

Siena College Research Institute
Sponsored by The Business Council of New York State
April 3 - 14, 2020
307 Upstate NY CEOs, MOE +/- 5.6%

Q1. Which of the following industry categories best describes the type of business your company is engaged in?														
	Total	Region					Employees		Revenue					
		Capital Region	Central NY	Finger Lakes	Southern Tier	Western NY	50 or fewer	51+	<\$2.5M	\$2.5M - \$10M	\$10M+			
Advertising/Marketing	3%	7%	0%	5%	3%	2%	4%	1%	2%	0%	6%			
Engineering and Construction	14%	17%	8%	5%	12%	17%	12%	16%	7%	14%	21%			
Food and Beverage	4%	0%	0%	11%	10%	0%	4%	4%	7%	4%	0%			
Financial	5%	10%	10%	9%	0%	0%	4%	8%	3%	4%	11%			
Legal/Accounting	4%	7%	8%	5%	1%	0%	2%	8%	1%	5%	6%			
Manufacturing	16%	10%	18%	20%	7%	24%	13%	21%	5%	28%	15%			
Medical	6%	4%	10%	5%	9%	7%	7%	6%	8%	4%	6%			
Non-profit	8%	7%	3%	5%	10%	10%	5%	14%	9%	9%	7%			
Retail	4%	10%	0%	2%	1%	5%	6%	1%	4%	6%	3%			
Service	15%	13%	15%	20%	19%	10%	17%	12%	27%	5%	12%			
Telecommunications/Technology	3%	0%	5%	2%	4%	5%	5%	0%	3%	5%	1%			
Wholesale, distribution and transportation	6%	4%	13%	5%	6%	10%	8%	4%	6%	9%	4%			
Other	10%	10%	10%	7%	16%	12%	13%	7%	16%	6%	7%			

Q2. Think about the impact of the COVID-19 crisis and the responses to it, including social distancing, business closings, layoffs and quarantines, are having on current business or economic conditions in New York State. How quickly do you think New York will recover to "pre-virus" revenue and employment levels?															
	Total	Region					Employees		Revenue			Industry			
		Capital Region	Central NY	Finger Lakes	Southern Tier	Western NY	50 or fewer	51+	<\$2.5M	\$2.5M - \$10M	\$10M+	Engineer/Construct	Manufact	Service	
Within three months	6%	3%	5%	9%	9%	10%	8%	2%	6%	6%	3%	9%	4%	9%	
More than 3 months, but less than 6 months	25%	31%	28%	27%	16%	29%	24%	28%	25%	31%	25%	35%	25%	20%	
Until the end of 2020	24%	20%	28%	23%	31%	19%	23%	24%	27%	22%	23%	23%	25%	24%	
Until the first quarter of 2021	17%	16%	8%	18%	16%	17%	18%	16%	18%	10%	23%	19%	17%	13%	
Much longer than the first quarter of 2021	22%	24%	23%	20%	24%	24%	22%	22%	22%	24%	19%	7%	23%	26%	
Don't know	6%	6%	8%	2%	4%	2%	4%	8%	3%	6%	6%	7%	6%	9%	

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Q3. And thinking about the impact of the crisis on your industry, how quickly do you think your industry here in New York will recover to pre-crisis revenue and employment levels?														
	Region						Employees		Revenue			Industry		
	Total	Capital Region	Central NY	Finger Lakes	Southern Tier	Western NY	50 or fewer	51+	<\$2.5M	\$2.5M - \$10M	\$10M+	Engineer/Construct	Manufact	Service
Within three months	12%	11%	15%	16%	9%	19%	12%	12%	11%	12%	14%	14%	13%	15%
More than 3 months, but less than 6 months	24%	26%	26%	11%	21%	21%	22%	26%	23%	24%	26%	44%	19%	20%
Until the end of 2020	21%	14%	23%	30%	26%	24%	22%	21%	27%	19%	19%	7%	29%	13%
Until the first quarter of 2021	16%	24%	8%	25%	12%	12%	21%	11%	23%	14%	16%	16%	17%	15%
Much longer than the first quarter of 2021	20%	19%	26%	16%	28%	17%	18%	24%	14%	24%	22%	14%	17%	30%
Don't know	6%	6%	3%	2%	4%	7%	5%	6%	2%	6%	3%	5%	6%	7%

