

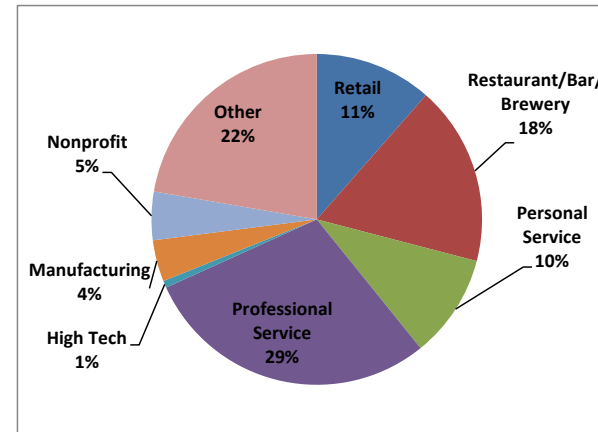
**CITY OF LOUISVILLE
COVID-19 BUSINESS IMPACT SURVEY**

Survey Question Responses

3. What is your type of business? (select all that apply)

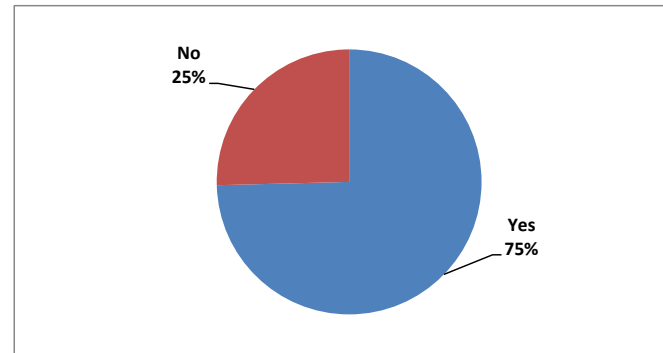
	<i>Response</i>	<i>Count</i>
Retail	13.18%	17
Restaurant/Bar/Brewery	20.16%	26
Personal Service	11.63%	15
Professional Service	33.33%	43
High Tech	0.78%	1
Manufacturing	4.65%	6
Nonprofit	5.43%	7
Other	25.58%	33
TOTAL		148
Actual Respondents		129

**Responses to "Other" are included on a separate tab*



4. Is your business a primary employer?

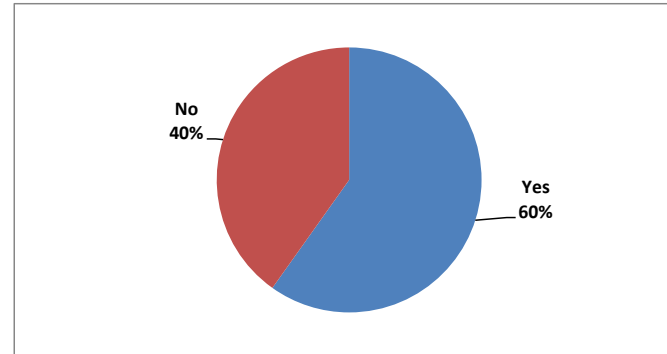
	<i>Response</i>	<i>Count</i>
Yes	74.60%	94
No	25.40%	32
TOTAL		126



CITY OF LOUISVILLE
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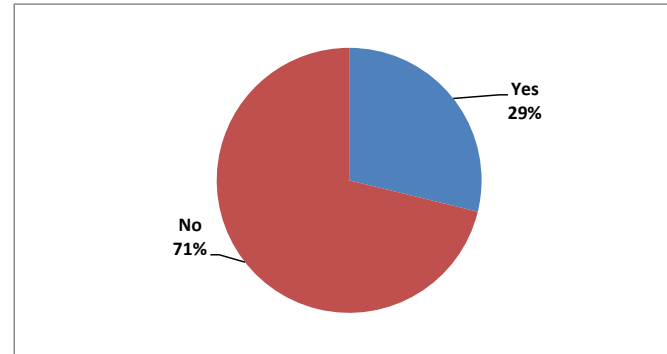
5. Is your business currently open?

	Response	Count
Yes	59.84%	76
No	40.16%	51
TOTAL		127



6. Do you have business interruption insurance?

	Response	Count
Yes	28.35%	36
No	70.08%	89
TOTAL		125

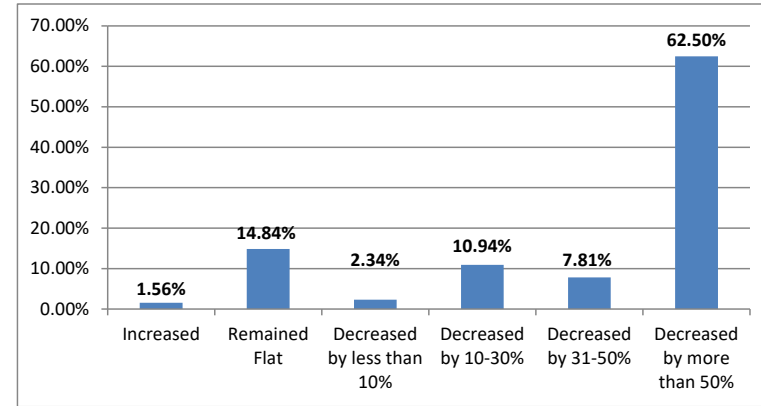


**Responses to "If so, does that insurance cover interruption caused by virus or pandemic or a government shutdown of businesses?" are included on a separate tab*

**CITY OF LOUISVILLE
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8. In the past week, sales in my business have:

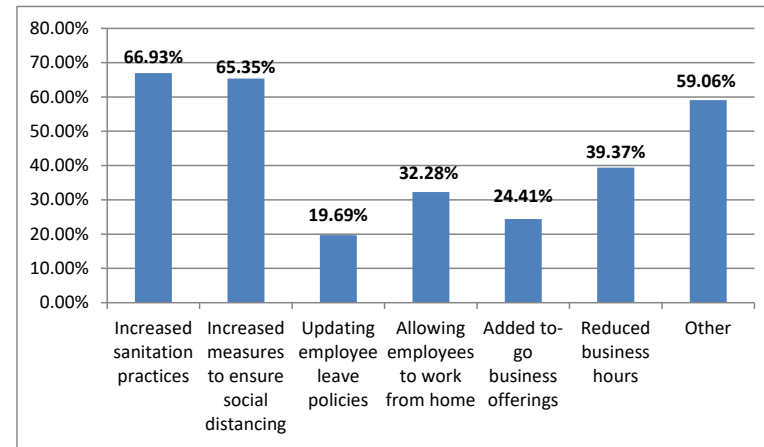
	<i>Response</i>	<i>Count</i>
<i>Increased</i>	1.56%	2
<i>Remained Flat</i>	14.84%	19
<i>Decreased by less than 10%</i>	2.34%	3
<i>Decreased by 10-30%</i>	10.94%	14
<i>Decreased by 31-50%</i>	7.81%	10
<i>Decreased by more than 50%</i>	62.50%	80
TOTAL		128



10. What changes have you currently made to your business?

	<i>Response</i>	<i>Count</i>
<i>Increased sanitation practices</i>	66.93%	85
<i>Increased measures to ensure social distancing</i>	65.35%	83
<i>Updating employee leave policies</i>	19.69%	25
<i>Allowing employees to work from home</i>	32.28%	41
<i>Added to-go business offerings</i>	24.41%	31
<i>Reduced business hours</i>	39.37%	50
<i>Other</i>	59.06%	75
TOTAL		390
Actual Respondents		127

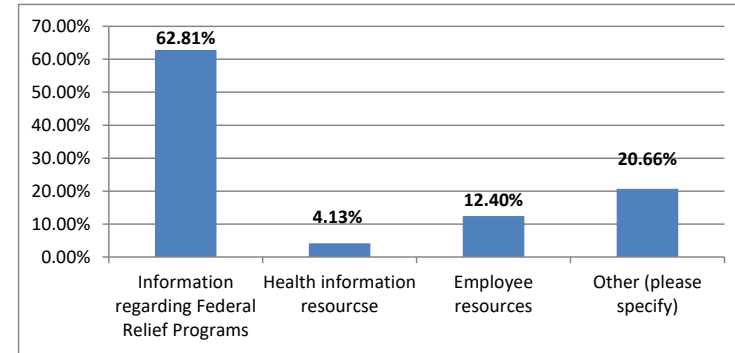
*Responses to "Other" are included on a separate tab



**CITY OF LOUISVILLE
COVID-19 BUSINESS IMPACT SURVEY**

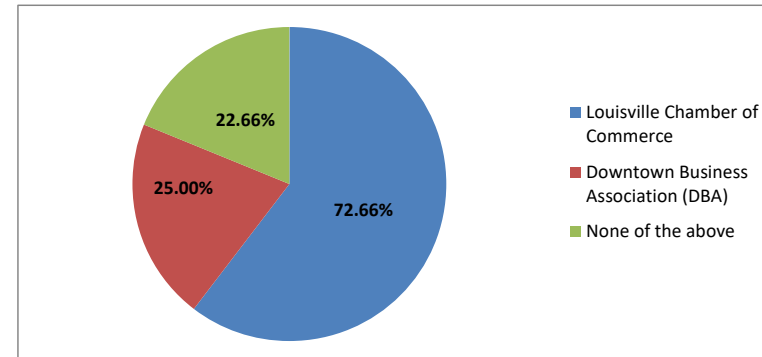
11. What resources and support would be most helpful for your organization at this time?

