



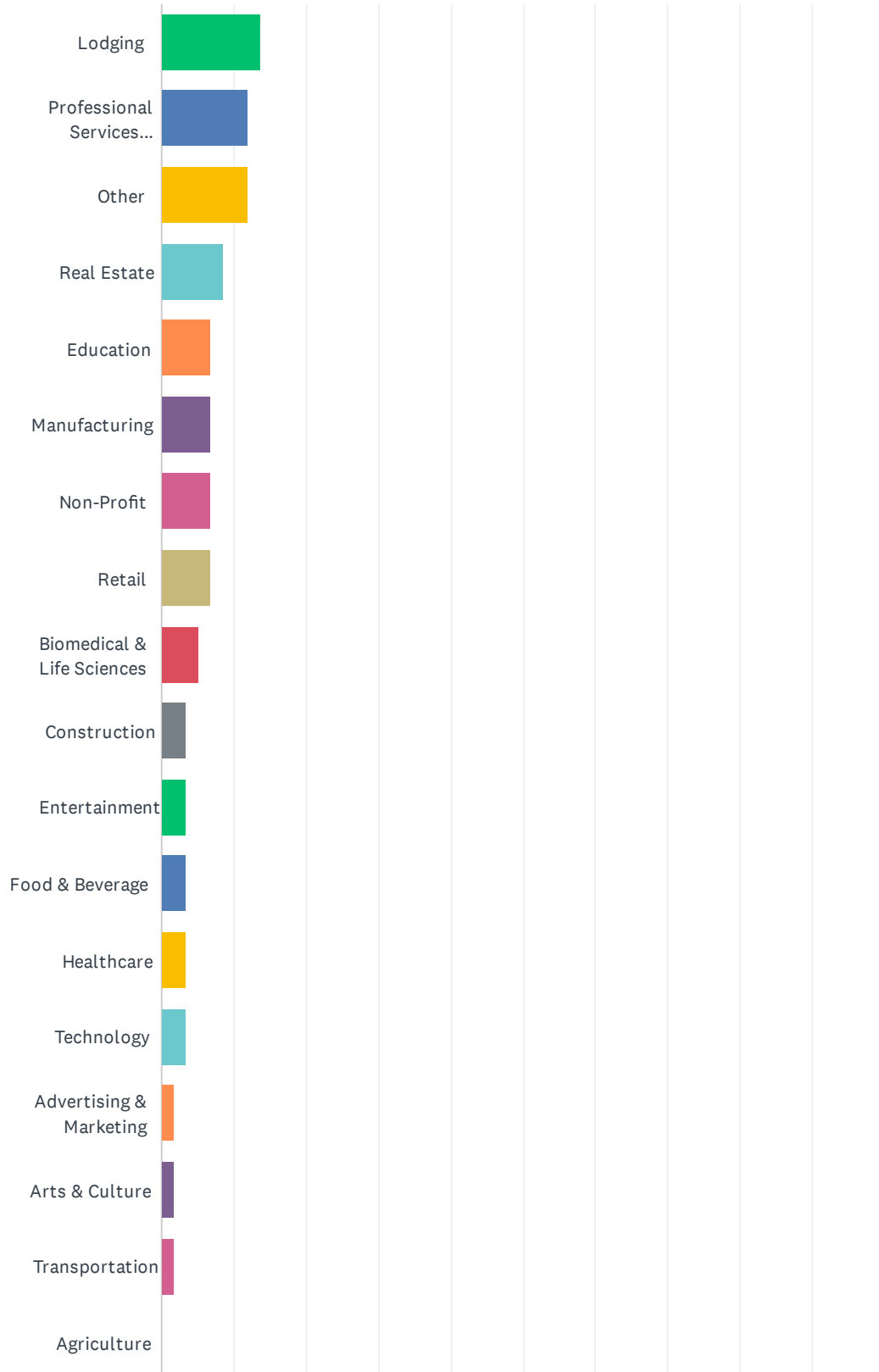
Q1 Please provide your contact information.

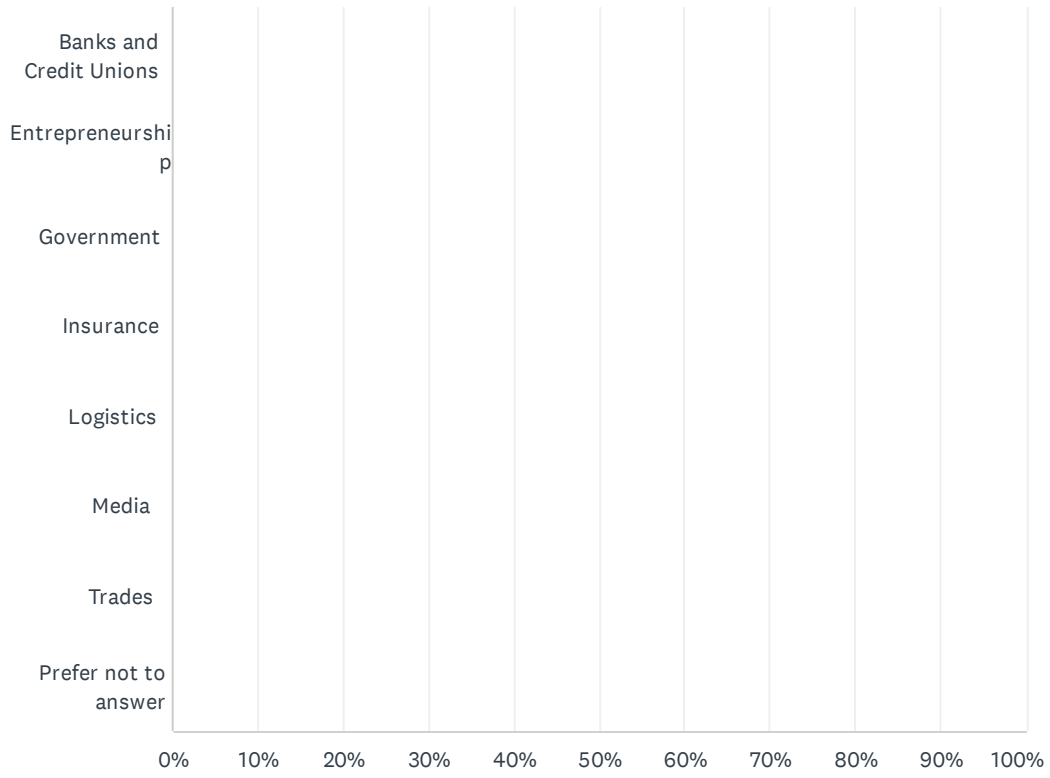
Answered: 56 Skipped: 5

ANSWER CHOICES	RESPONSES	
Name	100.00%	56
Company	96.43%	54
Address	0.00%	0
Address 2	0.00%	0
City/Town	98.21%	55
State/Province	0.00%	0
ZIP/Postal Code	0.00%	0
Country	0.00%	0
Email Address	100.00%	56
Phone Number	98.21%	55