Q4. And now thinking specifically about your business, how quickly do you think your business here in New York will recover to pre-crisis revenue and employment levels, or has your business not suffered any effects at this time from the COVID-19 crisis?														
	Region						Employees		Revenue			Industry		
	Total	Capital Region	Central NY	Finger Lakes	Southern Tier	Western NY	50 or fewer	51+	<\$2.5M	\$2.5M - \$10M	\$10M+	Engineer/Construct	Manufact	Service
Within three months	10%	9%	15%	14%	4%	12%	8%	13%	6%	14%	8%	19%	15%	9%
More than 3 months, but less than 6 months	25%	24%	26%	14%	26%	33%	26%	23%	25%	35%	22%	28%	27%	26%
Until the end of 2020	20%	21%	21%	25%	21%	12%	20%	19%	26%	8%	23%	14%	19%	20%
Until the first quarter of 2021	18%	19%	15%	20%	21%	17%	21%	14%	23%	15%	18%	21%	15%	13%
Much longer than the first quarter of 2021	17%	20%	15%	14%	24%	14%	16%	19%	13%	21%	19%	14%	10%	26%
Have not suffered any effects at this time	5%	4%	5%	9%	1%	5%	4%	8%	4%	3%	7%	2%	8%	0%
Don't know	5%	3%	3%	5%	3%	7%	5%	4%	3%	5%	2%	2%	6%	7%

Q5. Compared to the expectations that you had for revenue as 2020 began, do you now expect your revenue for 2020 to be significantly less than you had projected, somewhat less, about the same, somewhat more than you had projected or significantly more than you had projected?														
	Region						Employees		Revenue			Industry		
	Total	Capital Region	Central NY	Finger Lakes	Southern Tier	Western NY	50 or fewer	51+	<\$2.5M	\$2.5M - \$10M	\$10M+	Engineer/Construct	Manufact	Service
Significantly less	57%	56%	56%	55%	68%	60%	61%	51%	70%	50%	48%	33%	50%	65%
Somewhat less	32%	31%	38%	36%	25%	24%	30%	35%	23%	38%	37%	53%	33%	26%
About the same	8%	11%	5%	5%	4%	10%	7%	10%	5%	6%	13%	9%	15%	7%
Somewhat more	2%	0%	0%	5%	1%	5%	2%	2%	2%	1%	2%	0%	0%	2%
Significantly more	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Don't know	2%	1%	0%	0%	1%	2%	1%	2%	0%	4%	0%	5%	2%	0%

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Q6. And your profits, compared to the expectations that you had for profits as 2020 began, do you now expect your profits for 2020 to be significantly less than you had projected, somewhat less, about the same, somewhat more than you had projected or significantly more than you had projected?

	Total	Region					Employees		Revenue			Industry		
		Capital Region	Central NY	Finger Lakes	Southern Tier	Western NY	50 or fewer	51+	<\$2.5M	\$2.5M - \$10M	\$10M+	Engineer/Construct	Manufact	Service
Significantly less	60%	57%	62%	59%	69%	55%	64%	54%	68%	58%	54%	40%	54%	70%
Somewhat less	27%	26%	28%	30%	22%	31%	26%	28%	24%	26%	32%	49%	33%	20%
About the same	9%	14%	5%	5%	6%	7%	8%	10%	7%	10%	9%	9%	8%	9%
Somewhat more	1%	0%	0%	2%	0%	5%	1%	2%	0%	0%	2%	0%	0%	0%
Significantly more	0%	0%	0%	2%	0%	0%	0%	1%	0%	1%	0%	0%	2%	0%
Don't know	3%	3%	5%	2%	3%	2%	2%	5%	1%	5%	3%	2%	2%	2%

Q7. Despite the uncertainty of the current business climate, again compared to your plans for 2020 prior to the COVID-19 crisis, do you now plan to invest in fixed assets at a greater rate than you had planned, at the same rate as you had planned or have you lessened your plans to invest in fixed assets for 2020?

	Total	Region					Employees		Revenue			Industry		
		Capital Region	Central NY	Finger Lakes	Southern Tier	Western NY	50 or fewer	51+	<\$2.5M	\$2.5M - \$10M	\$10M+	Engineer/Construct	Manufact	Service
Greater rate	2%	3%	0%	2%	1%	5%	2%	2%	3%	1%	2%	5%	2%	2%
Same rate	22%	27%	23%	20%	19%	17%	24%	19%	20%	21%	25%	26%	19%	15%
Lessened rate	58%	57%	59%	57%	62%	52%	59%	56%	61%	59%	59%	56%	63%	63%
Don't know	18%	13%	18%	20%	18%	26%	15%	22%	16%	19%	14%	14%	17%	20%

Q8. Thinking about your workforce, have you added employees in order to address your business' needs since the COVID-19 crisis started, do you currently have about the same number of employees, or do you have fewer employees than you had prior to the COVID-19 crisis?

