

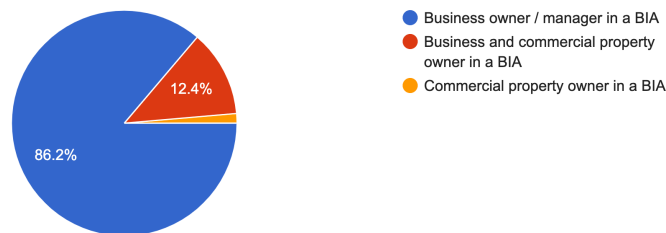
## Ottawa Coalition of Business Improvement Areas survey

Survey Date: August 19 - 31, 2021

Many businesses in Ottawa's BIAs have faced great challenges in the past 18 months. Within a short period of time, OCOBIA has collected 145 responses from bricks and mortar businesses within BIA boundaries in Greater Ottawa.

86.2% respondents of the survey were business owners or managers within BIAs, 12.4% owned both the business and the commercial property in the BIA.

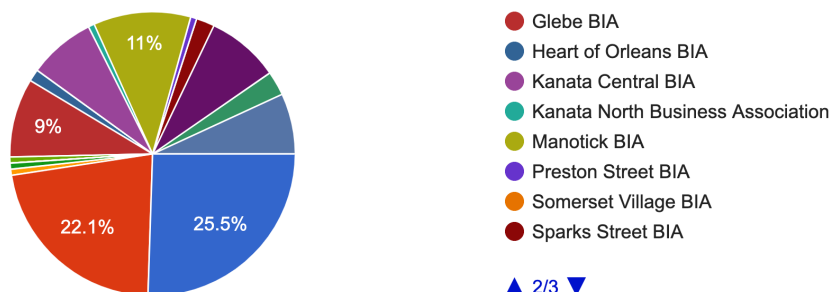
You are a:  
145 responses



## Participating BIA Businesses

The survey was sent to all BIA Offices within the 19 Ottawa BIAs. The responses received were based on the BIA office outreach to business and property members in their respective BIA - OCOBIA did not conduct any direct outreach to business members.

Your BIA:  
145 responses



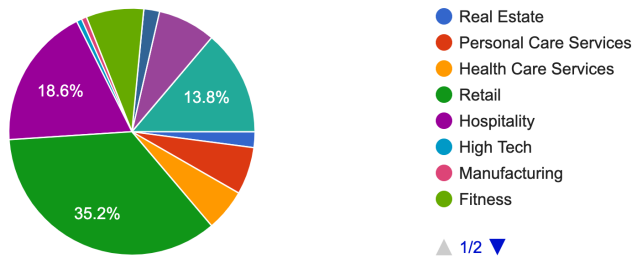
The majority of responses by BIA:

- Bank Street BIA - 25.5%
- Barrhaven BIA - 22.1%
- Manotick BIA - 11%
- Glebe BIA - 9%
- Vanier BIA - 8.3%
- Kanata Central BIA - 7.6%
- Westboro Village BIA - 6.9%

**BIA Business Member sectors represented:**

Retailers represented the largest sector of respondents at 35.2%. Hospitality was second with 18.6% response rate.

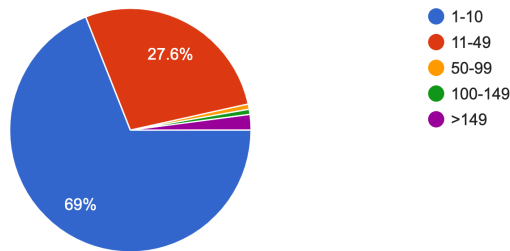
Your sector:  
145 responses



**Number of Employees**

Small Businesses represent 96.6% of the BIA respondents - with 69% respondent businesses between 1-10 staff members.

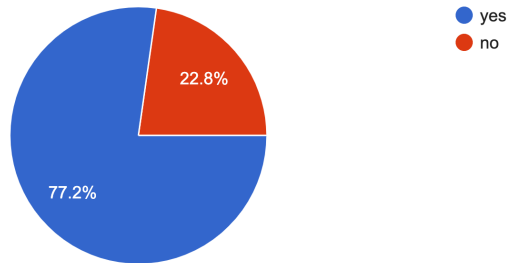
# Employees  
145 responses



## Business During the Pandemic

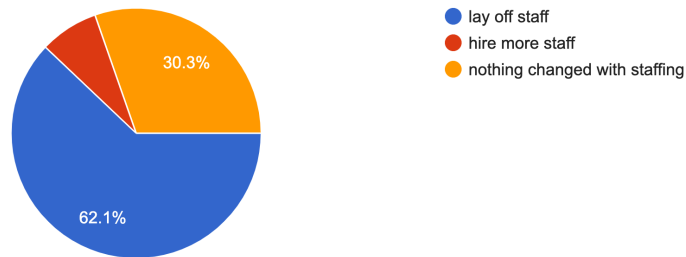
77.2% of respondents were shut down for a period of time.

