7%		15
	Health Care and Social Assistance		2%		4%		48
	Information	20%					5
	Manufacturing	7%	3%	3%	17%	3%	29
	Prof., Scientific and Tech. Services	2%	3%		17%	3%	63
	Real Estate Rental and Leasing				17%		6
	Retail Trade		6%		8%	4%	48
	Transportation and Warehousing				50%		4
	Wholesale Trade				13%		8
	Other industry	2%	4%		16%	4%	45
	Other services	9%	4%		4%		23