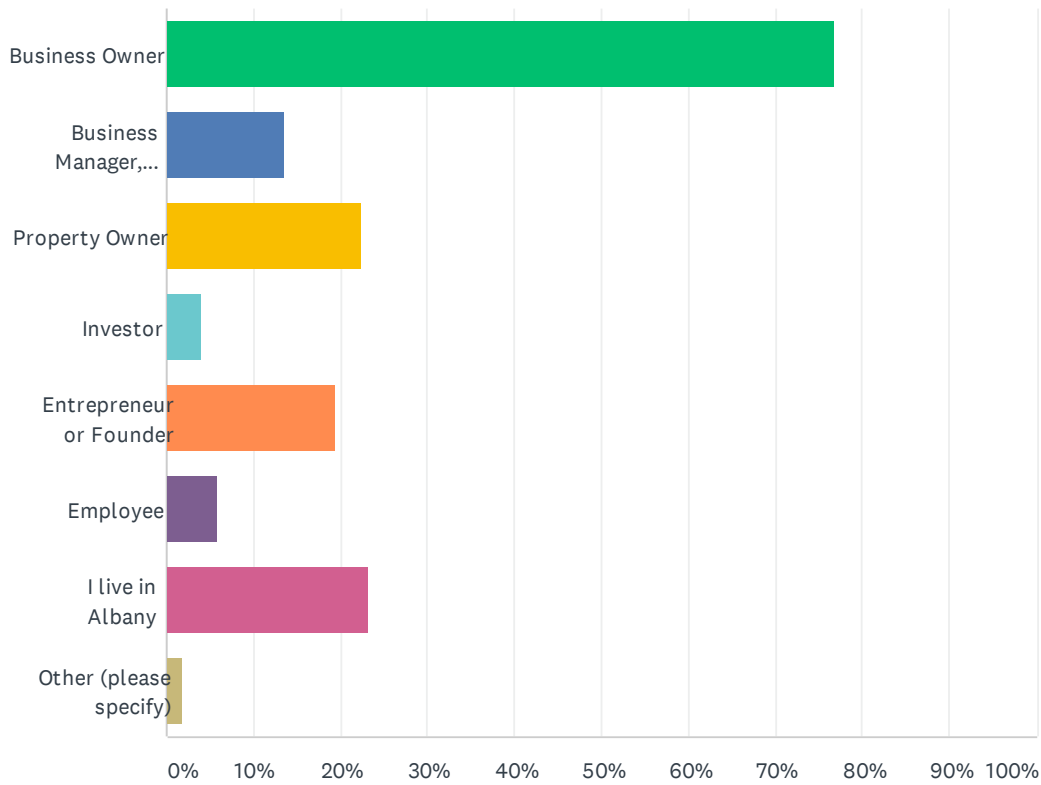


Q1 Which of the following titles apply to you in relation to your Albany business? (check all that apply)