	<i>Response</i>	<i>Count</i>
<i>Information regarding Federal Relief Programs</i>	62.81%	76
<i>Health information resource</i>	4.13%	5
<i>Employee resources</i>	12.40%	15
<i>Other (please specify)</i>	20.66%	25
TOTAL		121



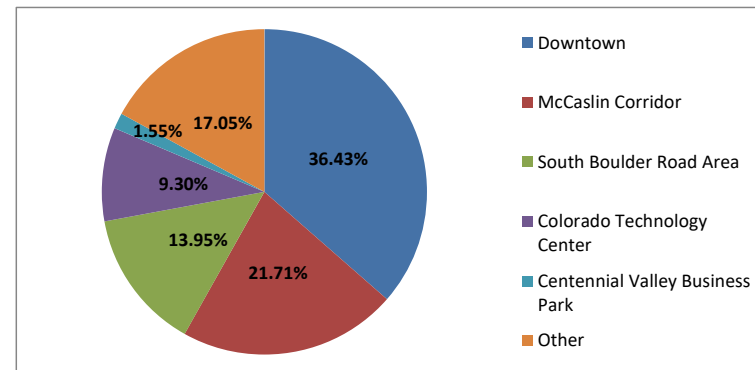
15. Which of the following organizations are you members of? (select all that apply)

	<i>Response</i>	<i>Count</i>
<i>Louisville Chamber of Commerce</i>	72.66%	93
<i>Downtown Business Association (DBA)</i>	25.00%	32
<i>None of the above</i>	22.66%	29
TOTAL		154
Actual Respondents		128



16. Which of the following best describes the location of your business?

	<i>Response</i>	<i>Count</i>
<i>Downtown</i>	36.43%	47
<i>McCaslin Corridor</i>	21.71%	28
<i>South Boulder Road Area</i>	13.95%	18
<i>Colorado Technology Center</i>	9.30%	12
<i>Centennial Valley Business Park</i>	1.55%	2
<i>Other</i>	17.05%	22
TOTAL		129



*Responses to "Other" are included on a separate tab

**CITY OF LOUISVILLE
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3. What is your type of businesses? Responses to "Other, please specify":

1	Residential Glass -- New Construction and Existing
2	CPAs
3	Coffee Shop
4	Own commercial and residential rentals on Main Street
5	Catering
6	Distributor
7	Salon / Spa / Tattoo
8	Home based business
9	Laundromat
10	Healthcare Service Chiropractor
11	Childcare
12	Solar Panels
13	yoga studio
14	School photography
15	Psychotherapy
16	Hotel
17	Wholesale Distributor
18	Freelance graphic design + marketing
19	Banking
20	Retail/ Wholesale Home Improvement
21	Tattoo, Piercing and body jewelry
22	Realtor
23	Yoga Studio
24	Education/Child Care
25	Auto Service - Car Wash
26	Sportings goods and garmet decoration
27	2 events in Louisville
28	Mental Health Therapist
29	Healthcare
30	warehouse distribution, outdoor gear
31	Massage Therapy
32	Dry Cleaners
33	Custom cabinets for schools, medical offoces and nursing homes

**CITY OF LOUISVILLE
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6. If so, does that insurance cover interruption caused by virus or pandemic or a government shutdown of businesses?	
1	No
2	no
3	I'm not sure
4	I don't know
5	Does not appear to
6	we're self insured through parent corp Trelleborg AB
7	not sure
8	Not that I know
9	No
10	I don't know
11	no
12	No.
13	no
14	No
15	Only if it is caused by a direct physical loss & that doesn't apply here
16	no.
17	No
18	I don't think so. Most don't.
19	not sure if we have coverage for this though
20	I actually don't know if I'm covered for business interruption but will check now.
21	no
22	No , I don't think so
23	no
24	Don't know.
25	No, our policy requires that we have BOTH a confirmed case (difficult since they are not testing most people) AND be shut down by a government agency. Goddard Systems INC (the franchisor) is currently trying to negotiate with the insurance company on our behalf, but totally unsuccessful so far.
26	We do, but no one is insured for a virus.
27	nope!
28	NO
29	No
30	No
31	No
32	IDK
33	No, it does not cover that.
34	No.
35	Yes
36	losses incurred by government mandated shut down of 30 consecutive days.
37	NO
38	No, they refuse to cover any virus/pandemic
39	No
40	Not sure. Have asked my agent if so.
41	No
42	unknown
43	I am not sure
44	No.
45	NO

**CITY OF LOUISVILLE
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7. How is COVID-19 currently impacting your organization?	
1	My store is closed. Very limited phone orders.
2	Yes. We have had to close our acupuncture clinic which is a revenue stream for us
3	Split shifts. Estimating digital and phone only. Extra extra extra cleaning, sanitizing and distancing practices. Restricted showroom and in-store ordering/pickup.
4	Our Sales are Down over 60% and we have laid off 2/3rds of our employees
5	Had to close the doors as of Mach 21 to May 1st. Too close to customers.
6	We are a children's and young adult theatre company. Our production for our Tapestry Theatre was cancelled and hopefully will be re-scheduled later this spring. Our rehearsals for many of our other productions are on hold until we are able to resume classes and rehearsals.
7	We are shut down. No income.
8	12 out 15 employees are working from home. We will be fine. The client conversations we are having are a completely different story. The majority of our small business clients are Louisville based and they are frightened.
9	Sales are down approximately 30-50% each day, depending on the day.
10	Our shop is closed (and has been since 3/14). I currently take orders over the phone or email for no contact delivery only, but that is only generating about 10% of my typical sales.
11	Absolutely
12	Layoffs, decrease in business, prospect of closure, lack of run through on product contributing to product waste, Financial crisis
13	I have lost 95% of my business in the past 2 weeks.
14	We are extremely worried that the small businesses that lease in our buildings may never open again.
15	We are all working from home
16	We are closed and only able to do business via the website and social media which is not much as people don't have disposable income. No employees have been severely impacted since I only had very part time people and they have other sources of income from spouses.
17	Clint cancelled all order for service because of the current government restrictions.
18	It is completely shut down and all staff has been laid off. We are trying to sell gift cards and shed our liquor inventory but I don't anticipate much coming from this.
19	We have some projects currently in design and/or construction which are experiencing slight impacts from client meeting difficulties, response from government agencies on approvals, permits, etc. and inspections on construction projects. But we are able to continue to work on these projects, maintaining safe distancing between employees and others who we need to interact with. However, projects in early planning stages are impacted more severely by cancelled client meetings, and cancelled or curtailed public meetings, including city councils, planning commissions, and other municipal boards and commissions, and neighborhood outreach on projects. This is slowing down our ability to secure future production work for our staff which could lead to future layoffs. We are estimating that our pipeline is only secure now for 2-4 months depending on the COVID-19 situation and it's effects on our clients and government agencies which we need to interact with.
20	My shop will close and I'll have no income to cover my rent and other business expenses.
21	We have laid off our entire staff, and trying curbside service with a very limited menu executed by myself, wife and some friends and volunteers to generate enough \$ to pay for the essentials such as electricity, insurance.
22	We have either had to reschedule client meetings, or change them to Zoom virtual meetings when possible. We have moved to a skeleton staff on-site, with staggered schedules to avoid too many people in close proximity. The rest of our team is working remotely from our homes, and have forwarded our office phones to our cell phones. Some of our associates live in areas that do not have great internet connections, and working from home becomes a challenge as connectivity affects the level of service they can provide our clients. We are troubleshooting this currently.

