



Southeast Alaska Business Survey: COVID-19 Impacts and Business Climate

Introduction and about you

Southeast Conference is partnering with organizations across the region, including Spruce Root, the City and Borough of Wrangell, the Petersburg Borough, the Haines Chamber of Commerce, and the Skagway Development Corporation to bring you this survey for business owners and top managers in Southeast Alaska.

In addition to the annual Southeast Alaska Business Climate Survey, we are conducting a follow up survey on COVID-19 business impacts. The survey takes up to 10 minutes to complete, but even if you have only a few minutes to respond quickly, that would be incredibly valuable. We will use survey data to focus COVID-19 relief efforts moving forward. All individual responses are 100% confidential. Any questions can be directed to meilani@raincoastdata.com

1. In which Southeast Alaska community is your business located?

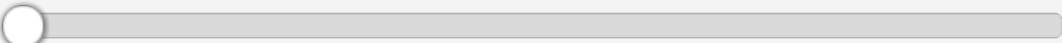
2. Which best describes the primary industry focus of your company? (If your company is involved with more than one focus, check the one that creates the majority of its revenues.)

- | | | |
|---|--|---|
| <input type="radio"/> Visitor or Tourism | <input type="radio"/> Seafood, Commercial Fishing, Maritime | <input type="radio"/> Communications / Information Technology |
| <input type="radio"/> Retail / Wholesale Trade | <input type="radio"/> Financial Activities | <input type="radio"/> Government |
| <input type="radio"/> Professional & Business Services / Consultant | <input type="radio"/> Child Care, Education, Social Services | <input type="radio"/> Alaska Native entity |
| <input type="radio"/> Construction / Architecture / Engineering | <input type="radio"/> Timber | <input type="radio"/> Energy |
| <input type="radio"/> Real Estate | <input type="radio"/> Health Care | <input type="radio"/> Other Non-profit |
| <input type="radio"/> Arts | <input type="radio"/> Mining | <input type="radio"/> Other manufacturing |
| <input type="radio"/> Food/Beverage Services | <input type="radio"/> Transportation (non-tourism) | |

Other (please specify)

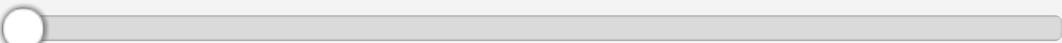
3. How many people does your business currently employ? (Use slider, or enter number in box)

0 500



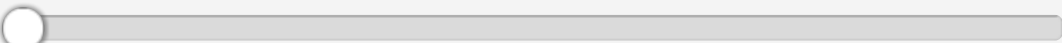
4. How many people does your business employ during the summer peak?

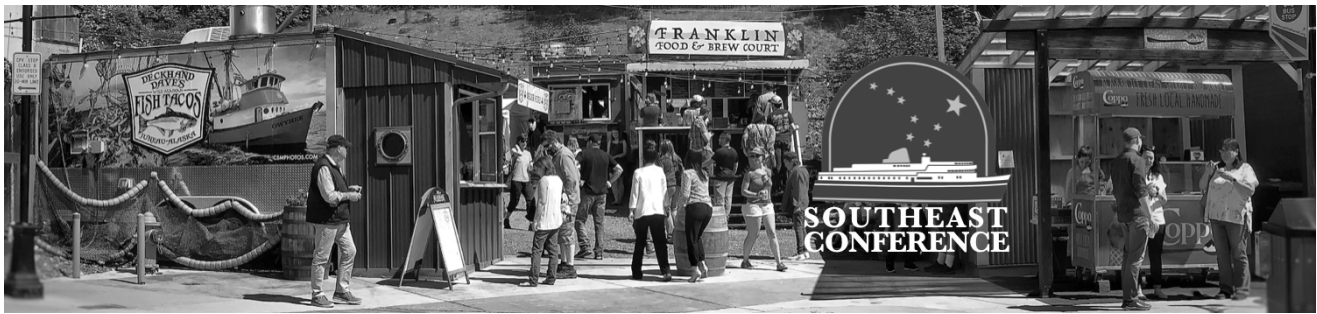
0 500



5. How many of your employees live in your community year round?

0 500





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Impacts of COVID-19 on your business