## Q2 Which of the following best describes the principal industry of your organization?

Answered: 59 Skipped: 2

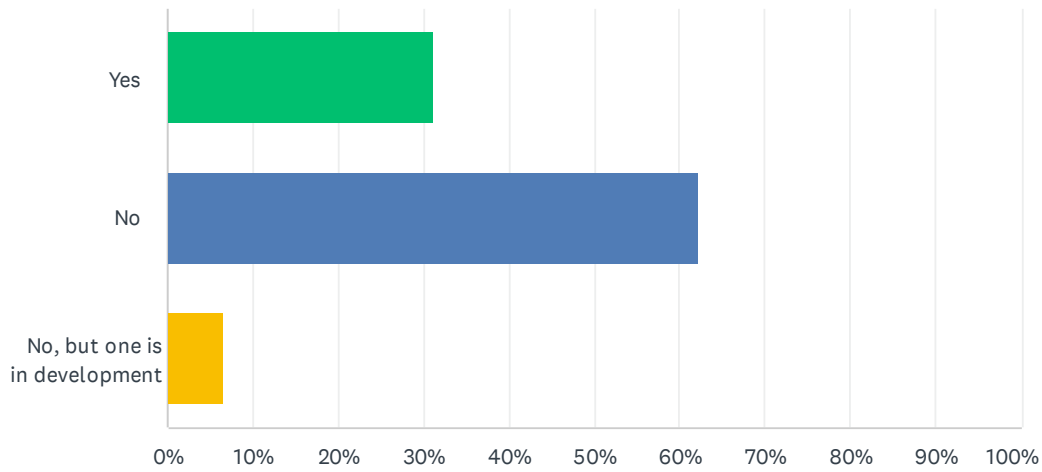




ANSWER CHOICES	RESPONSES	
Lodging	13.56%	8
Professional Services (Attorney, Accountant, Financial Adviser, Consultant, Engineer)	11.86%	7
Other	11.86%	7
Real Estate	8.47%	5
Education	6.78%	4
Manufacturing	6.78%	4
Non-Profit	6.78%	4
Retail	6.78%	4
Biomedical & Life Sciences	5.08%	3
Construction	3.39%	2
Entertainment	3.39%	2
Food & Beverage	3.39%	2
Healthcare	3.39%	2
Technology	3.39%	2
Advertising & Marketing	1.69%	1
Arts & Culture	1.69%	1
Transportation	1.69%	1
Agriculture	0.00%	0
Banks and Credit Unions	0.00%	0
Entrepreneurship	0.00%	0
Government	0.00%	0
Insurance	0.00%	0
Logistics	0.00%	0
Media	0.00%	0
Trades	0.00%	0
Prefer not to answer	0.00%	0
<b>TOTAL</b>		<b>59</b>

### Q3 Do you have a formal resiliency (work continuity) plan?

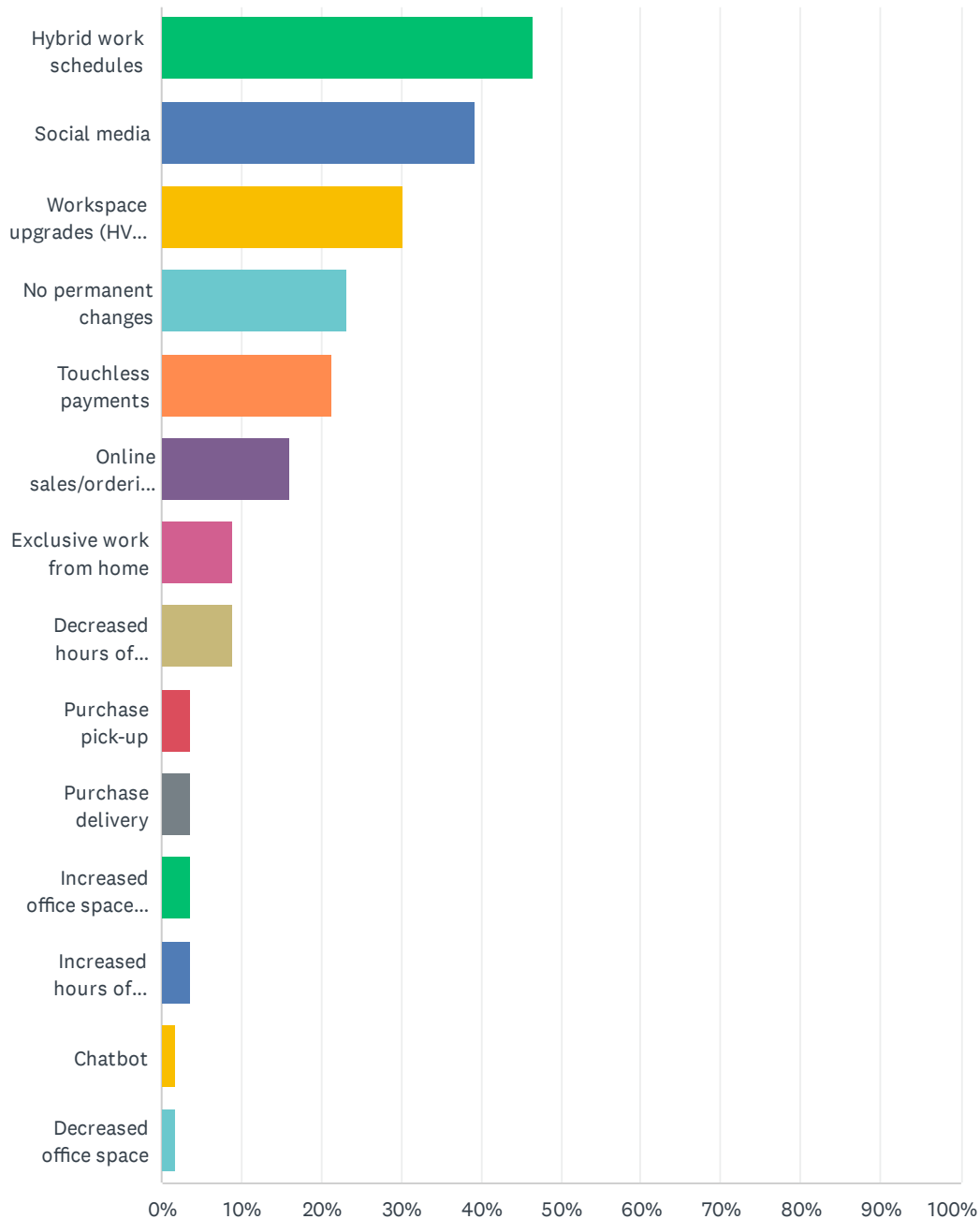
Answered: 61 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	31.15%	19
No	62.30%	38
No, but one is in development	6.56%	4
<b>TOTAL</b>		<b>61</b>