	Total	Region					Employees		Revenue			Industry		
		Capital Region	Central NY	Finger Lakes	Southern Tier	Western NY	50 or fewer	51+	<\$2.5M	\$2.5M - \$10M	\$10M+	Engineer/Construct	Manufact	Service
Added employees	3%	6%	3%	2%	1%	5%	2%	6%	0%	3%	5%	5%	2%	0%
Same number of employees	52%	56%	59%	57%	46%	45%	54%	52%	52%	53%	58%	42%	50%	48%
Fewer employees	41%	37%	38%	41%	47%	50%	43%	40%	45%	42%	37%	51%	44%	48%
Don't know	3%	1%	0%	0%	6%	0%	2%	2%	3%	3%	0%	2%	4%	4%

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Q9. Is your business operating as an 'essential business' under Governor Cuomo's Executive Order?														
	Region						Employees		Revenue			Industry		
	Total	Capital Region	Central NY	Finger Lakes	Southern Tier	Western NY	50 or fewer	51+	<\$2.5M	\$2.5M - \$10M	\$10M+	Engineer/Construct	Manufact	Service
Yes	69%	66%	72%	75%	65%	79%	63%	83%	58%	74%	79%	63%	90%	50%
No	28%	31%	26%	25%	34%	21%	35%	17%	39%	26%	21%	35%	8%	46%
Don't know	2%	3%	3%	0%	1%	0%	2%	0%	3%	0%	0%	2%	2%	4%

For each of the following actions that some businesses have taken or anticipate taking, indicate whether you have or have not taken this action. [Q10-Q20 ROTATED]

10. Closing a location or more than one location.														
	Region						Employees		Revenue			Industry		
	Total	Capital Region	Central NY	Finger Lakes	Southern Tier	Western NY	50 or fewer	51+	<\$2.5M	\$2.5M - \$10M	\$10M+	Engineer/Construct	Manufact	Service
Have taken this action	23%	26%	13%	23%	24%	21%	22%	27%	25%	24%	23%	19%	13%	33%
Have NOT taken this action	73%	70%	87%	77%	75%	79%	77%	71%	74%	74%	76%	70%	83%	65%
Don't know	4%	4%	0%	0%	1%	0%	1%	2%	1%	1%	1%	12%	4%	2%

Q11. Laying off employees.														
	Region						Employees		Revenue			Industry		
	Total	Capital Region	Central NY	Finger Lakes	Southern Tier	Western NY	50 or fewer	51+	<\$2.5M	\$2.5M - \$10M	\$10M+	Engineer/Construct	Manufact	Service
Have taken this action	40%	37%	38%	36%	43%	57%	43%	38%	46%	45%	32%	49%	50%	46%
Have NOT taken this action	56%	60%	62%	64%	54%	43%	55%	62%	51%	55%	68%	37%	48%	50%
Don't know	3%	3%	0%	0%	3%	0%	2%	0%	3%	0%	0%	14%	2%	4%

Q12. Expanding to address new crisis-related business opportunities.														
	Region						Employees		Revenue			Industry		
	Total	Capital Region	Central NY	Finger Lakes	Southern Tier	Western NY	50 or fewer	51+	<\$2.5M	\$2.5M - \$10M	\$10M+	Engineer/Construct	Manufact	Service
Have taken this action	20%	17%	21%	23%	29%	12%	17%	28%	22%	19%	24%	16%	21%	28%
Have NOT taken this action	74%	80%	77%	70%	68%	86%	81%	67%	77%	77%	72%	70%	77%	67%
Don't know	5%	3%	3%	7%	3%	2%	2%	5%	1%	4%	4%	14%	2%	4%

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Q13. Offering to donate goods or services to others to address COVID-19 crisis needs.														
	Region						Employees		Revenue			Industry		
	Total	Capital Region	Central NY	Finger Lakes	Southern Tier	Western NY	50 or fewer	51+	<\$2.5M	\$2.5M - \$10M	\$10M+	Engineer/Construct	Manufact	Service
Have taken this action	43%	41%	36%	43%	51%	33%	38%	56%	42%	41%	53%	47%	33%	39%
Have NOT taken this action	51%	54%	59%	52%	44%	64%	58%	42%	53%	59%	43%	42%	63%	52%
Don't know	6%	4%	5%	5%	4%	2%	4%	2%	5%	0%	4%	12%	4%	9%
Q14. Having members of your workforce work from home.														
	Region						Employees		Revenue			Industry		
	Total	Capital Region	Central NY	Finger Lakes	Southern Tier	Western NY	50 or fewer	51+	<\$2.5M	\$2.5M - \$10M	\$10M+	Engineer/Construct	Manufact	Service
Have taken this action	77%	89%	77%	82%	60%	86%	74%	91%	67%	82%	92%	79%	83%	72%
Have NOT taken this action	20%	9%	23%	18%	38%	14%	26%	8%	33%	18%	8%	9%	15%	26%
Don't know	3%	3%	0%	0%	1%	0%	0%	1%	0%	0%	0%	12%	2%	2%
Q15. Postponing or cancelling new initiatives.														
	Region						Employees		Revenue			Industry		
	Total	Capital Region	Central NY	Finger Lakes	Southern Tier	Western NY	50 or fewer	51+	<\$2.5M	\$2.5M - \$10M	\$10M+	Engineer/Construct	Manufact	Service
Have taken this action	64%	63%	62%	70%	66%	62%	63%	73%	70%	64%	68%	56%	54%	59%
Have NOT taken this action	31%	34%	38%	27%	29%	38%	34%	27%	26%	35%	31%	35%	42%	39%
Don't know	4%	3%	0%	2%	4%	0%	3%	0%	4%	1%	1%	9%	4%	2%
Q16. Taking specific actions in your business to protect your staff or clients from the spread of the virus.														
	Region						Employees		Revenue			Industry		
	Total	Capital Region	Central NY	Finger Lakes	Southern Tier	Western NY	50 or fewer	51+	<\$2.5M	\$2.5M - \$10M	\$10M+	Engineer/Construct	Manufact	Service
Have taken this action	94%	96%	100%	100%	93%	98%	96%	99%	95%	99%	98%	88%	96%	91%
Have NOT taken this action	3%	3%	0%	0%	6%	2%	4%	1%	4%	1%	2%	2%	2%	7%
Don't know	3%	1%	0%	0%	1%	0%	1%	0%	1%	0%	0%	9%	2%	2%