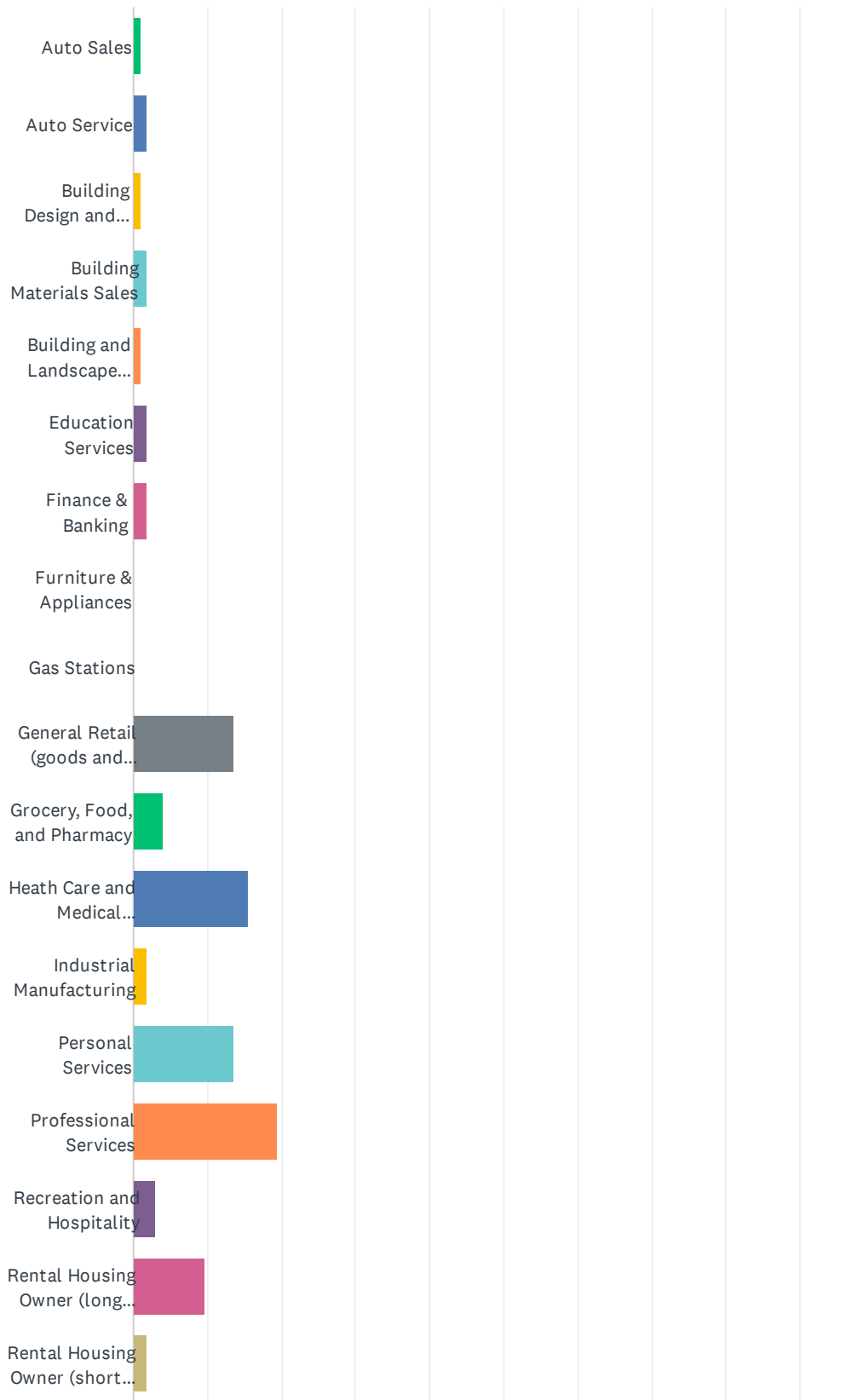
Answered: 103 Skipped: 0

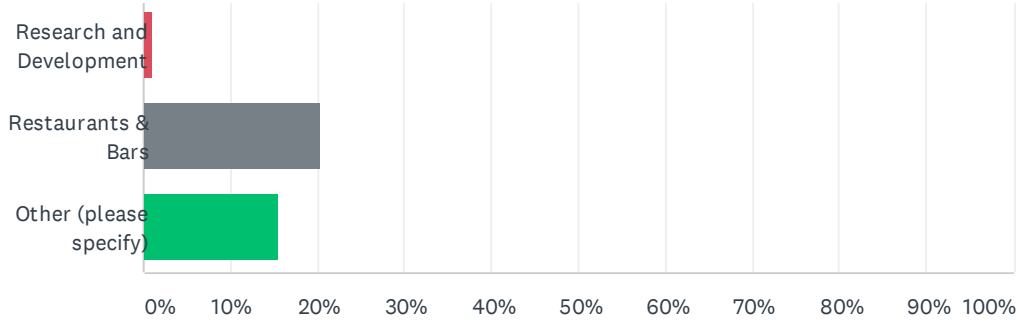


ANSWER CHOICES	RESPONSES	
Business Owner	76.70%	79
Business Manager, Executive or Leader	13.59%	14
Property Owner	22.33%	23
Investor	3.88%	4
Entrepreneur or Founder	19.42%	20
Employee	5.83%	6
I live in Albany	23.30%	24
Other (please specify)	1.94%	2
Total Respondents: 103		

Q2 With which industry sector(s) do you identify with most? (check all that apply)

Answered: 103 Skipped: 0

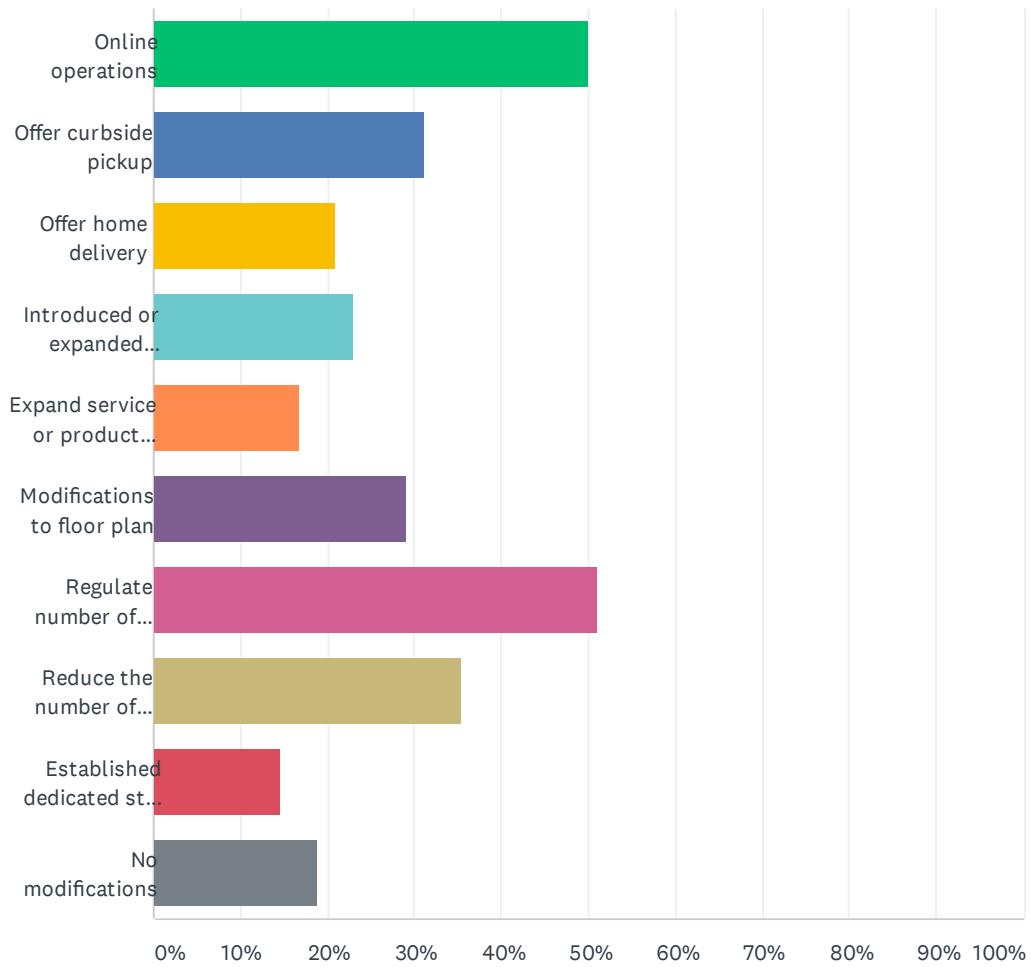




ANSWER CHOICES	RESPONSES
Auto Sales	0.97% 1
Auto Service	1.94% 2
Building Design and Construction	0.97% 1
Building Materials Sales	1.94% 2
Building and Landscape Maintenance Services	0.97% 1
Education Services	1.94% 2
Finance & Banking	1.94% 2
Furniture & Appliances	0.00% 0
Gas Stations	0.00% 0
General Retail (goods and arts)	13.59% 14
Grocery, Food, and Pharmacy	3.88% 4
Heath Care and Medical Services	15.53% 16
Industrial Manufacturing	1.94% 2
Personal Services	13.59% 14
Professional Services	19.42% 20
Recreation and Hospitality	2.91% 3
Rental Housing Owner (long term)	9.71% 10
Rental Housing Owner (short term)	1.94% 2
Research and Development	0.97% 1
Restaurants & Bars	20.39% 21
Other (please specify)	15.53% 16
Total Respondents: 103	

