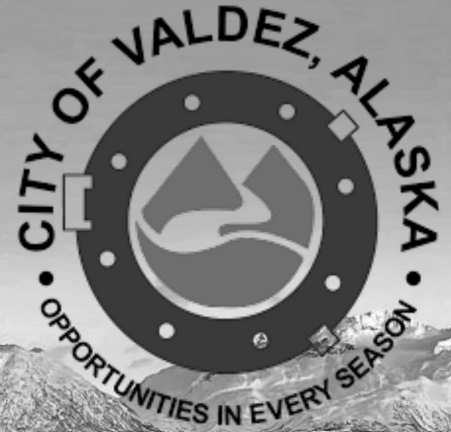


Valdez Alaska Business Climate and COVID-19 Impacts Survey 2020



July 2020

Developed and Prepared by

Rain Coast
Data



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Valdez Business Survey Results 2020

The City of Valdez and the Mayor's COVID-19 Economic Task Force commissioned a survey to gauge the impacts of COVID-19 on the Valdez business community to focus economic relief efforts moving forward. The survey, designed and administered by Rain Coast Data, includes comprehensive multiple choice questions regarding COVID-19 business impacts, questions clarifying how the private sector can be supported moving forward during this period of pandemic, and open-ended questions allowing increased input by business leaders. The survey also includes business climate questions.

More than 100 Valdez owners and top managers responded to the survey, representing nearly 900 workers. The 27-question web-based survey was administered electronically from July 6th through July 20th, 2020. The survey results include the following findings:

- Nearly three-quarters (73%) of responding businesses have received COVID-19 support funding, including 68% that received COVID-19 support from the City of Valdez.
- Responding employers have already laid off 19.5% of their total workforce due to COVID-19. Responding businesses cancelled hiring 34% additional staff planned for the summer. Nineteen percent of businesses expect to cut more staff over the next 12 months.
- Valdez business revenue was down 48% on average in 2020 so far, compared to the same period in 2019. By industry, the transportation and tourism sectors have experienced the greatest revenue losses.
- Nearly one-fifth (19%) of respondents say that they are at risk closing permanently, while 37% say they are not at risk. Businesses in the food/beverage and health care industries have the highest risk of closing due to the pandemic, while the real estate sector has the lowest risk.
- 73% of respondents call the current economy poor or very poor, and 59% feel that the upcoming year will be worse.
- The most significant impacts to Valdez businesses from COVID-19 include lost revenue (reported by 70% of businesses), reduced clientele (64%), and declining sales (59%).
- Top challenges moving forward include trying to make good business decisions in the face of considerable uncertainty (reported by 53% of businesses), managing an unstable customer base (51%), and a lack of tourists (40%).
- The help Valdez businesses are most wanting include access to grants (42%), utility bill relief (37%), and help applying for assistance (30%).

The following pages summarize survey findings.

Valdez Businesses COVID-19 Impacts

Valdez Alaska business leaders were asked how COVID-19 is impacting their businesses. Responding employers have already laid off 19.5% of their total workforce due to COVID-19, and cancelled hiring plans for an additional 34% more workers — mostly in the tourism sector. Regional business revenue was down 48% in 2020 so far, compared to the same period in 2019. Twenty-three percent of respondents say that they are at risk of closing permanently, while 34% say that they are not at risk.

Total Businesses Responding = 111

Representing 611 current Valdez Alaska workers

Responding businesses have typical peak employment of 897

With a year-round resident workforce of 73%

68% of responding businesses received COVID funding from the City of Valdez

Respondents planned to increase their workforces by 34% this summer; however

businesses canceled these plans, laying off 19.5% of existing staff instead

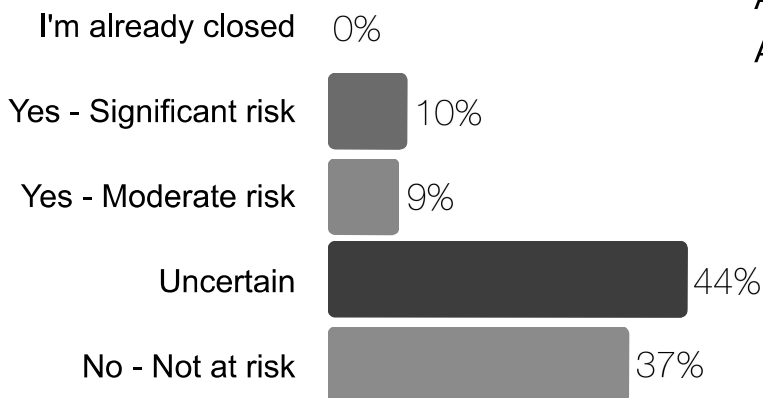
19% expect to make more employment cuts in the future due to COVID-19

Is your business at risk of closing permanently because of impact caused by COVID-19?

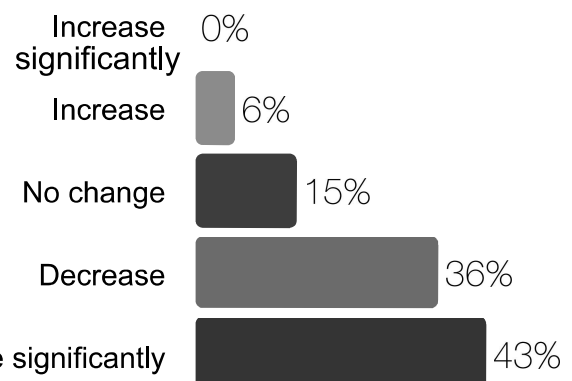
Avg. current workers per org. = 6 (8 at peak)

Avg. workers laid off so far per business = 1.5

Avg. planned new hires cancelled = 2.5

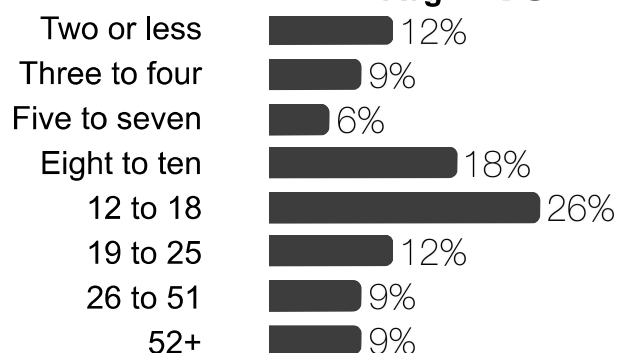


How much do you project your revenues will change in the remainder of 2020 compared to the same period in 2019?



If you answered "yes" above, how many weeks of the current situation do you think you will be able to survive?

Avg. = 18



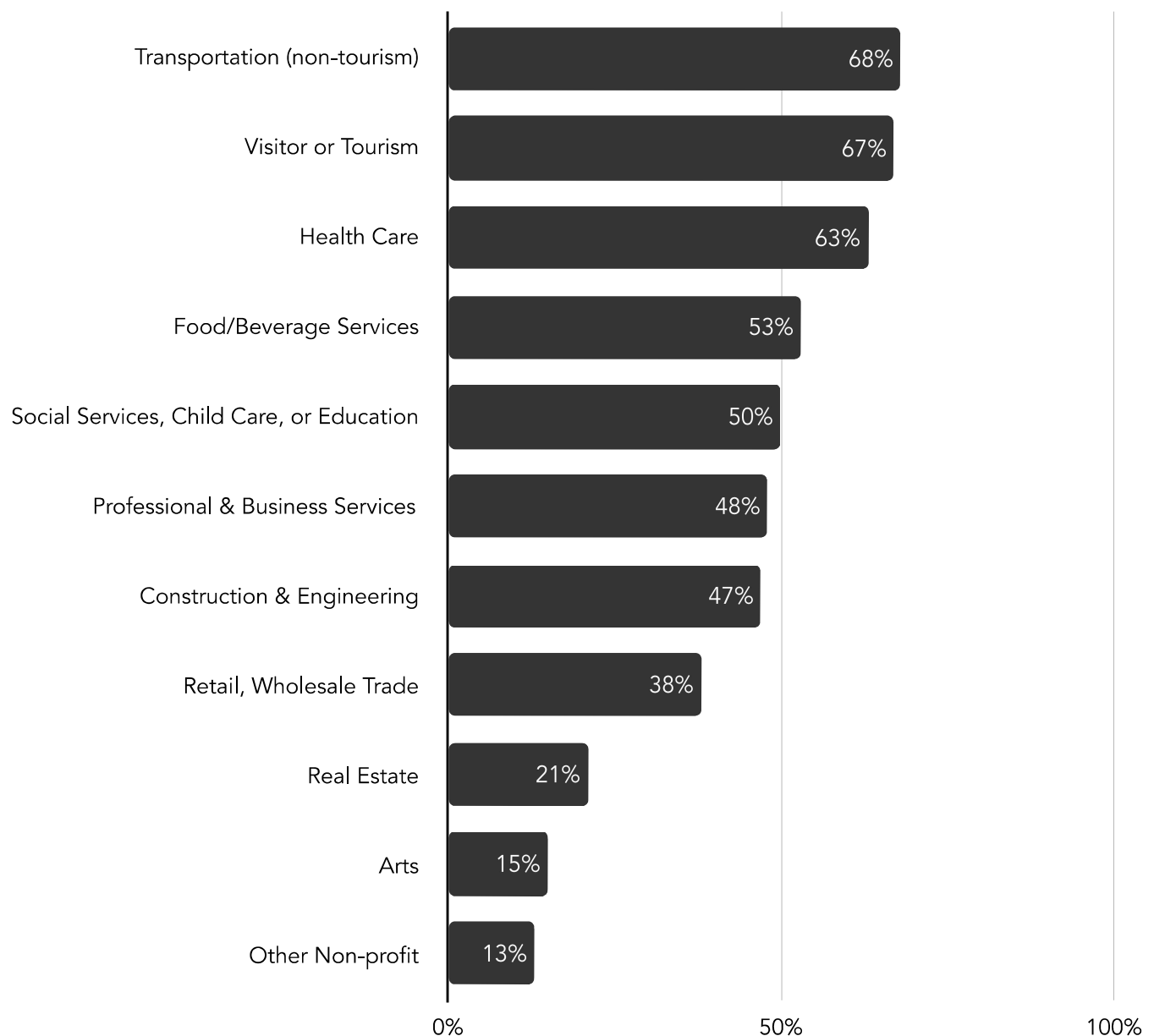
Please estimate the percent revenue decline to your business due to COVID-19 in 2020 so far (compared to same period in 2019)?

= -48%

Please estimate the percent revenue decline to your business due to COVID-19 in 2020 so far (compared to same period in 2019)? By Industry

On average, Valdez businesses have lost **48%** of their revenue due to COVID-19 in 2020 compared to the same period last year. However, there is significant variation between industry impacts. Businesses in the transportation and tourism sectors are down by more than two-thirds (68% and 67% respectively). The real estate, arts, and "other" non-profit entities are down the least.