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7. How is COVID-19 currently impacting your organization?	
23	Very limited hours, menu and staff. All other staff was laid off
24	Down 60%
25	Horrible. Staff is scared and orders have slowed. Most staff working from home but it's very difficult on the business
26	we've changed to take-out delivery and have maintained our same sales as pre coronavirus
27	We are extremely busy assisting our customers with remote access assistance. So far we have been able to all stay healthy. Our employees are dealing with home care for children but are able to work at home and split time with their spouse.
28	Devastating. May not be able to re-open. Over 50 employees laid off
29	Bad.
30	We're closed for business with no opportunities to make money until we re-open.
31	I am no longer able to do home parties and unable to do events to meet new customers
32	We've had to close for 6 weeks.
33	Cleaning , maintenance & collections are more costly. I am 63 yrs old and my family is concerned about my direct involvement.
34	Killing us with daily calls dropping to zero but we can also help recover due to our skill set
35	We have lost 95% of our expected income and clients.
36	It has reduced it. Many people don't want me coming into their homes even though I'm healthy.
37	Have had to close and am losing business
38	Real estate market has dropped significantly - lost several deals this month and likely will not have too many transactions in 2020.
39	We can only have one appointment at a time to reduce risk. Promoting our business is more difficult. We are about a quarter of our usual business volume.
40	Not meeting with clients or other attorneys. Not going to Court.
41	We are experiencing a severe decrease in business.
42	We only have about 20 students in attendance today out of about 126 total enrolled. We have had to cut teachers hours by 40% and recommend that they apply for the work-share program with Colorado unemployment. We may have to make further cuts depending on how many of our families pay April tuition. It is a very serious situation for a business that runs on a relatively small profit margin. We are desperately hoping that the programs being talked about to support small businesses pass.
43	A lot. I am shut down through at least 4/31.
44	We decided to Close To protect employees and guests and help with the prevention of spread and community contact.
45	Completely shut down, all employees except one furloughed (filing for unemployment). Landlord still collecting rent at \$7551 a month, have lots of overhead still but no way to pay it, including not paying ourselves (the owners). Tough times is an understatement. Worried about the future of my practice and the patients we serve.
46	Stopped face to face to drive-up service only
47	We have had to lay off all employees at this time and shut down all manufacturing as ALL of our events have been canceled for the next several months which is 80% of our revenue and bars/restaurants and liquor stores are not ordering alcohol products at this time - that is our remaining 20% of our revenue.
48	The governor has forced us to shut down
49	Lesser volume, less hours
50	Sales have dipped by about 30% and staff availability has dipped about the same. Due to closure orders, our dining area has been closed.
51	Sales are down 90%
52	People won't sit with me to have a consultation nor will they proceed with solar out of fear of what may come financially.

**CITY OF LOUISVILLE
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7. How is COVID-19 currently impacting your organization?	
53	We closed the doors, so we're offering classes online the best that we can.
54	We have been forced to let go of all but three of our employees due to the 88% decrease in revenue. We have various overhead expenses (rent, especially) that will need to be paid at the end of the month, but will be cash-strapped to do so
55	Reduced Business, Reduced Service offerings, Fewer hours for our employees
56	All our customers are not ordering because no organizations or schools are open
57	we are shut down til September- assumed...could be later
58	I have to see clients online instead of in-person, which is significantly impacting the quality of the work we do.
59	We are doing door pickup only. Our total sales for the last 6 days were \$350. We are the restaurant at coal creek golf course. So obviously no golfers. We have struggled the last 6 months, and now just when the weather is getting good this happens. We get 2/3's of our business from the golf community and summer caterings, and tournaments. We could loose this sale opportunity if this last awhile.
60	Our work is slowing, but we are still able to work remotely. I have cancelled meetings with clients, but can still work on design decisions remotely.
61	Ascent is now running its services and mid-week programming completely online. In addition, we are increasing our focus on how we can help. I've been talking to Shelley at the Chamber, Andy at Moxie and others about how we could help. We have some ideas on ways that could be useful, including wondering if we should start a "Louisville Disaster Relief Fund" that people can contribute to and receive a tax deduction. We're unsure how to administer that though, but, as a non-profit, we could help in this way. Also considering other ways to use our building space as a service to hospitals and businesses if needed. Please keep us in mind for this!
62	My practice has drastically decreased since last week. I have moved to virtual therapy sessions, but people are either anxious about the new format, worried about their own income source, or have kids at home and less ability to take time for therapy. I also have my kids home, so less able to work as many hours/offer guaranteed privacy
63	We've shut our doors for a bit and are praying business returns when we reopen
64	Greater than 75% reduction in new leads. Cancellation of projects that were already booked/signed. Delay of most interior painting project.
65	We had to close our first production before the run ended, and we have to postpone our next show, hoping that we can reschedule later in the year. Of course, we may have to postpone the whole season until 2021, but we're trying to be optimistic and proactive.
66	moving from primarily an in-person service to remote/virtual.
67	We are a gym so our clients are unable to come workout in our facility.
68	We have closed the week of 3/23 (and perhaps longer) but as we operated through the week of 3/16 we lost approx 75% of our business.
69	We have all employees outside of warehouse(2 employees) working from home. We manufacture and sell outdoor apparel and due to the closing of most retail in the US we are heavily affected.
70	Yes, we are more than likely going to have to close this business.
71	We can not open or employ the 15-20 students we had planned on employing this year. Half of our family income is nonexistent.
72	Reduced/Shortened Work Hours, not allowing clients to walk-in for service. All clients are handled via email or Phone.
73	Thankfully, we are able to work remotely. However, residential internet speeds are not adequate for the number of people in our neighborhood working remotely and other internet usage. The slow internet speeds create difficulties for work flow within our team and increased video conferencing. When BVSD is back in session next week, I expect to see further reduction in internet speeds.

**CITY OF LOUISVILLE
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7. How is COVID-19 currently impacting your organization?	
74	Sales are less than 1/4 of normal this month and expected to decline. Will not be able to meet fixed expenses for rent and utility.
75	We have temporarily closed our retail store (in Denver), and all employees are WFH until further notice. We may have to lay off our 2 retail employees. We are keeping our shipping open for ecommerce shipments, but sales have dropped considerably.
76	We are seeing 30-40% of our normal patient load. This week I am not having my staff come in because they are over 60 years old and I don't want to expose them more. So we are running the front desk ourselves now.
77	Sales are down I would say at least 95%, I have 3 employees that we are paying out of a personal acct so they dont leave, and they are able to provide something for their families. We still have bills to pay with no money coming in. We are trying to do business remotely through email, but my vendors are closing and shipments are projected to come in June. We provide promotional items for businesses and large events, and the events have all been cancelled. I am sure we share the frustration with everyone.
78	I'm not allowed to see clients until April 30th. I'm in Pain Management and yet I have to close, while other therapy professions are allowed to stay open. It seems very unfair.
79	We are down to 90% of sales and only reason we are open is because we have customer who needs us.
80	Severe loss of business revenue - forced layoff of a majority of employees.
81	Jobsites have closed not allowing us to deliver product. Projects have been put on hold. Before this we had work into November. Now we will run out of work in 8-10 weeks.
82	Clients concerned about their finances are cancelling appointments
83	Major hit on sales.
84	I had to lay off all of my staff and I have zero income coming in. I cannot pay the most basic bills such as very high rent / overhead.
85	We are unable to see patients and therefore cannot pay employees.
86	Still waiting to see how much of an impact we will have. OUR manufacturing division may have to shut down and lay off all those employees but so far our projects division is still doing jobs. Since we work on infrastructure
87	Employees are working remotely. Businesses we work with are delayed in getting back to us regarding the services we offer to them. Delay in CDOT contract.
88	We have had to close our dining room, but we are staying open for takeout and delivery. Our staff's hours have been reduced drastically. We saw an uptake when the governor approved alcohol to go, but I am not sure how long we can stay on operating this way. We can basically choose between paying rent and paying our employees at this point because the landlord doesn't seem willing to work with us. Our Boulder landlord forgave April rent and 1/2 of May.
89	Office is shut down and we are working remotely. We are a civil engineering firm that works with municipalities in Colorado. The City of Louisville is one of our clients. If construction and design projects are put on hold by municipalities we will be heavily impacted.
90	I have closed my office. I provide energy work one-on-one with clients, and fall into the 'massage' category. So per state mandate, I have been closed since last week.
91	We are completely shut down. We may not have any revenue until August.
92	We can no longer take in person photo shoots and we are a portrait studio. We've had multiple cancellations-from small shoots to large corporate events.
93	We are limiting staff, but trying to stay open to handle essential vehicle needs.
94	slow down of work coming in
95	Our business is regularly take-out and delivery already, so we have only had to limit our contact with the public and monitor our employee health much more stringently
96	We are shut down by government order
97	Many of my clients don't want to do virtual therapy and want to wait to see me in person.