Q3 What modifications, if any, did you implement to your place of business during the COVID-19 pandemic? (Choose all that apply)

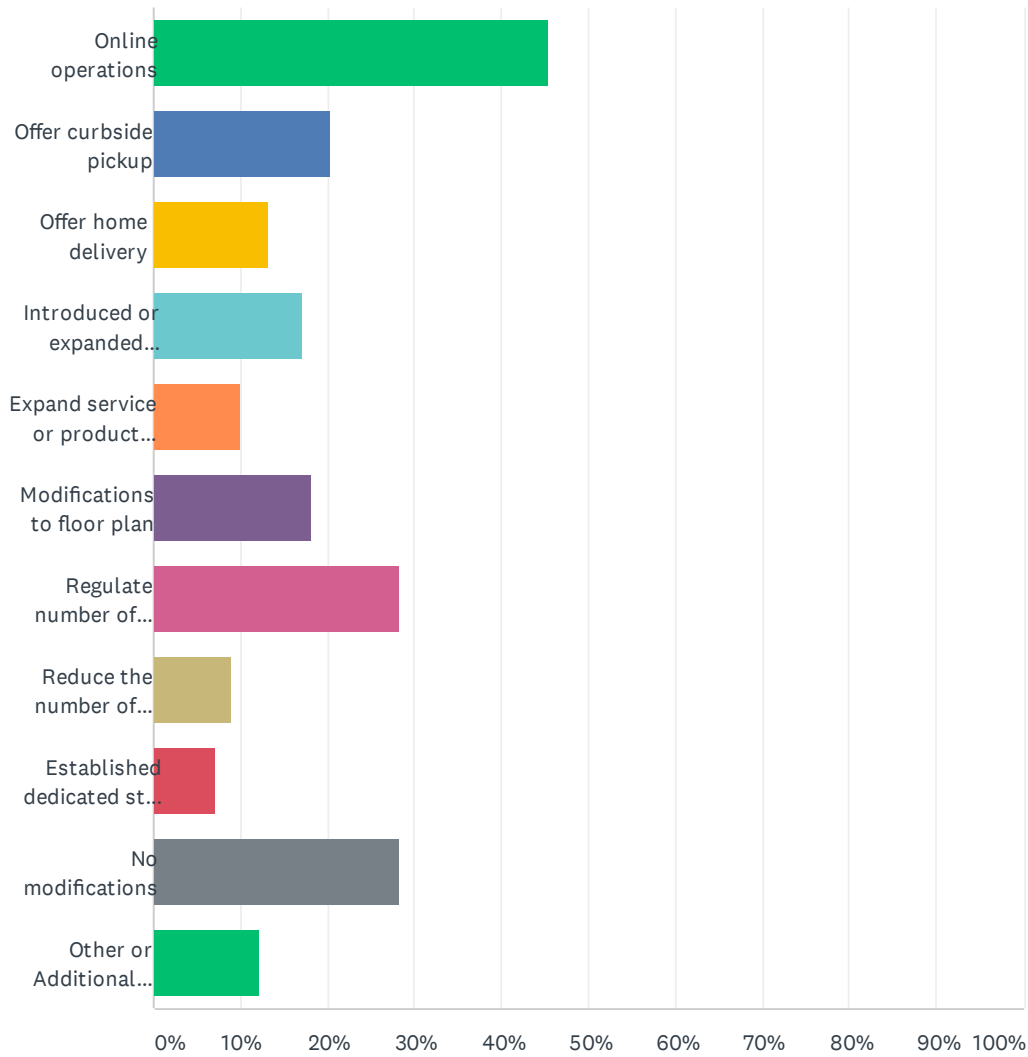
Answered: 96 Skipped: 7



ANSWER CHOICES	RESPONSES	
Online operations	50.00%	48
Offer curbside pickup	31.25%	30
Offer home delivery	20.83%	20
Introduced or expanded outdoor operations, including outdoor seating	22.92%	22
Expand service or product offerings	16.67%	16
Modifications to floor plan	29.17%	28
Regulate number of customers on site	51.04%	49
Reduce the number of employees on site	35.42%	34
Established dedicated staff to ensure social distancing	14.58%	14
No modifications	18.75%	18
Total Respondents: 96		

Q4 If you have made modifications to your place of business, which, if any, do you plan to keep as COVID-19 pandemic limitations evolve? (Choose all that apply)