**Q4 What permanent changes (technological, policy, physical hardening, training, etc.) have you made to your business in the last five years?  
Please select all that apply.**

Answered: 56 Skipped: 5

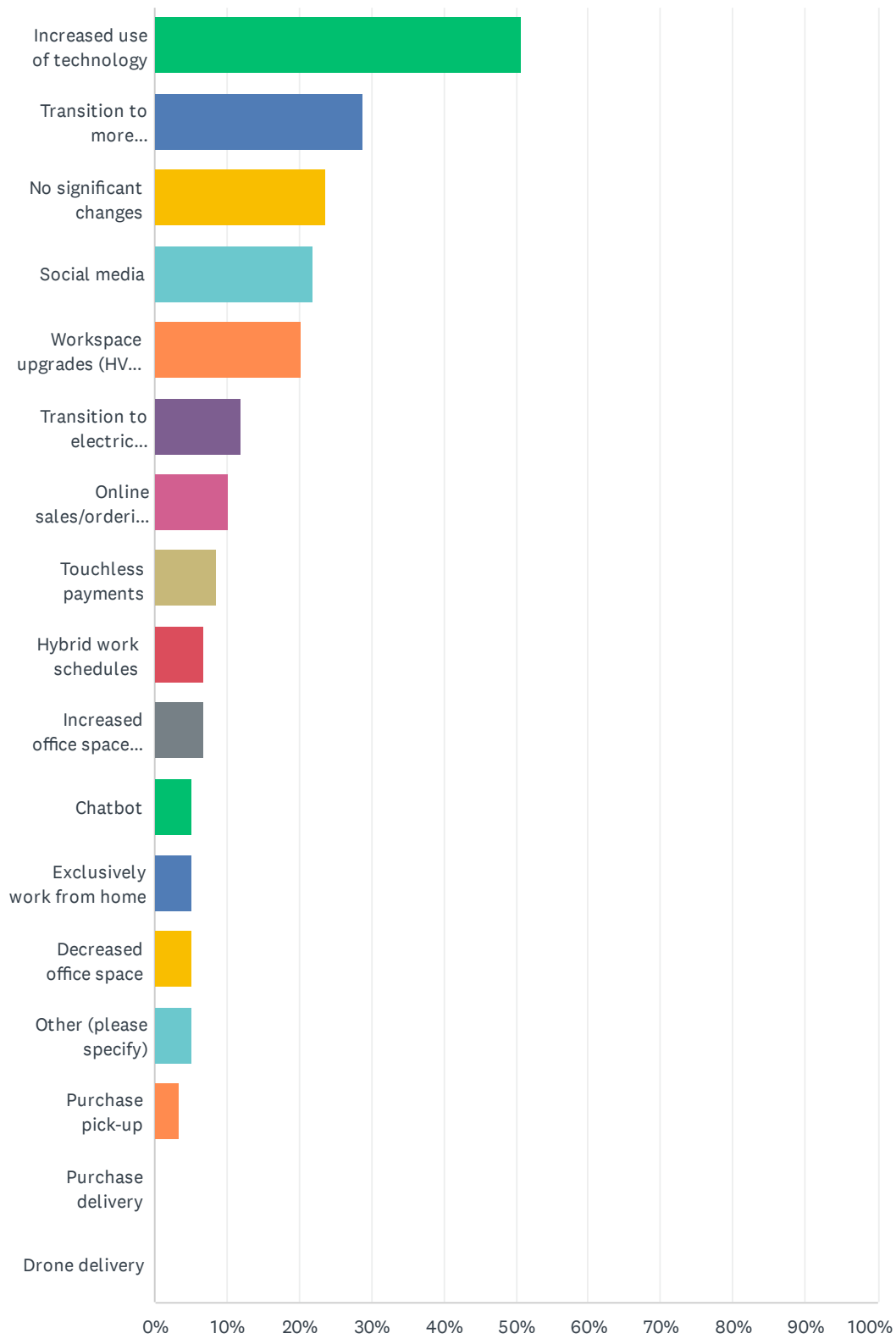


ANSWER CHOICES	RESPONSES	
Hybrid work schedules	46.43%	26
Social media	39.29%	22
Workspace upgrades (HVAC, reconfigured layout, etc.)	30.36%	17
No permanent changes	23.21%	13
Touchless payments	21.43%	12
Online sales/ordering/services (e.g., telehealth)	16.07%	9
Exclusive work from home	8.93%	5
Decreased hours of operations	8.93%	5
Purchase pick-up	3.57%	2
Purchase delivery	3.57%	2
Increased office space for safety measures	3.57%	2
Increased hours of operations	3.57%	2
Chatbot	1.79%	1
Decreased office space	1.79%	1
Total Respondents: 56		

**Q5 What changes (technological, policy, etc.) do you anticipate for your business in the next five years? Please select all that apply.**

