

Q1. Which of the following industry categories best describes the type of business your company is engaged in?																									
	Total	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	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Engineering and Construction	14%	11%	13%	16%	12%	17%	9%	15%	14%	100%	0%	0%	0%	0%	0%	0%	13%	23%	9%	10%	14%	14%	12%	17%	12%
Food and Beverage	6%	7%	7%	4%	10%	3%	3%	10%	5%	0%	100%	0%	0%	0%	0%	0%	6%	5%	6%	0%	6%	5%	6%	4%	11%
Financial	6%	6%	6%	10%	6%	8%	2%	0%	2%	0%	0%	100%	0%	0%	0%	0%	4%	4%	10%	0%	8%	6%	8%	5%	2%
Manufacturing	18%	16%	19%	10%	18%	21%	14%	24%	29%	0%	0%	0%	100%	0%	0%	0%	19%	22%	17%	29%	17%	18%	14%	22%	19%
Retail	11%	10%	13%	8%	16%	8%	14%	13%	11%	0%	0%	0%	0%	100%	0%	0%	12%	7%	10%	5%	12%	9%	12%	9%	13%
Service	39%	25%	34%	49%	35%	33%	52%	30%	30%	0%	0%	0%	0%	0%	100%	0%	38%	32%	42%	57%	39%	39%	39%	37%	39%
Wholesale and Distribution	7%	5%	8%	4%	4%	9%	7%	8%	9%	0%	0%	0%	0%	0%	0%	100%	8%	6%	5%	0%	5%	7%	9%	7%	5%
Other	0%	20%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Q2. As you think about the current business or economic conditions in New York State as compared to six months ago, would you say they are considerably better, a little better, about the same, a little worse, or considerably worse?

	Total	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	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Considerably better	6%	2%	3%	7%	6%	5%	5%	6%	5%	5%	6%	6%	5%	8%	7%	5%	6%	8%	4%	0%	7%	6%	11%	4%	0%
A little better	23%	7%	14%	24%	24%	24%	26%	19%	26%	20%	14%	26%	21%	14%	28%	32%	24%	18%	25%	19%	27%	23%	34%	20%	12%
About the same	32%	10%	47%	29%	35%	33%	21%	36%	33%	35%	26%	38%	36%	34%	29%	24%	34%	27%	31%	43%	34%	32%	29%	36%	25%
A little worse	23%	30%	26%	26%	16%	20%	31%	27%	16%	30%	31%	18%	22%	28%	20%	20%	20%	30%	26%	24%	21%	21%	20%	24%	28%
Considerably worse	16%	50%	10%	13%	20%	18%	17%	12%	20%	10%	23%	12%	17%	17%	17%	20%	16%	17%	14%	14%	11%	19%	6%	16%	35%

Q3. Looking forward from today through next year, that is, the entire 2022 year, how would you describe your expectations for the economy in New York State?

	Total	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	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Considerably better	5%	5%	2%	8%	0%	5%	3%	2%	6%	6%	14%	3%	4%	0%	5%	7%	5%	5%	6%	0%	5%	6%	12%	2%	2%
A little better	31%	35%	17%	32%	35%	28%	45%	29%	23%	27%	14%	26%	30%	17%	38%	34%	32%	35%	28%	29%	35%	30%	45%	27%	13%
About the same	24%	17%	38%	22%	18%	24%	22%	30%	29%	28%	23%	38%	21%	22%	23%	27%	24%	18%	22%	43%	21%	24%	15%	31%	20%
A little worse	26%	20%	34%	29%	29%	25%	17%	25%	22%	26%	31%	21%	28%	42%	21%	20%	23%	29%	31%	29%	28%	24%	23%	27%	26%
Considerably worse	15%	23%	9%	9%	18%	18%	12%	14%	21%	14%	17%	12%	18%	20%	13%	12%	16%	13%	13%	0%	11%	16%	5%	14%	39%

Q4. Now thinking specifically about your industry, how would you describe the current business or economic conditions in New York State as compared with six months ago?

	Total	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	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Considerably better	7%	5%	2%	8%	12%	6%	3%	6%	9%	8%	3%	6%	5%	3%	10%	5%	6%	9%	8%	10%	7%	8%	16%	4%	0%
A little better	21%	12%	15%	25%	20%	18%	22%	21%	17%	20%	14%	21%	21%	25%	22%	24%	21%	20%	26%	19%	26%	21%	33%	20%	2%
About the same	34%	14%	39%	30%	31%	42%	22%	35%	41%	30%	29%	44%	35%	35%	35%	24%	38%	27%	23%	48%	33%	34%	28%	38%	27%
A little worse	24%	29%	33%	26%	24%	23%	36%	30%	12%	29%	31%	24%	27%	23%	19%	34%	22%	28%	31%	14%	25%	23%	18%	27%	32%
Considerably worse	13%	40%	11%	10%	14%	11%	16%	8%	21%	13%	23%	6%	13%	14%	14%	12%	12%	16%	13%	10%	9%	15%	6%	11%	39%

Q5. And looking forward from today through next year, how would you describe your expectations for your industry here in New York?

	Total	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	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Considerably better	9%	6%	2%	10%	8%	8%	12%	7%	7%	10%	17%	6%	7%	2%	10%	7%	8%	9%	9%	5%	9%	10%	18%	4%	4%
A little better	28%	34%	16%	32%	27%	26%	31%	25%	22%	26%	14%	18%	29%	31%	31%	24%	27%	32%	28%	29%	31%	28%	44%	23%	7%
About the same	29%	20%	37%	30%	29%	32%	19%	29%	36%	26%	29%	41%	27%	23%	31%	37%	31%	24%	27%	48%	31%	27%	20%	37%	21%
A little worse	22%	21%	33%	20%	22%	23%	28%	25%	19%	27%	23%	29%	24%	29%	17%	22%	22%	22%	24%	19%	22%	22%	13%	27%	25%
Considerably worse	12%	18%	13%	8%	14%	10%	10%	14%	16%	12%	17%	6%	13%	15%	11%	10%	11%	12%	13%	0%	7%	13%	5%	8%	44%

Q6. Now thinking specifically about your company, what are your expectations for revenue through the end of the year 2022? Do you believe your revenue will...?

	Total	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	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Grow substantially	7%	3%	3%	10%	2%	8%	4%	5%	7%	7%	11%	12%	8%	3%	5%	5%	5%	5%	9%	0%	4%	7%	14%	3%	1%
Grow moderately	40%	31%	38%	47%	45%	36%	36%	38%	38%	30%	37%	35%	51%	29%	43%	43%	38%	43%	47%	48%	43%	56%	39%	13%	
Stay about the same	31%	31%	36%	28%	35%	36%	30%	30%	31%	40%	29%	24%	24%	28%	32%	40%	34%	28%	23%	33%	27%	29%	23%	35%	33%
Decrease moderately	18%	23%	19%	16%	10%	16%	25%	24%	16%	20%	17%	29%	13%	29%	16%	17%	20%	19%	14%	15%	17%	6%	22%	32%	
Decrease substantially	4%	12%	5%	1%	8%	4%	5%	4%	9%	3%	6%	0%	5%	11%	3%	3%	5%	4%	2%	5%	6%	4%	1%	2%	21%

Q7. Continuing to focus on your company, please think quickly about profitability. Between today and the end of the calendar year 2022, do you expect your profits to...?

	Total	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	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Grow substantially	4%	3%	2%	6%	2%	3%	0%	4%	5%	5%	9%	6%	6%	0%	2%	2%	3%	4%	2%	0%	3%	4%	9%	1%	0%
Grow moderately	30%	22%	32%	36%	31%	29%	30%	18%	26%	26%	26%	26%	32%	22%	33%	32%	27%	26%	40%	24%	36%	30%	44%	26%	12%
Stay about the same	32%	34%	34%	29%	35%	36%	32%	39%	30%	34%	29%	32%	26%	29%	35%	37%	36%	31%	21%	33%	25%	33%	34%	32%	27%
Decrease substantially	7%	28%	26%	2%	10%	11%	4%	7%	13%	6%	6%	6%	5%	15%	7%	5%	7%	9%	5%	5%	9%	8%	1%	6%	27%
Decrease moderately	27%	14%	6%	28%	22%	21%	34%	32%	26%	30%	31%	29%	30%	34%	22%	24%	26%	30%	31%	38%	27%	25%	13%	35%	34%

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? Please select ONE.																										
		Total	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	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Market/demand growth	32%	43%	38%	40%	26%	31%	29%	25%	33%		27%	29%	53%	23%	27%	39%	29%	33%	28%	31%	29%	38%	31%	42%	29%	20%
Cost reduction	15%	24%	23%	16%	14%	18%	9%	17%	16%		18%	11%	3%	16%	16%	17%	12%	16%	14%	17%	19%	14%	15%	6%	20%	21%
Price increase	36%	16%	17%	32%	42%	32%	36%	43%	39%		46%	46%	24%	41%	50%	23%	49%	37%	39%	32%	43%	32%	35%	31%	39%	39%
New technology	8%	7%	8%	6%	10%	11%	11%	8%	6%		1%	3%	18%	14%	2%	9%	2%	5%	10%	13%	0%	8%	9%	12%	6%	5%
Other	9%	11%	13%	7%	8%	9%	16%	7%	6%		8%	11%	3%	6%	6%	11%	7%	9%	9%	7%	10%	9%	10%	9%	6%	15%

Q9. Please indicate which of the following are major areas of concentration for your company now and through 2022. Please check ALL that apply.