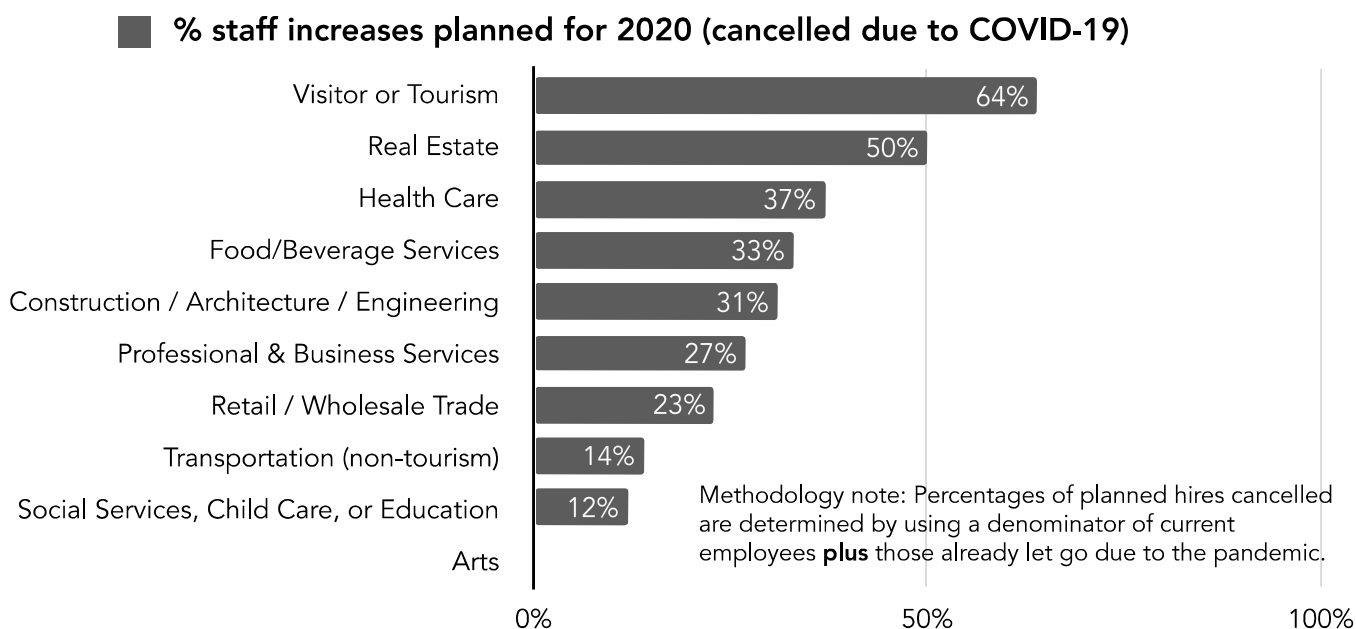
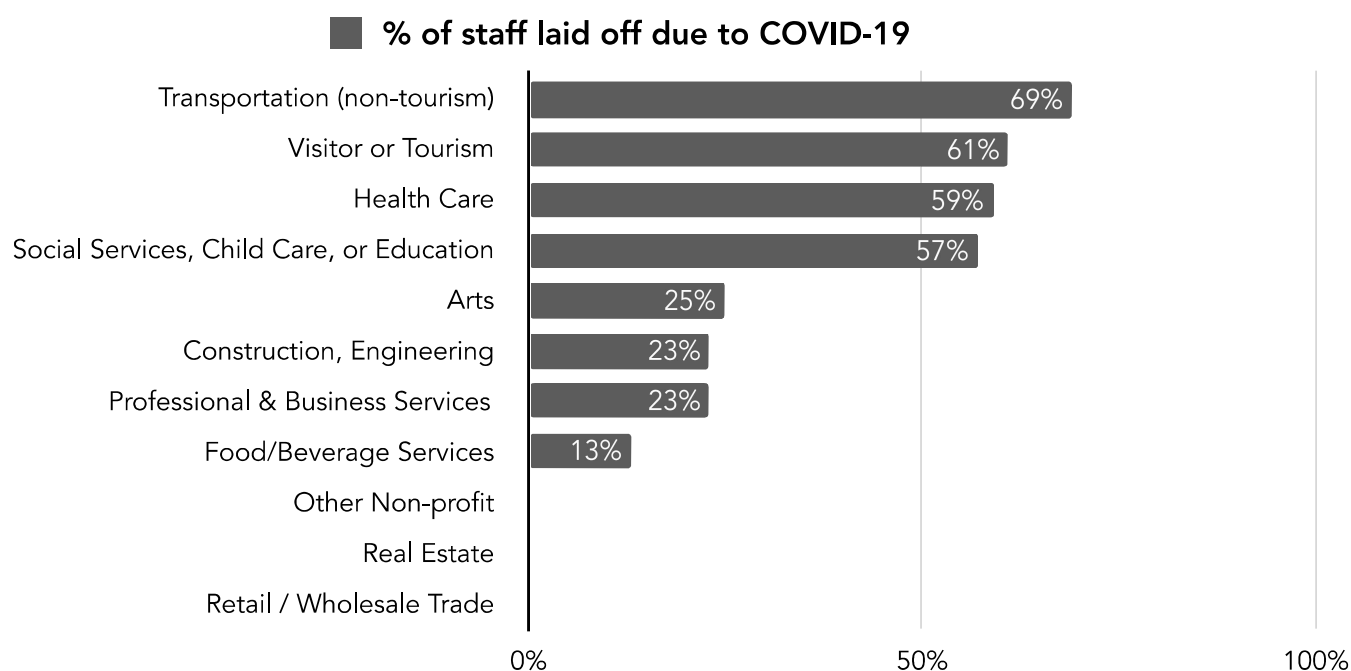
■ Average percent revenue decline to your business due to COVID-19 in 2020



Changes in workforce participation due to COVID-19

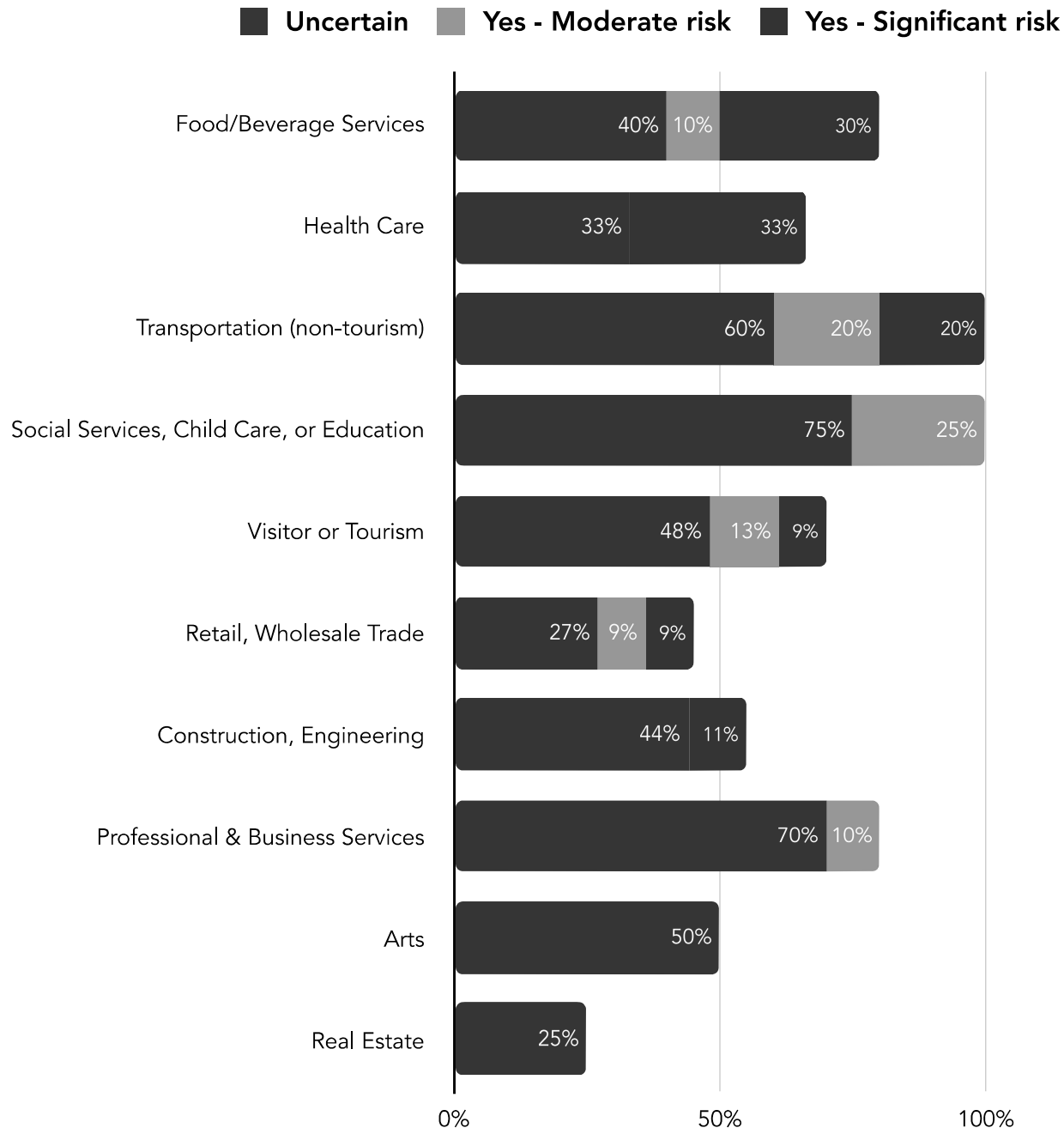
By Industry

A similar pattern to revenue loss analysis emerges when comparing the loss of employment by industry. Business leaders were asked how many existing employees have been laid off or put into unpaid status so far due to COVID-19. They were also asked how many future workers, including all seasonal workers, businesses had planned to hire, but did not. Overall, businesses reported laying off **19.5%** of their staff due to COVID-19 in 2020. The transportation, tourism, and health care sectors were the hardest hit by this measure as well. The industries most likely to cancel planned employee hires include the tourism, real estate, and health care sectors. The new hires would have increased workforce participation by **34%** across participating businesses in Valdez — most significantly in the tourism sector — had the summer of 2020 proceeded as planned.



