



Resilient Columbia

Business Reopen Survey

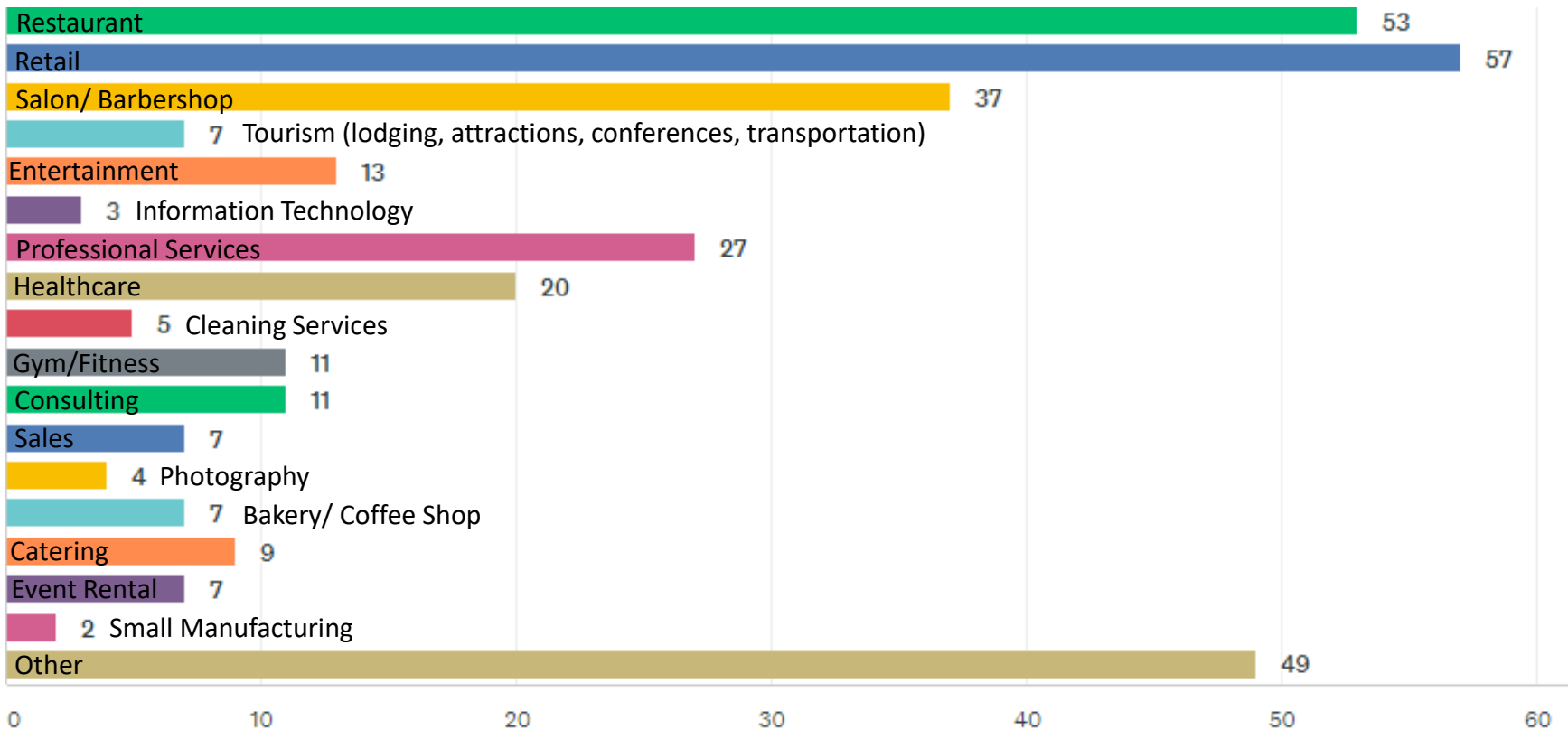
295 Total Responses

Data collected 5/1/2020 -5/16/2020



What type of business do you own?

