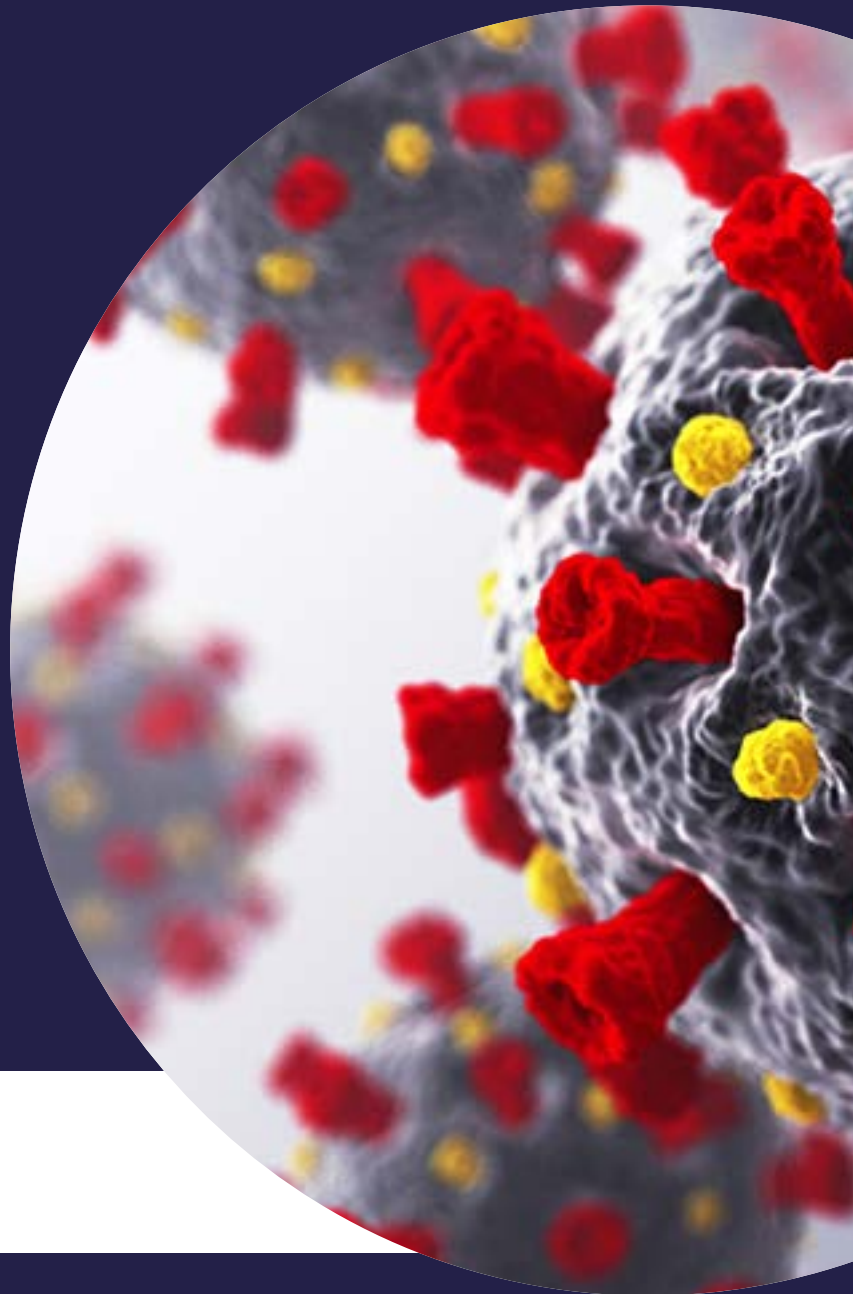




Elk Grove Chamber of Commerce COVID-19 Business Impact Survey

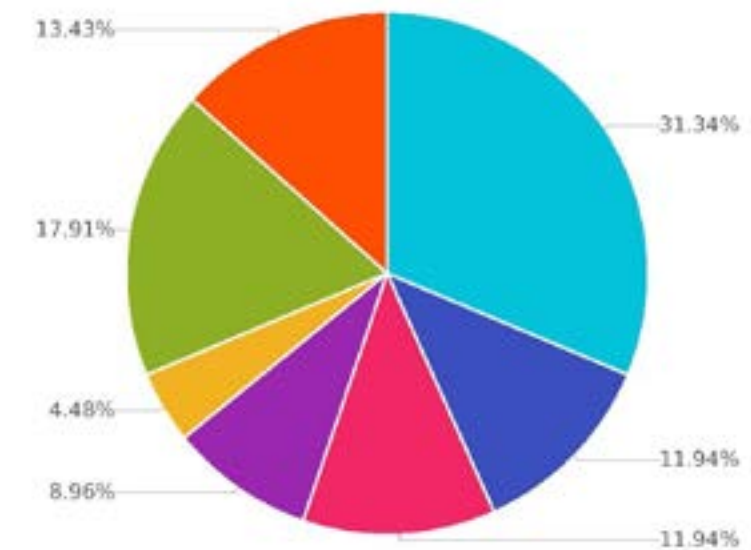
*Published
May 28, 2020*



The Elk Grove Chamber of Commerce conducted a survey of the business community to determine the immediate impact of the COVID-19 pandemic on their revenue, operations, and access to funding. Additionally, the survey asked about the impact expected over the coming weeks and months. Several recurring themes were identified across all industries:

With 43% of responding businesses operating at 50% of normal or less, needs are great. 70% reported lay offs or reduced employee hours and 77% have seen a reduction in weekly revenue.

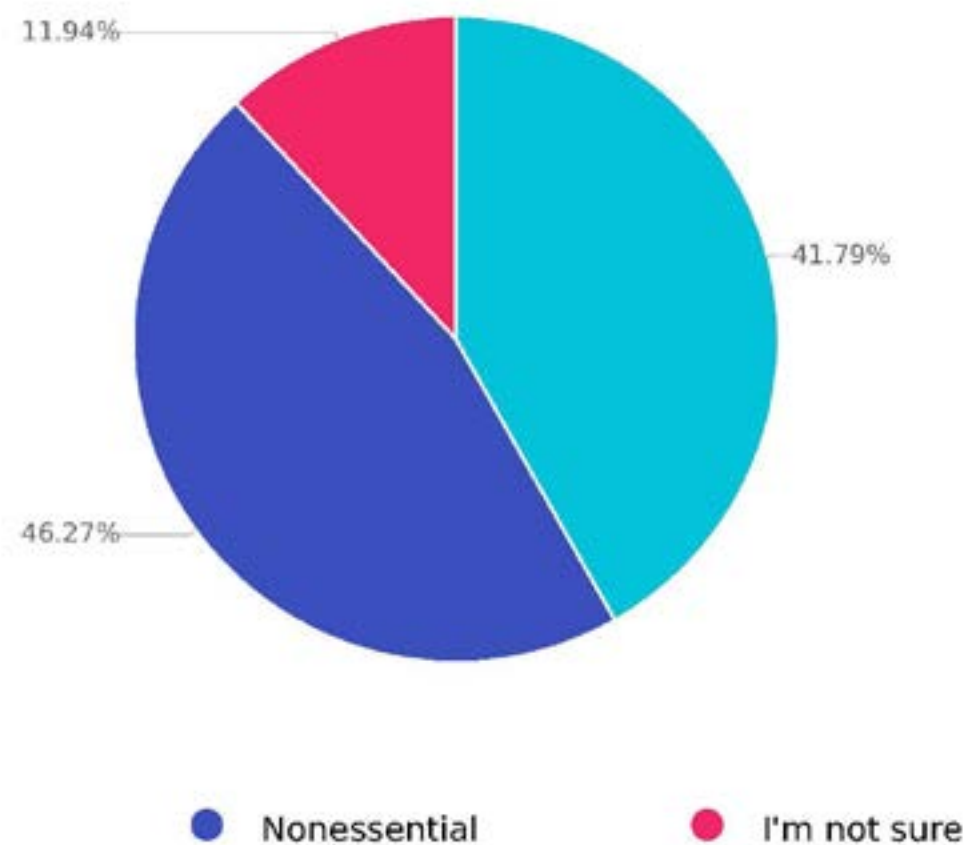
The Elk Grove Chamber of Commerce is committed to providing information and resources as quickly as possible. So that we can continue to determine the priorities of our business community, we will regularly conduct surveys and request feedback from the business community.



