

COVID-19 Business Impact Survey Final Results (survey closed end of day July 6, 2020)

95 responses were received. Note that that there was one partial submission and others where not all categories were completed.

OPERATIONS

During the height of the first COVID-19 wave, was your business:

Temporarily closed	42	44.7%
Substantially reorganized to reduce or modify operations	52	55.3%

If your business was substantially reorganized, please indicate how. Check all that apply.

Moved business online	21	40.4%	This column indicates what percentage of the 52 respondents that indicated in the previous question of substantially reorganizing their business used a particular strategy to reduce or modify operations. Businesses could have used multiple strategies.
Offered sales of products or services not typically offered but that are in demand due to C	7	13.5%	
Special sales and promotions	6	11.5%	
Cut expenses	23	44.2%	
Allowed staff to work from home	24	46.2%	
Reduced business hours	28	53.8%	
Temporarily laid off staff	24	46.2%	
Other	11	21.2%	

Please specify

Stopped paying myself since February

One customer per server in the butcher shop, max 2-3 constantly reminding to socially distance.

extra manager - Our daycare management, registration, scheduling, and logistics costs tripled despite having a max of only 12% of the kids in care, as we reorganized multiple times because of changes in which children would be cared for at school vs at daycare and what outdoor play space was available. As an essential service, we reorganized our before and after school care to remain open during the day to care for children of essential services workers, as schools were closed. Then the schools opened to care for the tier 1, and later tier 2 families so each time we had to adjust staffing, scheduling etc. When we were down to only 1 student during the day (normal capacity is 40) we suspended the extra hours of care and went back to before and after care. We instituted extra cleaning shifts every day, removed toys that could not be sterilized. As the school grounds were closed, even though daycares were told to optimize outdoor time, we had a challenge doing this. We could not use the school field across the street even though we had only 3 - 5 children. Even once school fields were opened to 'family groups', we were asked to leave as we were not a family group. This seemed so counterintuitive when we were doing everything possible to protect the health of those in our care. With the reading and research we had done, vitamin D is preventative, and transmissions are lowest outdoors. our registered outdoor play space is a few blocks away, where we must use the bathroom in the seniors home. During covid, this was not something we wanted to risk, so could not easily play there for extended periods of time.

We came up with a whole new way to do our refills

Significantly reduced rent for tenant thereby reducing my own income.

I had no choice but to ask workers to work from home. My hours increase immensely, staff hours increased by a small amount over the 3 months, but income down over 70%

Closed business to the general public

We were closed for 3 weeks.

ICBC allowed us to mail decals and plates so clients called in and we were able to close the door and only deal with a very limited number of clients through a slot in our door.

As the local economy reopens over coming months do you:

Expect to continue with these adjustments	59	63.4%
Switch back to your previous standard operations	34	36.6%

Do you have plans to expand in the coming months

No	83	87.4%
Yes	12	12.6%

Please provide details

Added space to accommodate for social distancing. Will require more staff

We would like to start an environmental drilling division.

we have to expand as our new facility will be completed this month. We need to open to pay rent, even though there is a greatly reduced need for childcare. The daycare emergency aid package will offset this for July and August, but if it is discontinued it could be difficult

Looking at our options

adding more staff as business grows

We are in the process of outfitting our commissary space and adding a second Foodtruck to the fleet. These plans were in motion pre-pandemic, and were subsequently delayed by about two months.

Expand (diversify) as it is very slow for Therapeutic massage, Yoga classes, women workshops, meditation classes on line

We re-opened with a 30% schedule, we are gradually increasing it with demand.

How prepared are you for a possible second wave of COVID-19 hitting our community later this year?

Prepared - we have a continuity plan in place	29	30.5%
Somewhat prepared - internal discussions are taking place	47	49.5%
Not prepared - have not been able to think proactively about this possibility	16	16.8%
This situation is not relevant to our operations	3	3.2%

Does your business' long-term viability depend on physical distancing rules to be relaxed?

Yes	56	58.9%
No	32	33.7%

Does not apply

7 7.4%

What marketing or customer outreach have you done to highlight your reopening and to restore consumer confidence? Do you feel this measure has made a difference?