Answered: 289 Skipped: 6

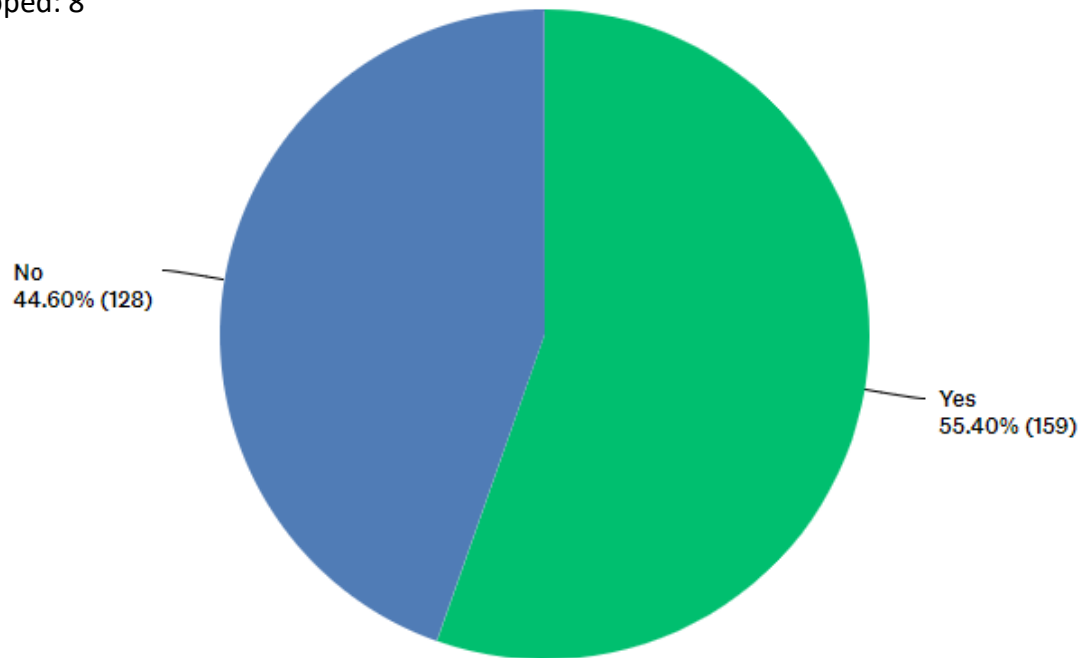


Other businesses included:

Education, Carwash, Non-Profit, Printing/digital services, Massage/Spa, Shoe Repair, business association, landscaping, real estate, construction, Tattoo/Body Piercing, art gallery, church & bike shop

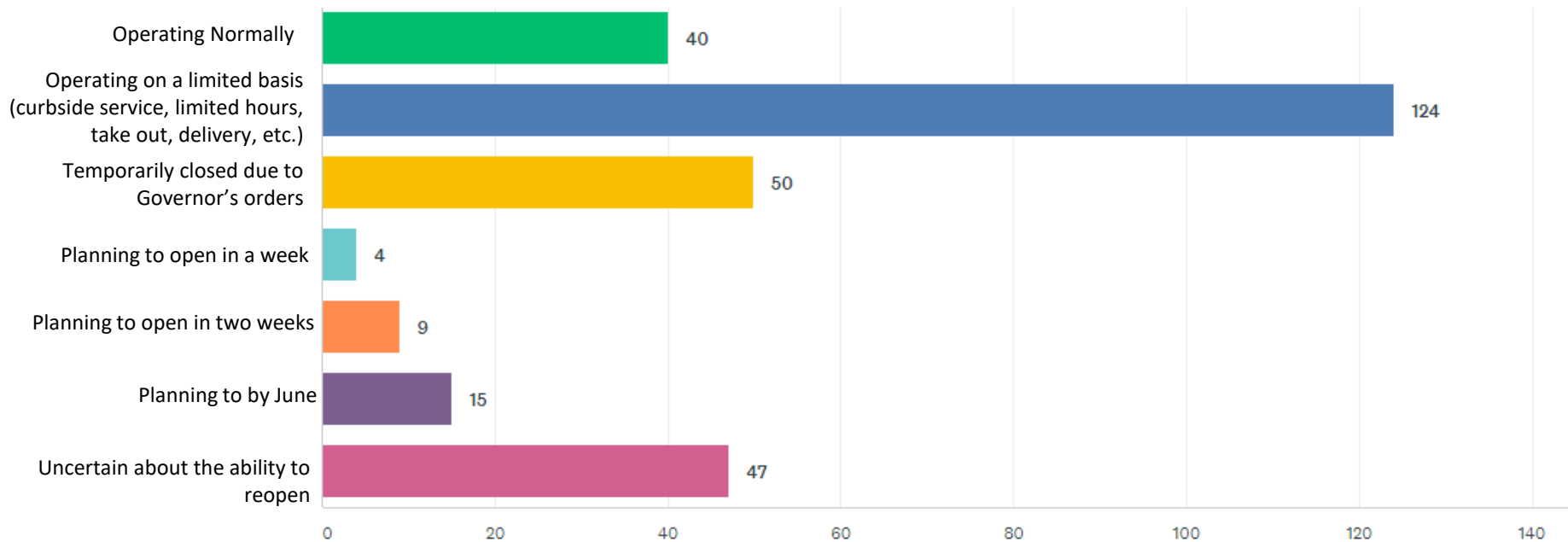
As the federal, state, and local governments ease restrictions and encourage businesses to return to operations, do you feel it is safe for you and/or your employees and customers to do so?