- Open - operating at 76-100%
- Open - operating at 51-75%
- Open - operating at 26-50%
- Open - operating at up to 25%
- Temporarily closed (voluntary closure)
- Temporarily closed (forced closure)
- Permanently closed
- Other (Please specify)

Was your business deemed essential/nonessential for the “stay at home” executive order?

If your business (or industry) was deemed essential, what “workplace distancing” practices have you implemented in your workplace to protect the safety of the employees?

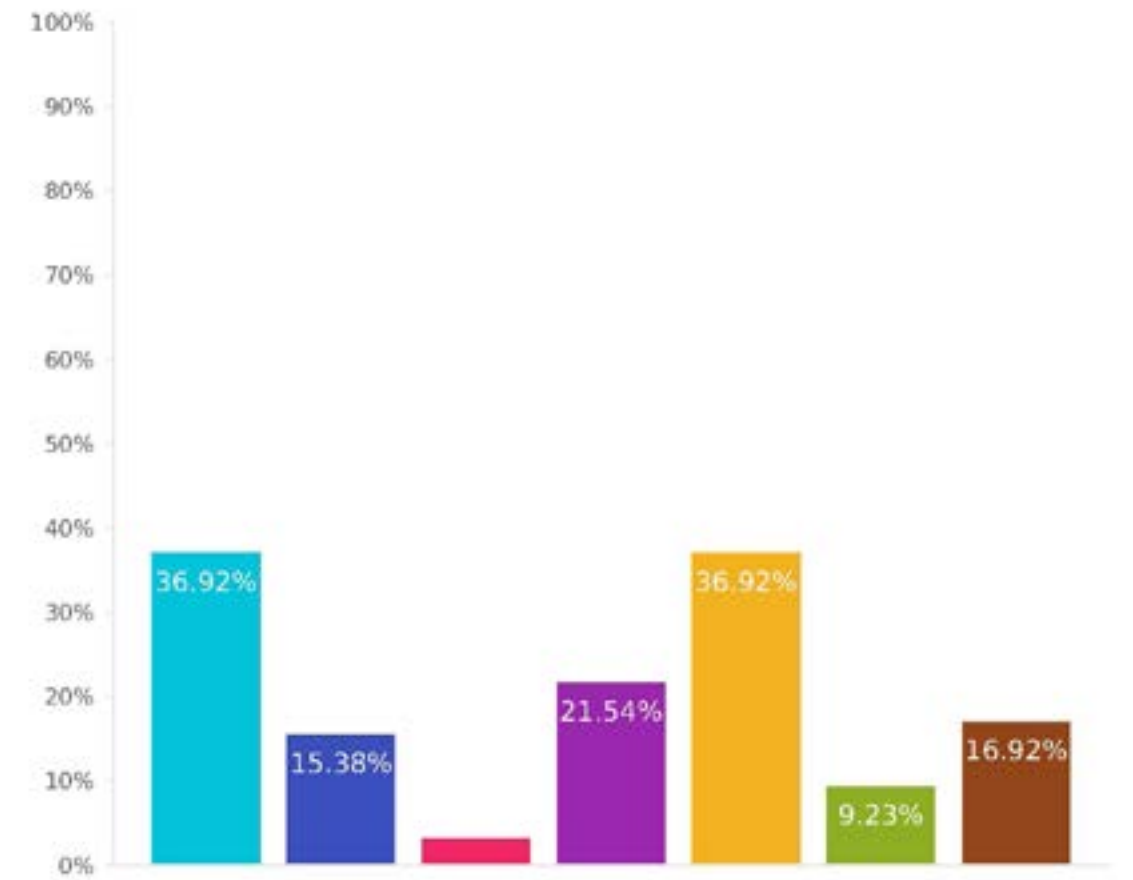


1. I have maintained a 6 feet distancing from my clients; I have Plexiglas-glass around my desk and the receptionist desk; I have zoom and telephone conferences.
2. I am self employed and have no employees. I am a beekeeper and I sell honey to grocery stores. As a vender I have to wear a mask when I service grocery stores.
3. Only 2 staff members working a class, one instructor and a floor asst.
4. basic distancing and less people actively working and ongoing cleaning on a constant business
5. We are a family-run business at this time. We had to lay-off our employees. We are only doing curbside product sales with all activities outside of our premises.
6. We have a non touch payment system, everyone must wear mask, we have purchased the proper cleaning supplies and lysol 99.9 wipes, we have measured out 7 feet distance for employees and all clients, gloves,
7. Very difficult on the EMS business line for us. In Park Operations we are requiring 6 feet separations. Where appropriate and feasible employees are teleworking.
8. Mandatory Glove, mask and 3 people or merchant allowed at any given time with sign clearly posted.
9. Staying at least 6 feet from other people.
10. Hand sanitizers, wipes, distancing
11. Working remotely where possible, physical separation between employees, acrylic shields between employees and customers, monitoring lobby traffic and limiting where needed, floor markings to maintain distance in lines.
12. Employees are working primarily from home.
13. To practice 6 feet distant, and to wear mask and gloves on the job sites.
14. Staggered schedules, work from home, some not working at this point but still employed and being paid
15. We have our branch doors closed and it's available only by appointment basis. Most of the banking function has been done through our drive thru system.
16. Work from home for office employees. For others, using ppe, meetings are outside with social distancing, extra cleaning of office and equipment, removed break room tables and chairs, no loitering. Drivers are pretty much by themselves while performing their jobs.
17. We do take outs only.

If your business (or industry) was deemed essential, what “workplace distancing” practices have you implemented in your workplace to protect the safety of the employees? Continued...

18. Not really applicable because it is just me, but I am out in public less
19. Zero contact with customers and wearing gloves mask and always practice washing hands and have a clean pair of clothes for each job.
20. We are selling curbside only. We wear masks. We don't let anyone inside. We have laid off our employee. It is only run by family now.
21. 6', temp checking, 30' glove change, no cash/card touching, masks
22. N/a
23. social distancing not open to public for walk ins cleaning often Masks provided
24. Most all staff are working remotely. Those that are in the offices and practicing social distancing.
25. No customers allowed in store, no customer access to restrooms, more aggressive sanitation practices put in place, social distancing practices in place for pick ups
26. We are required to wear masks in the office. When in the field with clients we have multiple require ments. too many to list here.
27. I do delivery to people's doorstep, zero contact
28. Stay six feet apart and constantly clean counters bathrooms and the entire shop.
29. We have two exits and entrances, proper cleaning supplies, touchless payment and entry. Gloves, mask
30. Spread appointment out in time, separation of all clients, masks, gloves and disinfect between patients
31. We continue to provide services for kids via zoo but lost 75% of client base and the phone is not ringing:(
32. Our company has been a work from home from day 1. We conduct meeting via Zoom or Teams.
33. Staff working from home
34. I work from home
35. PPE and social distancing practices in place for staff and residents.

How has your employee count changed due to COVID-19 specifically?

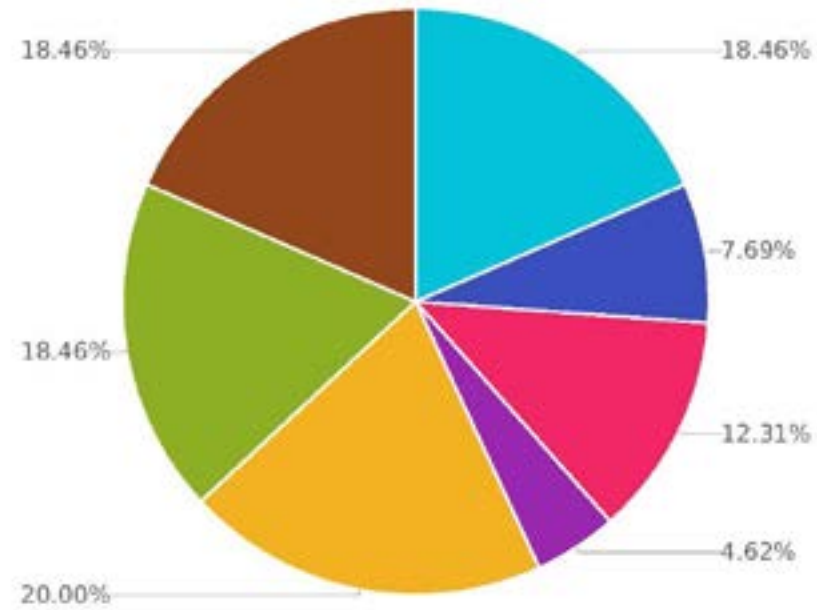


- No change so far
- We have implemented a hiring freeze
- We have hired new staff
- We have reduced some staff hours
- We have temporarily laid off some staff
- We have terminated some staff
- Other (Please specify)