Your business location was shut down (public, employee access) for a period of time.  
145 responses



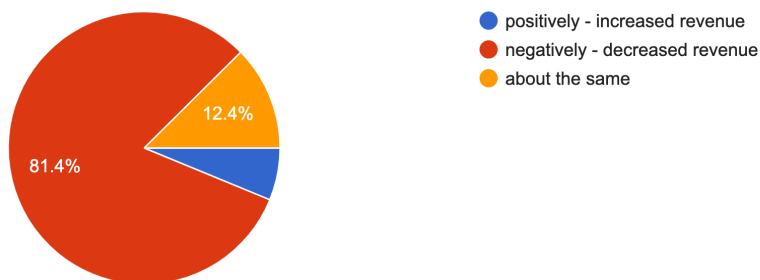
62% of respondents had to lay off staff. While 30.3% respondents' staffing has remained unchanged.

During the pandemic, you had to  
145 responses



81.4% of respondents were negatively impacted financially, 12.4% of respondents' financial situation remained unchanged.

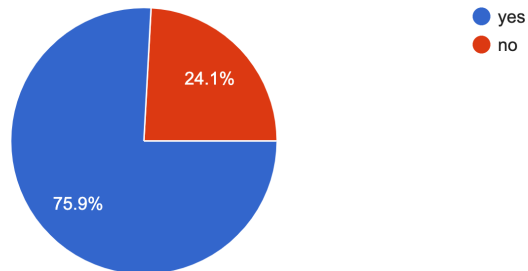
Your business was impacted financially,  
145 responses



75.9% of respondents required financial support.

Your business required financial support/assistance

145 responses



62.1% of respondents received the CEBA loan. 58.6% of respondents received both CEWS and CERS.

Your business received the following (please check all) \*

The largest funds have been listed, please add additional funds you received if possible

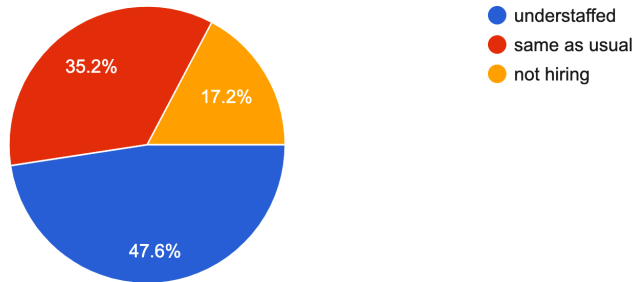
- Canada Emergency Wage Subsidy (CEWS) 58.6% respondents
- Canada Emergency Rent Subsidy (CERS) as tenant 58.6% respondents
- Canada Emergency Rent Subsidy (CERS) as property owner 6.2% respondents
- Ontario Small Business Support Grant 47.6% respondents
- Canada Emergency Business Account (CEBA loan) 62.1% respondents
- Highly Affected Sectors Credit Availability Program (HASCAP) 5% respondents
- None of these 20% respondents
- Other...

## Reopening / Road to Recovery

47.6% respondents are understaffed and 17.2% are not hiring.

Your staff situation at present:

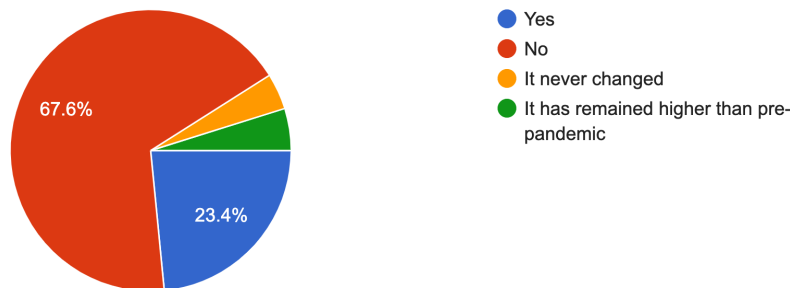
145 responses



67.6% of respondents have not returned to pre-pandemic sales.

Has your revenue returned to pre-pandemic sales?

