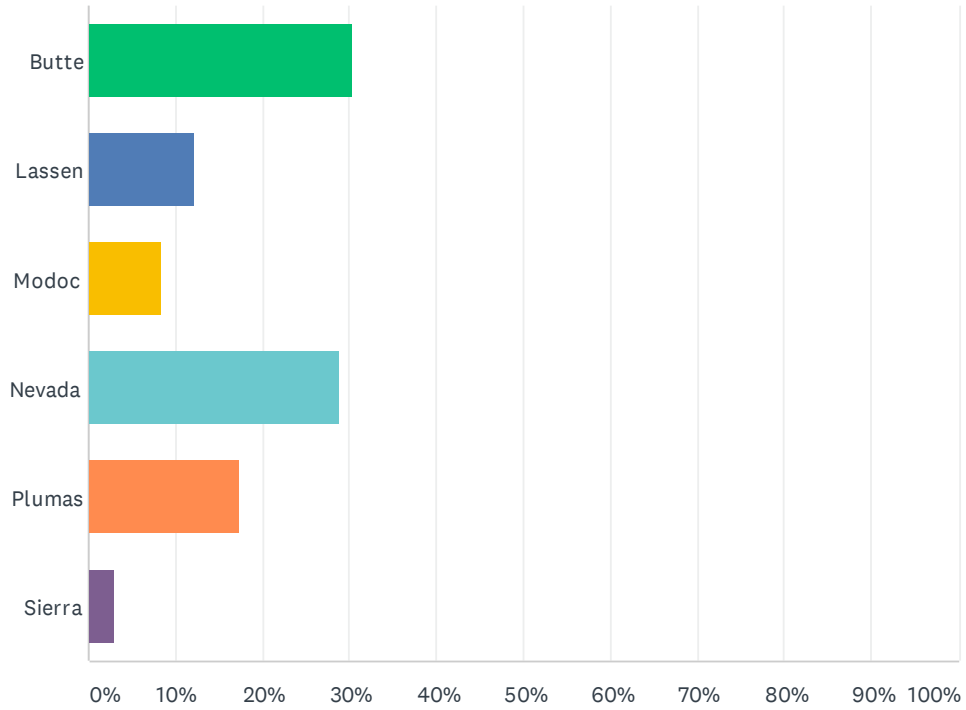


Q2 What county is your primary business located in?

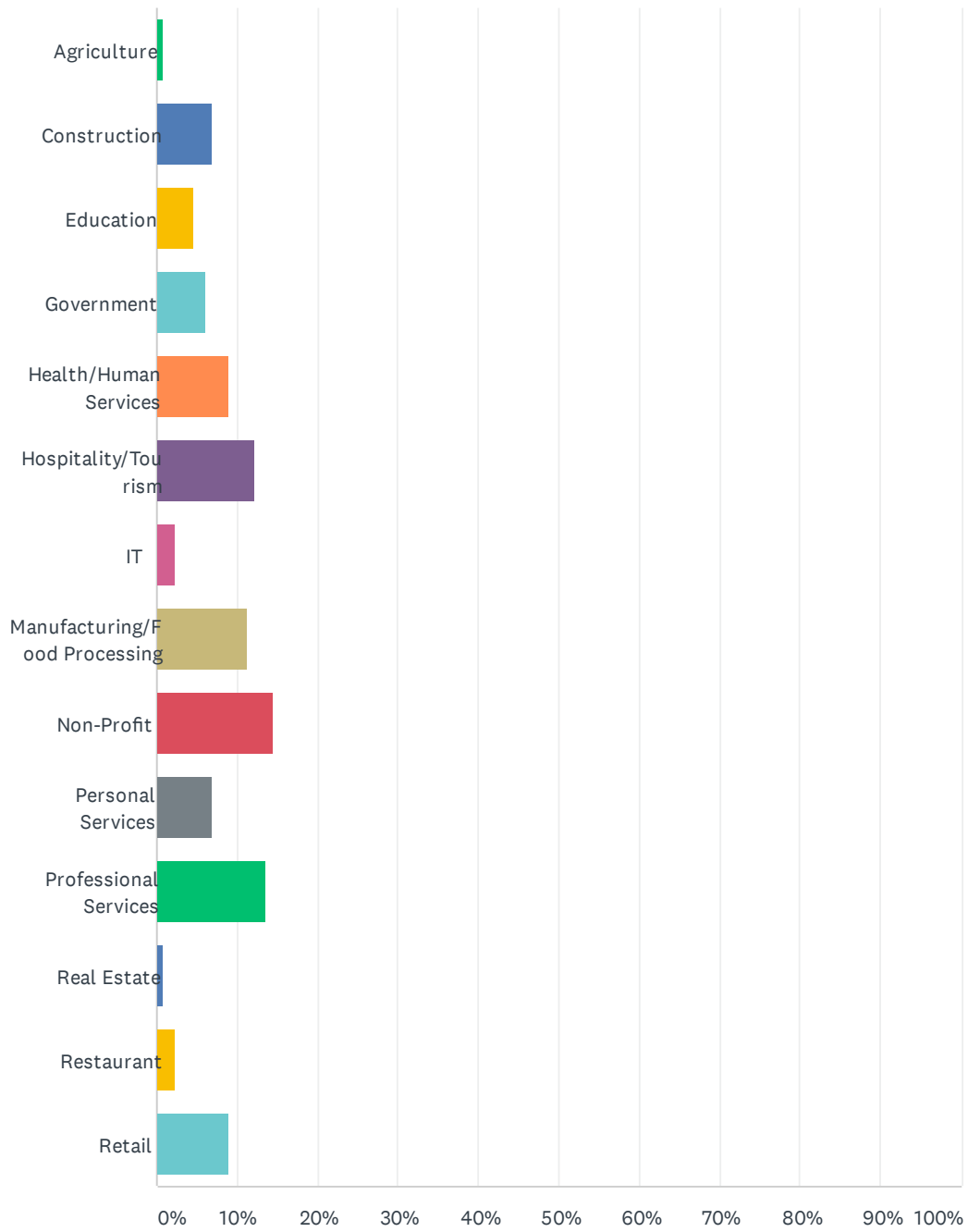
Answered: 132 Skipped: 0



ANSWER CHOICES	RESPONSES	
Butte	30.30%	40
Lassen	12.12%	16
Modoc	8.33%	11
Nevada	28.79%	38
Plumas	17.42%	23
Sierra	3.03%	4
TOTAL		132