Answered: 287 Skipped: 8



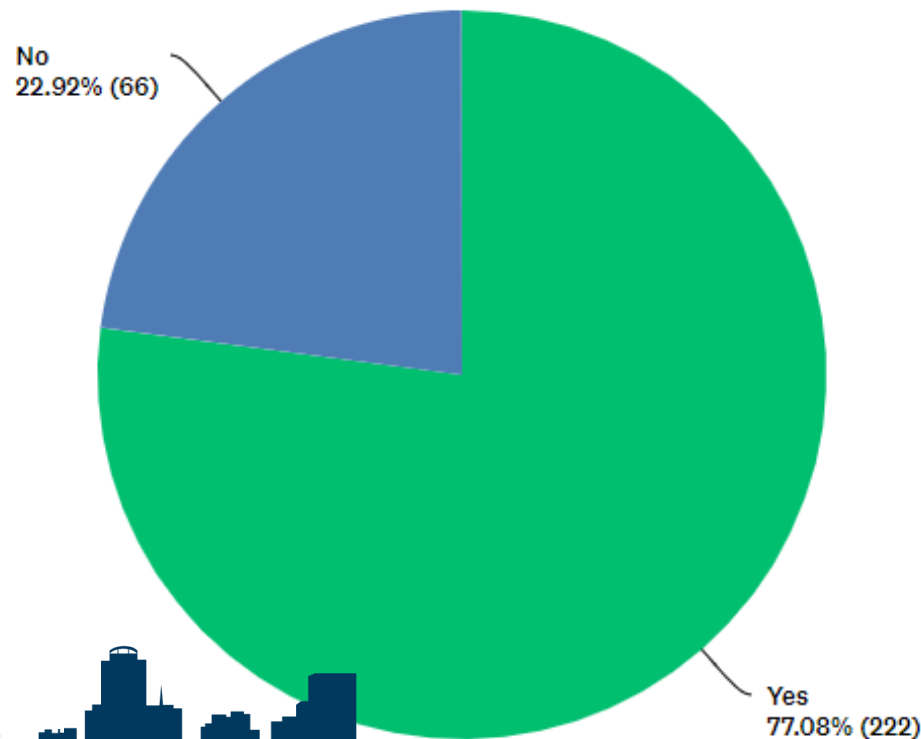
Please select the response that best fits your current operating status.

Answered: 289 Skipped: 6



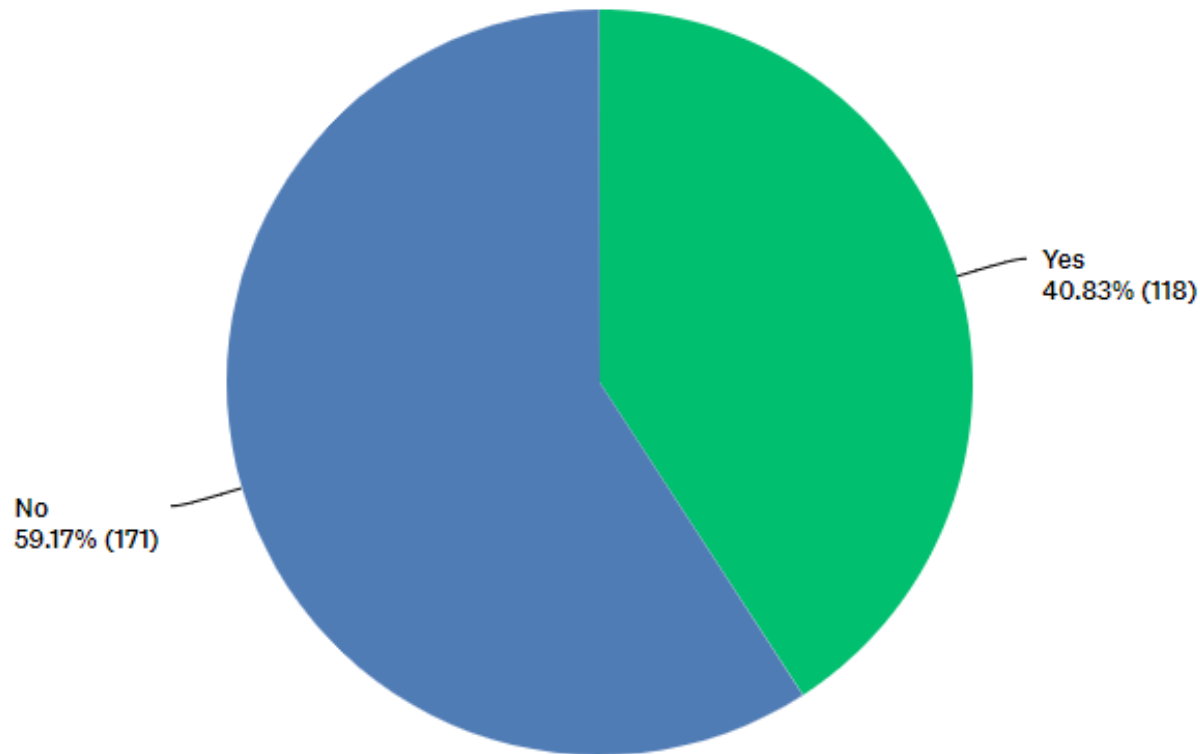
If some kind of COVID-19 restrictions continue, do you anticipate your business could continue to operate on a partial or limited basis (for example limited capacity, reduced number of hours, etc.)?

