

		Total	Industry				
Question	Options	Statewide	Food Service/Res	Retail Trade	Services	Arts, Entertainment	Manufacturing
Standard Response rate		1011	301	155	143	67	87
Percentage		100%	30%	15%	14%	7%	9%
What was your annual revenue?	\$0-\$25,0000	25%	17%	36%	35%	47%	12%
	\$25,001-\$50,000	10%	5%	10%	6%	19%	12%
	\$50,001-\$100,000	9%	9%	4%	15%	11%	3%
	\$100,001-\$250,000	16%	20%	16%	11%	13%	9%
	\$250,001-\$500,000	14%	22%	13%	6%	3%	12%
	\$500,001-\$1,000,000	10%	15%	5%	6%	5%	3%
	Over \$1,000,000	16%	11%	16%	8%	3%	51%
Is your business home based?	No	73%	92%	80%	65%	67%	89%
	Yes	23%	8%	20%	35%	33%	11%
Since March 2020, has your business missed payments for any of the following?	Payroll	11%	11%	7%	14%	15%	15%
	Rent	16%	22%	10%	17%	23%	23%
	Vendor/Supplier Bills	13%	17%	13%	10%	17%	17%
	Utilities	13%	17%	9%	20%	18%	18%
	Taxes	13%	15%	12%	13%	20%	20%
	Insurance	10%	12%	5%	12%	15%	15%
	Loans	9%	10%	8%	10%	14%	14%
	None of these	70%	65%	71%	64%	61%	61%
If you have had to reduce your operational hour since March 2020, are they still reduced?	Yes, our operational hours are still reduced.	44%	68%	44%	41%	44%	28%
	No, our operational hours are no longer reduced.	27%	20%	35%	32%	32%	28%
	I have not had to reduce hours of operation.	27%	10%	18%	24%	20%	43%
	My business is closed and/or not currently open.	3%	2%	3%	3%	5%	2%
On average, how much have you reduced your hours of operation since March 2020?	Less than 25%	34%	38%	38%	23%	17%	25%
	Between 25% and 50%	44%	42%	40%	50%	48%	63%
	Between 50% and 75%	12%	14%	4%	13%	17%	0%
	More than 75%	7%	4%	12%	10%	17%	8%

		Total	Industry				
Question	Options	Statewide	Food Service/Res	Retail Trade	Services	Arts, Entertainment	Manufacturing
	100% (e.g. You no longer have regular store hours)	3%	1%	6%	3%	0%	4%
If your business is operational, how confident are you that your business will fully recover from the pandemic and related economic downturn?	Very Confident	35%	33%	31%	36%	30%	44%
	Somewhat Confident	32%	27%	33%	38%	41%	32%
	Unsure	23%	25%	27%	17%	21%	18%
	Somewhat Unconfident	6%	10%	5%	5%	3%	2%
	Very Unconfident	5%	5%	4%	5%	5%	3%
	\$0	7%	0%	9%	10%	11%	6%
How much cash do you have on hand?	Less than \$1,000	18%	13%	25%	24%	24%	9%
	\$1,000-\$5,000	17%	19%	18%	22%	30%	6%
	\$5,000-\$10,000	13%	16%	11%	11%	2%	10%
	\$10,000-\$25,000	11%	16%	13%	9%	11%	8%
	\$25,000-\$50,000	11%	10%	8%	7%	11%	13%
	\$50,000 or more	23%	22%	16%	16%	12%	48%
Do you anticipate fully re-staffing to pre-COVID-19 levels in the next year?	Yes	36%	44%	34%	42%	36%	26%
	No	29%	36%	30%	26%	26%	32%
	We are fully re-staffed to pre-COVID-19 levels.	18%	14%	24%	16%	21%	20%
	We remained fully staffed through COVID-19.	18%	6%	12%	16%	17%	23%
If not, why?	Unable to find talent	47%	71%	20%	36%	12%	50%
	Inability to retain talent	18%	31%	9%	18%	12%	11%
	Current capacity can't accomodate staff	17%	16%	13%	21%	12%	11%
	Current revenues cannot accomodate certain sales	46%	41%	59%	46%	53%	43%
	Supply chain problems	14%	21%	20%	5%	6%	29%
	Loss of major contacts or customers	23%	18%	15%	33%	59%	25%
	Other	10%	3%	15%	10%	24%	11%
Is it easier if you have current financial statements on hand?	I have these on hand regularly.	77%	80%	72%	71%	77%	90%
	I do not have these on hand.	23%	20%	28%	29%	23%	10%