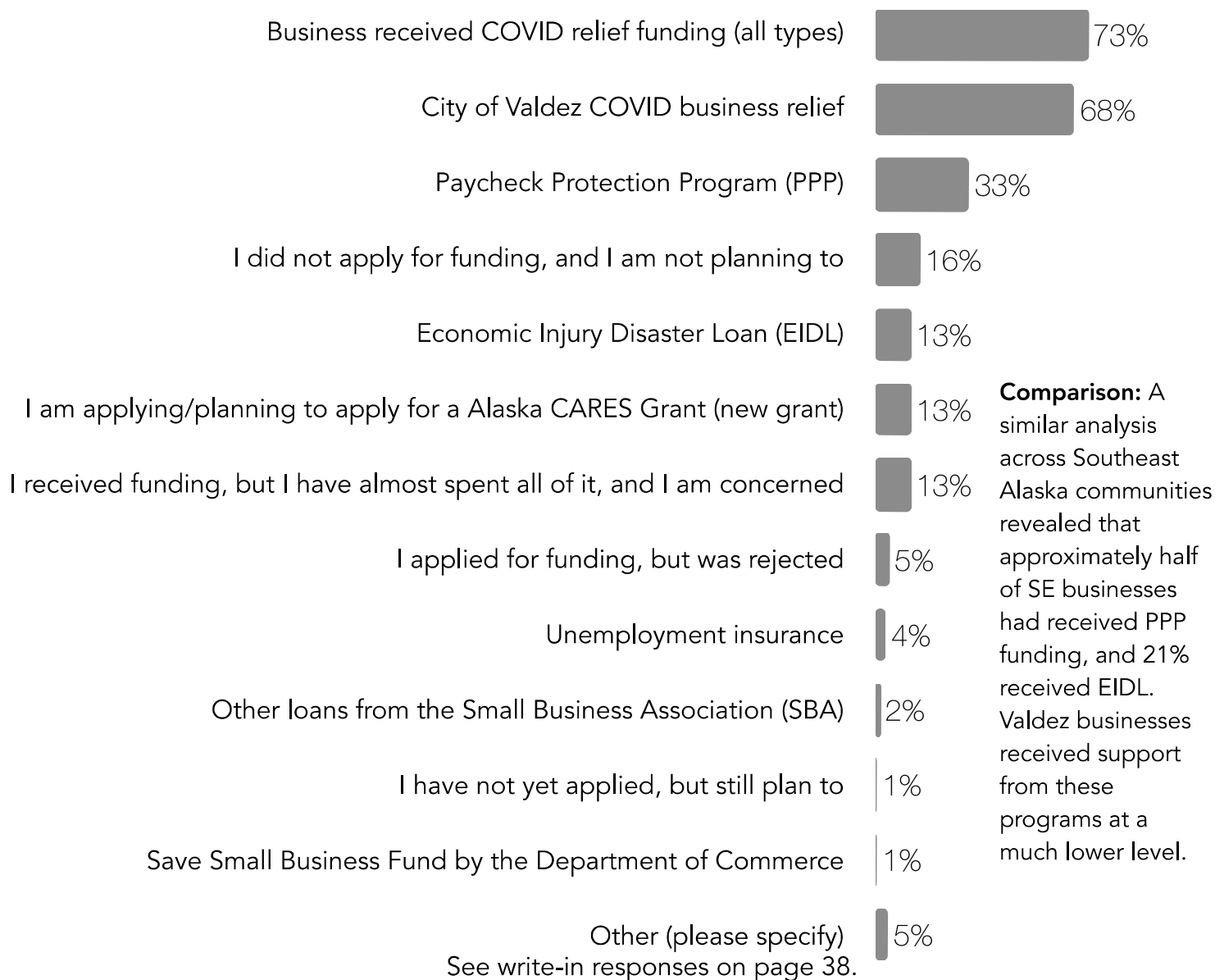
Is your business at risk of closing permanently because of impact caused by COVID-19? By Industry and Community

The following charts analyzed which sectors and communities are at the greatest risk of being unviable due to the COVID-19 economy. Businesses in the food/beverage, transportation, and health care sectors have the greatest risk of closing due to the pandemic, while the real estate and arts industries have the lowest risk.



Did you receive any COVID-19 funding to support your business? (check all that apply)

Nearly three-quarters of reporting business leaders (73%) had received COVID-19 relief funding for their organizations, including 68% who received the funds from the City of Valdez. A total of \$4.2 million in funding was reported received. The median assistance amount was \$3,500.



Total Funding Reported to be Received by 111 Valdez Businesses = \$4.2 million

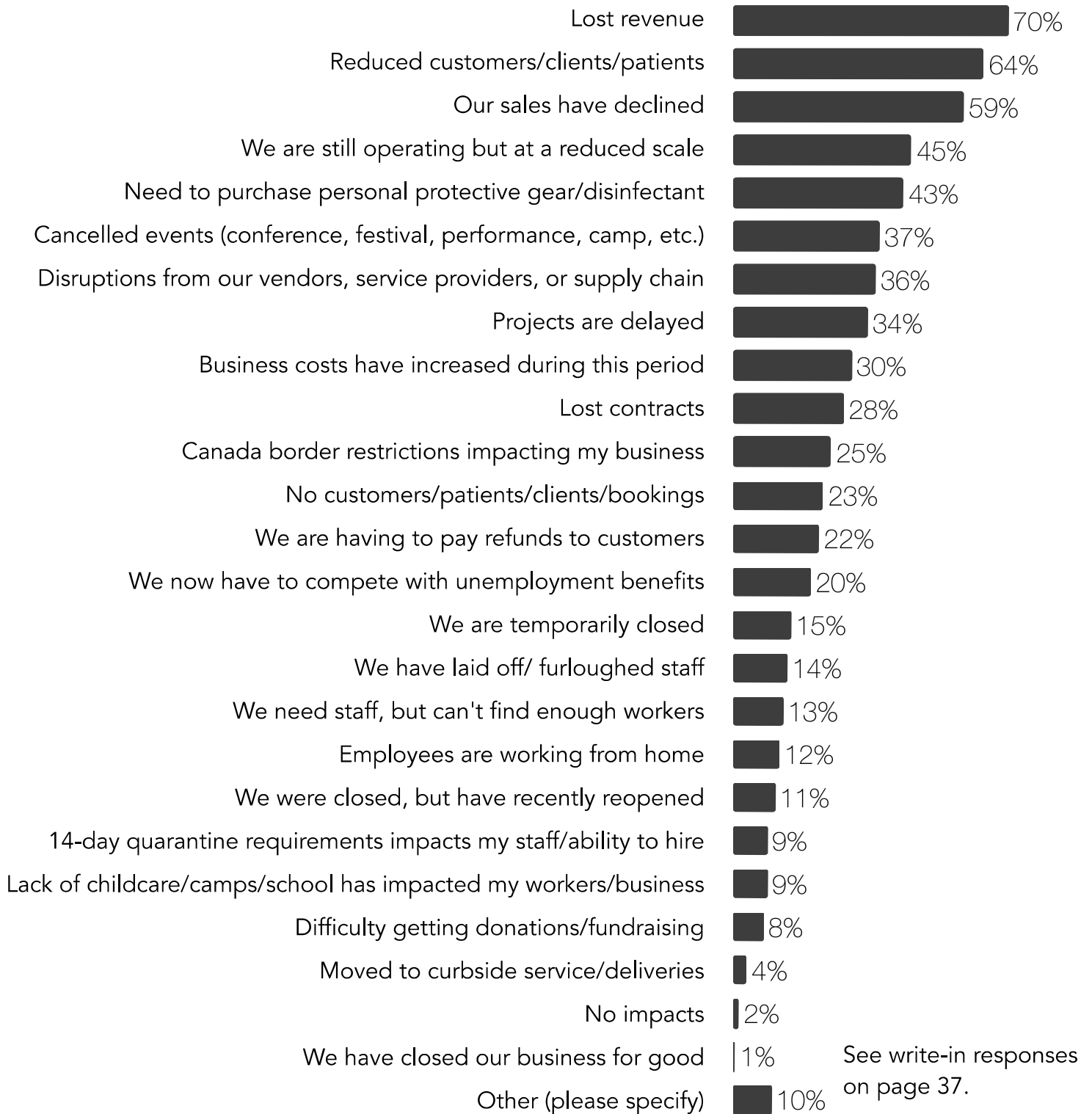
Median amount received by businesses receiving funds = \$3,500

Businesses receiving funding = 73%

How has your business been impacted by COVID-19?

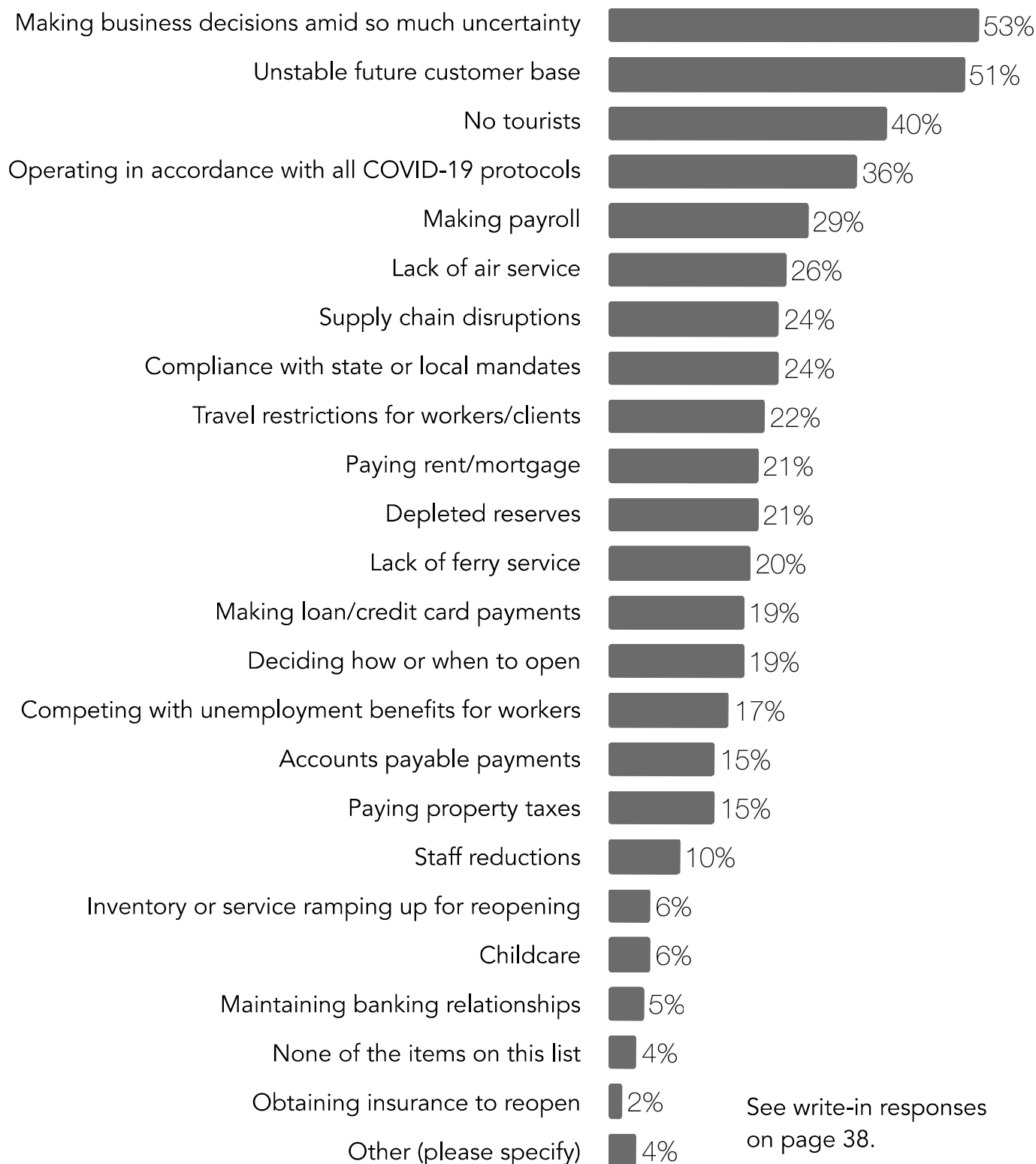
(check all that apply)

Business leaders were asked how their organizations have been impacted by the pandemic. Seventy percent of businesses reported they had lost revenue due to the COVID-19 event, two-thirds reported a decline in customers, while 59% reported sales declines.