Answered: 288 Skipped: 7



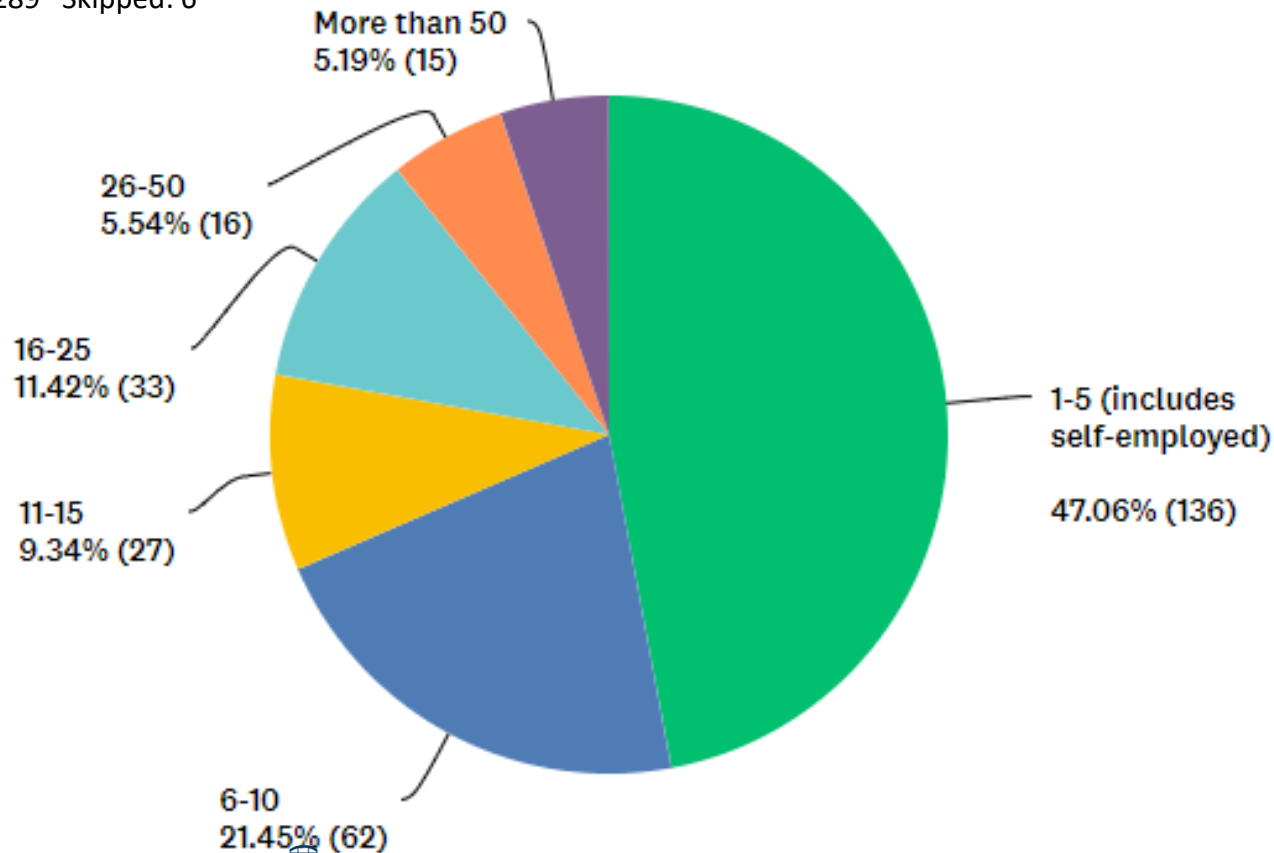
Are you concerned that your employees may not return to work when you can begin operations and/or return to full operations?