		Total	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	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Expansion of existing markets	49%	48%	55%	55%	48%	52%	47%	37%	44%		48%	37%	65%	53%	39%	50%	49%	47%	53%	50%	52%	46%	50%	63%	44%	34%
Growth in existing products	50%	47%	50%	54%	36%	55%	53%	49%	44%		33%	46%	59%	61%	58%	44%	73%	49%	46%	53%	71%	46%	49%	64%	47%	26%
Entry into new markets	25%	26%	26%	29%	28%	24%	15%	25%	25%		16%	23%	24%	35%	26%	25%	22%	21%	30%	31%	19%	25%	27%	33%	21%	21%
New product lines	25%	22%	22%	22%	26%	25%	27%	26%	24%		8%	20%	29%	38%	34%	20%	39%	24%	23%	25%	43%	18%	26%	32%	23%	11%
Acquisition of new businesses	14%	11%	12%	25%	6%	11%	7%	5%	15%		7%	9%	35%	14%	8%	17%	12%	10%	16%	23%	19%	13%	16%	19%	11%	11%
Technology innovation	32%	25%	29%	33%	32%	39%	24%	27%	26%		21%	26%	76%	38%	19%	31%	24%	26%	29%	49%	19%	34%	34%	39%	30%	18%
Construction of new locations	7%	8%	8%	3%	14%	6%	7%	8%	6%		7%	11%	0%	3%	16%	7%	5%	5%	6%	13%	5%	10%	5%	11%	5%	5%
Internal restructuring	28%	26%	27%	24%	24%	28%	35%	26%	30%		26%	31%	35%	22%	31%	30%	27%	31%	27%	26%	43%	29%	27%	29%	28%	29%
Expansion into export markets	4%	2%	3%	3%	6%	4%	2%	4%	6%		2%	3%	3%	11%	0%	3%	2%	4%	5%	2%	10%	3%	4%	5%	2%	7%
Dealing with COVID-19	36%	42%	N/A	34%	30%	33%	45%	31%	39%		32%	49%	24%	34%	37%	41%	20%	30%	42%	45%	43%	37%	34%	32%	34%	53%
Other	9%	8%	6%	5%	8%	14%	16%	11%	10%		12%	11%	6%	15%	5%	8%	5%	9%	12%	8%	5%	11%	10%	7%	8%	19%

Q10A. Do you intend to invest between today through 2022 in any fixed assets for your company designed to meet growing demand, reduce costs or enhance productivity?

		Total	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	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Yes	55%	41%	51%	49%	64%	61%	58%	54%	53%		61%	48%	55%	68%	58%	49%	45%	52%	57%	63%	60%	58%	52%	65%	57%	28%
No	23%	37%	30%	27%	22%	16%	23%	23%	26%		19%	33%	24%	13%	25%	28%	18%	23%	26%	20%	30%	25%	21%	19%	20%	43%
Not sure	22%	22%	19%	24%	13%	24%	19%	24%	21%		19%	18%	21%	19%	18%	23%	38%	24%	17%	16%	10%	17%	26%	17%	23%	29%

Q10B. Do you intend to invest between today through 2022 in any fixed assets for your company designed to respond to climate change (e.g., fuel switching, energy efficiency, renewable generation, etc.)?

		Total	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	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Yes	15%	N/A	N/A	17%	20%	14%	19%	7%	11%		17%	12%	18%	12%	18%	16%	5%	12%	13%	21%	10%	18%	13%	27%	10%	4%
No	64%	N/A	N/A	61%	52%	65%	59%	73%	73%		68%	59%	67%	71%	62%	60%	71%	69%	63%	56%	81%	67%	64%	59%	66%	74%
Not sure	21%	N/A	N/A	22%	28%	21%	22%	19%	16%		15%	29%	15%	17%	20%	25%	24%	19%	23%	23%	10%	15%	23%	14%	25%	22%

Q11. Now thinking about the people that work for your company, between today and the end of 2022, do you plan to...?

		Total	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	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Substantially increase your workforce	5%	2%	1%	5%	4%	4%	2%	5%	6%		4%	11%	6%	5%	3%	4%	2%	3%	5%	6%	0%	2%	6%	8%	2%	4%
Moderately increase your workforce	39%	25%	29%	47%	38%	40%	43%	35%	33%		44%	31%	36%	37%	30%	44%	32%	36%	46%	48%	48%	36%	41%	56%	36%	17%
Remain about the same	51%	62%	57%	45%	48%	51%	50%	57%	50%		46%	49%	52%	55%	57%	46%	63%	56%	46%	41%	43%	56%	47%	35%	58%	59%
Decrease your workforce	5%	10%	12%	2%	10%	4%	6%	4%	11%		6%	9%	6%	3%	10%	5%	2%	6%	3%	5%	10%	6%	6%	1%	4%	20%

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

		Total	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	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Rising supplier costs	70%	47%	34%	58%	78%	69%	69%	68%	75%		75%	89%	15%	92%	84%	55%	90%	72%	73%	65%	81%	68%	67%	62%	74%	78%
Continuing impact of COVID-19	70%	75%	N/A	69%	62%	67%	85%	68%	65%		67%	71%	55%	68%	70%	73%	71%	67%	73%	76%	76%	70%	68%	67%	69%	80%
Governmental regulation	65%	59%	65%	66%	54%	69%	58%	63%	69%		68%	69%	79%	69%	61%	60%	63%	61%	64%	75%	48%	64%	64%	56%	70%	68%
Taxation	56%	59%	58%	50%	58%	73%	51%	54%	56%		62%	57%	52%	64%	62%	47%	63%	59%	56%	46%	48%	53%	56%	47%	61%	60%
Adverse economic conditions	56%	65%	44%	62%	54%	54%	58%	45%	59%		46%	57%	73%	54%	61%	57%	56%	58%	56%	54%	62%	56%	52%	46%	60%	65%
Health care costs	55%	50%	66%	50%	58%	71%	60%	61%	43%		47%	54%	45%	59%	57%	57%	61%	57%	57%	52%	57%	49%	55%	51%	58%	62%
Human resources	52%	35%	45%	57%	54%	54%	49%	58%	40%		49%	43%	61%	52%	41%	59%	41%	42%	63%	70%	67%	50%	54%	55%	50%	52%
Energy costs	47%	27%	22%	39%	62%	55%	55%	43%	38%		46%	71%	21%	54%	52%	40%	56%	47%	50%	46%	29%	44%	46%	40%	49%	56%
Cash flow	24%	37%	29%	20%	32%	24%	25%	21%	26%		15%	43%	6%	19%	28%	30%	22%	28%	20%	17%	38%	22%	23%	18%	20%	52%
Risk management	22%	19%	22%	24%	14%	21%	25%	24%	21%		28%	17%	27%	15%	23%	25%	12%	22%	20%	24%	33%	19%	25%	25%	22%	19%
Global political instability	20%	14%	12%	18%	22%	23%	20%	18%	21%		11%	9%	18%	32%	28%	14%	37%	19%	22%	19%	10%	19%	21%	23%	18%	20%
Existing U.S. competition	19%	20%	24%	20%	10%	14%	18%	24%	25%		15%	17%	30%	21%	23%	15%	34%	18%	28%	15%	14%	14%	21%	22%	18%	16%
U.S. trade agreements	9%	11%	16%	6%	0%	12%	9%	14%	14%		5%	3%	3%	19%	16%	5%	17%	9%	10%	6%	5%	7%	9%	9%	8%	13%
Foreign competition	8%	7%	9%	6%	10%	11%	2%	6%	13%		4%	11%	0%	20%	7%	3%	20%	9%	10%	4%	5%	8%	8%	10%	7%	8%
Ability to obtain suitable financing	7%	9%	8%	10%	10%	4%	9%	4%	5%		4%	14%	0%	3%	7%	11%	2%	9%	3%	2%	24%	6%	7%	9%	3%	15%

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			
	Total	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	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Excellent	2%	1%	1%	2%	2%	1%	0%	2%	4%	4%	6%	0%	0%	0%	2%	3%	2%	2%	0%	0%	3%	1%	4%	1%	0%
Good	10%	11%	5%	8%	8%	11%	22%	11%	10%	13%	6%	12%	6%	10%	12%	13%	12%	8%	6%	10%	10%	11%	16%	7%	7%
Fair	31%	30%	25%	36%	29%	25%	35%	27%	27%	17%	40%	39%	27%	30%	37%	23%	31%	32%	31%	52%	25%	32%	34%	33%	14%
Poor	57%	58%	66%	54%	61%	63%	44%	60%	60%	67%	49%	48%	67%	61%	49%	63%	55%	58%	62%	38%	62%	56%	45%	59%	79%

