

Q8. Businesses and the executives that direct them strive to enhance profitability in many ways. Through which of the following strategies do you plan to MOST enhance your company's profitability over the next year?

	Region								Industry										Company Size				Revenue			Business After Pandemic		
	2020 Total	2019 Total	Capital Region	Mid-Hudson	Central/Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll	
Market/demand growth	43%	38%	50%	49%	43%	32%	38%	40%	38%	29%	54%	55%	39%	46%	48%	42%	41%	58%	42%	41%	47%	43%	42%	42%	62%	35%	19%	
Cost reduction	24%	23%	20%	21%	24%	32%	23%	26%	26%	20%	14%	28%	27%	19%	17%	25%	35%	26%	22%	25%	32%	18%	24%	28%	13%	29%	34%	
Price increase	16%	17%	13%	11%	17%	22%	20%	17%	26%	25%	8%	18%	21%	17%	29%	3%	1%	1%	19%	15%	6%	19%	18%	14%	9%	20%	23%	
New technology	7%	8%	5%	6%	8%	3%	10%	7%	3%	3%	14%	12%	3%	7%	0%	7%	10%	8%	6%	11%	7%	7%	5%	8%	7%	4%		
Other	11%	13%	12%	13%	8%	11%	10%	9%	6%	16%	10%	5%	9%	14%	6%	22%	13%	6%	10%	8%	9%	14%	10%	9%	8%	10%	20%	

Q9. Please indicate which of the following are major areas of concentration for your company now and through 2021.

	Region								Industry										Company Size				Revenue			Business After Pandemic		
	2020 Total	2019 Total	Capital Region	Mid- Hudson	Central/ Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/ Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll	
Expansion of existing markets	48%	55%	53%	54%	41%	50%	48%	44%	61%	32%	54%	55%	39%	46%	48%	36%	48%	60%	49%	50%	49%	50%	47%	48%	63%	45%	27%	
Growth in existing products	47%	50%	48%	48%	48%	43%	45%	50%	38%	42%	56%	65%	53%	46%	69%	20%	35%	36%	48%	45%	48%	45%	46%	51%	55%	46%	32%	
Entry into new markets	26%	26%	26%	30%	23%	28%	26%	23%	24%	16%	25%	27%	16%	30%	31%	23%	37%	22%	25%	31%	26%	30%	22%	26%	33%	23%	20%	
New product lines	22%	22%	24%	20%	18%	25%	21%	21%	9%	26%	13%	30%	25%	19%	40%	18%	20%	25%	21%	25%	23%	23%	20%	22%	26%	19%	21%	
Acquisition of new businesses	11%	12%	12%	16%	7%	5%	12%	14%	10%	4%	21%	15%	11%	10%	15%	5%	10%	12%	10%	9%	18%	9%	11%	13%	17%	9%	7%	
Technology innovation	25%	29%	25%	25%	22%	22%	31%	21%	22%	17%	38%	28%	12%	25%	17%	25%	25%	42%	22%	28%	38%	24%	24%	27%	36%	21%	15%	
Construction of new locations	8%	8%	7%	10%	8%	8%	7%	8%	16%	7%	2%	4%	9%	5%	2%	9%	7%	17%	7%	8%	10%	5%	9%	8%	11%	5%	4%	
Internal restructuring	26%	27%	27%	21%	27%	29%	22%	31%	27%	29%	17%	25%	32%	22%	23%	30%	34%	22%	23%	27%	36%	23%	25%	30%	24%	26%	34%	
Expansion into export markets	2%	3%	1%	2%	1%	0%	3%	1%	0%	4%	2%	5%	0%	2%	0%	0%	0%	0%	1%	5%	1%	1%	2%	2%	2%	1%	2%	
Dealing with COVID-19	42%	N/A	45%	38%	45%	42%	46%	36%	33%	46%	37%	33%	39%	41%	47%	68%	47%	39%	36%	60%	47%	36%	43%	42%	38%	59%		
Other	8%	6%	5%	6%	6%	13%	8%	9%	5%	7%	5%	6%	3%	10%	6%	20%	14%	1%	7%	10%	7%	9%	9%	6%	7%	13%		

Q10. Do you intend to invest between today through 2021 in any fixed assets for your company designed to meet growing demand, reduce costs or enhance productivity?

	Region								Industry										Company Size			Revenue			Business After Pandemic		
	2020 Total	2019 Total	Capital Region	Mid-Hudson	Central/Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Yes	41%	51%	38%	38%	45%	40%	45%	38%	39%	45%	41%	57%	45%	31%	46%	47%	35%	34%	36%	52%	56%	30%	48%	47%	54%	40%	17%
No	37%	30%	40%	43%	33%	33%	33%	39%	34%	34%	43%	27%	33%	46%	33%	29%	34%	42%	40%	29%	24%	43%	32%	34%	30%	37%	53%
Not sure	22%	19%	22%	19%	22%	26%	22%	23%	26%	21%	16%	16%	21%	23%	21%	24%	31%	25%	23%	19%	19%	26%	21%	18%	16%	23%	30%

Q11. Now thinking about the people that work for your company, between today and the end of 2021, do you plan to...?

	Region								Industry										Company Size			Revenue			Business After Pandemic		
	2020 Total	2019 Total	Capital Region	Mid-Hudson	Central/Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Substantially increase your workforce	2%	1%	2%	3%	3%	4%	1%	0%	2%	1%	0%	4%	2%	3%	0%	3%	3%	0%	2%	3%	4%	2%	2%	3%	4%	1%	0%
Moderately increase your workforce	25%	29%	25%	30%	24%	25%	23%	26%	27%	22%	26%	27%	22%	27%	19%	25%	27%	20%	25%	21%	30%	21%	28%	26%	40%	19%	10%
Remain about the same	62%	57%	62%	58%	63%	60%	65%	63%	56%	62%	63%	61%	67%	60%	77%	63%	62%	70%	65%	62%	51%	65%	60%	61%	54%	70%	55%
Decrease your workforce	10%	12%	10%	9%	10%	11%	11%	11%	15%	14%	11%	8%	9%	10%	4%	8%	8%	11%	8%	14%	15%	12%	9%	11%	2%	10%	35%

Q12. And thinking about challenges that your company faces, which of the following are you concerned with?

	Region								Industry										Company Size				Revenue		Business After Pandemic		
	2020 Total	2019 Total	Capital Region	Mid- Hudson	Central/ Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/ Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than \$2.5 million	Less than \$2.5 million	More than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Existing U.S. competition	20%	24%	22%	26%	18%	11%	16%	27%	18%	21%	19%	21%	22%	22%	40%	9%	10%	19%	20%	16%	24%	18%	23%	21%	24%	18%	21%
Governmental regulation	59%	65%	59%	53%	56%	64%	56%	64%	68%	61%	75%	64%	58%	51%	65%	48%	48%	57%	55%	68%	65%	49%	57%	68%	49%	65%	64%
Taxation	59%	58%	57%	55%	62%	62%	59%	56%	74%	63%	73%	64%	77%	52%	71%	50%	13%	47%	60%	66%	48%	52%	61%	63%	52%	62%	69%
Foreign competition	7%	9%	4%	5%	6%	8%	8%	9%	4%	7%	2%	24%	4%	4%	8%	2%	0%	0%	7%	6%	5%	7%	7%	6%	7%	12%	
Energy costs	27%	22%	24%	30%	26%	44%	24%	19%	32%	41%	11%	36%	34%	23%	33%	36%	14%	10%	29%	30%	23%	26%	30%	27%	18%	30%	44%
Risk management	19%	22%	18%	19%	19%	25%	16%	21%	28%	12%	25%	14%	12%	19%	15%	26%	32%	16%	17%	19%	29%	14%	20%	23%	21%	17%	22%
Adverse economic conditions	65%	44%	63%	69%	64%	66%	64%	68%	68%	62%	70%	64%	61%	65%	69%	74%	68%	64%	67%	69%	64%	71%	63%	65%	61%	67%	81%
Health care costs	50%	66%	50%	54%	45%	50%	46%	49%	56%	46%	41%	59%	61%	44%	52%	29%	56%	42%	46%	61%	59%	35%	57%	57%	46%	53%	51%
Global political instability	14%	12%	13%	14%	13%	9%	12%	20%	14%	12%	13%	18%	20%	15%	10%	3%	8%	9%	14%	13%	11%	15%	14%	12%	14%	11%	22%
Rising supplier costs	47%	34%	40%	34%	54%	52%	53%	51%	62%	68%	16%	67%	65%	31%	81%	45%	30%	14%	50%	50%	37%	44%	52%	49%	39%	52%	59%
Human resources	35%	45%	33%	31%	36%	46%	32%	39%	36%	41%	29%	33%	35%	36%	29%	36%	45%	26%	33%	37%	43%	32%	39%	35%	36%	35%	34%
Cash flow	37%	29%	39%	37%	33%	29%	39%	38%	28%	46%	14%	29%	35%	43%	42%	53%	38%	40%	41%	30%	30%	51%	37%	28%	31%	35%	67%
Ability to obtain suitable financing	9%	8%	8%	11%	8%	5%	7%	12%	9%	7%	5%	7%	9%	13%	6%	9%	4%	10%	9%	8%	8%	12%	6%	8%	7%	6%	24%
U.S. trade agreements	11%	16%	13%	8%	11%	8%	14%	13%	10%	16%	3%	25%	20%	6%	25%	0%	3%	3%	11%	16%	9%	10%	11%	14%	9%	13%	11%
Continuing impact of COVID-19	75%	N/A	74%	72%	73%	81%	77%	71%	72%	78%	65%	62%	71%	77%	69%	91%	96%	81%	74%	74%	82%	81%	70%	73%	76%	73%	81%