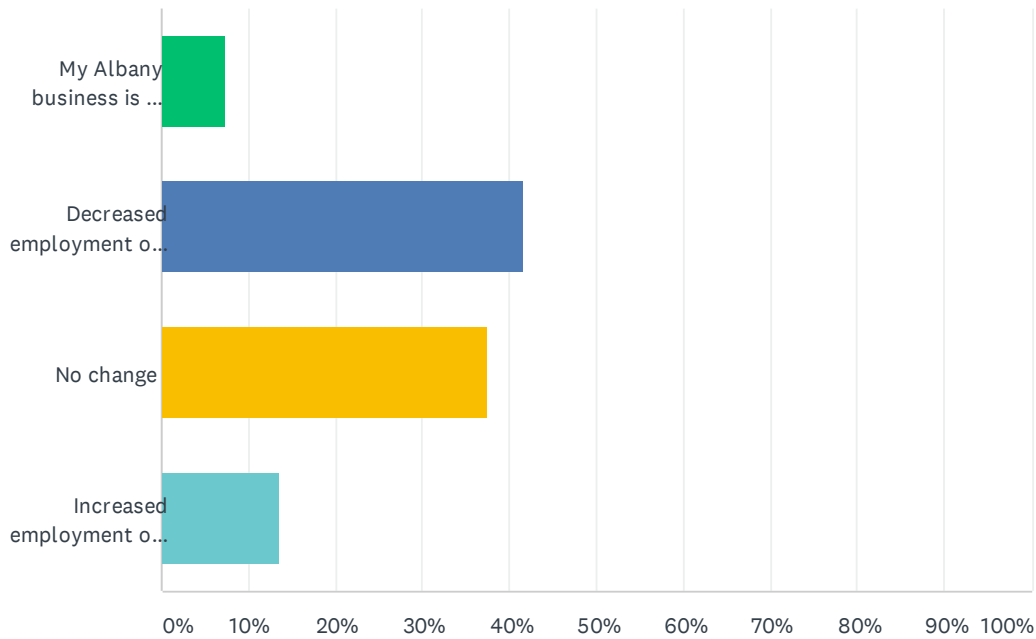
Answered: 99 Skipped: 4



ANSWER CHOICES	RESPONSES	
Online operations	45.45%	45
Offer curbside pickup	20.20%	20
Offer home delivery	13.13%	13
Introduced or expanded outdoor operations, including outdoor seating	17.17%	17
Expand service or product offerings	10.10%	10
Modifications to floor plan	18.18%	18
Regulate number of customers on site	28.28%	28
Reduce the number of employees on site	9.09%	9
Established dedicated staff to ensure social distancing	7.07%	7
No modifications	28.28%	28
Other or Additional Comments	12.12%	12
Total Respondents: 99		

Q5 How has your business changed the number of employees or employee hours of work for your Albany location since January 1st, 2021?