What are your top business challenges moving forward? (check all that apply)

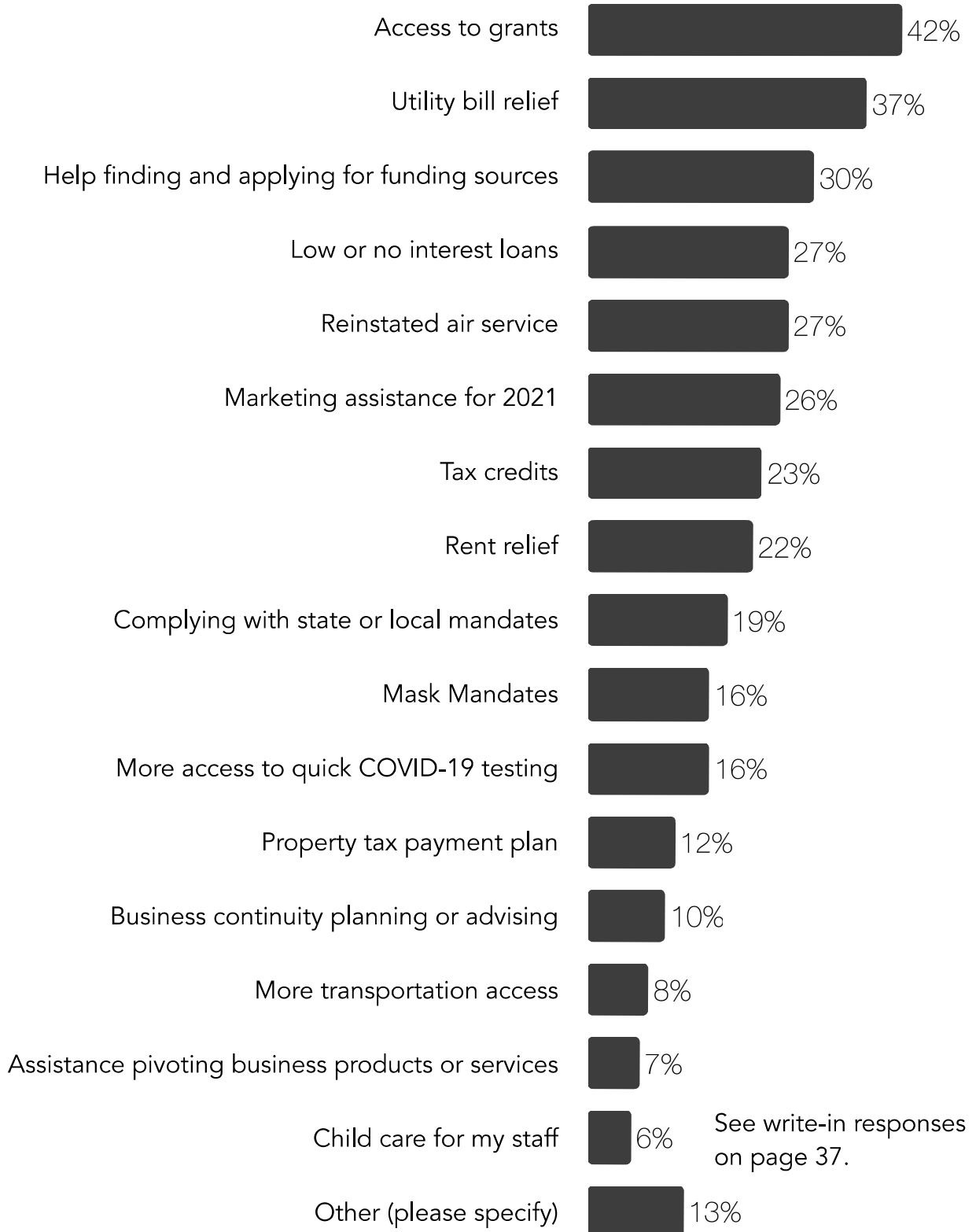
Owners and managers were asked what their top business challenges are moving forward. Top responses included making business decisions amid uncertainty, an unstable customer base, no tourists, and operating in accordance with all COVID-19 mitigation protocols.



What help do you need most moving forward?

(check all that apply)

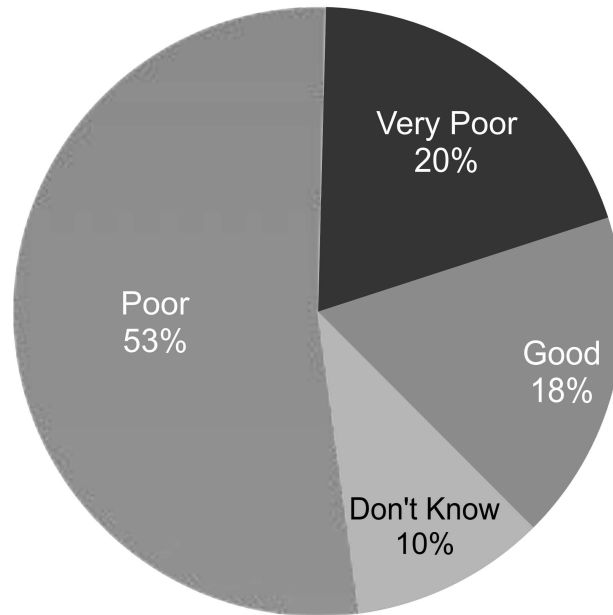
Business leaders were asked what help they most want and need moving forward. Top answers include access to grants, utility bill relief, assistance in applying for funding, access to low or no interest loans, and reinstated air service.



Valdez **Business** Climate Survey Results 2020

July 2020 Valdez Alaska:
How do you view the overall business climate right now?

18% Positive / 73% Negative



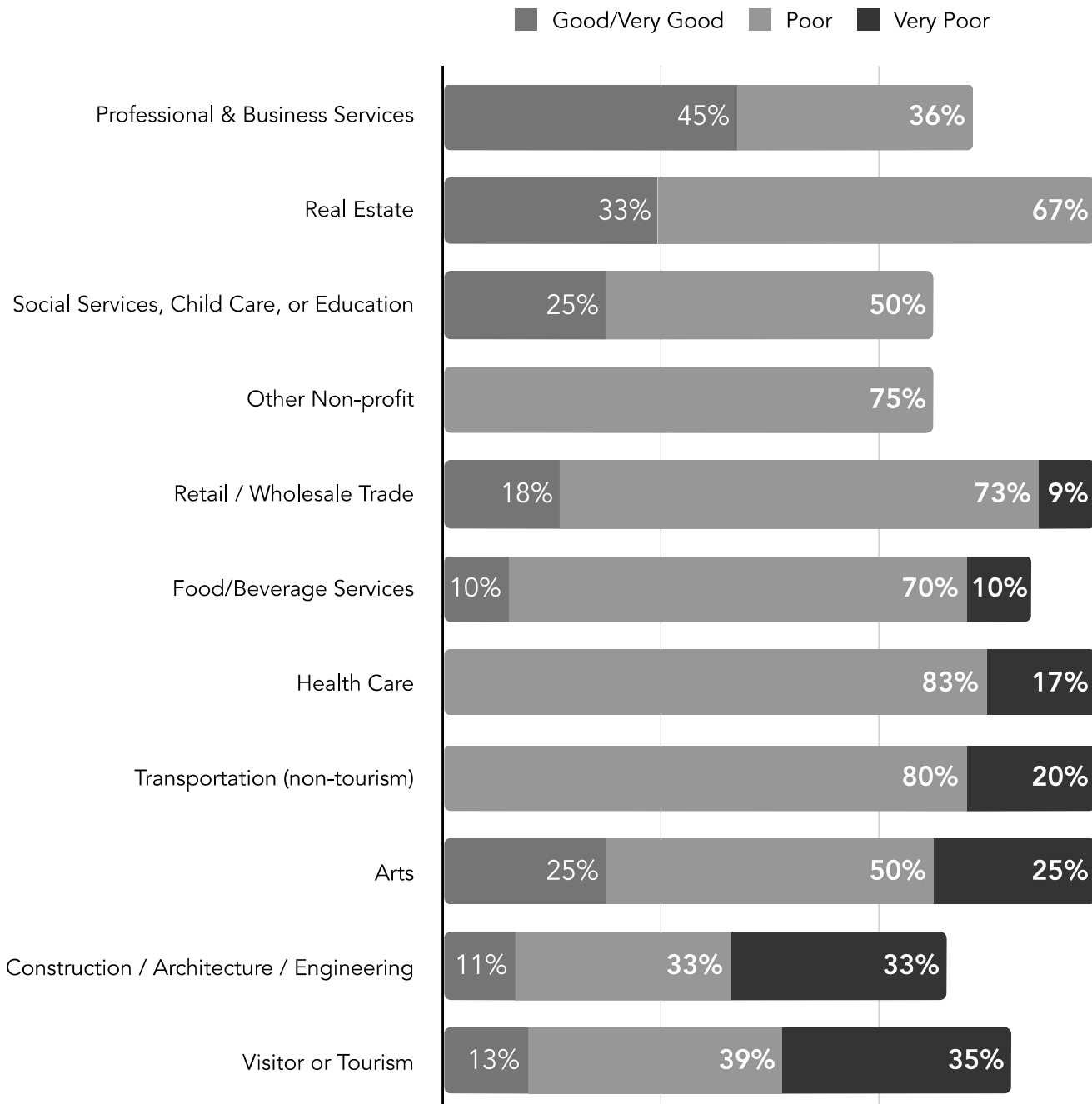
Valdez business leaders were asked how they view the current economy. Unsurprisingly, confidence in the Valdez business climate is low in the wake of COVID-19. Nearly three-quarters of respondents (73%) are concerned about state of the economy, calling the business climate "poor" (53%) or "very poor" (20%). Eighteen percent of business leaders called the Valdez business climate "good" in 2020.

While all sectors have an overwhelmingly negative perspective on the current economy, those in the tourism, construction, arts, and transportation industries were most likely to say that the regional economy is **very** poor.

Valdez Business Climate Survey Results 2020: by Industry

The following graphic breaks out how the current Valdez business climate is viewed by each various sector. Usually such a breakout reveals significant differences between sectors. However, the 2020 breakout shows that no industry has escaped a negative impact due to COVID-19. Professional business services is the most positive, while the tourism sector is the most negative.

Valdez July 2020: **How do you view the overall business climate right now?**



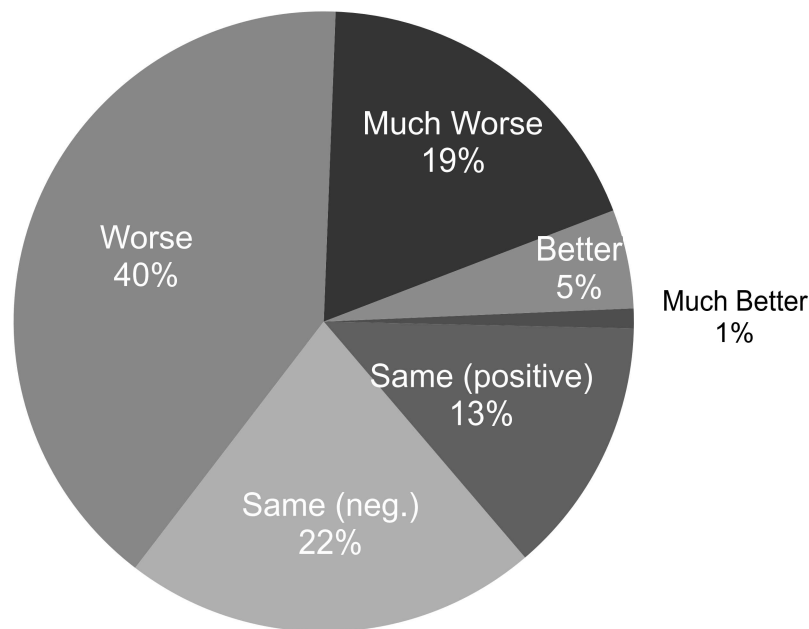
The "don't know" category has been excluded from this chart.

Valdez Economic Outlook

July 2020 Valdez Alaska:
**What is the economic outlook for
your business or industry?**

19% Positive / 81% Negative

6% Better / 35% Same / 59% Worse



Valdez Alaska Economic Outlook

Business leaders were also asked about their expectations over the coming year. More than four-fifths (81%) of businesses say the economic outlook for their business or industry over the next 12 months is negative. Nearly three-fifths (59%) of survey respondents expect their prospects to be worse (40%) or much worse (19%) over the next year, while only 6% expect the outlook for their businesses to improve in the coming year.

