

# IMPACT OF COVID-19 ON SMALL BUSINESS

RESULTS AT-A-GLANCE

45

RESPONSES

15

DAY SURVEY

17

QUESTIONS

Yellow lines highlight the 7 City of Columbus NCR corridors

82% REMAINED OPEN  
DURING SHUTDOWN

44% IN BUSINESS FOR  
AT LEAST FIVE YEARS

33% OF RESPONSES WERE  
FROM FRANKLINTON

## WHO TOOK THE SURVEY?



Food/Beverage  
Service



Professional  
Office



Personal  
Care

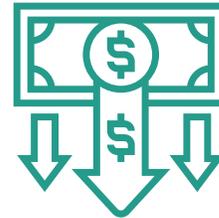


Retail  
Goods



81%

of respondents remained **open**  
in some capacity during the  
statewide shelter in place order



39%

reporting **substantial**  
losses to their business  
during this time

“

We **closed** for 5 weeks, have reopened with caution, **but struggle to find PPE.**

”

“

**Grateful** to Ohio leadership for **sanity** in the midst of chaos!

”



of respondents received **financial relief** due to COVID-19

### Why **didn't** some businesses receive financial relief?

- 1 Business did not qualify for funding
- 2 Applied, but application was denied
- 3 Tried to apply, but process too difficult

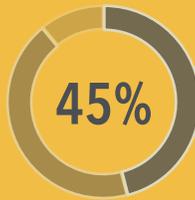
## WHAT TYPES OF RELIEF FUNDING WERE RECEIVED?



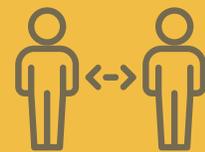
**PPP** = Paycheck Protection Program Loan **EIDL** = Economic Injury Disaster Loan Program  
Both PPP and EIDL are offered through the Small Business Administration (SBA)



of respondents are **very concerned** about **customer safety** when re-opening



of respondents are **very concerned** about **employee safety** when re-opening



**Safe social distancing** is the greatest **concern** when re-opening

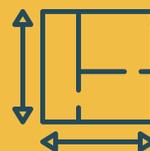
## WHAT WILL MAKE PEOPLE MORE COMFORTABLE RE-OPENING?



Personal Protection Equipment (PPE)