Q13. Thinking specifically about New York and the relationship between the state government and businesses like yours, overall would you say the government of the State of New York is doing an excellent, good, fair or poor job of creating a business climate in which companies like yours will succeed?

	Region								Industry										Company Size			Revenue			Business After Pandemic		
	2020 Total	2019 Total	Capital Region	Mid-Hudson	Central/Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Excellent	1%	1%	2%	2%	1%	2%	2%	1%	0%	4%	2%	1%	2%	2%	2%	3%	1%	3%	2%	2%	1%	2%	1%	1%	3%	1%	0%
Good	11%	5%	6%	17%	13%	14%	8%	11%	8%	12%	10%	7%	7%	12%	6%	10%	15%	26%	12%	4%	13%	14%	10%	9%	19%	7%	3%
Fair	30%	25%	30%	34%	34%	23%	29%	25%	26%	18%	35%	26%	32%	30%	28%	41%	32%	32%	30%	23%	30%	32%	30%	27%	37%	28%	11%
Poor	58%	66%	62%	47%	51%	61%	61%	64%	66%	66%	54%	66%	61%	56%	64%	46%	51%	39%	56%	70%	57%	52%	59%	63%	41%	64%	86%

Q14. Of the following, what would you like to see the Governor and Legislature of New York focus on?

	Region								Industry										Company Size				Revenue			Business After Pandemic		
	2020 Total	2019 Total	Capital Region	Mid-Hudson	Central/Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/ Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll	
Personal Income Tax Reform	48%	50%	48%	52%	43%	50%	42%	59%	54%	45%	56%	52%	47%	48%	57%	37%	33%	49%	48%	52%	43%	41%	56%	48%	43%	51%	52%	
Business Income Tax Reform	53%	52%	49%	51%	55%	54%	52%	55%	62%	55%	46%	60%	61%	49%	79%	44%	19%	45%	55%	59%	39%	49%	56%	53%	46%	54%	65%	
Estate Tax Reform	23%	24%	23%	25%	21%	21%	25%	24%	28%	22%	18%	32%	22%	18%	47%	15%	7%	26%	23%	31%	17%	16%	28%	25%	20%	24%	31%	
Sales Tax Reform	23%	25%	22%	20%	25%	25%	24%	27%	26%	30%	21%	24%	29%	22%	26%	26%	16%	14%	26%	22%	14%	24%	25%	22%	16%	25%	39%	
Infrastructure Development	40%	42%	46%	43%	42%	37%	32%	39%	63%	17%	51%	37%	30%	39%	43%	35%	29%	51%	38%	35%	50%	36%	40%	42%	49%	38%	25%	
Energy Infrastructure	23%	24%	23%	32%	21%	27%	19%	18%	27%	14%	16%	26%	21%	24%	21%	20%	21%	27%	23%	18%	27%	25%	21%	22%	30%	20%	14%	
Business Development Incentives	45%	36%	46%	55%	42%	43%	40%	43%	38%	41%	52%	40%	34%	47%	57%	47%	46%	62%	47%	37%	47%	52%	39%	42%	51%	41%	41%	
Ethics Reform	26%	28%	30%	24%	27%	25%	22%	27%	34%	28%	33%	27%	22%	23%	30%	15%	29%	21%	27%	29%	18%	26%	29%	24%	25%	25%	34%	
Spending Cuts	47%	53%	49%	42%	42%	43%	54%	55%	52%	45%	64%	52%	58%	42%	60%	35%	31%	36%	48%	50%	42%	41%	49%	52%	37%	53%	54%	
Workforce Development	31%	N/A	32%	30%	31%	36%	27%	32%	32%	17%	16%	37%	21%	36%	21%	35%	39%	40%	30%	28%	42%	33%	31%	30%	36%	30%	25%	
Addressing the Budget Deficit	45%	N/A	49%	40%	40%	38%	49%	49%	51%	39%	62%	45%	48%	42%	47%	31%	49%	34%	43%	47%	48%	41%	42%	49%	41%	49%	43%	
Other	18%	17%	16%	17%	20%	23%	19%	13%	12%	26%	18%	15%	12%	21%	11%	24%	27%	14%	17%	22%	20%	22%	17%	17%	18%	17%	25%	

Q15. How confident are you in the ability of the government of the State of New York to improve the business climate for businesses like yours here in New York over the next year? Are you:

	Region								Industry										Company Size			Revenue			Business After Pandemic		
	2020 Total	2019 Total	Capital Region	Mid-Hudson	Central/Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Very confident	2%	1%	1%	2%	1%	2%	1%	1%	0%	4%	0%	0%	1%	2%	0%	5%	1%	3%	2%	0%	2%	3%	2%	1%	3%	1%	1%
Somewhat confident	18%	12%	12%	29%	19%	20%	16%	13%	17%	21%	13%	9%	16%	16%	9%	33%	30%	35%	20%	13%	17%	26%	14%	14%	29%	13%	6%
Not very confident	36%	40%	38%	32%	39%	33%	35%	37%	29%	26%	42%	39%	31%	39%	34%	40%	35%	39%	35%	28%	40%	34%	38%	35%	36%	38%	24%
Not at all confident	44%	45%	49%	36%	39%	46%	47%	48%	54%	49%	45%	52%	52%	42%	57%	22%	34%	23%	43%	59%	41%	38%	46%	50%	32%	48%	69%

Q16. How satisfied have you been with state government's 2020 management of the COVID-19 pandemic?

	Region								Industry										Company Size			Revenue			Business After Pandemic		
	2020 Total	2019 Total	Capital Region	Mid-Hudson	Central/Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Very satisfied	14%	N/A	11%	16%	18%	16%	12%	11%	12%	17%	11%	7%	11%	14%	6%	19%	21%	25%	15%	10%	11%	17%	13%	11%	20%	11%	6%
Somewhat satisfied	33%	N/A	35%	41%	32%	26%	29%	30%	26%	25%	27%	28%	26%	38%	34%	45%	38%	42%	32%	26%	40%	33%	34%	32%	38%	33%	20%
Not very satisfied	23%	N/A	23%	19%	26%	26%	23%	22%	22%	21%	29%	28%	29%	21%	21%	17%	23%	18%	22%	26%	26%	22%	21%	26%	23%	24%	21%
Not at all satisfied	30%	N/A	32%	24%	25%	32%	35%	37%	39%	37%	32%	36%	33%	27%	38%	19%	18%	16%	30%	38%	23%	28%	32%	31%	19%	33%	53%

Q17. How confident are you about state government's management of the COVID-19 pandemic moving forward?