Q3 Please indicate the type of business that best fits your company from the dropdown menu

Answered: 132 Skipped: 0

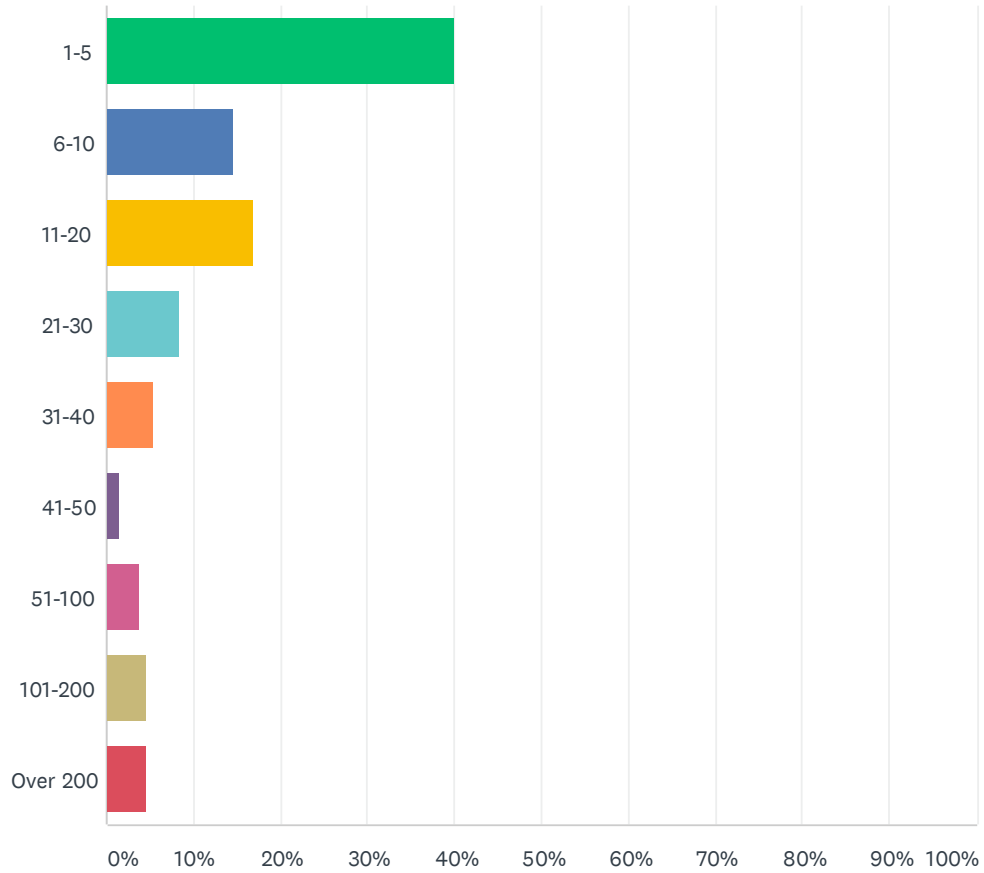


Business Recovery Survey

ANSWER CHOICES	RESPONSES	
Agriculture	0.76%	1
Construction	6.82%	9
Education	4.55%	6
Government	6.06%	8
Health/Human Services	9.09%	12
Hospitality/Tourism	12.12%	16
IT	2.27%	3
Manufacturing/Food Processing	11.36%	15
Non-Profit	14.39%	19
Personal Services	6.82%	9
Professional Services	13.64%	18
Real Estate	0.76%	1
Restaurant	2.27%	3
Retail	9.09%	12
TOTAL		132