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

		Region								Industry						Company Size			Revenue			Business After Pandemic			
	Total	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	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Business Income Tax Reform	54%	53%	52%	51%	58%	62%	53%	51%	51%	47%	71%	42%	50%	61%	54%	63%	58%	51%	46%	52%	57%	51%	46%	56%	66%
Personal Income Tax Reform	52%	48%	50%	50%	48%	60%	51%	54%	53%	56%	51%	52%	51%	54%	49%	63%	50%	57%	51%	62%	53%	50%	49%	55%	51%
Spending Cuts	48%	47%	53%	46%	38%	51%	53%	53%	52%	40%	54%	48%	60%	52%	42%	51%	48%	52%	46%	48%	46%	46%	34%	56%	49%
Infrastructure Development	44%	40%	42%	50%	42%	44%	47%	37%	38%	59%	31%	58%	33%	36%	47%	37%	44%	44%	44%	57%	45%	41%	53%	43%	27%
Workforce Development	43%	31%	N/A	49%	40%	41%	44%	36%	38%	35%	34%	42%	44%	41%	51%	29%	42%	45%	46%	52%	37%	44%	52%	40%	40%
Business Development Incentives	41%	45%	36%	44%	50%	40%	47%	35%	38%	41%	51%	42%	38%	34%	43%	46%	44%	38%	39%	62%	43%	41%	43%	40%	44%
Estate Tax Reform	29%	23%	24%	25%	34%	34%	25%	36%	28%	26%	34%	21%	29%	31%	27%	46%	27%	35%	28%	38%	33%	25%	26%	32%	25%
Ethics Reform	28%	26%	28%	33%	12%	29%	22%	33%	29%	32%	14%	39%	24%	36%	26%	32%	29%	23%	28%	33%	30%	26%	29%	29%	22%
Energy Infrastructure	26%	23%	24%	26%	36%	25%	25%	23%	25%	32%	29%	18%	27%	28%	26%	20%	27%	21%	28%	33%	25%	25%	33%	25%	15%
Sales Tax Reform	25%	23%	25%	16%	44%	36%	18%	19%	25%	18%	29%	15%	14%	36%	30%	27%	27%	24%	17%	29%	29%	22%	18%	27%	32%
Climate Change	17%	N/A	N/A	20%	16%	12%	22%	16%	14%	13%	31%	9%	9%	16%	21%	15%	18%	11%	16%	19%	16%	16%	24%	13%	13%
Other	16%	18%	17%	16%	10%	18%	22%	14%	18%	18%	17%	12%	14%	11%	18%	12%	14%	20%	17%	19%	16%	18%	17%	15%	19%

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			
	Total	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	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Very confident	1%	2%	1%	2%	0%	2%	0%	1%	2%	2%	6%	0%	0%	0%	2%	0%	1%	1%	1%	5%	1%	1%	3%	0%	0%
Somewhat confident	17%	18%	12%	21%	22%	11%	22%	13%	15%	16%	14%	18%	9%	11%	25%	10%	18%	17%	16%	24%	13%	18%	27%	13%	11%
Not very confident	41%	36%	40%	43%	36%	40%	42%	45%	37%	34%	37%	42%	38%	52%	43%	37%	44%	38%	41%	43%	39%	44%	46%	20%	20%
Not at all confident	40%	44%	45%	35%	42%	47%	36%	40%	47%	47%	43%	39%	53%	36%	30%	54%	37%	44%	43%	29%	47%	41%	27%	40%	69%

Q16. How satisfied have you been with state government's 2021 management of the COVID-19 pandemic?

		Region								Industry						Company Size			Revenue			Business After Pandemic			
	Total	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	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Very satisfied	12%	14%	N/A	9%	22%	11%	22%	13%	7%	11%	14%	9%	8%	13%	15%	10%	13%	16%	8%	14%	15%	12%	21%	8%	6%
Somewhat satisfied	37%	33%	N/A	45%	38%	31%	36%	32%	34%	41%	34%	42%	32%	28%	40%	29%	38%	33%	34%	38%	35%	37%	43%	34%	29%
Not very satisfied	24%	23%	N/A	24%	14%	25%	13%	33%	22%	15%	31%	18%	31%	30%	22%	27%	24%	19%	32%	33%	28%	22%	20%	29%	20%
Not at all satisfied	27%	30%	N/A	22%	26%	33%	29%	21%	38%	33%	20%	30%	29%	30%	23%	34%	25%	32%	26%	14%	22%	30%	17%	29%	45%

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			
	Total	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	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Very confident	11%	11%	N/A	8%	22%	10%	15%	12%	11%	11%	14%	9%	8%	10%	15%	0%	12%	13%	8%	19%	11%	10%	20%	7%	6%
Somewhat confident	35%	35%	N/A	45%	32%	32%	40%	30%	27%	31%	34%	39%	30%	34%	39%	41%	36%	34%	36%	33%	37%	36%	45%	33%	21%
Not very confident	26%	28%	N/A	24%	18%	27%	22%	37%	28%	22%	31%	21%	34%	28%	24%	27%	27%	21%	31%	33%	27%	24%	19%	32%	27%
Not at all confident	27%	27%	N/A	23%	28%	31%	24%	21%	35%	36%	20%	30%	28%	28%	22%	32%	25%	32%	25%	14%	25%	29%	16%	28%	46%

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			
	Total	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	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Excellent	3%	4%	12%	3%	4%	1%	0%	5%	2%	5%	3%	0%	1%	2%	3%	2%	3%	4%	1%	0%	4%	2%	6%	1%	1%
Good	13%	20%	27%	13%	12%	11%	20%	8%	15%	14%	11%	18%	12%	10%	14%	10%	14%	11%	12%	14%	11%	14%	20%	11%	5%
Fair	34%	47%	32%	38%	32%	36%	33%	40%	21%	29%	31%	39%	23%	35%	41%	32%	35%	29%	39%	48%	42%	31%	37%	37%	20%
Poor	51%	29%	25%	45%	52%	52%	47%	46%	62%	52%	54%	42%	64%	53%	42%	56%	48%	56%	49%	38%	42%	52%	37%	52%	74%

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			
	Total	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	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Very confident	1%	4%	7%	2%	0%	1%	0%	2%	1%	2%	3%	0%	1%	0%	2%	0%	1%	3%	1%	5%	1%	4%	0%	0%	0%
Somewhat confident	19%	27%	30%	18%	20%	20%	24%	17%	21%	23%	20%	15%	14%	11%	22%	22%	20%	19%	18%	14%	15%	22%	28%	17%	6%
Not very confident	35%	37%	42%	38%	34%	28%	42%	40%	22%	30%	34%	36%	28%	41%	38%	32%	36%	32%	35%	29%	38%	33%	39%	35%	26%
Not at all confident	45%	32%	19%	42%	46%	51%	35%	40%	56%	45%	43%	48%	57%	48%	38%	46%	43%	46%	46%	52%	46%	44%	29%	47%	68%

Q20. How satisfied have you been with the federal government's 2021 management of the COVID-19 pandemic?																									
	Region									Industry						Company Size			Revenue			Business After Pandemic			
	Total	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	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Very satisfied	6%	8%	N/A	5%	6%	3%	11%	7%	4%	6%	17%	3%	2%	5%	7%	5%	6%	10%	2%	0%	6%	6%	13%	2%	4%
Somewhat satisfied	35%	32%	N/A	36%	44%	36%	35%	38%	29%	29%	26%	30%	32%	28%	41%	39%	37%	24%	32%	52%	31%	35%	41%	34%	24%
Not too satisfied	29%	25%	N/A	31%	24%	24%	18%	30%	34%	21%	37%	33%	31%	36%	26%	32%	28%	27%	39%	19%	33%	28%	25%	32%	27%
Not at all satisfied	31%	35%	N/A	28%	26%	37%	36%	25%	34%	44%	20%	33%	36%	31%	26%	24%	29%	39%	26%	29%	30%	30%	21%	32%	46%

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			
	Total	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	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Very confident	6%	11%	N/A	5%	4%	6%	13%	7%	7%	6%	20%	0%	5%	5%	7%	2%	7%	8%	4%	5%	5%	6%	12%	4%	2%
Somewhat confident	32%	29%	N/A	34%	40%	29%	29%	36%	25%	30%	23%	30%	23%	25%	38%	39%	34%	27%	25%	43%	32%	32%	41%	29%	22%
Not too confident	29%	29%	N/A	32%	32%	27%	24%	29%	29%	24%	31%	30%	28%	39%	28%	27%	28%	22%	42%	24%	32%	28%	22%	33%	28%
Not at all confident	33%	18%	N/A	29%	24%	39%	35%	29%	39%	40%	26%	39%	44%	31%	26%	32%	31%	43%	29%	29%	31%	34%	24%	35%	47%