We haven't done a lot in terms of marketing given very limited budget. Social media posts primarily but have not focussed a lot on restoring customer confidence. Considering closing after 26 years

I have sent out emails to my regular customers

Kid Carson Show, Instagram and Facebook

Paid advertising. No issue with people being comfortable with our protocol, just broader issue of people not wanting to come back to a fitness facility due to the effect the news reporting as had (scared the masses into staying home).

Mostly discussions with industry peers and our professional association. For the most part we have to change up the types of services we offer and/or focus on services that used to generate about 10% of our income and hope to step that part of it up.

Instagram

Radio tv and newspapers interviews on safety measures implemented. 10 k in capital costs. Our business is back to pre covid sales by using those tools. Also big hats off to city of pmo for allowing us to increase patio size. That was a massive help.

As a counsellor many clients prefer one on one meetings versus online.

None

None.

We had to modify our business to part-time shifts due to the lack of space within the Studio to comply with the current physical distancing expectations from WorkSafeBC. It will make a dramatic effect on our income. Our service business relies on close physical contact with clients which makes it a huge anxiety/risk for us to do our job. We have had to switch to online communications with clients & staff to online correspondence. Online modifications to medical waivers have been made for clients

It's the government we need to restore people's faith in, not us.

Video showing our glove and mask use during delivery.

Reduced capacity, new patio. We are now just at about 50% of our old capacity but are focused on trust of staff and consumers currently

facebook ad, Instagram, and yes somewhat help

Online marketing and promotion. No, I don't think so.

pivot from wholesale to direct curbside pickup

Daily communication with all staff.

Weekly communication with current clients.

Bi-weekly communication with vendors, suppliers and partners.

Social media, email blasts, phone calls and personal emails.

Update website with Covid-19 protocols and a letter from the founder. Updated all business hours, methods of communication and ways we can comfortably and confidently work safely without compromising the experience or end product.

Moved all customer communications online and maintain contact via Newsletters etc.

website and Facebook notice

Continued messages of what we were doing to provide a safe environment

The oil and gas price war affected us more than Covid-19. During the O&G war, our biggest customer of our environmental services required a price reduction.

Since this new price resulted in us losing money, we "de-marketed" them. We contacted our other clients who increased our workload enabling us to avoid further layoffs. The provincial funding provided to clean up orphan and dormant O&G sites helped to restore consumer confidence for our business.

Nothing

I just reduced what I was doing, but kept a presence on social media while taking an ad out in a local magazine for a year.

Emailed our members and kept them informed of changes as they happened.

Posted COVID-19 policy to website

I have reached out to all my previous clients and informed them that I am working again with limited lessons and PPE gear and wiping down vehicle after each lesson

We have suggested that we have equipment, dish rentals and decorations for outside backyard weddings.

We have game rentals for children's birthdays etc.

We never closed. And we have not yet advertised to get the numbers up, as much of public opinion was against daycares even being open. We received negative comments despite staying open as an essential service. We would like to advertise our summer camps, which are run as daycare so part of essential services, as our numbers are low (8-9 kids when physically distanced, we have capacity for 40). We may start to do this soon.

Emailing clients

Not much different.

None. Rely on word of mouth.

online marketing and reaching out to existing clients

We were busy with projects when COVID started so were not heavily impacted & did not need to do any marketing or customer outreach. Because we are an Interior Design Company I worry the significant financial impact many have experienced will result in a decline of clientele moving forward as we have not had as much consistency with potential clients reaching out. We are currently revisiting a new approach to interior design, offering online services/courses for budget friendly consumers.

social media and mailing list communication as well as engineering modifications were done since the start of stay-at-home order which shows customers that we are taking precautions to do everything we can do keep customers and staff safe.

None, don't have the funds.

At the moment, I have limited my outreach to a notice on the door, changing my website and minimal social media. I was hesitant to advertise it too strongly as the situation still seemed uncertain and I wanted to encourage people only to do what they felt was safe. I continued to offer online sales with contactless delivery. Even without highlights, though, my online sales dropped significantly and my in-store sales increased, so I think people did notice and are doing what they feel is safe.