**CITY OF LOUISVILLE
COVID-19 BUSINESS IMPACT SURVEY**

7. How is COVID-19 currently impacting your organization?	
98	Very little business-considerably less traffic
99	I am closed?
100	Commercial businesses/Restaurants closed Residential cleanings cancelling because of health/financial considerations
101	My "regular" dog walks have cancelled due to humans being at home. Spring break and other travels have been cancelled for the foreseeable future and so clients do not need pet care.
102	Our shop has been closed since the 19th. So we will be losing a month and 12 days worth of business. I cannot afford to pay my staff during this time and will likely have to close my business permanently.
103	The hotel has lost about 80% of it's business. We had to let go half of our staff.
104	Our business is to supply estheticians with products they need for services. Salons and spas have been shut down until April 30.
105	Completely shut down
106	No in office patient appointments, only telemedicine appointments.
107	Most of my current projects were cancelled by clients concerned about economic downfall and I have not received one new project inquiry via phone or email since the schools were shut down on Thursday, March 12.
108	We had to close all primary operations
109	no direct impact/confirmed cases; most office staff working from home, plant operations running at approx. 80% capacity
110	I'm isolating so cannot visit clients' homes to clear and pack.
111	We had to close
112	Sales are down by 90+ %
113	we are temporarily closing our Louisville branch for a few weeks - not sure when we will reopen depending on gov't restrictions and staffing availability. This is effective 3/26/2020
114	Clients do not want strangers in their homes for fear of infection. Now cannot visit showroom due to stay at home.
115	Clients moved to online therapy and a number of clients for each partner have put therapy on hold due to increased childcare, partner losing a job, or saving money due to impact of COVID-19.
116	We are closed and can't work until April 30th.
117	No buyers and no sellers
118	Devastation, loss of business, work force reduce drastically, virtually no revenue
119	I am closed
120	We are closed and we had to lay off employees :(
121	The closure means that our teachers have lost their primary source of income, the families have lost the support we provide to their parenting roles, and the children have lost the continuity of care and social connectedness that helps them grow and learn.
122	We are unable to operate any of our youth soccer programs
123	We have an increased client load, and have had to change our operational procedures significantly.
124	I have had to transition my services completely to online via zoom working solely from my studio with contractors working from their home. We have had to create extremely discounted online packages which helps to bring 'some'revenue in, however, while we do have some clients taking advantage, due to other service organizations offering FREE classes, this has obviously impacted our revenue. I am grateful for those of our clients dedicated to our business, the the lack of normal income coming in has affected our bottom line. We will continue with this discounted policy as i am dedicated to the health and well being of my clients and will continue to creatively create options for my clients to keep moving.
125	completely shut down with no income
126	We are a fitness center and we are closed under Governor Polis.
127	100% closure

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9. What future impacts do you anticipate?	
1	I am hopeful that I can stay in business. I have a lot of inventory that I need to sell. Depending on how long this goes, I hope to still have my store.
2	We are a non profit school and barely break even each year. Any lose of income is detrimental to our cash flow and meeting our expenses.
3	The same thing everyone else is. No paychecks = no money to put back into the economy.
4	It is hard to determine. As more regulations come out we are trying to adjust our business to stay open and keep as many people employed as we can.
5	Small biz -you don't work you don't get paid -bills still want to be paid.
6	Loss of income should we not be able to re-schedule performances; re-scheduling many spring classes with limited rehearsal space and performance space.
7	Multiple fronts. Financial, appointment difficulty, Layoffs, rent payment difficulties, debt accumulation
8	Decreased revenue through the business closures our clients experience.
9	We are working hard to cut expenses and working with vendors to get relief where possible. We have applied for disaster relief through the SBA. If sales continue to be low for a long period of time, then we have consider closing permanently or selling the business.
10	Although I am primarily a retail store, I sell perishable items (chocolate and candy) and I will have to dispose of a good percentage of my inventory after 2-3 months of being closed. The businesses debt will grow, as I am still required to pay rent, utilities and insurance to maintain the business infrastructure. I will also have to take on more debt to restock the store when I can re-open. Basically, each week we are closed the hole gets deeper.
11	Keeping Employees
12	continued layoffs, waste of products, Closure resulting in the end of 22 years in business.
13	I do not anticipate much if any income throughout the entire duration of this pandemic. I am very worried about losing my lease due to inability to pay rent.
14	Loss of rents, change in downtown experience, mental heath problems for business owners due to extreme stress
15	Unknown
16	Larger decreases in income, probably over 50-100%
17	Ability to pay bills and maintain limited staff.
18	Cash flow will be practically non existent until this crisis is over and we will be paying back any loans we secured to get through this for quite a while.
19	See #7. We understand that Denver and Boulder are taking more drastic measures regarding "lock down" than has been ordered by Governor Polis. I strongly object to a sledgehammer approach to all parts of the State and all communities and believe that the Governor's measured approach is very appropriate. I believe that Louisville is much different than Denver and Boulder and that it should not be subject to the types of restrictions being imposed on these more densely populated cities. Such extreme and unnecessary measures would only hurt our local economy more severely than we are already facing. You can see every day that , as a community, we are rising to the occasion, practicing safe distancing, avoiding large gatherings, etc. I have faith in our community that we can handle this without heavy handed restrictions.
20	Unable to pay rent, employees, myself and possible loss of entire business.
21	IF this continues, It will be very difficult to find the \$ to reopen the business.
22	In response to question #8, our business is not based on sales. As financial advisors, our income is based on a percentage of the assets we manage. The current market situation has had an impact in that respect, but right now our main focus is keep our clients calm, on track, and be a voice of reason for them. As things progress, we are preparing for the order to shelter in place, which means our entire staff will be remote. We will have designated team members stop by the office for mail in order to check for time-sensitive items. There are some meetings that are best held in person, such as those pertaining to interviewing new clients, these will be on hold and that impacts the ability to grow our business.

**CITY OF LOUISVILLE
COVID-19 BUSINESS IMPACT SURVEY**

9. What future impacts do you anticipate?	
23	We set up delivery and hoping to increase business
24	Probably drop even more, a loss of almost all of my wholesale business.
25	Depends on how long this last
26	can't say
27	I expect that we won't add new customers during this time (the next few months) as customers will likely stick with who they know. There is a risk that customers don't make it through this which could cause a drop in business. We have had a couple of customers hold off on orders because they are nervous their business is going to drop off.
28	Unclear
29	Bad
30	We just need to get our doors back open ASAP.
31	I figure my sales will decrease because I will only be able to work virtually
32	Trouble paying for lease and other bills that are required to operate the salon. Fear of losing our two booth renters.
33	It is hard to project as washing clothes is a essential service. Clean clothes are important in personal hygiene.
34	either failure or success, day by day
35	Loss of employees, loss of clients, loss of sales.
36	It may be slow for a while. It's hard to predict.
37	don't know...
38	Real estate market will flatten like it did in 2008-2009
39	I am not deterred by this. The law of life and the intelligence of human beings will create a way to move on with life. There will be no better than chiropractic to take care of your frame, your nervous system and their relation to your immune system. This will touch our economy in every way, and it will also open people's eyes to the fact that they CAN protect themselves and their family through the daily actions they take from now on. I anticipate rolling out "well-being made affordable" programs and doing our share of "hardship" cases as this will devastate many in our economy and our world.
40	Depends how long pandemic lasts.
41	Not being able to pay employees or possibly rent
42	I think it will be really difficult to keep families enrolled and paying tuition if they are not sending their children. Some understand that our teachers live paycheck to paycheck and have been supportive up until now but we are seeing more disenrollments.
43	I have completely lost my income until I can see clients again.
44	Loss of revenue and increase of debts
45	If this goes on for longer than a month, we may end up going bankrupt.
46	We are an essential business, we will remain open via drive-up
47	Without an SBA loan we do not believe we will be able to continue our business.
48	Major losses, all staff on unemployment insurance
49	Moving out
50	I expect to run out of cashflow to continual fix costs like rent, insurance, etc.
51	Can't do this for long
52	Layoffs
53	I anticipate that sales will continue to be lower than they would otherwise.
54	Lasting fear that people have to be around other strangers, resulting in lost/decimated revenues; inability to pay interest on past-due expenses; a recessed economy that prevents people from dining out (seeing that it, and other luxury goods, are the first to be cut from personal expenses).
55	it will get worse with greater government regulation
56	not sure