Q22. Thinking specifically about your immediate geographic area, including yours and adjacent counties, is the general business climate improving, staying the same or worsening?																									
	Region									Industry						Company Size			Revenue			Business After Pandemic			
	Total	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	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Improving	18%	11%	12%	22%	12%	21%	16%	16%	14%	17%	21%	19%	11%	18%	23%	12%	18%	19%	17%	5%	19%	18%	35%	10%	4%
Staying the same	50%	48%	53%	52%	61%	45%	47%	51%	50%	52%	44%	50%	49%	57%	48%	54%	50%	44%	55%	86%	54%	46%	45%	57%	39%
Worsening	32%	41%	32%	26%	27%	34%	36%	34%	36%	31%	35%	31%	40%	25%	29%	34%	31%	37%	28%	10%	27%	36%	19%	33%	58%

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?																									
	Region									Industry						Company Size			Revenue			Business After Pandemic			
	Total	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	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Technology	23%	18%	17%	34%	25%	26%	8%	17%	18%	18%	11%	35%	23%	22%	24%	27%	21%	22%	26%	15%	26%	24%	29%	21%	15%
Tourism	17%	22%	20%	11%	19%	15%	25%	20%	16%	7%	37%	16%	7%	23%	20%	22%	20%	11%	18%	25%	21%	15%	23%	15%	16%
Medical	15%	15%	14%	14%	13%	10%	9%	20%	21%	13%	6%	3%	21%	8%	16%	15%	16%	13%	15%	0%	6%	16%	9%	18%	16%
Education	13%	15%	23%	13%	15%	11%	21%	8%	14%	15%	3%	26%	9%	15%	14%	15%	11%	16%	17%	25%	11%	13%	14%	14%	11%
Manufacturing	13%	10%	8%	12%	6%	20%	11%	10%	14%	13%	17%	6%	22%	15%	9%	7%	13%	16%	13%	20%	12%	13%	11%	14%	15%
Green and sustainable energy	7%	9%	4%	10%	6%	5%	9%	8%	5%	13%	11%	10%	3%	2%	8%	5%	7%	8%	6%	0%	10%	6%	8%	7%	3%
Other	7%	8%	4%	4%	6%	7%	9%	10%	7%	7%	6%	3%	11%	8%	5%	2%	7%	7%	2%	10%	7%	7%	4%	6%	14%
Transportation	5%	3%	4%	2%	10%	6%	8%	7%	4%	12%	9%	0%	3%	7%	4%	7%	6%	7%	3%	5%	6%	6%	3%	6%	9%

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?																									
	Region									Industry						Company Size			Revenue			Business After Pandemic			
	Total	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	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Yes	13%	28%	21%	10%	10%	10%	16%	15%	18%	10%	17%	13%	8%	10%	17%	15%	13%	14%	13%	24%	13%	14%	16%	12%	13%
No	79%	61%	71%	81%	78%	83%	82%	74%	74%	87%	74%	78%	84%	85%	73%	78%	76%	82%	83%	76%	79%	79%	79%	78%	82%
Don't know	8%	11%	8%	8%	12%	7%	2%	11%	8%	4%	9%	9%	8%	5%	10%	7%	11%	4%	4%	0%	8%	7%	5%	10%	5%

Q25. Please indicate with which, if any, of the following you are currently having difficulty. Please select ALL that apply.																									
	Region									Industry						Company Size			Revenue			Business After Pandemic			
	Total	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	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Recruiting to fill open positions	78%	N/A	N/A	81%	82%	83%	75%	80%	72%	85%	69%	78%	86%	79%	74%	76%	73%	88%	90%	76%	78%	78%	81%	77%	79%
Retaining existing employees	36%	N/A	N/A	33%	26%	36%	36%	33%	42%	37%	37%	38%	37%	28%	37%	34%	30%	44%	46%	29%	36%	39%	32%	35%	47%
Neither	18%	N/A	N/A	16%	18%	14%	22%	13%	23%	11%	20%	19%	13%	16%	22%	20%	22%	8%	8%	24%	19%	18%	16%	19%	15%

Q26A. Please indicate if you are having difficulty recruiting and/or retaining unskilled workers.																									
	Region									Industry						Company Size			Revenue			Business After Pandemic			
	Total	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	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Recruiting	44%	28%	N/A	44%	35%	45%	39%	49%	45%	42%	57%	8%	58%	47%	38%	48%	35%	52%	61%	53%	40%	45%	48%	40%	47%
Retaining	21%	N/A	N/A	14%	16%	24%	22%	25%	27%	12%	37%	4%	35%	22%	19%	13%	15%	26%	32%	26%	24%	22%	22%	20%	24%
Not applicable	52%	N/A	N/A	55%	63%	51%	54%	48%	47%	57%	30%	88%	36%	51%	59%	48%	62%	43%	37%	42%	56%	51%	49%	55%	50%

Q26B. Please indicate if you are having difficulty recruiting and/or retaining semi-skilled workers.																									
	Region									Industry						Company Size			Revenue			Business After Pandemic			
	Total	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	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Recruiting	63%	56%	N/A	63%	56%	66%	58%	67%	64%	68%	62%	44%	72%	69%	57%	66%	58%	70%	72%	50%	63%	62%	66%	60%	67%
Retaining	30%	N/A	N/A	25%	21%	35%	27%	36%	34%	27%	28%	19%	39%	27%	31%	27%	26%	31%	41%	39%	33%	31%	32%	27%	35%
Not applicable	31%	N/A	N/A	35%	40%	28%	38%	25%	27%	27%	28%	52%	21%	25%	38%	29%	36%	24%	22%	33%	33%	32%	29%	35%	25%