Not open yet but will do so on social media

Newsletter, Facebook notifications, Phone calls.

We simply provided reassurance to our customers (by email) that our operation will be unaffected and that all of our staff are working on line from home.

We posted our COVID-19 safety measures on our website. We posted some videos on our social media platforms to explain our new refill procedures. We mostly focused on our Instagram and Facebook platforms to communicate with our customers. I think these explanations have made somewhat of a difference but I think the bulk of our communication and explanation is done on a 1 on 1 basis, either when people visit the store or over the phone (we experienced a big increase of phone calls)

n/a

Emails and phone calls to let clients know that they are welcome to come and pick up their files.

Database email, Website announcement, Social media announcement.

It has made a difference, my clients were waiting for me to reopen.

Updated our Website to reflect our Temporary operating hours, utilized Google and social media to alert our customers of the reduced operating hours and once the restrictions were lifted by the Provincial Government we did the same utilizing the same methods.

As a massage therapist my business has reduced by 20% and I've had to modify parts of my practise but will continue to practise unless there is another shut down of my industry in which I have no control. My practise has been full for 5 years and I still will not have to market to new patients as I am still running at full capacity.

We have updated our website to reflect current practices and as well have used social media platforms to indicate and educate customers as to changes and adaptations we have put in place.

Instagram , F/B newsletters to reach our customers. it is helpful but I am still down in revenue and all of my staff are laid off and I cant see me bringing them back until the fall.

We have re-contacted previous clients and advertised on Social Media as well as local Chamber websites. We have implemented social distancing measures as well as plexiglass sneeze shields, and offered online services. Our business is still down and it is going to be a long time before we recover to pre-Covid numbers.

Road side sign to indicate we are open

Thankfully we have a large following on social media. We have used these platforms to keep our business a float.

We have restarted our bus ads, which we've been seeing around town. We have been focusing inside marketing. Using Google reviews, facebook reviews, word of mouth. We financially haven't been able to restart other marketing avenues yet.

I have an ad in the Tri-city News to come out yesterday. I have advertised on Facebook. So far no results.

Did not close the business and the end consumer is not our customer base.

We are very active on social media, have created email campaigns and adjusted our website to communicate with clients. We have highlighted additional infection control and sanitation courses that our team has taken to prepare for our re-open. Our clients recognize the work we have done and feel extremely confident in our operations. We have experienced a flood of clients along with some brand new ones upon our re-opening.

We have all protocols posted in house and through social media

Yes, having protocols strictly enforced has made my staff and clients feel much safer

Our business is primarily distribution with approximately 15% retail, of a specific market group. Most of our customers know we are here and processing orders.

We have noted on our website, google & facebook that we are here processing orders, however our warehouse is currently closed to walk-in business. Shipping & some curb-side pick-ups available.

so far none

Use social media

Time will tell

Regular client outreach through phone and email, and proactivity in staying personally informed from the outset of forced closure is now resulting in high confidence in reengaging our business.

My online store and curbside pickup is what saved my business during the store closure. I posted on social media when the store began to slowly reopen. I posted the restrictions and safety measures.

Social Media: Facebook, Instagram, Google.

Specially-made thank you stickers in all take out orders.

Gave gift cards as thank you to clients for their continuous support

Continuing business online reassured we are continuing meeting.

Continuing offering free services to keep alive during COVID had been uplifting

Facebook is a great tool. Friends of friends,too.

I wish I get sponsor, I consider we all need meditation as way to cope in this crisis and in daily life.

It is an essential service (mental Wellness).

We have contacted our immediate patient base and updated website to outline our COVID policies

Internal communication with our client base.

Used social media. Somewhat effective and

We paid google advertising.

Social media and our website, advertising that we have strict protocols in place for a safe restart

We did not close completely but reduced hours instead.

We have continued to promote online shopping heavily. For in-store shopping we use hand sanitizer, masks and physical distancing is made easy with lots of space between product displays.

na

We are in continual communication with our members about our safety protocols and procedures.