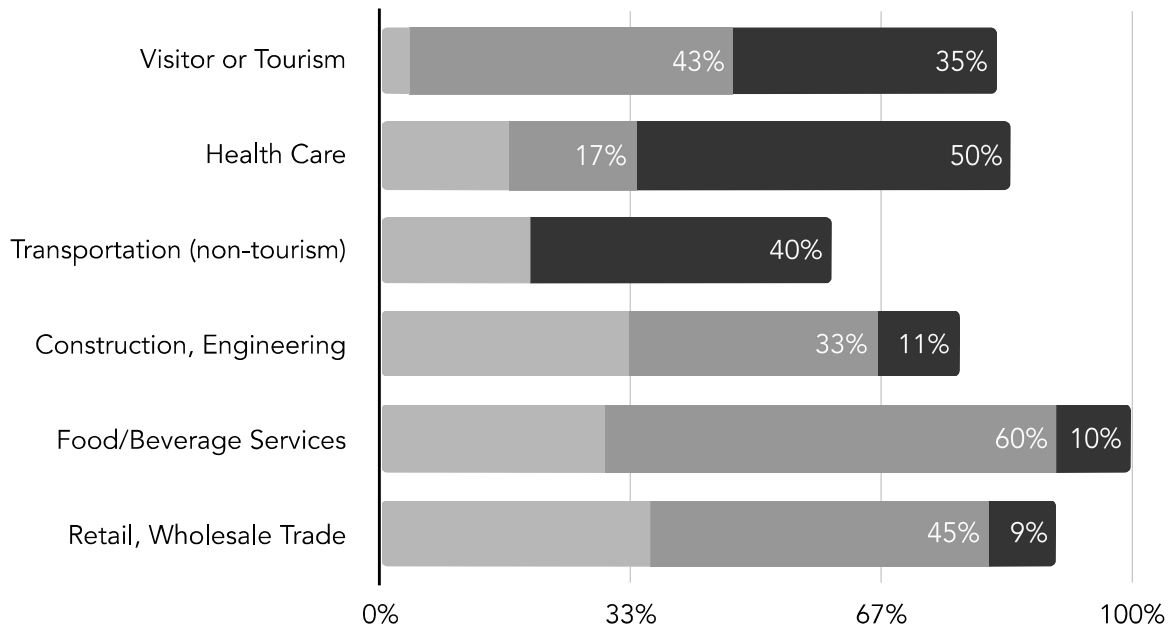
The tourism, health care, and transportation sectors have the most negative outlooks looking forward, with 50% of those in health care, 40% of those in transportation, and 35% of those in tourism saying that the outlook is much worse for the next twelve months.

Valdez Economic Outlook: by Industry

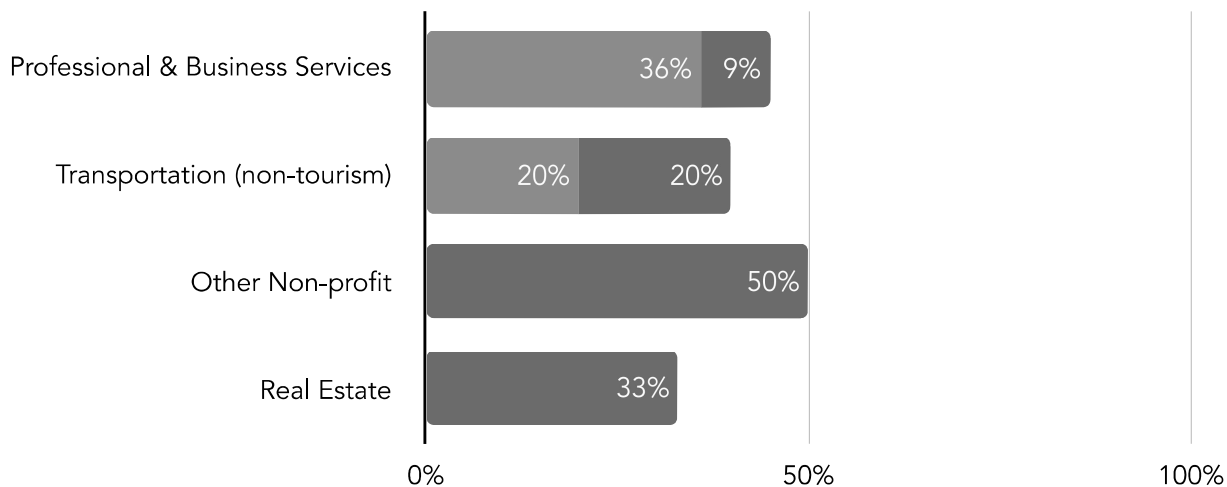
The below graphics show economic outlook breakdowns for the next year by industry.

What is the economic outlook for your business or industry over the next 12 months?

Same (generally negative) Worse Much Worse



Much Better Better Same (generally positive)



Valdez Economic Outlook: by Industry, table

The following table shows a detailed economic outlook by industry.

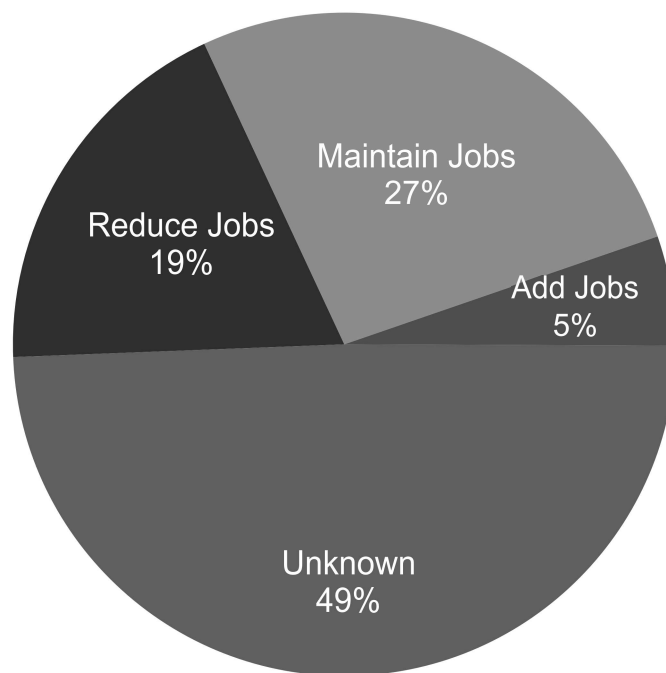
What is the economic outlook for your business or industry?						
Sector	Much Better	Better	Same (generally a positive statement)	Same (generally a negative statement)	Worse	Much Worse
Arts	0%	0%	0%	50%	50%	0%
Communications / Information Technology	0%	0%	0%	33%	33%	33%
Construction / Architecture / Engineering	0%	0%	22%	33%	33%	11%
Food/Beverage Services	0%	0%	0%	30%	60%	10%
Health Care	0%	0%	17%	17%	17%	50%
Other Non-profit	0%	0%	50%	50%	0%	0%
Professional & Business Services / Consultant	0%	36%	9%	0%	45%	9%
Real Estate	0%	0%	33%	0%	67%	0%
Retail / Wholesale Trade	0%	0%	9%	36%	45%	9%
Seafood, Commercial Fishing, Maritime	0%	0%	0%	0%	100%	0%
Social Services, Child Care, or Education	0%	0%	0%	50%	50%	0%
Transportation (non-tourism)	0%	20%	20%	20%	0%	40%
Visitor or Tourism	0%	0%	17%	4%	43%	35%

Valdez Job Outlook over the Next Year

Over the next 12 months, do you expect your organization to add jobs, maintain jobs, reduce jobs, or are you unsure?

(For those business with staff)

Jobs Outlook



Employment changes in the next year

Another way to gauge economic activity moving forward is to better understand where new jobs will be added or lost. Nearly a fifth (19%) of business leaders surveyed expect to further reduce the number of jobs associated with their businesses over the next 12 months, while 27% expect to maintain total jobs, and 5% expect to add new employees. Approximately half (49%) say that workforce changes over the next year are an unknown quantity.

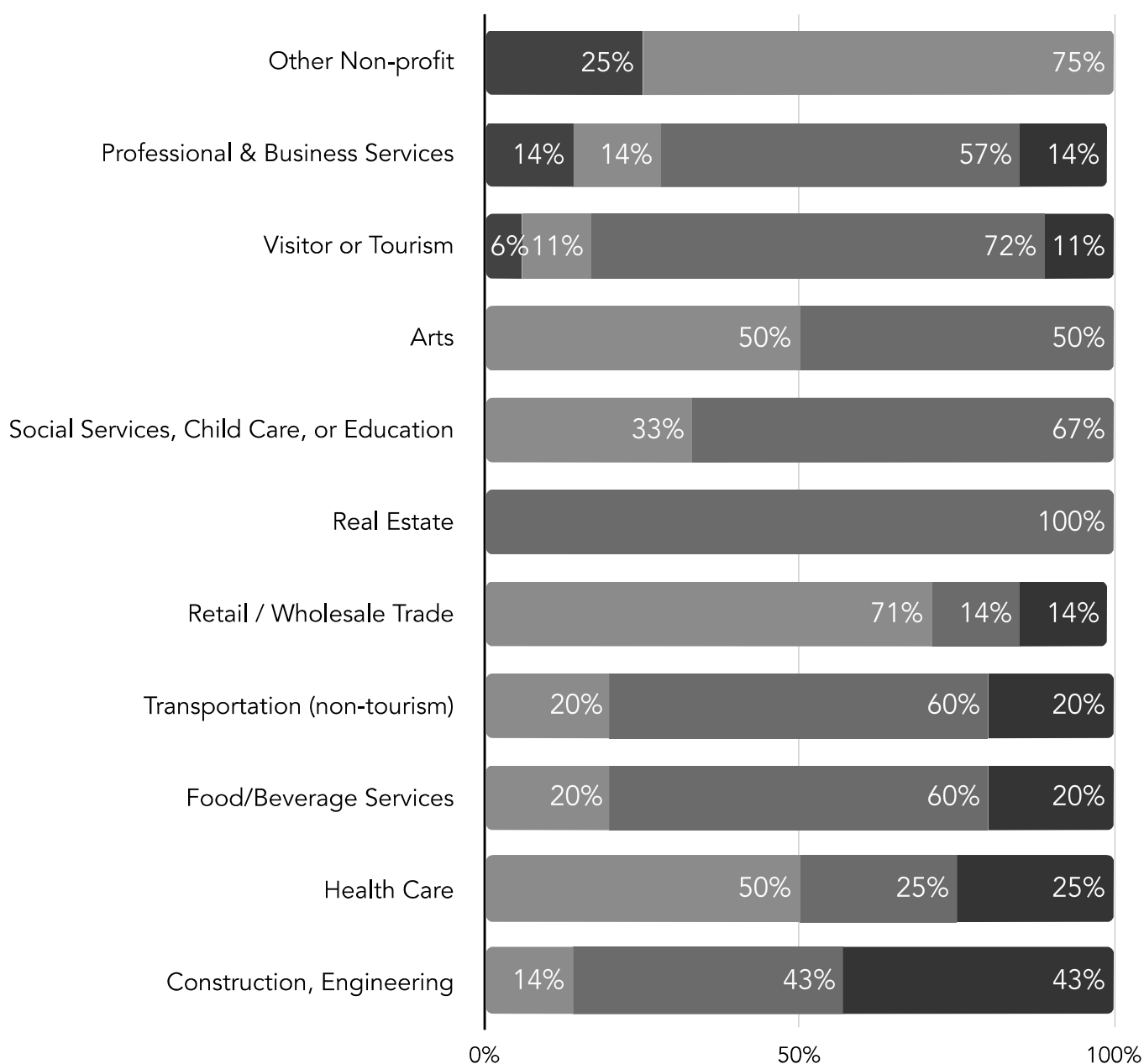
There appears to be few organizations planning to add jobs in the coming year. Employment reductions are expected to be most significant in the construction, health care, food/beverage services, and transportation industries.