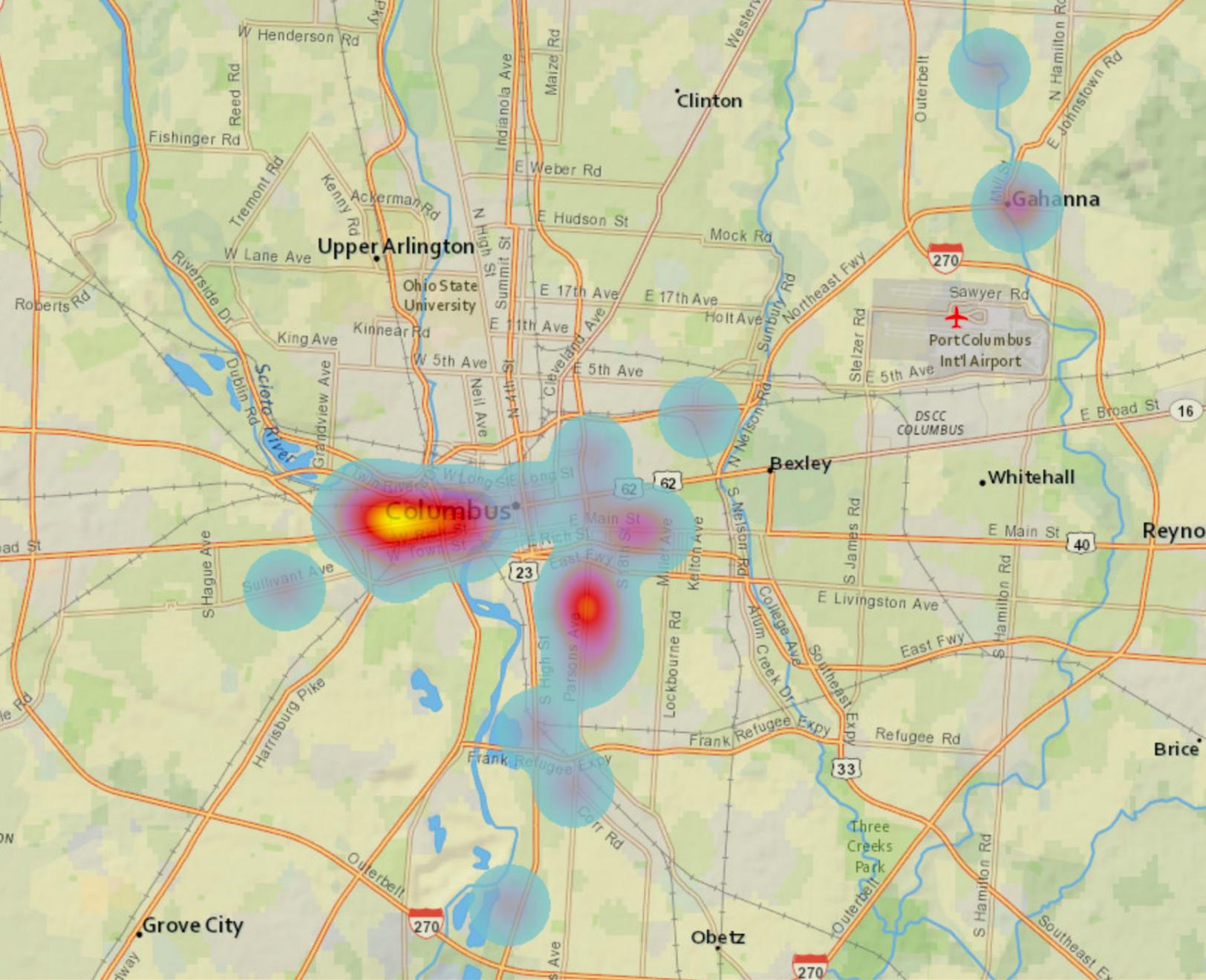
Short Term Loan / Financial Assistance



Social Distancing Space Planning

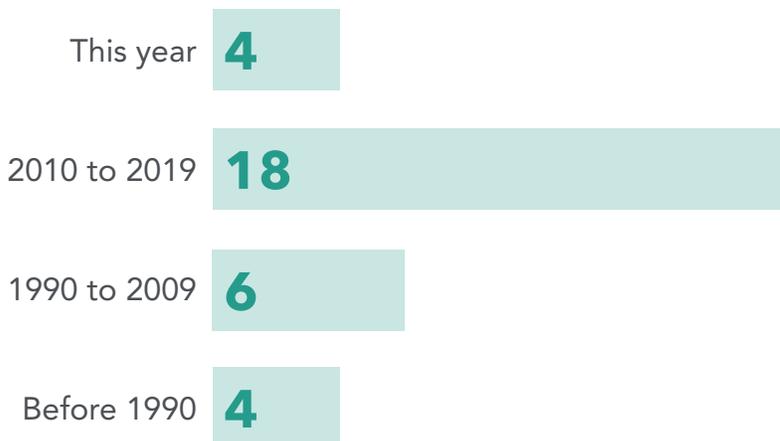


Assistance with Signage

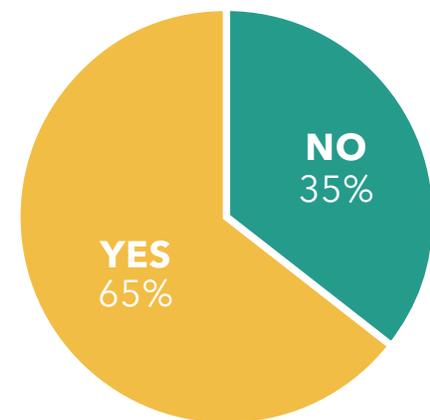


Survey responses came mostly from businesses in Franklinton, but also along Parsons Avenue and the Near East Side.

