



Town of Sylvan Lake Business Resiliency Survey

Monday, May 04, 2020



133

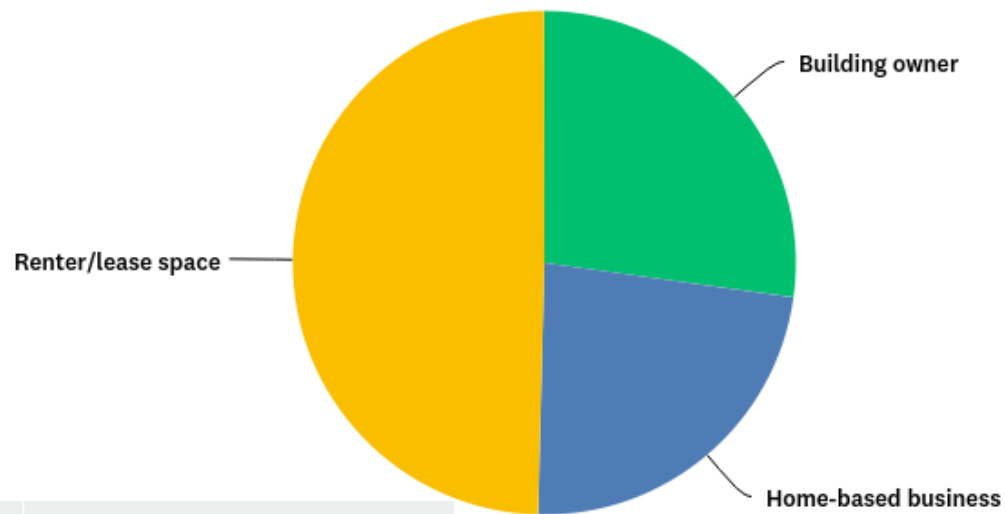
Total Responses

Open from April 14th -30th 2020



Q4: Type of Physical Location:

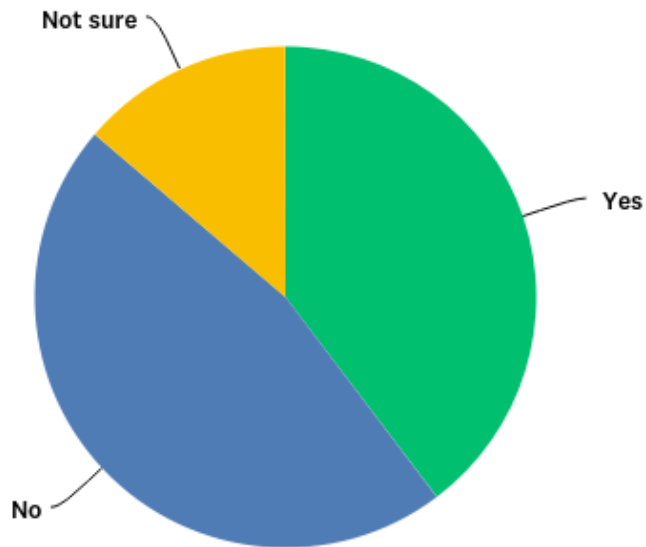
Answered: 130 Skipped: 3



| ANSWER CHOICES | RESPONSES | |
|---------------------|-----------|------------|
| Building owner | 26.15% | 34 |
| Home-based business | 22.31% | 29 |
| Renter/lease space | 47.69% | 62 |
| TOTAL | | 130 |

Q6: During the COVID-19 outbreak, Is your business considered an essential service?

Answered: 131 Skipped:

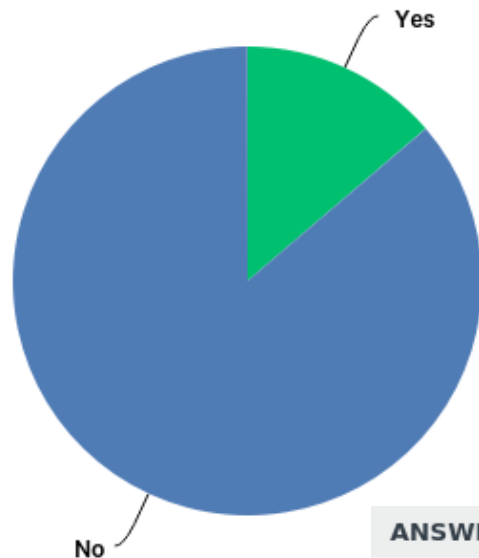


| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----|
| Yes | 39.69% | 52 |
| No | 46.56% | 61 |
| Not sure | 13.74% | 18 |
| TOTAL | | 131 |



Q8: Are you a franchise?