During the closure, we filmed 200 yoga videos which we released in a library - this helped sustain people's yoga practice, and kept them in touch with our business.

Upon re-opening on June 8th, we started to live stream our yoga classes for those who wish to practice at home.

We send regular newsletters announcing the expansions in our schedule.

My business is primarily catered to film and tv. I have to set new standards in my business to their new protocols we announce on Facebook or when customer's call.

Sent personal texts to all of my clients to announce the reopening

None

How important would a "buy local" campaign be for your business' recovery?

Very important	43	45.7%
Somewhat important	28	29.8%
Not very important	9	9.6%
Not at all important	14	14.9%

Please rank the following potential actions related to a "buy local" campaign based on how important they are to the recovery and ongoing health of your business.

Developing and promoting a directory of local businesses.

Very important	41	44.1%
Somewhat important	29	31.2%
Not very important	12	12.9%
Not at all important	11	11.8%

A digital and social media campaign to promote shopping at local businesses and purchasing in Port Moody.

Very important	47	50.5%
Somewhat important	26	28.0%
Not very important	9	9.7%
Not at all important	11	11.8%

Developing an online gift card program to allow residents, patrons, and businesses to support local businesses more easily.

Very important	22	23.7%
Somewhat important	26	28.0%
Not very important	20	21.5%
Not at all important	25	26.9%

The City of Port Moody implemented the Temporary Assistance Program for Businesses. Which potential use of public space would be useful for your business.

Check all that apply.

Space for patios and dining	17	25.8%
Space for customers lineups	14	21.2%
Space for selling or displaying merchandise	8	12.1%
Space to hold activities or classes	27	40.9%

IMPACT ON EMPLOYEES

If you temporarily or permanently laid off staff, will you need to hire and train new employees to staff up for resumed operations, or did your previous employees return?

Will need to hire and train new employees	7	7.8%
All previous employees returned	17	18.9%
Most previous employees returned but will need to hire and train new employees	13	14.4%
Some previous employees returned but will need to hire and train new employees	6	6.7%
Will continue with reduced staff numbers	13	14.4%
Did not lay off staff	34	37.8%

How big of an issue has it been to operate while preserving physical distancing and hygiene guidelines among your employees?

Substantial disruption that has required an overhaul of operations and practices	34	36.2%
Some disruption but mitigated through installation of protective shields, spreading out work	38	40.4%
No disruption	22	23.4%

Do you have a reliable supply for PPE that you can access now and in coming months?

Yes	25	26.3%
Currently have supply but could change in the coming months	41	43.2%
No	13	13.7%

Does not apply	16	16.8%
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With after-school programs and summer camps in question, lack of available childcare is an issues facing many businesses and employees as they reopen or expand hours and services. How important is this issue to you and your business' recovery?

Very important	24	25.3%
Somewhat important	19	20.0%
Not very important	25	26.3%
Not at all important	27	28.4%

Please rank the following potential actions related to childcare based on how important they are to the recovery and ongoing health of your business.

Prioritizing childcare-like programs such as summer camps and day programs at recreation centres		
Very important	26	27.7%
Somewhat important	17	18.1%
Not very important	17	18.1%
Not at all important	34	36.2%

A database of local childcare operators and programs		
Very important	18	19.6%
Somewhat important	13	14.1%
Not very important	26	28.3%
Not at all important	35	38.0%

Securing large indoor and outdoor space for childcare providers to operate while maintaining physical distancing guidelines		
Very important	21	22.6%
Somewhat important	22	23.7%
Not very important	17	18.3%
Not at all important	33	35.5%

FINANCIAL AND TAX SUPPORTS

Has your business applied for any of the following federal funding programs?