Answered: 289 Skipped: 6



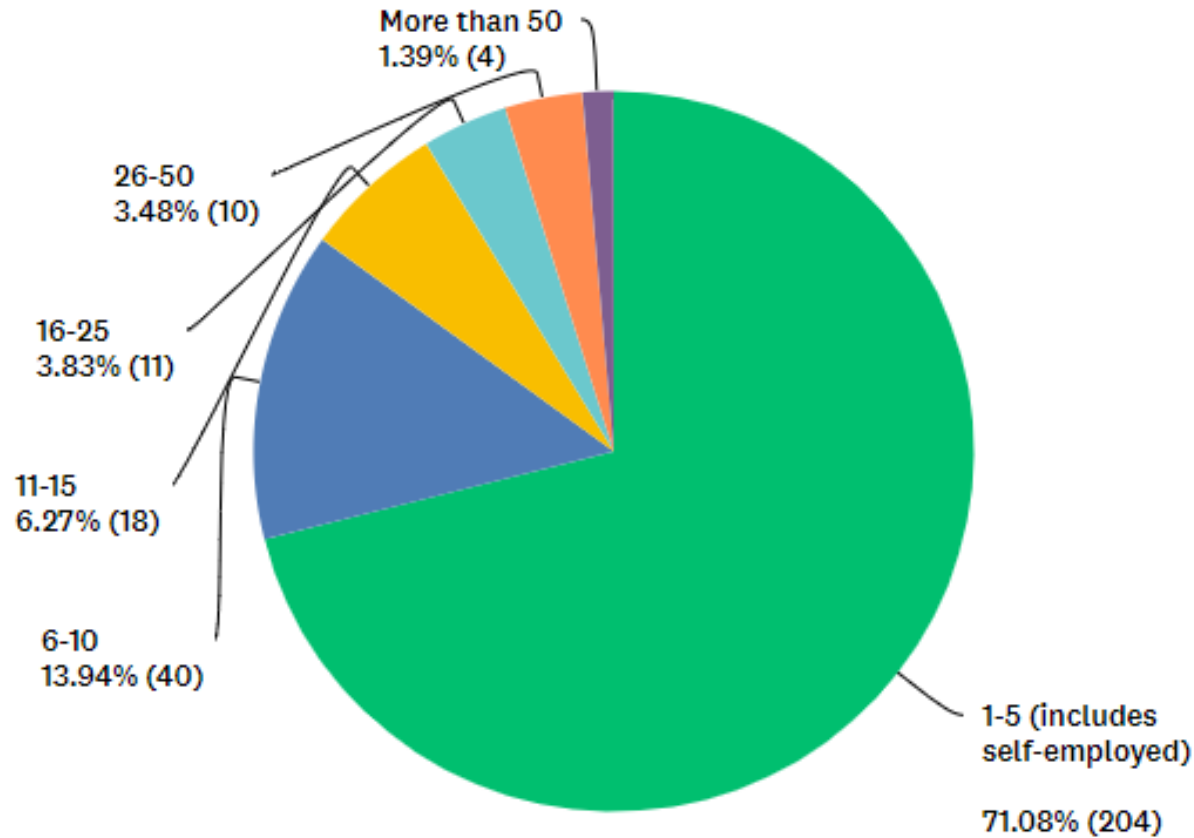
Approximately how many employees would you normally have in the months of March and April?

Answered: 289 Skipped: 6



How many employees remain at this time?

Answered: 287 Skipped: 8



What enhanced sanitation techniques are you currently utilizing to increase consumer confidence? Check all that apply.

Answered: 289 Skipped: 6

ANSWER CHOICES ▼	RESPONSES ▼	
▼ Delivery, takeout, or curbside pickups	27.34%	79
▼ Social distancing	58.48%	169
▼ Shop by appointment only	11.76%	34
▼ Limit occupancy to 25% of allowed total	18.69%	54
▼ Limit occupancy to 50% of allowed total	6.92%	20
▼ Enhanced sanitation (hand sanitizer stations everywhere, wipes for all guests, regular cleaning of checkout area)	49.48%	143
▼ Single direction shopping lanes	0.35%	1
▼ Regular temperature checks for employees	13.15%	38
▼ Implement face mask requirements and gloves for employees	38.06%	110
▼ Implement face mask requirements for guests	15.22%	44
▼ Touch free payment systems for customers	18.69%	54
▼ Eliminate self-serve options for customers	7.96%	23
▼ Non applicable my business is currently closed	36.68%	106
Total Respondents: 289		



What enhanced sanitation techniques would you be willing to use to increase consumer confidence? Check all that apply.

Answered: 276 Skipped: 19

ANSWER CHOICES ▼	RESPONSES ▼	
▼ Delivery, takeout, or curbside pickups	28.99%	80
▼ Social distancing	65.58%	181
▼ Shop by appointment only	26.09%	72
▼ Limit occupancy to 25% of allowed total	28.99%	80
▼ Limit occupancy to 50% of allowed total	22.46%	62
▼ Enhanced sanitation (hand sanitizer stations everywhere, wipes for all guests, regular cleaning of checkout area)	79.35%	219
▼ Single direction shopping lanes	7.25%	20
▼ Regular temperature checks for employees	40.58%	112
▼ Implement face mask requirements and gloves for employees	60.87%	168
▼ Implement face mask requirements for guests	43.12%	119
▼ Touch free payment systems for customers	37.68%	104
▼ Eliminate self-serve options for customers	21.38%	59
Total Respondents: 276		