Q26C. Please indicate if you are having difficulty recruiting and/or retaining skilled workers.																									
	Total	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	Less than \$0.5 million	\$0.5 to \$1 million	More than \$1 million	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Recruiting	67%	50%	N/A	65%	67%	74%	68%	66%	62%	79%	60%	61%	70%	68%	66%	41%	62%	70%	71%	68%	61%	68%	69%	63%	73%
Retaining	32%	N/A	N/A	32%	29%	28%	23%	32%	33%	29%	27%	32%	31%	30%	35%	28%	26%	28%	45%	32%	31%	32%	29%	29%	44%
Not applicable	26%	N/A	N/A	28%	24%	20%	30%	25%	30%	16%	33%	29%	24%	25%	26%	49%	30%	26%	20%	26%	35%	24%	26%	30%	16%
Q26D. Please indicate if you are having difficulty recruiting and/or retaining sales/marketing workers.																									
	Total	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	Less than \$0.5 million	\$0.5 to \$1 million	More than \$1 million	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Recruiting	26%	N/A	N/A	32%	10%	19%	19%	34%	34%	28%	24%	56%	20%	32%	23%	25%	26%	27%	23%	0%	28%	25%	33%	25%	18%
Retain	10%	N/A	N/A	7%	7%	14%	5%	13%	15%	11%	12%	22%	8%	3%	7%	21%	8%	13%	13%	0%	10%	9%	6%	11%	15%
Not applicable	69%	N/A	N/A	63%	83%	75%	81%	63%	58%	70%	71%	33%	76%	68%	75%	57%	72%	65%	67%	100%	70%	71%	62%	70%	78%
Q26E. Please indicate if you are having difficulty recruiting and/or retaining professional workers.																									
	Total	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	Less than \$0.5 million	\$0.5 to \$1 million	More than \$1 million	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Recruiting	48%	34%	N/A	57%	31%	50%	36%	47%	44%	60%	25%	82%	47%	27%	53%	21%	41%	53%	62%	63%	43%	49%	56%	45%	38%
Retaining	22%	N/A	N/A	22%	24%	13%	15%	32%	21%	16%	17%	21%	19%	13%	31%	11%	16%	19%	37%	16%	22%	22%	18%	23%	26%
Not applicable	45%	N/A	N/A	37%	60%	46%	62%	41%	46%	39%	71%	11%	44%	69%	38%	68%	53%	39%	30%	37%	52%	43%	40%	47%	52%
Q27A. Please indicate which of the following have you done to recruit. Please check ALL that apply.																									
	Total	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	Less than \$0.5 million	\$0.5 to \$1 million	More than \$1 million	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Increased wages	88%	N/A	N/A	92%	77%	84%	90%	92%	86%	84%	96%	92%	90%	88%	86%	94%	88%	88%	90%	87%	86%	89%	88%	91%	79%
Offered bonuses	39%	N/A	N/A	38%	30%	41%	38%	35%	41%	31%	29%	16%	39%	40%	44%	59%	35%	44%	49%	53%	41%	40%	41%	41%	32%
Designed flexible work hours	51%	N/A	N/A	55%	45%	35%	50%	47%	60%	41%	29%	72%	42%	58%	58%	44%	48%	54%	60%	49%	49%	50%	53%	48%	53%
Designed flexible work location	24%	N/A	N/A	35%	25%	21%	24%	17%	18%	21%	0%	52%	11%	11%	39%	15%	22%	19%	35%	27%	20%	25%	34%	19%	19%
Offered referral bonuses to existing employees	36%	N/A	N/A	41%	36%	28%	33%	32%	40%	25%	29%	48%	43%	31%	40%	29%	23%	39%	63%	60%	39%	36%	47%	30%	35%
Other	9%	N/A	N/A	9%	20%	4%	10%	10%	5%	10%	8%	8%	9%	0%	11%	12%	9%	11%	10%	7%	6%	10%	14%	5%	10%
Q27B. Please indicate which of the following have you done to retain. Please check ALL that apply.																									
	Total	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	Less than \$0.5 million	\$0.5 to \$1 million	More than \$1 million	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Increased wages	86%	N/A	N/A	87%	70%	87%	84%	84%	89%	82%	96%	81%	85%	84%	84%	100%	86%	88%	87%	76%	91%	85%	84%	89%	79%
Offered bonuses	58%	N/A	N/A	63%	51%	58%	47%	62%	51%	59%	54%	62%	51%	63%	59%	71%	57%	58%	62%	53%	57%	57%	62%	60%	48%
Designed flexible work hours	66%	N/A	N/A	74%	56%	55%	62%	61%	83%	59%	46%	73%	63%	67%	75%	59%	65%	71%	68%	71%	69%	67%	72%	61%	74%
Designed flexible work location	37%	N/A	N/A	44%	35%	29%	40%	41%	35%	38%	19%	65%	23%	18%	49%	32%	35%	34%	47%	76%	35%	37%	50%	28%	36%
Offered referral bonuses to existing employees	23%	N/A	N/A	24%	26%	21%	24%	19%	28%	18%	23%	35%	22%	18%	26%	26%	16%	30%	39%	35%	18%	24%	26%	21%	26%
Other	8%	N/A	N/A	7%	19%	8%	9%	6%	4%	10%	4%	12%	6%	2%	8%	15%	8%	8%	7%	6%	3%	10%	12%	5%	9%
Q28. In regard to recruiting and retaining employees, many companies say they face a variety of human resource concerns. Which of the following issues has your company faced? Please select ALL that apply.																									
	Total	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	Less than \$0.5 million	\$0.5 to \$1 million	More than \$1 million	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Cut back on offering our product/service due to staffing	34%	N/A	N/A	33%	34%	28%	42%	37%	38%	36%	54%	16%	34%	36%	33%	29%	29%	43%	41%	38%	29%	36%	32%	33%	47%
Paying new hires more and still can't fill jobs	58%	N/A	N/A	59%	68%	60%	53%	59%	59%	65%	49%	55%	66%	64%	52%	63%	52%	67%	72%	67%	58%	57%	57%	57%	66%
Raising starting pay for entry-level forced us to increase senior employees pay	60%	N/A	N/A	57%	54%	65%	58%	55%	67%	57%	51%	61%	70%	72%	53%	61%	54%	73%	69%	62%	57%	59%	63%	58%	62%
Cannot afford to both pay new hires more and senior employees more	30%	N/A	N/A	24%	26%	35%	36%	33%	30%	20%	29%	19%	34%	43%	31%	24%	31%	34%	24%	48%	29%	31%	20%	29%	56%
Willing to hire back employees that quit for whatever reason	16%	N/A	N/A	13%	12%	18%	20%	21%	15%	20%	26%	6%	22%	11%	11%	22%	11%	25%	21%	14%	18%	17%	12%	18%	16%
Will do as much as we can to retain even if it hurts us financially	38%	N/A	N/A	37%	40%	34%	31%	39%	40%	34%	37%	29%	44%	36%	38%	41%	37%	43%	39%	38%	37%	36%	36%	38%	45%
Many pre-pandemic workers who left are not willing to return	15%	N/A	N/A	13%	22%	9%	25%	12%	16%	16%	20%	3%	12%	20%	16%	12%	12%	19%	10%	13%	17%	12%	14%	26%	
None of the above	12%	N/A	N/A	13%	12%	13%	13%	10%	12%	11%	6%	13%	8%	3%	20%	2%	13%	6%	10%	10%	15%	13%	12%	14%	5%
Q29. Now, thinking about the impact the pandemic has had on your management of your workforce. Which of the following most closely describes your business?																									
	Total	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	Less than \$0.5 million	\$0.5 to \$1 million	More than \$1 million	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Continued to have virtually all employees working in-person	54%	N/A	N/A	41%	60%	59%	58%	58%	56%	56%	87%	22%	61%	76%	40%	68%	60%	50%	40%	29%	50%	55%	39%	60%	66%
Implemented 'work-at-home' for many but now mostly in-person	22%	N/A	N/A	25%	18%	22%	23%	22%	22%	27%	6%	38%	20%	19%	24%	15%	19%	26%	27%	29%	21%	24%	29%	21%	11%
Implemented 'work-at-home' now getting back to in-person	10%	N/A	N/A	13%	4%	6%	13%	11%	11%	12%	3%	13%	9%	7%	12%	10%	7%	12%	19%	19%	14%	9%	16%	7%	8%
Implemented 'work-at-home' and will continue it with many	15%	N/A	N/A	23%	18%	14%	10%	9%	15%	9%	3%	31%	9%	0%	25%	15%	15%	15%	15%	24%	17%	14%	20%	13%	15%