Canada Emergency Business Account (CEBA) i.e. \$40K loan		
Yes	51	53.7%
No	41	43.2%
Unaware	3	3.2%

Canada Emergency Wage Subsidy (CEWS)		
Yes	36	38.7%
No	53	57.0%
Unaware	4	4.3%

Canada Emergency Commercial Rent Assistance Program (CECRA)		
Yes	17	19.3%
No	67	76.1%
Unaware	4	4.5%

Deferral of business filing taxes, sales tax remittance, custom duty payments		
Yes	27	29.7%
No	56	61.5%
Unaware	8	8.8%

Regional Relief Recovery Fund (RFFF)		
Yes	3	3.2%
No	61	64.2%
Unaware	31	32.6%

Business Development Bank of Canada Small Business Loans		
Yes	9	9.6%
No	72	76.6%
Unaware	13	13.8%

Please check any of the provincial programs your business has applied for:

Tax payment deferral	17	37.8%
BC Hydro COVID-19 Relief Fund	21	46.7%
ICBC fleet vehicle insurance suspension	3	6.7%
Other	4	8.9%
Mortgage deferral		

What other government support do you believe will be essential for the survival of your business over the next 6 to 12 months?

Property tax deferral

I will be applying for CEBA ...

Comes down to assistance with our overhead. If we can lower operational costs while revenue is low then we can survive.

- Property Taxes
- Utilities
- BC Hydro
- Mortgage

commercial rent relief, continued access to wage subsidy. Support for owners who don't take salary but won't see profits to dividend from. If we can't survive the businesses will close. Wage subsidies, cerb etc so not apply to us.

The rent relief program from the feds has had low interest from Landlords

Tax burden on businesses should be dramatically reduced to allow us to employ people and carry on an active business. Wage replacement for laid off workers does nothing to help the business survive but business owners will have to foot the tax bill for all relief measures

I may need commercial rental assistance. I need my daycare spot held and paid for. I need to slowly make money and have a living wage .. my referral base is 75 percent less.

I really appreciate these emails from you. You have been my only reliable info source.
CERB

The CECRA! If this can continue for the next 12 months then my business can stay a float. But if this is not possible then at least be reinstalled during the Second Wave. It is so risky for us to operate (even now) if there were to be a second wave then we surely would not be able to operate. We are a tattoo studio and we need to be very close to our clients bodies. Physical distancing is not possible & this is very stressful for us, proving to be a high risk for our staff & clients
Removal of Justin Trudeau. Abolish personal income taxes. Direct rent subsidy (no landlord involvement) with bonus for businesses that increased space to accommodate for social distancing. \$30,000 forgivable loan.

Work safe BC to return excess funds (over insured by millions) to businesses

Ongoing Wage subsidy as we didn't qualify for many other programs.

Rent support

The provincial funding provided to clean up orphan and dormant oil and gas sites in northeast BC.

Rent subsidy

n/a

Flexibility for payment of taxes (property, GST, PST, etc)

Buy Local campaigns

Relaxation of some bylaws

Not charging late penalties on Source Deduction, PST and GST remittances

The Cerca does not work because if your sales are down 69% you get no help at all the lease and tax rates are so high in Port Moody and without help with rents there is not any profit because of the reduced sales the rental

Relief should be a scale adjusted to What your drop in sales is not a flat 70 %

Taxes are too high and are huge part of our fees.

Daycare emergency funding should the public remain so adverse to putting their kids in care

Reduction in local property taxes.

No idea.

Niche market does not require governmental support.

coverage for mental health

None

reduce taxes

rent reliefs(?)

I have not been eligible for any of the funding, which is why I did not apply. It would be / would have been great to see support for really small, starting up businesses. I was going to apply for the expanded CEBA program, but that was delayed.

I am not sure what else would be essential, as it is hard to know what to expect in the upcoming months. If a second wave does not come or is not bad, holiday sales will be essential to my survival.

We do not anticipate requiring any additional support and are happy that the government is able to provide support to others where needed.

The wage subsidy program is important to us.

CECRA may be useful in the future. For my tenant, CEWS and CECRA may be useful in the coming months. If my tenant's business is going well, then rent is not a p

Regular, consistent parking monitoring on our Street to help with Parking congestion along our street, Morrissey Road. The Bylaw monitoring is so inconsistent that residents, employees know when to move their vehicles or NOT because the monitoring is so hit and miss. Hire a private firm to handle the parking restrictions if the city does not have enough by-law staff to efficiently monitor.