**CITY OF LOUISVILLE
COVID-19 BUSINESS IMPACT SURVEY**

9. What future impacts do you anticipate?	
57	may not reopen til Nov or Dec.may not do the 2 run races in town b/c social distancing and rules in Sept Oct
58	Increased cancellations.
59	Loss of golfers, caterings, golf tournaments, and local community support.
60	Not sure. Projects in the middle of install will likely stall out very soon. This impacts our clients.
61	* Potential slowing of fundraising for 550 McCaslin project. * Reduced income projections for rest of year. * Some layoffs and cuts. :(* Re-thinking our entire "model" because we are an organization that is built around in-person contact.
62	My business will continue to be affected as I don't believe people will feel comfortable spending the money on therapy and/or not meeting their therapist in person.
63	Laying off staff and not taking a paycheck for a bit myself.
64	Lower business demand. Strain on cash flow. Potential need for layoffs.
65	As noted, we don't know what will happen for the rest of the year's shows. Obviously, it depends on when and if the health emergency is under control and on when the Louisville Center for the Arts re-opens. In case of a full year of shut-down, we'll lose a lot of revenue in ticket sales.
66	We see it as an opportunity to grow and expand through technology and reach. We don't see it as an inhibitor
67	we will be "ok" if this closure only lasts til the end of April, however if it extends into May/June we will be in a very difficult position paying our rent, insurance, coaches, etc.
68	A minimum of 75% loss of revenue for every week that we are closed (we can perform some telehealth). We think we will ramp-up quickly once it everyone comes out of quarantine, but who knows for sure.
69	Q2/Q3 will be close to total loss. We hope to salvage 40-60% of Q4 pending the state of the economy and are forecasting that our sales in 2021 will be down 40% compared to 2019
70	full closure
71	Zero income, zero ability to employ youth in our town
72	
73	We expect reduced demand for engineering service as the economy continues to slide into recession/depression.
74	Unable to make expense payments. May not be able to bring staff back.
75	We have completely lost all sales for spring/summer 2020. It will likely cause our retailers to have to sell Spring product in the fall, this decreasing our fall/winter sales. If businesses are still closed an jobs are not recovered for those employees, we likely will have significantly decreased sales in Q3 and Q4.
76	Possible closure or emergency patients only, depending if the state closes us down, like many other businesses. Employee layoffs and financial stress. Since we are small business owners, we don't get bailed out and we don't want to have to take out loans that we have to pay back when there's not as much \$\$ coming in.
77	I am not sure I will be able to pay and keep my employees which are specifically skilled. I am not sure how businesses will feel about rescheduling events as things are unsure right now about what will transpire with the virus. Our house is tied into the business and it scares me that we may lose our house as well as the business. I am not sure business will continue as it did before the virus; meaning I believe it will take months before sales are back to normal and I don't know if we can wait for that. We may have to close before then...
78	It will take a few months to gain savings and clientele ...it will be interesting.
79	The longer this goes on, we will not be able to pay utility, rent, payroll etc. Worst case would be closure permanently
80	Lost sales revenue will continue and recovery is uncertain and unlikely without government intervention (mandated rent/tax deferment)

**CITY OF LOUISVILLE
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9. What future impacts do you anticipate?	
81	This could mean a full closure of the business. If things change for the better, it could mean record profits trying to meet the needs of our customers. Who knows?
82	More reduction in clients
83	No \$ for rent etc
84	I am not sure I will be able to re-open in a month because my landlord expects April's rent by April 1st. I will most likely get kicked out of my location, unfortunately.
85	Depends on the outcome of the disaster loan I've applied for and how long the COVID related problems last. Worst case scenario, we will shut down permanently.
86	Decrease in Manufacturing sales by 50%
87	Changes in my workforce headcount.
88	I don't see us being open much longer, either by order of the State or because we can't maintain enough sales to make it worth being open.
89	Hard to tell a this point.
90	When the need for social distancing passes, I suspect that I will be busier than before the crisis affected business' ability to stay open.
91	No business until August.
92	We anticipate this lasting a long time, and at least 2-3 months of disruption for our business.
93	Loss of operating capital depending on the length of these business closures.
94	unknown
95	We are worried about our customer base needing to tighten their spending due to loss of income from government shutdown of their jobs.
96	We have no income until the closure order is lifted
97	I think people will be reluctant to see out therapy.
98	Not being able to Pay rent!
99	Depending on the duration, it will take a considerable amount of capital to reopen. Besides unpaid bills, we will also need capital to get the ball rolling again.
100	Continued lack of need for my services since people are sheltering in place. Until it's safe/people feel comfortable traveling again, I expect no pet sitting jobs in the next couple of months (which is my main income). Things may pick up a little when employees go back to work, but that is a very small portion of my income.
101	If I'm unable to receive external funds/loans, I'll have to permanently close.
102	We believe it will take over 6 months or more to recover depending how the economy bounces back after this is over.
103	It depends how long we need to stay at social distancing and isolation.
104	Complete loss of income for the immediate future. I need to find work. Unable to pay office rent and other expenses in the future if something doesn't change
105	Likely that thing will be slow through the next 2-3 weeks. If the stay at home order continues, I think I may see an bump up as people will be more accustomed to being home and doing telemedicine.
106	My guess is business will continue to be slow since graphic design and marketing are generally bonus budget projects and not always essential to people running their organization. I would guess most clients are just pausing any current projects to see what happens over the next few months with their businesses, schools, etc. I will start looking for a new job elsewhere if business does not pickup before then but know many other service providers are in the same boat.
107	Not sure that people will want to return to an arcade for fear of germs, nor a bar, shows, etc.
108	reduced overall demand coupled with urgent/expedited orders for critical items
109	Slow economic return. People may postpone acquiring new property.
110	We are going to struggle to open up again.
111	That depends on the length of the crisis

**CITY OF LOUISVILLE
COVID-19 BUSINESS IMPACT SURVEY**

9. What future impacts do you anticipate?	
112	we will reopen just not sure when. Our branch hours may permanently change
113	Severe lack of business due to the fact that we must enter homes to measure for our products, and we must meet with people to touch & feel product samples.
114	Clients losing money and not being able to afford therapy services even at reduced rates.
115	We expect it hard to make any money. We hope our landlord will work with us, so we don't loose our retail space, but at this time they are not willing to work with us.
116	The real estate market has slowed down and with a recession and with investors losing money in the stock market, it will impact the real estate market for awhile
117	Way too many variables in the future. Almost impossible to predict the impacts.
118	Closed for 2 months, at least
119	Hiring, cash flow trouble
120	I worry that when we reopen many families will choose not to return due to their personal loss of income.
121	Staff furlough / unemployment Reduction in the size of business
122	We will have long-term fundraising challenges as businesses and individuals bounce back from the impacts they have experienced due to closures.
123	Unsure. Definitely continued decline in normal monthly income until all this passes over. I will continue to offer our services online to memberswe are seeing a slight increase of participation. Hoping that continues. However, if the decline continues, we still have to meet monthly expenses, specifically rent and we are hoping our landlord will give us some leeway.
124	Impacts are likely to linger beyond mandatory shut down period until people feel comfortable in a crowd
125	Continued decreased sales and potential layoffs.
126	Slow business recovery. People will be tight on there spending specially for buying art and home decor

**CITY OF LOUISVILLE
COVID-19 BUSINESS IMPACT SURVEY**

10. What changes have you currently made to your business? Responses to "Other, please specify":	
1	closed
2	making modifications to online school for our students
3	See above.
4	Added Delivery Service
5	Closed
6	Closed
7	Moved meetings to Zoom.
8	Trimmed staff hours, cut expenses
9	Closed entirely, laid off all employees
10	Daily Communications with our staff
11	Curbside pick up, limited menu offerings
12	Business is closed
13	Teleconferencing for clients and consultants instead of in-person meetings
14	Added online gift card purchase option
15	Virtual meetings for clients
16	limited menu
17	dropped staff by 2/3.
18	modified menu to offer dinner
19	moved business completely virtual
20	We had to close
21	Safety gear training
22	now closed
23	We are staying open to relieve hospitals and other clinics of cases that are not emergency or COVID19 related.
24	Held meetings over the telephone.
25	Cut staff hours by 40%
26	I cannot currently practice.
27	We are shut down.
28	Only available for emergencies per government order
29	Offer online/phone consultations
30	Worked for free
31	reduced service offerings
32	not to do any events
33	Cut our staff from 9 employees to 2
34	Online Services and mid-week offerings
35	Telehealth
36	Offering remote estimating with no in-person interaction.
37	We've completely shut down until we get a go-ahead from the powers-that-be.
38	at home workouts
39	Furloughed 33% of our employees.
40	All employees working from home w/1 employee manning warehouse.
41	Closed the shop
42	We closed our physical office and asked all employees to work remotely for the foreseeable future.
43	We are treating patients and running the front desk.
44	have staff gmail calendar so only one staff member in office at a time
45	I'm not allowed to work
46	Internet sales

