



# COVID-19 Business Response Survey II - Results

CONDUCTED ACROSS KC METRO AREA, DECEMBER 14 – DECEMBER 21

How has the ongoing COVID-19 pandemic affected Kansas City area businesses, how are they responding, and what comes next? Those are the questions asked in a third regional business survey conducted by the KC Chamber, Kansas City Area Development Council, KCSOURCELINK, the Black Chamber of Commerce of Greater Kansas City, the Mid-America LGBT Chamber, and Visit KC.

The regional survey drew responses from 236 area businesses and not-for-profits, and provides interesting data on everything from loss of revenue due to the pandemic, employers' expected reopening dates and vaccine protocols, travel plans, and expectations for the future. Respondents ranged from sole proprietors and micro businesses to large enterprises with more than 500 employees.

The survey results are summarized in this report, with the collective goal of informing necessary federal, state, and local policy efforts as well as regional businesses and organizations.



## Quick Hits

**69%**

of respondents are getting the COVID tests needed by their businesses

**26%**

of respondents plan to require vaccinations for employees to return to the workplace

**54%**

of respondents with essential workers expressed a need for more rapid COVID tests

**26%**

of respondents said their frontline workers are working more or much more overtime than desired

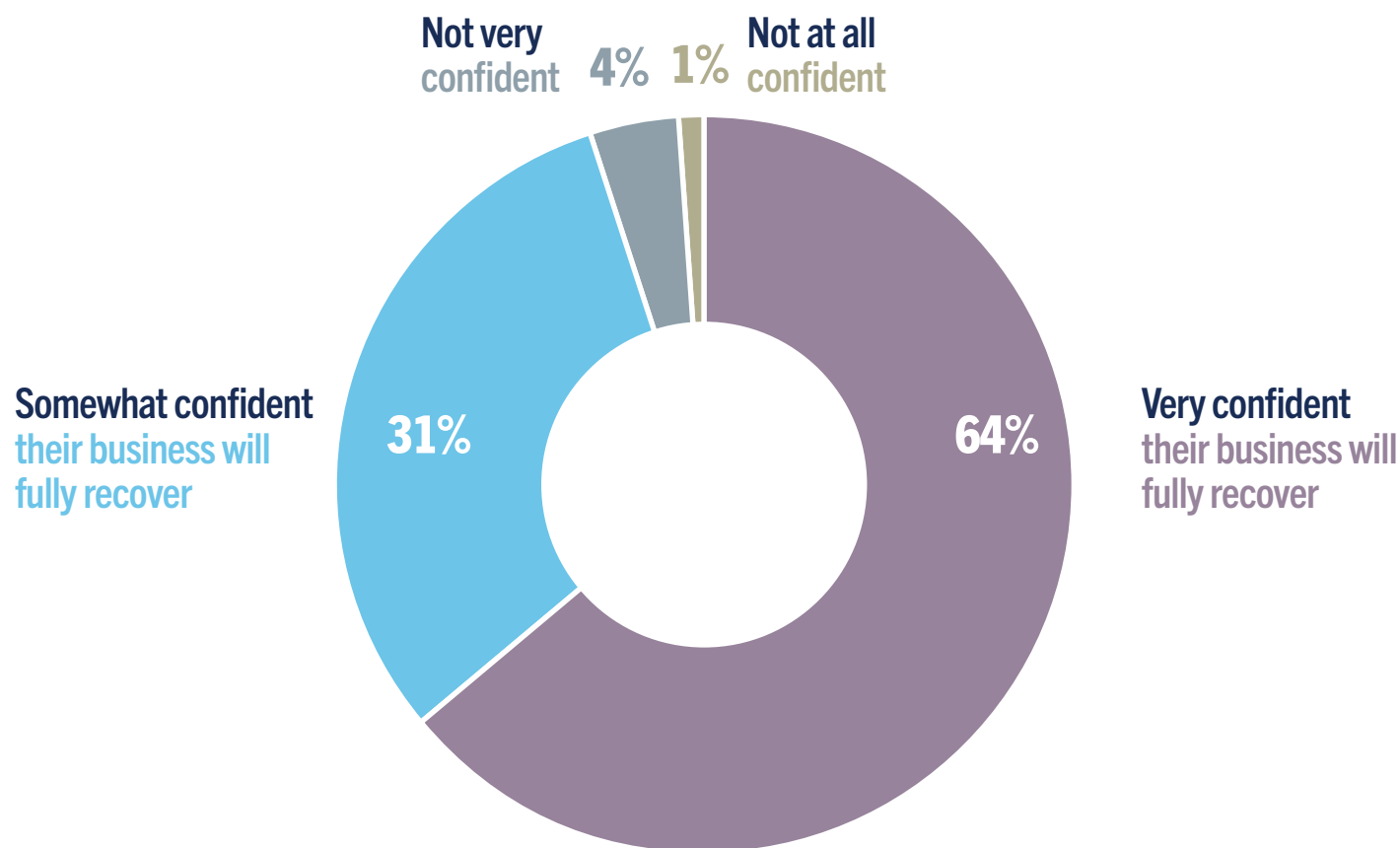
**74%**

of respondents said they have access to the mental health resources that they need for their employees

**46%**

of employers responding have changed policies to allow for permanent remote work

How confident are you that your business will *fully recover* from the pandemic and related economic downturn?