### WHEN WAS YOUR BUSINESS ESTABLISHED AT THIS LOCATION?



### HAS YOUR BUSINESS RECEIVED ANY RELIEF FUNDING DUE TO COVID-19?



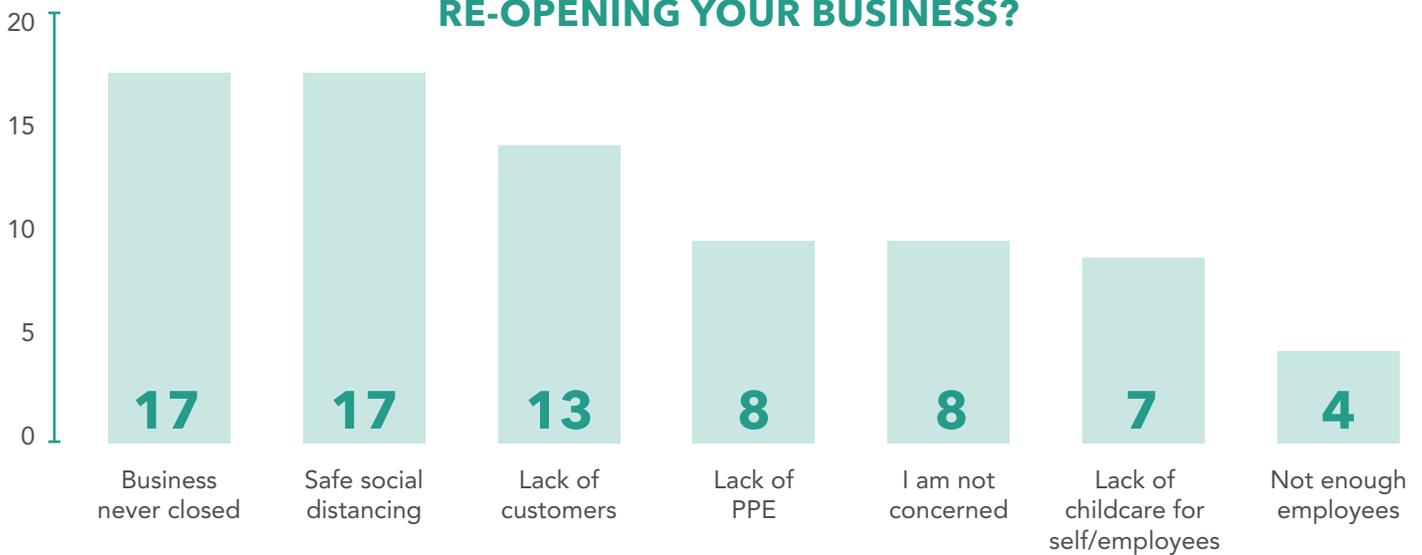
## HOW HAS YOUR BUSINESS BEEN IMPACTED BY COVID-19?

Closed **8**

Open **11**

Open, but new protocols and/or less hours **26**

## WHY ARE YOU CONCERNED ABOUT RE-OPENING YOUR BUSINESS?



## HOW CONCERNED ARE YOU ABOUT CUSTOMER SAFETY WHEN RE-OPENING?



**3**



**18**



**23**

## HOW CONCERNED ARE YOU ABOUT EMPLOYEE SAFETY WHEN RE-OPENING?



**5**

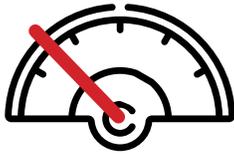


**19**



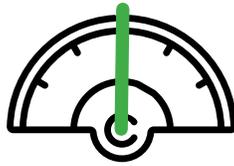
**20**

## OVERALL, DO YOU THINK THAT OHIO'S RESPONSE TO THE COVID-19 CRISIS HAS BEEN...



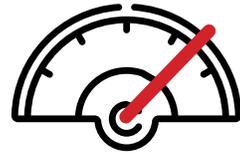
8

Not strong enough



30

Just about right



7

Too strong

## WHAT TYPES OF RESOURCES WOULD YOUR BUSINESS NEED TO FEEL COMFORTABLE RE-OPENING?



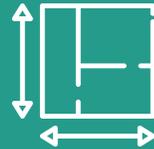
Personal Protection Equipment (PPE)

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Short Term Loan / Financial Assistance

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Social Distancing Space Planning

13



Assistance with Signage

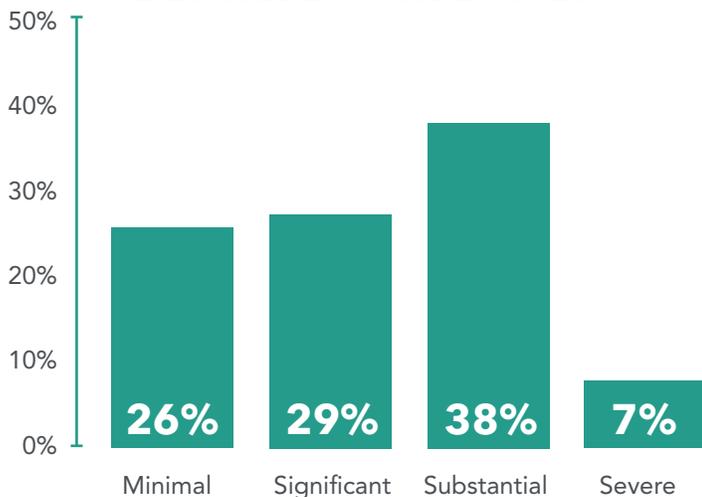
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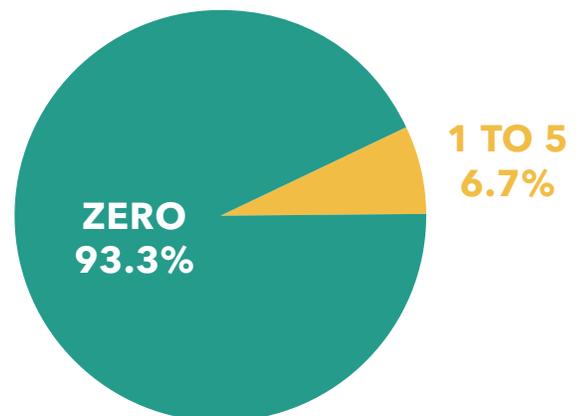
Other