By Industry: Jobs over the Next 12 Months

Only one Valdez sector "other non profit" are likely to add more jobs than they cut in the coming year. Those in the construction sector are most likely to reduce their workforce.

Over the next 12 months, do you expect your organization to add jobs, maintain jobs, reduce jobs, or are you unsure?

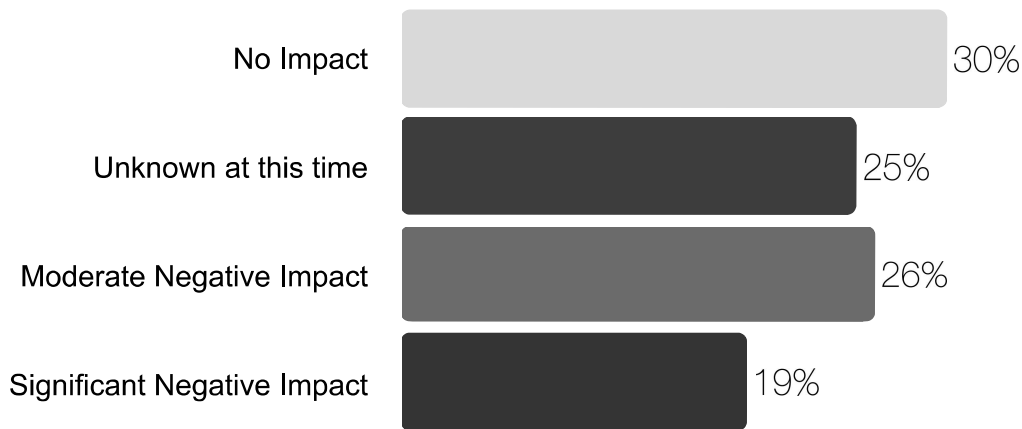
■ Add jobs ■ Maintain the same amount of jobs
■ Unknown at this time ■ Reduce total jobs



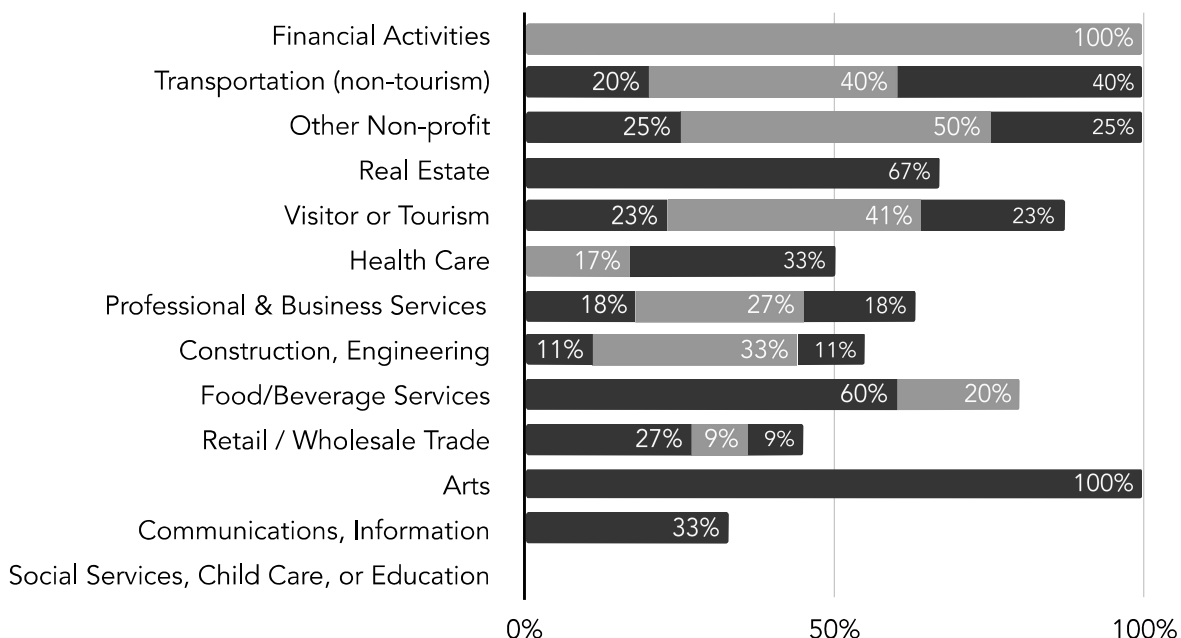
Impacts of Reduced Air Service

Air Service: How has the stoppage of air service to Valdez impacted your business?

Nearly half of responding business leaders (45%) have been impacted by the termination of Ravn Air into Valdez, including 19% who have experienced a "significant negative impact." Thirty percent of businesses say they were not impacted, while an additional 25% say they are not yet sure. Most likely to be impacted include those in the finance, transportation, non-profit, and real-estate sectors. Least impacted include businesses in art, communication, and social services.



■ Unknown at this time ■ Moderate negative impact ■ Significant negative impact



Impacts of Reduced Air Service

Please explain the impact of reduced air service to you or your business

- Between the ferry reduction and lack of air transport we all are negatively impacted. Transportation is key to commerce!
- Totally killed our business.
- Air service is needed to move noncritical patients to their appointments in Anchorage, Fairbanks
- All guests fly into Valdez.
- Clients can't get to Anchorage for doctor/specialist appointments and/or funding isn't provided for road travel as it is for air travel
- Getting parts in has been a challenge
- Guests unable to fly in
- Have had to hire private air services to bring in contractors.
- I work in the hospitality cleaning business. Less tourists coming to Valdez have significantly impacted my summer business. This is a loss for me as the service provider to multiple Airbnb's.
- It's more the overseas and US flight cancellations that have impacted us more than air service to Valdez.
- Less customers. No fast freight have to drive to Anchorage for parts.
- Less tourists
- Often during maintenance, we fly in parts and equipment needed
- Parts and supplies
- We had to cancel performances anyways, so has not directly impacted us yet.
- Tribal Board Members and Administration need to go to Juneau, Anchorage, Fairbanks and other places for business.

Specifically, what would you like the City to do regarding air travel moving forward?

- Advocate harder with the industry to ensure service is maintained (for example, seek an exemption with the court in the case of the most recent denial of service due to laws as they are)
- Be supportive
- Bring a carrier in
- City needs air service but rarely impacts me directly.
- Don't care, rather drive.
- Don't waste your money
- Encourage affordable scheduled airline
- Encourage or subsidize air travel to and from Valdez.
- Ferry service would be nice
- Figure out what airline wants to do business in Valdez and make them an offer that appeals to them to get the service up and running.
- Financial/use incentives for carrier.
- Get a new/better carrier
- Get Alaska Airlines to fly here.
- Upgrade the facility to accommodate the bigger more reliable planes that AK Air flies.
- We need it. So, whatever we can do to get air travel going would be great
- Work with new air carrier to make Valdez a viable stop.

Impacts of Reduced Air Service

Continued

- Get air service from here to Anchorage or Seattle.
- Give massive tax incentives for an airline to start flying out of Valdez again.
- Help identify a potential business that could operate quality air between Anchorage and Valdez.
- Help ensure flight service to Valdez for traveling to trainings
- Help provide affordable air travel
- Help support and reinstate a scheduled air service.
- I feel it is important for air travel to resume in Valdez.
- I think it is a burden on us not to have air service. My husband has cancer treatments in Anchorage every three weeks so instead of one day, we have to take 3 along with the expenses of gas, hotel, etc.
- I'm not sure what options we even have. To be honest, I am more concerned for residents needing winter travel to Anchorage as the months progress rather than only having one travel option out of Valdez.
- I'm not sure how to make it happen but we need to keep an airline coming into this community.
- In addition to securing service. Work to have someone locally that FAA will allow to work on navigation aids.
- Invest in air service
- It sounds like this is returning after the Ravn bankruptcy auction. Investment in mitigation of a future collapse is recommended.
- It's not the city's job to subsidize air travel. If a business sees an opportunity for it to be profitable it will happen.
- Keep the airport in compliance with what air carriers need
- Leave it up to private enterprise
-
- Lobby the FAA to reduce barriers to small airlines
- Make it enticing for a new airline to WANT to come to Valdez.
- Make sure that our infrastructure (facilities, partner with the state to facilitate runway improvements when needed) is more than adequate.
- Nothing
- Subsidize Alaska Air to come in once per day.
- Subsidize small tourism-based businesses specifically like our operation that only operates two months a year
- This question implies that I would like the City to do something regarding air travel. It also implies that it is the City's business to do so. I challenge these assumptions.
- This question implies that the City should do something about air travel. I am worried about the City getting involved in air travel. I have yet to see anything the City get involved with run better than private business. Step aside and let private business take care of air travel.
- Tough call with such a small population. It would be nice, but any option would be very expensive for the average person. Plus, is it the city's responsibility? Is that an area the city should be overseeing? Ravn was a private company providing a service. It's not life or death, we still have the road.
- Try and secure a commercial service contract.

Participant Overview

A total of 111 businesses in Valdez communities responded to the private investment survey. Respondents came from 15 different regional economic sectors. The highest number of respondents came from the visitor industry sector. Thirty percent of responding business owners are sole-proprietors.

Which best describes the primary industry focus of your company?

Answer Options	# of business responses	Normal Peak Workers
Visitor or Tourism	25	235
Professional & Business Services	13	30
Retail, Wholesale Trade	11	35
Construction, Engineering	11	32
Food/Beverage Services	10	156
Health Care	7	55
Transportation (non-tourism)	6	57
Real Estate	5	10
Arts	5	6
Other Non-profit	5	153
Social Services, Child Care, or Education	4	31
Seafood, Commercial Fishing, Maritime	4	52
Communications / Information Technology	3	21
Financial Activities	1	9
Alaska Native entity	1	15
TOTAL	111	897

How many people does your business currently employ? How many people does your business typically employ during the summer peak?

Answer Options	Current	Normal Peak
One	42	35
Two	21	16
Three to Five	15	18
Six to Ten	16	20
11 to 60	17	22
TOTAL	111	111

Open Ended Responses

Please elaborate on how COVID-19 has impacted your organization

Wordcloud visualizes responses, with more frequent words appearing larger

Wordcloud visualizes responses, with more frequently used terms appearing more prominently



- COVID has killed the tourism industry on which we use to survive the winter. The unemployment benefits are more than what we can afford to pay people, so no one wants to work. I have gone through 3 people trying to find a permanent one.
- COVID has quit bringing people to town for events where we would sell our products plus restricted access.
- Covid-19 has made our business significantly more difficult to run and keep profitable. Probably the single most impact was loss of air service.
- COVID-19 has required a large increase in payroll to perform job functions. In a small business time spent on COVID mitigation or COVID activities is time not being spent in business. Sales have suffered because staff doesn't have adequate time to focus on that. My business relies on support from other local businesses, but the uncertainty of sales is, understandably, making everyone cautious of spending money.
- Have had a lot of projects postponed or cancelled. Other businesses aren't getting much business, so they aren't able to do projects.
- Home repair is harder, as uncertainty of health if home and people around
- I cannot perform makeovers or skin profiles for skincare and cosmetics sales or to work towards my make-up artist certification or skincare profiler certificate.
- I had to close my doors since I teach children. Other bills and rent are still due. With no revenue I will run out of money before October.