	Region								Industry										Company Size			Revenue			Business After Pandemic		
	2020 Total	2019 Total	Capital Region	Mid-Hudson	Central/Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Very confident	11%	N/A	8%	16%	12%	13%	8%	9%	9%	16%	6%	6%	6%	12%	4%	7%	18%	23%	11%	9%	7%	14%	10%	8%	15%	9%	5%
Somewhat confident	35%	N/A	36%	39%	37%	31%	30%	30%	26%	29%	24%	32%	32%	40%	30%	48%	37%	44%	35%	25%	43%	36%	32%	33%	43%	31%	22%
Not very confident	28%	N/A	27%	27%	29%	27%	31%	26%	30%	24%	39%	30%	32%	24%	28%	31%	31%	18%	27%	25%	30%	26%	29%	29%	26%	30%	24%
Not at all confident	27%	N/A	28%	18%	21%	29%	31%	36%	36%	32%	31%	33%	29%	24%	38%	14%	14%	14%	26%	41%	20%	23%	29%	30%	16%	30%	50%

Q18. And thinking about the efforts of the federal government, overall would you say the federal government is doing an excellent, good, fair or poor job of creating a business climate in which companies like yours will succeed?

	Region								Industry										Company Size			Revenue			Business After Pandemic		
	2020 Total	2019 Total	Capital Region	Mid-Hudson	Central/Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Excellent	4%	12%	5%	5%	4%	2%	3%	3%	3%	0%	5%	5%	2%	5%	4%	3%	6%	1%	3%	4%	4%	3%	5%	4%	4%	4%	3%
Good	20%	27%	23%	21%	20%	22%	17%	18%	23%	11%	21%	20%	15%	19%	26%	22%	23%	26%	22%	16%	18%	17%	22%	20%	24%	19%	11%
Fair	47%	32%	47%	42%	48%	49%	50%	45%	47%	44%	57%	45%	51%	47%	30%	50%	52%	41%	44%	50%	52%	47%	47%	47%	48%	49%	32%
Poor	29%	25%	25%	31%	28%	27%	30%	33%	26%	45%	16%	30%	32%	30%	40%	24%	19%	32%	31%	30%	26%	33%	29%	29%	23%	28%	53%

Q19. How confident are you in the ability of the federal government to improve the business climate for businesses like yours here in New York over the next year? Are you:

	Region								Industry										Company Size			Revenue			Business After Pandemic		
	2020 Total	2019 Total	Capital Region	Mid-Hudson	Central/Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Very confident	4%	7%	6%	4%	5%	4%	3%	4%	2%	4%	3%	1%	2%	6%	0%	5%	4%	13%	4%	1%	7%	6%	4%	4%	7%	4%	0%
Somewhat confident	27%	30%	24%	34%	31%	27%	26%	24%	28%	24%	23%	21%	21%	27%	20%	36%	49%	32%	27%	24%	30%	30%	26%	26%	37%	24%	12%
Not very confident	37%	42%	40%	32%	36%	35%	40%	35%	30%	29%	46%	40%	40%	37%	39%	43%	26%	39%	37%	30%	38%	36%	35%	38%	35%	38%	37%
Not at all confident	32%	19%	30%	31%	28%	34%	32%	37%	40%	43%	28%	38%	37%	29%	41%	16%	20%	16%	32%	45%	25%	29%	35%	33%	21%	35%	51%

Q20. How satisfied have you been with the federal government's 2020 management of the COVID-19 pandemic?

	Region								Industry										Company Size			Revenue			Business After Pandemic		
	2020 Total	2019 Total	Capital Region	Mid-Hudson	Central/Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/ Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Very satisfied	8%	N/A	7%	7%	10%	9%	9%	9%	13%	5%	8%	15%	3%	7%	11%	9%	6%	3%	8%	11%	6%	8%	9%	9%	6%	9%	13%
Somewhat satisfied	32%	N/A	30%	23%	35%	40%	35%	27%	39%	28%	44%	32%	46%	28%	37%	22%	21%	21%	31%	32%	32%	26%	34%	34%	28%	36%	27%
Not too satisfied	25%	N/A	24%	25%	27%	19%	23%	30%	23%	33%	20%	27%	29%	22%	24%	24%	33%	16%	23%	29%	25%	25%	24%	23%	22%	27%	23%
Not at all satisfied	35%	N/A	39%	45%	29%	32%	33%	34%	25%	33%	28%	27%	22%	43%	28%	45%	40%	61%	38%	27%	36%	41%	33%	34%	44%	29%	37%

Q21. How confident are you about the federal government's management of COVID-19 pandemic moving forward?

	Region								Industry										Company Size			Revenue			Business After Pandemic		
	2020 Total	2019 Total	Capital Region	Mid-Hudson	Central/Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Very confident	11%	N/A	11%	15%	10%	17%	5%	9%	6%	12%	7%	4%	6%	18%	2%	10%	16%	17%	11%	7%	13%	14%	9%	9%	15%	9%	3%
Somewhat confident	42%	N/A	43%	48%	45%	30%	43%	38%	38%	29%	48%	36%	42%	40%	45%	55%	47%	58%	43%	32%	48%	42%	44%	41%	49%	41%	24%
Not too confident	29%	N/A	31%	21%	30%	26%	32%	34%	31%	39%	33%	36%	35%	22%	36%	28%	24%	17%	30%	34%	23%	28%	30%	30%	23%	34%	31%
Not at all confident	18%	N/A	14%	17%	15%	27%	20%	19%	25%	20%	13%	24%	17%	20%	17%	7%	13%	8%	17%	27%	16%	17%	17%	20%	13%	15%	42%

