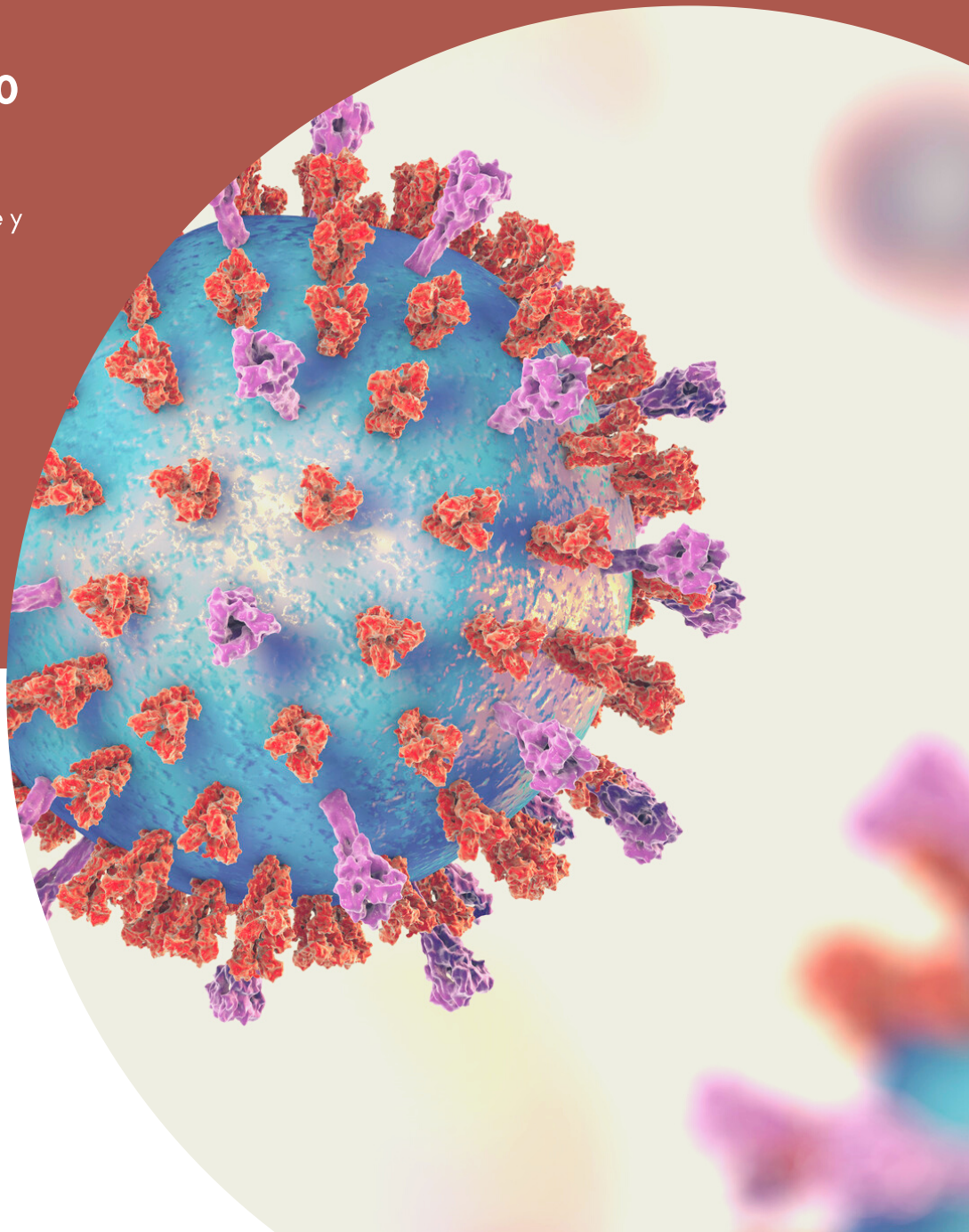




# COVID-19 BUSINESS IMPACT SURVEY (4)

**PUBLISHED**  
**JUNE 30, 2020**

A follow-up to survey  
results published:  
March 23, 2020  
April 9, 2020  
May 8, 2020



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# EXECUTIVE STATEMENT

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The East Valley Chambers of Commerce Alliance (EVCCA) conducted the fourth in a series of surveys of its more than 5,000 members to determine the immediate impact of the COVID-19 pandemic on their revenue, operations, and supply chains. The report includes responses from 20 industry sectors and nearly 70 percent of respondents represent businesses with less than 20 employees.

It should be noted that this survey was completed prior to the Maricopa County mandate to wear masks in public. Saying that, more than half the respondents are open with employees working onsite. With twenty-four percent hosting employees onsite and remotely.

Fifty-one percent of employers noted there has been no change to their employee count during COVID-19. Fourteen percent have hired new staff. Forty percent have combined reduction in hours, a hiring freeze, layoffs, and terminations as means to reduce overhead expenses.

Top concerns expressed were acquiring and retaining customers due to lingering COVID-19 fears, followed by the ability to pay expenses, overhead and payroll. Employee stress, obtaining funding to continue operations and supply chain disruptions rounded out the top concerns of respondents.