Answered: 131 Skipped: 2

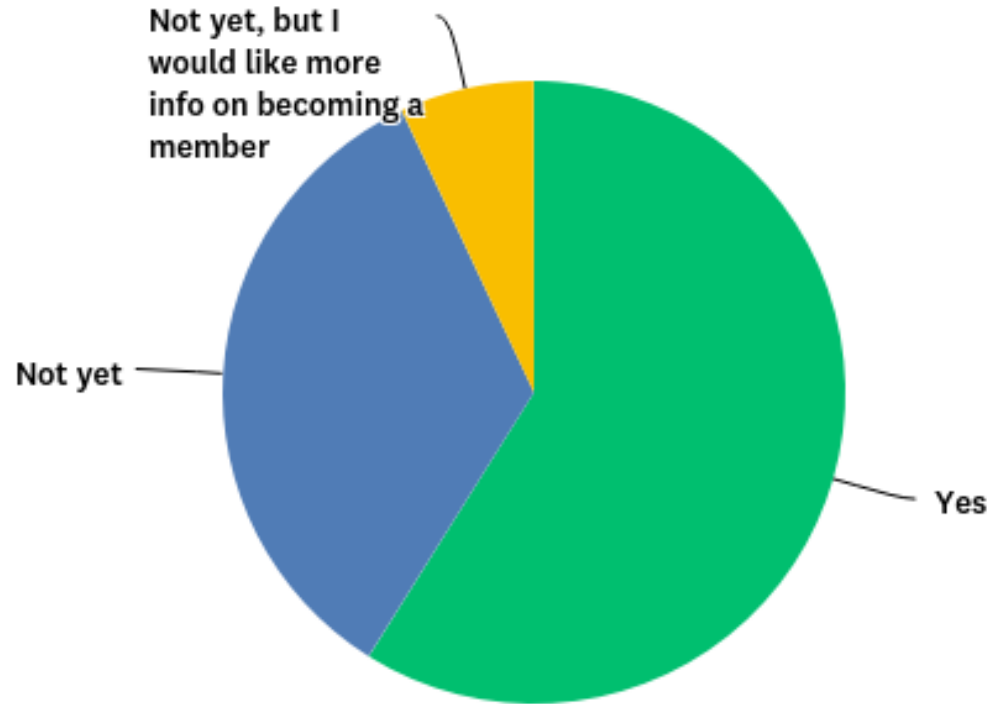


| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----|
| Yes | 13.74% | 18 |
| No | 86.26% | 113 |
| TOTAL | | 131 |



Q24: Is your business a Chamber of Commerce Member?

Answered: 129 Skipped: 4

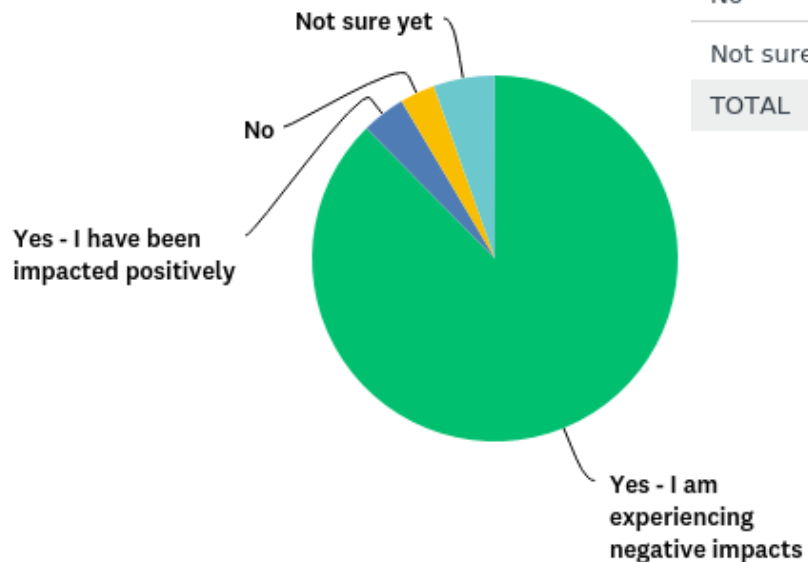




Q1: Has the Covid 19 pandemic impacted your business?

