



Palos Verdes Peninsula Chamber of Commerce

COVID-19 Business Impact Survey



This survey is designed to evaluate the ongoing economic impact to businesses caused by COVID-19 and to assess the needs of businesses going forward. The results will inform the Chamber's programming and advocacy work for 2021. The Chamber thanks our local cities for their help in disseminating this survey to all businesses across the Peninsula. The results of this survey are anonymous; individual responses will remain strictly confidential.

1. How concerned are you about the impact of COVID-19 on your business in the next three months (Q1 2021)?

	Not concerned	Mildly concerned	Extremely concerned	Treading water	I have more business than I can handle

Comments:

2. How concerned are you about the impact of COVID-19 on your business in the next six months (Q2 2021)?

	Not concerned	Mildly concerned	Extremely concerned	Treading water	I have more business than I can handle

Comments:

3. Which of the following financial impacts have you experienced since March?

Check all which apply.

- Decline in sales
- Drop in foot traffic
- Loss of vendors or sponsors
- Cancellation of group reservations or planned events
- Temporary closure
- Inability to pay bills and fees
- COVID-19 workplace liability
- Increase in expenses due to COVID-19 health protocols
- Evicted
- Consideration of bankruptcy
- Other (please specify)

4. Which of the following steps have you implemented due to COVID-19 since March?

Check all which apply.

- Reduced employees hours or instituted furloughs
- Laid off or terminated employees
- Requested flexibility in paying rent
- Applied for a new COVID-19 related loan (PPP, EIDL, other)
- Received a COVID-19 related loan (PPP, EIDL, other)
- Applied for a COVID-19 related grant
- Received a COVID-19 related grant
- Other (please specify)

5. What new and different things have you done to keep your business going during COVID-19 imposed operating restrictions? Check all which apply.

- Added/changed marketing platforms
- Added new products or services
- Transitioned to e-commerce
- Added online classes or videos
- Revamped business model
- Modified business location, including outdoor operations
- Other (please list)

6. What worries you? Check all which apply.

- Decreased customer count, customers slow to return
- Long-term change in customer buying habits
- Protecting the health of employees
- COVID-19 related business liability
- Cash flow
- Uncertainty about business reopenings and lifting of restrictions
- Uncertainty about repeated whipsaw changes to county and state health protocols
- Not surviving through continued closures and restrictions on operating
- Other (please specify)

7. What resources would be impactful to your business' ability to recover? Check all which apply.

- Business loan program
- Business grant program
- Reimbursement for public health compliance expenses
- Reduction of local taxes and fees
- Waiver of local taxes and fees
- Business planning/strategy advice (marketing, finance, operations, etc.)
- Educational programs on how to access resources for business
- Updated marketing, promotional, and social media campaign to drive business
- Special events to encourage foot traffic
- Networking opportunities with other business
- Access to workforce and skilled applicants
- Pro-business advocacy at the county, state, and federal level
- Other (please specify)

How likely is your business to reopen with full staffing and operations if public health orders remain in place through the end of:

	Very likely	Likely	Unlikely	Very unlikely
8. Q1 2021				
9. Q2 2021				

10. Please estimate your projected change in revenue for Calendar 2020 versus Calendar 2019.

11. Any other comments regarding the impact of COVID-19 on your business and your outlook for 2021?

Please provide your contact information.

Your Name:

Business Name:

Phone:

E-mail:

Please submit your completed survey by January 15 to the City OR the Chamber:

Attention: Business Survey Response
City of Rancho Palos Verdes
30940 Hawthorne Blvd.
Rancho Palos Verdes, CA 90275
E-mail: finance@rpvca.gov

OR

Attention: Business Survey Response
Palos Verdes Peninsula Chamber of Commerce
4040 Palos Verdes Drive North, Suite 205
Rolling Hills Estates, CA 90274

Contact the Chamber if you would prefer to submit your responses via the on-line survey. Email the Chamber to receive the on-line survey link.
connect@palosverdeschamber.com or 310-377-8111

All survey responses will remain anonymous and confidential.