**CITY OF LOUISVILLE
COVID-19 BUSINESS IMPACT SURVEY**

10. What changes have you currently made to your business? Responses to "Other, please specify":	
47	I am offering curbside pickup of herbs, but, that is barely any money and will not pay rent. Not even close. We cannot work from home - we offer acupuncture and massage services and were mandated to close via DORA.
48	closed to patient care
49	Every day is a new challenge. We are adding family style meal options and bulk options for people. We've added delivery to our online ordering.
50	Closed. I am a sole employee. I rent space, and cleaning is provided by the landlord.
51	1/2 crew is now in place
52	Closed business
53	Providing phone and video therapy (telemedicine)
54	Increased social media marketing and offering services via FaceTime
55	We are closed.
56	I'm doing all the recommended practices with sanitation and social distancing, but it has no impact on my business since I have no work.
57	Closure
58	We are doing some online free training for our customers that are off work now
59	Forced to shut down by governor. Cancelled chamber membership - for now
60	I have just made my clients aware that I am still operating and available for design services but on a slightly different schedule with our kids home and husband home working too. We are taking shifts throughout the day working/caretaking the kids.
61	Had to lay off all of our employees
62	restricted visitors/contractors, no face-to-face meetings
63	Closed
64	Showroom by appointment only
65	All clients are being seen online for teletherapy
66	We had no choice but to close
67	Not meeting buyers & seller in person.
68	Ozone 8 are building nightly
69	Closed
70	Temporarily Closed
71	We have had to learn how to navigate the technology that could be used to stay in contact with our children and families. For a preschool that values hands-on, play-based learning for young children, this is totally outside of our wheelhouse and counter to what we stand for. We can be, and are, creative and out-of-the-box thinkers, but this has challenged us in ways we never even considered.
72	Online services for our clients. We had to change our business model in less than 24 hours
73	shut down
74	Closed
75	Store - open by appointment only

**CITY OF LOUISVILLE
COVID-19 BUSINESS IMPACT SURVEY**

11. What resources or support would be most helpful for your organization at this time? Responses to "Other, please specify"	
1	none
2	All of the above, in case I don't already have them.
3	deferred credit card payments and deferred rent payments
4	logical measured response from local government (unlike Denver & Boulder). Increase efforts to enable City council, boards and commissions to continue to function and process approvals.
5	some guidance/support and strongarming on closures. We should not have as much open right now as we do.
6	How the city is going to defer any monies owed..water, sanitation, taxes, etc
7	Local & state support to assist in reduced sales.
8	Decrease lease payment when business is unable to operate/generate revenue
9	Communication w/ residents/members that they should proceed w/ solar and meet with me virtually
10	Just notifying the public that we still have yoga available via stream.
11	Dont' know
12	its all up in the air
13	In what ways can we help you?
14	Pause on rent expense that's not being used right now
15	Paying rent
16	Most helpful would be a widespread awareness of our existence and our need for the community to back us by attending our shows when we're able to re-open.
17	accurate local data
18	I would like to not have to incur any more government fees and charges while I close up my business. ie: family paid leave, etc.
19	Increased spending on infrastructure
20	I feel that I'm okay for now. My spouse is employed and working from home, so we still have income.
21	I don't think there is much that can be done.
22	Tax deferment
23	End to virus.
24	Funding
25	Kill the virus. It will protect the health and will being of America and beyond.

**CITY OF LOUISVILLE
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12. What resources and support do you anticipate needing in the future?	
1	Possibly small business loan.
2	A loan with a low interest rate for a non profit higher education school would help continue our existence.
3	PPE. Ability to stock my business with what it needs from places like Costco without limits on products. Better yet, being stocked to begin with. Financial. But I hope not.
4	Can't anticipate at this time.
5	Don't know
6	additional grants to help us pay rent while we don't have new income to pay for rent, royalties for future productions.
7	Money
8	Primarily working capital. Given that we just hit 3 months of being open, we were still in the red as many start-ups are when first opening.
9	I need low or no interest small business loans to pay down the debt that is mounting, direct grants to help my laid off employees (who for the most part work too few hours to qualify for unemployment, but are still dependent on the income they made when working at the shop). Would also very much like clear guidelines around any Shelter in Place/Stay at Home orders the city issues. Does that mean that I cannot take and assemble phone orders for no-contact delivery if I am the only person on the store premises?
10	RENT RELIEF for our businesses- if we can give and continue giving incentives to Alfalfa's, then we certainly can assist businesses that have been good to our City
11	Pauses on rent payment, taxes and loan relief.
12	Rent abatement would be the most helpful at this time. I am in Koko plaza.
13	Financial
14	unknown
15	Same as above
16	Financial relief and returning to normal.
17	A relief package in the form of grants rather than loans. Debt will just be an additional burden as we try to recover.
18	I don't see much specific support for my business that the city will be able to provide. I would encourage as much relief and support as possible for our local businesses that are most affected, such as restaurants, bars and entertainment venues. I also think that the city has a primary role in outreach and assistance for our vulnerable seniors who will need connections (such as senior center activities and support programs) as much as they will need more health and wellness care. Please facilitate volunteer programs etc. to assist if possible.
19	Deferment of rent, loan payments, interest and government aid.
20	Financial & tax relief
21	turn to community
22	business support. financial support? sales tax relief during/after this?
23	It's hard to say at this point. I'm hopeful our business model will carry us through this and we can help others more than needing help.
24	Everything...loans, grants, deferred payments, etc
25	Money
26	I will need marketing to remind people that I can still help them.
27	Assistance in promoting our business as a active & essential service in this Pandemic.
28	Cash
29	Financial support, employee resources
30	Hard to tell yet.
31	decreased in lease payment to keep business viable until we can reopen
32	Not sure.

**CITY OF LOUISVILLE
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12. What resources and support do you anticipate needing in the future?	
33	Promotion of being the healthiest community the united states has ever seen! We have enough beer festivals, let's drive our health to be sustainable, just like Mayor Ashley made the recreation facilities energy sustainable. The potential of Louisville lies in its' people.
34	Guidelines on continued social distancing and interaction with public.
35	I don't know
36	Help navigating the Federal and state relief programs for business.
37	Income replacement
38	Marketing for re-opening, small business support and perhaps news articles on our business when reopened
39	We need government assistance to pay our employees and cover overhead.
40	Financial and housing
41	An SBA Loan
42	Government assistance of any kind for the business and staff
43	All
44	Financial support towards fixed costs
45	More of the same
46	I would need rent relief.
47	Low-interest loans, grants, a stimulus package passed through congress, state-level tax relief, abated rent, readjustment of the commercial RE market in Boulder County.
48	Customers to return upon end of government mandated shutdowns
49	delaying payments to vendors (dating)
50	for my business...nothing city can do
51	Start up cost, replenishing our inventory, hiring up to 14 new employees,. catching up with outstanding bills.
52	I'm not sure what the City can give us, but remember us as a resource: 1. Potential Disaster Relief Fund 2. Warehouse space that could be used by local businesses or hospital if helpful. 3. Army of volunteers we can mobilize.
53	Financial
54	Paying rent
55	Grants to keep staff. Marketing to spread the word that we offer remote estimates without in-person interaction.
56	We'd appreciate the same sort of attention that other businesses receive in encouraging the community to support local businesses and artists.
57	not sure
58	aid in paying our rent - options for that
59	Advice on procuring SBA and other federal relief financial packages/loans.
60	We need to be able to keep our warehouse open as long as Fedex and UPS are operating.
61	Zero to low interest loans
62	We may seek a business loan for operating expenses if clients are slow to pay our invoices.
63	Rent relief. Maybe a loan.
64	Help with our employees who are being laid off)if it comes to that). I need to know how to help them get signed up for unemployment, and ease their fears that they are out of a salary and will not be able to survive, pay their mortgages/rent, and provide for their families.
65	It would be nice if the government gave small businesses grants. We work very hard, pay a lot of taxes, and in situations like this, we don't get much support at all.
66	Relief loans, relief for my employees as unemployment will take 6 weeks and they need to pay bills and eat before 6 weeks. I would like for landlords and utilities to offer deferment without penalties as continuing to have to pay bills when nothing is coming in is almost impossible to keep our head above water.
67	How about Financial help, that doesn't involve paying off interest.
68	Rent cut, payroll cut, low interest financial would be good

**CITY OF LOUISVILLE
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12. What resources and support do you anticipate needing in the future?	
69	Freeze/deferment on rents/taxes and insurance premiums.
70	Money
71	Rent reduction
72	Rent help
73	Will there be any relief for operations expenses? Rent support? Mostly, I will need overhead support to get my bills paid to re-open. Then, I will need to rehire my staff if they are still available.
74	Loan to keep afloat until things get better, and rent / mortgage forgiveness.
75	Not sure at this time
76	Funding for nonprofit organizations; funding to offer employers TDM incentives, subsidies, etc.
77	loans to help us pay employees and get restarted when this passes.
78	A reduction in rent would be appreciated, and perhaps help with marketing letting the community know when I'm open for business again (and when a postponed community wellness fair will be rescheduled).
79	not sure
80	I do not want to lay off my studio manager, but it could happen. I would like to be able to keep her on. I can also forsee our overheads which include rent, insurances, internet, phone to stay the same even though we are not making nearly enough money.
81	Financial support for the business perhaps. Not sure what will be needed.
82	We simply want to be able to have the city tell us we can keep working as we always have at this site. At this time the city has told us no , we can no longer continue work the auto motive at this site. That would mean that 6 families would no longer be supported at Fordyce Auto Center .
83	Relief from fixed expenses until business can reopen
84	I don't know.
85	Just more business
86	How to decipher the Federal Aid Package and new unemployment laws.
87	Loans/grants
88	Stipends/loans
89	Companies traveling back to the area and potential new business through new travelers coming to the area.
90	I don't know yet.
91	Help finding a job for now Understanding of how to prevent this in the future if possible from a global epidemiological perspective
92	Not sure
93	I don't know that there are any resourced the city can provide me as a self-employed freelance business of one.
94	Adding a second staff member on a part-time basis. A new web site is in development.
95	Financial support
96	Funding
97	financial and mental help and services.
98	Extension of credit to pay fixed expenses and employees if possible.
99	Marketing support, referrals and support with community outreach to help support the mental health of our community and members
100	We need all the help we can get
101	Is there unemployment benefits for the self employed?
102	Operating capital
103	Funding, rent relief
104	Rent abatement Energy bill abatement Internet bill abatement
105	Marketing that will bring people to our door!
106	financial
107	Fundraising support