Answered: 133 Skipped: 0

| ANSWER CHOICES | RESPONSES | |
|--|-----------|------------|
| Yes - I am experiencing negative impacts | 84.96% | 113 |
| Yes - I have been impacted positively | 3.76% | 5 |
| No | 3.01% | 4 |
| Not sure yet | 5.26% | 7 |
| TOTAL | | 133 |



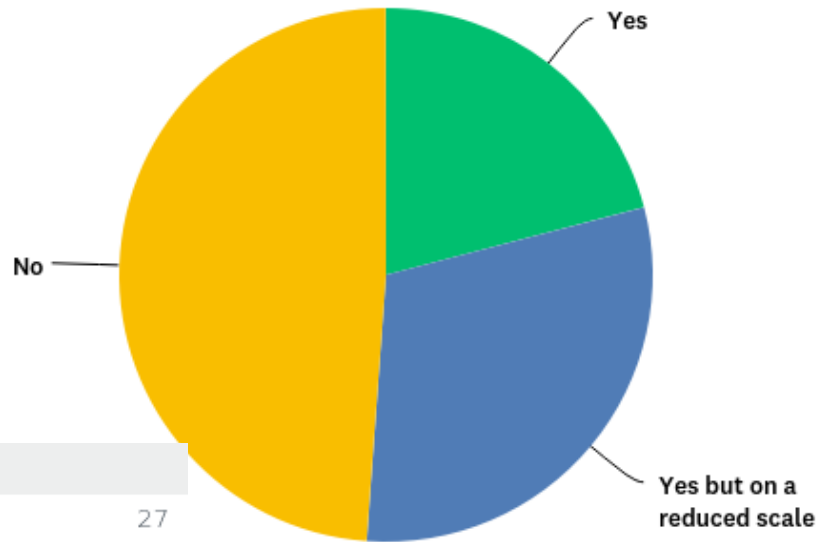
Q9: How has COVID 19 Impacted your business to date, check all that apply.

Answered: 131

| ANSWER CHOICES | RESPONSES | |
|-----------------------------------|-----------|-----|
| Technology | 8.40% | 11 |
| The government forced me to close | 29.01% | 38 |
| Sudden loss in revenue | 77.86% | 102 |
| Supply Chain | 22.90% | 30 |
| Employee Availability | 25.19% | 33 |
| Business Development/Sales | 39.69% | 52 |
| Business Operations | 58.02% | 76 |
| Customer Demand | 54.20% | 71 |
| Not sure yet | 6.87% | 9 |
| Total Respondents: 131 | | |

Q10: Can your business model be adapted to service customers without physically being open?

Answered: 131 Skipped: 2

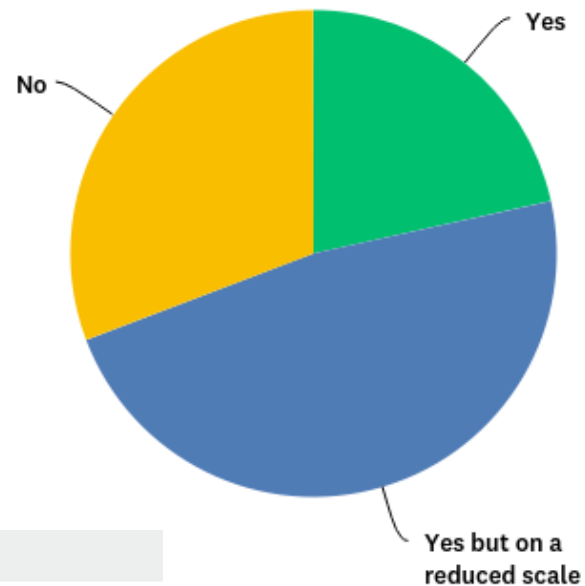


| ANSWER CHOICES | RESPONSES | |
|----------------------------|-----------|------------|
| Yes | 20.61% | 27 |
| Yes but on a reduced scale | 29.77% | 39 |
| No | 48.09% | 63 |
| TOTAL | | 131 |



Q11: Are you currently serving customers?