## Positive impact verbatims

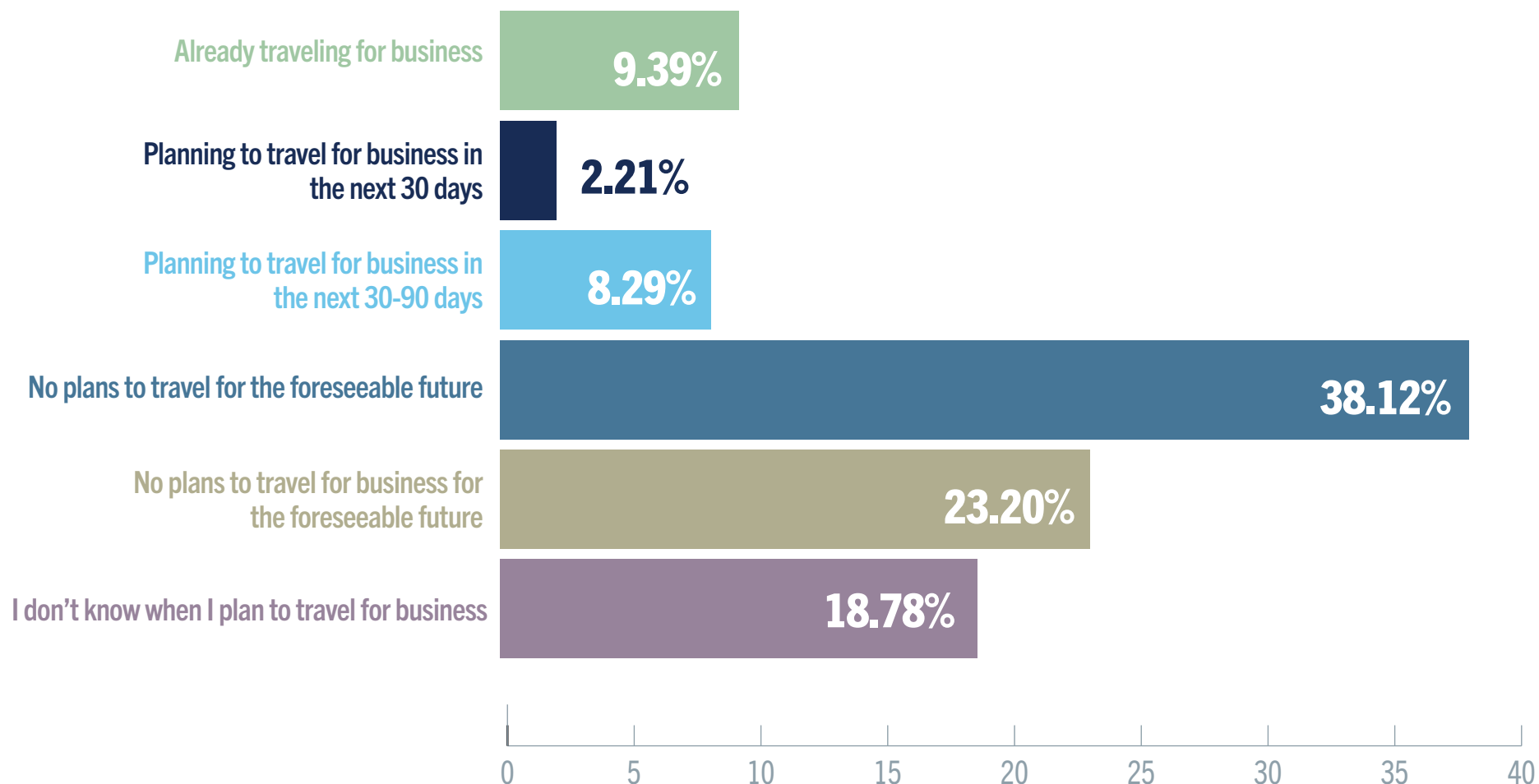
We know that the pandemic has not affected all businesses equally. Concern has specifically been expressed in this survey for the hospitality industry, arts, and entertainment. 195 companies responded to the question, “has there been a positive impact from the COVID-19 pandemic?” Of those, 34 verbatims said no, there has been no positive impact.

### Highlights from the remaining 161 responses:

- It has made us think outside the box more, increased our team communication, and improved teamwork
- The pandemic has brought us together in ways we weren't expecting
- We have increased our philanthropic giving nearly 400% this year
- Business model pivot has helped accelerate future business direction
- Increased focus on cleanliness
- We improved our use of paperless workflow
- The pandemic has led us to implement e-commerce sales through our website
- We will be more adaptable in the future
- Efficiency, productivity have increased, expenses have decreased
- Impressive increase in online sales
- Less driving, less dry cleaning costs
- The CARES Act has allowed us to temporarily employ 6 additional staff
- We've become even more grateful for our community
- Remote work has forced leadership to be more intentional and frequent in our internal communication.
- We can see more clients in a week due to less travel time for both parties.
- More people are realizing the importance of local and small business
- We started a whole new online business that we wouldn't have started otherwise
- We had the opportunity to test part of our business continuity plan/disaster recovery protocol under real conditions
- More family time