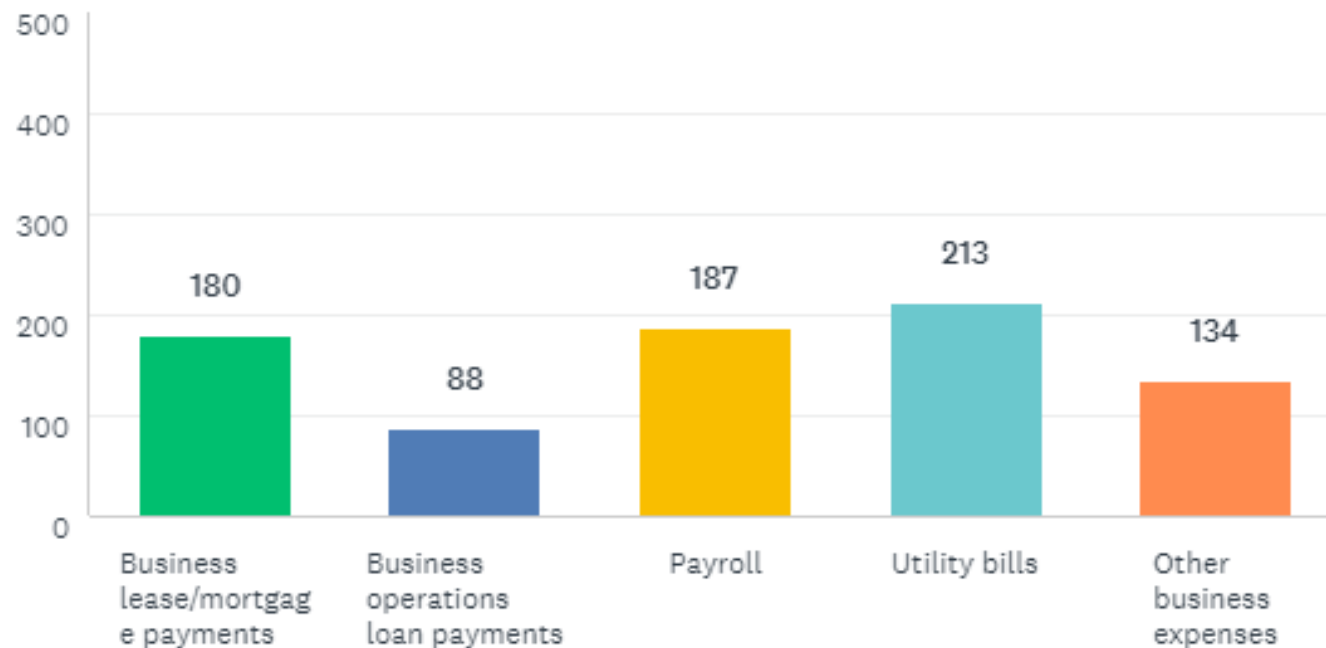
Other suggestions for enhanced sanitation included the following:

- Steam cleaning/ sanitizing clothes after try ons
- Sanitize each vehicle's touch area (steering wheel, gearshift and door handles with coronavirus disinfectant
- Air purification
- Testing of employees and their household members
- Vaccine, will not risk my employees, customers or personal health
- Online and Zoom
- Temperature checks for members
- Need help with getting enhanced sanitation materials
- Currently moved to online, unsure when to allow patients back in office
- Hire additional help to assist with check in and cleaning
- Disposable capes
- Doorbell installation to ensure capacity remains low



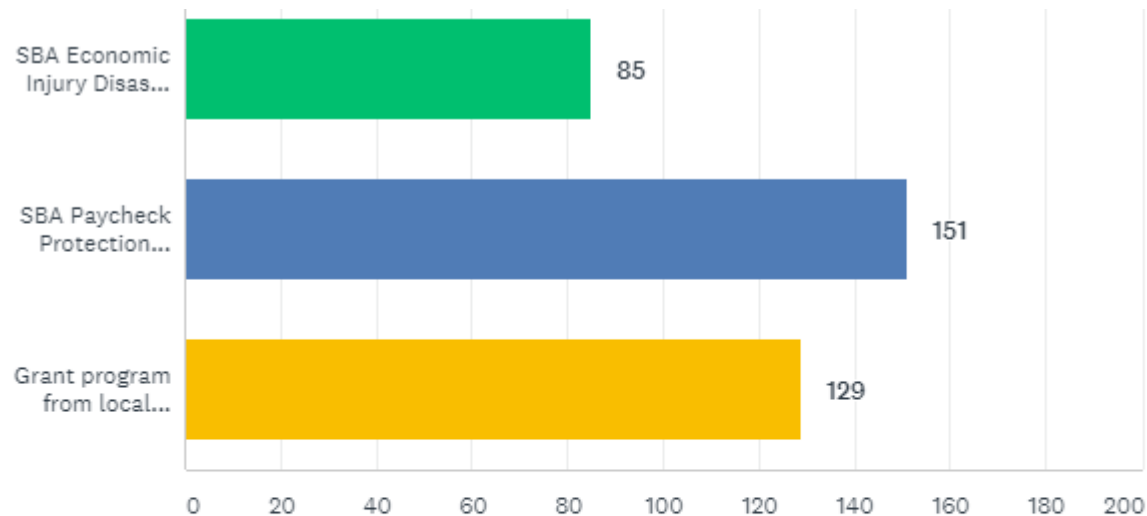
In the next four weeks do you anticipate you will be able to pay all of the following? Check all that apply.