Answered: 59 Skipped: 2

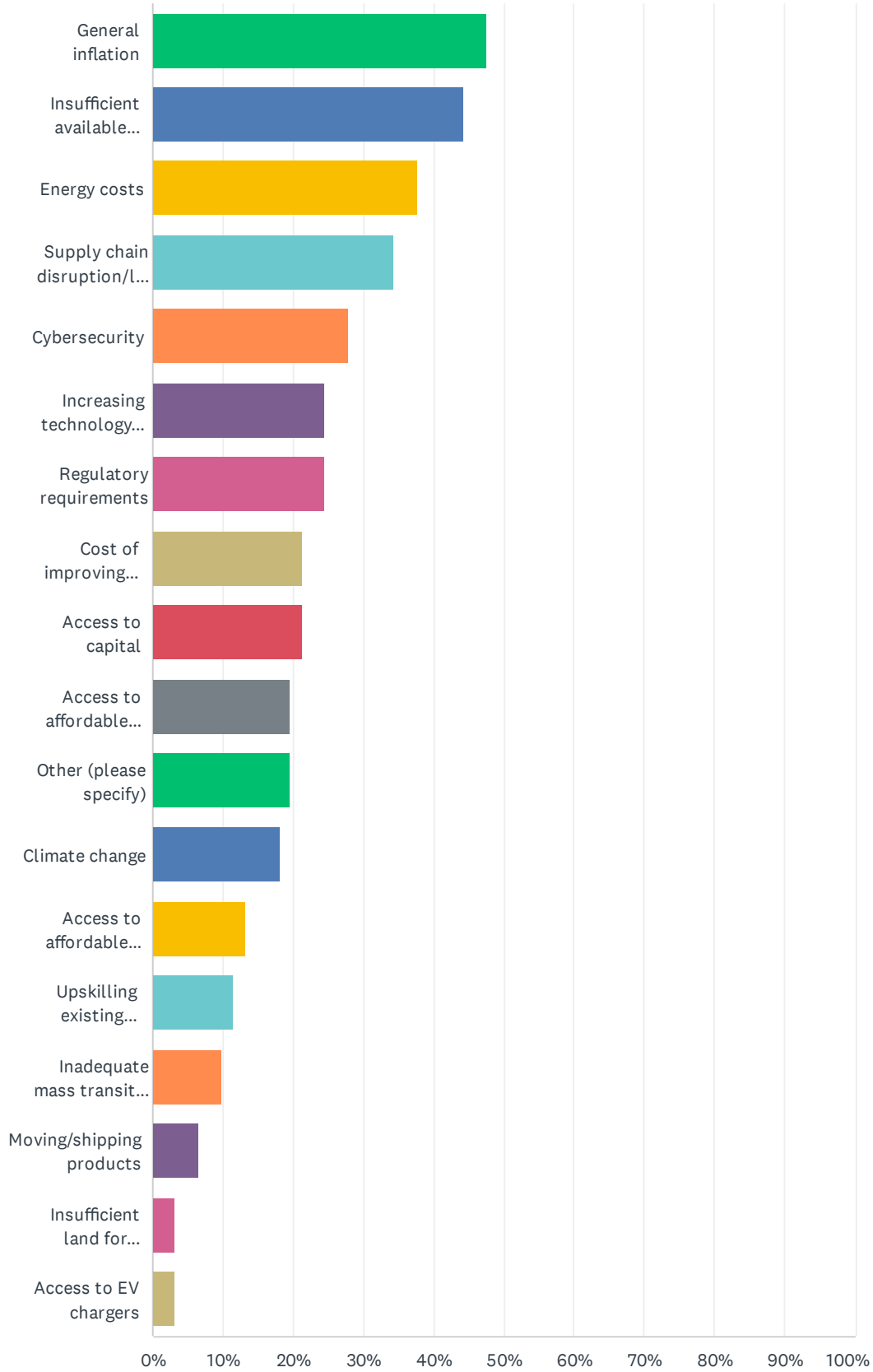




ANSWER CHOICES	RESPONSES	
Increased use of technology	50.85%	30
Transition to more sustainable business practices	28.81%	17
No significant changes	23.73%	14
Social media	22.03%	13
Workspace upgrades (HVAC, reconfigured layout, etc.)	20.34%	12
Transition to electric vehicles	11.86%	7
Online sales/ordering/services (e.g., telehealth)	10.17%	6
Touchless payments	8.47%	5
Hybrid work schedules	6.78%	4
Increased office space for safety measures	6.78%	4
Chatbot	5.08%	3
Exclusively work from home	5.08%	3
Decreased office space	5.08%	3
Other (please specify)	5.08%	3
Purchase pick-up	3.39%	2
Purchase delivery	0.00%	0
Drone delivery	0.00%	0
Total Respondents: 59		