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Q17. Offering discounts or special deals to customers/clients.														
	Total	Region					Employees		Revenue			Industry		
		Capital Region	Central NY	Finger Lakes	Southern Tier	Western NY	50 or fewer	51+	<\$2.5M	\$2.5M - \$10M	\$10M+	Engineer/Construct	Manufact	Service
Have taken this action	26%	20%	18%	45%	25%	31%	28%	24%	32%	26%	25%	7%	15%	39%
Have NOT taken this action	69%	77%	79%	55%	71%	67%	70%	72%	65%	73%	74%	81%	77%	57%
Don't know	5%	3%	3%	0%	4%	2%	2%	4%	3%	1%	1%	12%	8%	4%
Q18. Adding new products or services to what you offer to your customers/clients.														
	Total	Region					Employees		Revenue			Industry		
		Capital Region	Central NY	Finger Lakes	Southern Tier	Western NY	50 or fewer	51+	<\$2.5M	\$2.5M - \$10M	\$10M+	Engineer/Construct	Manufact	Service
Have taken this action	33%	17%	31%	34%	47%	40%	31%	40%	37%	31%	36%	19%	13%	28%
Have NOT taken this action	62%	80%	64%	66%	49%	60%	67%	57%	61%	67%	62%	67%	81%	70%
Don't know	5%	3%	5%	0%	4%	0%	2%	3%	2%	3%	2%	14%	6%	2%
Q19. Contacting suppliers, landlord(s), or financial institutions about your need to delay payments.														
	Total	Region					Employees		Revenue			Industry		
		Capital Region	Central NY	Finger Lakes	Southern Tier	Western NY	50 or fewer	51+	<\$2.5M	\$2.5M - \$10M	\$10M+	Engineer/Construct	Manufact	Service
Have taken this action	28%	19%	38%	41%	28%	31%	31%	25%	35%	27%	27%	23%	23%	39%
Have NOT taken this action	68%	80%	59%	57%	69%	67%	68%	72%	64%	73%	73%	67%	73%	54%
Don't know	4%	1%	3%	2%	3%	2%	1%	3%	1%	0%	0%	9%	4%	7%
Q20. Borrow funding from financial institutions in order to meet ongoing expenses.														
	Total	Region					Employees		Revenue			Industry		
		Capital Region	Central NY	Finger Lakes	Southern Tier	Western NY	50 or fewer	51+	<\$2.5M	\$2.5M - \$10M	\$10M+	Engineer/Construct	Manufact	Service
Have taken this action	49%	39%	59%	55%	51%	50%	54%	44%	52%	59%	46%	47%	40%	48%
Have NOT taken this action	44%	54%	41%	43%	41%	48%	43%	51%	42%	40%	52%	44%	56%	43%
Don't know	6%	7%	0%	2%	7%	2%	3%	5%	6%	1%	2%	9%	4%	9%