**CITY OF LOUISVILLE
COVID-19 BUSINESS IMPACT SURVEY**

12. What resources and support do you anticipate needing in the future?	
108	At this point, information and keeping abreast of all that the city and county is doing. At this time we feel we can handle the brunt of this unless it continues through the summer.
109	loans, grants, or delay in required city/state tax payments
110	Financial
111	Grant or a low interest business loan

**CITY OF LOUISVILLE
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13. What, if any, creative changes to your business practices have you implemented recently in response to COVID-19?	
1	phone orders
2	Modifying all classes to online.
3	See above.
4	We have set up social distancing stations for customers to wait at for people who do not want to order online.
5	Closed
6	Moving all non-essential contact to digital document sharing and web conferencing.
7	We have launched a skeleton mobile ordering system, and are preparing to work with GrubHub.
8	Mostly adapting to phone and delivery orders.
9	Working remotely- since we can't talk in person, we have to communicate by other means- not that it is creative, but we have encouraged our staff to get outside
10	Curbside pick up, Limited menu selections
11	Working from home, trying to help folks to remain positive
12	On-line meetings with team- not so creative!
13	I've uploaded 75% of my store onto my website and have been marketing it via social media and contacts
14	Deliver or pickup family meals for four, Individual packed meal for ten at offices, grab and go meals for offices, reduced minimum order requirements, free delivery in Louisville/ Superior/ Lafayette & Broomfield.,
15	We are looking into selling our liquor stock and gift cards. We are also exploring offering on-line, interactive entertainment like trivia and comedy content.
16	Mainly remote meeting protocol for clients, and some government agencies.
17	Adding eGift card to my website (I don't have an online shop) offering sales by phone for pick up, delivery or shipping.
18	Curbside service
19	Virtual meetings using Zoom, utilizing the Microsoft Teams app so that our team can easily stay in contact during the work day. Posting helpful and uplifting articles and resources to our Social Media accounts.
20	more social media outreach and adding delivery
21	building an online store.
22	We have started using Microsoft Teams for increased communication allowing us to chat or communicate from a distance. Although, that's become common practice for most of our customers.
23	Fondue to go..never thought I'd see it happen
24	Cleaning. Sanitation
25	We're trying to make the public, and the government, aware of the advantage of salon suites as it pertains to cleanliness.
26	I am learning how to virtual parties and ways to connect with customers virtually
27	Establishment of a new website to promote business and assure the public of increased sanitation.
28	Marketing to help businesses and consumers recover from contaminated spaces
29	We are going to promote gift cards to be used towards future services
30	Social distancing & frequent handwashing.
31	prior to closing, scheduled so no overlap in clients. increased sanitation
32	Trying to teach real estate classes online
33	We are rolling out the red carpet and giving people the royalty treatment. Appointment times are spaced to give everyone space, to give people time for emotional processing, question asking, and to leave space for a healing moment. There have been so many short, but meaningful conversations I have had with clients about the new ways they are connecting with their loved ones and the fears they hold about a pandemic like this. I think this virus will teach us a level of empathy and compassion we have never seen. I know Health and wholeness will come onto many hearts, and will become a focus in the minds of many of the younger generation.

**CITY OF LOUISVILLE
COVID-19 BUSINESS IMPACT SURVEY**

13. What, if any, creative changes to your business practices have you implemented recently in response	
34	Currently determining how a mediation can be held remotely.
35	Closed lobby, using after hours key drop and phone calls instead of in person
36	Cut staff back 40% and shared info on CO work share unemployment program. Cleaning even more often!
37	They way we set up our to-go system, made signs and used as much precaution as needed, gloves, sanitized pens, designated pick-up stations, continuous sanitation measures, installed hand sanitizer stations, always had our doors open to limit frequency of touched surfaces and have taken phone payments to completely eliminate close contact and once we saw an increase of cases in boulder county we decided to temporarily close until We are permitted for dine-in service.
38	Trying out teledentistry but that is next to impossible because of the unique nature of our work...people can't easily take pictures or videos of problems in their mouths.
39	We are doing drive-thru purchases with 20% off total purchase and free shipping on orders of 2 or more bottles online. Free shipping and 10% off 6 or more bottles on line.
40	There isn't anything we can do per govt shutdown. You can't practice dentistry over the internet.
41	To go and call in orders and curbside orders
42	Virtual consultations
43	We took our entire business online.
44	Reduced offerings, additional sanitation. special offers
45	none. assuming the worst
46	We are selling produce that will go bad. But that will runout soon. Doing door service. Creating a almost daily menu with what ever food we have.
47	Moving to telehealth : phone or video counseling
48	A hearing aid drop off box and mailbox but not sure my landlord will allow that long term
49	Remote estimating.
50	Our board meetings are being carried on via conference calls. We're looking at ways to insure that our directors and actors have the opportunity to complete and perform their shows. We're also looking at ways to maintain the engagement of our current patrons.
51	utilize technology, innovated our processes and methodology to increase remote deliver. Focus on our non-profit to support community better and give more access to individuals affected. Put out relevant information to our clients in order to use the home time best
52	sanitation practices for when we re-open
53	Switched to as many telehealth appointments as possible.
54	shopping). Curb side and free local delivery.
55	employee, and we can continue to fulfill any trickles of orders that come in while we are on WFH for all other
56	more time between patients for sensitization and social distancing.
57	at a time. Have called customers with orders and shipped their order instead of having them pick them up at the
58	We made to sure that we shorten hours and one person at a time policy. Also we are trying to do delivery services
59	Transitioning to takeaway/curb side. Reliance on email/online guest communication.
60	Working on it
61	Moved to video counseling
62	Ecommerce
63	I am offering Telehealth conferences, but, they have been slow to get started with patients.
64	Trying telehealth services for a select subset of patients.
65	Alternating days worked to keep social distancing
66	Adding Zoom video conferencing.
67	I'm still touching base with clients, just to maintain connections.

**CITY OF LOUISVILLE
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13. What, if any, creative changes to your business practices have you implemented recently in response	
68	We are in the process of designing a webpage on our site that will allow people to pre purchase photo sessions which will help us out. We are also still working to create products for our past clients to have cash flow.
69	1/2 crew working now at site.
70	Allowing contactless transactions for both pick-up and delivery.
71	Closed
72	Just providing telemedicine
73	Offering my services via FaceTime and online
74	Closed.
75	Extra precautions in regards to sanitation of multi-use surfaces, i.e. door handles, light switches, bathroom surfaces, checkout area.
76	Reaching out to our surrounding Chambers, cities, hospitals, insurance companies, traveling nurses, and essential local businesses. Special rates for all Government agencies, hospitals, patients, first responders/their family, and essential business employees.
77	We are offering free online webinars and we also have changed our shipping policies so we can ship directly to our customer's customers.
78	none really. I can't work online/remotely with integrity
79	Doing more social media, email newsletters, working on some virtual programs
80	I have flexed my available work hours to include nights and weekends to work around other clients who have children at home and need alternative work hours.
81	Closed it
82	We started doing delivery ourselves.
83	Offering virtual tours of our showroom and virtual meetings with clients in their homes.
84	Moving all online
85	We went to a closed door policy, appointment only, and then had to close.
86	Virtual tours & Facebook events for buyers to view homes for sale.
87	Mobil pick up and delivery service.
88	I have started live stream yoga classes
89	None, we are closed
90	Working on increased online presence.
91	Sending membership on line skills and drills videos to practice at home
92	curbside pickup of meals for volunteers, no contact deliveries to clients, and volunteer mobilization to make phone calls to clients to combat isolation
93	We have always been impeccably clean. We have just upgraded that to the entire building as we have other business' in our building
94	none
95	Stronger social media
96	Looking to create a virtual gallery tour - to sell art online

