

# COVID-19 Business Support Survey

Wednesday, September 09, 2020

# 24

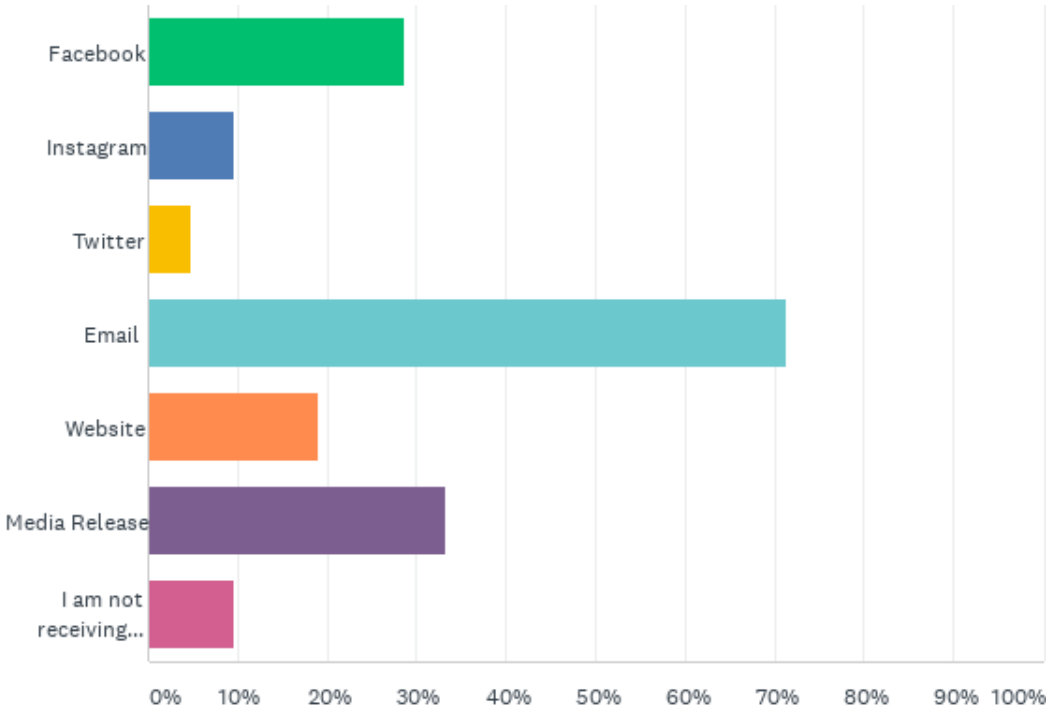
**Total Responses**

Date Created: Wednesday, July 29, 2020

Complete Responses: 20

# Q3: Select the primary methods you are receiving business related information/updates from the City of East Lansing.

Answered: 21 Skipped: 3



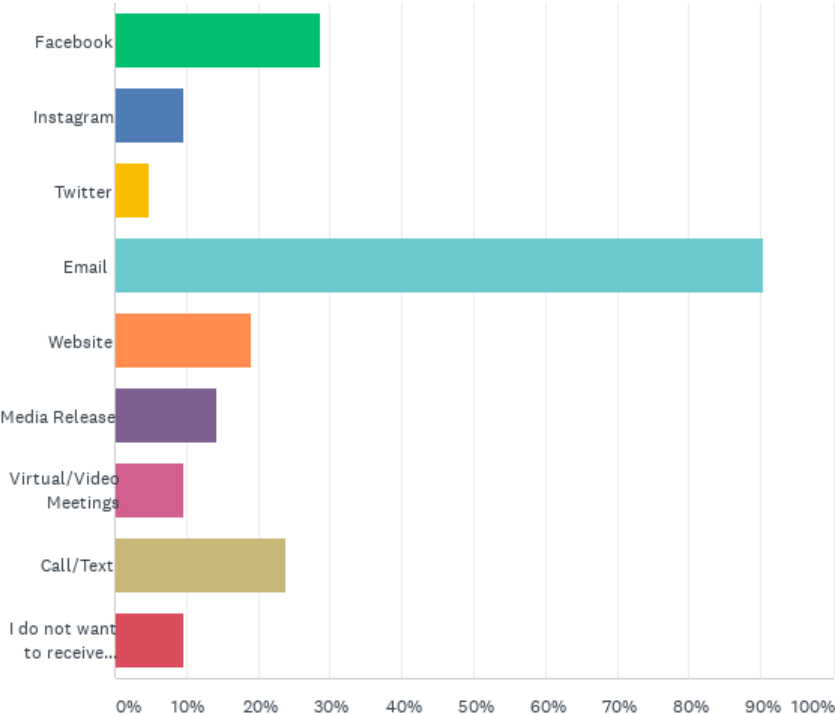
### Q3: Select the primary methods you are receiving business related information/updates from the City of East Lansing.