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(If have not taken specific action in Q10-Q20) Do you anticipate taking this action in the near future, that is, between now and August 1?														
Q21A. Closing a location or more than one location.														
		Region					Employees		Revenue			Industry		
	Total	Capital Region	Central NY	Finger Lakes	Southern Tier	Western NY	50 or fewer	51+	<\$2.5M	\$2.5M - \$10M	\$10M+	Engineer/Construct	Manufact	Service
Yes	4%	4%	9%	0%	4%	0%	3%	5%	5%	0%	4%	3%	2%	3%
No	88%	87%	79%	94%	87%	94%	87%	89%	84%	93%	90%	87%	93%	93%
Don't know	9%	10%	12%	6%	10%	6%	10%	5%	11%	7%	5%	10%	5%	3%
Q21B. Laying off employees.														
		Region					Employees		Revenue			Industry		
	Total	Capital Region	Central NY	Finger Lakes	Southern Tier	Western NY	50 or fewer	51+	<\$2.5M	\$2.5M - \$10M	\$10M+	Engineer/Construct	Manufact	Service
Yes	14%	5%	21%	14%	18%	6%	13%	14%	10%	19%	14%	6%	17%	21%
No	65%	70%	58%	71%	64%	67%	70%	58%	71%	63%	62%	61%	65%	63%
Don't know	22%	25%	21%	14%	18%	28%	17%	28%	19%	19%	25%	33%	17%	17%
Q21C. Expanding to address new crisis-related business opportunities.														
		Region					Employees		Revenue			Industry		
	Total	Capital Region	Central NY	Finger Lakes	Southern Tier	Western NY	50 or fewer	51+	<\$2.5M	\$2.5M - \$10M	\$10M+	Engineer/Construct	Manufact	Service
Yes	10%	9%	0%	18%	17%	5%	10%	12%	7%	13%	14%	19%	3%	9%
No	78%	78%	87%	76%	71%	86%	79%	77%	82%	78%	75%	69%	86%	78%
Don't know	11%	14%	13%	6%	13%	8%	11%	11%	12%	10%	11%	13%	11%	13%
Q21D. Offering to donate goods or services to others to address COVID-19 crisis needs.														
		Region					Employees		Revenue			Industry		
	Total	Capital Region	Central NY	Finger Lakes	Southern Tier	Western NY	50 or fewer	51+	<\$2.5M	\$2.5M - \$10M	\$10M+	Engineer/Construct	Manufact	Service
Yes	16%	12%	20%	24%	9%	14%	12%	24%	16%	15%	16%	5%	16%	30%
No	61%	71%	60%	56%	61%	57%	64%	53%	61%	65%	60%	63%	58%	48%
Don't know	23%	17%	20%	20%	30%	29%	24%	22%	23%	20%	24%	32%	26%	22%

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Q21E. Having members of your workforce work from home.														
	Total	Region					Employees		Revenue			Industry		
		Capital Region	Central NY	Finger Lakes	Southern Tier	Western NY	50 or fewer	51+	<\$2.5M	\$2.5M - \$10M	\$10M+	Engineer/Construct	Manufact	Service
Yes	5%	0%	0%	13%	0%	17%	0%	22%	3%	0%	13%	0%	0%	8%
No	86%	63%	100%	88%	93%	67%	92%	78%	91%	93%	75%	80%	100%	92%
Don't know	10%	38%	0%	0%	7%	17%	8%	0%	6%	7%	13%	20%	0%	0%
Q21F. Postponing or cancelling new initiatives.														
	Total	Region					Employees		Revenue			Industry		
		Capital Region	Central NY	Finger Lakes	Southern Tier	Western NY	50 or fewer	51+	<\$2.5M	\$2.5M - \$10M	\$10M+	Engineer/Construct	Manufact	Service
Yes	18%	15%	27%	15%	13%	19%	17%	18%	17%	21%	17%	27%	24%	28%
No	60%	50%	53%	69%	70%	63%	59%	68%	62%	57%	67%	53%	62%	50%
Don't know	22%	35%	20%	15%	17%	19%	23%	14%	21%	21%	17%	20%	14%	22%
Q21G. Taking specific actions in your business to protect your staff or clients from the spread of the virus.														
	Total	Region					Employees		Revenue			Industry		
		Capital Region	Central NY	Finger Lakes	Southern Tier	Western NY	50 or fewer	51+	<\$2.5M	\$2.5M - \$10M	\$10M+	Engineer/Construct	Manufact	Service
Yes	64%	67%	0%	0%	40%	100%	63%	100%	40%	100%	100%	100%	100%	67%
No	27%	0%	0%	0%	60%	0%	38%	0%	60%	0%	0%	0%	0%	33%
Don't know	9%	33%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Q21H. Offering discounts or special deals to customers/clients.														
	Total	Region					Employees		Revenue			Industry		
		Capital Region	Central NY	Finger Lakes	Southern Tier	Western NY	50 or fewer	51+	<\$2.5M	\$2.5M - \$10M	\$10M+	Engineer/Construct	Manufact	Service
Yes	14%	11%	16%	25%	16%	14%	18%	9%	21%	17%	10%	8%	13%	26%
No	65%	77%	59%	58%	67%	55%	65%	65%	62%	62%	69%	78%	73%	59%
Don't know	20%	13%	25%	17%	18%	31%	17%	26%	17%	21%	21%	14%	15%	15%