Government is doing good, provincially and federally as well.

The economy and consumer spending needs to rebound to where it should be, otherwise

all programs to support will do little if revenues do not rebound.

not sure

Employment standards be amended to accommodate Covid-19 layoffs or other pandemic layoffs, so employers do not have to pay severance to their employees if it is a temporary lay-off and the business fully intends to rehire the employee.

My property taxes on my building --- (address)--- are at a level that is unaffordable for the activities available for the space. It is too small to generate the income to afford the level of property tax. I would appreciate the city looking at the affordability of commercial tax rates for my zoning.

Municipal support and communication would be greatly appreciated. The actions of our local municipality and our landlord caused a devastating impact on our already struggling business. We lost 95% of our business over 3 months and are still down over 70%. It seems our City did not consider the 'actual' impacts of their actions and lack of communication with their tenants and business owners.
As a fitness studio. Having 50% capacity is our biggest issue. Not able to service as many clients per day.
If I don't get some help, my business will fail. So far I am ineligible for any assistance program.

Continued access to the CEWS would be extremely helpful along with assistance for covering sick time. As the fall/winter months come and my staff team or their children get the sniffles, it will become difficult to cover their shifts- we are also dealing with last minute cancellations from clients and have been dissuaded from charging cancellation fees. Lack of childcare for my team and covering sick days have been the biggest challenges for us during our first month of reopening. I think the government is doing a great job Supporting businesses so far under the circumstances
Stop, reduce or change the CEBA program. Must get employees back to work and not encouraging people to collect this CEBA benefit unnecessarily.
possible tax referral and remittances
finding a vaccine

Higher forgiveness of CEBA loan. As these funds are going directly back in to the economy with no gains for small businesses except to remain open, the additional debt burden is heavy in already uncertain times and as such a debt-forgiveness of greater than 25% should be offered.

None

Zero or low interest loans. Extended patio usage permits. Marketing support.

Teaching after school is important as support Mental health of parents and children out of the school system.

Meditation and yoga are tools for life. As early kids get empower with themselves there is a population with strong resilience.

This generation deserve better mental wellness and we can offer that.

I can offer meditation classes to business owners, teachers, health care providers, please let me know.

We would need to continue with all of the support that is being given right now. We have pivoted a bit in our practice, but it is not consistent and not enough to support the family or business.

CECRA, My business didn't apply, landlord hasn't been willing to apply. Business owners should be able to able for themselves.

extending wage subsidy

Financial support to hire new employees (new positions).

Resources for ongoing needs of hand sanitizer, etc.

na

We were hopeful for CECRA, but our landlord has decided not to participate.

Rent subsidy for businesses to be changed to 50%/50%. gov't/business owner rather than rely on landlords to cover 25%

Continue of financial support and possibly working with business landlords so they can stop charging us full price despite rent reduction

None

EMOTIONAL PRESSURES

Would you benefit from any counselling or support networks to help deal with any pressures you are facing right now?

Yes	25	26.6%
No	46	48.9%
Unsure	23	24.5%

Would you be interested in knowing more about mental wellbeing resources available to businesses during this crisis?

Yes	48	51.1%
No	46	48.9%
Unsure	0	0.0%

Do you feel you are equipped to deal with any potential mental health issues arising in your business?

Yes	57	60.6%
No	18	19.1%
Unsure	19	20.2%

IN CONCLUSION

How can the City help you more?

Let business advertise on city site for lessons

Reduce business taxes to offset impact of COVID enforced closure/loss of trade. It's difficult when authorities stop you trading but continue to charge full taxes,

The people of Port Moody has been very supportive of the local food-related businesses including restaurants and wholesalers that have switched to offering retail options. Many of them are not utilizing technology/social media to promote their businesses and share their story. Shop Local Port Moody is working on something to promote that but I think with the city backing it or providing some funding, it would be one of the key jumpstarters in saving many locally owned businesses. We can help.