Q4 Prior to COVID, how many employees did you have on payroll

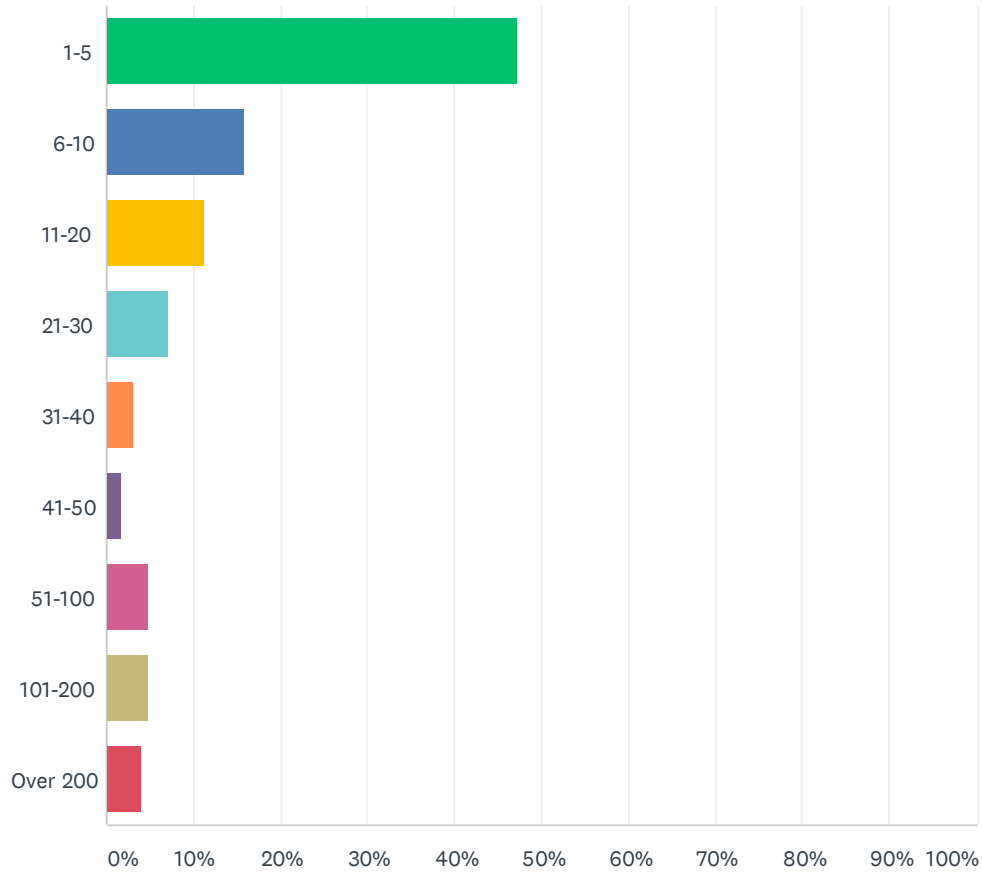
Answered: 130 Skipped: 2



ANSWER CHOICES	RESPONSES	
1-5	40.00%	52
6-10	14.62%	19
11-20	16.92%	22
21-30	8.46%	11
31-40	5.38%	7
41-50	1.54%	2
51-100	3.85%	5
101-200	4.62%	6
Over 200	4.62%	6
TOTAL		130

Q5 How many employees do you currently have?

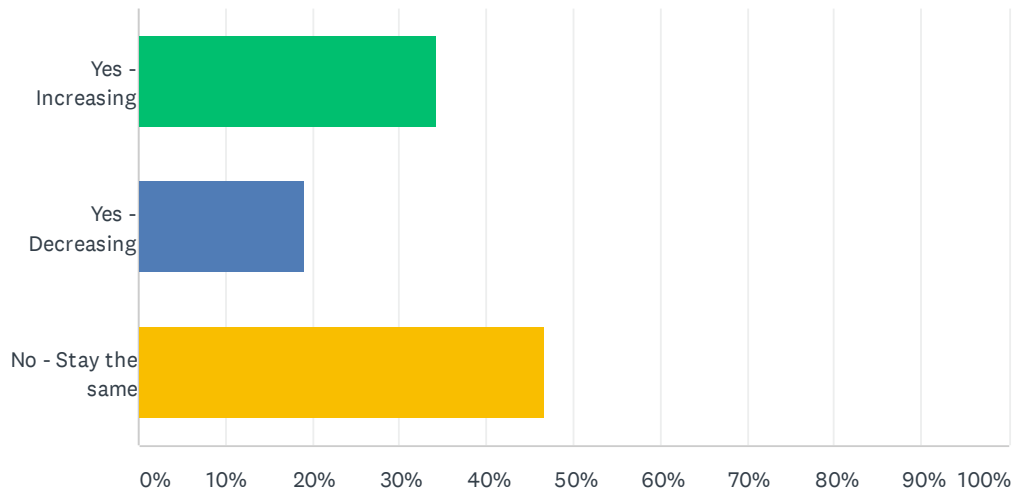
Answered: 125 Skipped: 7



ANSWER CHOICES	RESPONSES	
1-5	47.20%	59
6-10	16.00%	20
11-20	11.20%	14
21-30	7.20%	9
31-40	3.20%	4
41-50	1.60%	2
51-100	4.80%	6
101-200	4.80%	6
Over 200	4.00%	5
TOTAL		125

Q6 Do you anticipate changes in your staffing levels over the next 6 months?

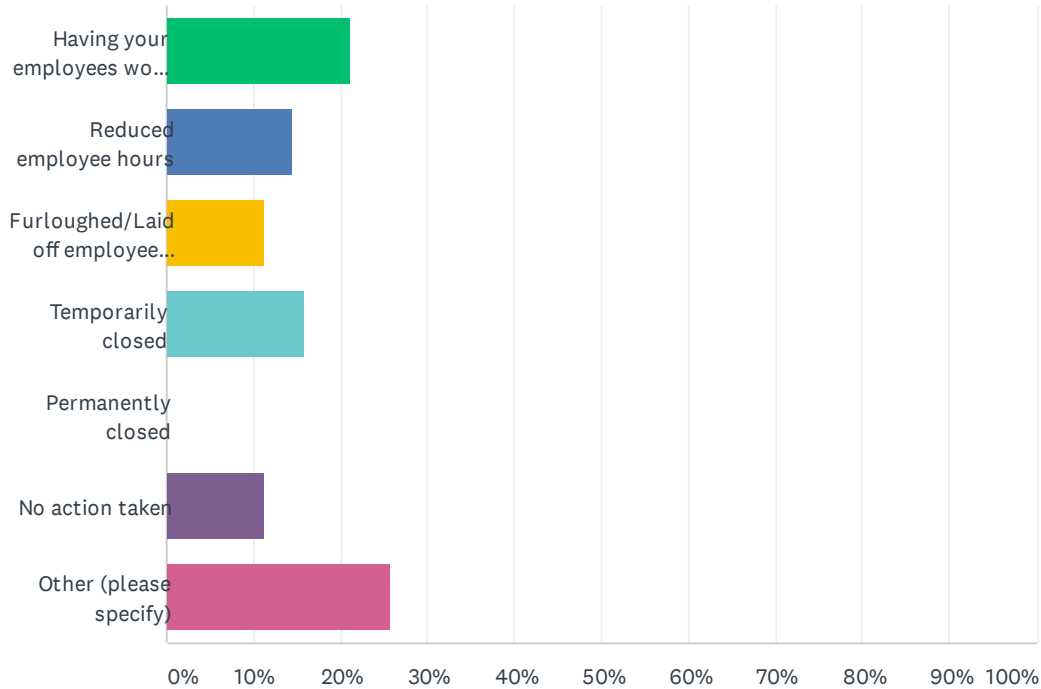
Answered: 131 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes - Increasing	34.35%	45
Yes - Decreasing	19.08%	25
No - Stay the same	46.56%	61
TOTAL		131

Q7 How has your business had to adapt due to COVID?