Q30A. COVID-19 has had many impacts on businesses. Would you say COVID-19 has increased, decreased, or had no impact on demand for your product(s)/service(s)?																										
		Total	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	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Increased	45%	32%	N/A	49%	47%	51%	52%	45%	34%	26%	35%	53%	47%	59%	47%	55%	40%	49%	57%	52%	45%	44%	70%	37%	18%	
Decreased	28%	51%	N/A	28%	31%	21%	37%	20%	36%	26%	32%	13%	26%	26%	32%	30%	30%	28%	24%	29%	28%	28%	12%	29%	63%	
No impact	26%	17%	N/A	23%	22%	29%	11%	35%	30%	49%	32%	34%	27%	15%	21%	15%	30%	23%	19%	19%	28%	28%	18%	34%	19%	
Q30B. COVID-19 has had many impacts on businesses. Would you say COVID-19 has increased, decreased, or had no impact on your revenue?																										
		Total	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	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Increased	36%	20%	N/A	40%	24%	45%	35%	39%	26%	19%	38%	44%	44%	48%	33%	44%	33%	38%	43%	29%	38%	37%	63%	28%	6%	
Decreased	46%	67%	N/A	40%	59%	40%	56%	39%	59%	53%	50%	25%	44%	33%	50%	51%	49%	46%	42%	62%	41%	47%	26%	49%	85%	
No impact	17%	13%	N/A	20%	16%	15%	9%	22%	15%	28%	12%	31%	12%	20%	16%	5%	18%	15%	16%	10%	20%	16%	12%	23%	10%	
Q30C. COVID-19 has had many impacts on businesses. Would you say COVID-19 has increased, decreased, or had no impact on your profitability?																										
		Total	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	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Increased	26%	16%	N/A	29%	27%	28%	28%	27%	18%	19%	21%	41%	22%	43%	22%	37%	25%	24%	30%	24%	28%	25%	51%	17%	2%	
Decreased	55%	66%	N/A	51%	54%	54%	59%	51%	65%	59%	58%	34%	62%	44%	56%	51%	55%	61%	52%	62%	58%	54%	30%	62%	89%	
No impact	19%	18%	N/A	20%	19%	18%	13%	23%	17%	22%	21%	25%	16%	13%	21%	12%	20%	15%	17%	14%	14%	21%	19%	21%	8%	
Q30D. COVID-19 has had many impacts on businesses. Would you say COVID-19 has increased, decreased, or had no impact on the size of your workforce?																										
		Total	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	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Increased	13%	11%	N/A	16%	14%	12%	15%	14%	9%	5%	9%	13%	16%	12%	16%	17%	11%	22%	13%	14%	11%	14%	26%	8%	1%	
Decreased	49%	48%	N/A	48%	55%	43%	53%	47%	53%	68%	64%	34%	48%	42%	47%	29%	42%	54%	62%	48%	47%	50%	39%	48%	73%	
No impact	38%	41%	N/A	36%	31%	45%	33%	40%	38%	27%	27%	53%	37%	47%	37%	54%	47%	24%	25%	38%	41%	36%	34%	44%	25%	
Q30F. COVID-19 has had many impacts on businesses. Would you say COVID-19 has increased, decreased, or had no impact on your cost of doing business?																										
		Total	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	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Increased	86%	75%	N/A	84%	73%	89%	89%	89%	83%	88%	97%	69%	92%	89%	80%	95%	85%	88%	90%	90%	84%	85%	83%	87%	88%	
Decreased	6%	9%	N/A	5%	14%	3%	5%	5%	7%	5%	0%	6%	6%	5%	8%	0%	6%	8%	4%	0%	7%	6%	6%	5%	8%	
No impact	9%	17%	N/A	11%	12%	8%	5%	6%	10%	7%	3%	25%	2%	7%	12%	5%	9%	4%	6%	10%	9%	9%	10%	9%	4%	
Q31. How significant a financial impact are COVID-19 related safety measures (PPE, physical space modifications, cleaning products, etc.) having on your business?																										
		Total	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	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Very significant	18%	26%	N/A	18%	24%	16%	18%	14%	13%	11%	32%	13%	14%	15%	23%	10%	11%	26%	28%	19%	17%	18%	14%	16%	32%	
Somewhat significant	31%	36%	N/A	30%	33%	31%	35%	30%	34%	36%	32%	22%	38%	31%	30%	20%	28%	35%	38%	38%	26%	32%	34%	30%	32%	
Not too significant	38%	30%	N/A	42%	33%	40%	35%	36%	38%	41%	29%	59%	34%	33%	36%	51%	42%	34%	29%	29%	34%	38%	39%	41%	24%	
Not at all significant	10%	8%	N/A	8%	8%	9%	7%	16%	12%	8%	6%	6%	13%	16%	7%	15%	13%	4%	5%	14%	16%	9%	9%	10%	11%	
Not applicable	3%	N/A	N/A	3%	2%	3%	5%	4%	3%	4%	0%	0%	2%	5%	4%	5%	5%	1%	1%	0%	7%	3%	5%	3%	2%	
Q32A. How significant a problem has price increases from suppliers been for your business during the pandemic?																										
		Total	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	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Very significant	59%	N/A	N/A	49%	69%	58%	44%	71%	66%	71%	76%	9%	83%	69%	41%	73%	60%	67%	51%	67%	59%	57%	45%	63%	73%	
Somewhat significant	29%	N/A	N/A	32%	22%	29%	46%	18%	22%	22%	18%	56%	13%	26%	38%	24%	27%	24%	38%	14%	23%	29%	36%	26%	19%	
Not too significant	9%	N/A	N/A	13%	0%	12%	7%	9%	8%	5%	6%	25%	5%	5%	14%	0%	9%	7%	9%	10%	16%	9%	14%	8%	2%	
Not at all significant	4%	N/A	N/A	6%	8%	1%	2%	2%	4%	2%	0%	9%	0%	0%	7%	2%	4%	2%	2%	10%	2%	5%	5%	3%	6%	
Q32B. How significant a problem has your orders not arriving at your location on time been for your business during the pandemic?																										
		Total	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	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Very significant	49%	N/A	N/A	45%	51%	57%	36%	46%	52%	61%	44%	3%	65%	67%	33%	78%	50%	59%	39%	57%	54%	46%	47%	49%	54%	
Somewhat significant	29%	N/A	N/A	27%	35%	23%	42%	33%	24%	23%	41%	41%	27%	25%	33%	17%	28%	19%	44%	14%	23%	29%	28%	30%	28%	
Not too significant	14%	N/A	N/A	16%	4%	10%	18%	16%	17%	11%	6%	34%	6%	8%	21%	0%	13%	15%	11%	14%	14%	16%	15%	14%	9%	
Not at all significant	8%	N/A	N/A	11%	10%	9%	4%	5%	7%	5%	9%	22%	2%	0%	14%	5%	9%	7%	6%	14%	9%	9%	10%	7%	8%	
Q32C. How significant a problem has goods not being available been for your business during the pandemic?																										
		Total	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	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Very significant	45%	N/A	N/A	38%	48%	51%	44%	45%	46%	60%	56%	6%	47%	61%	32%	73%	47%	56%	35%	52%	46%	44%	43%	43%	59%	
Somewhat significant	30%	N/A	N/A	31%	29%	30%	31%	34%	31%	21%	26%	34%	40%	28%	32%	15%	29%	21%	43%	24%	29%	27%	29%	33%	23%	
Not too significant	16%	N/A	N/A	19%	13%	13%	15%	13%	18%	17%	12%	44%	11%	7%	18%	5%	14%	14%	18%	10%	16%	18%	14%	18%	8%	
Not at all significant	9%	N/A	N/A	13%	10%	7%	11%	8%	6%	2%	6%	16%	2%	5%	17%	7%	10%	9%	5%	14%	9%	11%	14%	7%	10%	

Q32D. How significant a problem has receiving inferior quality goods or services been for your business during the pandemic?																									
		Region								Industry							Company Size			Revenue		Business After Pandemic			
	Total	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	Less than \$0	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Very significant	12%	N/A	N/A	8%	8%	17%	9%	9%	12%	17%	24%	0%	13%	12%	10%	13%	12%	18%	7%	19%	13%	11%	10%	25%	
Somewhat significant	20%	N/A	N/A	21%	15%	22%	17%	25%	15%	27%	24%	26%	17%	18%	17%	20%	22%	22%	13%	19%	17%	19%	17%	19%	25%
Not too significant	40%	N/A	N/A	43%	46%	34%	46%	33%	41%	36%	39%	45%	42%	45%	37%	40%	37%	36%	50%	43%	42%	40%	38%	45%	25%
Not at all significant	29%	N/A	N/A	28%	31%	27%	28%	33%	33%	20%	12%	29%	28%	25%	36%	28%	29%	24%	29%	19%	27%	30%	35%	26%	24%
Q32E. How significant a problem has clients/customers being unwilling to accept price increases been for your business during the pandemic?																									
		Region								Industry							Company Size			Revenue		Business After Pandemic			
	Total	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	Less than \$0	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Very significant	14%	N/A	N/A	17%	9%	15%	7%	13%	13%	20%	16%	13%	15%	13%	13%	7%	14%	22%	9%	19%	6%	16%	9%	12%	35%
Somewhat significant	32%	N/A	N/A	24%	34%	31%	38%	38%	39%	36%	38%	22%	39%	36%	25%	44%	34%	36%	25%	29%	37%	30%	22%	39%	32%
Not too significant	34%	N/A	N/A	35%	43%	29%	33%	34%	35%	34%	34%	28%	32%	39%	35%	32%	33%	30%	43%	24%	31%	36%	41%	34%	19%
Not at all significant	20%	N/A	N/A	23%	15%	24%	22%	15%	13%	10%	13%	38%	14%	11%	28%	17%	20%	12%	23%	29%	25%	18%	28%	15%	14%
Q33A. Please indicate to what extent supply chain disruptions negatively affected your business affected your business?																									
		Region								Industry							Company Size			Revenue		Business After Pandemic			
	Total	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	Less than \$0	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
A great deal	42%	N/A	N/A	36%	49%	43%	35%	48%	46%	57%	41%	6%	59%	55%	26%	63%	41%	54%	38%	45%	39%	41%	37%	43%	51%
Some	34%	N/A	N/A	34%	27%	41%	39%	31%	36%	29%	32%	28%	36%	33%	39%	24%	37%	23%	39%	30%	39%	33%	31%	38%	28%
Not very much	14%	N/A	N/A	18%	10%	8%	15%	15%	13%	6%	21%	47%	5%	8%	19%	2%	14%	14%	14%	15%	14%	15%	20%	11%	10%
Not at all	10%	N/A	N/A	12%	14%	8%	11%	6%	6%	8%	6%	19%	1%	3%	16%	10%	9%	9%	9%	10%	8%	12%	12%	8%	12%
Q33B. Please indicate to what extent the pandemic creating new profitable opportunities for your business affected your business?																									
		Region								Industry							Company Size			Revenue		Business After Pandemic			
	Total	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	Less than \$0	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
A great deal	8%	N/A	N/A	12%	10%	9%	7%	6%	4%	6%	6%	16%	6%	15%	7%	12%	8%	8%	7%	10%	15%	7%	17%	4%	1%
Some	24%	N/A	N/A	28%	20%	16%	24%	19%	26%	15%	21%	28%	25%	33%	26%	15%	21%	24%	34%	14%	24%	23%	37%	20%	6%
Not very much	30%	N/A	N/A	28%	31%	34%	38%	34%	20%	37%	29%	25%	30%	31%	25%	44%	27%	39%	31%	24%	25%	33%	27%	32%	27%
Not at all	38%	N/A	N/A	31%	39%	40%	31%	41%	50%	43%	44%	31%	39%	21%	42%	29%	44%	29%	28%	52%	35%	38%	18%	43%	65%
Q34A. Please indicate whether you currently have a policy or practice of requiring face masks when not able to social distance in place due to a mandate, a self-imposed policy, or if you do not have the policy/practice in place?																									
		Region								Industry							Company Size			Revenue		Business After Pandemic			
	Total	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	Less than \$0	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Mandated	44%	N/A	N/A	52%	39%	47%	43%	40%	33%	34%	50%	52%	39%	35%	54%	32%	36%	52%	60%	57%	43%	46%	48%	44%	37%
Self-imposed	39%	N/A	N/A	34%	39%	35%	36%	44%	48%	46%	41%	39%	38%	48%	33%	46%	42%	39%	33%	24%	37%	38%	39%	38%	44%
Do not have	16%	N/A	N/A	14%	22%	19%	21%	16%	19%	20%	9%	10%	22%	17%	13%	22%	22%	9%	7%	19%	20%	15%	13%	18%	20%
Q34B. Please indicate whether you currently have a policy or practice of requiring face masks for unvaccinated employees in place due to a mandate, a self-imposed policy, or if you do not have the policy/practice in place?																									
		Region								Industry							Company Size			Revenue		Business After Pandemic			
	Total	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	Less than \$0	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Mandated	47%	N/A	N/A	56%	45%	48%	45%	44%	36%	38%	59%	52%	38%	41%	58%	34%	40%	56%	61%	67%	46%	48%	54%	45%	43%
Self-imposed	28%	N/A	N/A	23%	27%	29%	25%	35%	34%	35%	24%	16%	31%	36%	24%	29%	28%	33%	24%	10%	31%	27%	27%	30%	24%
Do not have	25%	N/A	N/A	21%	29%	23%	30%	21%	29%	27%	18%	32%	31%	23%	19%	37%	32%	12%	15%	24%	23%	25%	19%	26%	33%
Q34C. Please indicate whether you currently have a policy or practice of conducting daily in-person or virtual health checks in place due to a mandate, a self-imposed policy, or if you do not have the policy/practice in place?																									
		Region								Industry							Company Size			Revenue		Business After Pandemic			
	Total	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	Less than \$0	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Mandated	19%	N/A	N/A	18%	14%	20%	25%	19%	18%	15%	21%	26%	16%	17%	23%	17%	12%	25%	34%	29%	18%	19%	20%	19%	20%
Self-imposed	25%	N/A	N/A	27%	22%	26%	18%	23%	31%	22%	33%	13%	30%	24%	26%	20%	24%	31%	26%	14%	23%	25%	27%	24%	26%
Do not have	55%	N/A	N/A	56%	63%	55%	56%	59%	51%	63%	45%	61%	54%	59%	51%	63%	65%	44%	40%	57%	58%	55%	54%	57%	54%
Q34D. Please indicate whether you currently have a policy or practice of requiring the COVID-19 vaccination in place due to a mandate, a self-imposed policy, or if you do not have the policy/practice in place?																									
		Region								Industry							Company Size			Revenue		Business After Pandemic			
	Total	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	Less than \$0	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Mandated	14%	N/A	N/A	15%	18%	13%	16%	10%	10%	7%	9%	16%	10%	12%	19%	10%	10%	11%	23%	14%	13%	14%	15%	13%	13%
Self-imposed	24%	N/A	N/A	25%	24%	22%	18%	26%	26%	17%	32%	26%	18%	31%	26%	24%	25%	21%	23%	29%	22%	21%	24%	24%	22%
Do not have	62%	N/A	N/A	60%	57%	65%	65%	64%	64%	76%	59%	58%	72%	58%	55%	66%	65%	68%	54%	57%	64%	65%	61%	63%	65%
Q34E. Please indicate whether you currently have a policy or practice of allowing paid time off to get the COVID-19 vaccination in place due to a mandate, a self-imposed policy, or if you do not have the policy/practice in place?																									
		Region								Industry							Company Size			Revenue		Business After Pandemic			
	Total	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	Less than \$0	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Mandated	41%	N/A	N/A	40%	41%	49%	47%	41%	37%	40%	35%	48%	37%	37%	45%	39%	34%	47%	54%	52%	39%	42%	44%	40%	39%
Self-imposed	33%	N/A	N/A	38%	37%	31%	25%	31%	29%	31%	24%	39%	39%	29%	32%	34%	34%	34%	30%	33%	31%	33%	34%	35%	25%
Do not have	26%	N/A	N/A	22%	22%	20%	27%	28%	33%	29%	41%	13%	24%	34%	23%	27%	31%	19%	16%	14%	30%	25%	22%	26%	36%