- I have a boat repair and constructing business. Boaters including fisherman, recreational and charter boat operations are reduced in numbers, contracts for services and jobs have been postponed or eliminated.
- I have been mostly closed since March 11th. I still am responsible for rent and all my business bills. I work with people one on one for 90 mins at a time. It is putting both myself and my clients at high risk of infection, even while observing state mandates. I am obligated to my office lease for another two years and am not wanting to close down or risk losing my office space. I have been looking into other ideas of how to make my office space work for itself, ex. more retail goods, and services that are not one on one. This will take funding which is limited. I applied for the EIDL loan and received a small grant, and a loan, which I returned without using. Because I received a loan, even though I returned it, I am ineligible for the AK Cares Act. I am hoping to reopen fully soon, but the increase of COVID-19 cases in Valdez and in Alaska is making it very daunting. I am worried about exposing my elderly clients and my family by working one on one with my clients.
- I have had significantly reduced sales due to galleries, museums, etc. being closed, and have been unable to offer classes, a significant source of revenue.
- I have two businesses, one in airport has closed and the other is down by 50%. We will likely close earlier this year. COVID-19 has changed the entire way we structure the business. During summer we added a tent to serve customers. Due to safety reasons. Without it we would be closing at the end of summer.
- I sell artwork to tourists and this is my first official year as a business. I do get some local support, but it only goes so far.
- Impossible to get samples to Anchorage Lab within hold times. DEC has been helpful
- It has caused us to open later than normal, and at a limited capacity.
- It has forced the closure of both my businesses effecting about 14 local people who enjoyed the part-time work that I provided them.
- It will probably be a huge impact come Feb and March 2021
- Less bookings due to COVID-19 screening requirements and travel restrictions.
- Less Business = Reduced income. For my business it's been the cancelled (or decreased level of) events around town (Fly In, Gold Rush, Quilt Fest, etc.)
- Limited work & some Clients do not care or believe in this virus (is really serious)
- Loss of income to residents reduces the potential for projects for our business.
- Lost work
- Major part of our business reflects around out of state tourists during the summer.
- Mandates have crushed our seasonal. Haines and costs upwards of 300k
- Many children are staying home with parents causing us to lose the anticipated numbers. We recently moved into a larger building to provide for the demand for childcare at the time. Now we have a bigger building less staff, and more bills.
- Minimally to date unless rentals become/remain vacant.
- Most of our guests in the past have been coming from overseas and from the lower 48, so because of cancelled overseas travel, fear of COVID, and doctors' recommendations most people from outside Alaska have cancelled their reservations. Our business is way down this year.

- My sales are way way down compared to the same time last year. I can barely pay my overhead each month and am buying inventory from my personal bank account.
- No bookings
- No tourism, limited days open, higher supply costs equals less revenue
- No tourist to do tours
- No tourists no sales, too scared to set up booth because people will not wear a mask
- No visitors and I believe the mask mandate will almost completely kill all business.
- Not doing any charters this season
- Not wanting to advertise in order to keep gatherings at a safe volume has impacted my bottom line.
- Office closed to public, staff in to work one at a time
- Our company chose to not operate in 2020 due to wanting to protect our staff/community and due to low booking. By not operating at a loss we have maintained funds to be able to operate at some level next year based on travelers' access and desire to travel.
- Our contracts with the cruise industry have been cancelled as most of our transportation contracts
- Payroll has gone up due to more overtime to reduce the number of shifts with clients (clients are high-risk)
- Projects have been either delayed or canceled. Several city bids put on hold indefinitely. Still busy but with more small projects rather than bigger, higher-dollar projects. Obtaining supplies more difficult now due to outages or having to go out of town to obtain.
- Reduced customers, leads to reduced sales of tickets, charters, etc.
- Reduced demand for the services I offer due to reduced economic activity in the industry.
- Significant changes to staff interactions, increased labor costs for planning and evaluation, quarantine and PPE.
- Since COVID-19 started all of my reservations have been canceled. In addition to the cancellation I'm not comfortable allowing people into my home not knowing if they have the virus or not.
- Since the onset of the Coronavirus here in Alaska, the Museum was closed from March 13, 2020 through June 30, 2020. Usually, by this time of year the Museum generates 40% of its annual operating revenue, equating to roughly \$250,000. With only 20 - 30 people coming in a day it really does not pay to open the doors. However, we are. While 2020 is grim, leadership believes that we will be able to sustain scaled down operations through the first quarter of 2021. After that, if people are not coming, there will likely be more staff reductions and reconfiguration of the program of work.
- Speaking for the Valdez Arts Council, Performers have cancelled their Alaskan tours, so we had to cancel shows in March, April, event in May, September, and October, so far. We don't make money, as we are funded primarily by grants and donations, but we have not been able to provide our services. Civic Center is closed anyways, as it should be, so we do not have a venue.
- Supply challenges, serving our customers that don't feel safe in public spaces, and the general uncertainty. Difficult to plan!

- The biggest impact has been the ever-changing mandates and trying to react to those in a responsible manner while keeping our team informed but not overreacting to any of these changes. Scheduling of projects have been impacted but we have adapted.
- The closure due to mandates took business away
- The ridiculous implementation of COV mandates has caused all local businesses significant unnecessary headaches.
- The social isolation for our members and beneficiaries, is especially difficult for our elders and children.
- Unknown ability to operate and fears of clients
- We are a parent-volunteer operated preschool, and it is unclear how schools in general, let alone our preschool, will be able to safely open this fall. We are waiting to see how VCS decides to move ahead with the school year, but this makes it very challenging to plan, enroll students, and hire for this next year.
- We are a small mom and pop business that only operates 6 months out of the year. We have taken a very large hit this spring and summer closing.
- We have moved 979 less passengers as of July 6th.
- We have seen a decline in winter and spring tourism. We have seen a decline in work at TAPS. These are a large customer base for us, and we are seeing a much smaller revenue year
- We purchased our business April 3rd of this year just as COVID was hitting the US. We were not going to back out of a deal we agreed to, even though the outlook was quite frightening, as people were depending on our word and agreement. So, we are new first-time business owners in this environment, and had been expecting sales about what they'd had previously. We spent much of our savings on the down payment and are looking at living on savings for the next year, as we probably cannot take any money out of the business. We are wondering if we will be able to make payroll to the end of the season, as well as pay all of the rest of the bills. We hope that our savings will last and see us through, but then we will have nothing after having saved for 20 years. It's quite a frightening time for business. Amid this, of course we cannot hire and so are doing everything ourselves, which means that parts of our business that would bring in revenue are closed. Also, we can't do improvements as we need to conserve cash.
- We purchased this business by using all our savings and an equity loan against our home. Lost most of the promised contracts. Thank god we have other jobs. But it's a struggle keeping it all juggling.
- We serve customers in their homes providing cleaning and maintenance services. The virus has halted much of our work due to the need for social distancing which we take seriously.
- We usually sell 100 prepaid phones and other products to cannery workers and they are confined so we haven't had their business
- We would have had to lay off essentially everyone, and not hire anyone, but we have an \$80,000 Community Service Organization grant from City Council. (\$20,000/qtr.). I immediately cut my pay in half to \$2,000/month and am using all the CSO grant funds to employ as many community members as possible who lost their jobs due to COVID until they can get other jobs or such (7 total so far).

- With the lack of visitors and specifically the cancellation of festivals (4th of July and Gold Rush) we have lost our ability to generate the amount of revenue we depend on during our short summer season.
- All restaurants and schools shut down ... They all require refrigeration

[illegible]

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- Fairly easy
- Fairly easy and greatly appreciated
- Fairly straight forward to submit 5 forms to State agencies.
- For Valdez the process was super easy. Thank you for that because applying other places is very difficult.
- Good
- Great! Well explained ahead of time exactly what we needed to fill out, bring. One problem was - I went twice, first for business then for personal. The first time I stood in line a long, long time because the none of the 3 people ahead of me had all the correct documentation. The second time the woman at the drop off window was busy with a person so the woman at the reception window processed it.
- Great. Thank you
- It is somewhat difficult to keep up with what is available and what the criteria is to qualify but considering the unique circumstances the City of Valdez has done a good job keeping the public in the loop.
- It was hard to get funding and had to go a nontraditional but up and coming route. Now we are worried to see how much of it will be forgiven and how hard our government is going to be in the end
- It was very easy and quick.
- It went pretty smoothly except for times when the bankers themselves weren't sure what was required of us. I am still in the process of making sure that the loan will be forgiven rather than having to pay it back.
- n/a
- Nice smooth process. Very helpful. Thank you.
- OK
- Pain ... Your caller 532 Grrrr
- Pay for supplies
- PPP is all I did, it was O.K.
- PPP Loan through FNB and it was really easy and fast.
- Rigorous reporting guidelines
- Simple
- Simple and easy
- Smooth. Just small.
- Still waiting to hear back
- The city funding was easy. The AK Cares is extremely difficult, and they are not that responsive.
- The city relief application was easy
- The limitations I see is the lack of communication between the federal and the state. The future looked very bleak in April when I applied for the federal EIDL Loan, if I would have known that there would be an AK Cares Act, I would have waited. I hope that the regulations change for small business in Alaska who did apply for the EIDL. It is a huge let down to have received \$1000 from the federal government and not be able to apply or receive the AK Cares Grant.

- The process was fairly simple & straight forward, but we've VERY concerned about forgiveness of the PPP loan. If the forgiveness is denied, we're sunk.
- Too much documentation required
- Very efficient.
- Very simple and city staff are the best! Shout out to Nikki Duhamel, she is very friendly and caught my clerical error and helped fix it
- Very time consuming and difficult
- Very well managed and organized by the City of Valdez. Thank you!
- Was difficult to maneuver the loan process and paperwork.
- We secured the PPP loan and I was not very impressed with the process. I applied when it came out in early April and didn't receive the funds until almost three months later.

If you did not receive COVID-19 business funding support, why not? Do you plan to apply (or re-apply) in the future?

- Did not qualify for PPP or state CARES Act funding because of financial position. Would like to find grant to offset just COVID related incidental costs.
- Didn't know it existed.
- Didn't need. Left for those who did.
- I applied for Alaska Cares several weeks ago but my application has yet to be reviewed.
- I did not apply because the process was confusing, and I couldn't find anyone to help.
- I did not receive business funding because city rules I could not apply because my business did not have a separate physical address than my residence. We are a mobile dessert vendor that operates during the summer only.
- I only received the City's \$1700
- I signed up for PPP. Also accepted City's \$1,270 and passed it along to one of my employees who is having a tough time. I added \$1,270 to her gross payroll. I will pay taxes on that payroll, so I guess I didn't benefit from the City support, but I do appreciate the opportunity to help out an employee.
- I'm a sole-proprietor LLC, and I work out of my home. I already received the stimulus from the city for the household. Additional funds weren't needed to support my family.
- If this situation continues for another few months, I will have to look for funding.
- Not needed at this point.
- Our needs have been met through a state issued CCPO grant. We haven't applied for PPP funds at this time.
- PPP turned me down. SBA turned me down. Waiting on CU1 for a response on the AK Cares.
- Received some support. Waiting to hear from AK Cares about my submitted application on June 10th.
- They've said it's yet to be processed.
- To many restrictions
- Too many rules restricting the funding. I own multiple business so I had to choose which one would survive since you can only apply
- We are non-profit, we have not paid staff so haven't needed additional funding
- We did receive the PPP funding.
- We have been able to make payroll and pay our creditors. The money should be available to businesses to maintain that and no more.
- We haven't been as economically impacted by COVID due to the nature of our business.
- Yes ... Want to have an appliance store in town
- Yes, and yes
- Yes. We did not have a current Valdez Business License because of when we originally applied for it the City of Valdez had just hired a bunch of new staff that didn't know how to help us. We tried for nearly two weeks before we were tired of getting the "run around" and decide just to operate with the State of Alaska Business. We have since applied and received a Valdez Business license.