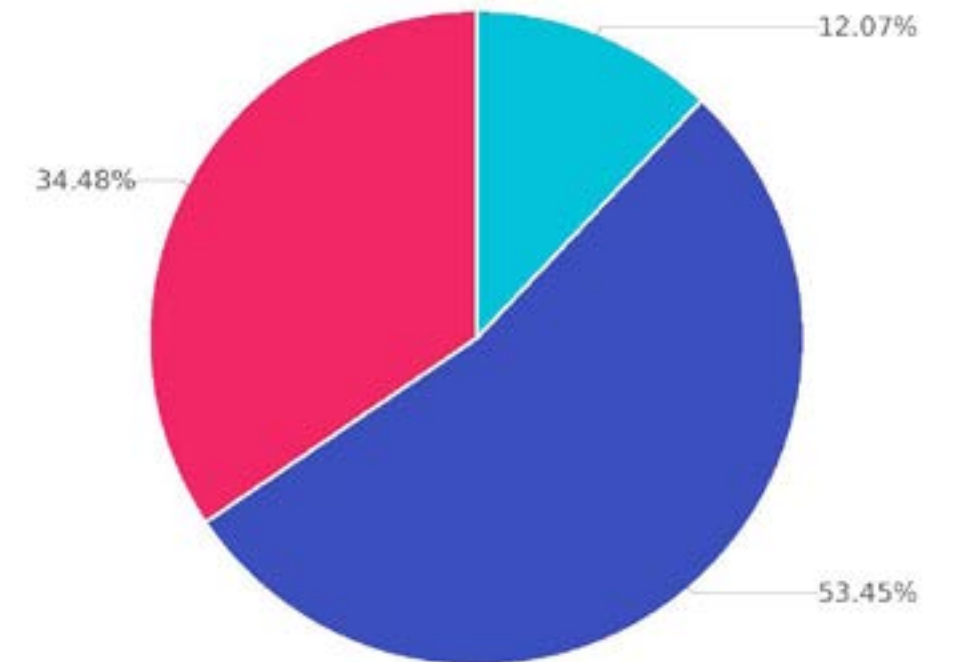


What percentage of your current workforce is working remotely vs. onsite?

If employees are temporarily not reporting for work, what percentage will be paid during the work hiatus?



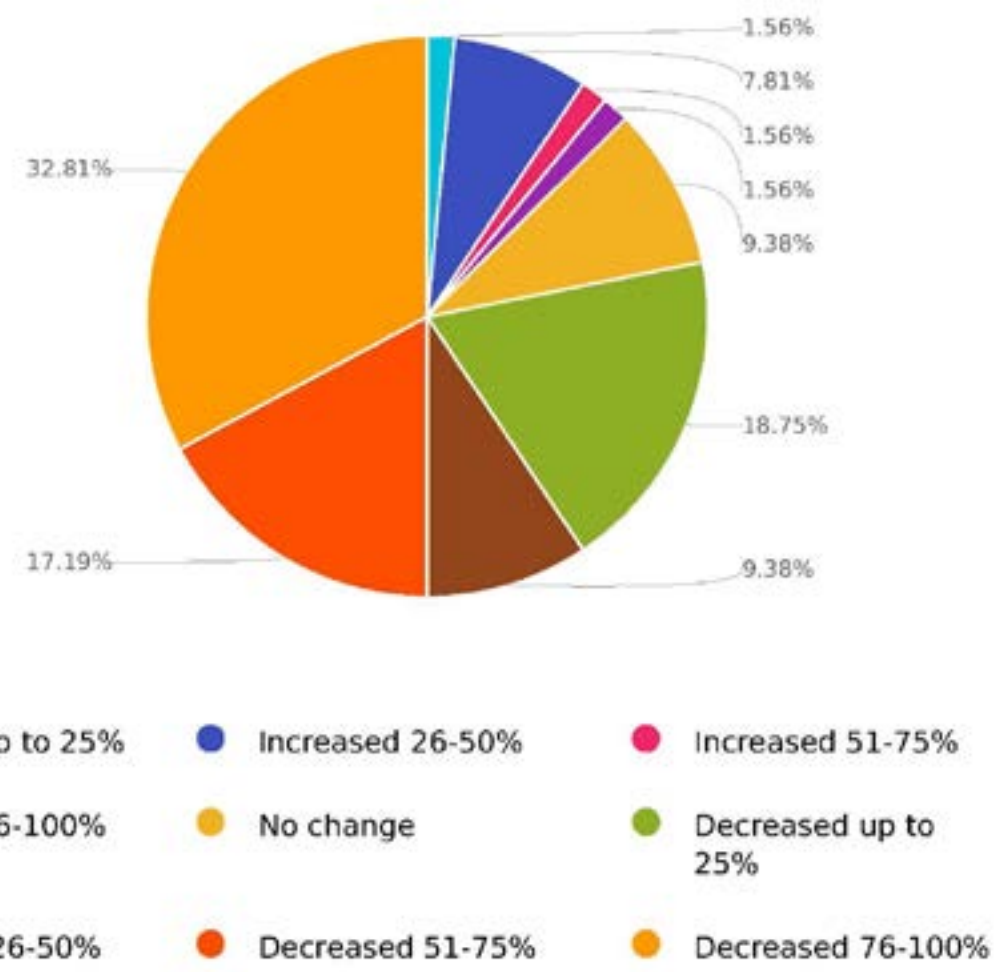
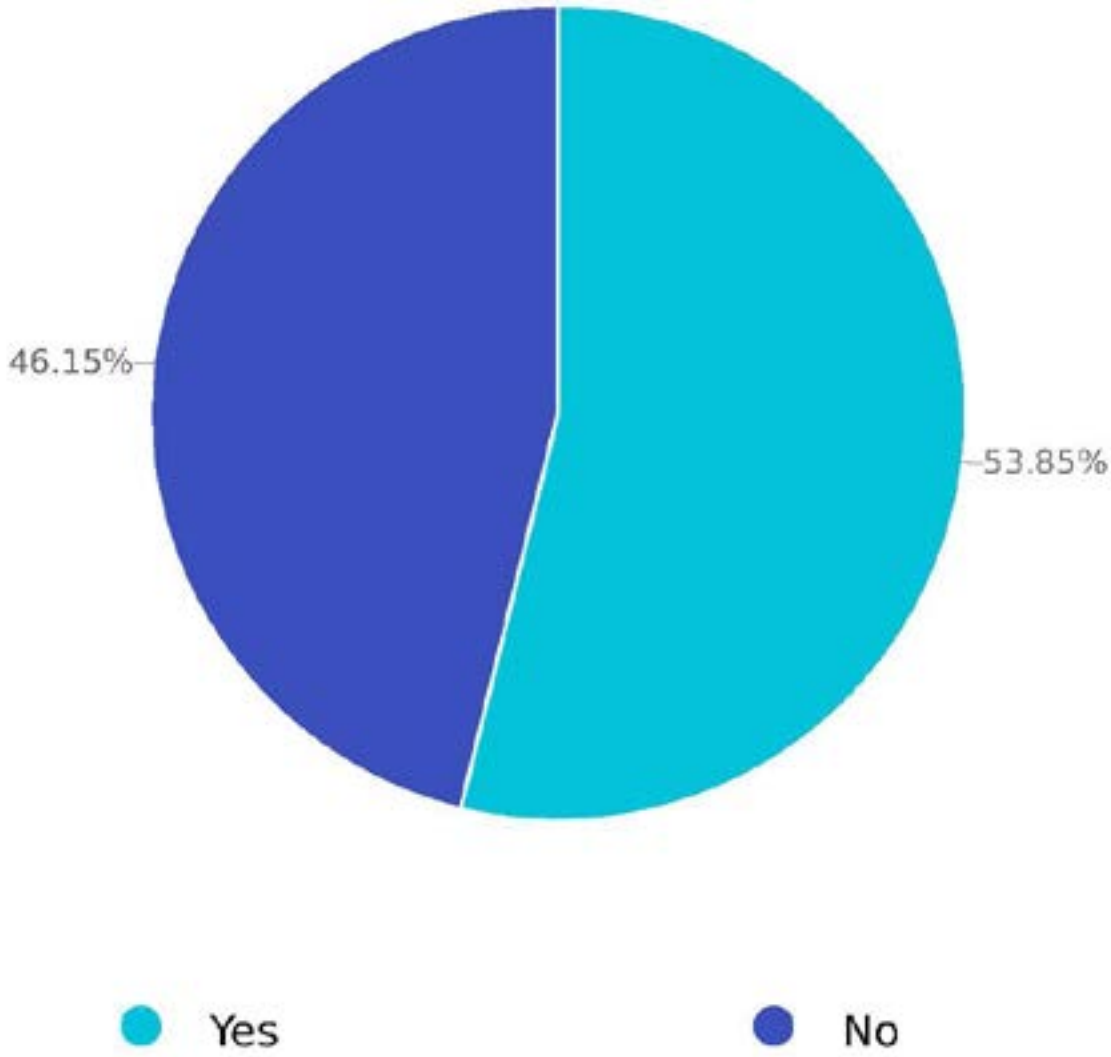
- All current staff is working onsite
- Up to 25% remote, the rest onsite
- 26-50% remote, the rest onsite
- 51-75% remote, the rest onsite
- 76-100% remote
- Staff can only work onsite, but are unable to currently - meaning they can't work remotely
- Other (Please specify)