Q34F. Please indicate whether you currently have a policy or practice of having barriers/partitions in place due to a mandate, a self-imposed policy, or if you do not have the policy/practice in place?																							
	Total	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	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Business After Pandemic
Mandated	16%	N/A	N/A	13%	19%	17%	16%	16%	17%	7%	21%	29%	8%	18%	20%	15%	11%	20%	27%	19%	16%	16%	18%
Self-imposed	37%	N/A	N/A	46%	40%	31%	27%	30%	39%	29%	35%	42%	40%	45%	37%	34%	32%	43%	47%	29%	35%	40%	41%
Do not have	47%	N/A	N/A	41%	42%	51%	56%	54%	45%	64%	44%	29%	51%	37%	43%	51%	57%	37%	26%	52%	49%	44%	54%
Q34G. Please indicate whether you currently have a policy or practice of maintaining socially distanced workspaces in place due to a mandate, a self-imposed policy, or if you do not have the policy/practice in place?																							
	Total	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	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Business After Pandemic
Mandated	22%	N/A	N/A	19%	27%	23%	22%	21%	21%	17%	21%	32%	14%	20%	29%	17%	16%	24%	37%	29%	20%	22%	25%
Self-imposed	60%	N/A	N/A	65%	57%	59%	61%	56%	57%	60%	56%	61%	72%	63%	51%	66%	61%	64%	54%	67%	53%	62%	59%
Do not have	18%	N/A	N/A	16%	16%	17%	17%	23%	22%	23%	24%	6%	14%	17%	20%	17%	23%	13%	10%	5%	27%	15%	19%
Q35. Which of the following do you most expect to be true of your business when the pandemic is no longer a threat?																							
	Total	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	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Business After Pandemic
Stronger	32%	37%	N/A	44%	24%	23%	42%	27%	21%	27%	35%	48%	25%	36%	33%	39%	27%	40%	42%	29%	30%	36%	100%
Survive	53%	50%	N/A	47%	53%	59%	42%	61%	59%	61%	38%	45%	61%	46%	52%	51%	55%	48%	50%	52%	55%	50%	0%
Taken large toll	15%	14%	N/A	9%	22%	17%	16%	12%	20%	12%	26%	6%	15%	18%	15%	10%	18%	11%	8%	19%	15%	14%	0%
Q36. NYS Legislature adopted the HERO act in 2021, requiring employers to adopt a safety and health plan to protect employees from airborne infectious diseases, and employers were required to implement that plan on September 4, 2021. How would you characterize your business' level of preparedness on September 4, 2021?																							
	Total	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	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Business After Pandemic
Fully prepared	62%	N/A	N/A	67%	49%	66%	60%	54%	59%	61%	56%	87%	60%	46%	67%	45%	54%	65%	81%	60%	57%	63%	73%
Not fully prepared	23%	N/A	N/A	21%	37%	19%	17%	28%	24%	29%	24%	10%	25%	37%	17%	23%	23%	30%	17%	30%	24%	21%	15%
Unaware/Unprepared	16%	N/A	N/A	12%	14%	15%	23%	19%	17%	10%	21%	3%	15%	17%	15%	33%	23%	5%	2%	10%	18%	16%	30%
Q37. Which of the following issues did you have in adopting and/or implementing the required HERO Act plan? Please check ALL that apply.																							
	Total	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	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Business After Pandemic
Lack of information about our obligations under the HERO act	50%	N/A	N/A	45%	49%	53%	49%	49%	63%	45%	42%	28%	55%	56%	48%	65%	55%	43%	42%	32%	49%	51%	45%
Lack of access to PPE (personal protective equipment including gloves, masks, shields, goggles)	9%	N/A	N/A	9%	12%	16%	9%	6%	4%	10%	16%	6%	7%	7%	9%	11%	9%	10%	7%	5%	10%	4%	
Inability to provide health screenings to our employees	24%	N/A	N/A	23%	20%	26%	26%	28%	23%	25%	26%	22%	25%	30%	17%	38%	26%	23%	18%	32%	22%	23%	22%
Unable to maintain adequate physical distancing within our workplace	16%	N/A	N/A	14%	24%	9%	13%	24%	15%	23%	26%	11%	14%	15%	13%	19%	16%	26%	10%	16%	15%	14%	
Difficulty providing sufficient hand hygiene materials	3%	N/A	N/A	1%	7%	7%	2%	3%	1%	4%	0%	6%	3%	4%	2%	5%	3%	5%	2%	0%	2%	1%	
Difficulty providing all employees with training on the plan	19%	N/A	N/A	16%	24%	24%	17%	18%	19%	20%	26%	11%	14%	22%	16%	32%	17%	29%	16%	32%	12%	19%	
Other	26%	N/A	N/A	30%	17%	26%	21%	28%	23%	23%	29%	33%	25%	19%	31%	22%	25%	23%	29%	21%	35%	27%	
Q38. NYS is considering new legislation to regulate how businesses collect and use personal information about their customers, including requirements to allow customers to disallow or limit the use of their personal information by a business. One NYS proposal would regulate all businesses with records on more than 10,000 NY residents, or with total receipt of \$25 million or more regardless of how many customer records they maintain. To what extent would such legislation impact your business?																							
	Total	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	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Business After Pandemic
Significant impact	19%	N/A	N/A	19%	20%	18%	13%	16%	25%	16%	12%	45%	12%	26%	20%	22%	11%	26%	38%	30%	22%	19%	24%
Moderate impact	12%	N/A	N/A	16%	4%	8%	17%	13%	8%	9%	6%	13%	7%	15%	14%	17%	9%	16%	17%	10%	11%	11%	14%
Little to no impact	48%	N/A	N/A	48%	57%	52%	46%	44%	48%	57%	64%	19%	52%	36%	50%	39%	57%	44%	32%	45%	50%	49%	50%
Don't know	20%	N/A	N/A	16%	18%	22%	24%	28%	19%	18%	18%	23%	29%	23%	16%	22%	24%	14%	13%	15%	17%	21%	23%
Q39 NYS is considering new "antitrust" legislation that would allow for lawsuits against any business that "abuses" (conduct that would tend to foreclose or limit competition) a "dominant market position", (40% market share if a seller or 30% or higher if a buyer). To what extent do you believe this legislation would impact your business?																							
	Total	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	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Business After Pandemic
Significant positive impact	1%	N/A	N/A	2%	0%	1%	4%	0%	2%	4%	0%	0%	1%	2%	1%	0%	2%	1%	1%	0%	0%	2%	2%
Moderate positive impact	4%	N/A	N/A	4%	2%	2%	4%	1%	8%	4%	9%	3%	3%	2%	4%	7%	5%	3%	2%	15%	1%	5%	4%
Little to no impact	55%	N/A	N/A	57%	63%	55%	54%	61%	49%	59%	44%	55%	57%	54%	56%	41%	57%	53%	53%	60%	63%	53%	56%
Moderate adverse impact	7%	N/A	N/A	7%	8%	4%	9%	4%	11%	4%	6%	6%	8%	8%	7%	12%	6%	7%	10%	5%	3%	8%	8%
Significant adverse impact	8%	N/A	N/A	8%	6%	7%	4%	6%	9%	12%	9%	10%	5%	8%	7%	7%	3%	12%	15%	0%	7%	8%	10%
Don't know	25%	N/A	N/A	22%	20%	31%	26%	28%	22%	17%	32%	26%	26%	26%	25%	32%	27%	23%	19%	20%	26%	24%	27%