Q22. Thinking specifically about your immediate geographic area, including yours and adjacent counties, is the general business climate improving, staying the same or worsening?																											
	2020 Total	2019 Total	Capital Region	Mid- Hudson	Central/ Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/ Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Improving	11%	12%	8%	15%	14%	10%	10%	9%	7%	13%	8%	6%	7%	14%	13%	10%	10%	17%	11%	4%	11%	13%	11%	8%	19%	7%	2%
Staying the same	48%	53%	56%	54%	53%	37%	46%	39%	45%	43%	57%	48%	56%	45%	40%	59%	48%	53%	48%	45%	49%	48%	48%	49%	60%	48%	17%
Worsening	41%	32%	36%	32%	33%	53%	44%	53%	48%	44%	34%	46%	37%	41%	47%	31%	42%	30%	41%	50%	39%	39%	41%	43%	21%	46%	81%
Q23. Which of the following industry sectors do you think will have a positive impact on the economic vitality of your geographic area in the next three to five years?																											
	2020 Total	2019 Total	Capital Region	Mid- Hudson	Central/ Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/ Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Education	15%	23%	14%	10%	10%	30%	12%	18%	23%	5%	17%	14%	12%	16%	23%	7%	13%	12%	14%	19%	15%	5%	25%	15%	15%	17%	5%
Tourism	22%	20%	16%	10%	28%	19%	27%	24%	12%	30%	13%	21%	28%	21%	15%	57%	24%	9%	23%	13%	20%	31%	21%	16%	19%	23%	30%
Technology	18%	17%	31%	21%	20%	6%	14%	14%	18%	12%	25%	17%	33%	20%	21%	3%	12%	13%	19%	16%	19%	15%	19%	19%	25%	15%	12%
Transportation	3%	4%	2%	4%	3%	5%	2%	2%	5%	7%	3%	4%	4%	1%	4%	0%	1%	1%	2%	3%	5%	1%	3%	5%	2%	4%	3%
Medical	15%	14%	13%	21%	11%	9%	16%	20%	11%	8%	20%	14%	9%	15%	11%	10%	26%	29%	14%	20%	17%	16%	10%	18%	12%	16%	18%
Green and sustainable energy	9%	4%	11%	17%	5%	12%	6%	4%	11%	11%	12%	4%	2%	11%	2%	10%	10%	17%	9%	11%	7%	13%	6%	8%	12%	8%	6%
Manufacturing	10%	8%	6%	5%	13%	13%	13%	10%	12%	18%	2%	17%	6%	9%	15%	2%	3%	9%	10%	11%	11%	10%	9%	12%	9%	10%	12%
Other	8%	4%	6%	12%	9%	6%	8%	8%	10%	8%	8%	10%	6%	7%	9%	7%	10%	8%	8%	7%	7%	9%	8%	8%	6%	8%	14%
Q24. Turning to your impressions of the local workforce. Is there an ample supply of local workers that are appropriately trained for your employment needs?																											
	2020 Total	2019 Total	Capital Region	Mid- Hudson	Central/ Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/ Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Yes	28%	21%	27%	37%	18%	22%	26%	35%	22%	24%	34%	18%	23%	26%	43%	34%	30%	49%	28%	24%	27%	26%	28%	28%	31%	24%	30%
No	61%	71%	59%	48%	73%	70%	63%	54%	74%	62%	49%	73%	68%	60%	49%	48%	52%	41%	59%	66%	68%	56%	62%	65%	60%	64%	56%
Don't know	11%	8%	14%	15%	8%	8%	11%	11%	4%	14%	16%	9%	8%	14%	9%	17%	17%	11%	12%	10%	5%	17%	9%	7%	9%	12%	14%
Q25. What types of workers are you having the most difficulty recruiting?																											
	2020 Total	2019 Total	Capital Region	Mid- Hudson	Central/ Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/ Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Unskilled	28%	N/A	27%	17%	32%	24%	34%	28%	16%	48%	8%	39%	32%	26%	31%	43%	26%	8%	27%	25%	36%	25%	29%	30%	25%	31%	29%
Semi-skilled	56%	N/A	54%	42%	60%	60%	54%	64%	55%	68%	23%	67%	69%	47%	74%	55%	54%	42%	58%	63%	50%	57%	55%	56%	54%	57%	57%
Skilled	50%	N/A	49%	47%	55%	55%	52%	43%	70%	47%	33%	55%	47%	52%	24%	43%	52%	48%	50%	56%	48%	52%	49%	50%	49%	51%	52%
Professional	34%	N/A	37%	40%	27%	36%	33%	28%	30%	11%	71%	26%	15%	44%	12%	21%	41%	62%	29%	34%	45%	32%	31%	36%	38%	30%	31%
Q26. Do you feel the local workforce, in general, has access to training for relevant skills that your company will need in five years?																											
	2020 Total	2019 Total	Capital Region	Mid- Hudson	Central/ Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/ Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Yes, for all positions	22%	N/A	28%	18%	16%	16%	25%	25%	23%	22%	26%	13%	18%	24%	30%	30%	18%	27%	24%	16%	19%	28%	20%	20%	23%	22%	20%
Yes, for some, but not all positions	54%	N/A	56%	55%	53%	56%	53%	50%	53%	45%	61%	55%	57%	52%	38%	49%	75%	56%	49%	63%	61%	48%	51%	58%	56%	53%	48%
No	24%	N/A	17%	27%	30%	28%	23%	24%	23%	34%	13%	32%	25%	24%	32%	21%	7%	17%	27%	21%	20%	24%	29%	22%	21%	25%	32%
Q27. Which of the following most closely matches your company:																											
	2020 Total	2019 Total	Capital Region	Mid- Hudson	Central/ Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/ Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Active internal program to encourage employee growth and development	51%	N/A	57%	54%	48%	62%	43%	46%	56%	47%	56%	51%	55%	49%	51%	44%	45%	53%	45%	67%	64%	43%	49%	58%	62%	47%	37%
Encourages employee growth and development through outside sources	28%	N/A	26%	24%	28%	28%	29%	32%	27%	32%	30%	30%	16%	31%	15%	28%	36%	30%	29%	23%	25%	31%	30%	24%	23%	31%	29%
Does not have active processes in place	21%	N/A	17%	21%	25%	10%	28%	22%	17%	22%	15%	19%	29%	20%	34%	28%	19%	18%	26%	10%	11%	27%	21%	18%	15%	22%	34%
Q28. Which of the following most closely matches your company:																											
	2020 Total	2019 Total	Capital Region	Mid- Hudson	Central/ Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/ Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
The next generation of leadership is already here	57%	N/A	62%	57%	55%	52%	57%	53%	67%	56%	64%	55%	55%	52%	66%	54%	57%	57%	51%	72%	68%	41%	63%	65%	68%	56%	31%
We will hire from outside the company for the next generation of leadership	24%	N/A	23%	24%	25%	28%	24%	23%	22%	29%	21%	23%	6%	26%	13%	35%	42%	26%	23%	20%	28%	28%	22%	22%	24%	24%	24%
Not concerned	19%	N/A	15%	18%	20%	19%	19%	24%	11%	15%	15%	22%	38%	23%	21%	11%	1%	18%	26%	9%	3%	31%	15%	14%	8%	20%	45%
Q29. Which of the following methods of or support for employee growth and development does your company offer?																											
	2020 Total	2019 Total	Capital Region	Mid- Hudson	Central/ Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/ Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Internally developed training	74%	N/A	74%	76%	72%	77%	71%	76%	73%	75%	75%	82%	80%	66%	78%	81%	73%	69%	69%	86%	82%	66%	76%	78%	79%	72%	67%
Outsourced training	58%	N/A	63%	54%	57%	60%	56%	60%	62%	42%	80%	53%	46%	62%	39%	54%	79%	61%	54%	68%	72%	53%	59%	63%	72%	54%	38%
Mentorships	39%	N/A	39%	47%	38%	34%	39%	37%	43%	35%	44%	33%	29%	39%	22%	52%	42%	57%	36%	43%	47%	40%	37%	39%	47%	35%	34%
Reimbursement or paying for training	49%	N/A	52%	44%	47%	56%	48%	47%	58%	36%	69%	55%	39%	45%	41%	37%	54%	44%	43%	57%	66%	37%	52%	56%	58%	46%	36%
Reimbursement or paying for education	33%	N/A	39%	26%	26%	38%	35%	32%	41%	13%	64%	43%	13%	27%	29%	17%	42%	43%	25%	42%	55%	18%	33%	43%	40%	31%	19%
Other	4%	N/A	2%	10%	4%	2%	4%	3%	1%	4%	2%	4%	6%	6%	0%	4%	6%	4%	5%	2%	3%	6%	3%	4%	4%	3%	6%