**CITY OF LOUISVILLE
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14. Do you have further suggestions for support for local businesses and the Louisville economy in response to COVID-19?	
1	no
2	Financial help for non profits
3	I pray for us all.
4	If the city has any ideas on how to defer rent payments? as our sales have taken such a drastic hit, rent will be our biggest expense and if there is some sort of relief programs that would be very helpful
5	Talking to Landlords to help with rent compensation
6	Make money available with no or low interest
7	There is a lot of bad information floating around. Small businesses should bond together to create strength through unity, so they have proper representation and can block out the noise from uniformed sources.
8	Not that I can think of, sorry!
9	Again, real clarity around Shelter in Place/Stay At Home orders for retail businesses would be very helpful. Would that order require we shut down entirely? Can owners take orders via phone/email/online and deliver them with no contact (like a restaurant)? Supporting community efforts is important to me as a small business owner, so I comply with any mandates—I just want to know how restrictive the order is so I can plan how my business reacts and understand the financial implications up front. Thank you.
10	We have tried to buy take out, but that is just the tip of the iceberg. I am very concerned we will have many businesses and especially smaller businesses that will succumb
11	Pause rent payments, tax and loan relief to help us get through this hard time and come out the other side.
12	It would be helpful if all the buildings agreed upon a rent abatement until this crisis has passed.
13	Help to slow reduce contact by shutting down all but extremely essential contact. I don't believe take out and delivery of food is essential.
14	Get the word out about our online presence and urge people to shop local business if they are in the position to shop.
15	Just keep people focused on supporting local business now and in the future. Still taking order for future wedding, birthday, picnics, and events in the future.
16	A big help would be deferral of tax payments. The feds have deferred income taxes. It would help if Louisville can defer sales tax but the biggest help would be if the county deferred property taxes. The timing could not be worse to have a huge once-a-year payment due in the middle of this crisis. This would allow landlords to offer some relief tenants.
17	Anything at this point. Feels like we've exhausted most avenues.
18	Lost for answers, we are trying to remake our business model into something that no one has any experience with.
19	It's always helpful to have a clear list of what the state & city's policies are each day, and the expected dates for re-assessment of those policies. A lot of this information gets lost in the noise sometimes.
20	Keep us open...even at at skeletal level and we can survive this.
21	pivot fast to stay in business.
22	I think Louisville is doing a great job. Social activity at a distance seemed at a high this past weekend. Many Retailers are making the best of this. The city is doing a great job with communications. Financial impact is going to be the biggest problem for many of us. Making payroll and rent are the 2 biggest expenses. Most of us know that if everyone chips in 10% we can probably take care of those that need it most. That number might need to be a little higher for a while. And, I don't have any ideas right now how that help gets distributed. I have always thought of Government as the Community and as a community we are going to need to come together with creative solutions to keep us all in business. I'm happy to help think about that if you need me.
23	Defer our bills
24	Let people know that we still open for business
25	Stay positive. This will pass eventually and will create a pent up demand for a lot of goods and services.

**CITY OF LOUISVILLE
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14. Do you have further suggestions for support for local businesses and the Louisville economy in response to COVID-19?	
26	I know this is unknown territory for all of us. I am praying for you guys right now. I know many of you, and the generosity of this community and the brotherly/sisterly love we have received has kept us going. We will prevail through this and we will pay it forward in time. Thank you for caring, sharing and supporting us. You are a great chamber. much love, the docs schrock
27	Hang in there and seek ideas from the City, Chamber, and DBA.
28	We need better leadership and financial aid!
29	The sharing of website announcements and FB announcements for each others goods and services that are still available tot he public in safe ways!
30	Get ppe so dentists can reopen.
31	promote the benefits of all "essential" businesses to the community to assist in their welfare as well as to the businesses able to maintain some level of operation
32	I think as much as we can support one another! I don't have any ideas in particular though.
33	People need to be encouraged to engage in commerce. Regulations are focused on limiting commerce
34	allowing food trucks freedom to travel/drop/ similar to a ice cream truck....not sure rules now....i know they must not be near other restaurants or need special permission/permits... lacks your rules for them and for people who need food
35	Please wave the city sales tax!
36	In an odd way, it's an exciting time of reinvention for us. Perhaps when restrictions ease, there could be some creative ideas allowed. Example: Ascent teams with Cinebarre to offer drive-in movie experience in parking lot. It gets Cinebarre some business on new release movies and gets people out of their homes but still respecting social distance requirements because they are in their cars. Andy (Moxie) had an idea of using his suppliers to source essential items that are getting sold out in stores (TP, flour, etc.). He doesn't have room for pallets of essentials at his location though. Perhaps those could be stored and distributed from Ascent to make sure people are getting basic resources. Megan - if you hear needs in the community, use us!
37	Suspend rents until back to normal
38	Requiring landlords to provide accessible mailboxes when closed. My landlord has locked our building and we have no way to receive mail making it much worse.
39	I've seen a few get into politics in their online postings while asking for support - I think all businesses should keep anything political out of it while asking for support.
40	If I knew what sort of help could be offered to a business such as ours, I'd have a better notion of what else could be done. Fortunately, we don't have anyone dependent on a salary from our organization as it is entirely volunteer.
41	to keep positive energy going. We will do our best to support local businesses as well.
42	Perhaps some sort of referral system where other businesses can advertise in our office and vice versa.
43	We have made the commitment to pay our employees full wages regardless of their remote workloads. In order for this to be sustainable we need to be able to continue operating our warehouse as long as Fedex and UPS are operating.
44	It would be helpful to have mandatory deferred rent for businesses that were forced to close, aid to help pay salaries for out of work employees, differed tax payments for small businesses who need to pay their employees and healthcare first and foremost in order to keep their doors open, debt relief for all companies who have taken out loans to help keep their employees working.
45	Wondering if small businesses can get grants that we don't have to pay back...of any kind!
46	Defer payments like rent and utilities until business is up and going, , maybe putting an order in to only use Louisville businesses during shutdowns like these, shipping direct to customers to limit social interaction, etc.
47	Allow MT's that are Nationally Licensed, who work along side doctors and Chiro's to stay working! Why are we any less valuable?
48	Maybe some emergency grants or solving issues with rent would definitely help

**CITY OF LOUISVILLE
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14. Do you have further suggestions for support for local businesses and the Louisville economy in response to COVID-19?	
49	Keep up on what you have been doing. The e-mails are informative.
50	You've been doing a good job. Thnaks
51	Can we work on getting relief for rent and utilities for April and May? That would help to at least not go bankrupt immediately.
52	I think the more businesses could partner like Zucca and Huckleberry are doing, the better.
53	so far the City's response has been helpful.
54	No. It seems that leaders have been very thoughtful, good about gathering information, and supportive of local businesses. THANK YOU!
55	The site you set up is great. Any relief for businesses who pay rent downtown? Keep pushing out or featuring businesses during this time on social media/email/etc...
56	Just be smart and be SAFE, all in this together
57	No
58	Providing funds for small businesses.
59	Stay in contact with other businesses that remain open. Keep a open line so we all can share the business that we can.
60	No
61	no
62	Not sure
63	Just keep reminding everyone to continue supporting small business when possible, not just with food and supply purchases but with business service providers too.
64	Bartering at a safe distance with rain checks available.
65	Supporting local businesses.
66	Let people out to get the necessities like beer. Stop the fear and provide hope
67	You all are doing a great job to support local businesses.
68	Just help us. Ask the landlords to not charge us rent for the time we can not be working
69	No
70	Our community needs to "lock arms" and support local business. Less on line purchases support brick and mortar stores.
71	We need landlords to provide rent relief
72	It would be great to help each other - perhaps the city can purchase food from local restaurants to feed volunteers or people in need. Marketing help
73	Just to help get the word out about our specific businesses, especially if there can be no cost to us.
74	no
75	Partnerships to keep everyone afloat
76	I like the steps taken so far by the Chamber in support of what we are going through, low interest loans to those in need
77	a tax holiday or delay in use tax or property tax would be beneficial
78	N/A
79	1. Give incentives to Louisville residents to shop local to help jump start local economy. 2. Allow businesses to skip sales tax payment three to six months

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16. Which of the following best describes the location of your business? Responses to "Other, please specify":	
1	Delo Plaza
2	I live in Louisville, but my office is next to Centaurus.
3	We are just east of downtown on Courtesy Rd by the sports park.
4	Boulder Law Firm, but very active in Louisville
5	based out of my home in Coal Creek Ranch
6	Boulder, Louisville, Broomfield area
7	I live in Dutch creek but work at people's homes, businesses, and rental properties.
8	Serving Louisville/Lafayette/Superior/Boulder communities
9	home
10	Coal creek golf course
11	Boulder County
12	home business
13	hyway 42 and south boulder roads
14	In home off McCaslin & 128
15	We service the area.
16	I travel to my clients homes to care for their pets. I serve Louisville and Lafayette.
17	McCaslin and Dillon rd
18	Home based business
19	Home
20	Broomfield Flatirons
21	Showroom in north Lafayette, warehouse in Louisville CTC
22	Lafayette (we serve Louisville)