6

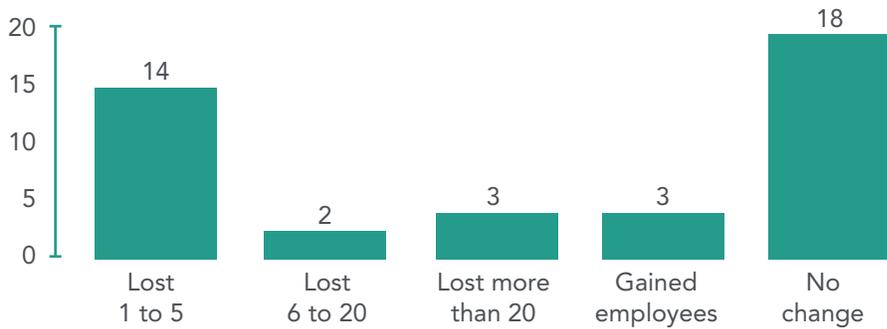
## IF YOU LOST BUSINESS DUE TO COVID-19, HOW WOULD YOU DESCRIBE YOUR LOSSES?



## HOW MANY OF YOUR EMPLOYEES HAVE BECOME SICK DUE TO COVID-19?



## CHANGE IN NUMBER OF EMPLOYEES DUE TO COVID-19



Largest reported loss of employees

**41**

## FINAL COMMENTS

### IS THERE ANYTHING ELSE YOU WOULD LIKE TO SHARE WITH US?

Our business is not closed but our contract with the State of Ohio has not been active because of COVID - 19 and that has impacted our projected revenue for 2020.

Ohio's response was too strong but was acting on the limited data provided to them. All in all I think DeWine did a great job, but it's time to reopen!

Much of our business not only depends on customers coming into our shop for classes but art fairs as well. So while the classes will pick up art fairs have been cancelled for the foreseeable future. Meaning loss for us of 10s of thousands of dollars. Our business is still not going to recover easily even on reopening.

I don't think we need anything that would change the amount of business we can do. The nature of our business requires one on one contact outside of the office so it is really a matter of needing others to take precautions and not feeling comfortable that they are.

We closed for 5 weeks, have reopened with caution, but struggle to find PPE.

Ohio's response was too strong but was acting on the limited data provided to them. All in all I think DeWine did a great job, but it's time to reopen!

I have employees who have chose to stay home. Now receiving unemployment when they should be working. Taking advantage of the aid provided.

Due to the fact that many of our potential customers have been laid off, they are unable to utilize our services. Despite the fact that they are facing issues with Code Enforcement requirements, as they relate to the condition of their property. One of our clients was not able to pay their invoice in full because of a change in their employment. If a private homeowner or a business or public entity do not have the funds available to address their property needs or legal citations, we lose customers.

As property manager, our clients are tenants that will need assistance more than our business.

I think working from home should be encouraged by businesses that can manage this until we have a clear, substantial decline in the pandemic.

We were opening the new space as soon as the Covid 19 shut down everything, so the grand opening didn't happen. We don't have 12 months revenue or W2 employees since this is a new business. We had to close our offices for a month and stopped doing tours of the space. We have opened up our hard wall offices, but need to get people that feel safe to leave the home. We kept our community/event space closed due to the gathering restrictions.

I don't know that this survey helps. I am like several small business owners who really don't fit in. I am seeking to grow, if not after this; continually. This is a growing industry, proven, and effective. I hope to not only benefit myself but bring in others as well. Perhaps there are support programs to help this.

Grateful to Ohio leadership for sanity in the midst of chaos!

Blessed to be here!