Q30A. Would you say COVID-19 has increased, decreased, or had no impact on: Demand for your product(s)/service(s)																													
	Region								Industry										Company Size			Revenue			Business After Pandemic				
	2020 Total	2019 Total	Capital Region	Mid- Hudson	Central/ Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/ Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll		
Increased	32%	N/A	34%	34%	37%	27%	31%	24%	11%	26%	34%	21%	54%	36%	28%	26%	42%	44%	31%	30%	37%	33%	30%	32%	45%	29%	9%		
Decreased	51%	N/A	50%	51%	47%	61%	47%	54%	61%	62%	36%	57%	32%	46%	60%	71%	43%	53%	50%	56%	51%	53%	48%	52%	42%	48%	84%		
No impact	17%	N/A	16%	15%	16%	12%	22%	22%	29%	12%	29%	22%	15%	18%	13%	3%	15%	3%	19%	14%	12%	14%	21%	16%	13%	23%	7%		
Q30B. Would you say COVID-19 has increased, decreased, or had no impact on: Your revenue																													
	Region								Industry										Company Size			Revenue			Business After Pandemic				
	2020 Total	2019 Total	Capital Region	Mid- Hudson	Central/ Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/ Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll		
Increased	20%	N/A	22%	19%	22%	10%	24%	17%	7%	21%	22%	19%	38%	18%	24%	14%	12%	29%	19%	23%	22%	15%	22%	22%	34%	15%	0%		
Decreased	67%	N/A	64%	69%	62%	78%	67%	66%	74%	68%	52%	67%	52%	68%	65%	81%	78%	61%	68%	64%	65%	74%	65%	63%	53%	69%	98%		
No impact	13%	N/A	15%	11%	16%	12%	10%	17%	19%	11%	26%	13%	10%	14%	11%	5%	10%	10%	14%	13%	13%	11%	13%	16%	13%	17%	2%		
Q30C. Would you say COVID-19 has increased, decreased, or had no impact on: Your profitability																													
	Region								Industry										Company Size			Revenue			Business After Pandemic				
	2020 Total	2019 Total	Capital Region	Mid- Hudson	Central/ Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/ Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll		
Increased	18%	N/A	21%	22%	22%	9%	16%	15%	9%	12%	24%	15%	36%	18%	22%	10%	9%	29%	18%	18%	21%	15%	22%	18%	34%	11%	1%		
Decreased	66%	N/A	66%	61%	60%	73%	68%	73%	76%	68%	55%	68%	51%	65%	62%	81%	79%	54%	67%	64%	64%	73%	66%	62%	48%	71%	97%		
No impact	16%	N/A	14%	17%	17%	18%	17%	12%	16%	19%	21%	17%	13%	17%	16%	9%	12%	17%	15%	18%	15%	12%	12%	20%	18%	18%	2%		
Q30D. Would you say COVID-19 has increased, decreased, or had no impact on: The size of your workforce																													
	Region								Industry										Company Size			Revenue			Business After Pandemic				
	2020 Total	2019 Total	Capital Region	Mid- Hudson	Central/ Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/ Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll		
Increased	11%	N/A	10%	17%	11%	6%	10%	10%	7%	12%	10%	12%	13%	12%	7%	3%	10%	18%	11%	11%	11%	9%	15%	10%	22%	6%	2%		
Decreased	48%	N/A	49%	42%	49%	55%	48%	52%	55%	63%	33%	45%	43%	44%	41%	76%	60%	34%	45%	47%	60%	48%	47%	50%	37%	48%	76%		
No impact	41%	N/A	41%	41%	40%	39%	43%	38%	38%	25%	57%	43%	43%	44%	52%	21%	30%	48%	44%	42%	30%	43%	38%	41%	41%	46%	22%		
Q30E. Would you say COVID-19 has increased, decreased, or had no impact on: Your cost of doing business																													
	Region								Industry										Company Size			Revenue			Business After Pandemic				
	2020 Total	2019 Total	Capital Region	Mid- Hudson	Central/ Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/ Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll		
Increased	75%	N/A	74%	66%	80%	68%	78%	77%	78%	85%	64%	80%	81%	66%	81%	77%	78%	65%	72%	78%	79%	68%	77%	77%	71%	74%	85%		
Decreased	9%	N/A	9%	13%	5%	12%	7%	9%	7%	7%	14%	7%	4%	10%	6%	11%	9%	14%	9%	9%	10%	9%	9%	9%	11%	8%	7%		
No impact	17%	N/A	17%	21%	15%	20%	15%	14%	15%	8%	22%	13%	14%	24%	13%	12%	13%	21%	19%	13%	11%	23%	14%	14%	18%	17%	8%		
Q31. Did you receive any federal funds to assist you in either keeping your business open or to adapt to COVID-19 requirements?																													
	Region								Industry										Company Size			Revenue			Business After Pandemic				
	2020 Total	2019 Total	Capital Region	Mid- Hudson	Central/ Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/ Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll		
Yes	75%	N/A	73%	71%	81%	78%	70%	78%	82%	81%	45%	77%	76%	72%	81%	81%	82%	69%	78%	84%	61%	73%	81%	72%	72%	77%	74%		
No	25%	N/A	27%	29%	19%	22%	30%	22%	18%	19%	55%	23%	24%	28%	19%	19%	18%	31%	22%	16%	39%	27%	19%	28%	28%	23%	26%		
Q32A. Please indicate whether you have made each of the following operational changes in specific response to COVID-19: Increased ability for employees to work at home																													
	Region								Industry										Company Size			Revenue			Business After Pandemic				
	2020 Total	2019 Total	Capital Region	Mid- Hudson	Central/ Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/ Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll		
Already made this change	57%	N/A	67%	68%	46%	53%	53%	56%	55%	23%	93%	58%	21%	63%	44%	52%	82%	84%	48%	62%	85%	48%	56%	64%	72%	50%	41%		
Plan to make this change within 6 months	1%	N/A	1%	0%	0%	1%	1%	1%	0%	0%	0%	1%	2%	0%	2%	0%	0%	0%	0%	0%	1%	0%	1%	0%	0%	1%	1%		
Do not plan to make this change	42%	N/A	32%	32%	54%	46%	46%	43%	45%	77%	7%	41%	77%	37%	53%	48%	18%	16%	51%	38%	14%	52%	43%	36%	28%	49%	58%		
Q32B. Please indicate whether you have made each of the following operational changes in specific response to COVID-19: Reduced amount of office space																													
	Region								Industry										Company Size			Revenue			Business After Pandemic				
	2020 Total	2019 Total	Capital Region	Mid- Hudson	Central/ Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/ Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll		
Already made this change	13%	N/A	9%	23%	15%	11%	11%	9%	7%	7%	6%	9%	9%	19%	5%	15%	16%	23%	11%	13%	15%	16%	10%	11%	12%	11%	21%		
Plan to make this change within 6 months	7%	N/A	10%	13%	3%	4%	5%	8%	7%	0%	17%	5%	8%	8%	5%	2%	10%	12%	6%	6%	10%	6%	7%	8%	9%	5%	11%		
Do not plan to make this change	80%	N/A	80%	65%	82%	85%	84%	83%	85%	93%	77%	86%	84%	73%	91%	83%	74%	65%	83%	81%	75%	78%	83%	81%	79%	84%	68%		
Q32C. Please indicate whether you have made each of the following operational changes in specific response to COVID-19: Added new COVID-19 specific products or services																													
	Region								Industry										Company Size			Revenue			Business After Pandemic				
	2020 Total	2019 Total	Capital Region	Mid- Hudson	Central/ Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/ Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll		
Already made this change	45%	N/A	45%	50%	47%	43%	49%	34%	28%	55%	52%	26%	47%	46%	41%	73%	59%	66%	43%	43%	54%	50%	42%	42%	52%	41%	42%		
Plan to make this change within 6 months	2%	N/A	5%	2%	1%	0%	2%	3%	1%	1%	7%	3%	2%	1%	0%	4%	3%	1%	2%	3%	3%	2%	3%	4%	3%	2%	3%		
Do not plan to make this change	53%	N/A	51%	48%	51%	57%	49%	63%	71%	43%	41%	71%	51%	53%	59%	22%	38%	33%	55%	54%	43%	48%	55%	56%	45%	58%	55%		
Q32D. Please indicate whether you have made each of the following operational changes in specific response to COVID-19: Reduction in business travel																													
	Region								Industry										Company Size			Revenue			Business After Pandemic				
	2020 Total	2019 Total	Capital Region	Mid- Hudson	Central/ Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/ Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll		
Already made this change	71%	N/A	74%	74%	63%	75%	71%	71%	66%	57%	93%	76%	57%	70%	73%	67%	72%	87%	65%	81%	87%	63%	66%	79%	78%	68%	62%		
Plan to make this change within 6 months	1%	N/A	1%	1%	1%	1%	1%	1%	0%	0%	2%	1%	0%	0%	2%	1%	0%	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%		
Do not plan to make this change	28%	N/A	26%	25%	36%	24%	28%	28%	33%	43%	5%	23%	42%	29%	25%	33%	28%	12%	35%	18%	12%	36%	32%	20%	21%	32%	36%		

Q32E. Please indicate whether you have made each of the following operational changes in specific response to COVID-19: Constructed/acquired new space or locations

	Region								Industry										Company Size			Revenue			Business After Pandemic		
	2020 Total	2019 Total	Capital Region	Mid- Hudson	Central/ Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/ Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Already made this change	11%	N/A	13%	13%	10%	12%	8%	9%	5%	8%	6%	11%	9%	15%	5%	18%	14%	9%	9%	8%	18%	11%	9%	11%	15%	8%	9%
Plan to make this change within 6 months	7%	N/A	7%	10%	2%	6%	10%	7%	2%	9%	15%	6%	8%	8%	0%	12%	10%	6%	6%	6%	11%	8%	7%	11%	5%	4%	
Do not plan to make this change	82%	N/A	81%	77%	88%	82%	81%	84%	94%	83%	79%	83%	84%	77%	95%	70%	76%	85%	85%	86%	71%	81%	84%	82%	74%	87%	87%

Q32F. Please indicate whether you have made each of the following operational changes in specific response to COVID-19: Reduced workforce

	Region								Industry										Company Size			Revenue			Business After Pandemic		
	2020 Total	2019 Total	Capital Region	Mid- Hudson	Central/ Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/ Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Already made this change	36%	N/A	39%	38%	37%	37%	36%	32%	39%	57%	18%	24%	30%	33%	36%	67%	45%	35%	34%	29%	44%	39%	33%	36%	29%	33%	64%
Plan to make this change within 6 months	5%	N/A	4%	5%	1%	11%	4%	7%	8%	4%	4%	6%	6%	3%	2%	4%	6%	3%	3%	9%	9%	3%	4%	7%	3%	5%	13%
Do not plan to make this change	59%	N/A	57%	57%	62%	52%	61%	61%	53%	39%	78%	70%	64%	64%	61%	30%	48%	62%	63%	62%	47%	58%	63%	57%	68%	63%	23%

Q32G. Please indicate whether you have made each of the following operational changes in specific response to COVID-19: Prepared for potential litigation