Answered: 21 Skipped: 3

ANSWER CHOICES	RESPONSES	
Facebook	28.57%	6
Instagram	9.52%	2
Twitter	4.76%	1
Email	71.43%	15
Website	19.05%	4
Media Release	33.33%	7
I am not receiving business related information/updates from the City of East Lansing.	9.52%	2
Total Respondents: 21		

# Q4: Please select your preferred method of receiving business related information/updates from the City of East Lansing.

Answered: 21 Skipped: 3



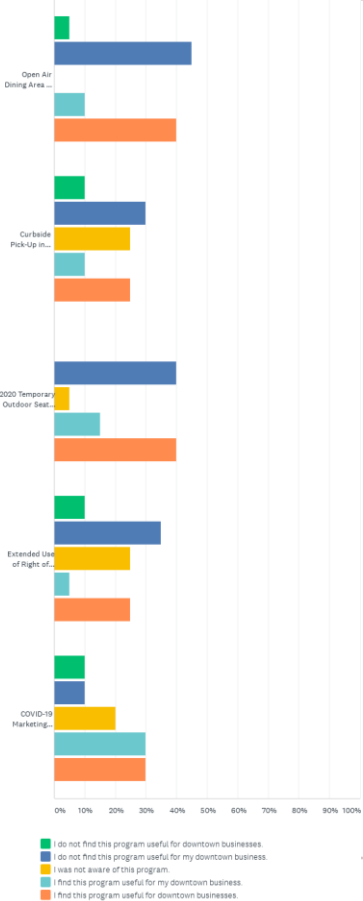
## Q4: Please select your preferred method of receiving business related information/updates from the City of East Lansing.

Answered: 21 Skipped: 3

ANSWER CHOICES	RESPONSES	
Facebook	28.57%	6
Instagram	9.52%	2
Twitter	4.76%	1
Email	90.48%	19
Website	19.05%	4
Media Release	14.29%	3
Virtual/Video Meetings	9.52%	2
Call/Text	23.81%	5
I do not want to receive business related information/updates from the City of East Lansing.	9.52%	2
Total Respondents: 21		

# Q5: Please select the statement that best represents your attitude towards each of the following programs implemented by the City of East Lansing.

Answered: 20 Skipped: 4



## Q5: Please select the statement that best represents your attitude towards each of the following programs implemented by the City of East Lansing.