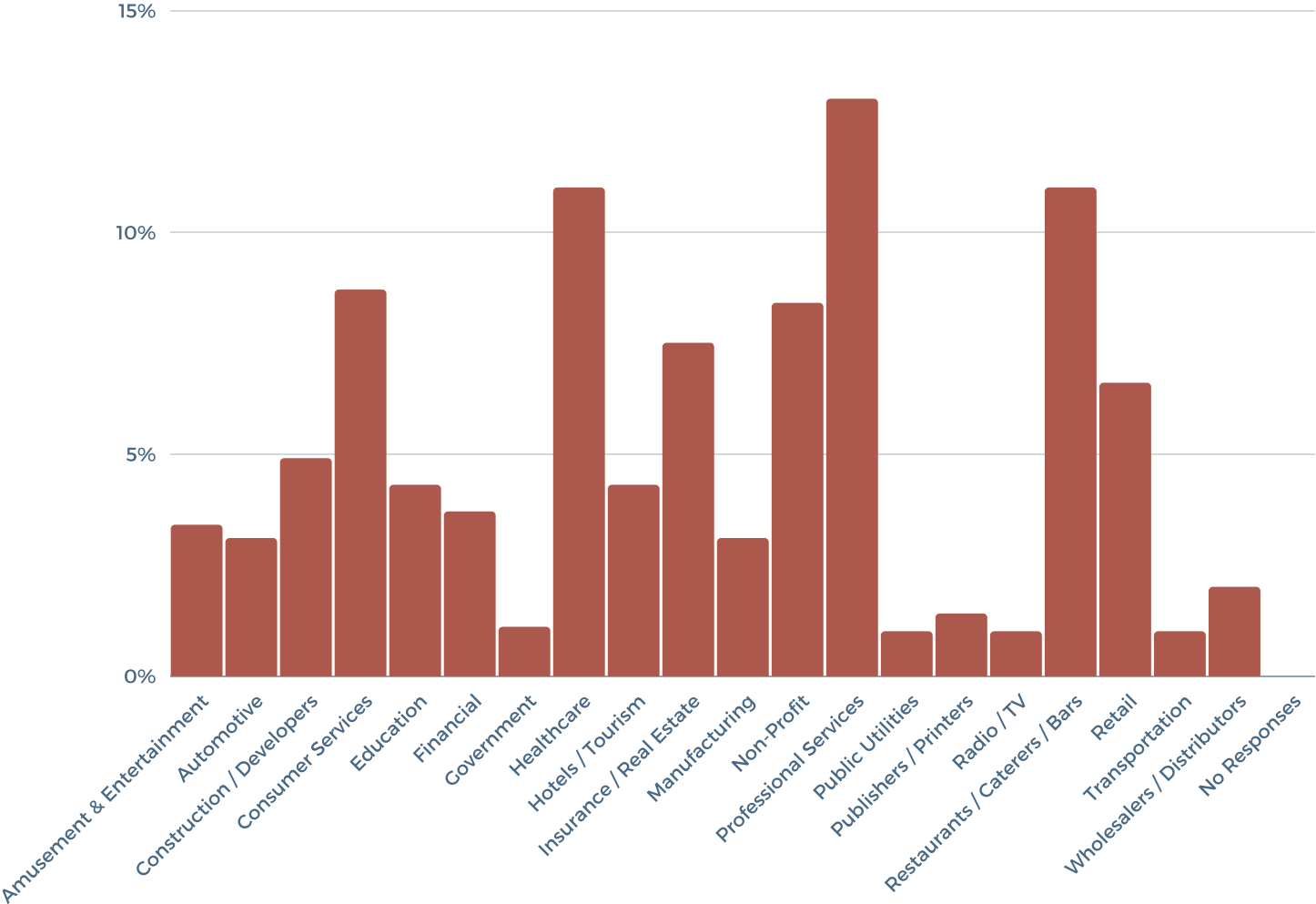
Thirty-six percent of those who applied for the SBA EIDL loan still have not been funded. More than forty-nine percent of respondents noted they could survive less than 16 weeks of business slowdown/shutdown before permanently closing. Twenty percent of those could survive up to 8 weeks.

# 344

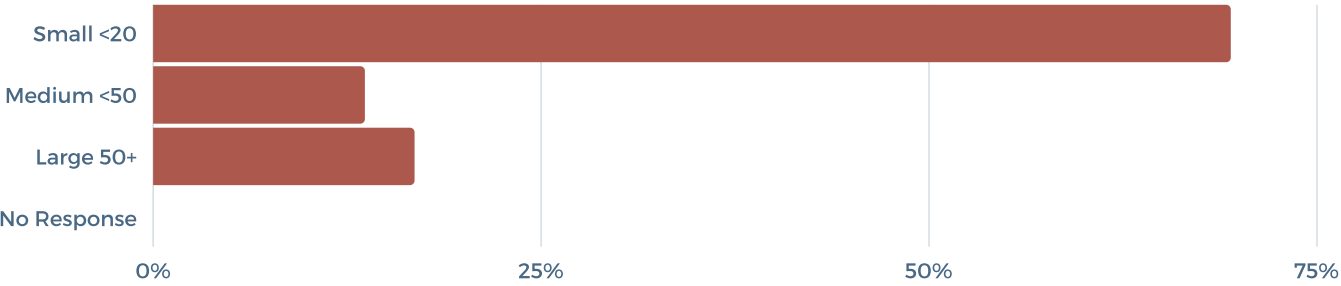
Responses received as of June 7, 2020

The EVCCA is the largest chamber organization in Arizona with more than 5,000 members. This survey was conducted with an immediate turnaround date resulting in a 6.6% response rate.