Answered: 261 Skipped: 34



Have you applied for and received funding from any of the following sources? Check all that apply.

Answered: 225 Skipped: 70

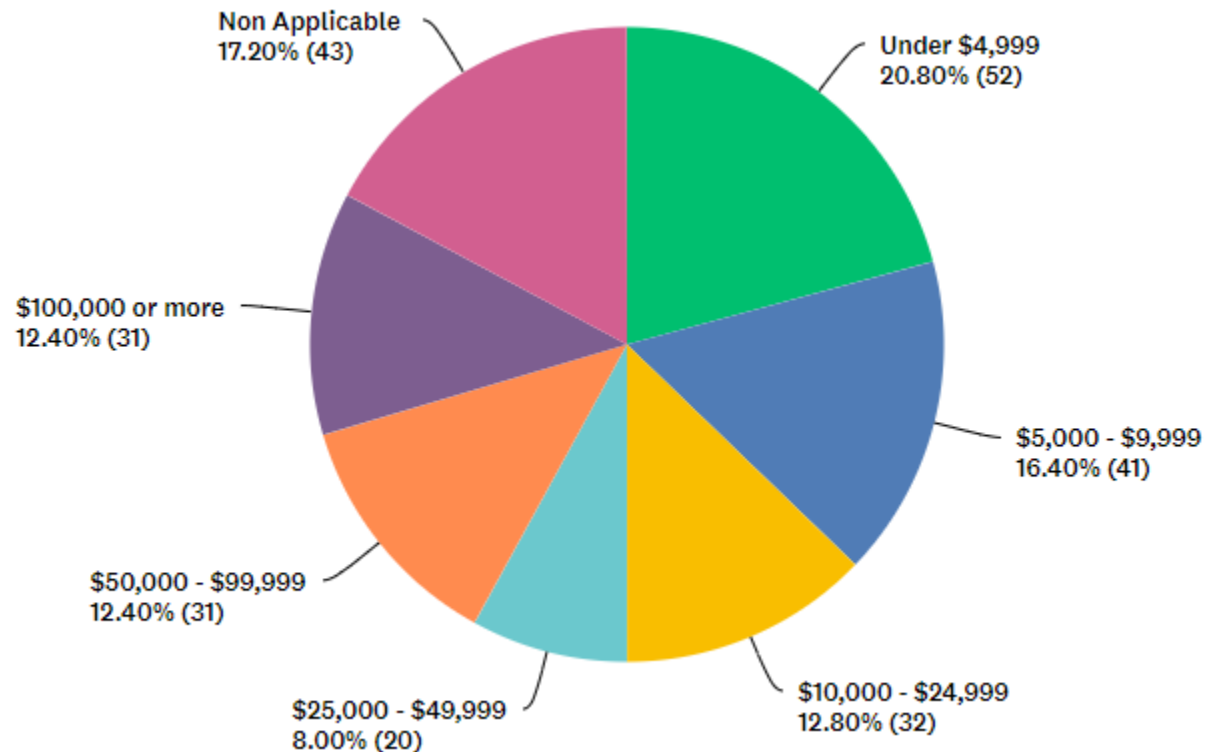


ANSWER CHOICES	RESPONSES	
▼ SBA Economic Injury Disaster Loan Program	37.78%	85
▼ SBA Paycheck Protection Program Loan	67.11%	151
▼ Grant program from local organization	57.33%	129