Answered: 132 Skipped: 0



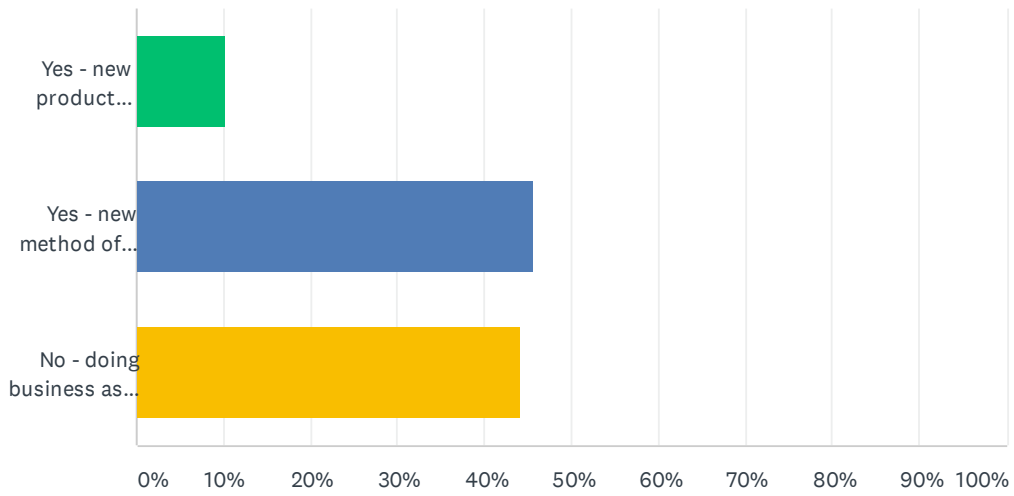
ANSWER CHOICES	RESPONSES
Having your employees work remote	21.21% 28
Reduced employee hours	14.39% 19
Furloughed/Laid off employees (temporary or indefinitely)	11.36% 15
Temporarily closed	15.91% 21
Permanently closed	0.00% 0
No action taken	11.36% 15
Other (please specify)	25.76% 34
TOTAL	132

Business Recovery Survey

#	OTHER (PLEASE SPECIFY)	DATE
1	Having to postpone/cancel events/less attendees therefore discounts have been given to clients	10/9/2020 2:23 PM
2	No Employees.	10/8/2020 3:57 PM
3	Employees Quit working	10/6/2020 9:02 PM
4	COVID checking at each shift change. One employee quaranteened.	10/2/2020 5:59 AM
5	not busy like in the past, but want to keep all employees	9/30/2020 9:47 PM
6	Masks and letting no more the three clients in at a time	9/30/2020 4:56 PM
7	We reduced our hours and laid off employees.	9/29/2020 4:33 PM
8	Loss of clients	9/29/2020 3:37 PM
9	Ended office lease and reverted to home offices.	9/29/2020 2:32 PM
10	All the above except Permanently closed. Should be able to choose more than one option with this question.	9/29/2020 2:17 PM
11	remote, reduced hours, and laid off/ furloughed	9/29/2020 12:10 PM
12	home and in person learning- less days of student attendance-intense disenfecting	9/29/2020 9:17 AM
13	Unable to serve indoors - with heat of the weather it has limited our ability to serve outside.	9/29/2020 7:01 AM
14	Suspend intercity transit services, change from passenger service to delivery service, and paid administrative leave for drivers. Also eliminated one position from MCTC due to funding shortfall.	9/28/2020 6:22 AM
15	mask wearing	9/28/2020 5:55 AM
16	we've seen visitors' cancelations due to Covid19	9/27/2020 9:38 AM
17	Loss of revenue due to lockdown restrictions	9/27/2020 9:21 AM
18	Seeking another employee	9/25/2020 12:47 PM
19	Preventative steps, employee training, additional PPE	9/25/2020 10:53 AM
20	I haven't been able to find employees!	9/25/2020 9:34 AM
21	Some combination of all of the above at some times	9/24/2020 4:03 PM
22	We reduced our open hours, all employees are working the same amount or more hours as pre Covid, but we don't have enough employees to be open our regular 11 hour days.	9/24/2020 3:36 PM
23	Wearing Masks and using Hand Sanitizer	9/24/2020 1:35 PM
24	Employees working remotely and reducing some employee hours. SOme employees not rehired for fall season as they would normally have been.	9/24/2020 11:58 AM
25	Reduced hours, some employees laid off, we were temporarily closed	9/24/2020 10:39 AM
26	Safety Precautions, mandatory PPE, sanitizing the work spaces, etc.	9/24/2020 10:33 AM
27	social distancing protocol and PPE	9/24/2020 8:41 AM
28	all but the last two options	9/24/2020 7:27 AM
29	Masks, curbside pickup, everyone is irritable	9/23/2020 9:24 PM
30	I have had to work harder and longer hours	9/23/2020 5:14 PM
31	Laid off employees AND theatre id temporarily closed	9/23/2020 5:12 PM
32	Some remote work, changed shifts, risk mitigation	9/23/2020 3:49 PM
33	Increased work force	9/23/2020 3:22 PM
34	Massive growth due to competitors no longer in the market.	9/23/2020 3:03 PM

Q8 Has your business pivoted it's product or service delivery? Please provide examples.

Answered: 127 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes - new product produced/delivered	10.24%	13
Yes - new method of delivery or access	45.67%	58
No - doing business as usual	44.09%	56
TOTAL		127