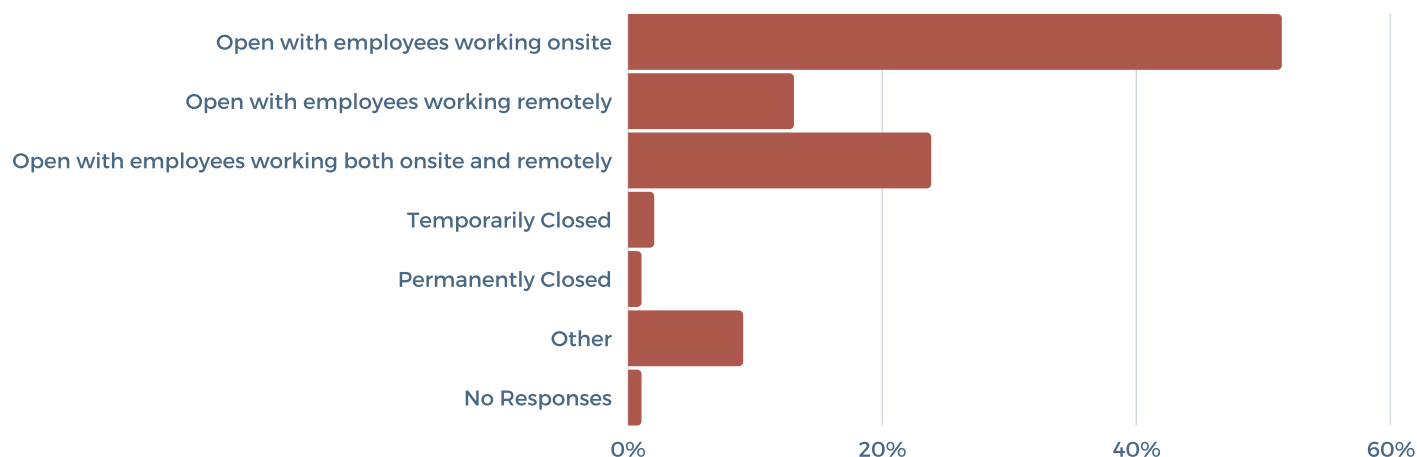
# WHICH OF THE FOLLOWING BEST REPRESENTS YOUR BUSINESS?



# PLEASE INDICATE THE SIZE OF YOUR BUSINESS:



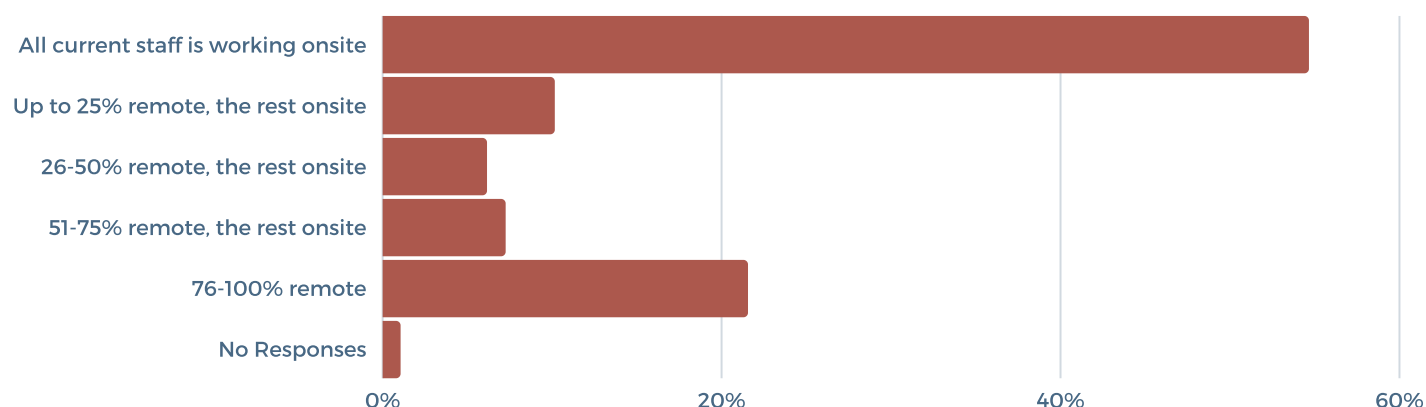
## WHAT IS THE CURRENT STATUS OF YOUR BUSINESS?



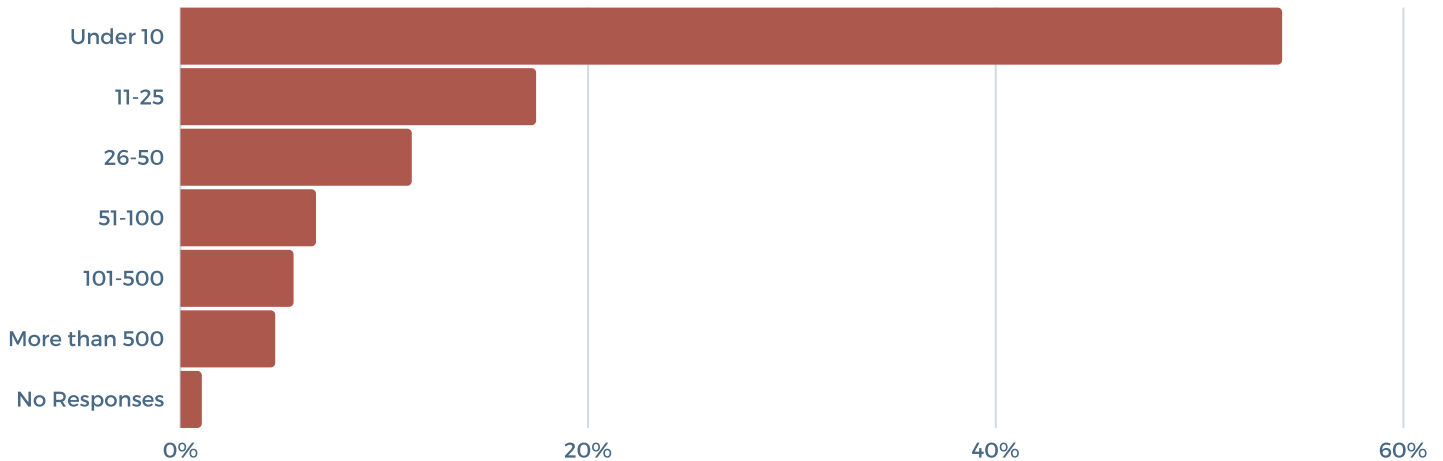
### RESPONDENTS SHARED:

- Open with limited hours and/or staff (10)
- Plan to open very soon (5)
- Open by appointment only (3)

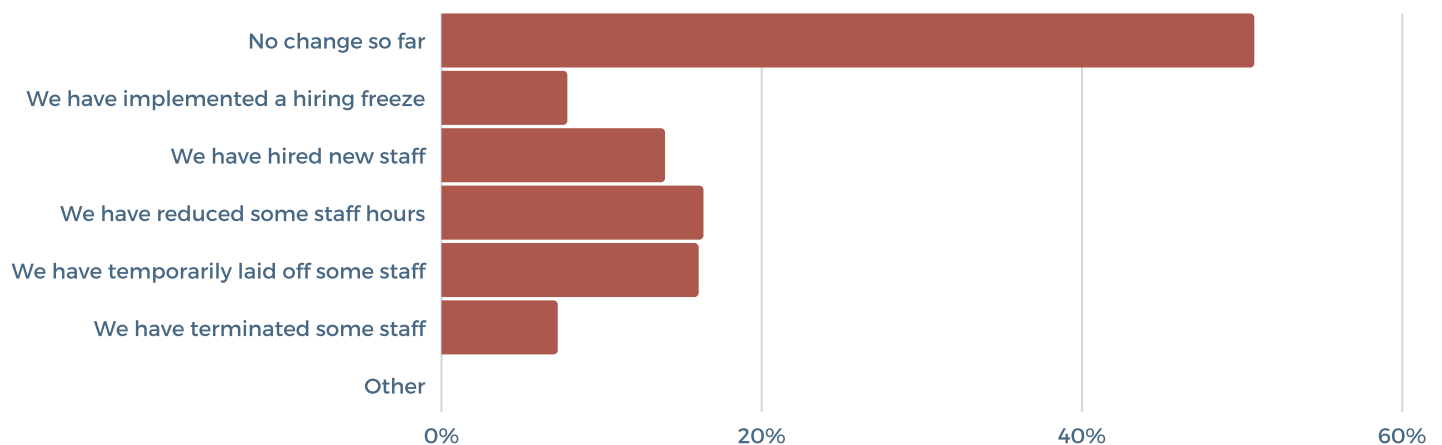
## WHAT PERCENTAGE OF YOUR CURRENT WORKFORCE IS WORKING REMOTELY VS ONSITE?



## HOW MANY EMPLOYEES DID YOUR BUSINESS HAVE PRIOR TO COVID-19?



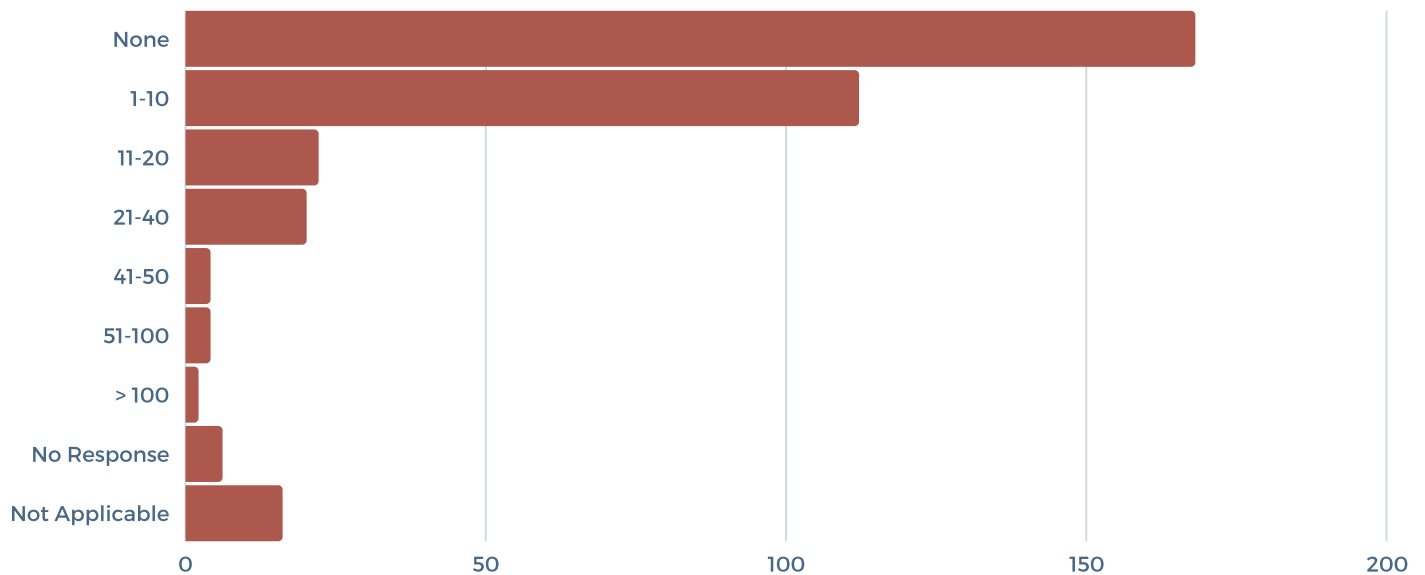
## HOW HAS YOUR EMPLOYEE COUNT CHANGED SPECIFICALLY DUE TO COVID-19? (CHECK ALL THAT APPLY)