Answered: 130 Skipped: 3

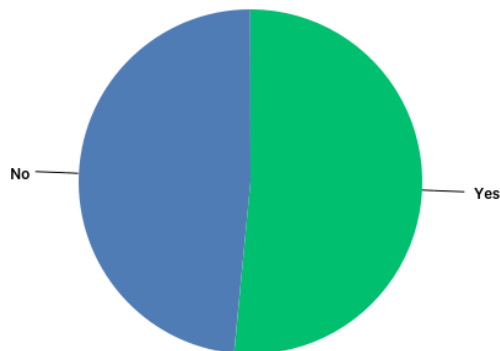


| ANSWER CHOICES | RESPONSES | |
|----------------------------|-----------|-----|
| Yes | 21.54% | 28 |
| Yes but on a reduced scale | 47.69% | 62 |
| No | 30.77% | 40 |
| TOTAL | | 130 |



Q13: Did you lay off or terminate any employees post pandemic?

Answered: 130 Skipped: 3



Employment Numbers (pre-covid/**now**)

Full-Time: 543/**188** - 65% decrease

Part-Time: 446/**195** - 56% decrease

Contract: 276/**10** - 96% decrease

Foreign: 17/**0** - 100% decrease

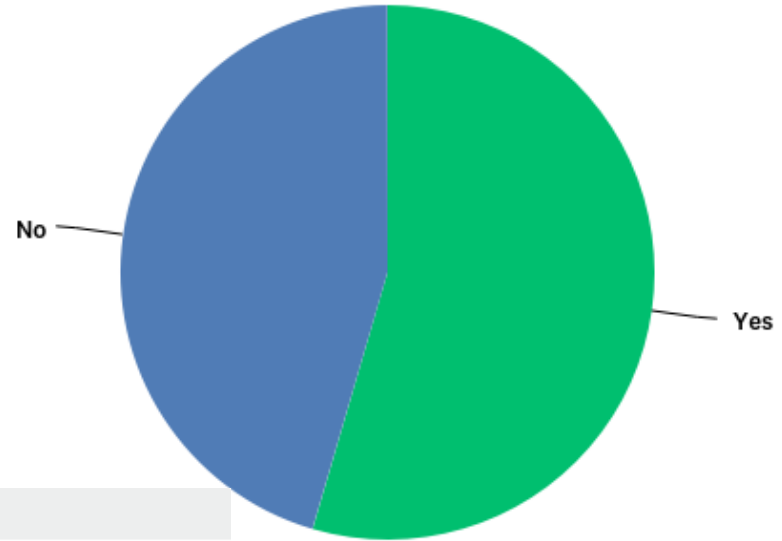
Overall: 1282/**393** - 69% decrease

Albertra's Unemployment Rate Currently sits at 13.4%



Q16: Will your employees need assistance?

Answered: 113 Skipped: 20

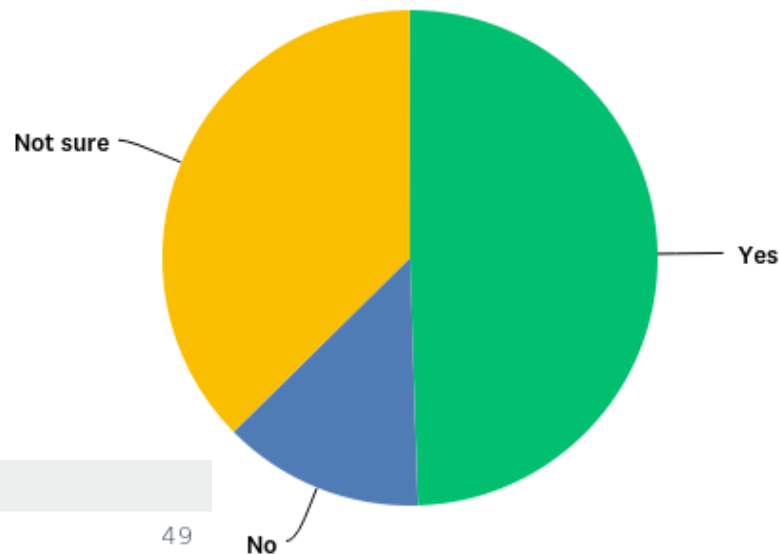


| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----|
| Yes | 53.10% | 60 |
| No | 44.25% | 50 |
| TOTAL | | 113 |



Q15: Do you plan on hiring any back?