**Q6 What are the most significant threats to your business? Please select all that apply.**

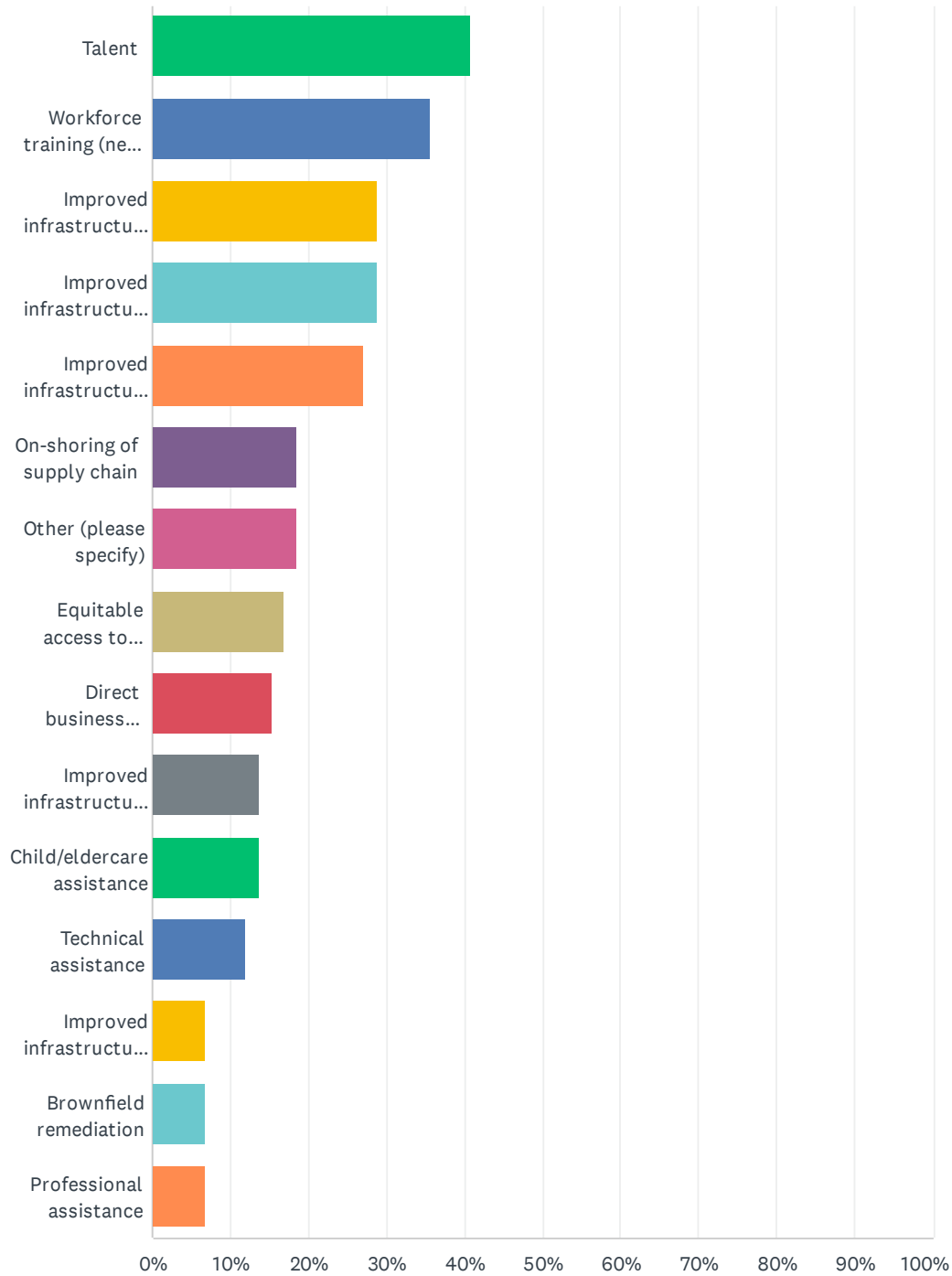
Answered: 61 Skipped: 0



ANSWER CHOICES	RESPONSES	
General inflation	47.54%	29
Insufficient available workforce	44.26%	27
Energy costs	37.70%	23
Supply chain disruption/locating alternative suppliers	34.43%	21
Cybersecurity	27.87%	17
Increasing technology costs	24.59%	15
Regulatory requirements	24.59%	15
Cost of improving sustainability	21.31%	13
Access to capital	21.31%	13
Access to affordable high-speed broadband	19.67%	12
Other (please specify)	19.67%	12
Climate change	18.03%	11
Access to affordable space	13.11%	8
Upskilling existing workforce	11.48%	7
Inadequate mass transit service	9.84%	6
Moving/shipping products	6.56%	4
Insufficient land for expansion	3.28%	2
Access to EV chargers	3.28%	2
Total Respondents: 61		

### Q7 What support do you need to address these challenges? Please select all that apply.

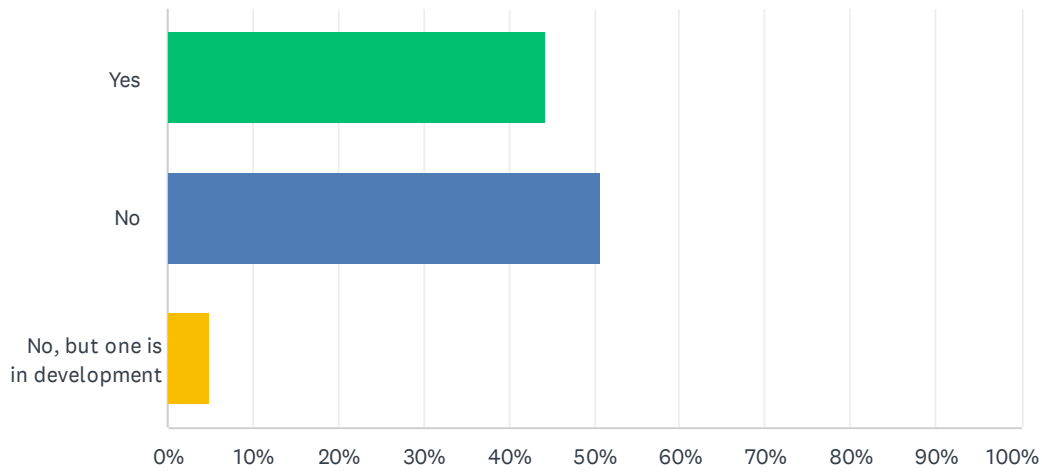
Answered: 59 Skipped: 2



ANSWER CHOICES	RESPONSES	
Talent	40.68%	24
Workforce training (new & existing employees)	35.59%	21
Improved infrastructure - energy	28.81%	17
Improved infrastructure - transportation	28.81%	17
Improved infrastructure - broadband	27.12%	16
On-shoring of supply chain	18.64%	11
Other (please specify)	18.64%	11
Equitable access to healthcare	16.95%	10
Direct business assistance	15.25%	9
Improved infrastructure - sewers	13.56%	8
Child/eldercare assistance	13.56%	8
Technical assistance	11.86%	7
Improved infrastructure - water	6.78%	4
Brownfield remediation	6.78%	4
Professional assistance	6.78%	4
Total Respondents: 59		

## Q8 Do you have a formal Diversity, Equity, and Inclusion policy?

Answered: 61 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	44.26%	27
No	50.82%	31
No, but one is in development	4.92%	3
<b>TOTAL</b>		<b>61</b>