Support locally owned businesses is key. Gift cards buy \$ 100 for \$ 80 redeemable at locally owned businesses. Good start. Dine around Monday's in Port Moody. Business passport. Use 5 businesses get a 10 buck local gc. Promo businesses of the week on city social. Keep it local program developed featuring businesses and business leaders. Landlords in suiter and Newport have done little to help. Possibly a round table with city and key businesses with bigger landlords.

Temporary signage relax

I would like to be on the list to provide counselling. And if needed be able to get counselling and this would help my business pick up.

Financially, if there is a way to defer or freeze rent then that would be ideal. Perhaps providing resources for online jobs we can apply for when the second wave comes?

Providing a space where we can work in addition to our studio so that we can all work full time instead of part time.

Providing free mental health counselling and financial guidance from a professional advisor.

Access to professional medical grade PPE. Classes for online marketing & online business development.

Remove red tape. Allow more signage. Eliminate all draconian tax grabs (business license fees, parking fees, property taxes, etc.)

Turn inlet field into a parking lot for the summer. There is less and less parking at rocky point and will spread out the clusters if people

Rent support

Separate educate for business owners, supervisors and staff.

How to deal with trauma, control, client communication, staff and peer communication.

The updates by staff have been very helpful. Thank you.

The City could promote buying local.

I also operate a coaching practice and would like to offer my services to those businesses that require it.

Beyond a relaxation of bylaws (in some cases), changing deadlines and penalties for non-payment of property taxes, and a strong Buy Local campaign and support for the grassroots organization Shop Local Port Moody, I am unsure what the city can do.

Visible support for local businesses from Mayor and Council on social media and in local newspapers would likely help and be appreciated by local businesses, especially for those that are not as well known outside of Port Moody as the breweries.

The retail sector needs to be helped further to insure survival otherwise with the high rents and taxes Port Moody could

Be a ghost town at the end of

The pandemic.

Access to outdoor play space for daycares and the community, to best care for everybody's health. Public education that daycares are following strict procedures to keep kids as safe as possible, and are operating to allow the community to work. Advertisement of the summer camps, which currently have low registrations. Advertisement of the virtual programs we have developed to keep kids busy over the summer once school ends (we used grant money to develop, so can offer them for only \$5/class)

Not sure.

You're great just for asking!

Unsure at this time

providing rent and other reliefs to small businesses

Some sort of advertising.

I am currently uncertain. Being ineligible for funding, I did some pivoting with my business, increased my previous work at home and have just been working as hard as I can to keep everything operating. I do not generally depend on outside sources for assistance.

I think the city of Port Moody is doing a great job of staying in contact with businesses and look forward to reading the email updates we receive.

I think it is great that customers hear how impactful their buying decisions are (from other people that small business owners themselves). The City could really push that message to consumers. Aside from that, I think it is extremely helpful to have a City liaison on the field to deliver information and offer support on a personal level.

Just keeping me informed of what is happening is very helpful.

Offering places where I could advertise my business for the community and creating spaces to rent that allow for social distancing at an accessible price.

Listen to the small businesses and look to support them. Personally our business has hire local High school students who have never had jobs, we train them and teach them necessary life skills to be problem solvers and leaders. We are proud to see these young adults gain confidence and become successful, contributing members of our Community. We believe our business has added value to the City Of Port Moody and surrounding regions.

As the City is our landlord and our sales are down significantly, some help with the rent would reduce stress on business finances.

My business is health care professionals that all work independently from the same space. We have had to work virtually which mean most of the people in my building did not want to pay rent for space they were not using. We are all self-employed working out of the same space.

Again, my property taxes are unaffordable for the size and use of my building. I have looked into trying to add on to my building but the process is not worth it as I would have to bring up my building to code.

Communicate with their tenants. We are a business that almost lost everything due to covid, the City's actions and lack of communication caused tremendous stress on our team and our customers and caused further financial loss as it continued as they delayed on communications and opening up parking.