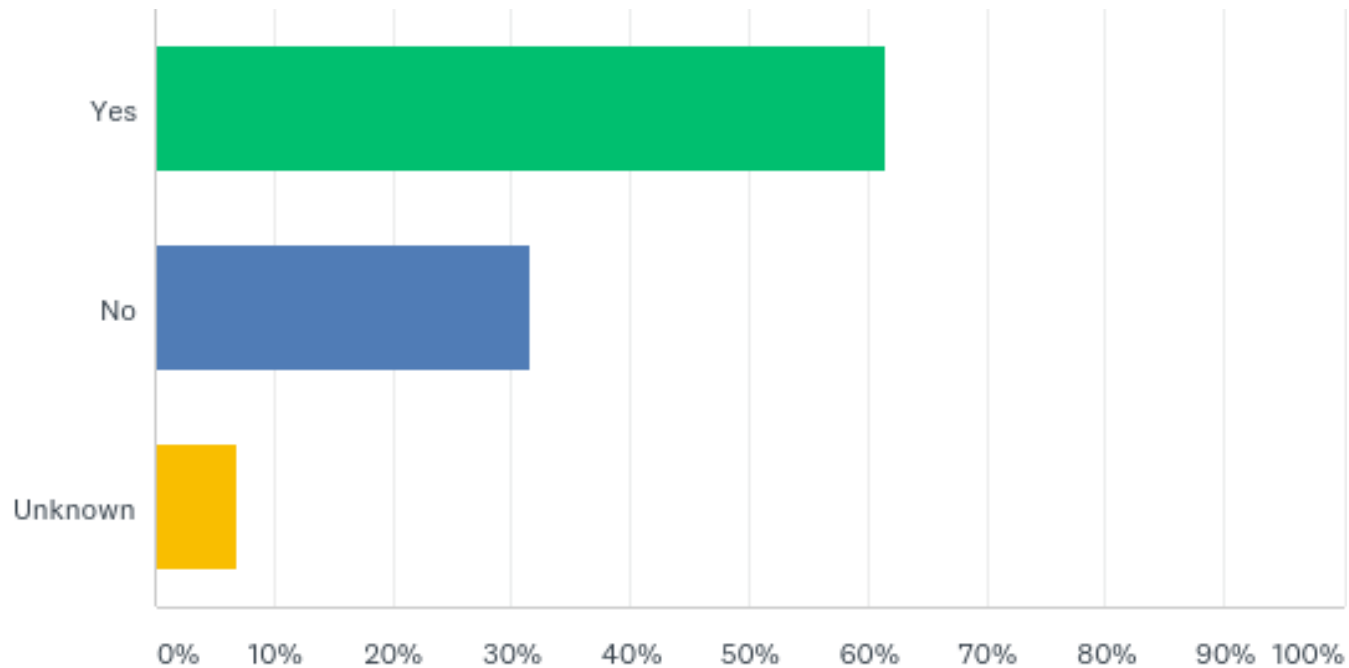
Answered: 105 Skipped: 28



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----|
| Yes | 46.67% | 49 |
| No | 12.38% | 13 |
| Not sure | 35.24% | 37 |
| TOTAL | | 105 |