6. How has your business been impacted by COVID-19? (check all that apply)

- ☐ No impacts
- ☐ We have closed our business for good
- ☐ We have laid off/ furloughed staff
- ☐ Lost revenue
- ☐ We are temporarily closed
- ☐ We were closed, but have recently reopened
- ☐ Employees are working from home
- ☐ We are still operating but at a reduced scale
- ☐ Disruptions from our vendors, service providers, or supply chain
- ☐ Our sales have declined
- ☐ Reduced customers/clients/patients
- ☐ No customers/patients/clients/bookings
- ☐ We are having to pay refunds to customers
- ☐ Reduced employee benefits
- ☐ Cancelled events (conference, festival, performance, camp, etc.)
- ☐ Lost contracts
- ☐ Need to purchase personal protective gear/disinfectant
- ☐ We need staff, but can't find enough workers
- ☐ Difficulty getting donations/fundraising
- ☐ Moved to curbside service/deliveries
- ☐ 14-day quarantine requirements impacts my staff/ability to hire
- ☐ Canada border restrictions impacting my business
- ☐ Projects are delayed
- ☐ We now have to compete with unemployment benefits
- ☐ Dropped/lost insurance
- ☐ Loss of cruise ships has an enormous impact
- ☐ Other (please specify)

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

- ☐ Paying rent/mortgage
- ☐ Making payroll
- ☐ Accounts payable payments
- ☐ Depleted reserves
- ☐ Staff reductions
- ☐ Not enough staff
- ☐ None of the items on this list
- ☐ Making loan/credit card payments
- ☐ Supply chain disruptions
- ☐ Unstable future customer base
- ☐ Maintaining banking relationships (i.e. for lines of credit and operating loans)
- ☐ Deciding how or when to open
- ☐ Obtaining insurance to reopen
- ☐ Inventory or service ramping up for reopening
- ☐ No tourists
- ☐ Competing with unemployment benefits for workers
- ☐ Other (please specify)

8. What help do you need most moving forward? (check all that apply)

- ☐ Property tax relief or payment plan
- ☐ Tax credits
- ☐ Utility bill relief
- ☐ Rent relief
- ☐ Customers/clients unable their bills to local businesses
- ☐ Low or no interest loans
- ☐ Help finding and applying for funding sources
- ☐ Access to grants
- ☐ Building projects taking place next winter
- ☐ Better/faster internet or more broadband accessibility
- ☐ Child care for my staff (includes summer camps)
- ☐ Maintaining food inventory
- ☐ Business continuity planning or advising
- ☐ Assistance pivoting business products or services
- ☐ Other (please specify)

9. Please estimate the percent revenue decline to your business due to COVID-19 in 2020 so far (compared to same period in 2019)? If 0, type 0 into box below.

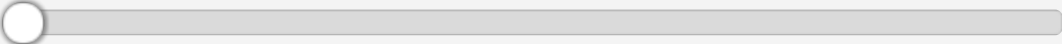
0% 100%

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

- ☐ Increase significantly
- ☐ Increase
- ☐ No change
- ☐ Decrease
- ☐ Decrease significantly

11. How many existing employees (including part time) have you laid off (or put into unpaid status) so far due to COVID-19? If 0, type 0 into box below.

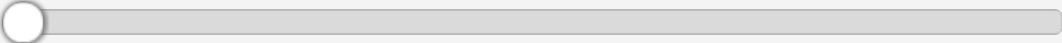
0 500



A horizontal slider bar with a circular handle on the left and a rectangular input box on the right. The bar is labeled with '0' at the left end and '500' at the right end.

12. How many future (including all seasonal) workers had you planned to hire, but did not?

0 1000



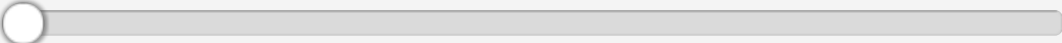
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13. Is your business at risk of closing permanently because of impact caused by COVID-19?

- ☐ Yes - Significant risk
- ☐ Yes - Moderate risk
- ☐ Uncertain
- ☐ No - Not at risk
- ☐ I've already closed permanently

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

1 week 100 weeks



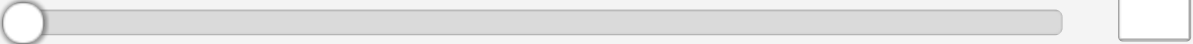
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15. Did you receive any COVID-19 funding to support your business? Mark all that apply

- ☐ I applied for funding, but was rejected
- ☐ I did not apply for funding, and I am not planning to
- ☐ I have not yet applied, but still plan to
- ☐ Paycheck Protection Program (PPP)
- ☐ Economic Injury Disaster Loan (EIDL)
- ☐ I am applying/planning to apply for a Alaska CARES Grant (new grant)
- ☐ Save Small Business Fund by the Department of Commerce
- ☐ Other loans from the Small Business Association (SBA)
- ☐ EDA Grant
- ☐ Other (please specify)

16. How much COVID relief funding have you received for your business. If none, type "0" in box. (For funding less than \$1 million).

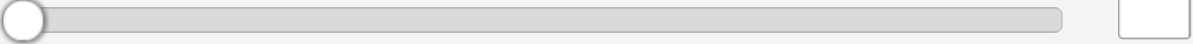
\$0 \$999,999



The slider bar is positioned at the far left, corresponding to the \$0 value.