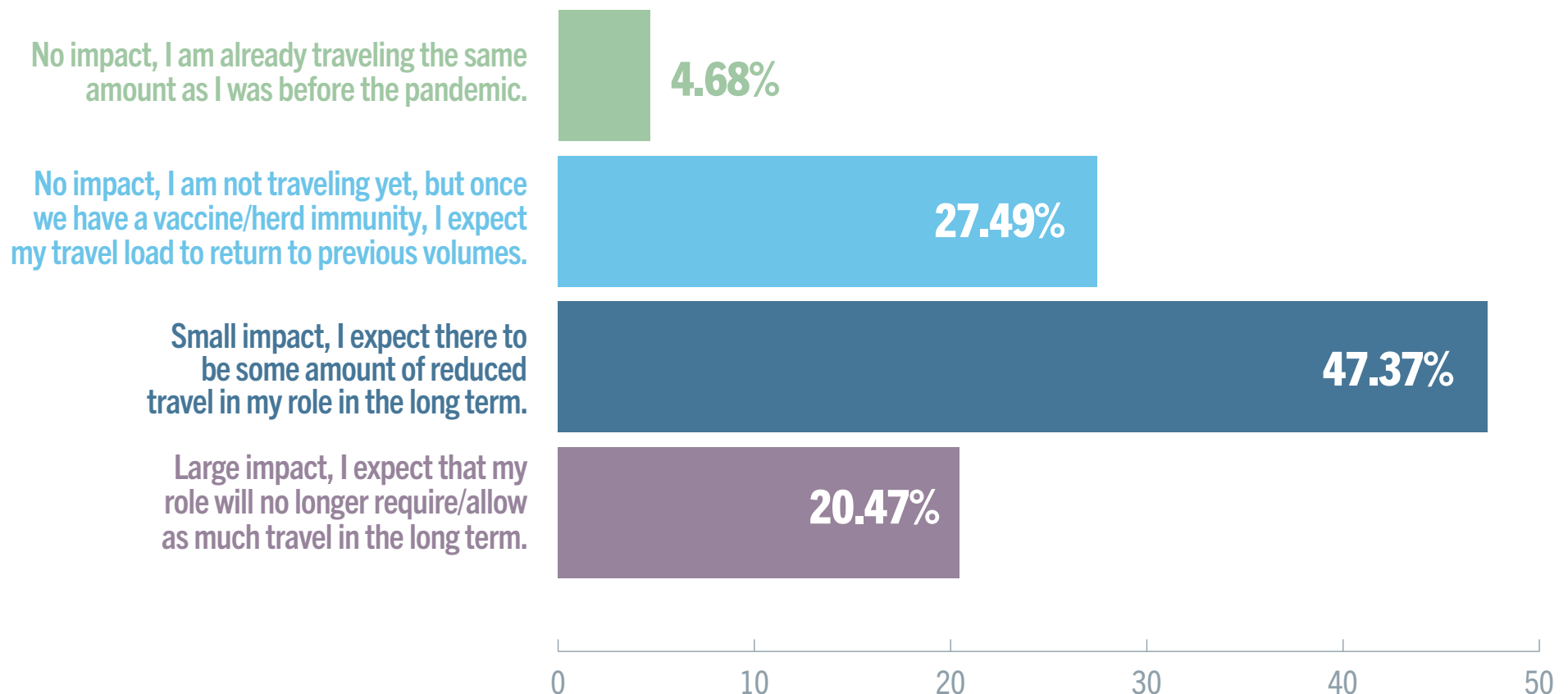
## 2: Impact of COVID-19

Based on information currently available to you,  
when do you anticipate flying through KCI for *business travel*?