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Q21I. Adding new products or services to what you offer to your customers/clients.														
	Region						Employees		Revenue			Industry		
	Total	Capital Region	Central NY	Finger Lakes	Southern Tier	Western NY	50 or fewer	51+	<\$2.5M	\$2.5M - \$10M	\$10M+	Engineer/Construct	Manufact	Service
Yes	20%	21%	19%	14%	28%	12%	22%	16%	25%	22%	16%	16%	17%	19%
No	69%	64%	74%	79%	58%	80%	68%	71%	62%	72%	69%	68%	73%	66%
Don't know	11%	16%	7%	7%	14%	8%	10%	13%	13%	6%	15%	16%	10%	16%
Q21J. Contacting suppliers, landlord(s), or financial institutions about your need to delay payments.														
	Region						Employees		Revenue			Industry		
	Total	Capital Region	Central NY	Finger Lakes	Southern Tier	Western NY	50 or fewer	51+	<\$2.5M	\$2.5M - \$10M	\$10M+	Engineer/Construct	Manufact	Service
Yes	13%	9%	4%	12%	14%	24%	16%	10%	21%	12%	9%	14%	8%	11%
No	68%	74%	67%	85%	63%	55%	66%	73%	60%	63%	80%	55%	75%	67%
Don't know	18%	18%	29%	4%	22%	21%	18%	17%	19%	25%	12%	31%	17%	22%
Q21K. Borrow funding from financial institutions in order to meet ongoing expenses.														
	Region						Employees		Revenue			Industry		
	Total	Capital Region	Central NY	Finger Lakes	Southern Tier	Western NY	50 or fewer	51+	<\$2.5M	\$2.5M - \$10M	\$10M+	Engineer/Construct	Manufact	Service
Yes	25%	14%	31%	30%	27%	38%	34%	14%	36%	25%	16%	21%	25%	22%
No	54%	63%	44%	65%	55%	38%	51%	60%	43%	56%	65%	42%	54%	61%
Don't know	21%	23%	25%	5%	18%	24%	15%	26%	21%	19%	20%	37%	21%	17%
Q22. Have you received notification from clients that they will have difficulty paying you on time?														
	Region						Employees		Revenue			Industry		
	Total	Capital Region	Central NY	Finger Lakes	Southern Tier	Western NY	50 or fewer	51+	<\$2.5M	\$2.5M - \$10M	\$10M+	Engineer/Construct	Manufact	Service
Yes	44%	51%	49%	57%	31%	36%	44%	49%	34%	46%	58%	33%	46%	41%
No	48%	44%	41%	41%	65%	57%	51%	44%	58%	51%	38%	58%	44%	50%
Don't know	8%	4%	10%	2%	4%	7%	5%	8%	8%	3%	4%	9%	10%	9%

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Q23. How confident are you that the government of New York State will take appropriate steps to assist New York businesses to weather this COVID-19 crisis?														
	Total	Region					Employees		Revenue			Industry		
		Capital Region	Central NY	Finger Lakes	Southern Tier	Western NY	50 or fewer	51+	<\$2.5M	\$2.5M - \$10M	\$10M+	Engineer/Construct	Manufact	Service
Very confident	8%	6%	10%	16%	7%	2%	10%	5%	15%	6%	4%	0%	6%	15%
Somewhat confident	38%	31%	38%	36%	41%	38%	34%	47%	37%	37%	37%	37%	31%	37%
Not too confident	29%	30%	36%	25%	24%	40%	31%	28%	25%	37%	31%	33%	35%	20%
Not at all confident	21%	31%	13%	23%	25%	17%	23%	19%	21%	17%	28%	21%	25%	22%
Don't know	4%	1%	3%	0%	3%	2%	2%	1%	2%	3%	0%	9%	2%	7%
Q24. How confident are you that the federal government will take appropriate steps to assist New York businesses to weather this COVID-19 crisis?														
	Total	Region					Employees		Revenue			Industry		
		Capital Region	Central NY	Finger Lakes	Southern Tier	Western NY	50 or fewer	51+	<\$2.5M	\$2.5M - \$10M	\$10M+	Engineer/Construct	Manufact	Service
Very confident	14%	16%	18%	18%	9%	12%	12%	17%	10%	15%	19%	12%	15%	13%
Somewhat confident	45%	40%	49%	52%	43%	52%	46%	45%	41%	49%	46%	47%	44%	43%
Not too confident	25%	30%	10%	18%	32%	24%	26%	26%	30%	23%	25%	33%	25%	35%
Not at all confident	13%	13%	21%	11%	16%	10%	15%	11%	19%	10%	9%	0%	15%	7%
Don't know	3%	1%	3%	0%	0%	2%	1%	1%	0%	3%	0%	9%	2%	2%
Q25. How confident are you that your business will survive this crisis and be in business a year from today?														
	Total	Region					Employees		Revenue			Industry		
		Capital Region	Central NY	Finger Lakes	Southern Tier	Western NY	50 or fewer	51+	<\$2.5M	\$2.5M - \$10M	\$10M+	Engineer/Construct	Manufact	Service
Very confident	59%	61%	59%	64%	57%	52%	55%	71%	51%	59%	72%	67%	63%	57%
Somewhat confident	30%	24%	31%	23%	38%	43%	36%	21%	41%	32%	23%	19%	23%	35%
Not too confident	6%	6%	8%	9%	4%	2%	6%	5%	6%	6%	3%	0%	10%	7%
Not at all confident	2%	6%	0%	2%	0%	2%	2%	3%	1%	1%	2%	2%	0%	0%
Don't know	3%	3%	3%	2%	0%	0%	1%	0%	1%	1%	0%	12%	4%	2%