17. How much COVID relief funding have you received for your business. (For funding more than \$1 million).

\$1 million \$50 million



The slider bar is positioned at the far left, corresponding to the \$1 million value.



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Annual Business Climate Survey

We ask these questions every year. While we know you are experiencing tough times this year, we will use your responses as our baseline as our economy does begin to improve.

18. How do you view the overall business climate in Southeast Alaska right now?

- ☐ Very good
- ☐ Good
- ☐ Poor
- ☐ Very Poor
- ☐ Don't Know

19. What is the economic outlook for your business/industry over the next year (compared to the previous year)?

- ☐ Much Better
- ☐ Better
- ☐ Same (generally a positive statement)
- ☐ Same (generally a negative statement)
- ☐ Worse
- ☐ Much Worse

20. Over the next year, do you expect your organization to:

- ☐ Add jobs
- ☐ Maintain the same amount of jobs
- ☐ Reduce total jobs
- ☐ Not applicable - I have no staff
- ☐ Unknown at this time

21. Please estimate your annual business investments in the past 12 months (above typical costs like payroll and rent. Don't include grants/loans from COVID-19 assistance). If none, type "0" in box. (For investments less than \$1 million).

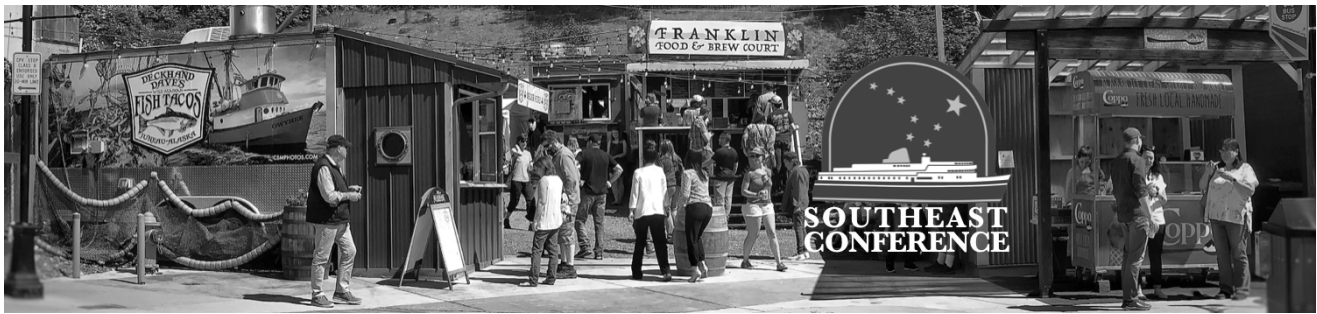
\$0 \$999,999

22. Please estimate your annual business investments in the past 12 months (For investments more than \$1 million).

\$1 million \$10 million

23. Would you categorize your investment in any of the following categories? (check all that apply)

- ☐ Planning / Design phase (includes permitting and environmental)
- ☐ Construction / Implementation phase
- ☐ Infrastructure development (includes workforce development)
- ☐ Technical Assistance (includes any work done by consultants not part of planning phase)
- ☐ Development of seafood products
- ☐ Mariculture
- ☐ Maritime Workforce Development
- ☐ Reducing diesel use through energy efficiency or move to alternative energy
- ☐ Marketing Southeast Alaska to Visitors
- ☐ None of the above
- ☐ Project received funding from the State of Alaska
- ☐ Project received funding from the US Economic Development Administration
- ☐ Project received funding from another federal agency



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Open-ended questions

We organized this survey to be very respectful of your time. If you have a few more minutes, we have several open-ended questions we hope you can weigh in on.

24. Annual Meeting Polling: The Southeast Conference Annual Meeting typically has 200+ event attendees and is held in September, what is your preference for attending?

- ☐ The Haines in-person meeting should proceed as planned
- ☐ Develop an in-person event in Juneau with online capability, allowing people to choose to attend in person or on line.
- ☐ Develop a dynamic virtual conference so that everyone can attend online. Meeting will be structured to occur over more days, with shorter daily online events.
- ☐ Other (please specify)

25. If you did not receive COVID-19 business funding support, why not? And do you plan to re-apply in the future?

26. If you did receive COVID-19 business funding support, what was that process like for you? (Application process, receipt of funds, limitations? etc.)

27. Please elaborate on how COVID-19 has impacted your organization.

28. Do you foresee any long-term positive business changes that could come out of this period of disruption? (i.e., more working from home, shorter work days, more use of technology, etc.)



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Thank You For Taking the Survey

Thank you so much for taking this survey!

If you have any questions about this survey . And if you have not already, please take the US Census. It will help direct dollars to Southeast Alaska: <https://my2020census.gov/>