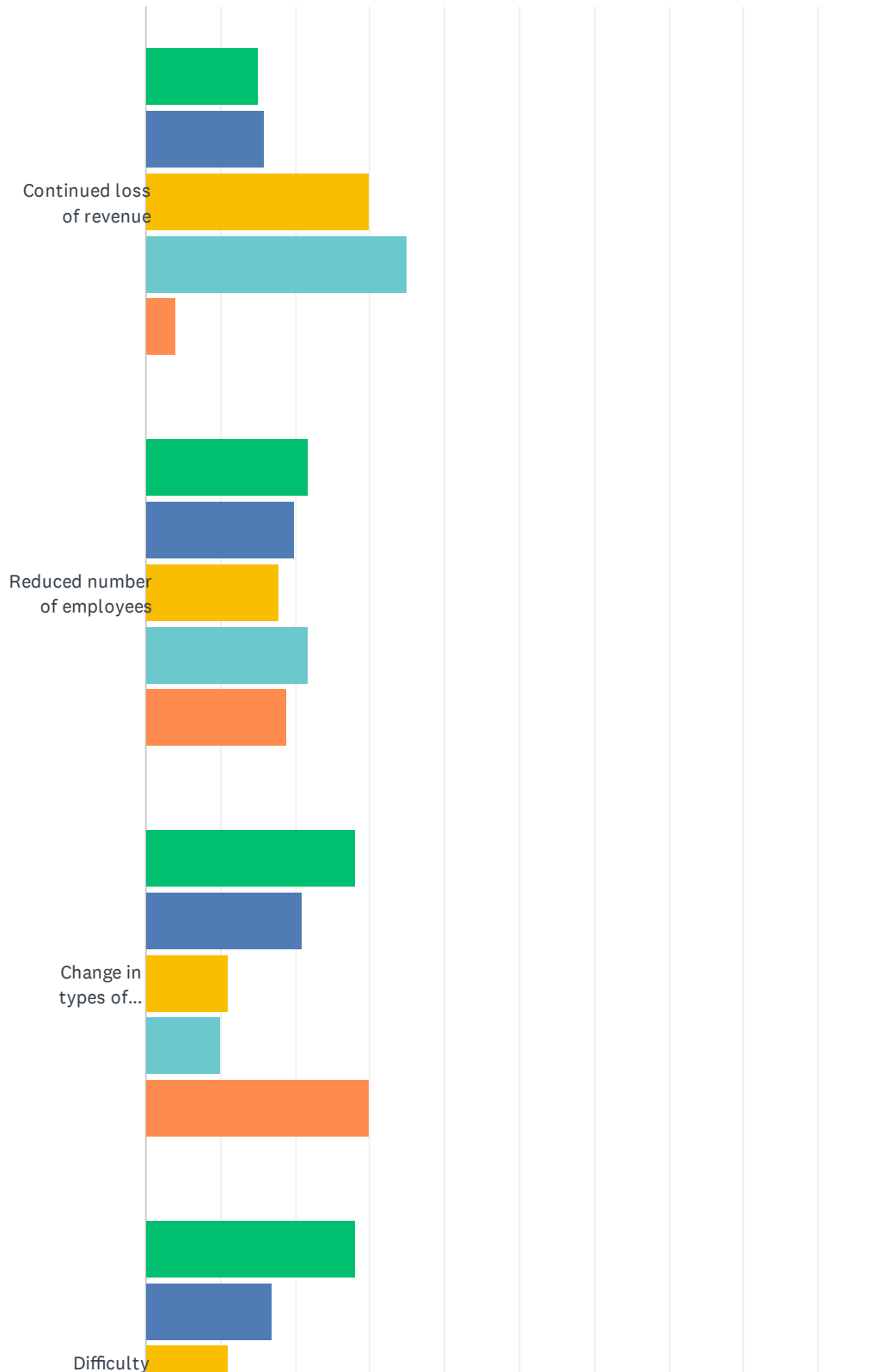
Answered: 96 Skipped: 7

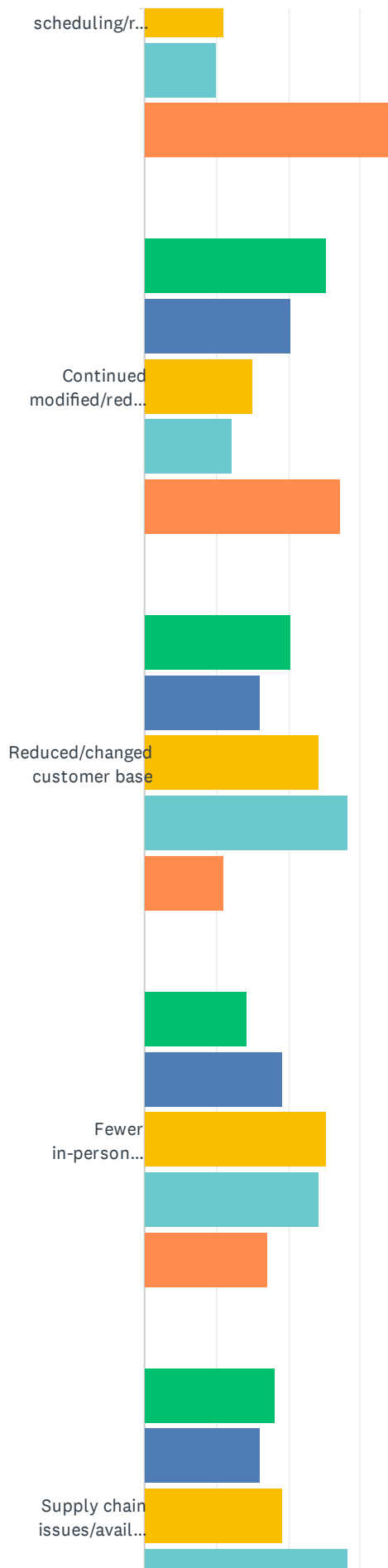


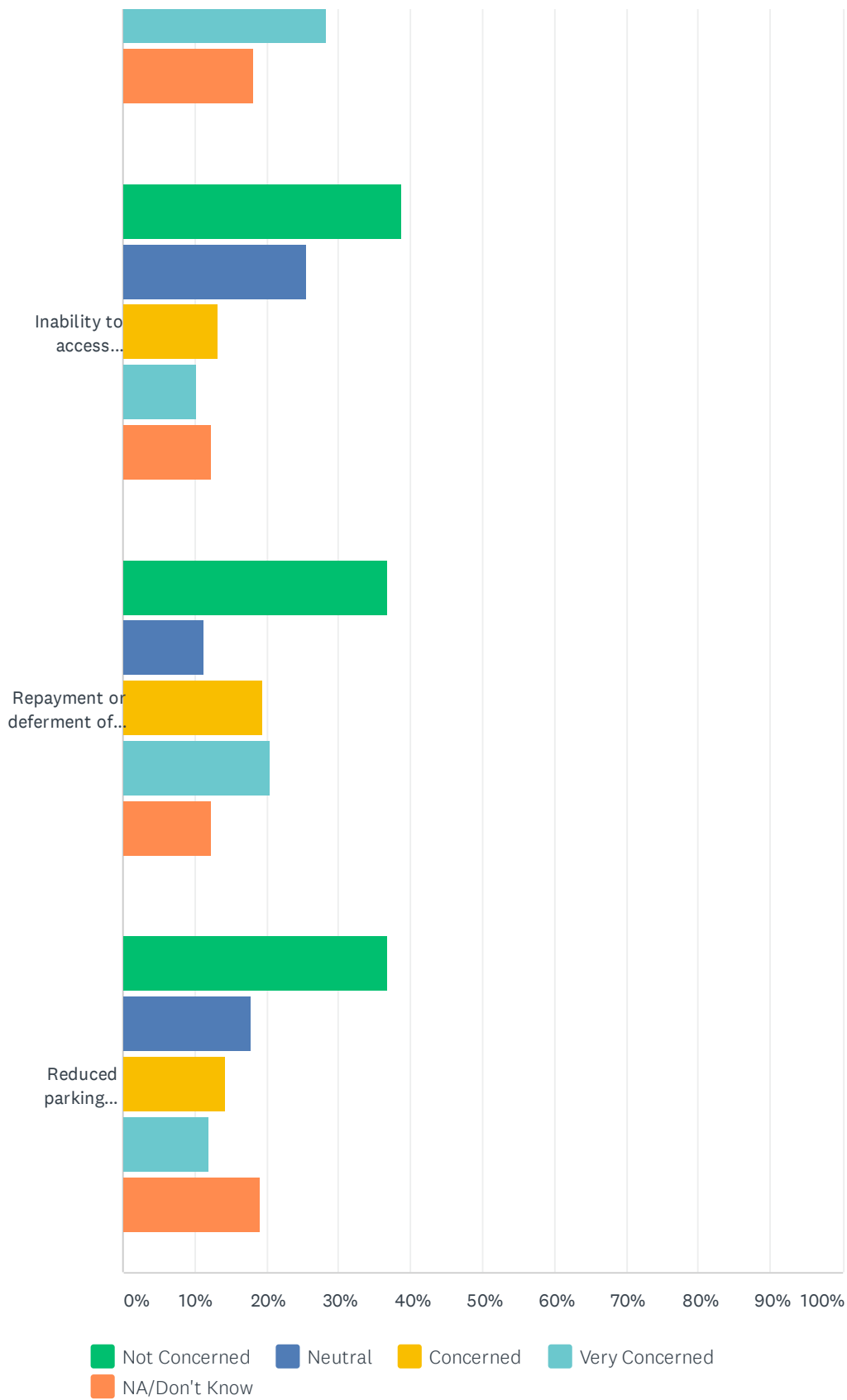
ANSWER CHOICES	RESPONSES	
My Albany business is not able to operate in any form during the Shelter-in-Place Order	7.29%	7
Decreased employment or employee hours	41.67%	40
No change	37.50%	36
Increased employment or employee hours	13.54%	13
TOTAL		96

Q6 Please indicate your level of concern regarding the following potential long-term impacts of COVID-19 and the Shelter in Place order on your business. (Choose all that apply)

