



OneRedmond COVID-19 Business Survey Results

On Wednesday, March 11, 2020, OneRedmond pushed out through social media and a Constant Contact newsletter an online survey to its Constant Contact mailing list to learn how the COVID-19 situation was affecting their businesses. OneRedmond left many of the questions open so the businesses could relay in their own words what they were experiencing.

The surrounding localities of Kirkland, Issaquah, Woodinville and North Bend followed suit, sending out a version of the OneRedmond survey to their constituents. Below is a summary of the responses received between March 11-23, 2020.

Summary of all responses:

- Received survey response from **239** existing companies.
- Combined, these 239 companies currently employ approximately **1,470** full-time and **1,361** part-time staff.
- **23** of these businesses are already closed due to requirements or loss of revenue

Type of companies:

- A wide range of company types responded including:
 - o 1 aerospace
 - o 5 art or photography
 - o 9 beauty salons
 - o 3 construction companies
 - o 11 private or non-profit educational
 - o 53 Food & Beverage
 - o 8 Health & Wellness
 - o 3 hospitality
 - o 9 Logistics and manufacturing
 - o 18 medical
 - o 17 non-profits
 - o 22 Professional services
 - o 5 real estate
 - o 24 retail
 - o 22 services
 - o 14 sports/recreation
 - o 7 tech
 - o The rest are other/unknown



Responses to the question of negative impact of COVID-19 to business's revenue compared to last year:

- Low Impact: 34
- Medium Impact: 43
- High Impact: 132
- Too early to tell: 13

Understandably, those that responded that they have had to close as of the 22nd, which included at least 23 businesses, described experiencing the highest impact. Some sample responses are below:

"Gone to ZERO. We are losing \$300,000 per month." Cidery/Food & Beverage/Manuf.

"Significant second half impact - likely \$1,000,000." Residential Remodeling/Construction

"Went from \$150K for March to \$25K for March." Catering firm/Food & Beverage

"We are only collecting about 1/4 of our expenses." Chiropractor/Health & Wellness

"Decimated!" Primary Care Provider/Medical

"Down approximately \$20,000 per month." Gymnastics Academy/Sports & Recreation

"Increased costs of PPE (dust masks)." Manufacturing

"Revenues are up some 25%." Pet Food and Supplements Manufacturer

"25% down so far in March." SportsClips

"business is <1/2 what it typically is in March/Apr." Graphic Design & Printing

"Over \$8k so far, appx \$50-60k at risk iMar/Apr." Design/printer & mailing

"It's hard to tell yet but requests have dropped 80%." IT Services

"We are losing 3,000+ a week in sales." Vending

"About 40% down." Florist

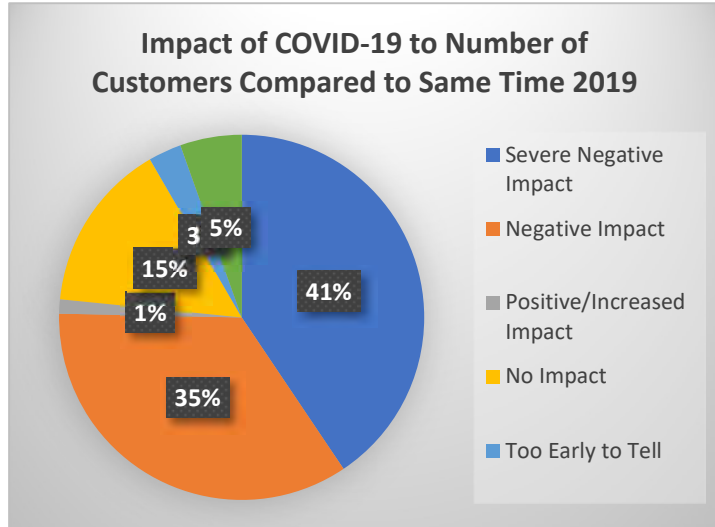
"30% down and deals pulling out." Real Estate Brokerage firm

"I will lose all my clients if this goes on for a while." Consultant to consumer-facing small businesses



Responses to the question of impact of COVID-19 to businesses customers compared to last year:

- Severe Negative Impact: 97
- Negative Impact: 83
- Positive/Increased Impact: 3
- No Impact: 36
- Too early to tell: 7
- No response/other: 13



Responses to the question of what tools and resources are needed:

Tools Needed	Count
Not sure	10
Marketing/Social Media/networking	11
Loans	17
Tax Relief/extension	10
Expense/Loan Relief	5
Open stores/customers	25
Info on programs/rules	6
Local Gov Flexibility/Relax of Rules	4
Tenant rent relief	23
Community Support	1
Grants/Cash	38
Utility Payments Relief	6
Nothing	17
Cleaning Supplies/PPE	9
Tech/Remote Work Assistance	4
Good Internet/Tech Equipment	9
Curbside Pickup/Free Shipping	1
COVID-19 Testing	1
Staff	3