- Paid
- Unpaid
- Other (Please specify)

Does your organization anticipate a sustained reduction in services or personnel as a result of COVID-19, even after stay at home orders are lifted?

Has your organization's weekly revenue experienced an increase or decrease as a result of COVID-19?



If your revenues have declined as a result of the COVID-19 pandemic, please briefly explain how/why:

1. Slight reduction in product sales.
2. We provide in studio art classes. We cannot do that at all right now because of the stay at home order.
3. The client is left unsure, so deciding to cut back on making a long term commitment. Not ready to move forward, yet.
4. We receive commissions and I expect a decline with the lack of ability to pay their premiums over the next couple of months. How long ?
5. Our customers are no longer able to gather.
6. We serve a primarily elderly population. Most are not able to manage Telehealth options and require in-person visits. We were forcibly closed since mid-March and only partially opened last week (May 4), we anticipate our demographic being very slow to come back out and see us.
7. We perform a lot of in-home repairs, 60% of revenue. We will not enter homes until the stay-at-home order is lifted. We have several restaurant jobs ready to go, but restaurants won't let us in, even though there are dine-in customers, and thus no disruptions due to our presence. We will probably hire more people when we can get back to serving all of our markets (if I can convince them to leave their overly generous unemployment benefits behind).
8. customer business went down or closed
9. We are a mass gatherings business. All shows and in person rehearsals have stopped, and all ticket sales for shows have stopped and will need to be fully refunded if not allowed to perform soon.
10. We can't sell any new packages, class pass monies is lost, no clothing sales, no new clients walking in . We lost about 5000 to 6000 just in march. The longer this goes on the more members I lose. WE are in dire straits
11. Loss of Recreation Services Revenue Ambulance Revenue has also declined with a decline in over all call volume
12. Pick up only orders
13. Not customers
14. Clients who were going to file for bankruptcy need to wait to see if his/her situation is going to get worse as bankruptcy addresses the bills that you owe at the time of filing your case at court. Clients have less money now to pay the court filing fee and attorney fees.
15. Closed for a long time now just curbside
16. Distributors ,Nail Salons , Beauty Schools community colleges have all closed
17. Some out of members have cancelled their memberships. We rely on non-members coming into the studio buying drop in classes, class packs, and paying through ClassPass. We have none of that income now.
18. We are a wrestling Club servicing Elk Grove and surrounding wrestling community Sac, Galt, Stockton. Roseville, Davis, Rancho, Natomas ,etc.
19. Providing payment deferments for loans reduces interest income short-term. Waiving selected fees.
20. People can't come in to shop, take classes or have parties at our business - The whole point of the business is old fashion face to face contact which is exactly what is not allowed during the pandemic.
21. No one to do business with. Every organization that I do business with has shut down operation.

If your revenues have declined as a result of the COVID-19 pandemic, please briefly explain how/why: Continued...

22. Our arts center has been closed since mid-March. We are not generating any revenue from art show entries, art show sales, gallery sales, or art workshops as a result.
23. Decreases in current year not yet known, expect decreases in upcoming two fiscal years between 5 and 20%
24. our Venue is temporarily closed since March 2020 due to COVID-19. There's zero revenue.
25. Commercial businesses have temporarily closed so commercial revenue has declined quite a bit. On the flip side there is so much more residential trash from people staying at home so we are spending more time keeping the city clean and have a higher disposal cost but no additional revenue to set it off. So our P&L is challenging right now.
26. Not open for business.
27. Instead of a full restaurant doing only take outs.
28. We do advertising and closed businesses do not advertise. about 30% are temporarily closed
29. We were forced to close due to our dependency on gyms. As a result our spring season was cancelled and we had to refund half our customers.
30. We are not allowed to open our taproom. We can only sell curbside.
31. We have a once a year Fundraiser and are not able to have it, yet.
32. people can't afford to pay health premium so renewal commissions drop
33. Recreation programming, pre-schools, swim and sports leagues, and all facility rentals were canceled. Also all co-sponsored community events.
34. business closed due to covid-19
35. Lack of seating deters people from meeting here as usual business allows, more people sheltering in place so less foot traffic
36. We were closed over a month & half with NO REVENUE. We are a full service car wash & detail that can not work remotely.
37. Workload of listings and pendings is down 40% from last year this time; however, my personal business in the past two weeks is the busiest I have been in ten years as we are moving toward recovery.
38. Clients delaying services
39. I was able to attend markets for in person sales, but 75% of my sales are online orders that have been pretty much the same.
40. Unable to come in contact with customers
41. We are not charging customers because we are closed.
42. Our recreational registrations have been slow and no competitive tryouts have been held yet.
43. We did not have any new sign ups, no drop in from class pass, some members froze their membership.We lost around 60 % of our revenue.
44. People staying in place and not comfortable coming to doctors office



If your revenues have declined as a result of the COVID-19 pandemic, please briefly explain how/why: Continued...

Have you taken any of the following steps to mitigate harmful COVID-19 impacts to your revenue expenditures and receipts?

- 45. Had to close salon
- 46. Students can't come to the center and are being homeschooled by parents and parents are overwhelmed.
- 47. We support law firm software implementations. Our projects were put on hold as they reconfigured their staff to work remote. Many projects are still on hold indefinitely. Sales also have been postponed.
- 48. Due to Pandemic
- 49. We did cancel a couple of events, our fundraising events, and do not have weekly money coming in.
- 50. 100% shut down
- 51. Families are choosing to wait until COVID-19 has passed through significantly before placing their loved ones in a senior community. This has impacted our business significantly. With so many AL/MC and skilled nursing facilities testing