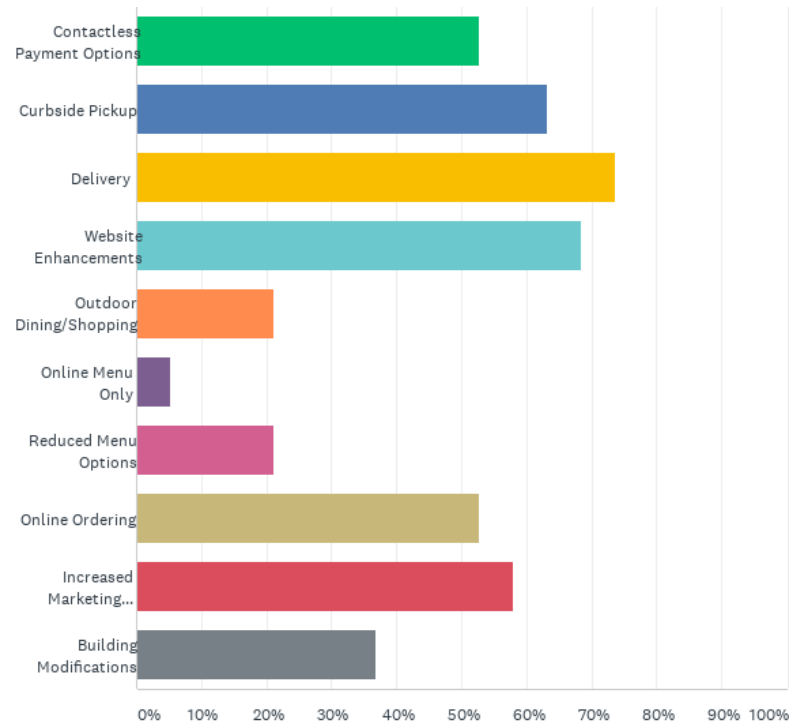
Answered: 20 Skipped: 4

	I DO NOT FIND THIS PROGRAM USEFUL FOR DOWNTOWN BUSINESSES.	I DO NOT FIND THIS PROGRAM USEFUL FOR MY DOWNTOWN BUSINESS.	I WAS NOT AWARE OF THIS PROGRAM.	I FIND THIS PROGRAM USEFUL FOR MY DOWNTOWN BUSINESS.	I FIND THIS PROGRAM USEFUL FOR DOWNTOWN BUSINESSES.	TOTAL	WEIGHTED AVERAGE
Open Air Dining Area on Albert Ave	5.00% 1	45.00% 9	0.00% 0	10.00% 2	40.00% 8	20	3.40
Curbside Pick-Up in Bailey Parking Lot	10.00% 2	30.00% 6	25.00% 5	10.00% 2	25.00% 5	20	3.20
2020 Temporary Outdoor Seating Expansion	0.00% 0	40.00% 8	5.00% 1	15.00% 3	40.00% 8	20	3.55
Extended Use of Right of Way-Registration for Banquet Tables & Slipcovers	10.00% 2	35.00% 7	25.00% 5	5.00% 1	25.00% 5	20	3.10
COVID-19 Marketing Toolkit for Business Partners.	10.00% 2	10.00% 2	20.00% 4	30.00% 6	30.00% 6	20	3.70



## Q6: Select one or more strategies you've implemented to your business operations in response to the COVID-19 pandemic.

Answered: 19 Skipped: 5



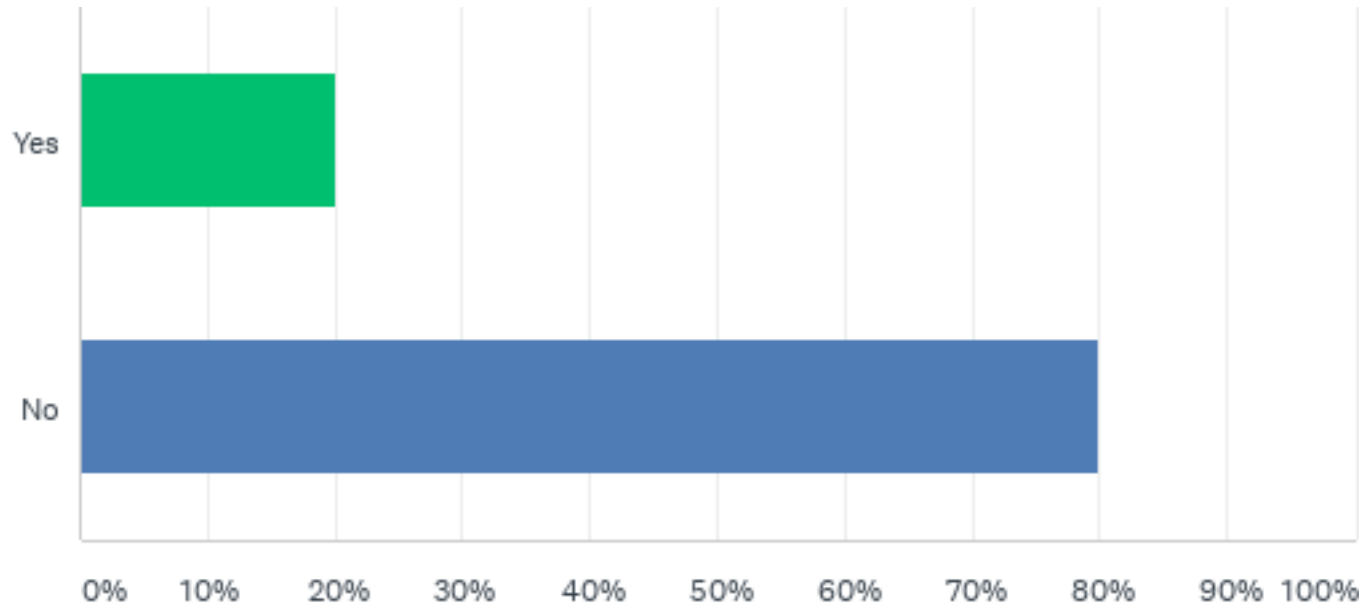
## Q6: Select one or more strategies you've implemented to your business operations in response to the COVID-19 pandemic.

Answered: 19 Skipped: 5

ANSWER CHOICES	RESPONSES	
Contactless Payment Options	52.63%	10
Curbside Pickup	63.16%	12
Delivery	73.68%	14
Website Enhancements	68.42%	13
Outdoor Dining/Shopping	21.05%	4
Online Menu Only	5.26%	1
Reduced Menu Options	21.05%	4
Online Ordering	52.63%	10
Increased Marketing Efforts	57.89%	11
Building Modifications	36.84%	7
Total Respondents: 19		

## Q7: Are you experiencing any challenges procuring personal protective equipment (PPE) for your business?

Answered: 20 Skipped: 4



## Q7: Are you experiencing any challenges procuring personal protective equipment (PPE) for your business?

Answered: 20 Skipped: 4

ANSWER CHOICES	RESPONSES	
Yes	20.00%	4
No	80.00%	16
Total Respondents: 20		