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Q26. How well do you understand the recently passed federal legislation that provides about \$2 Trillion of crisis relief?														
		Region					Employees		Revenue			Industry		
	Total	Capital Region	Central NY	Finger Lakes	Southern Tier	Western NY	50 or fewer	51+	<\$2.5M	\$2.5M - \$10M	\$10M+	Engineer/Construct	Manufact	Service
Very well	23%	21%	33%	34%	21%	21%	25%	23%	24%	29%	22%	9%	19%	28%
Somewhat well	59%	60%	54%	52%	63%	62%	62%	57%	61%	62%	61%	67%	58%	57%
Not too well	13%	13%	13%	14%	12%	14%	11%	16%	13%	6%	14%	12%	15%	13%
Not at all well	2%	4%	0%	0%	4%	2%	2%	4%	2%	3%	3%	2%	6%	0%
Don't know	2%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	9%	2%	2%
Q27. Specifically, how familiar are you with the new and expanded U.S. Small Business Administration (SBA) loan provisions?														
		Region					Employees		Revenue			Industry		
	Total	Capital Region	Central NY	Finger Lakes	Southern Tier	Western NY	50 or fewer	51+	<\$2.5M	\$2.5M - \$10M	\$10M+	Engineer/Construct	Manufact	Service
Very familiar	41%	41%	49%	48%	40%	38%	43%	42%	38%	44%	47%	44%	31%	37%
Somewhat familiar	45%	40%	41%	45%	53%	50%	48%	42%	49%	49%	39%	33%	46%	46%
Not too familiar	8%	11%	5%	7%	6%	7%	9%	7%	11%	5%	6%	7%	15%	13%
Not at all familiar	3%	6%	5%	0%	1%	2%	1%	8%	1%	1%	7%	7%	4%	2%
Don't know	3%	1%	0%	0%	0%	2%	0%	2%	0%	1%	0%	9%	4%	2%
Q28. Please indicate which, if any, of the following new or expanded SBA programs you expect to participate in.														
		Region					Employees		Revenue			Industry		
	Total	Capital Region	Central NY	Finger Lakes	Southern Tier	Western NY	50 or fewer	51+	<\$2.5M	\$2.5M - \$10M	\$10M+	Engineer/Construct	Manufact	Service
The Economic Injury Disaster Loan Program	26%	10%	23%	36%	38%	33%	34%	16%	44%	24%	12%	14%	25%	41%
The SBA Paycheck Protection Loan Program	72%	69%	87%	80%	74%	76%	82%	61%	75%	87%	65%	77%	67%	70%
Neither	14%	20%	8%	9%	13%	10%	9%	23%	10%	6%	24%	7%	17%	13%
Don't know	10%	11%	5%	9%	10%	10%	6%	15%	9%	6%	11%	7%	10%	13%

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Q29. As the COVID-19 crisis unfolds, which of the following have you used to obtain information on business assistance programs being offered by either New York State or the federal government?

	Total	Region					Employees		Revenue			Industry		
		Capital Region	Central NY	Finger Lakes	Southern Tier	Western NY	50 or fewer	51+	<\$2.5M	\$2.5M - \$10M	\$10M+	Engineer/Construct	Manufact	Service
News media	65%	64%	59%	73%	68%	74%	65%	72%	68%	72%	68%	58%	63%	65%
Social media	23%	23%	10%	27%	31%	24%	25%	21%	28%	23%	20%	9%	13%	35%
Government sources	66%	71%	64%	77%	66%	52%	62%	80%	67%	65%	71%	56%	65%	61%
Chambers of Commerce	47%	47%	46%	64%	53%	33%	46%	52%	48%	50%	46%	56%	48%	41%
Trade associations	58%	63%	56%	64%	44%	67%	55%	67%	54%	54%	68%	79%	52%	50%
Your lawyer, accountant or other consultants	66%	63%	82%	82%	54%	67%	66%	69%	60%	71%	75%	65%	71%	57%
Your own internet investigation	56%	66%	59%	48%	62%	52%	61%	52%	65%	60%	48%	49%	58%	52%
Other	7%	10%	13%	0%	7%	7%	9%	3%	7%	5%	6%	2%	6%	7%

How helpful would each of the following state or federal actions be to your company's strategy in addressing the impact of the COVID-19 crisis? [Q30A-Q30D ROTATED]

Q30A. Low cost loans

	Total	Region					Employees		Revenue			Industry		
		Capital Region	Central NY	Finger Lakes	Southern Tier	Western NY	50 or fewer	51+	<\$2.5M	\$2.5M - \$10M	\$10M+	Engineer/Construct	Manufact	Service
Very helpful	46%	43%	41%	57%	46%	52%	50%	44%	51%	53%	38%	51%	40%	41%
Somewhat helpful	30%	27%	33%	27%	35%	33%	31%	30%	32%	28%	36%	28%	35%	33%
Not very helpful	8%	11%	10%	9%	9%	2%	10%	7%	11%	10%	5%	7%	6%	11%
Not at all helpful	9%	14%	15%	5%	6%	5%	6%	14%	4%	6%	16%	0%	15%	7%
Don't know	7%	4%	0%	2%	4%	7%	3%	6%	2%	3%	5%	14%	4%	9%