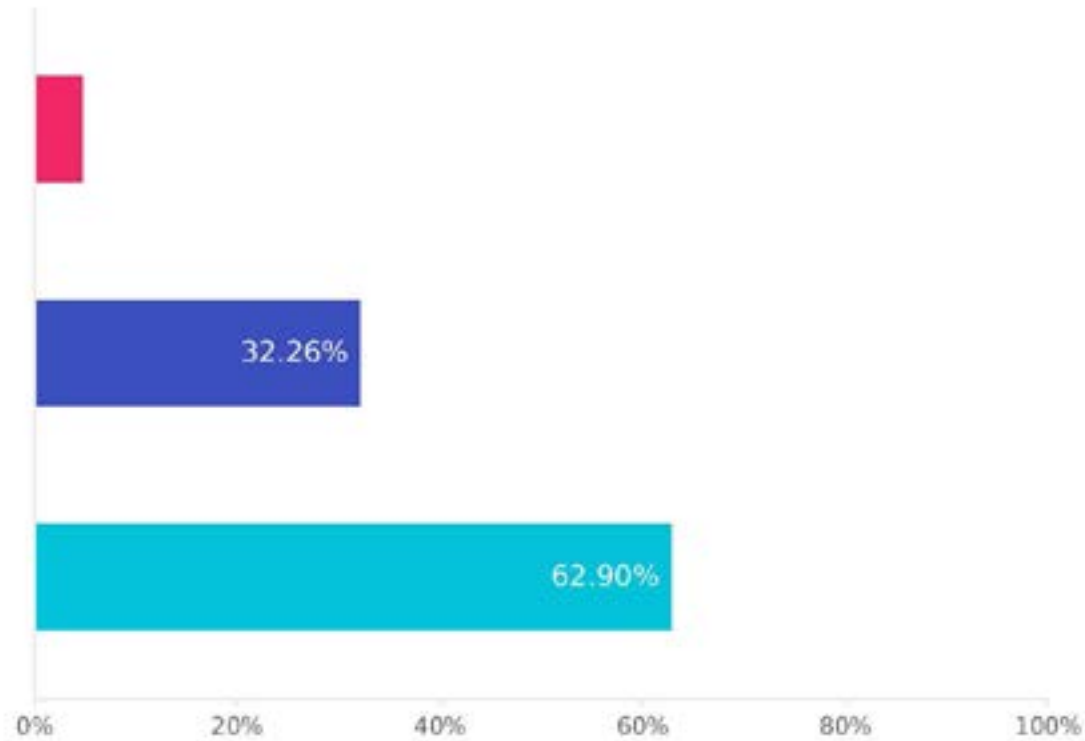


- Draw down reserves
- Raise fees for services
- Cut or decrease services
- Cut or decrease personnel
- Furloughing employees
- Cancelling services indefinitely
- Delaying anticipated capital construction
- Reducing maintenance and repair schedules
- Increasing borrowing/debt
- Delaying debt payments
- We do not anticipate harmful impacts to our expenditures and receipts (click here only if you did not answer any of the actions listed above)
- Other (if you were impacted in a way not listed here; please explain in the space provided below)

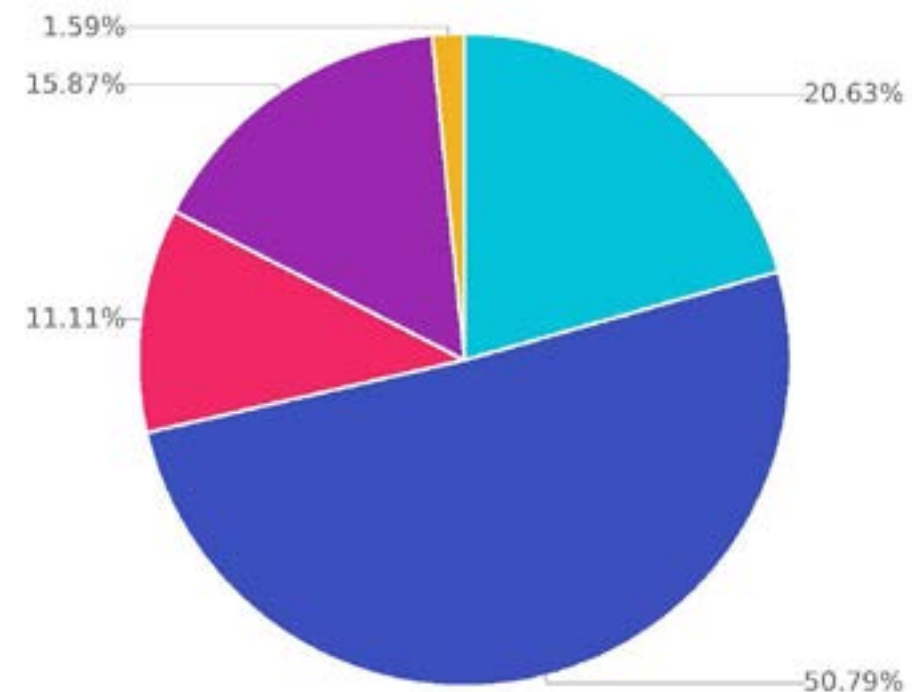


Have you applied for any financial relief with the CARES Act, SBA, PPP, EIDL, etc?

Have you contacted your bank about a bridge loan or other financing?



- Yes, I have applied
- No, I have not applied and I am not interested at this time
- No, I have not applied but I am interested in learning more about the program

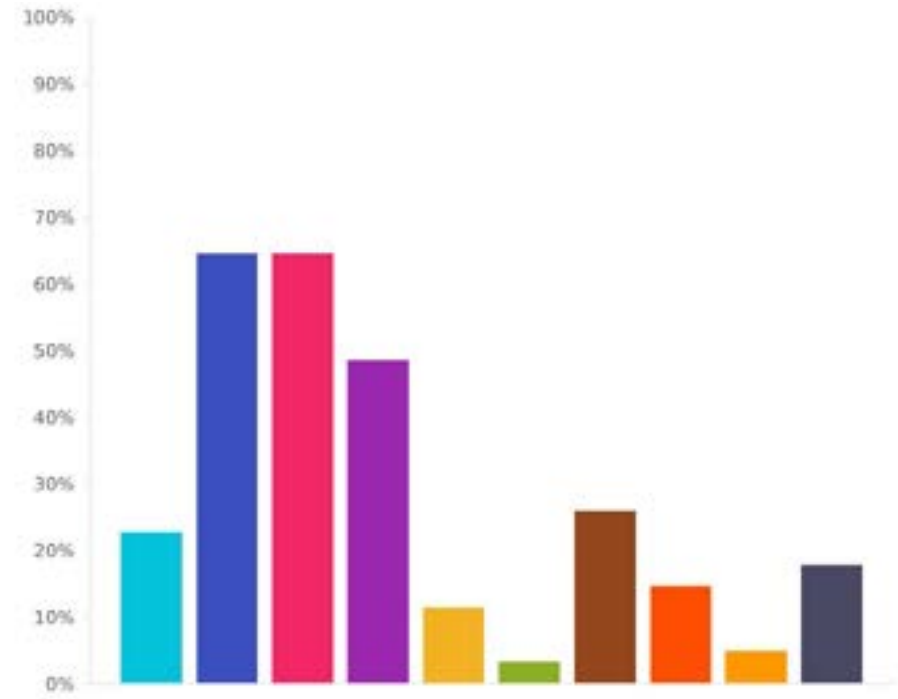


- Yes
- No
- Considering it
- Unnecessary
- Pending lender response

How many weeks of a business shutdown would you estimate your business can survive before closing?

Are you incurring (or do you anticipate incurring) any of the following expenses as your organization responds to COVID-19?

- 1. 2
- 2. 12
- 3. ?
- 4. 8
- 5. 1 year
- 6. NA
- 7. 8-10 weeks
- 8. 12 weeks (total)
- 9. I WILL NOT SHUTDOWN! until I'm taken out the door boots first.
- 10. 1
- 11. 8
- 12. 1
- 13. 1 year
- 14. 8
- 15. 3
- 16. n/a
- 17. 8
- 18. Maybe 2-3 more weeks
- 19. two more months
- 20. N/A
- 21. N/A - essential business
- 22. 12
- 23. I can ride this out.
- 24. Business cannot shut down
- 25. 52
- 26. not applicable
- 27. None
- 28. We will be fine and will adjust
- 29. 12 - 16, including time already closed.
- 30. Unknown
- 31. 6
- 32. 8 weeks
- 33. 20
- 34. 0
- 35. We are Veterans we can survive
- 36. 26
- 37. N/A
- 38. 4 more weeks
- 39. unknown
- 40. Three months
- 41. With the stimulous money and loans I expect to continue growing as business is picking up
- 42. 20
- 43. N/a
- 44. Unsure
- 45. when PPP runs out
- 46. no sure
- 47. Eight weeks.
- 48. We were close but we opened.
- 49. N/a
- 50. N/A
- 51. 8 weeks we are at our max
- 52. 10
- 53. 10
- 54. 16-20
- 55. Survive but diminished
- 56. N/A
- 57. 12
- 58. unknown as we are part of a large corporation



- Emergency operations/training costs
- Purchase of personal protective equipment and other specialized equipment
- Disinfection of staff workspace
- Disinfection of public facilities
- Increased non-safety personnel costs (includes overtime)
- Increased law enforcement and security costs (includes overtime)
- Purchase of technology/software for remote work and operations
- Increased paid leave policies due to federal unfunded mandate
- Increased calls for service
- Increased legal costs
- Crisis communications/Public facing communications
- No additional expenses incurred or anticipated
- Other (Please specify)



Overall what is your biggest challenge relating to COVID-19 response impacts on operations now and moving forward, and do you have ideas on how to address it?