Business Recovery Survey

#	EXPLANATION:	DATE
1	Selling food for the first time.	10/13/2020 8:12 AM
2	Focus on Streaming products.	10/9/2020 6:52 PM
3	Virtual Visits	10/9/2020 4:17 PM
4	More online programming	10/9/2020 2:45 PM
5	COVID preventive materials provided, social distancing, less attendees	10/9/2020 2:23 PM
6	Water, Sewer, Fire, Parks, Lighting Infrastructure	10/9/2020 12:06 PM
7	curbside services and virtual programming	10/8/2020 11:48 AM
8	We are now back to serving children face-to-face. But, in smaller groups and offering home learning services to any children over the allowed group number	10/7/2020 11:53 AM
9	All church services and meetings have moved to Zoom.	10/6/2020 8:28 PM
10	SOCIAL DISTANCING, CURBSIDE PICKUP ETC	10/6/2020 3:08 PM
11	COVID restrictions limited client contact	10/6/2020 1:57 PM
12	Offering psychotherapy online.	10/5/2020 7:11 PM
13	Curbside service for retail items.	10/5/2020 10:41 AM
14	Closed sit down restaurant, relocated to catering building to make take out feasible.	10/4/2020 9:14 PM
15	We have had to completely set down and cease offering services	10/2/2020 4:17 PM
16	Telehealth	10/2/2020 3:55 PM
17	also introducing another product for additional market segments	10/2/2020 2:01 PM
18	We generate electricity burning wood.	10/2/2020 5:59 AM
19	new cleaning and disinfecting protocols	10/1/2020 2:33 PM
20	CLOSED	9/30/2020 6:12 PM
21	Employees required to wear face masks, carry antibacterial wipes and all preventative COVID spreading measures taken.	9/30/2020 3:27 PM
22	offering the same services	9/30/2020 9:40 AM
23	We are now offering home delivery and shipping of beer	9/29/2020 4:33 PM
24	We now self-distribute our cans to stores	9/29/2020 4:27 PM
25	Limited services	9/29/2020 4:05 PM
26	Sanitization and Disinfection	9/29/2020 3:37 PM
27	Curbside pick up	9/29/2020 3:13 PM
28	We were able to launch a full service website.	9/29/2020 2:44 PM
29	Created COVID related reports for customers.	9/29/2020 2:32 PM
30	Opened Cafe along with our existing bar	9/29/2020 2:17 PM
31	Becoming adept at virtual meetings	9/29/2020 2:09 PM
32	online events; longer cleanup for social distancing; canceled events	9/29/2020 2:07 PM
33	Fire does not sleep	9/29/2020 1:18 PM
34	We manufactured masks	9/29/2020 12:10 PM
35	Both in person and home learning options instead of such in person	9/29/2020 9:17 AM
36	Offer of drive through pick up and local delivery	9/29/2020 7:01 AM

Business Recovery Survey

37	reduced and online	9/28/2020 11:25 AM
38	Sage stage delivery, curbside pick up.	9/28/2020 7:29 AM
39	Diversity has been the key for us.	9/27/2020 9:50 PM
40	shifted to outdoor dining and stricter cleaning protocols, then 25% indoor dining, now 50% indoor dining	9/27/2020 9:38 AM
41	Motel	9/27/2020 9:21 AM
42	We are currently closed but had to alter many things (outdoor eating, reduced activities, etc.) due to Covid.	9/25/2020 12:53 PM
43	Discourage walk-ins - by appointment preferred	9/25/2020 12:47 PM
44	Converted from live to virtual events.	9/25/2020 12:34 PM
45	More intense housekeeping, limits on visitors, no events, breakfast delivery	9/25/2020 11:26 AM
46	We rebranded one location with a new menu, added delivery to both.	9/25/2020 10:56 AM
47	clients can still pick up but mostly I mail out	9/25/2020 9:34 AM
48	We are considered essential	9/25/2020 8:58 AM
49	Had to temporarily shut down	9/24/2020 4:03 PM
50	We now offer only private sauna sessions. We used to have up to 5 people in a sauna at a time.	9/24/2020 3:36 PM
51	New services offered AND new method of delivery or access	9/24/2020 11:58 AM
52	Our work cannot be done remotely for the most part.	9/24/2020 11:17 AM
53	Distance Learning	9/24/2020 10:58 AM
54	Our membership is having a hard time paying their dues and as a result our chamber has decreased in size hurting our operating expenses severely.	9/24/2020 10:37 AM
55	Other than being more cautious and employee health surveys at the start of a shift, we are pretty much the same.	9/24/2020 10:33 AM
56	Added more customers in different industries	9/24/2020 10:11 AM
57	Mostly doing business in person; however, have introduced "virtual visits" via our clinics	9/24/2020 9:51 AM
58	Cleaning protocols for COVID adapted	9/24/2020 9:12 AM
59	Single entrance point to Casino, removed 50 slot machines, space remaining, closed our Bar, reduced capacity in restaurant.	9/24/2020 9:03 AM
60	Focusing on touch points and ensuring they are sanitized several times a day.	9/24/2020 7:45 AM
61	blended learning with CDE and NorCal approval	9/24/2020 7:27 AM
62	we are offering shipping and local delivery	9/23/2020 5:19 PM
63	Extensive cleaning, double the laundry loads	9/23/2020 5:14 PM
64	Online programming and services	9/23/2020 5:12 PM
65	Instead of in-person client appointments we have switched to virtual client appointments. The feedback has been very positive.	9/23/2020 4:27 PM
66	a little above last year	9/23/2020 4:10 PM
67	we produce a medical device that is still in demand	9/23/2020 3:49 PM
68	We have always offered online instruction...however, it now forms the lion's share of teaching for the college.	9/23/2020 3:29 PM
69	flexible meeting venues, types	9/23/2020 3:24 PM
70	mainly teaching online	9/23/2020 3:18 PM