Q40. Do you think your company will be in business in New York ten years from today or not?																									
		Region								Industry						Company Size			Revenue			Business After Pandemic			
	Total	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	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Yes	59%	61%	56%	66%	55%	58%	56%	59%	49%	58%	65%	91%	46%	49%	66%	51%	52%	62%	79%	65%	52%	61%	82%	56%	19%
No	14%	14%	17%	11%	14%	16%	13%	14%	21%	17%	18%	3%	15%	21%	11%	20%	19%	9%	4%	20%	18%	13%	6%	14%	34%
Don't know	27%	25%	27%	23%	31%	26%	31%	27%	30%	25%	18%	16%	39%	30%	24%	29%	29%	29%	17%	15%	30%	26%	12%	30%	47%
Q41. If you had it all to do all over again, considering all factors, would you locate your business in New York or someplace else?																									
		Region								Industry						Company Size			Revenue			Business After Pandemic			
	Total	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	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
New York	35%	36%	32%	37%	29%	27%	43%	40%	28%	31%	41%	44%	18%	33%	43%	32%	39%	33%	29%	55%	31%	35%	50%	29%	20%
Someplace else	55%	52%	64%	50%	71%	61%	43%	52%	62%	63%	47%	44%	76%	59%	41%	59%	52%	60%	58%	45%	60%	54%	40%	58%	73%
Don't know	11%	12%	4%	13%	0%	12%	15%	9%	10%	6%	13%	13%	6%	8%	15%	10%	9%	7%	13%	0%	9%	11%	10%	13%	7%
Q42. How likely do you think it is that the U.S. economy will be in recession between now and the end of 2022?																									
		Region								Industry						Company Size			Revenue			Business After Pandemic			
	Total	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	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Almost certain	16%	15%	3%	11%	21%	18%	13%	18%	17%	13%	19%	19%	14%	23%	17%	10%	17%	15%	12%	10%	20%	15%	13%	15%	26%
Very likely	23%	24%	10%	22%	23%	28%	31%	22%	22%	29%	25%	19%	17%	27%	22%	37%	22%	29%	21%	35%	23%	22%	16%	26%	31%
Somewhat likely	35%	35%	32%	39%	31%	31%	37%	32%	35%	31%	41%	19%	38%	30%	38%	29%	39%	26%	34%	30%	31%	36%	30%	39%	31%
Not very likely	24%	23%	40%	26%	23%	20%	19%	27%	25%	24%	16%	42%	29%	20%	22%	22%	20%	30%	30%	20%	25%	26%	38%	19%	13%
Not at all likely	2%	3%	13%	2%	2%	4%	0%	1%	1%	4%	0%	0%	2%	0%	2%	2%	2%	1%	2%	5%	2%	2%	3%	1%	0%
Q43. Please select your gender:																									
		Region								Industry						Company Size			Revenue			Business After Pandemic			
	Total	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	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Male	78%	70%	74%	78%	91%	71%	65%	85%	85%	94%	73%	84%	84%	83%	67%	82%	73%	83%	87%	75%	81%	77%	78%	80%	70%
Female	22%	30%	21%	22%	9%	29%	35%	15%	15%	6%	27%	16%	16%	17%	33%	18%	27%	17%	13%	25%	19%	23%	22%	20%	30%
Q44. How would you describe your race/ethnicity?																									
		Region								Industry						Company Size			Revenue			Business After Pandemic			
	Total	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	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
White	94%	94%	90%	94%	82%	95%	98%	95%	98%	97%	84%	90%	94%	93%	96%	92%	94%	96%	95%	95%	96%	95%	94%	95%	93%
African-American	1%	1%	1%	1%	2%	1%	0%	0%	1%	0%	0%	0%	2%	2%	0%	0%	1%	1%	1%	0%	0%	1%	2%	0%	1%
Hispanic	1%	1%	1%	2%	4%	0%	0%	1%	0%	1%	3%	0%	1%	0%	2%	0%	2%	1%	0%	0%	1%	1%	2%	1%	1%
Asian	1%	1%	1%	0%	4%	0%	0%	1%	0%	0%	6%	0%	0%	0%	0%	3%	0%	2%	1%	0%	1%	1%	0%	1%	1%
Other	3%	3%	1%	4%	7%	4%	2%	3%	1%	1%	6%	10%	3%	5%	1%	5%	4%	0%	3%	5%	2%	3%	3%	3%	4%
Q45. Approximately how many employees do you have in all New York State locations?																									
		Region								Industry						Company Size			Revenue			Business After Pandemic			
	Total	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	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Less than 50	60%	68%	62%	51%	51%	63%	73%	60%	66%	56%	61%	41%	58%	66%	60%	70%	100%	0%	0%	53%	61%	58%	49%	62%	74%
50 to 100	18%	13%	16%	22%	24%	17%	12%	19%	10%	29%	15%	14%	21%	12%	15%	15%	0%	100%	0%	16%	13%	19%	21%	16%	14%
More than 100	23%	19%	18%	27%	24%	20%	15%	21%	24%	15%	24%	45%	21%	22%	25%	15%	0%	0%	100%	32%	26%	23%	29%	22%	13%
Revenue																									
		Region								Industry						Company Size			Revenue			Business After Pandemic			
	Total	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	Less than 50	50 to 100	More than 100	Less than \$2.5 million	\$2.5 to less than \$5 million	More than \$5 million	Stronger	Survive	Taken large toll
Less than \$2.5 million	3%	30%	N/A	3%	6%	2%	3%	4%	6%	2%	0%	0%	5%	2%	5%	0%	3%	3%	5%	100%	0%	0%	3%	4%	5%
\$2.5 to less than \$5 million	17%	30%	N/A	19%	24%	19%	10%	18%	13%	16%	17%	24%	16%	18%	17%	12%	18%	12%	20%	0%	100%	0%	16%	18%	18%
More than \$5 million	57%	41%	N/A	55%	41%	63%	59%	58%	56%	57%	54%	62%	57%	51%	57%	63%	54%	61%	55%	0%	0%	100%	63%	53%	54%
Don't know/Refused	23%	N/A	N/A	23%	29%	17%	28%	20%	25%	24%	29%	15%	22%	29%	21%	24%	25%	23%	20%	0%	0%	0%	18%	26%	24%