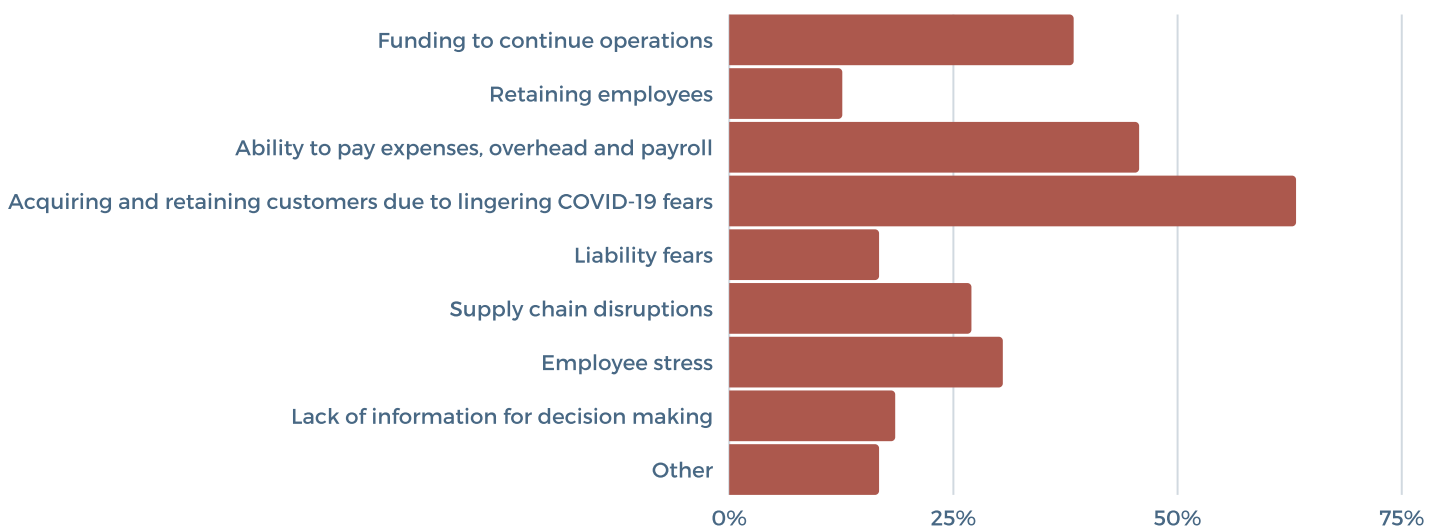
### RESPONDENTS SHARED:

- Some staff chose not to return (6)
- Not applicable - sole proprietor (5)
- Uncertain if the layoff is temporary or permanent (4)
- Reduced hours of a work week (3)
- Volunteers are not ready to return (2)

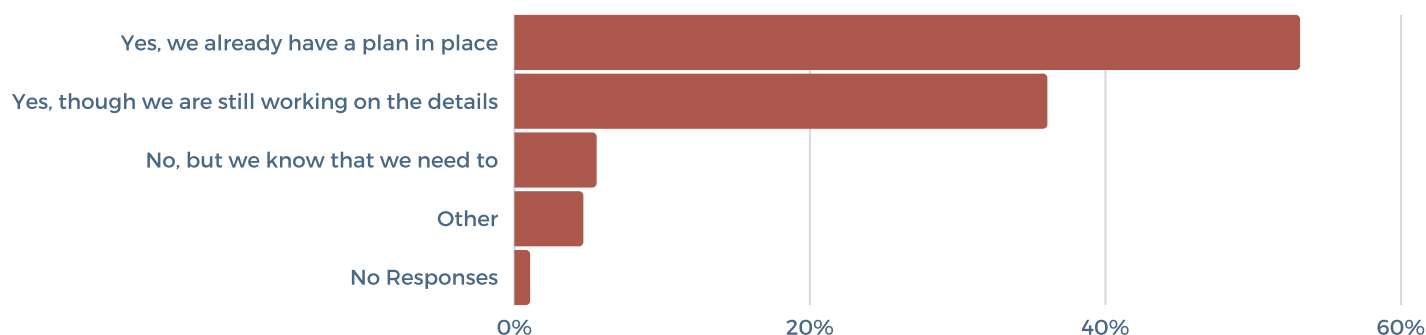
PLEASE ADD UP THE TOTAL NUMBER OF EMPLOYEES FOR WHICH YOU HAVE REDUCED HOURS, LAID OFF, AND/OR PLACED ON FURLOUGH:



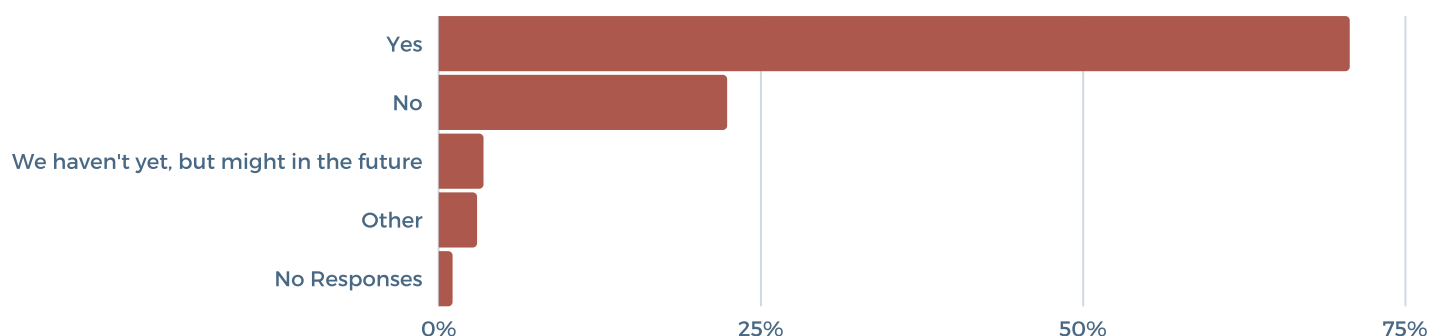
WHAT ARE THE TOP 3 CONCERNS YOU SEE AFFECTING YOUR BUSINESS POST COVID-19? (CHECK 3 OPTIONS)



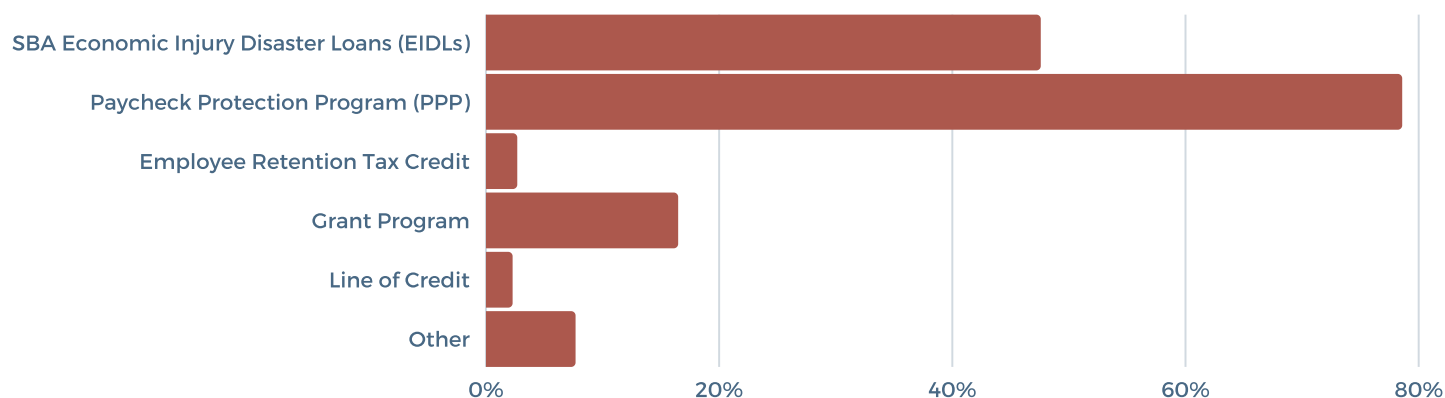
## HAS YOUR COMPANY/ORGANIZATION STARTED TO MAP OUT CHANGES FOR POST-COVID-19 OPERATIONS?