Q30B. Delays in tax filings and payments

	Total	Region					Employees		Revenue			Industry		
		Capital Region	Central NY	Finger Lakes	Southern Tier	Western NY	50 or fewer	51+	<\$2.5M	\$2.5M - \$10M	\$10M+	Engineer/Construct	Manufact	Service
Very helpful	37%	37%	44%	36%	40%	33%	42%	31%	44%	37%	29%	42%	25%	48%
Somewhat helpful	39%	43%	41%	39%	34%	45%	40%	42%	40%	38%	47%	44%	46%	33%
Not very helpful	12%	9%	5%	16%	18%	12%	12%	13%	11%	14%	12%	5%	21%	9%
Not at all helpful	5%	9%	10%	7%	1%	5%	4%	9%	3%	6%	7%	0%	6%	0%
Don't know	6%	3%	0%	2%	7%	5%	2%	6%	1%	4%	4%	9%	2%	11%

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Q30C. Funding the cost of paid employee leave														
	Total	Region					Employees		Revenue			Industry		
		Capital Region	Central NY	Finger Lakes	Southern Tier	Western NY	50 or fewer	51+	<\$2.5M	\$2.5M - \$10M	\$10M+	Engineer/Construct	Manufact	Service
Very helpful	62%	69%	59%	68%	59%	55%	63%	67%	65%	71%	59%	65%	63%	59%
Somewhat helpful	20%	19%	26%	20%	22%	24%	21%	21%	19%	18%	27%	21%	21%	22%
Not very helpful	9%	7%	5%	9%	13%	14%	11%	6%	12%	5%	8%	5%	10%	11%
Not at all helpful	3%	3%	10%	0%	1%	0%	2%	5%	2%	4%	4%	0%	2%	0%
Don't know	6%	3%	0%	2%	4%	7%	4%	1%	2%	3%	1%	9%	4%	9%

Q30D. Suspension of mortgage payments														
	Total	Region					Employees		Revenue			Industry		
		Capital Region	Central NY	Finger Lakes	Southern Tier	Western NY	50 or fewer	51+	<\$2.5M	\$2.5M - \$10M	\$10M+	Engineer/Construct	Manufact	Service
Very helpful	23%	17%	28%	25%	31%	17%	27%	18%	35%	28%	9%	19%	19%	37%
Somewhat helpful	19%	17%	13%	18%	21%	29%	20%	18%	13%	18%	28%	30%	10%	7%
Not very helpful	21%	26%	13%	27%	16%	26%	19%	26%	21%	21%	22%	16%	38%	17%
Not at all helpful	27%	34%	41%	25%	21%	21%	26%	31%	25%	24%	34%	19%	23%	24%
Don't know	10%	6%	5%	5%	12%	7%	8%	6%	6%	9%	6%	16%	10%	15%

Q31. Do you think New York State's 'social distancing' efforts, including restrictions on business operations in order to reduce the spread of the COVID-19 have been too aggressive, about right or not aggressive enough?														
	Total	Region					Employees		Revenue			Industry		
		Capital Region	Central NY	Finger Lakes	Southern Tier	Western NY	50 or fewer	51+	<\$2.5M	\$2.5M - \$10M	\$10M+	Engineer/Construct	Manufact	Service
Too aggressive	15%	16%	15%	5%	22%	14%	15%	16%	15%	18%	13%	16%	25%	9%
About right	61%	59%	64%	77%	50%	67%	61%	65%	61%	64%	63%	51%	58%	61%
Not aggressive enough	17%	16%	13%	16%	25%	14%	19%	15%	19%	14%	19%	19%	8%	22%
Don't know	7%	10%	8%	2%	3%	5%	4%	5%	5%	4%	5%	14%	8%	9%

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Q32. Do you think New York State should plan to relax restrictions on business operations and move towards being back in business by the first of May, or do you think the primary focus must continue to be on addressing the public health crisis for the time being?														
		Region					Employees		Revenue			Industry		
	Total	Capital Region	Central NY	Finger Lakes	Southern Tier	Western NY	50 or fewer	51+	<\$2.5M	\$2.5M - \$10M	\$10M+	Engineer/Construct	Manufact	Service
Relax restrictions	35%	33%	36%	32%	38%	43%	36%	37%	33%	41%	39%	40%	56%	24%
Focus on addressing the public health crisis	57%	59%	62%	59%	60%	50%	60%	57%	64%	54%	55%	42%	33%	70%
Don't know	8%	9%	3%	9%	1%	7%	4%	6%	3%	5%	6%	19%	10%	7%

Nature of the Sample	
Upstate New York State Business Leaders	
Region	
Capital Region	23%
Central NY	13%
Finger Lakes	14%
Southern Tier	22%
Western NY	14%
Number of Employees	
50 or fewer	60%
51 or more	34%
Revenue	
Less than \$2.5M	31%
\$2.5M to less than \$10M	25%
\$10M or more	31%