

City of Hamilton - COVID-19 Business Impact Survey #1 - April 15, 2020

COVID-19 Business Impact Survey Overview

Hello,

As we manage our efforts through the COVID-19 pandemic, as a City, supporting our local Business community is a key priority. The City of Hamilton in partnership with the Hamilton, Stoney Creek and Flamborough Chambers of Commerce, our Business Improvement Areas and Workforce Planning Hamilton are monitoring economic programs designed to support our local economy and understand the needs of business.

The following survey has 17 questions and will take approximately 10 to 15 minutes to complete. The information you provide will help us get a better understanding the state of our local economy, the needs of local business during this crisis and your current level of awareness of municipal programs and initiatives. The City and its partners will use the results of this survey to implement strategic actions that will assist you and your businesses today and in the weeks and months ahead.

Thank you for taking the time to share your information, by continuing to work together during this challenging time we can continue to support the growth of Hamilton's economy.

Thank you,

Mayor Fred Eisenberger

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Confidentiality and Intended Use of Information

1. The information that will be collected from respondents from the following survey will be treated as strictly confidential.

The collection of information on your insights, opinions, actions and experiences as it relates to your business operations during the COVID-19 pandemic will enable a better understanding of the local business environment to inform program and policy development and resource allocation.

Any insights obtained from respondents of this survey will only be released to the public in aggregate form without revealing specific information on any individual business or respondent.

The City of Hamilton collects information under authority of section 227 of the Municipal Act, 2001.

Do you consent to participating in this Business Impact Survey?

- Yes
- No
- I would like to speak to someone about it further before I answer any questions

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Sector and Economic Impact Assessment

* 2. Which of the following best describes your industry? Please select one.

- Advanced Manufacturing
- Agriculture / Food and Beverage Processing
- Construction / Contracting
- Creative / Cultural Industries
- Finance / Insurance / Real Estate
- ICT / Digital Media
- Life Sciences
- Other
- Not For Profit
- Professional Services
- Personal Services
- Restaurants / Food Services
- Retail
- Tourism
- Transportation / Logistics

Other (please specify)

3. How has COVID-19 impacted your revenue in the past 30 days? (Please estimate the impact as a percentage change in revenue compared to last year)

- It has increased
- No change
- It has decreased less than 15%
- It has decreased between 15% - 29%
- It has decreased between 30% - 50%
- It has decreased more than 50%
- Other (please specify)

4. Number of Employees as of February 29, 2020

5. Current Number of Employees

6. As of April 10th, when the Province of Ontario updated their "Essential Services" list, was your business considered an "Essential Service" in Ontario?

- Yes
- No
- I am not sure

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Strategic Responses to COVID-19

* 7. For each of the following, what measures have you taken or are you considering in reaction to COVID-19?

	Have already taken	Considering in the next 30 days	Not considering in the next 30 days
Declaring 'force majeure' to exit or delay payments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Changing products/services to meet new business demands	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increasing e-commerce activities or investment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Refinancing the business	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Temporarily closing business	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Permanently closing business	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Seeking additional loan / line of credit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hiring additional staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working remotely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Decreasing staff hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Laying off staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Moving to a no contact pickup or delivery service model	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

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Information Requirements and Sources

* 8. Does your business have the information it needs to effectively access the business relief measures and programs recently announced by the federal, provincial and municipal governments?

- Yes
- No, I need more current information in a central place that is easy for me to find and access.
- No, I need more assistance understanding these programs and to answer my questions about them.
- Other (please specify)

9. What media channels are you using to consume information relating to COVID-19? (Please select all that apply)

- Twitter
- Instagram
- Facebook
- LinkedIn
- Local Newspapers
- National Newspapers
- Community TV Channel- e.g., Cable 14
- Canadian TV News Channels
- International TV News Channels
- Radio
- Internet Sites
- Company/Association E-Newsletters

Other (please specify)

10. Are you a member of any of the following Hamilton based organizations or associations? (Please select all that apply)

- Hamilton Chamber of Commerce
- Stoney Creek Chamber of Commerce
- Flamborough Chamber of Commerce
- One or more Business Improvement Areas (BIA)
- Other (please specify)

11. We are looking for your feedback on three COVID-19 related business support initiatives launched in the past couple of weeks. Please check all that apply for each initiative based on your knowledge, opinions and experiences.

	Hometown Hub e-commerce Platform	Hamilton Business Community - COVID-19 Business Continuity Microsite	COVID-19 Webpage on the City of Hamilton's Website
I have heard about it	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have visited the official website related to this initiative	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am planning to participate or use this business support initiative in the near future	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am currently participating in or using this business support initiative	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I think this is a good business support initiative	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have encouraged other local businesses to use this business support initiative	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I would encourage other business owners to use this business support initiative in the future	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I would like to be emailed information about this	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. Are you aware of the recently announced Property Tax Assistance Program announced by the City of Hamilton?

- Yes I am, but I would like to be emailed additional information about it
- Yes I am, and I have all the information I need relating to it
- No I am not, and I would like to be emailed additional information about it
- No I am not, and I do not want to be emailed any additional information about it
- Other (please specify)

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Collaboration / Support Opportunities and Ideas

13. If your company provides any goods or services, or has any supplies or equipment that you think could be used to support the efforts to mitigate and overcome the COVID-19 pandemic, please identify them below.

14. If your company requires any goods or services in the short term (next 90 days) that would help in your efforts to maintain your business in the next 90 days, please identify them below.

15. If you have any suggestions, opinions or other feedback you would like to provide to the City of Hamilton's various economic development and business supporting organizations, please provide it in the box below.

16. Thank you for completing this survey. Would you be willing to participate in future surveys aimed at supporting our local business community?

- Yes
- No
- Other (please specify)

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* 17. Respondent's Business Contact Information

Full Name	<input type="text"/>
Company	<input type="text"/>
Position	<input type="text"/>
Address	<input type="text"/>
City/Town	<input type="text"/>
Email Address	<input type="text"/>
Phone Number	<input type="text"/>