	Region								Industry										Company Size			Revenue			Business After Pandemic		
	2020 Total	2019 Total	Capital Region	Mid- Hudson	Central/ Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/ Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Already made this change	9%	N/A	10%	12%	11%	8%	6%	7%	9%	4%	10%	4%	11%	8%	7%	12%	21%	13%	6%	12%	17%	6%	7%	12%	10%	9%	7%
Plan to make this change within 6 months	6%	N/A	5%	1%	4%	9%	5%	10%	8%	1%	4%	9%	5%	3%	5%	8%	5%	7%	4%	13%	8%	3%	6%	7%	5%	4%	9%
Do not plan to make this change	85%	N/A	85%	86%	85%	83%	89%	83%	83%	94%	87%	87%	84%	89%	88%	80%	74%	79%	90%	76%	75%	91%	87%	80%	85%	86%	83%

Q32H. Please indicate whether you have made each of the following operational changes in specific response to COVID-19: Increased IT support for employees

	Region								Industry										Company Size			Revenue			Business After Pandemic		
	2020 Total	2019 Total	Capital Region	Mid- Hudson	Central/ Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/ Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Already made this change	42%	N/A	49%	50%	32%	44%	40%	39%	45%	24%	78%	41%	26%	39%	30%	35%	61%	61%	33%	51%	69%	25%	42%	54%	55%	38%	23%
Plan to make this change within 6 months	5%	N/A	8%	5%	2%	4%	4%	6%	5%	0%	0%	5%	7%	6%	7%	10%	3%	3%	5%	4%	8%	6%	5%	4%	3%	6%	7%
Do not plan to make this change	53%	N/A	43%	46%	66%	52%	56%	55%	51%	76%	22%	54%	66%	55%	63%	55%	36%	36%	63%	45%	23%	69%	53%	41%	42%	56%	71%

Q32I. Please indicate whether you have made each of the following operational changes in specific response to COVID-19: Increased technical security measures

	Region								Industry										Company Size			Revenue			Business After Pandemic		
	2020 Total	2019 Total	Capital Region	Mid- Hudson	Central/ Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/ Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Already made this change	47%	N/A	55%	57%	36%	50%	42%	44%	49%	26%	86%	45%	31%	44%	44%	39%	66%	64%	38%	58%	74%	32%	46%	59%	57%	44%	32%
Plan to make this change within 6 months	7%	N/A	10%	7%	6%	6%	6%	8%	6%	9%	2%	10%	11%	6%	5%	12%	6%	9%	7%	7%	7%	9%	7%	8%	6%	8%	
Do not plan to make this change	45%	N/A	35%	36%	58%	44%	51%	47%	45%	65%	13%	45%	59%	50%	51%	49%	28%	28%	55%	35%	19%	61%	45%	34%	34%	49%	61%

Q32A_1. (If already or plan to make change) Please indicate whether you plan to keep these changes in definitely: Increased ability for employees to work at home

	Region								Industry										Company Size			Revenue			Business After Pandemic		
	2020 Total	2019 Total	Capital Region	Mid- Hudson	Central/ Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/ Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Plan to keep this indefinitely	48%	N/A	46%	52%	51%	43%	48%	50%	50%	56%	54%	37%	42%	54%	43%	50%	50%	44%	55%	38%	43%	60%	45%	43%	50%	47%	48%
Do not plan to keep this change	52%	N/A	54%	48%	49%	57%	52%	50%	50%	44%	46%	63%	58%	46%	57%	50%	50%	56%	45%	62%	57%	40%	55%	57%	50%	53%	52%

Q32B_1. (If already or plan to make change) Please indicate whether you plan to keep these changes in definitely: Reduced amount of office space

	Region								Industry										Company Size			Revenue			Business After Pandemic		
	2020 Total	2019 Total	Capital Region	Mid- Hudson	Central/ Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/ Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Plan to keep this indefinitely	57%	N/A	56%	57%	45%	48%	60%	67%	52%	81%	50%	59%	48%	60%	50%	56%	46%	58%	67%	41%	47%	64%	56%	52%	59%	59%	48%
Do not plan to keep this change	43%	N/A	44%	43%	55%	52%	40%	33%	48%	19%	50%	41%	52%	40%	50%	36%	54%	42%	33%	59%	53%	36%	44%	48%	41%	41%	52%

Q32C_1. (If already or plan to make change) Please indicate whether you plan to keep these changes in definitely: Added new COVID-19 specific products or services

	Region								Industry										Company Size				Revenue				Business After Pandemic			
	2020 Total	2019 Total	Capital Region	Mid- Hudson	Central/ Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/ Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll			
Plan to keep this indefinitely	34%	N/A	29%	40%	26%	42%	30%	42%	31%	34%	38%	29%	29%	32%	35%	36%	48%	37%	36%	27%	35%	36%	33%	34%	34%	33%	38%			
Do not plan to keep this change	66%	N/A	71%	60%	74%	58%	70%	58%	69%	66%	62%	71%	71%	68%	65%	64%	52%	63%	64%	73%	65%	64%	67%	66%	67%	62%				

Q32D_1. (If already or plan to make change) Please indicate whether you plan to keep these changes in definitely: Reduced business travel

	Region								Industry										Company Size			Revenue			Business After Pandemic		
	2020 Total	2019 Total	Capital Region	Mid- Hudson	Central/ Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/ Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Plan to keep this indefinitely	25%	N/A	21%	31%	30%	19%	26%	24%	13%	26%	28%	24%	19%	30%	15%	21%	38%	29%	25%	19%	26%	30%	21%	24%	25%	24%	31%
Do not plan to keep this change	75%	N/A	79%	69%	70%	81%	74%	76%	87%	74%	72%	76%	81%	70%	85%	79%	62%	71%	75%	81%	74%	70%	79%	76%	75%	76%	69%

Q32E_1. (If already or plan to make change) Please indicate whether you plan to keep these changes in definitely: Constructed/acquired new space or locations

	Region								Industry										Company Size			Revenue			Business After Pandemic		
	2020 Total	2019 Total	Capital Region	Mid- Hudson	Central/ Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/ Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Plan to keep this indefinitely	51%	N/A	47%	48%	46%	50%	46%	68%	75%	50%	56%	46%	48%	46%	75%	47%	39%	63%	55%	45%	42%	56%	44%	52%	48%	51%	59%
Do not plan to keep this change	49%	N/A	53%	52%	54%	50%	54%	32%	25%	50%	44%	54%	52%	54%	25%	53%	61%	37%	45%	55%	58%	44%	56%	48%	52%	49%	41%

Q32F_1. (If already or plan to make change) Please indicate whether you plan to keep these changes in definitely: Reduced workforce

	Region								Industry										Company Size			Revenue			Business After Pandemic		
	2020 Total	2019 Total	Capital Region	Mid- Hudson	Central/ Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/ Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Plan to keep this indefinitely	29%	N/A	28%	31%	27%	28%	30%	21%	31%	30%	40%	29%	31%	36%	18%	25%	26%	38%	33%	24%	34%	25%	25%	27%	30%	27%	31%
Do not plan to keep this change	71%	N/A	72%	69%	73%	73%	72%	70%	79%	70%	60%	71%	69%	64%	82%	83%	74%	63%	67%	76%	76%	66%	75%	72%	70%	73%	69%