Answered: 103 Skipped: 0



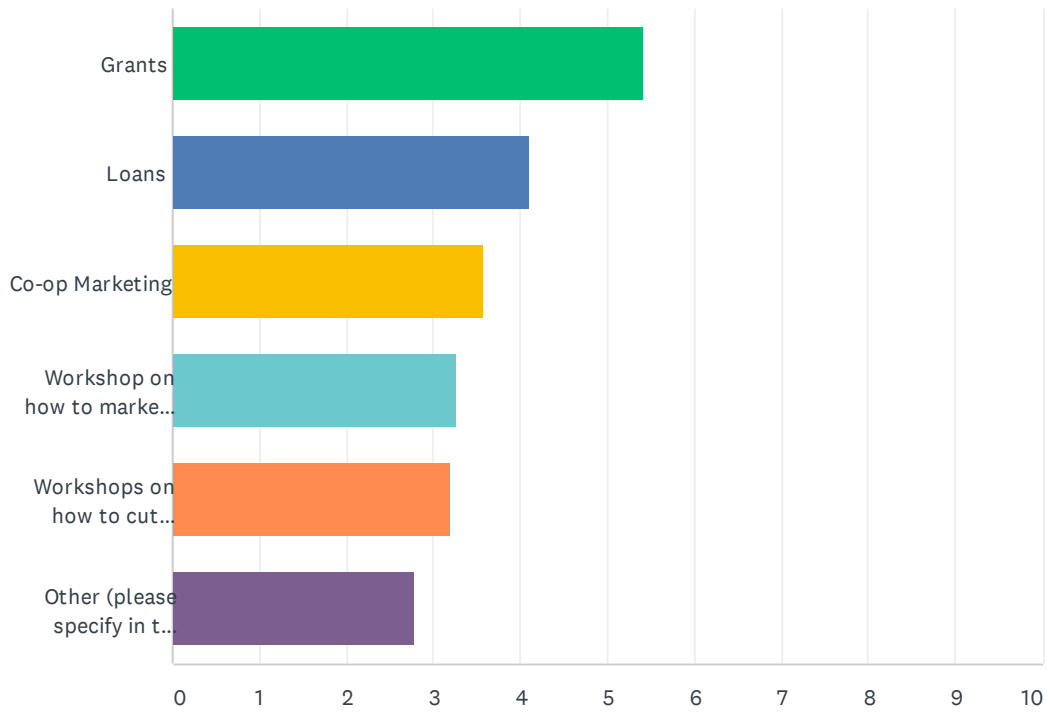




	NOT CONCERNED	NEUTRAL	CONCERNED	VERY CONCERNED	NA/DON'T KNOW	TOTAL	WEIGHTED AVERAGE
Continued loss of revenue	15.00% 15	16.00% 16	30.00% 30	35.00% 35	4.00% 4	100	2.97
Reduced number of employees	21.78% 22	19.80% 20	17.82% 18	21.78% 22	18.81% 19	101	2.96
Change in types of employees I hire	28.00% 28	21.00% 21	11.00% 11	10.00% 10	30.00% 30	100	2.93
Difficulty scheduling/retaining employees due to childcare needs	28.00% 28	17.00% 17	11.00% 11	10.00% 10	34.00% 34	100	3.05
Continued modified/reduced service (e.g. continue focusing on take-out/delivery)	25.25% 25	20.20% 20	15.15% 15	12.12% 12	27.27% 27	99	2.96
Reduced/changed customer base	20.20% 20	16.16% 16	24.24% 24	28.28% 28	11.11% 11	99	2.94
Fewer in-person events/operations	14.14% 14	19.19% 19	25.25% 25	24.24% 24	17.17% 17	99	3.11
Supply chain issues/availability of necessary supplies	18.18% 18	16.16% 16	19.19% 19	28.28% 28	18.18% 18	99	3.12
Inability to access necessary personal protective equipment	38.78% 38	25.51% 25	13.27% 13	10.20% 10	12.24% 12	98	2.32
Repayment or deferment of rent	36.73% 36	11.22% 11	19.39% 19	20.41% 20	12.24% 12	98	2.60
Reduced parking availability due to alternative use of parking spaces	36.90% 31	17.86% 15	14.29% 12	11.90% 10	19.05% 16	84	2.58

Q7 What support would be most helpful for your business in the near-term? (Please rank in order of priority)

Answered: 87 Skipped: 16



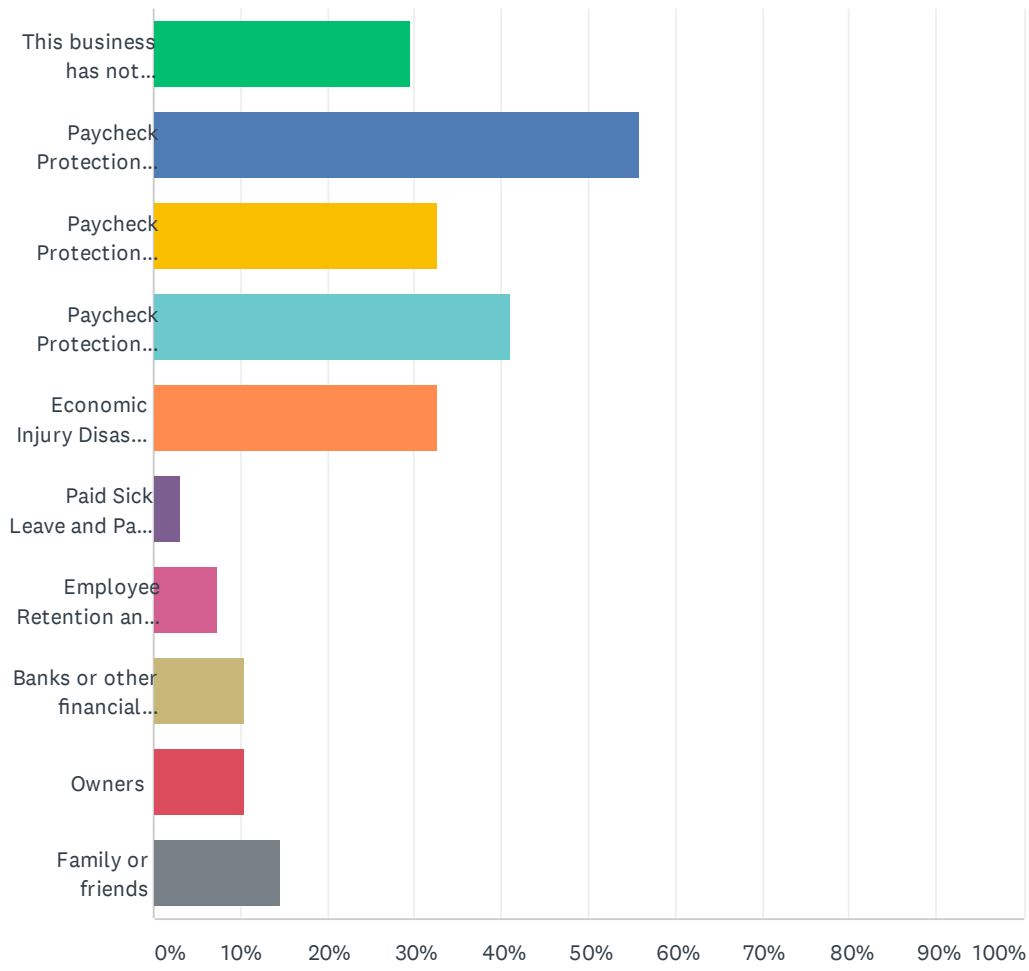
	1	2	3	4	5	6	TOTAL	SCORE
Grants	74.24% 49	13.64% 9	4.55% 3	0.00% 0	1.52% 1	6.06% 4	66	5.41
Loans	8.47% 5	45.76% 27	18.64% 11	8.47% 5	11.86% 7	6.78% 4	59	4.10
Co-op Marketing	7.02% 4	22.81% 13	29.82% 17	10.53% 6	21.05% 12	8.77% 5	57	3.58
Workshop on how to market my business	3.70% 2	14.81% 8	14.81% 8	44.44% 24	14.81% 8	7.41% 4	54	3.26
Workshops on how to cut costs/increase efficiency	11.67% 7	5.00% 3	20.00% 12	23.33% 14	35.00% 21	5.00% 3	60	3.20
Other (please specify in the next section)	26.00% 13	2.00% 1	6.00% 3	8.00% 4	6.00% 3	52.00% 26	50	2.78