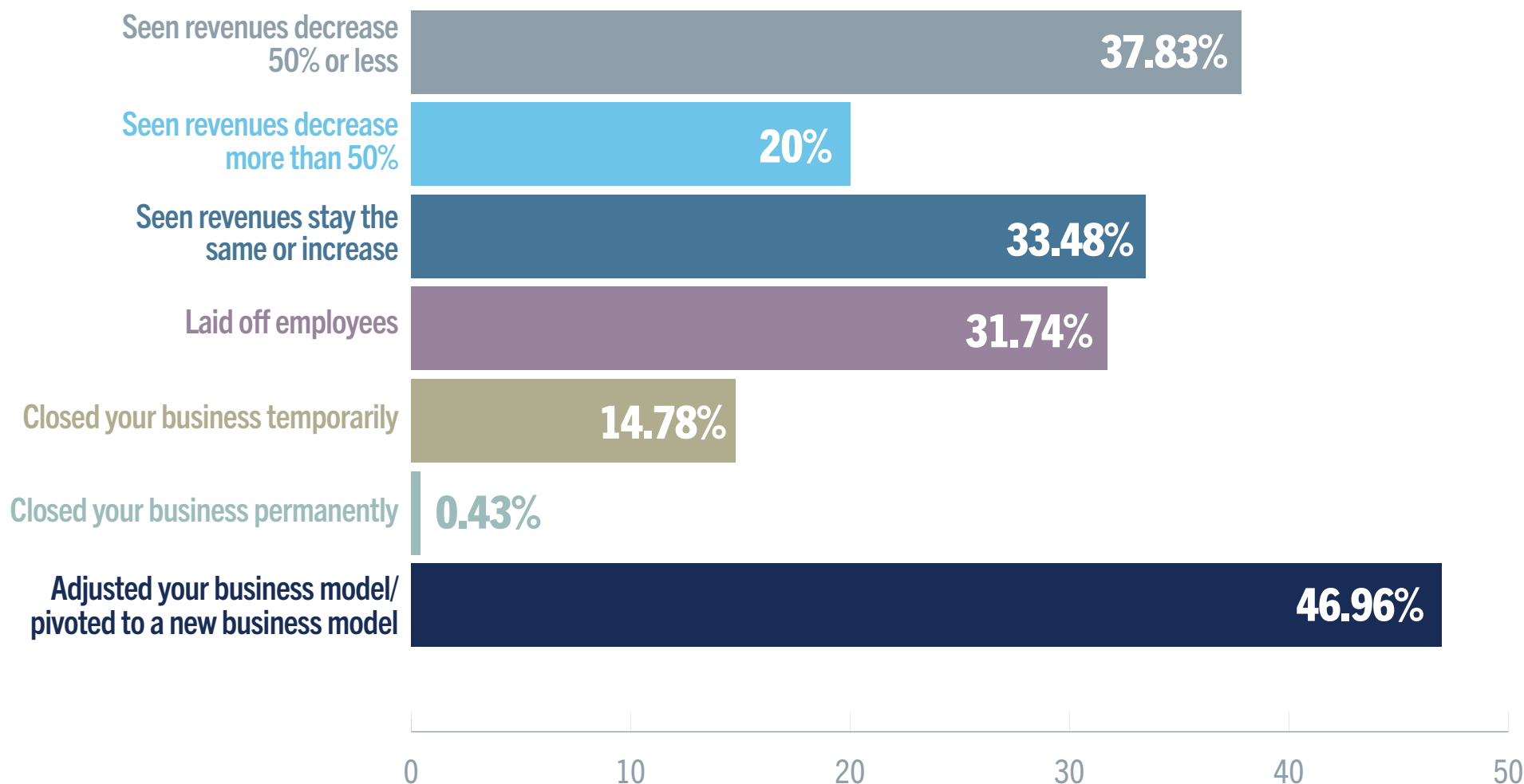
## 2 Impact of COVID-19

Do you expect the pandemic to have an impact on the amount of business travel you do *after a vaccine is readily available* and/or there is herd immunity to COVID-19?



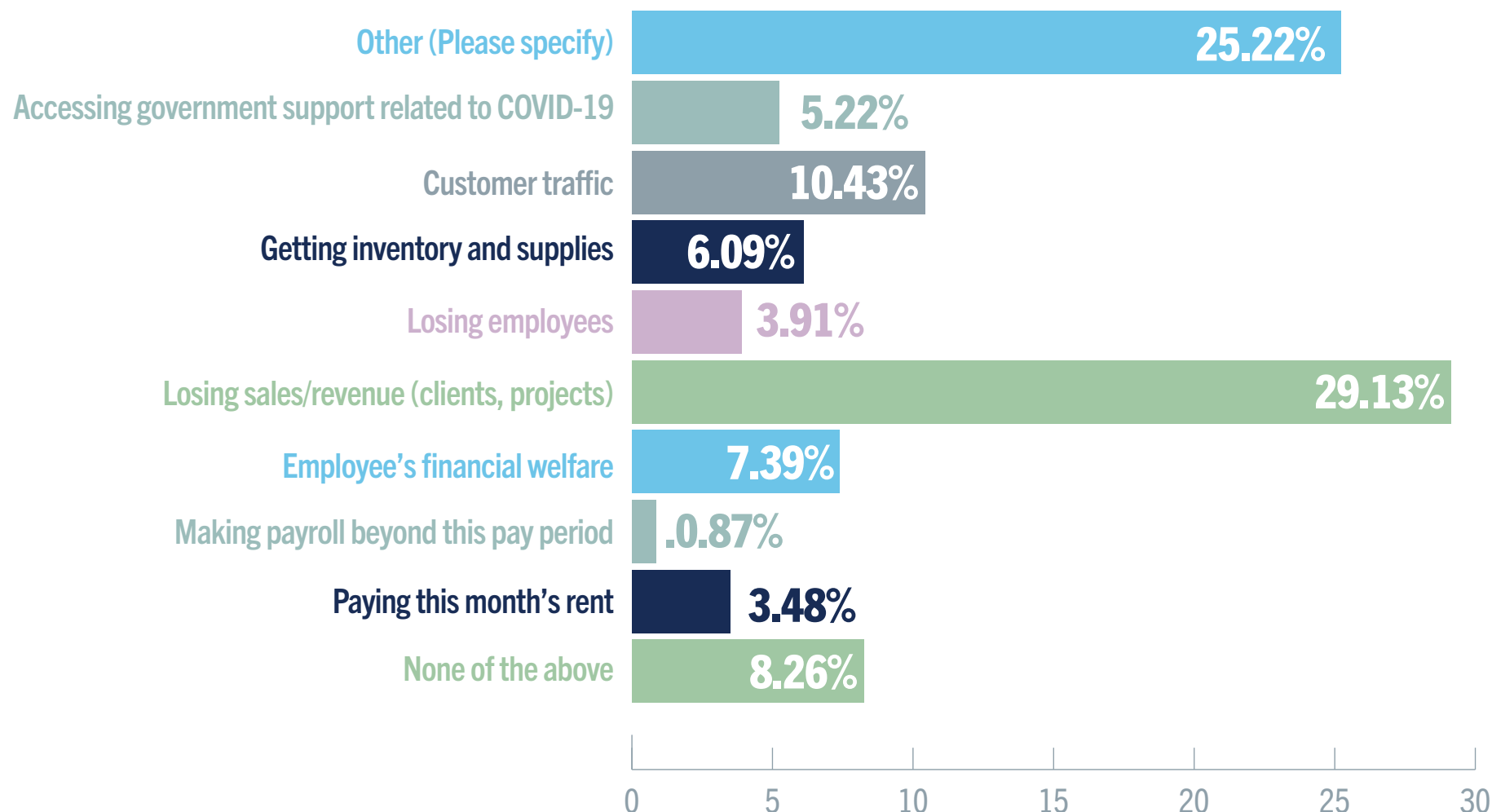
## 2: Impact of COVID-19

Please indicate which of the following you *have experienced* since March 16, 2020:



## 2: Impact of COVID-19

At this time, I am *most concerned* about:



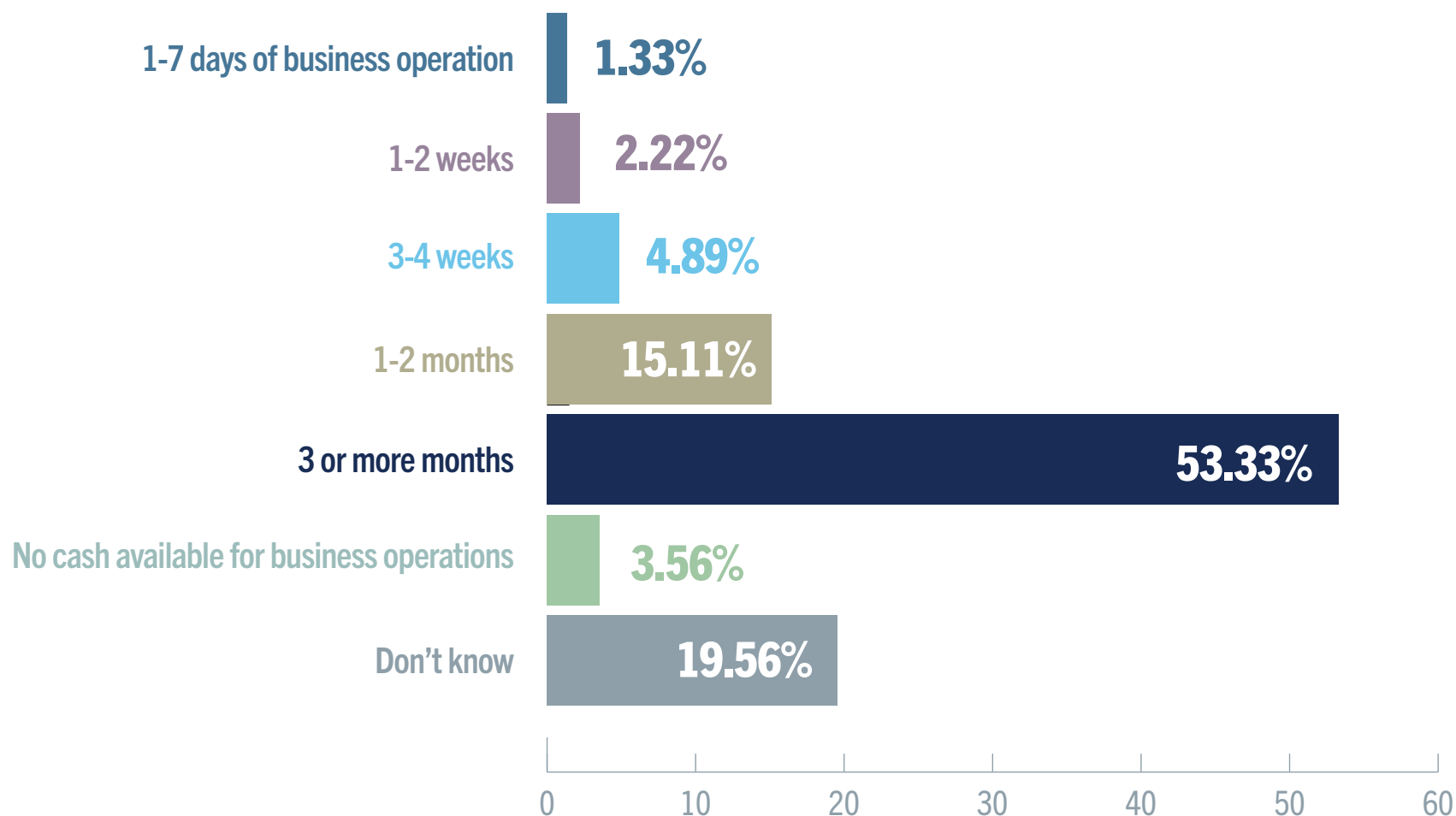
Sample of Other responses:

- Worried about finding new customers in the next 6 months
- We are too busy.
- Hiring – now that it is picking up, the competition for talent is heating up
- Collections – collecting billed amounts from current clients
- Health and safety of our employees
- Employee burnout
- Taxes – on PPP, and from local governments trying to recoup shortfalls
- Frivolous lawsuits related to COVID
- Tariffs impacting delivery of products, and materials more expensive