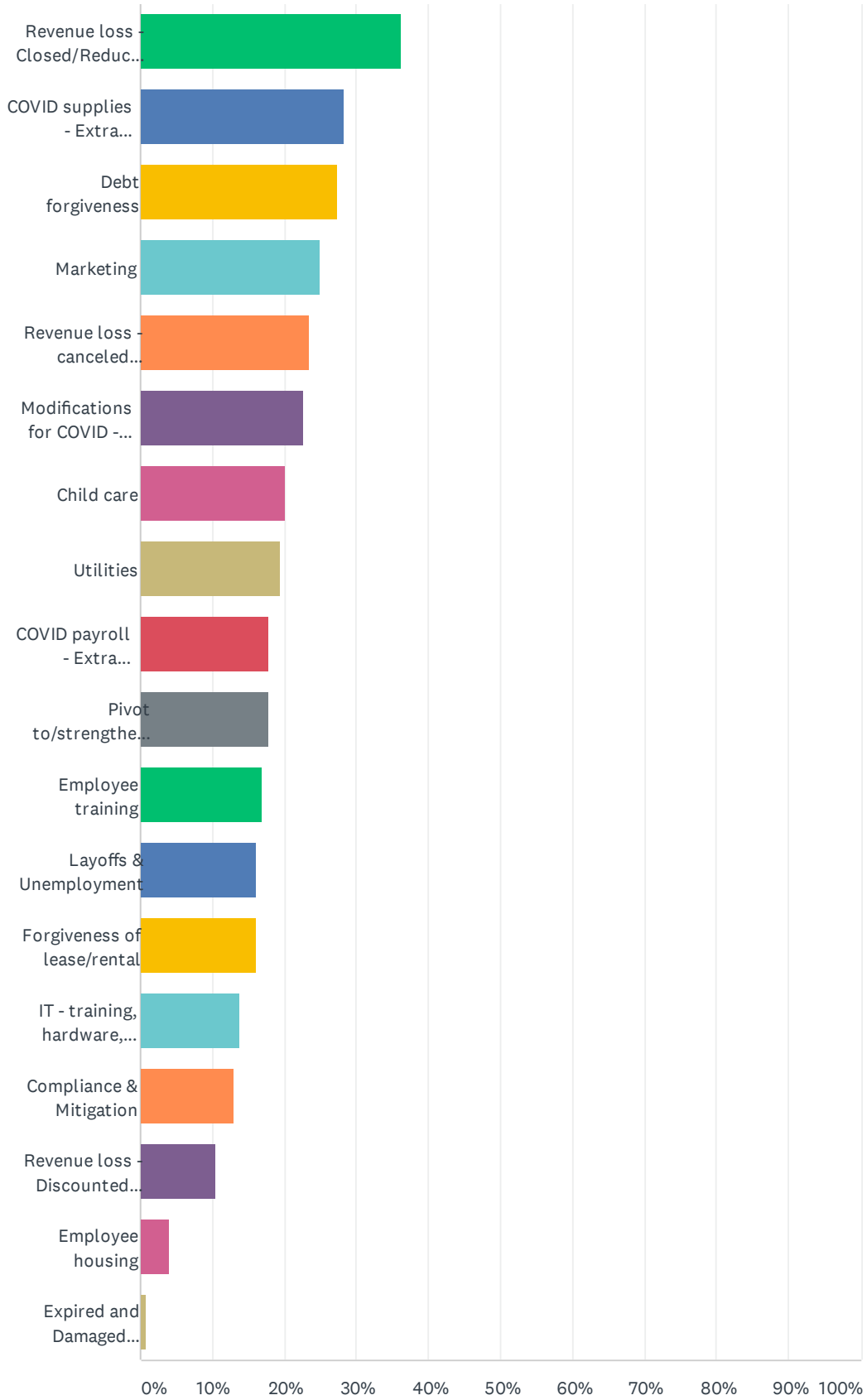
Business Recovery Survey

71	We are an essential industry. Other than asking important questions of the client in regards to their health and providing our employees with training and protective gear (masks hand cleaner) It has been business as usual. Phone rings: provide services.	9/23/2020 3:17 PM
72	Had reduced service hours but are back to normal hours now	9/23/2020 3:16 PM
73	self-service	9/23/2020 3:10 PM
74	Closed to the public. Far more electronic communication and document delivery.	9/23/2020 3:08 PM
75	looking for new ways to fundraise has not been easy.	9/23/2020 3:06 PM
76	Our competitors have been unable to meet demands and we are picking up substantial new orders.	9/23/2020 3:03 PM

Q9 What areas for assistance do you feel would be most helpful for your business to thrive? Select your top 5.

Answered: 124 Skipped: 8

Business Recovery Survey

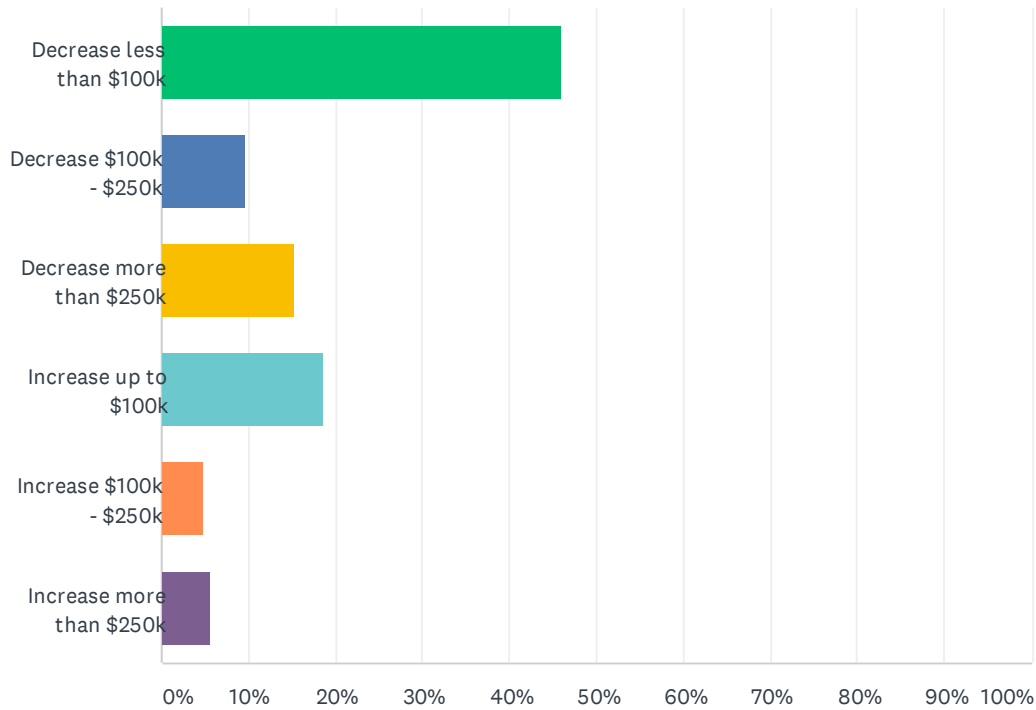


Business Recovery Survey

ANSWER CHOICES	RESPONSES	
Revenue loss - Closed/Reduced Hours/Admissions	36.29%	45
COVID supplies - Extra Cleaning Services/PPE	28.23%	35
Debt forgiveness	27.42%	34
Marketing	25.00%	31
Revenue loss - canceled fundraising events	23.39%	29
Modifications for COVID - Interior/Exterior & Furnishings	22.58%	28
Child care	20.16%	25
Utilities	19.35%	24
COVID payroll - Extra Cleaning Services	17.74%	22
Pivot to/strengthen online presence	17.74%	22
Employee training	16.94%	21
Layoffs & Unemployment	16.13%	20
Forgiveness of lease/rental	16.13%	20
IT - training, hardware, software	13.71%	17
Compliance & Mitigation	12.90%	16
Revenue loss - Discounted Services	10.48%	13
Employee housing	4.03%	5
Expired and Damaged Food/Goods/Products	0.81%	1
Total Respondents: 124		

Q10 What change do you forecast to your business revenue for 2020?