Q8 In the previous question, if you have chosen to rank "Other", please specify or provide additional comments.

Answered: 44 Skipped: 59

Q9 Has this business REQUESTED financial assistance from any of the following sources?

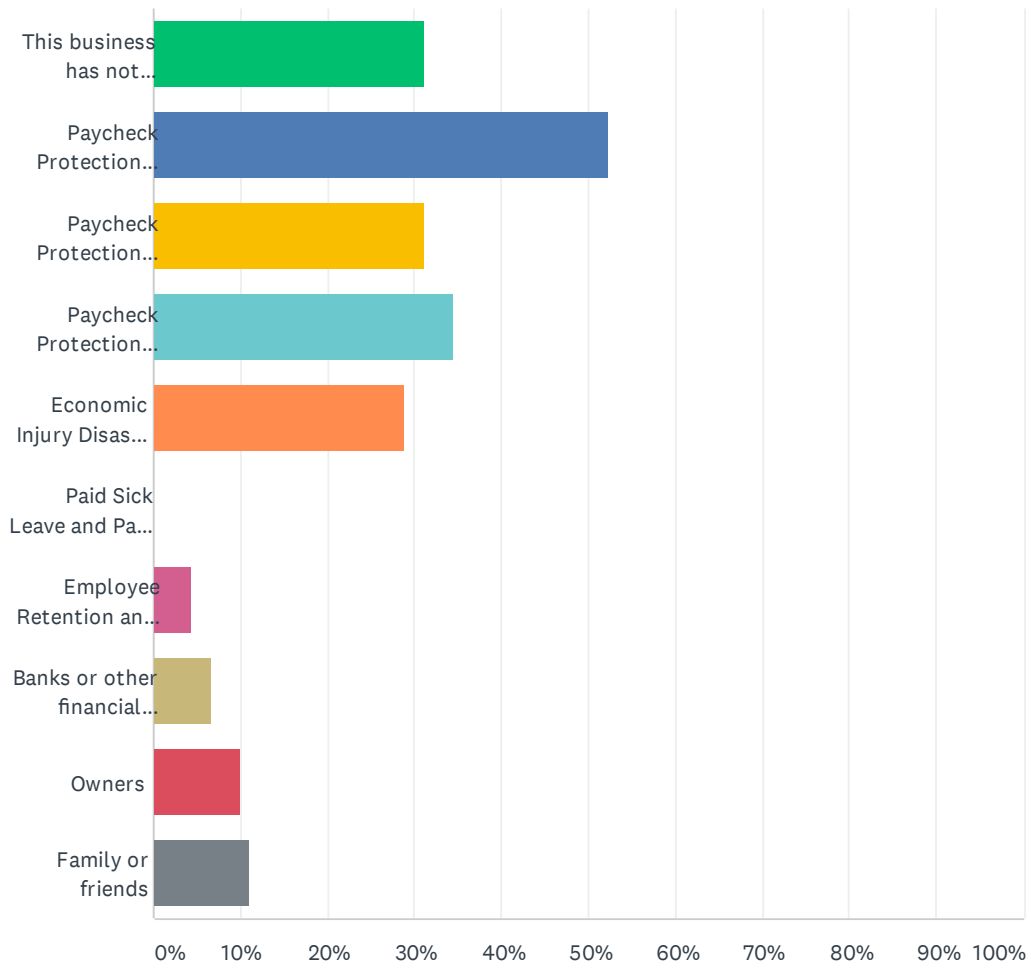
Answered: 95 Skipped: 8



ANSWER CHOICES	RESPONSES	
This business has not requested financial assistance from any source.	29.47%	28
Paycheck Protection Program (PPP), first time applicant	55.79%	53
Paycheck Protection Program (PPP), second time applicant	32.63%	31
Paycheck Protection Program (PPP) loan forgiveness	41.05%	39
Economic Injury Disaster Loans (EIDL)	32.63%	31
Paid Sick Leave and Paid Family Leave Credit	3.16%	3
Employee Retention and Rehiring Credit	7.37%	7
Banks or other financial institutions	10.53%	10
Owners	10.53%	10
Family or friends	14.74%	14
Total Respondents: 95		

Q10 Has this business RECEIVED financial assistance from any of the following sources?