Overall what is your biggest challenge relating to COVID-19 response impacts on operations now and moving forward, and do you have ideas on how to address it? Continued...

1. General economic activity in our industries. We see a significant downturn and are hoping that activity its will return in a few months.
2. Our entire business structure is in a social studio setting. We strive for a full studio for each class as it benefits the customer experience. There are a lot of costs associated with providing a class, which is offset by filling seats. If we can only fill a small portion of seats, the cost is no longer offset-which will cause us to cancel a lot of classes, which in turn will cause the loss of our customers. Even once we open, we expect it to be a only a small number of guests instead of the usual 50 which drastically reduces our income potential. Unsure if we will be able to survive very long at minimal capacity. We will offer virtual classes but there is a high cost in purchases the needed recording, production and streaming equipment.
3. Not knowing, uncertainty from clients. How to address is to shift to a new way of doing business.
4. Get our country back to work
5. Surviving
6. Our biggest challenge will be getting our demographic confident enough to venture out to address their hearing needs. We have communicated with our database our many measures we have taken to keep them safe, but getting new business in the door will be very difficult while the pandemic fears are still present.
7. Putting off in-home and restaurant repair jobs now, and the associated loss of income, and attending the abundance of work that is backed up while we are restricted.
8. Don't know what's going to happen, we might have to close business.
9. Performing Arts rely on theaters filled with audience. If we cannot have performances, our business will close.
10. The local govt should play a bigger role in establishing who needs help first. The businesses that were forced to shut down completely should receive the most help. some people got help that did not need it and others got nothing. I have still yet to hear anything from unemployment. My fitness studio should not be in a category with gyms.
11. Selling more water systems
12. Getting customer y to hire my service
13. Our biggest challenge is to service our clients while not contracting COVID-19. We will do our best to follow the California guidelines and laws for an office.
14. Customers can't come inside store
15. My concern is having no date for reopening. We don't know if we financially need to try to survive for another few weeks or months. Once we can reopen class size will be dramatically reduced to allow for social distancing. Less people in means less money. Again not knowing how long social distancing will be required makes it hard to plan. We are working on a revised schedule and possible outdoor locations for classes.
16. That local schools and sport contact be allowed. Wrestling is a contact sport. But we practice top sanitation , clean,disinfectant, and encourage a health life style for K-6, Middle Schools, & High Schools.
17. How to keep attendees and participation safe in large crowds for fundraisers and practices in the future.
18. Expectation of increased BKs even after returning to normal. Trying to budget when and to what extent. However, we anticipate most borrowers to return to a regular state at some point.
19. Getting customers to make purchases without being able to enjoy the customer service that is a hallmark of my business.
20. All I can do is to wait until organizations start having events again.
21. Our biggest challenge is having to be closed for an extended period of time (2 months at this point), and having to continue paying rent and utilities while generating no income from sales, art classes, art entry fees, etc.
22. inability to have students present at school sites
23. Initially pivoting our learning model to online, currently developing budget based on significant reductions and planning of new learning model moving forward.
24. Preparedness and quick actions are important
25. Our biggest challenge is keeping the commercial drivers busy while so much business has temporarily gone away. We want to be respectful of our employees and keep their pay as close to normal as possible but need to make sure we're running the business properly at the same time. If this continues for much longer we would need to lay off some drivers. Hopefully things will start opening up soon.
26. Until our main local suppliers resume operations, getting materials is difficult and expensive due to shipping costs.
27. If businesses do not reopen, we will lose income
28. Keeping employees showing up and not quitting to get unemployment
29. Our biggest challenge is we are dependent on public school gyms and private gyms. This, our business to serve the youth community cannot happen unless gyms open back up. The longer this shutdown happens, the less likely we would have funding to continue to sustain until we can open up. Once our funding runs out, we will have to shut down the business. Our thoughts are to use some of the relevant statistics to open up businesses while maintaining reasonable safety measures to the best of our abilities. Covid 19 most likely won't be eradicated and this will be the new norm like other viruses. We just have to be sensible in our hygiene, public behaviors and have the choice to make our own decisions. We were in the midst of working on investors to build a giant sports complex in Elk Grove but. It sure that is viable with the current environment. Hopefully the city of Elk Grove can assist us in this respect. This will allow more control of how we could keep the community safer.
30. Making enough money to pay our rent. Rehiring our gig employees. Such as bands and karaoke DJs. And we miss the people
31. Closed dining room
32. we need to get CA opened back up
33. Relaying and clearly communicating to the community our decisions. Examining the crowd density of programs and events before returning to pre-COVID status. Ensuring all participants feel safe
34. not able to re-open and still facing the uncertainty after re-open due to the potential virus again

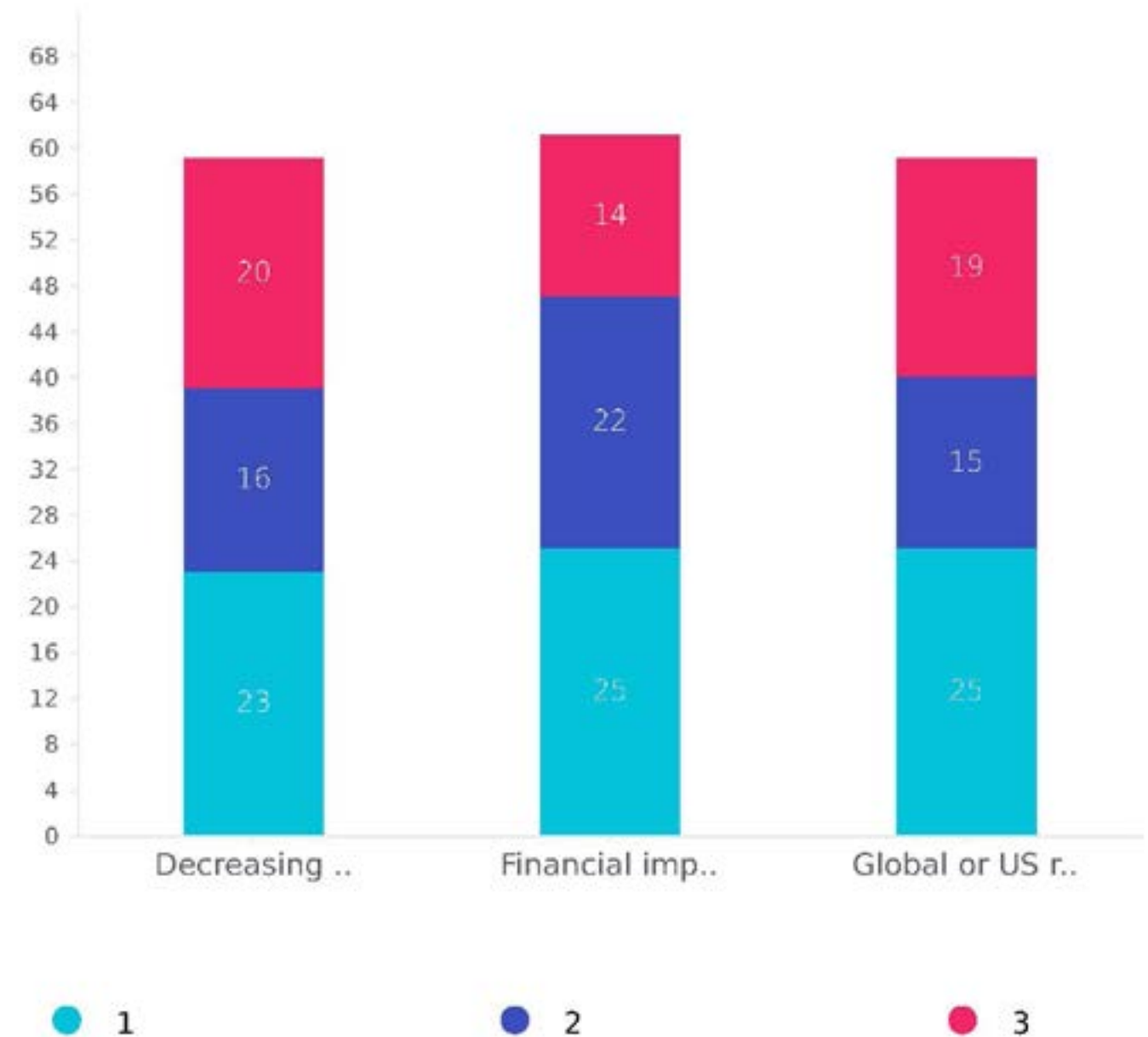


Overall what is your biggest challenge relating to COVID-19 response impacts on operations now and moving forward, and do you have ideas on how to address it?