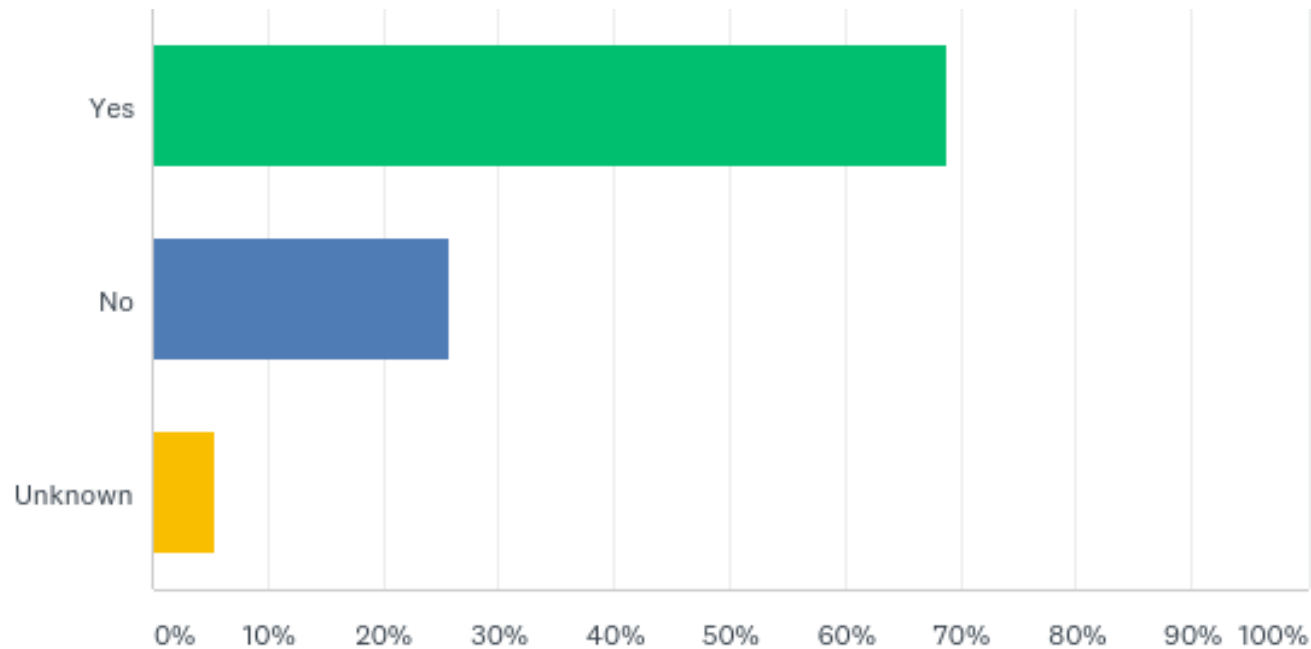
Q17: Do you have a customer list to advise them of the status of your business?

Answered: 130 Skipped: 3



Q18: Do you have a supplier or vendor list to advise them of the status of your business?

Answered: 128 Skipped: 5





Q19: What are your immediate needs?

Answered: 129 Skipped: 4

| ANSWER CHOICES | RESPONSES | |
|---|-----------|----|
| Whether or not to reopen? | 24.81% | 32 |
| Operating expenses/Cash flow | 68.22% | 88 |
| Employee support/advice | 17.83% | 23 |
| Understanding what grants/financial support and options are available | 48.06% | 62 |
| Do not know yet | 17.83% | 23 |
| Total Respondents: 129 | | |

Q20: What decisions or challenges will you face within the next two to three weeks?

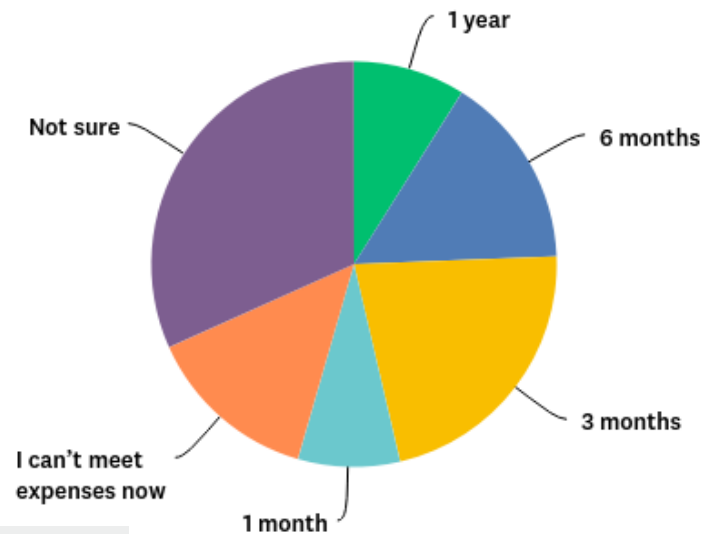
Answered: 129 Skipped: 4

| ANSWER CHOICES | RESPONSES | |
|---|-----------|----|
| Whether or not to reopen | 27.13% | 35 |
| Operating expenses/Cash flow | 68.22% | 88 |
| Employee support/advice | 21.71% | 28 |
| Understanding what grants/financial support and options are available | 43.41% | 56 |
| Finding a new location for the business | 2.33% | 3 |
| Tax/accounting preparation/issues | 15.50% | 20 |
| Marketing (getting customers back) | 48.84% | 63 |
| Business planning | 32.56% | 42 |
| Supply chain issues | 13.95% | 18 |
| Insurance advice | 6.20% | 8 |
| Do not know yet | 19.38% | 25 |
| Total Respondents: 129 | | |



Q21: How long can you manage?