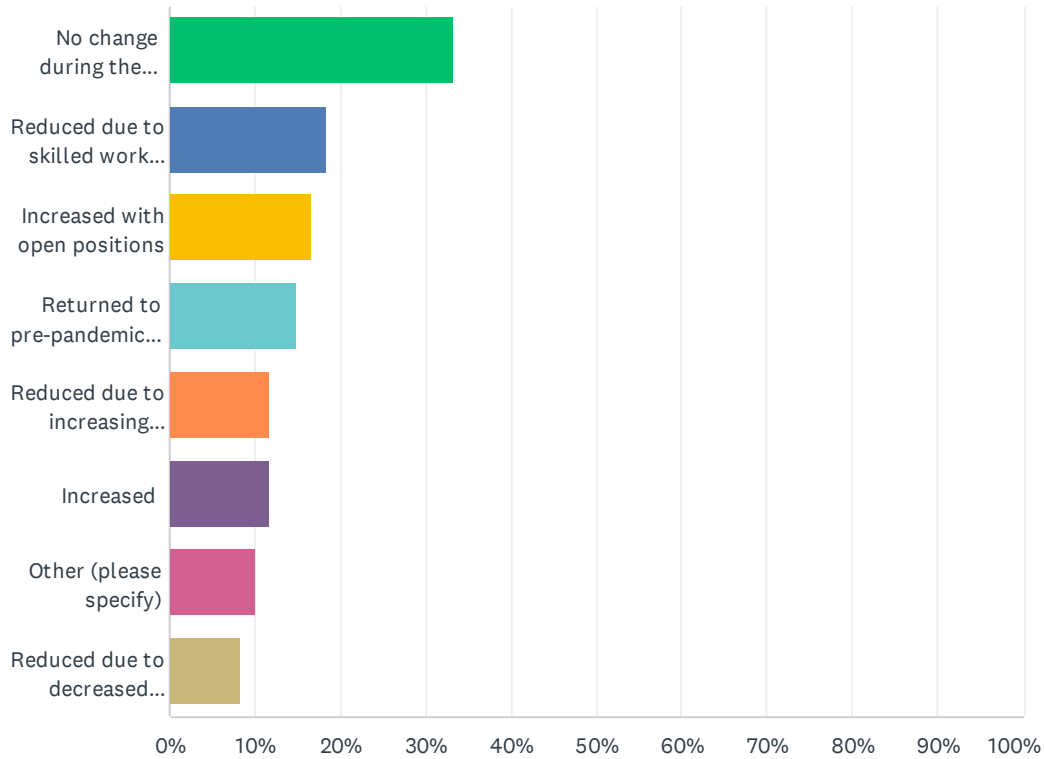


**Q9 Do you encounter barriers when trying to include underserved businesses/populations when making business decisions? If yes, please list the barriers.**

Answered: 42 Skipped: 19

### Q10 How has your workforce changed since the pandemic? Please select all that apply.

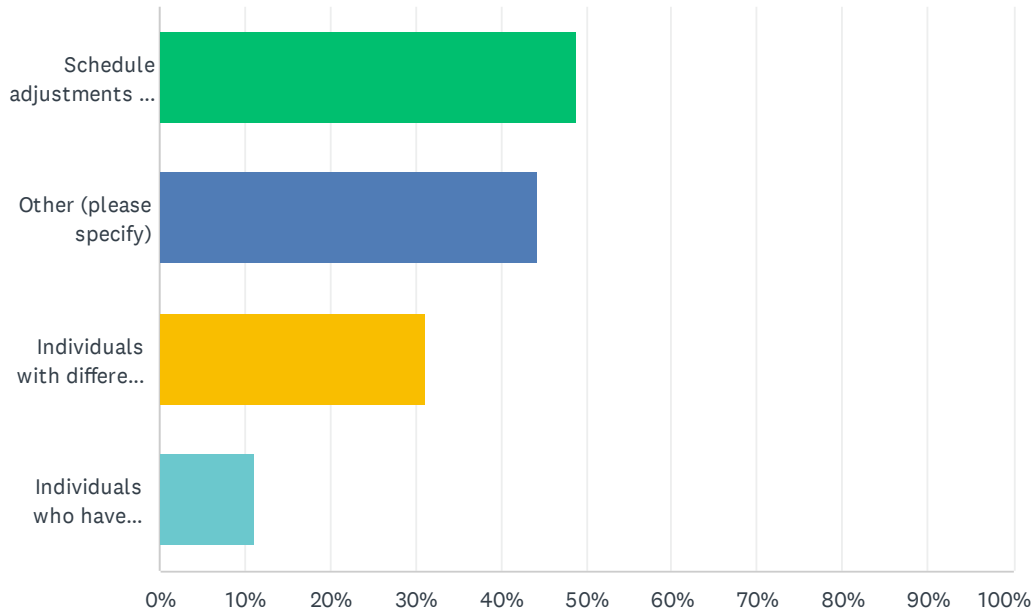
Answered: 60 Skipped: 1



ANSWER CHOICES	RESPONSES	
No change during the pandemic	33.33%	20
Reduced due to skilled worker shortage	18.33%	11
Increased with open positions	16.67%	10
Returned to pre-pandemic employment	15.00%	9
Reduced due to increasing costs of labor and/or supplies	11.67%	7
Increased	11.67%	7
Other (please specify)	10.00%	6
Reduced due to decreased consumer demand	8.33%	5
Total Respondents: 60		

### Q11 Have you/will you expand your workforce pool through policy change/additional accommodations? Please select all that apply.

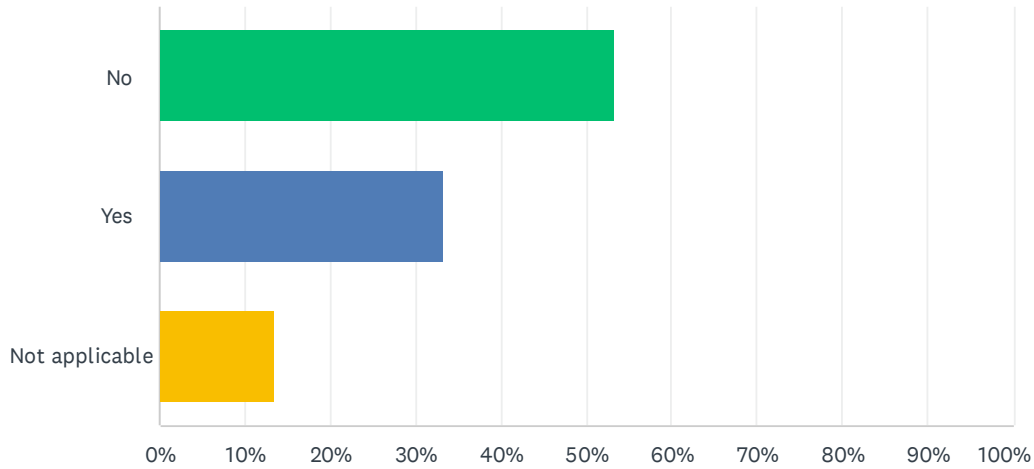
Answered: 45 Skipped: 16



ANSWER CHOICES	RESPONSES	
Schedule adjustments to accommodate childcare needs, transportation issues, etc.	48.89%	22
Other (please specify)	44.44%	20
Individuals with different abilities	31.11%	14
Individuals who have previously been incarcerated	11.11%	5
Total Respondents: 45		