Continued...

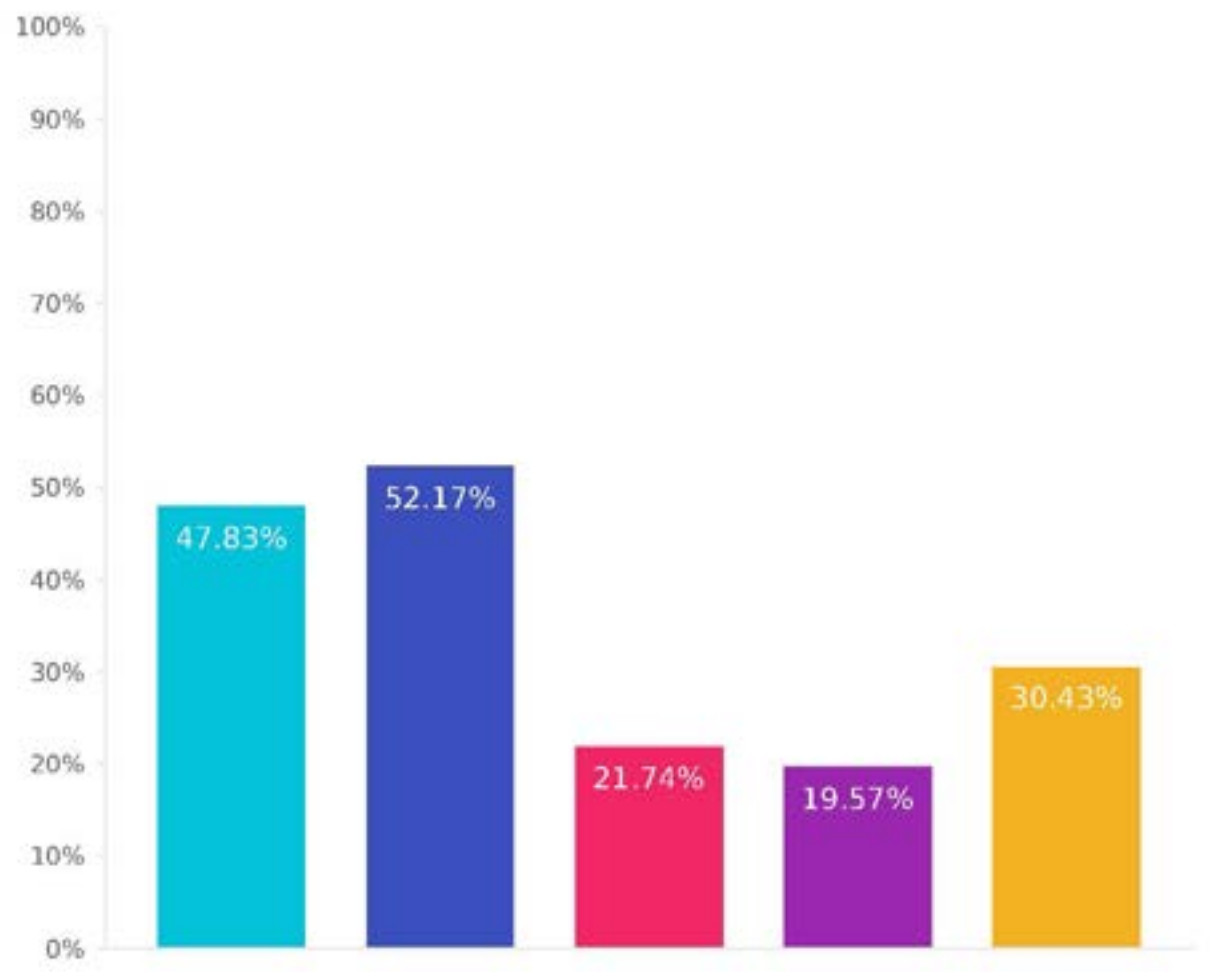
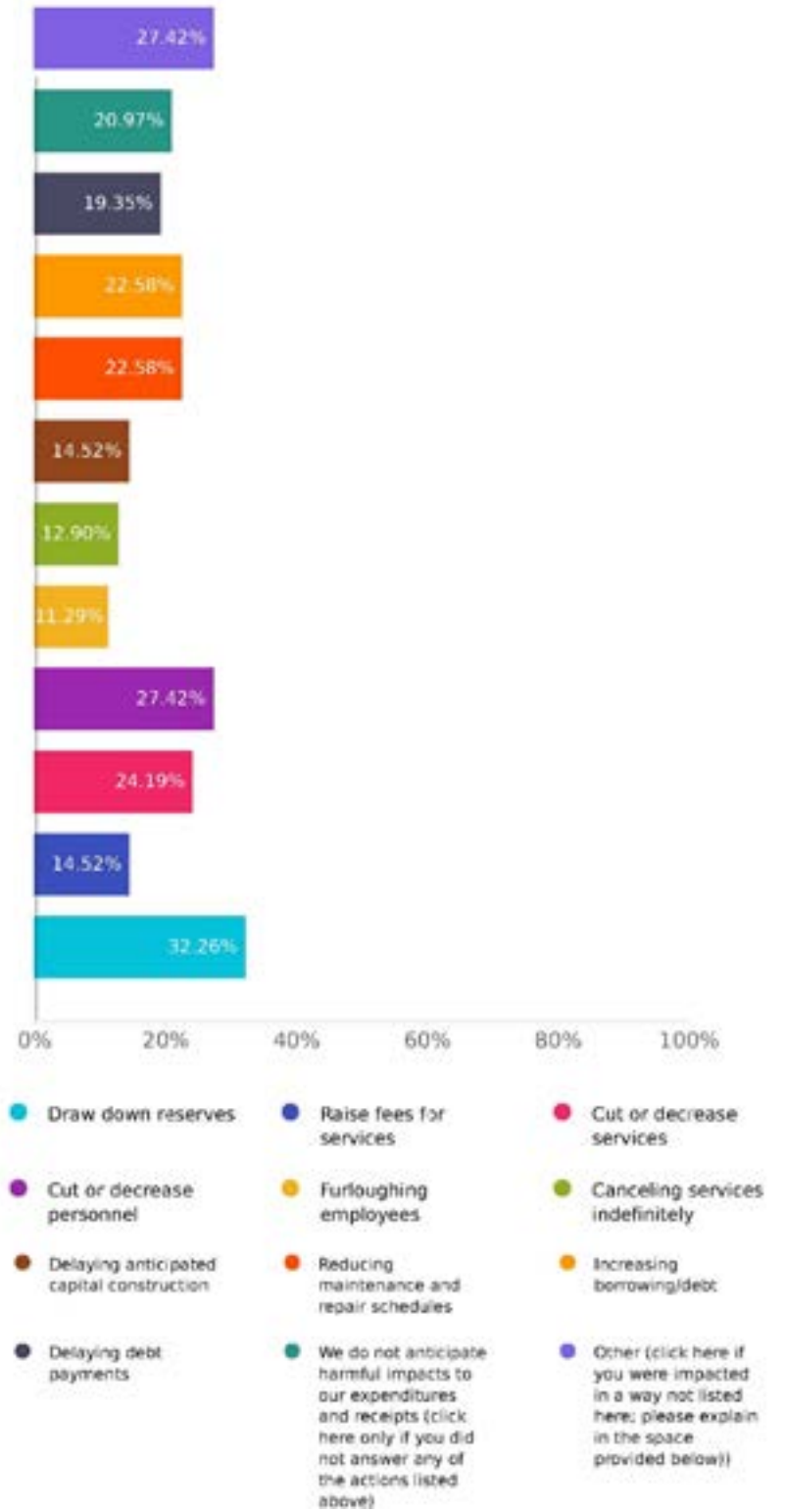
Please rate your top three concerns looking forward?