Q32G_1. (If already or plan to make change) Please indicate whether you plan to keep these changes in definitely: Prepared for potential litigation																											
	Region								Industry										Company Size			Revenue			Business After Pandemic		
	2020 Total	2019 Total	Capital Region	Mid- Hudson	Central/ Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/ Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Plan to keep this indefinitely	43%	N/A	38%	50%	31%	33%	51%	46%	27%	71%	50%	41%	40%	50%	43%	10%	45%	39%	54%	27%	29%	56%	44%	36%	40%	43%	47%
Do not plan to keep this change	57%	N/A	62%	50%	69%	67%	49%	54%	73%	29%	50%	59%	60%	50%	57%	90%	55%	61%	46%	73%	71%	44%	56%	64%	60%	57%	53%
Q32H_1. Please indicate whether you plan to keep these changes in definitely: Increased IT support for employees																											
	Region								Industry										Company Size			Revenue			Business After Pandemic		
	2020 Total	2019 Total	Capital Region	Mid- Hudson	Central/ Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/ Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Plan to keep this indefinitely	39%	N/A	37%	40%	39%	47%	34%	46%	41%	52%	38%	36%	29%	41%	41%	26%	47%	41%	41%	34%	41%	44%	35%	41%	39%	40%	40%
Do not plan to keep this change	61%	N/A	63%	60%	61%	53%	66%	54%	59%	48%	62%	64%	71%	59%	59%	74%	53%	59%	59%	66%	59%	56%	65%	59%	61%	60%	60%
Q32I_1. (If already or plan to make change) Please indicate whether you plan to keep these changes in definitely: Increased technical security measures																											
	Region								Industry										Company Size			Revenue			Business After Pandemic		
	2020 Total	2019 Total	Capital Region	Mid- Hudson	Central/ Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/ Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Plan to keep this indefinitely	40%	N/A	38%	41%	38%	43%	41%	44%	43%	33%	49%	37%	24%	44%	42%	31%	44%	42%	41%	30%	44%	46%	35%	41%	42%	38%	40%
Do not plan to keep this change	60%	N/A	62%	59%	63%	57%	59%	56%	57%	67%	51%	63%	76%	56%	58%	69%	56%	58%	59%	70%	56%	54%	65%	59%	58%	62%	60%
Q33. How significant a financial impact did COVID-19 related safety measures (PPE, physical space modifications, cleaning products, etc.) have on your business?																											
	Region								Industry										Company Size			Revenue			Business After Pandemic		
	2020 Total	2019 Total	Capital Region	Mid- Hudson	Central/ Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/ Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Very significant	26%	N/A	22%	33%	24%	31%	24%	23%	13%	32%	14%	21%	32%	25%	13%	23%	54%	28%	21%	25%	44%	23%	30%	30%	24%	22%	48%
Somewhat significant	36%	N/A	35%	34%	36%	36%	37%	42%	44%	37%	25%	39%	30%	37%	33%	33%	32%	43%	35%	42%	38%	37%	38%	35%	40%	36%	29%
Not too significant	30%	N/A	31%	22%	33%	32%	33%	27%	37%	25%	46%	36%	31%	25%	48%	22%	11%	19%	34%	29%	15%	30%	32%	28%	28%	34%	19%
Not at all significant	8%	N/A	12%	12%	7%	1%	6%	8%	7%	6%	14%	4%	6%	13%	7%	2%	3%	10%	10%	5%	4%	10%	7%	7%	8%	9%	4%
Q34A. During the pandemic period, how difficult was it for your company to obtain INTERNAL professional IT assistance?																											
	Region								Industry										Company Size			Revenue			Business After Pandemic		
	2020 Total	2019 Total	Capital Region	Mid- Hudson	Central/ Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/ Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Very difficult	2%	N/A	2%	1%	3%	3%	4%	1%	2%	6%	0%	2%	4%	1%	0%	2%	2%	3%	2%	2%	2%	2%	2%	2%	2%	1%	6%
Somewhat difficult	6%	N/A	5%	4%	7%	7%	9%	8%	4%	5%	8%	11%	4%	4%	10%	11%	17%	1%	5%	5%	10%	6%	4%	7%	4%	7%	8%
Not too difficult	24%	N/A	29%	19%	25%	27%	19%	27%	27%	17%	25%	24%	30%	23%	26%	23%	17%	28%	22%	28%	28%	17%	24%	28%	23%	27%	17%
Not at all difficult	29%	N/A	34%	32%	25%	25%	29%	29%	32%	21%	45%	34%	29%	24%	33%	14%	32%	37%	23%	36%	46%	15%	33%	37%	36%	26%	25%
Not applicable	39%	N/A	30%	45%	40%	37%	40%	38%	34%	49%	20%	36%	33%	48%	31%	50%	32%	31%	48%	28%	14%	58%	37%	26%	35%	39%	44%
Q34B. During the pandemic period, how difficult was it for your company to obtain OUTSOURCED professional IT assistance?																											
	Region								Industry										Company Size			Revenue			Business After Pandemic		
	2020 Total	2019 Total	Capital Region	Mid- Hudson	Central/ Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/ Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Very difficult	3%	N/A	3%	3%	3%	1%	2%	4%	3%	1%	5%	1%	3%	3%	0%	0%	3%	6%	2%	4%	4%	2%	3%	3%	2%	2%	6%
Somewhat difficult	11%	N/A	7%	10%	13%	10%	11%	14%	7%	14%	13%	10%	14%	7%	14%	16%	16%	9%	12%	8%	8%	16%	10%	8%	9%	11%	13%
Not too difficult	24%	N/A	27%	15%	28%	25%	20%	29%	28%	19%	25%	26%	31%	24%	26%	22%	14%	19%	23%	34%	20%	21%	24%	26%	23%	26%	17%
Not at all difficult	27%	N/A	28%	34%	27%	28%	26%	24%	31%	16%	29%	34%	21%	24%	43%	20%	31%	33%	27%	28%	28%	17%	33%	32%	33%	26%	18%
Not applicable	35%	N/A	35%	39%	30%	36%	40%	31%	31%	49%	29%	30%	31%	42%	17%	42%	36%	34%	36%	26%	40%	44%	30%	32%	33%	34%	46%
Q35. Which of the following do you most expect to be true of your business when the pandemic is no longer a threat?																											
	Region								Industry										Company Size			Revenue			Business After Pandemic		
	2020 Total	2019 Total	Capital Region	Mid- Hudson	Central/ Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/ Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Stronger	37%	N/A	38%	46%	39%	35%	33%	30%	27%	32%	46%	34%	32%	40%	33%	27%	41%	57%	33%	37%	51%	35%	37%	38%	100%	0%	0%
Survive	50%	N/A	49%	39%	48%	50%	54%	55%	65%	45%	54%	50%	50%	46%	51%	55%	48%	31%	51%	59%	40%	46%	51%	52%	0%	100%	0%
Taken large toll	14%	N/A	13%	14%	13%	14%	14%	15%	8%	23%	0%	16%	18%	13%	16%	18%	11%	13%	16%	4%	9%	20%	12%	10%	0%	0%	100%
Q36. Were the New York State restrictions on businesses in response to the COVID-19 pandemic too strict for your industry, about right for your industry, or not strict enough for your industry?																											
	Region								Industry										Company Size			Revenue			Business After Pandemic		
	2020 Total	2019 Total	Capital Region	Mid- Hudson	Central/ Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/ Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Too strict	40%	N/A	36%	37%	41%	46%	45%	35%	42%	55%	40%	39%	46%	36%	42%	48%	24%	30%	40%	41%	38%	43%	35%	41%	30%	38%	72%
About right	58%	N/A	61%	58%	58%	51%	54%	63%	56%	42%	60%	61%	54%	61%	53%	48%	67%	66%	58%	56%	59%	56%	63%	56%	67%	60%	24%
Not strict enough	2%	N/A	3%	4%	1%	3%	2%	2%	2%	3%	0%	1%	0%	3%	4%	4%	9%	4%	2%	3%	3%	2%	2%	3%	3%	2%	4%
Q37. How has your company prepared for New York State's new sick leave mandate?																											
	Region								Industry										Company Size			Revenue			Business After Pandemic		
	2020 Total	2019 Total	Capital Region	Mid- Hudson	Central/ Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/ Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Eliminated or reduced other categories of paid time off	14%	N/A	14%	14%	23%	13%	10%	13%	14%	17%	13%	20%	23%	10%	18%	5%	11%	7%	14%	20%	11%	8%	15%	18%	8%	15%	25%
Eliminated our "paid time off" approach/returned to traditional vacation/sick	11%	N/A	10%	5%	11%	13%	11%	16%	27%	8%	9%	17%	9%	7%	9%	9%	6%	1%	10%	17%	11%	7%	14%	12%	11%	12%	9%
Made other changes	20%	N/A	22%	10%	15%	21%	23%	24%	17%	19%	21%	25%	15%	18%	20%	13%	30%	18%	16%	17%	37%	14%	23%	22%	21%	19%	19%
No specific changes	55%	N/A	54%	71%	51%	53%	56%	47%	42%	56%	57%	37%	53%	65%	53%	73%	53%	74%	60%	46%	40%	71%	48%	47%	60%	54%	46%