## Q12 Do you require employees to have proof of Covid-19 vaccination before physically returning to work?

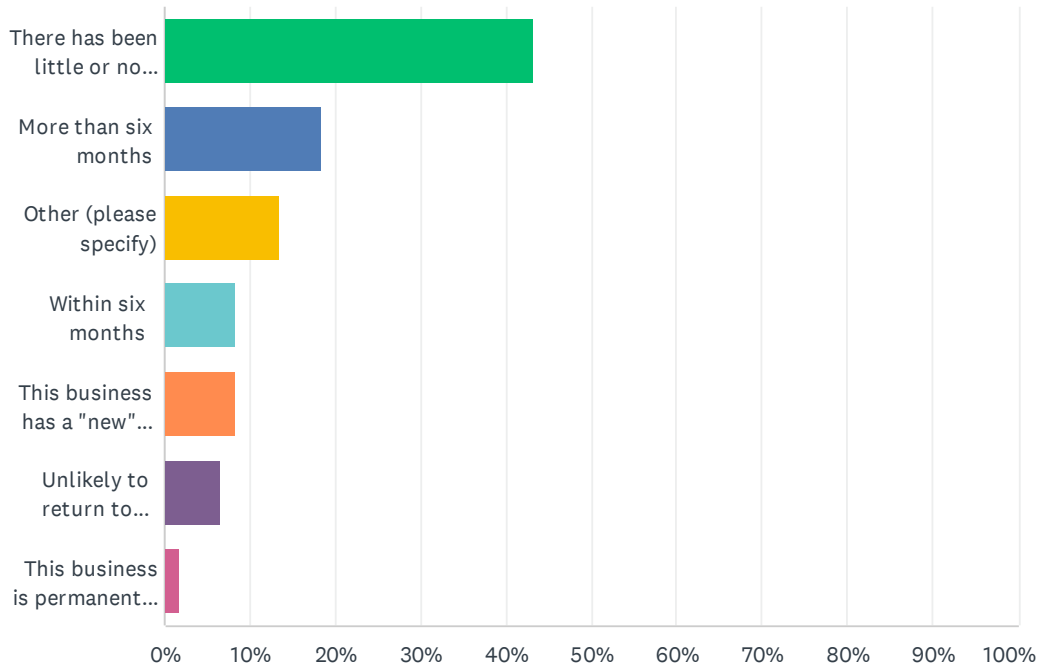
Answered: 60 Skipped: 1



ANSWER CHOICES	RESPONSES
No	53.33% 32
Yes	33.33% 20
Not applicable	13.33% 8
TOTAL	60