35. We no longer have the same demand for our services so our revenues are down. As a result, we had to lay-off 70% of our staff. We also can't adhere to all the covid 19 protocols since we can't find the PPE that is needed! We are in the process of changing our business model.
36. For my real estate business the biggest key is saving as much cash aside as possible until into 2021 as the recovery aspect is unknown.
37. Unable to attend large markets and events. Hoping as restrictions are lifted, to be able to hold small pop up shops, find ways to increase online orders.
38. Unable to meet people face to face.
39. Opening up soon enough to get money coming into the corporation
40. Wait to see when groups can meet and start practicing.
41. Making sure customers feel safe during their stay at our facilities.
42. The people who had to close completely should have been given assistance first. More at a local level. I know some who got help but did not need it and some got no help.
43. We are Veterans and will handle whatever comes our way
44. People not comfortable receiving any procedure that they feel they can do without at this time.
45. Paying my rent. I have received nothing from any bank for a loan and I sent in every application since March 12, when we shut down
46. When to open : how to open and liabilities related to Opening
47. Biggest challenge is finding firms who have budget and remote systems to allow continued sales and project work. I am looking at new marketing to attract prospects.
48. Work has slowed down 80%
49. Hoping to get back to fundraising, and help our community as we have in the past.
50. Lease is biggest factor of staying in business. If landlord is not reasonably flexible we will have to fault on our lease and move to a smaller more reasonable lease till we recover from shutdown.
51. Business partners impacted
52. Brookdale, the corporation, is an amazing example of disaster response and with over 750 communities nationwide and only a handful of positive cases (less than 10)it shows. Early response, training, preparation and securing supplies was the difference. The biggest challenge will to continue to educate the consumer and reduce their fears.



Do you expect to take any of the following actions in response to the economic and fiscal impacts of COVID-19 in the next six months?

If only partially open or temporarily closed, what resources would be required for your organization to relaunch or consider a phased restart?

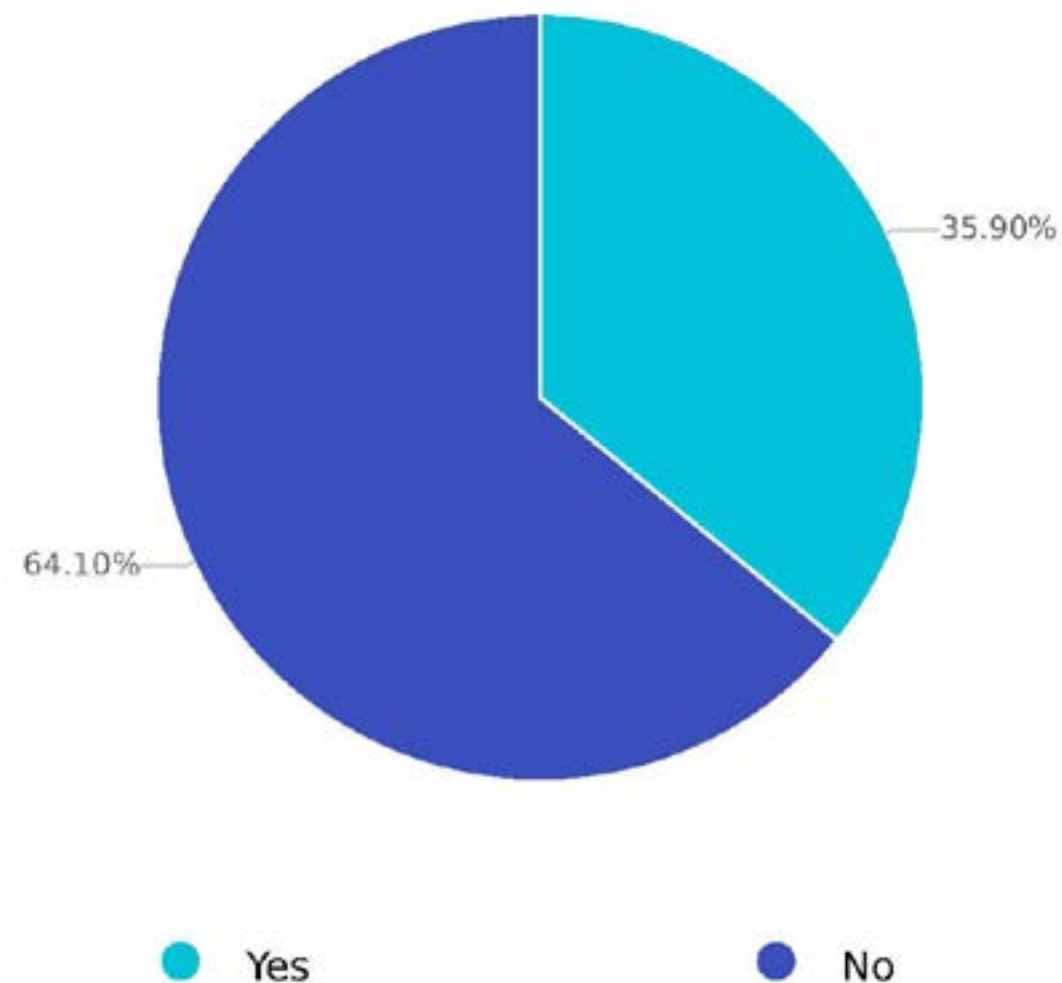


- Rent capital
- Payroll capital
- Supplies provisioning capital
- Worker (re)training
- Other (Please specify)



Is your business in need of masks?

Do you have any additional suggestions, questions, or requests for to help you and other organizations during the COVID-19 pandemic?



1. Get Elk Grove to open. Our numbers have been so low, I feel we can move forward a little quicker than Sac County. Every City is different and can't be held to the limits of the entire county or state. We need to get this city open again to mitigate the bankruptcies and business closures.
2. Each business should define or redefine their business online and onsite. Engage with and keep customers in the loop. Create an additional customer/client service to engage more with their loyal customers and attract new ones. The message to customers needs to be clear on how you plan to keep them healthy and safe. Especially, if you plan to keep the business moving forward. The customer needs to see you're doing things in a new way that will benefit them even more.
3. Keep up the good work
4. Let's get the stay-at-home orders lifted and people incentivized to work rather than collect unemployment.
5. I don't understand why people can go to cvc, liquor stores and can't come to my studio that is 3400 sq feet and people can be 7 feet apart. They don't touch product and we don't use equipment. They bring their own mats Touch less entry and exit. I don't understand why my state is paying for drugs for people but won't help me a tax payer.
6. Let's get grant for businesses so we can keep employees and keep our business operating
7. Reasonable prices negotiated by the city, Chamber, or State Chamber to buy masks, disinfectant, anti-bacterial wipes, gloves & no touch thermometers.
8. The comment by our Governor on live TV That COVID-19 started in a Nail Salon in Alameda county will have LONG lasting impact on our industry for years to come.
9. I think as a small fitness studio we should not be considered high risk and placed in phase three. We can easily enforce social distancing and many classes can be done with no equipment. Classes that use equipment can be easily modified so that there is no sharing of equipment in class. I think businesses should be looked at in terms of their ability to enforce the mandates and not grouped together into essential, non-essential, low and high risk.
10. If there are any Bank's in Elk Grove that will give EGWA a PPP Loan that is for given. Coach Jim Cook EGWA 2020
11. No
12. If the Chamber could recommend some "angels" otherwise known as possible business sponsors for our arts center that would certainly help us going forward!
13. Chamber should be completely step away from political influences where they can help and achieve their goals and mission.
14. No
15. support continual education and ongoing updates on what is happening
16. Please advocate that businesses DO NOT receive citations for not having a COVID 19 Written Plan or PPE. We are navigating new waters and have NO IDEA how to proceed.
17. No additional recommendations at this time.



Do you have any additional suggestions, questions, or requests for to help you and other organizations during the COVID-19 pandemic? Continued...

18. No
19. I like all of the access to information that the Chamber gives its members.
20. No.
21. none
22. Why was this not talked about 2 months ago.. where where you..
23. Not at this time.
24. The current approval by City regarding business lease that tenants pay 50% of lease during shut down does not work for those of us that are completely shut down with zero income.