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artisans and small business could lease from the city would be a great start. The old sea otter campground on S harbor drive would be an ideal place to accomplish this.

- I have talked to multiple parties attempting to do construction that find the cities permitting process slow and challenging.
- I think recreation development is important. Increase visitation outside of cruise ships, as cruise shippers tend not to spend money off the boat.
- I think Valdez should make our community a beautiful place people want to come. The rest of it will fall into place naturally as it is needed and allow the private sector to startup businesses. The city should never be in competition with the private sector. That isn't their job.
- I would like to see more transportation options to and from Valdez. Having one road and no ferry or air travel services really limits us to what we can do for our community.
- I would like to see the city abilities award building contracts to local businesses, not people from other parts of the state. We have plenty of people willing in need of work here. Seeing out-of-town contractors working on road projects is quite depressing. We should be supporting local hire.
- I wouldn't change a thing due just because of COVID-19. I would ADD to the usual businesses / events going on, but as far as tourism goes, they will come. I don't miss air travel since the flights even in the summer are about as reliable as keeping the power on.
- I'd like to see the city stop wasting money out of town and start spending it smart in town as much as possible. Stop taking on huge projects in the middle of an economic downturn.
- I'm afraid it's too late now, but having a ski area would have been helpful, shipping and transportation have always been a need.
- Import industry of substantial goods.
- In normal years business does fine. The closure of a marine store has impacted my business, but that was not due to COVID-19. Rate increases in the harbor have impacted my business as well. But again, not due to COVID-19.
- Investing in a back-country chair lift or gondola. It could even be run in the summer to give people rides up to the top of a mountain at Thompson Pass. Skiers and snowboarders would best recommend which mountain. King salmon rearing might also attract more tourists. Both of these would attract people from Alaska and other parts of the US and the world. More maintained hiking trails would be an easy one: like the overlook cross country ski trail in Mineral creek could be a maintained and advertised trail in the summer. Doing a mountain race like they do in Seward on Mount Marathon, would bring in a lot of people if it's annual. We could do it up High School Hill and the overlook trail and start at the city dock. Of course, we would need to widen the trail up High School Hill or make more trails up there to be able to have it be a race. Cruise ship visitation would be helpful to Valdez's economy, but wouldn't help my business much unless the cruise ended in Valdez and dropped people off here so they could continue on and tour Alaska by land and be picked up again later here.
- It's always good for a small community to diversify its future economy whenever feasible to do so; if the COVID-19 disruption makes it more feasible then Valdez should go for it.

- It's always a good idea to look to diversify. Additional work with fishery development for both rearing and processing would be beneficial. Additional cruise ships would bring economic growth to multiple businesses in Valdez.
- Just open everything up.
- Keep the Cruise ships coming and utilize our port for shipping.
- Make significant investments in diversifying the local economy. We are extremely dependent on the oil pipeline tax dollars. The eventual reduction in revenue from that source could be worse than COVID has been these last few months. I would like to see investments in energy projects, tourism (including eco-tourism but not Cruise Ships), transportation (i.e. VCT) and further commercial and sport fishing.
- Mariculture and tourism, but not cruise ship tourism as it doesn't seem to really benefit local businesses.
- Mariculture development, transportation and shipping services.
- Mariculture, recreation, not a fan of cruise ships- they have ruined Southeast
- Maritime, Industry training.
- More tourist activities and investing in small businesses to grow for future expansion to support more tourists.
- No cruise ships please.
- Our port is the best kept secret in Alaska. An underutilized economic engine! We need to look to improved roads for transport to the interior (or rail, one can dream), the Pacific Rim countries for transporting fish, etc. Increased fishing resources, definitely. Cruise ship visitation is nice but visitors by road spend far more and cost less.
- Projects to strengthen and extend our summer tourism.
- Rail
- Rail and air
- Rail services, recreation development, king salmon rearing and mariculture.
- Rail!!!! Recreational development, small business promotion, organization, and encouragement.
- Recreation and marine culture development
- Recreation development
- Recreation development and mariculture
- Reinstatement of airline service.
- Self-sustaining, by creating our own energy, food source, focus on outdoor sports, skiing, hockey, windsurfing, biking trails on the snow and in the summer, any opportunity to keep people outside and healthy. If we become a self-sustaining community, we can show the world we know how to survive at any level. We need minds to think how to entice people to move forward. We need a council that supports business growth not hindrance i.e., afraid one business might do better than another. We need to show positive action and retrain our community people to think out-of-the-box. There are a million solutions if we have minds that help people think forward.
- Shoup trail development a priority. World class hiking destination. A goldmine for local business. I see it all over the world... we have one of the world's greatest hikes right here...undeveloped. So much potential.

- The City needs to diversify the economy -- to bring in more residents.
- The relief (i.e., waived harbor fees and stimulus checks) is a big help and much appreciated.
- Transportation and recreation
- What is it that the City wants to accomplish with these projects? That's where the City needs to start. It is imperative the City's role be to foster business development and determine what they want to accomplish before jumping into a project. "How exactly would each of these suggested projects accomplish your goals?" Get a Loan Application from any bank and answer the questions for each project you are considering. Don't make any decisions or start projects until they are vetted and clear objectives are defined.
- Work on zoning and better response rate from the Planning Department. We can't diversify as business growth stops with this department. Codes and zoning have to change for us to grow and there needs to be oversight over the planning department. Diversification is only solution to our problems, but overall City is not supporting growth and development of existing or new businesses. Update outdated codes and hire qualified people to run departments so we can do business and be successful. Have oversight over Economic Development as this department didn't bring much value to economy of this town yet. We were promised a lot but for now we only pay for it with our tax dollars without any results.
- Yes, let's build tourism

[illegible]

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- Ending this pandemic. I need to be able to host small classes, but am not willing to do so if it means putting people's health at risk
- Enough residents to shop at my store
- Extra funding
- Financial security for the business.
- Fish
- Get rid of COVID mandates.
- Getting back to normal.
- Grants or low interest loans.
- Grants, not loans
- Having renters.
- I'll be doing what I need to do as a business owner to survive.
- If all the non-profit / for profit events can start back up.
- If public health professionals help determine whether there are safe ways for pre-k students to be in a classroom together (not sure if it's possible).
- Increased numbers of visitors to Valdez and resuming festivals that provide an opportunity for us to sell our products in volume.
- Keep the faith stay strong we will get through this together
- Low interest loans and grants.
- Make everyone wear a mask in any social setting until this is safely out of our town
- MONEY.
- Money. I need money to order inventory, without inventory I can't make profit. Businesses around town have slowed down so my customer base is down, they don't need office supplies if they're not fully up and running.
- More customers
- More people coming to town.
- More people driving into Valdez.
- More projects in town.
- More stimulus funds
- More tourist base events gold rush, parades, tailgate, winter and summer sports events, consistent business from the city. These are service areas we focus on
- More visitors in Valdez!
- No COVID
- No more COVID....
- No more government mandated shutdowns.
- People and businesses remaining in Valdez.
- People wanting to remodel their homes
- People who are willing to find solutions and stop businesses from thriving by clogging up the system with too much protocol. It appears that it is difficult to make decisions to get things done in this community. We have a short season and we have departments that clog each other up with protocol that is not necessary. I've seen too many businesses get hurt because of taking too much time and control. Those are two important items and need to be used in a way that is beneficial for everyone. The city was created to help businesses grow and it

appears we are stuck in one that stops us from growing by not being able think fast and efficiently.

- People. Which no one can help with just yet.
- Removal of mask mandate
- Return of Tourists.
- School reopening
- Shop Local!
- Still good.
- Supply availability and transportation. Locals supporting their businesses.
- Temporarily reducing or removing some of the costs of doing business in Valdez. For our business that would mean reducing harbor fees, property taxes and boat slip fees.
- The ability to pay rent and back rent and credit card bills and to have funding to provide services and retail goods that would diversify my business.
- The end of COVID-19
- There are several #1 things: we need to hire more people, we need fewer mandates which are forcing us to spend more money, we need more income/ability to fundraise, and we need full area services (flight, ferry, etc.)
- There is not just one thing. But if I had one thing, I would say visitors.
- To get back to work. But it's too much liability and risk go in and out of client's houses.
- Tourism
- Warm weather.... Key word refrigeration
- We are limited due to gathering restrictions, that are necessary at this time.
- We need to have recreational activities, city activities etc. that would ensure folks will come to Valdez.
- We will survive as long as general business operations are permitted.

How has your business been impacted by COVID-19?

Responses to “other please specify”

- Lack of Air Service causes more expense for travel as ANMC use to cover the airfare, we now must pay for ground travel.
- Am currently closed for 14-day Quarantine.
- Flights cancelled & overseas restrictions caused many to cancel their whole trip
- Forced to close our two-month businesses, but kept lodge open.
- Mask mandate, really upset some of our potential guests
- Modified work schedules and working arrangements, closed offices to the public, and additional steps to bring in outside contractors (COVID related and air transportation).
- Only open one or two days a week.
- Unemployment benefits are hard to compete with. It's almost impossible to find anyone that will work for less than 35 an hour since unemployment pays almost 25 an hour.
- We close June-August, but unclear if we will have enrollment/can open in September
- With the new mask mandate, I believe we are going to have to close for good.

What help do you need most moving forward? Responses to “other please specify”

- COVID mitigation plans for reopening the preschool
- Don't need help. Need Business Opportunities.
- Getting the border open for Travel
- How to get more guests from Alaska since we can't get them from overseas right now.
- More workers
- People visiting need to wear masks
- Rents currently stable
- Repeal city mask policy
- Stabilizing of the marine industry: fishing, charters and recreational opportunities. COVID 19 managed, flattened and gone.
- The marketing assistance question is split in two distinct topics, not associated. I can agree ramping up marketing is a need, but not the PPE assistance.

What are your top business challenges moving forward? Responses to “other please specify”

- Canadian border closures, worrying about how long it's going to be closed and are they going to do this to us again next summer.
- Lost business opportunity.
- Performers ability to tour Alaska, lack of rental car service.
- Reduced income due to services we can't provide.

Did you receive any COVID-19 funding to support your business? Responses to “other please specify”

- AK CARES ASM Relief, ASL Relief, AK Humanities Forum, ASCA CARES
- corp. for public broadcasting
- Future possible relief funding. And we hold an SBA loan and they paid 6 month of the loan.
- I applied for City of Valdez for our business but didn't receive a check nor was I notified of rejection.
- I do not know if corporate heads applied for any relief or not
- I received an EIDL grant and a loan but returned the loan so as to not go deeper into debt.
- need help with funding
- One biz we got an EIDL loan, the other waiting on a Cares Grant
- Received a check from city
- State Child Care Program Office capacity grant
- Was not eligible because we are a mobile food business and don't have a storefront
- We are a non-profit, all volunteer organization