Answered: 130 Skipped: 3



| ANSWER CHOICES | RESPONSES | |
|---------------------------|-----------|------------|
| 1 year | 8.46% | 11 |
| 6 months | 14.62% | 19 |
| 3 months | 20.77% | 27 |
| 1 month | 7.69% | 10 |
| I can't meet expenses now | 13.08% | 17 |
| Not sure | 30.00% | 39 |
| TOTAL | | 130 |

Q22: The following programs and supports are available to your business. Which are you aware of (check all that apply)?

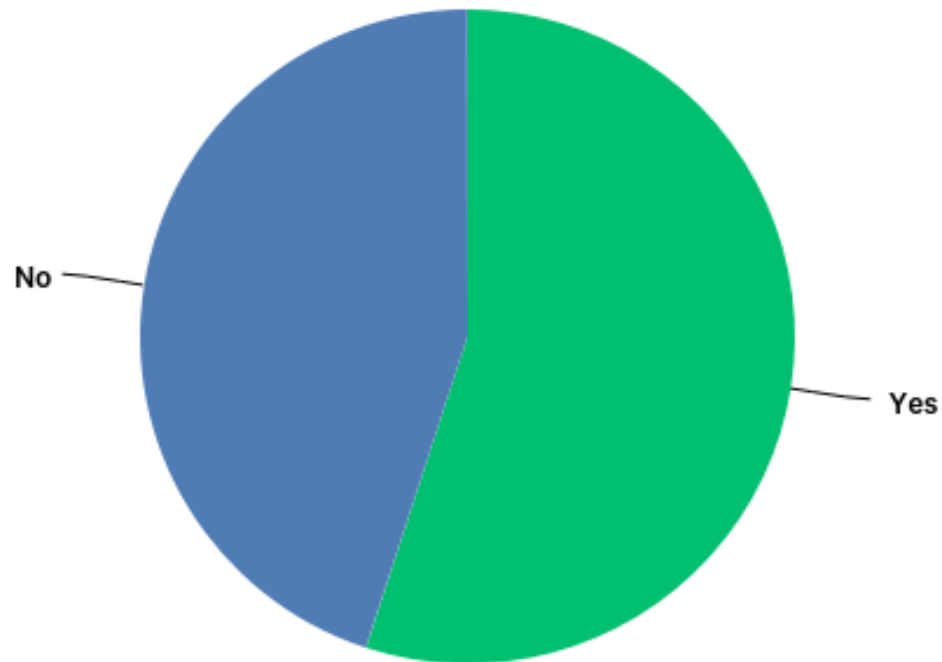
Answered: 110 Skipped: 23

| ANSWER CHOICES | RESPONSES | |
|---|-----------|----|
| Town of Sylvan Lake Virtual Business Resource Centre (VBRC) | 27.27% | 30 |
| Town of Sylvan Lake Economic Development. | 37.27% | 41 |
| Town of Sylvan Utility Deferrals | 52.73% | 58 |
| Sylvan Lake Chamber of Commerce | 60.91% | 67 |
| Canadian Chamber of Commerce | 28.18% | 31 |
| Government of Canada Economic Response Plan Resources | 64.55% | 71 |
| Government of Alberta Programs | 60.00% | 66 |
| Total Respondents: 110 | | |



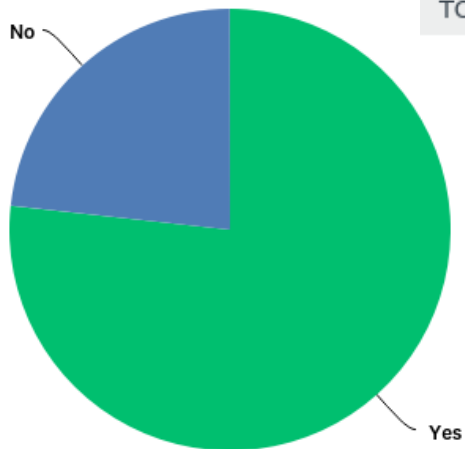
Q23: Have you accessed or tried to access any supports mentioned above?

Answered: 130 Skipped: 3



Q28: Would you the Town of Sylvan Lake Economic Development Department to add you to their email newsletter subscriber list?

Answered: 129 Skipped: 4



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----|
| Yes | 76.74% | 99 |
| No | 23.26% | 30 |
| TOTAL | | 129 |



Thank You!