As a fitness studio is Port Moody for 7.5 years. Based on the population. More gyms opening in this city would most likely force us to relocate elsewhere in the TriCities. That has been the hardest challenges over the past few years. Then a pandemic hits and half capacity is a big challenge. The city needs to support local and the businesses here. The ones who contribute to the community and live in the community. Showcasing what port moody has to offer. Highlight businesses.

Reducing expenses. Recognizing my business as a childcare provider ("Securing large indoor and outdoor spaces for childcare providers to operate while maintaining physical distancing guidelines" will help me only if my business is recognized as such.)

Reduce taxes

The temporary assistance program will be helpful for us as we have removed our waiting area and love to set up a welcoming space outside. The city could create opportunities for us to come together for creative brainstorming and connection.

I think city is doing good

I feel as a small business here for the past 24 years, the city could help with encouraging or continuing to encourage the "Shop Local" or "Support business's within your own province" campaigns. And provide back up statistics to the impact of shopping local versus shopping with the big box stores whos \$\$ go into coffers out of province and most concerning...out of country.

Promoting my business, making an active fair online.

Supporting, collaborating and sponsor some classes to the general public.

Facilitating collaboration between business.

Start a cooperation circle where we organized in small groups to supporting each other with follow up for 6 months.

If a second wave comes, make sure it is ok for businesses to run as we are at this time; with physical distancing and PPE use

communication with landlords, property management companies to ensure they are working with small business owners to help them during this time where customers and revenue are low.

Lobby to change the commercial rent relief program. Most landlords are not willing to take a 25% reduction.

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Opening public space for outdoor yoga classes would be great. Some pressure on landlord to participate in the CECRA would be appreciated.

We are an essential service, home and business insurance can be dealt over the phone with anybody in B.C. ICBC remaining open to the idea of allowing brokers to renew client's policies over the phone will help ease walk ins helping to keep Covid19 away.
Working with business landlords so they can stop charging us full price when rent reduction has been put in place

Are you interested in participating in a future Zoom meeting with Mayor, Council members, and staff to provide further feedback on your experience through COVID-19 and offer ideas on how the City can help local businesses in the coming months?

Yes	33	37.1%
No	56	62.9%

ABOUT YOUR BUSINESS

What is the primary sector your business operates within?

Professional services	26	27.4%
Fitness and wellness	10	10.5%
Retail	14	14.7%
Personal care services	2	2.1%
Transportation and logistics	1	1.1%
Restaurants, breweries, cafes, pubs	14	14.7%
Manufacturing	6	6.3%
Warehousing and storage	1	1.1%
Other	21	22.1%
Please specify		
Wholesale screen printing reatail garments		
Tourism		
Bed and reakfast		
Accommodation		
daycare		
Music publishing		
Interior Design		
education		
Education		
Combination manufacturing and retail		
Commercial landlord - one property		
Holistic Healing Services		
Distribution to the Educational Marketplace & Pre-Packaged School Supplies to the Parents/School throughout BC, including Western Canada		
In home service -appliance repair & gas fitting		
Not for profit		
Naturopathic Medical Clinic		
Preschool		
Film/TV		

How many full-time workers did you employ in your Port Moody business before COVID-19?

None	27	28.7%
1-4	42	44.7%
5-9	13	13.8%
10-19	11	11.7%
20-49	0	0.0%
50-199	1	1.1%
200+	0	0.0%
N/A - my business was not open before COVID-19	0	0.0%

How many part-time workers did you employ in your Port Moody business before COVID-19?

None	35	37.6%
1-4	36	38.7%
5-9	5	5.4%
10-19	10	10.8%
20-49	6	6.5%
50-199	1	1.1%
200+	0	0.0%
N/A - my business was not open before COVID-19	0	0.0%

How many full-time workers do you have today?

None	34	36.2%
1-4	45	47.9%
5-9	10	10.6%
10-19	3	3.2%
20-49	1	1.1%
50-199	1	1.1%
200+	0	0.0%

How many part-time workers do you have today?

None	45	47.9%
1-4	34	36.2%
5-9	8	8.5%
10-19	2	2.1%
20-49	5	5.3%
50-199	0	0.0%
200+	0	0.0%