Q38. If your company makes significant use of independent contractors, what would you do if you were required to treat them as employees under statute, regulation or lawsuit for purposes of employee benefits such as unemployment and workers compensation, and other labor law protections?																											
	2020 Total	2019 Total	Region						Industry										Company Size			Revenue			Business After Pandemic		
			Capital Region	Mid- Hudson	Central/ Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/ Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
No significant change in current practices	20%	N/A	28%	19%	16%	11%	19%	23%	21%	21%	11%	17%	25%	20%	30%	17%	13%	26%	17%	17%	30%	16%	18%	23%	25%	19%	10%
Somewhat reduce use of contractors	10%	N/A	10%	11%	11%	20%	6%	10%	11%	6%	11%	9%	9%	8%	10%	10%	25%	13%	10%	10%	11%	11%	8%	11%	10%	11%	9%
Significantly reduce use of contractors	48%	N/A	41%	46%	53%	57%	50%	42%	44%	38%	52%	52%	41%	55%	55%	50%	41%	39%	53%	40%	36%	51%	56%	40%	42%	48%	66%
Don't know	22%	N/A	21%	23%	19%	13%	25%	25%	24%	35%	26%	22%	25%	17%	5%	23%	22%	21%	20%	33%	23%	22%	18%	26%	23%	22%	16%
Q39. Do you think your company will be in business in New York ten years from today or not?																											
	2020 Total	2019 Total	Region						Industry										Company Size			Revenue			Business After Pandemic		
			Capital Region	Mid- Hudson	Central/ Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/ Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Yes	61%	56%	66%	64%	60%	59%	61%	55%	65%	51%	85%	45%	64%	46%	60%	68%	74%	76%	56%	59%	81%	55%	60%	66%	81%	60%	11%
No	14%	17%	12%	16%	13%	14%	12%	16%	18%	11%	5%	18%	18%	16%	11%	5%	9%	17%	11%	5%	17%	14%	11%	4%	13%	44%	
Don't know	25%	27%	21%	20%	26%	27%	28%	29%	17%	38%	9%	37%	36%	20%	29%	27%	22%	16%	28%	30%	15%	28%	26%	23%	15%	27%	45%
Q40. If you had it all to do all over again, considering all factors, would you locate your business in New York or someplace else?																											
	2020 Total	2019 Total	Region						Industry										Company Size			Revenue			Business After Pandemic		
			Capital Region	Mid- Hudson	Central/ Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/ Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
New York	36%	32%	30%	44%	40%	33%	32%	43%	32%	33%	39%	20%	34%	39%	27%	45%	58%	54%	38%	26%	43%	37%	34%	34%	47%	35%	13%
Someplace else	52%	64%	58%	46%	49%	58%	49%	50%	62%	53%	56%	66%	56%	49%	67%	36%	28%	29%	50%	64%	47%	42%	57%	55%	41%	53%	76%
Don't know	12%	4%	12%	10%	11%	9%	19%	8%	5%	14%	6%	14%	10%	12%	7%	18%	14%	17%	12%	9%	11%	21%	4%	10%	12%	10%	
Q41. How likely do you think it is that the U.S.economy will be in recession between now and the end of 2021?																											
	2020 Total	2019 Total	Region						Industry										Company Size			Revenue			Business After Pandemic		
			Capital Region	Mid- Hudson	Central/ Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/ Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Almost certain	15%	3%	13%	16%	15%	16%	19%	13%	14%	24%	16%	12%	14%	16%	11%	14%	15%	21%	17%	16%	11%	22%	14%	12%	13%	14%	28%
Very likely	24%	10%	28%	19%	21%	30%	23%	23%	21%	25%	18%	25%	26%	24%	33%	23%	23%	20%	26%	26%	18%	30%	20%	23%	19%	25%	34%
Somewhat likely	35%	32%	32%	37%	33%	32%	35%	40%	36%	35%	33%	35%	42%	35%	24%	41%	38%	24%	34%	30%	39%	30%	37%	37%	32%	38%	29%
Not very likely	23%	40%	22%	26%	26%	19%	21%	24%	28%	17%	27%	25%	15%	21%	31%	20%	20%	30%	21%	27%	28%	16%	26%	26%	32%	21%	7%
Not at all likely	3%	13%	4%	2%	5%	3%	1%	1%	2%	0%	5%	2%	3%	3%	0%	2%	3%	4%	2%	1%	3%	2%	3%	2%	4%	2%	2%
Q42. Please select your gender:																											
	2020 Total	2019 Total	Region						Industry										Company Size			Revenue			Business After Pandemic		
			Capital Region	Mid- Hudson	Central/ Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/ Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Male	70%	74%	76%	68%	71%	65%	65%	75%	82%	75%	75%	81%	67%	65%	91%	50%	52%	62%	67%	80%	76%	57%	73%	79%	71%	69%	72%
Female	30%	21%	24%	32%	29%	35%	35%	25%	18%	25%	25%	19%	33%	35%	9%	50%	48%	38%	33%	20%	24%	43%	27%	21%	29%	31%	28%
Q43. How would you describe your race/ethnicity?																											
	2020 Total	2019 Total	Region						Industry										Company Size			Revenue			Business After Pandemic		
			Capital Region	Mid- Hudson	Central/ Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/ Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
White	94%	90%	96%	91%	94%	96%	92%	97%	95%	90%	91%	96%	96%	92%	100%	95%	95%	96%	95%	95%	93%	95%	94%	92%	95%	95%	97%
African-American	1%	1%	0%	1%	0%	2%	1%	1%	0%	0%	0%	1%	0%	2%	0%	0%	0%	0%	1%	0%	1%	0%	0%	1%	1%	0%	1%
Hispanic	1%	1%	1%	4%	1%	0%	1%	1%	0%	4%	2%	1%	0%	2%	0%	0%	2%	1%	1%	1%	2%	2%	0%	1%	2%	1%	0%
Asian	1%	1%	1%	0%	2%	0%	2%	0%	0%	1%	6%	1%	1%	0%	0%	2%	0%	0%	1%	0%	2%	0%	1%	2%	0%	0%	0%
Other	3%	1%	2%	5%	3%	2%	5%	1%	5%	4%	2%	1%	3%	3%	0%	4%	3%	3%	2%	4%	3%	2%	4%	3%	3%	3%	2%
Q44. Approximately how many employees do you have in all New York State locations?																											
	2020 Total	2019 Total	Region						Industry										Company Size			Revenue			Business After Pandemic		
			Capital Region	Mid- Hudson	Central/ Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/ Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Less than 50	68%	62%	59%	70%	77%	63%	70%	69%	67%	68%	57%	63%	76%	76%	79%	67%	43%	66%	100%	0%	0%	99%	74%	41%	61%	70%	82%
50 to 100	13%	16%	16%	9%	9%	15%	14%	11%	18%	23%	10%	19%	12%	6%	16%	8%	7%	12%	0%	100%	0%	1%	12%	22%	12%	15%	4%
More than 100	19%	18%	25%	20%	14%	22%	16%	21%	15%	9%	33%	17%	12%	17%	5%	24%	51%	22%	0%	0%	100%	0%	14%	37%	26%	15%	13%
Q45. Do you offer a pension or 401K to your employees?																											
	2020 Total	2019 Total	Region						Industry										Company Size			Revenue			Business After Pandemic		
			Capital Region	Mid- Hudson	Central/ Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/ Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Yes	71%	80%	81%	63%	66%	74%	66%	78%	88%	42%	93%	88%	62%	65%	80%	38%	77%	70%	63%	86%	94%	44%	77%	88%	76%	73%	52%
No	28%	18%	18%	37%	32%	26%	32%	21%	10%	56%	7%	12%	38%	34%	20%	60%	22%	28%	36%	12%	6%	56%	22%	11%	23%	26%	48%
Don't know	1%	2%	1%	0%	1%	0%	2%	1%	2%	3%	0%	0%	0%	0%	0%	2%	2%	1%	1%	3%	1%	1%	1%	1%	1%	1%	
Revenue: Please indicate the approximate revenue for your company.																											
	2020 Total	2019 Total	Region						Industry										Company Size			Revenue			Business After Pandemic		
			Capital Region	Mid- Hudson	Central/ Mohawk	Southern Tier	Finger Lakes	Western NY	Engineering and Construction	Food and Beverage	Financial	Manufacturing	Retail	Service	Wholesale and Distribution	Entertainment/ Tourism	Health/Human Services	Professional Services	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 - less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Less than \$2.5 million	30%	N/A	24%	28%	38%	27%	39%	21%	13%	38%	29%	15%	28%	42%	9%	51%	33%	36%	44%	3%	0%	100%	0%	0%	28%	28%	43%
\$2.5 - less than \$5 million	30%	N/A	28%	28%	28%	26%	25%	46%	39%	30%	20%	34%	32%	32%	34%	19%	19%	19%	32%	28%	21%	0%	100%	0%	30%	31%	27%
More than \$5 million	41%	N/A	48%	44%	34%	47%	37%	34%	47%	32%	51%	51%	41%	26%	57%	30%	48%	46%	24%	68%	79%	0%	0%	100%	42%	42%	30%