## HAS YOUR BUSINESS APPLIED FOR ANY LOANS, GRANTS, OR TAX CREDITS?

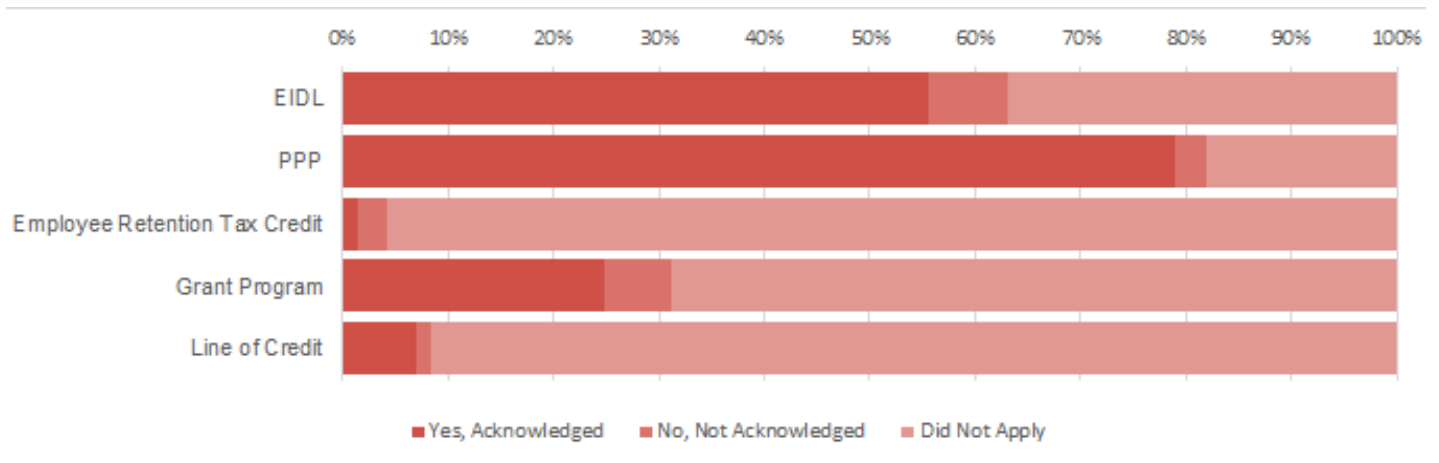


## IF YOUR BUSINESS HAS APPLIED FOR FUNDING, TO WHICH PROGRAM DID YOU APPLY? (CHECK ALL THAT APPLY)

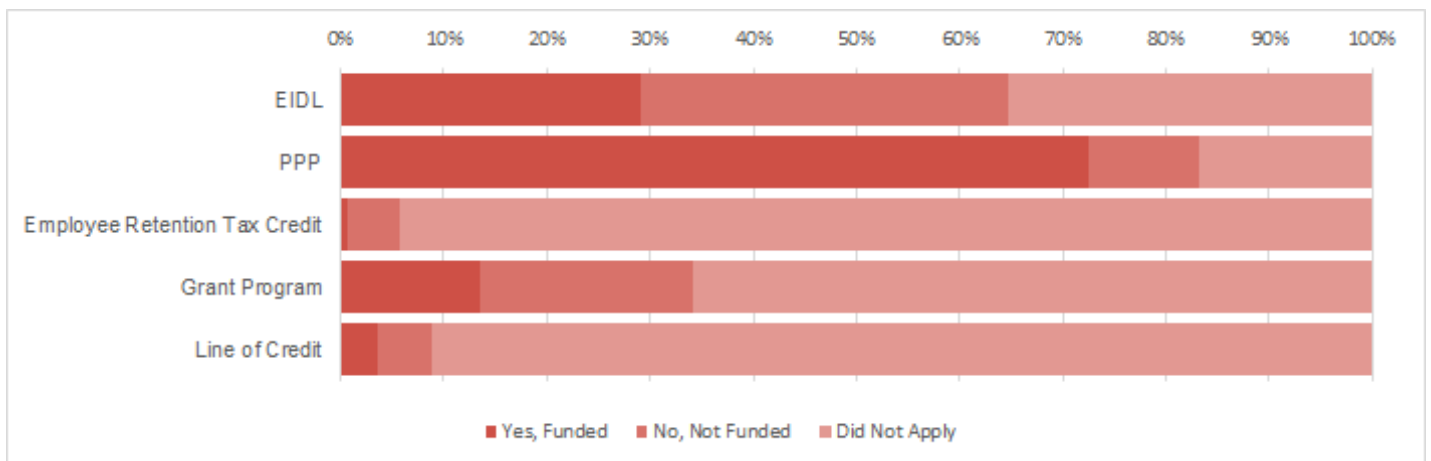




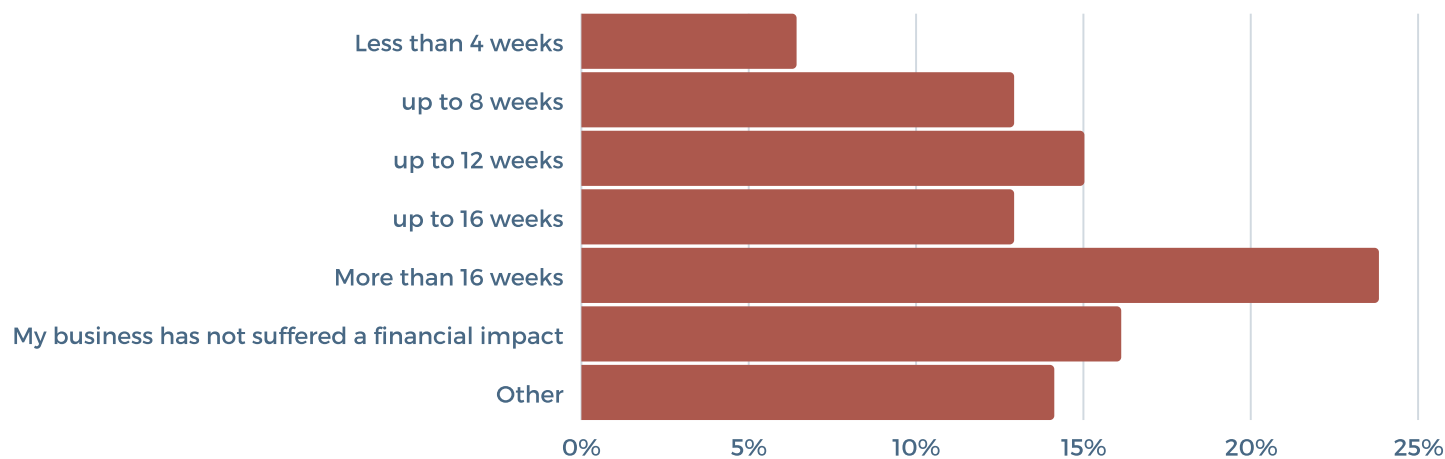
IF YOUR BUSINESS HAS APPLIED FOR FUNDING, INDICATE WHETHER OR NOT RECEIPT OF YOUR APPLICATION HAS BEEN ACKNOWLEDGED:



IF YOUR BUSINESS HAS APPLIED FOR FUNDING, INDICATE WHETHER OR NOT YOUR APPLICATION HAS BEEN FUNDED:



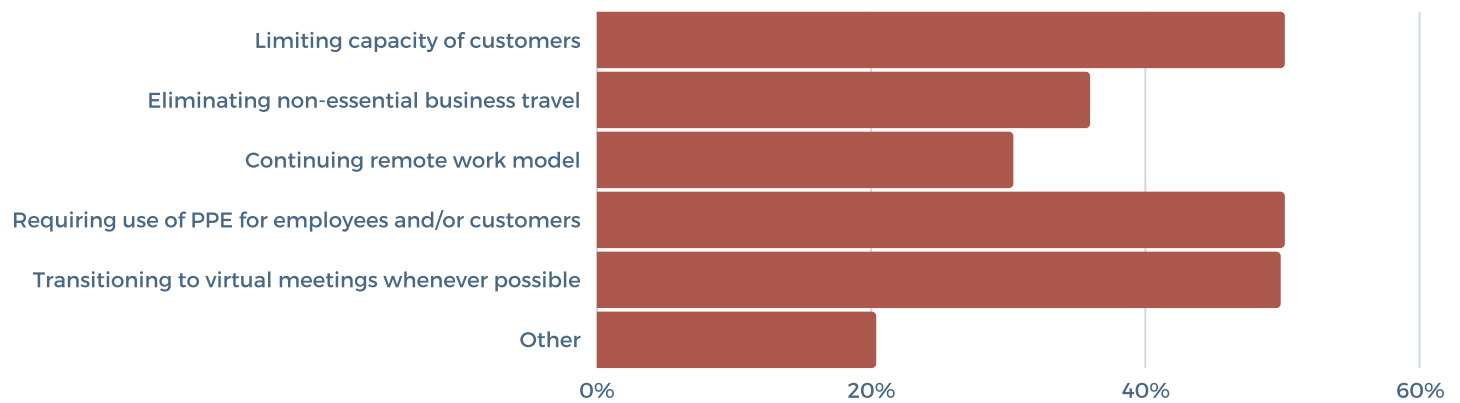
## HOW MANY MORE WEEKS OF BUSINESS SLOWDOWN OR SHUTDOWN WOULD YOU ESTIMATE YOUR BUSINESS COULD SURVIVE BEFORE PERMANENTLY CLOSING?



### RESPONDENTS SHARED:

- Businesses do not plan on closing their doors, but the future is uncertain.
- Businesses that rely on memberships, clients, donations, and private funding are unsure.
- Businesses range from not making a profit, breaking even, or increasing in sales.
- Business have adjusted their operations model based on revenue.

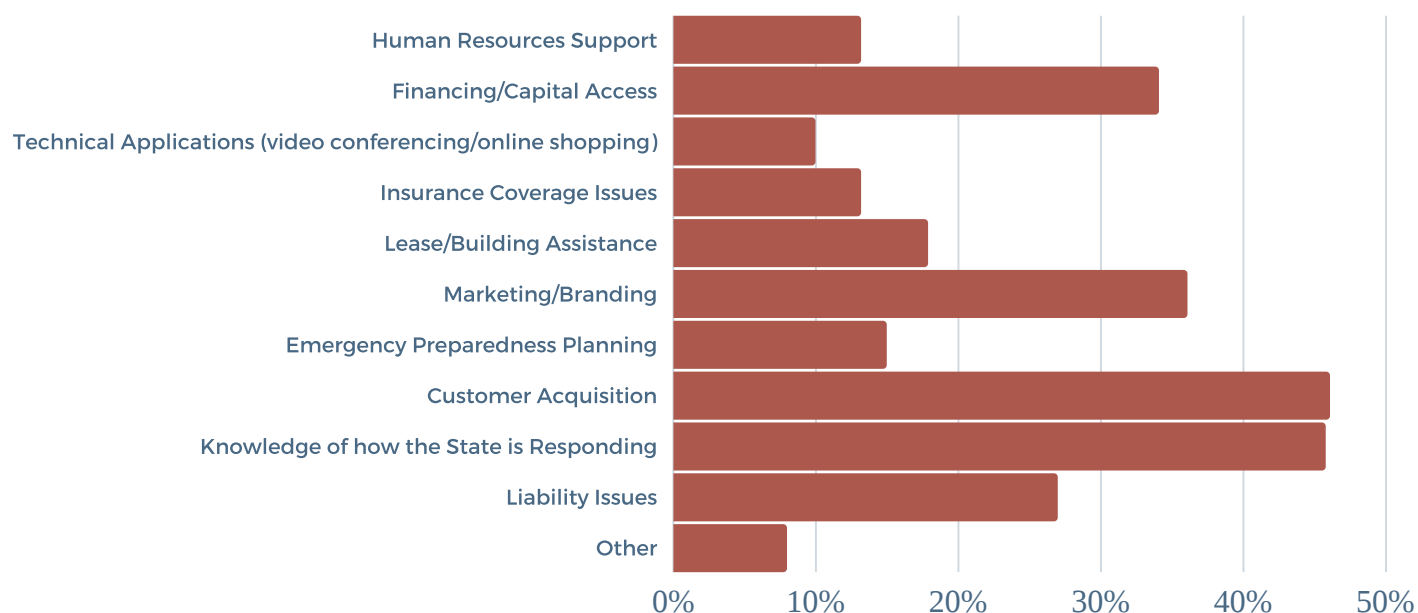
## HOW HAS YOUR BUSINESS MODEL CHANGED AS A RESULT OF COVID-19? (CHECK ALL THAT APPLY)



### RESPONDENTS SHARED:

- Following social distancing, health screenings and sanitation guidelines
- Limited hours of operation
- Restricting customer and visitor access
- Moved to virtual meeting formats
- Moved entirely to on-line transactions
- Temporarily suspended business operations
- No changes in business model

## WHICH OF THE FOLLOWING TOPICS RELATED TO COVID-19 RECOVERY ARE OF MOST INTEREST TO YOU? (CHECK ALL THAT APPLY)



### RESPONDENTS SHARED:

- Operating in today's environment, including virtual operations
- Navigating and staying informed on new requirements and regulation changes
- Government's role in recovery, including enforcement and potential mandates
- Access to reliable information
- Access to funding
- Greater concern for social unrest than COVID-19