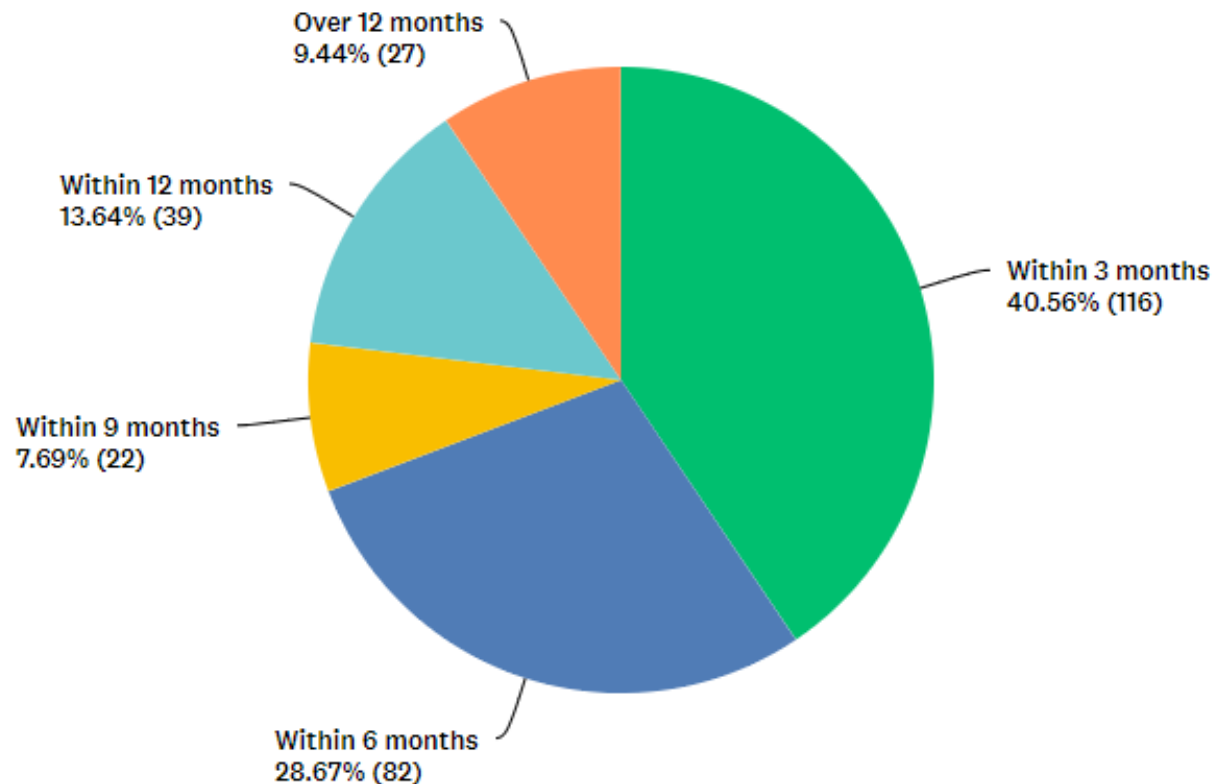
If you answered yes to receiving funding from any of the sources listed above, how much was received in total:

Answered: 250 Skipped: 45



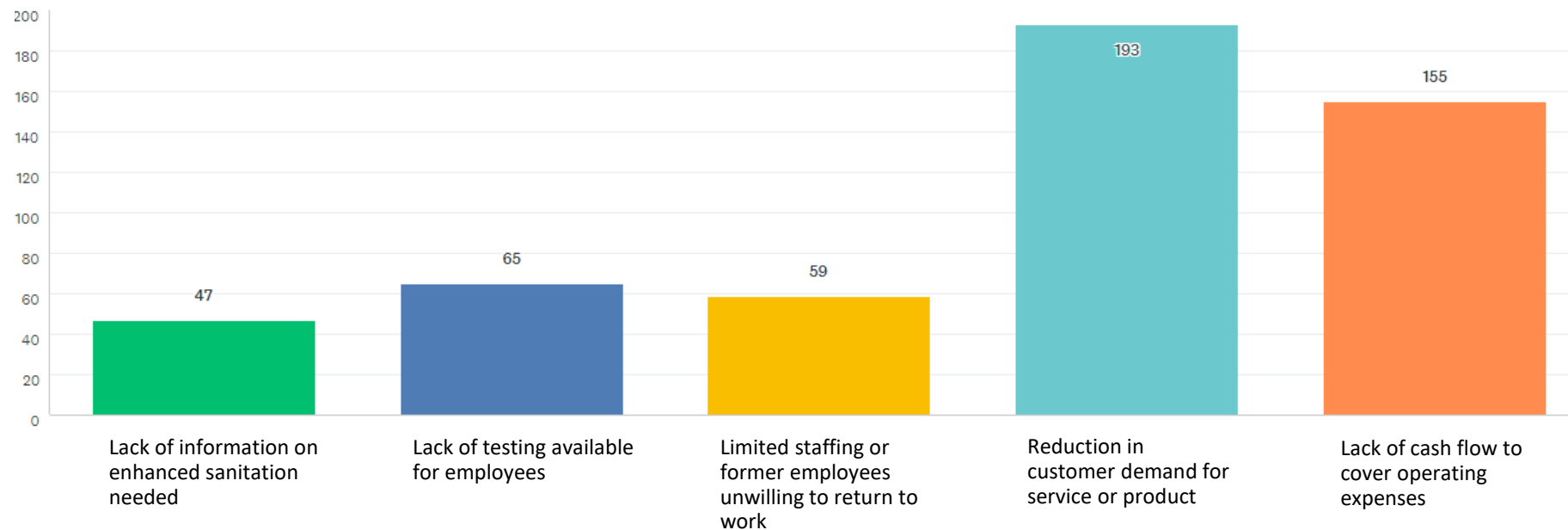
How quickly do you anticipate your business will be able to return to normal operations?

Answered: 286 Skipped: 9



What considerations might prevent you from reopening or returning to full operations? Check all that apply

Answered: 279 Skipped: 16



Do you think a district or City-wide marketing campaign would help people feel safer about entering your business when you reopen? For example highlighting businesses with enhanced sanitation practices based on CDC guidance.

Answered: 287 Skipped:8