		Total	Industry				
Question	Options	Statewide	Food Service/Res	Retail Trade	Services	Arts, Entertainment	Manufacturing
Have you applied for a PPP (Paycheck Protection Program) loan?	Yes	66%	77%	56%	62%	61%	79%
	No	34%	23%	44%	39%	39%	21%
What lender(s) did you apply to?	Bank	48%	46%	41%	36%	50%	60%
	Credit Union	20%	16%	24%	21%	25%	20%
	Online non-bank lender	12%	15%	8%	14%	8%	10%
	Nonprofit lender	16%	19%	14%	18%	17%	10%
	Other	31%	33%	35%	39%	42%	20%
If you received the loan, what did you use the capital for?	To fund working capital (e.g., to purchase inventory)	62%	76%	58%	63%	67%	39%
	To purchase equipment	35%	38%	29%	36%	33%	56%
	To purchase real estate, including land and buildings	17%	9%	26%	23%	33%	22%
	To construct a new building or renovate an existing building	11%	13%	16%	0%	17%	22%
	To acquire another business	2%	2%	3%	0%	0%	6%
	To refinance existing business debt	17%	22%	16%	9%	17%	11%
	Other	8%	7%	6%	6%	0%	6%
What are your top three business goals for the next 1-2 years?	Surviving the impact of the pandemic	54%	67%	56%	49%	52%	41%
	Growing sales and revenues	82%	79%	90%	84%	91%	93%
	Hiring additional employees	54%	62%	43%	55%	50%	60%
	Developing new products or services	32%	22%	33%	41%	42%	37%
	Exiting to selling my business	22%	15%	11%	7%	3%	6%
	Expand my businesses' physical space (acquire, lease, or build)	22%	24%	20%	28%	24%	28%
	Improve my business' physical space	19%	20%	24%	16%	24%	15%
	Restarting my business or starting a new business	7%	5%	8%	8%	11%	5%
Which resources would you use most?	Accounting & Finance	32%	37%	36%	32%	35%	16%
	Marketing	51%	45%	60%	49%	55%	48%
	Technology & Internet	24%	21%	29%	24%	38%	28%
	Sales	46%	49%	62%	44%	52%	62%

		Total	Industry				
Question	Options	Statewide	Food Service/Res	Retail Trade	Services	Arts, Entertainment	Manufacturing
most help you achieve these goals?	Human Resources	20%	22%	18%	20%	11%	20%
	Operations & Safety	7%	8%	5%	7%	6%	13%
	Law and Legal	13%	12%	9%	16%	18%	10%
	Management Training	15%	17%	10%	16%	9%	13%
	Other	12%	10%	7%	11%	17%	13%
At this point in time, what are the biggest challenges for your business related to the pandemic?	Access to capital	37%	30%	29%	30%	35%	23%
	Financial management (e.g., cash flow)	41%	27%	28%	28%	26%	14%
	Access to PPE	6%	6%	4%	8%	12%	1%
	Hiring/locating talent	73%	64%	35%	36%	33%	52%
	Understanding my financial statements	11%	4%	7%	5%	9%	2%
	Lack of customer demand/revenue	64%	36%	39%	42%	56%	36%
	Retaining talent	48%	34%	14%	22%	12%	20%
	Supply chain disruption	73%	53%	49%	21%	26%	57%
	Pivoting/adapting business model	43%	22%	24%	14%	18%	13%
	Other	26%	5%	8%	13%	8%	5%
[Target Demographics] Do you identify as any of the following?	American Indian, Alaskan Native	3%	19%	22%	33%	15%	0%
	Asian or Pacific Islander	3%	43%	3%	1%	2%	5%
	Black	19%	14%	22%	31%	30%	9%
	Hispanic Origin	4%	36%	13%	20%	4%	9%
	MENA	2%	4%	2%	0%	2%	0%
	White	64%	66%	67%	51%	56%	71%
	LGBTQIA	3%	2%	7%	4%	6%	0%
	Military Service - Enlisted, Veteran	4%	4%	1%	4%	2%	3%
	New American Citizen, Refugee, Immigrant	1%	1%	1%	0%	0%	2%
	Person with long lasting, chronic disability	5%	2%	7%	8%	8%	7%
	Prefer not to answer	7%	7%	6%	7%	11%	10%