### Q13 When do you anticipate this business returning to its pre-COVID level of operations?

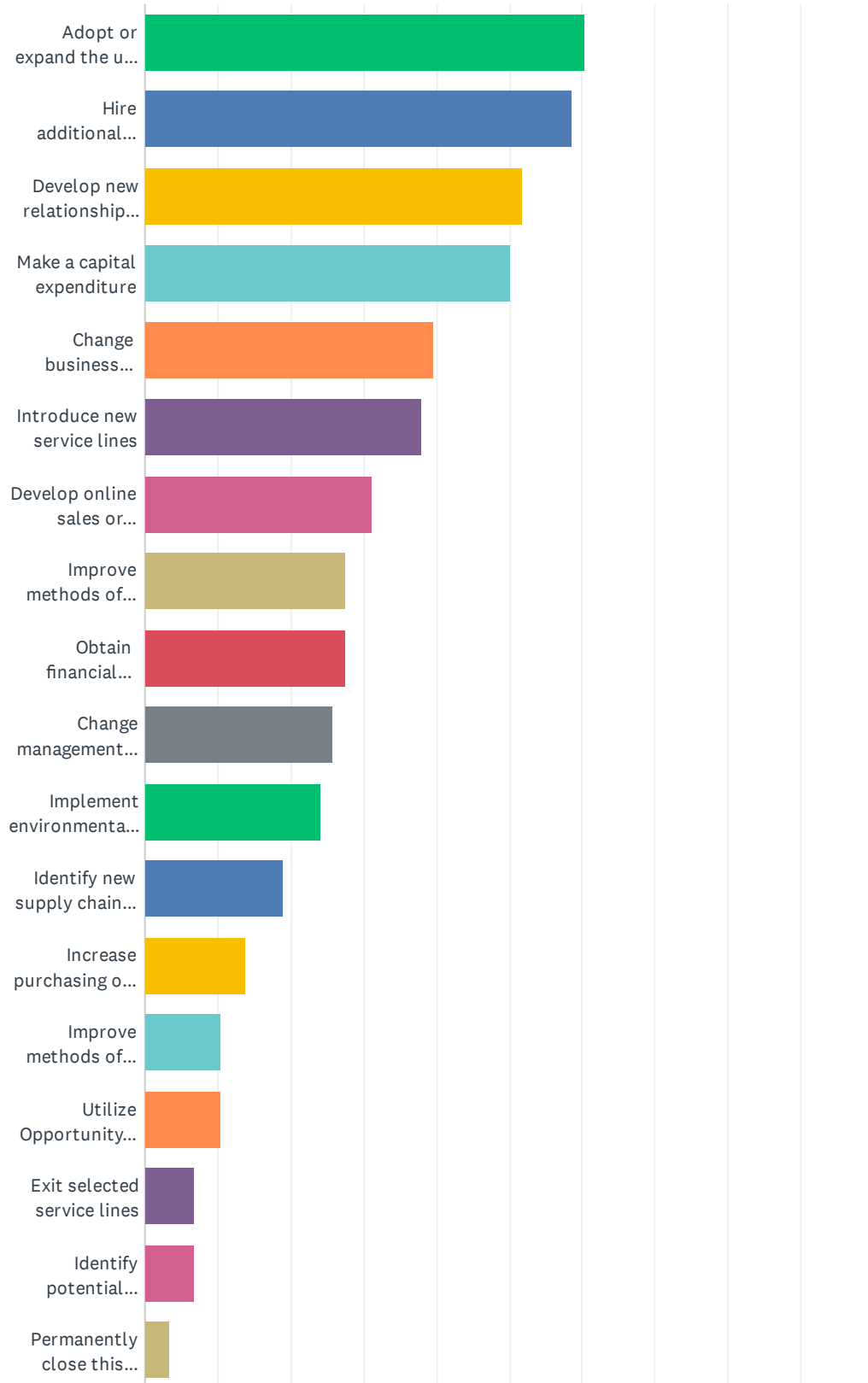
Answered: 60 Skipped: 1

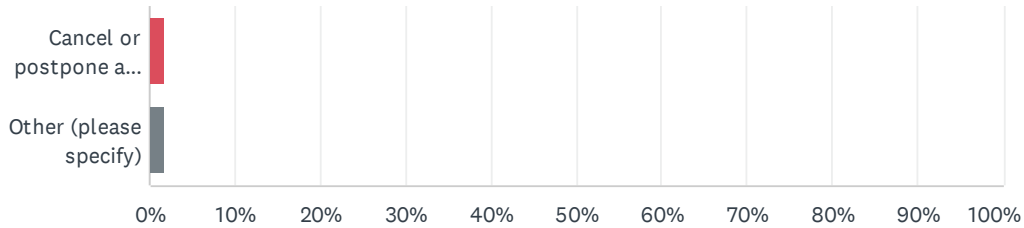


ANSWER CHOICES	RESPONSES	
There has been little or no effect on this business's pre-COVID level of operations	43.33%	26
More than six months	18.33%	11
Other (please specify)	13.33%	8
Within six months	8.33%	5
This business has a "new" normal level of operations	8.33%	5
Unlikely to return to pre-COVID level of operations	6.67%	4
This business is permanently closed	1.67%	1
<b>TOTAL</b>		<b>60</b>

### Q14 Do you anticipate this business will do any of the following in the next 1-5 years? Please select all that apply.

Answered: 58 Skipped: 3





ANSWER CHOICES	RESPONSES	
Adopt or expand the use of digital technologies	60.34%	35
Hire additional employees	58.62%	34
Develop new relationships with other business sectors	51.72%	30
Make a capital expenditure	50.00%	29
Change business strategies	39.66%	23
Introduce new service lines	37.93%	22
Develop online sales or websites	31.03%	18
Improve methods of producing goods or providing services	27.59%	16
Obtain financial assistance or additional capital	27.59%	16
Change management practices	25.86%	15
Implement environmentally sustainable practices	24.14%	14
Identify new supply chain options	18.97%	11
Increase purchasing of local or domestic goods	13.79%	8
Improve methods of logistics, delivery, or distribution	10.34%	6
Utilize Opportunity Zones	10.34%	6
Exit selected service lines	6.90%	4
Identify potential markets for exporting goods or services	6.90%	4
Permanently close this business	3.45%	2
Cancel or postpone a planned capital expenditure	1.72%	1
Other (please specify)	1.72%	1
Total Respondents: 58		

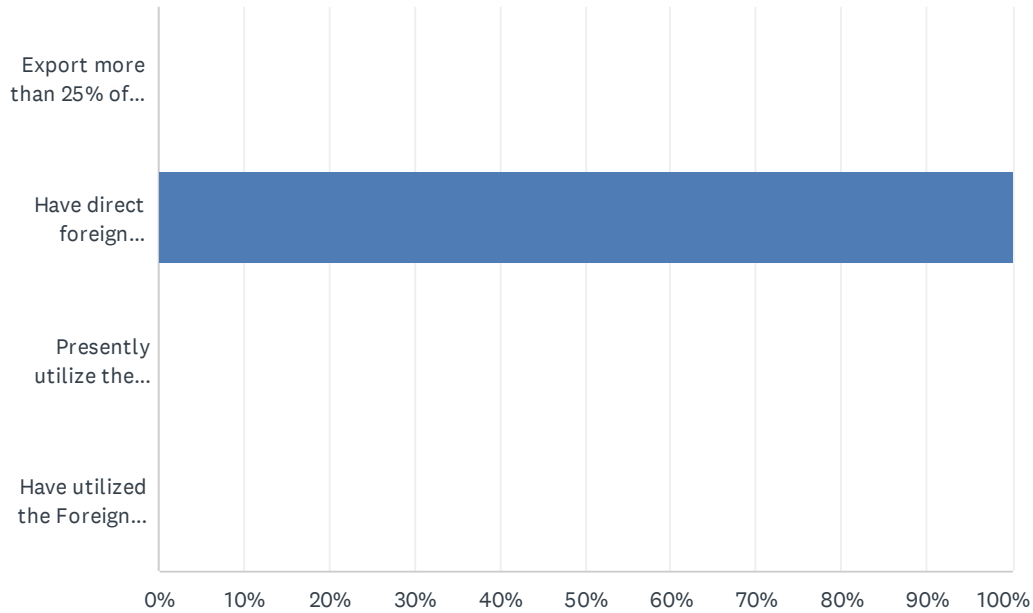
## Q15 How will you make your business more sustainable?

Answered: 41 Skipped: 20



### Q16 Does your company have an international presence? Please select all that apply.

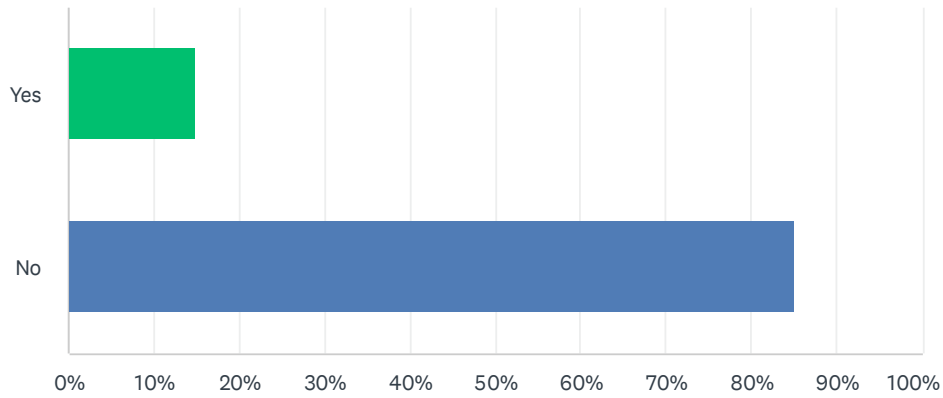
Answered: 3 Skipped: 58



ANSWER CHOICES	RESPONSES
Export more than 25% of goods produced	0.00% 0
Have direct foreign investment	100.00% 3
Presently utilize the Foreign Trade Zone (FTZ)	0.00% 0
Have utilized the Foreign Trade Zone (FTZ) in the past	0.00% 0
Total Respondents: 3	

**Q17 Would you like to be contacted for a one-on-one interview or join the CEDS Business Retention, Expansion, and Recruitment Committee? If yes, please provide your contact information.**

Answered: 60 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	15.00%	9
No	85.00%	51
TOTAL		60

## Q18 Other Comments

Answered: 6 Skipped: 55