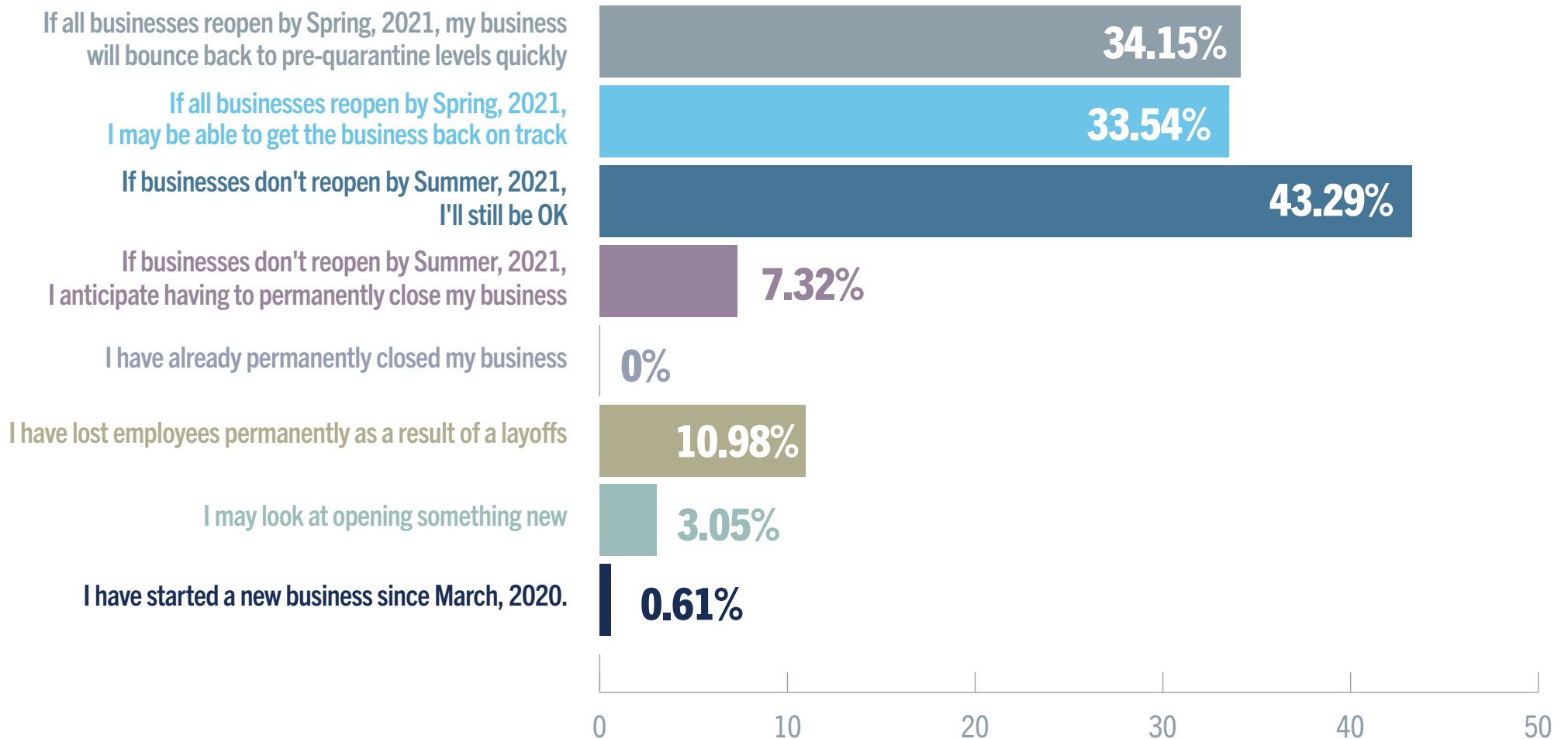
## 2: Impact of COVID-19

How would you describe the *current availability of cash on hand* for your business, including any financial assistance or loans?  
Currently, cash on hand will cover:



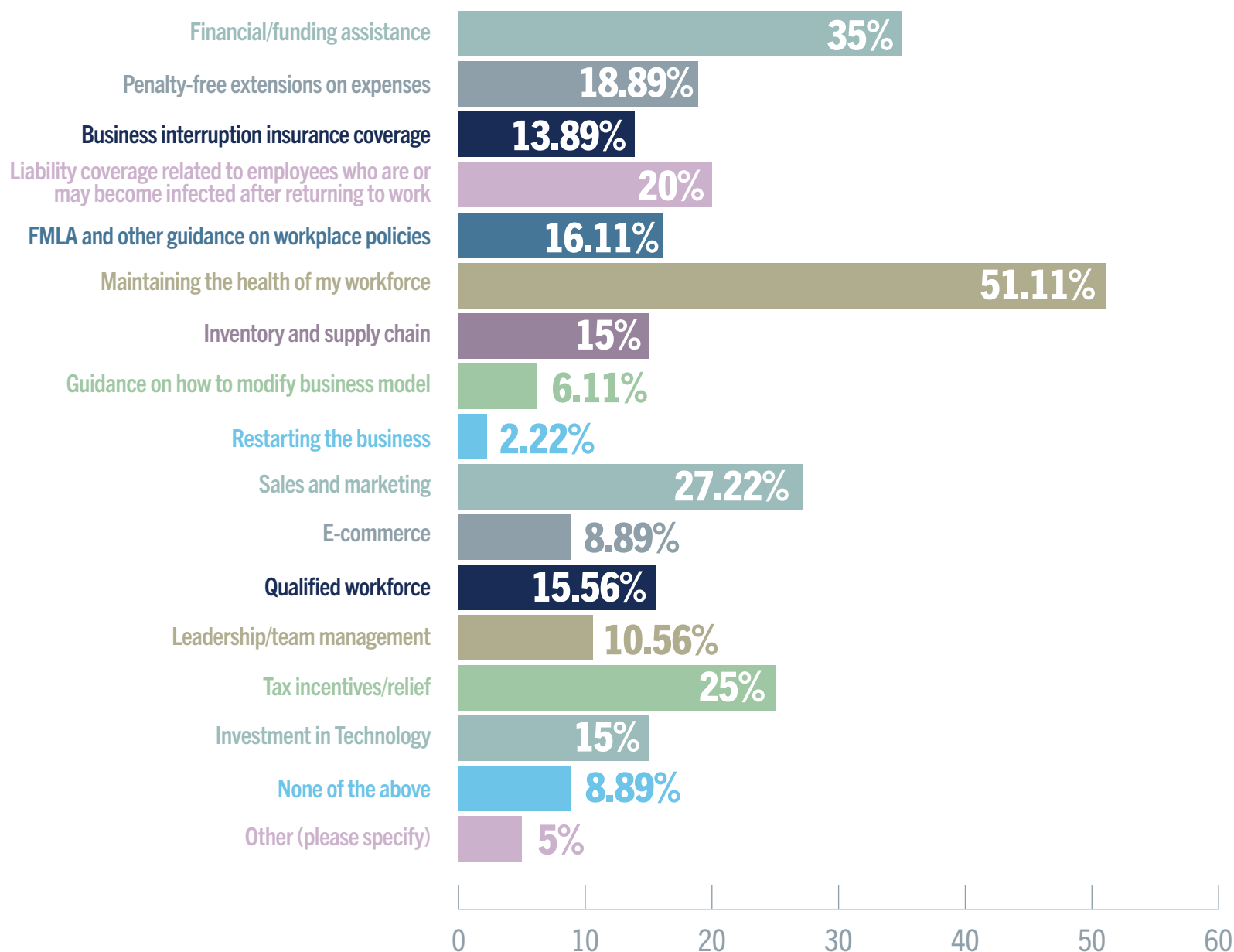
## 3: Looking to the future

## As you look to the future, what are your *expectations* for your business based on hypothetical reopening dates?



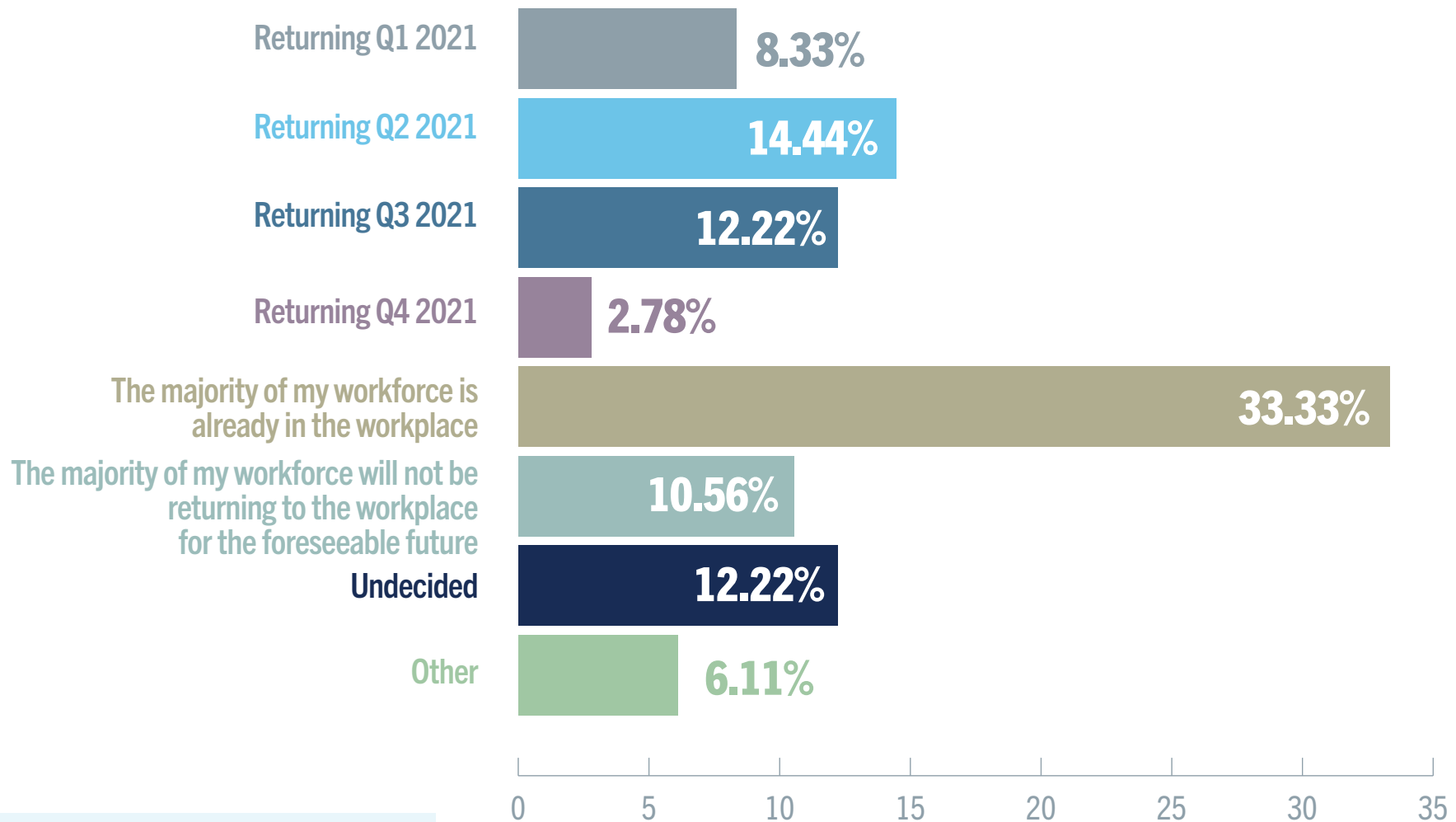
## 3: Looking to the future

## What do you see as your *top priorities* for future assistance?



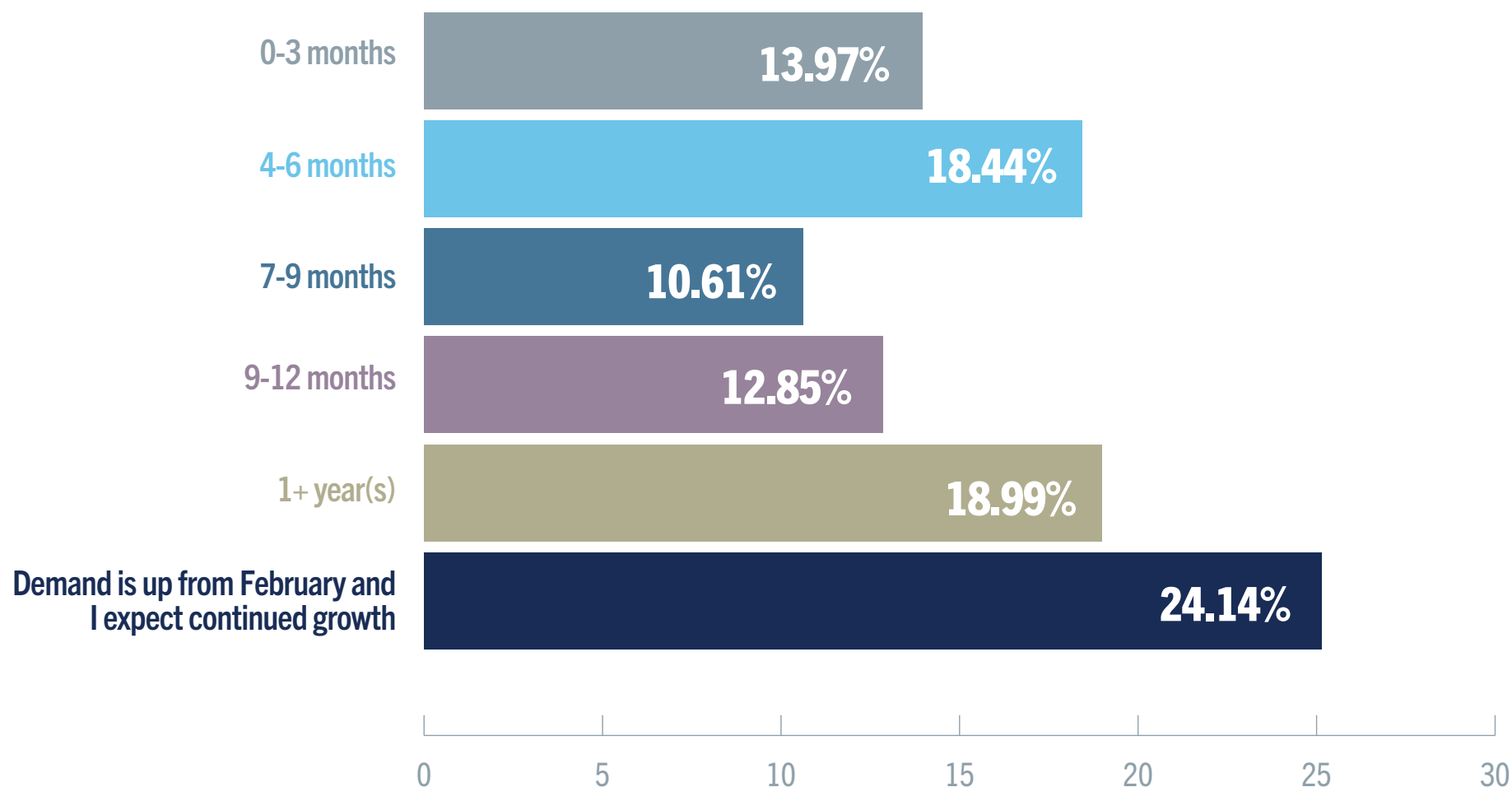
## 3: Looking to the future

## What are your *plans for returning* the majority of your workforce to the workplace?



*Note: Other = primarily responses from those who worked from home pre-COVID*

## How quickly do you expect demand for your service or product to return to levels at or near February 2020?





## COVID-19 Business Response Survey III - Results

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FOR ADDITIONAL INFORMATION, PLEASE CONTACT

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