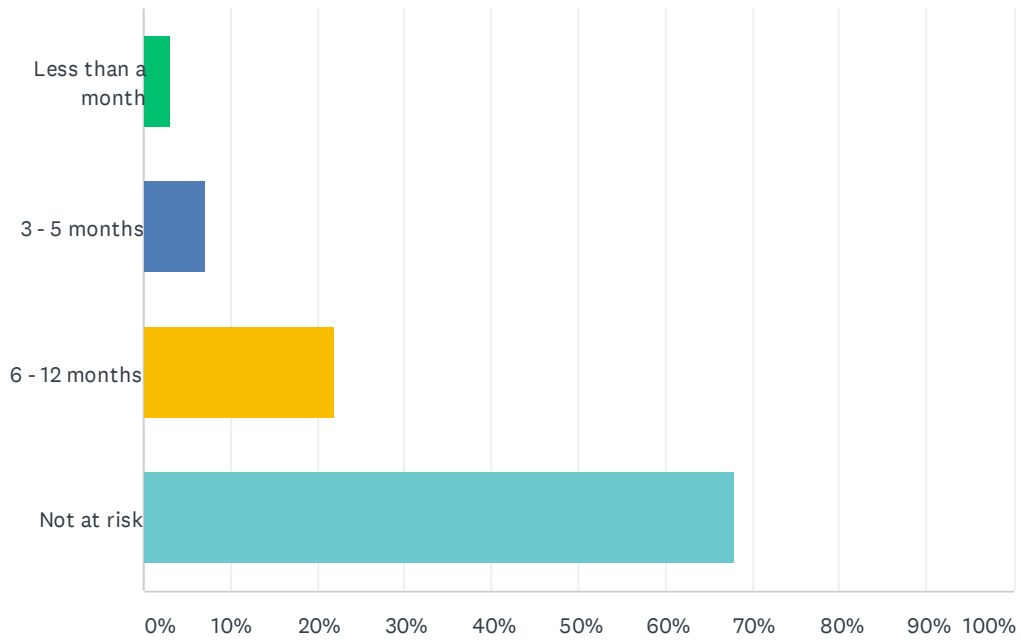
Answered: 124 Skipped: 8



ANSWER CHOICES	RESPONSES	
Decrease less than \$100k	45.97%	57
Decrease \$100k - \$250k	9.68%	12
Decrease more than \$250k	15.32%	19
Increase up to \$100k	18.55%	23
Increase \$100k - \$250k	4.84%	6
Increase more than \$250k	5.65%	7
TOTAL		124

Q11 If business disruption continues at the current rate, how soon do you anticipate the risk of closing?

Answered: 128 Skipped: 4



ANSWER CHOICES	RESPONSES	
Less than a month	3.13%	4
3 - 5 months	7.03%	9
6 - 12 months	21.88%	28
Not at risk	67.97%	87
TOTAL		128

Q12 Is there anything not addressed that you'd like to share?

Answered: 57 Skipped: 75

Business Recovery Survey

#	RESPONSES	DATE
1	No	10/9/2020 6:52 PM
2	We are working on getting the movie business operational if we can make it financialy viable	10/9/2020 2:45 PM
3	Cancellation of local events ,ie: 4th of July, Parades and Tourism etc. has limited our exposure and advertising opportunities.	10/9/2020 2:23 PM
4	No	10/9/2020 12:48 PM
5	No.	10/9/2020 12:37 PM
6	Our biggest struggle has been COVID safe office space and finding local housing for new employees. We obtained the PPP forgiveness loan and the State Fund PPE grant which helped us enormously. We also can not find anyone to clean our current office space. (3 converted houses)	10/9/2020 12:27 PM
7	No	10/8/2020 3:57 PM
8	No	10/7/2020 11:53 AM
9	Increased community partnerships are needed in order for the small nonprofits to continue their work.	10/6/2020 1:57 PM
10	Have already given up business location. Having trouble delivering online psychotherapy due to internet that keeps dropping.	10/5/2020 7:11 PM
11	We should be able to safely go back to work. Education should be provided to businesses/staff on the proper protocols. Education is lacking at our city/county level. More information on PPE.	10/5/2020 10:41 AM
12	We are harder hit in our Placer county location. The OJT program has helped us have the flexibility to bring on, train and retain people we wouldn't have.	10/2/2020 3:55 PM
13	As HL Power runs a wood burning power plant, this survey is not very applicable to it.	10/2/2020 5:59 AM
14	We have been closed since 3/17/20. With no available good film until 2021 we will have to stay closed!!!!	9/30/2020 6:12 PM
15	On a scale of 1-10 of how heartbreaking this has been: 10 I've been closed 6 months out of my 12 month lease. I went in the hole to say the least. Because my business is so new, I did not qualify for the Butte County Small Business grant, not have I qualified for any other help from the government. There should have been something available for my business. I officially opened Dec of 2019. My business started off nicely in Jan 2020, then by March I had literally gotten my business to be self supporting and able to pay myself. That all came to a crashing halt due to Covid. The reason my business did so well right off is because Bowen therapy works and I got a lot of referrals by word of mouth. Then the rest of the year has sucked me dry to finish off my lease being closed. Very disappointing!	9/30/2020 3:45 PM
16	No, thank you.	9/30/2020 3:27 PM
17	I have not recieved a penny of the emergency payout because it's too hard to qualify even though my business suffered because the government closed us down. Help with that would be good just to pay wages.	9/29/2020 7:18 PM
18	Its harder when other businesses of similar type do not follow guidelines set forth, and customers complain that we do follow the state guidelines.	9/29/2020 4:33 PM
19	As an employer we are being asked for extreme flexibility and also protection from risk associated with COVID. Our productivity is down and communication suffers. We are all doing our best, employees and employers	9/29/2020 4:05 PM
20	Didn't give an option for flat revenue which is more likely for us	9/29/2020 3:13 PM
21	The Entertainment industry is a HUGE industry. It would be good to include that next time in your survey. Thank you for doing this.	9/29/2020 2:17 PM
22	Motivational training may not return to the normal in person gathering. We may be forced to permanently close. This may not be too bad--time to retire.	9/29/2020 2:09 PM