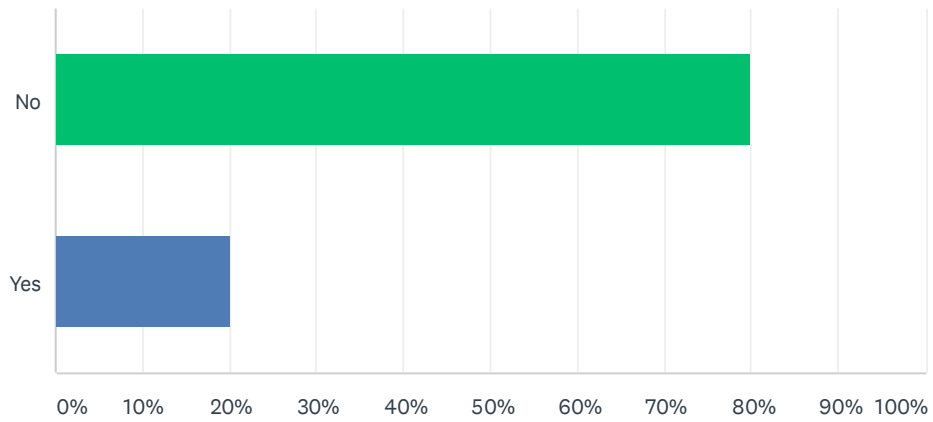
Answered: 90 Skipped: 13



ANSWER CHOICES	RESPONSES	
This business has not requested financial assistance from any source.	31.11%	28
Paycheck Protection Program (PPP), first time applicant	52.22%	47
Paycheck Protection Program (PPP), second time applicant	31.11%	28
Paycheck Protection Program (PPP) loan forgiveness	34.44%	31
Economic Injury Disaster Loans (EIDL)	28.89%	26
Paid Sick Leave and Paid Family Leave Credit	0.00%	0
Employee Retention and Rehiring Credit	4.44%	4
Banks or other financial institutions	6.67%	6
Owners	10.00%	9
Family or friends	11.11%	10
Total Respondents: 90		

Q11 If you've requested financial aid and did not receive it. Were you given a reason why?

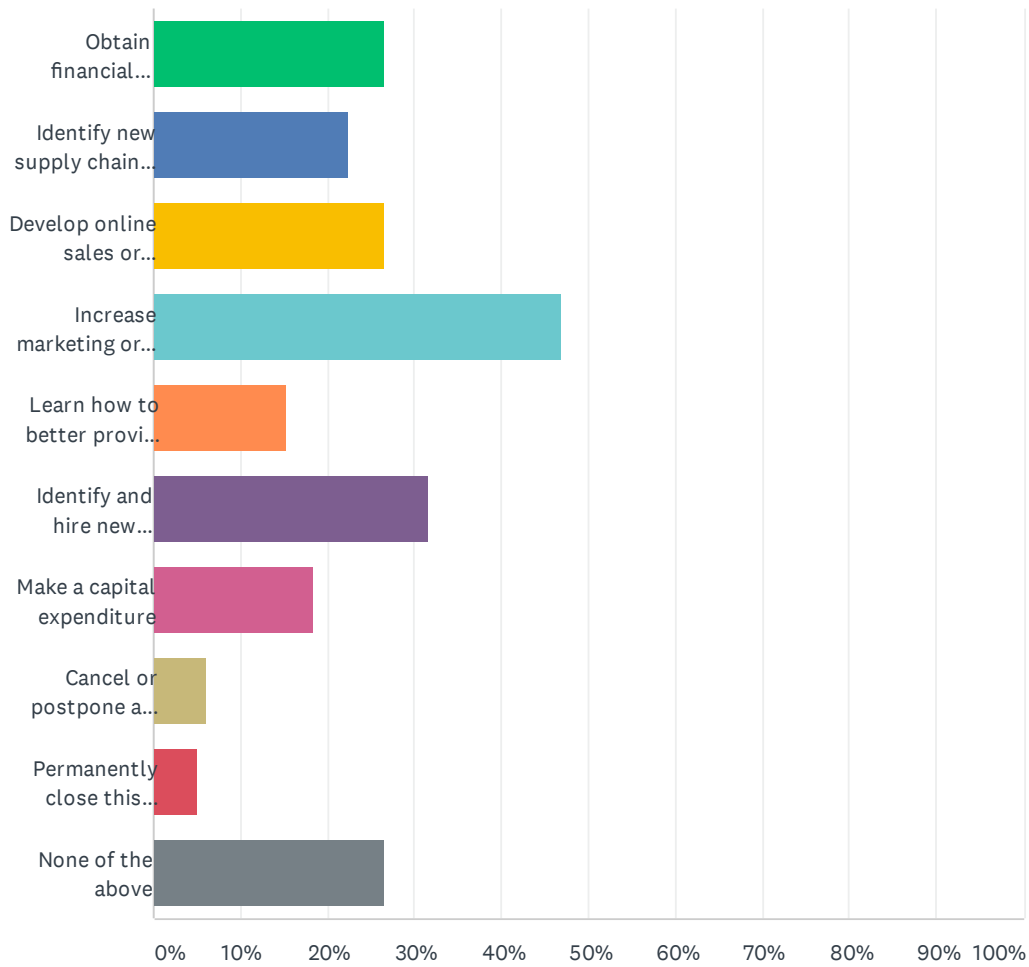
Answered: 55 Skipped: 48



ANSWER CHOICES	RESPONSES	
No	80.00%	44
Yes	20.00%	11
TOTAL		55

Q12 In the next 6 months, do you think this business will need to do any of the following? (Select all that apply)

Answered: 98 Skipped: 5



ANSWER CHOICES	RESPONSES	
Obtain financial assistance or additional capital	26.53%	26
Identify new supply chain options	22.45%	22
Develop online sales or websites	26.53%	26
Increase marketing or sales	46.94%	46
Learn how to better provide for the safety of customers and employees	15.31%	15
Identify and hire new employees	31.63%	31
Make a capital expenditure	18.37%	18
Cancel or postpone a planned capital expenditure	6.12%	6
Permanently close this business	5.10%	5
None of the above	26.53%	26
Total Respondents: 98		

Q13 Please share your contact information if you would like to be contacted by members or staff from the City of Albany's Economic Development Committee.

Answered: 36 Skipped: 67