Business Recovery Survey

23	Open your business - it's a right.	9/29/2020 1:18 PM
24	Please keep my answer confidential.	9/29/2020 12:10 PM
25	Disheartening situation - between local fires and COVID it's near impossible to remain afloat. Bills come in but the revenue is limited based on restrictions from COVID	9/29/2020 7:01 AM
26	Let small businesses open. Give us back our freedoms.	9/28/2020 4:04 PM
27	not at this time	9/28/2020 5:55 AM
28	It seems that it is "convenient" to blame COVID for any and all business interruption.	9/27/2020 9:50 PM
29	we are a seasonal business preparing to slow down operations for winter anyway	9/27/2020 9:38 AM
30	I am an entertainment business not listed on your drop-down. This particular industry is getting killed by the restrictions not opening and capacity limitations if we can open. I have been able to be open THREE weeks since March 13. I only received \$3300 in PPP, not nearly enough to help keep our doors open.	9/25/2020 7:11 PM
31	Essential manufacturer, we did not close and workload increased.	9/25/2020 7:00 PM
32	Significant reduction of invoiceables since March Significant slow down in processing and payments by State for State Grant projects.	9/25/2020 5:17 PM
33	Many businesses seeking employees - individuals not available to work or willing to seek employment.	9/25/2020 12:47 PM
34	Wildfire smoke and PG&E shut offs are now hurting business far more than COVID. There were 2 months of good business then it fell off a cliff again and emergency funds are depleted from being COVID closed for 3 months.	9/25/2020 11:26 AM
35	N/A	9/25/2020 8:58 AM
36	We have many employees that have not returned to work because they are still receiving unemployment. Is there a way to call EDD to see if they are aware that these employees have been offered their jobs back? I've sent letters but I don't think they are being addressed.	9/24/2020 3:36 PM
37	I don't feel like the risk of closing is non-existent. We have reserves to draw on, but our services and income are definitely very impacted, and we do expect to see continued negative effects to our workforce and business operations, it's just (hopefully) not enough to force us to close in the next 6-12 months. Longer term though, it's unclear.	9/24/2020 11:58 AM
38	Our inability to have fund raising gathering and entertainment concerts has hurt us tremendously. We are scraping to cover rent, utilities and payroll. It's frustrating when what is good for some is not being enforced as good for all.	9/24/2020 10:37 AM
39	Hard to hire when people make more money from unemployment than when working.	9/24/2020 10:33 AM
40	We have been closing for 3 hours a day in the early morning for deep clean. But, we hope to return to 24 hours service soon.	9/24/2020 9:03 AM
41	I recognize that my company is experiencing something very different from many other types of businesses in our community.	9/24/2020 9:01 AM
42	Let's get back to business and life as usual. If you're at risk, protect yourself and leave everyone else alone.	9/23/2020 9:24 PM
43	No	9/23/2020 7:27 PM
44	Workforce is dwindling. Staffing our operation is challenging.	9/23/2020 7:09 PM
45	For the small business retail and restaurant find funding to support local marketing to remind locals to shop at the local stores....needs to be pushed in a consistent manner and professional manner.....these business are now competing with online retailers that deliver to the door.	9/23/2020 6:27 PM
46	Businesses in our Community are not necessarily asking for or seem to be aware that in order to survive they need to create online platforms for retailing, marketing, ordering, etc with customers. This is not limited to just private sector. Our county business units and other local government units are struggling to improve this.	9/23/2020 6:16 PM

Business Recovery Survey

47	nothing comes to mind.	9/23/2020 5:19 PM
48	As a small business owner, I have done everything myself and am exhausted. I am not comfortable hiring an employee, though I would like to. I don't want them to catch the virus and I don't want them introducing it to me or my guests. Newsom just signed into law that employees who contract Covid-19 will be presumed to have contracted it at work and the burden of proof is on the employer. This is another undue burden on small businesses that is not welcome news. I don't know if I will actually hire anyone, and just close down for a month instead to get a break and limit my number of bookings, thereby decreasing my income.	9/23/2020 5:14 PM
49	but the future viability of the movie theatre business may be questionable	9/23/2020 5:12 PM
50	Our business model was easily changeable to be both remote/ virtual.	9/23/2020 4:27 PM
51	Thanks for doing this	9/23/2020 4:10 PM
52	Plumas County nor the state of California has done anything to help local businesses. At some point maybe you can help and not just take survey.	9/23/2020 3:31 PM
53	Call me to discuss further...we are a unique type of business operation not fully addressed by this survey. However, we are perhaps the largest economic engine in the region.	9/23/2020 3:29 PM
54	We are having a very difficult time finding people who want to work. Unemployment pay out is making it extremely difficult to find employees, even though we are running full time, offer benefits, etc. We need to scale up, but maxed out at the capacity due to man power.	9/23/2020 3:22 PM
55	I believe human lives are more important than "business as usual". I am NOT eager for things to go "back to normal" when it risks the lives of our local citizens. Masks and social distancing should be enforced.	9/23/2020 3:15 PM
56	Things are much better than they were 5-6 months ago. Rural community life has returned almost to normal and people are traveling and wanting to experience areas with less people.	9/23/2020 3:10 PM
57	Due to state funding and mandates our 20-21 fiscal year should be OK, but 21-22 could be very tough.	9/23/2020 3:08 PM