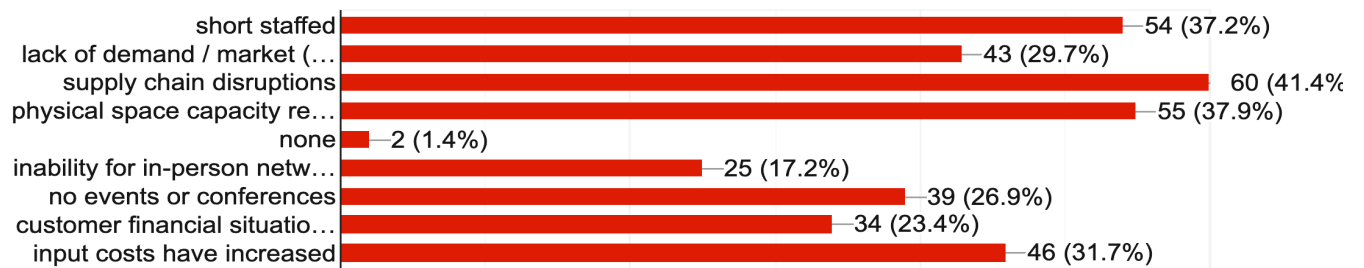
145 responses



Top business challenges affecting revenue growth/recovery include supply chain disruption (41.4%), capacity restrictions (37.9%) and lack of staff (37.2%)

What are your business challenges affecting revenue growth/recovery? Select up to 4

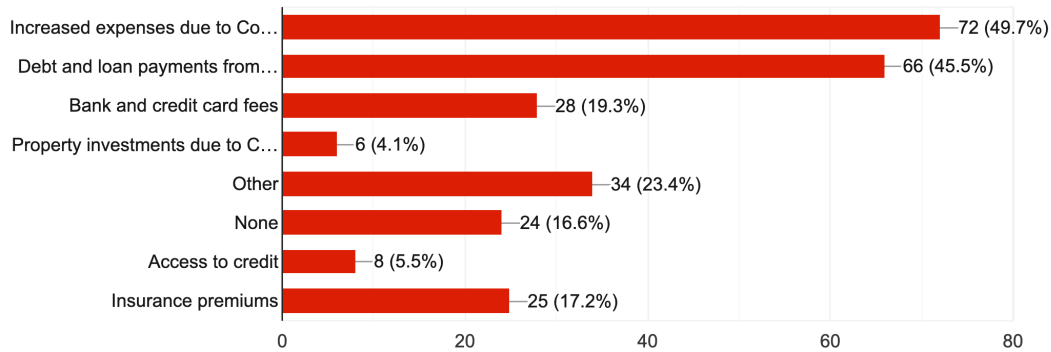
145 responses



Increased expenses due to COVID-19 (49.7%) and debts/loans arising from COVID-19 (45.5%) represent the greatest financial burdens to businesses.

Your greatest financial issues right now are:

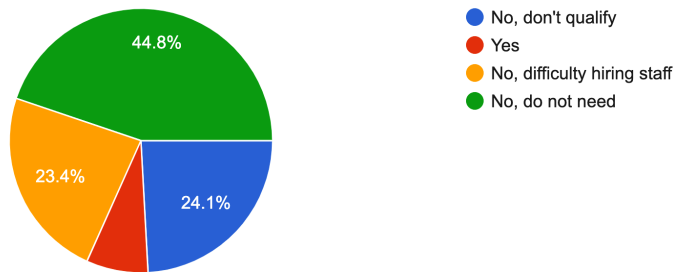
145 responses



Canada Recovery Hiring Program is not being utilized to a desired capacity - 44.8% businesses do not need it at this time, 23.4% are having difficulty hiring, 24.1% do not qualify.

Is your business utilizing the Canada Recovery Hiring Program?

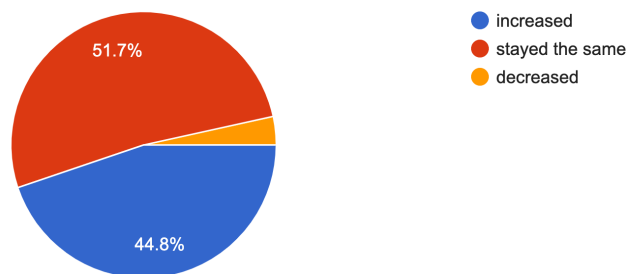
145 responses



44.8% of respondents experienced an increase in commercial insurance expenses.

Has your commercial insurance expense:

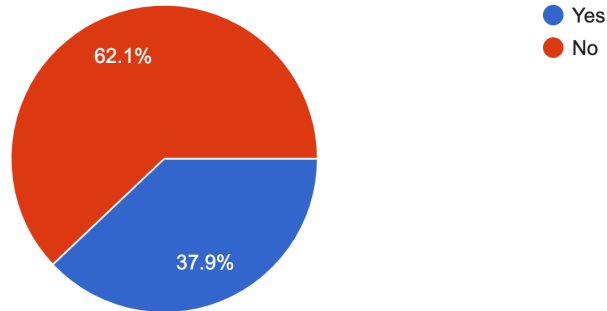
145 responses



37.9% of respondents had banking or credit card fees increase

Have your banking / credit card fees increased?

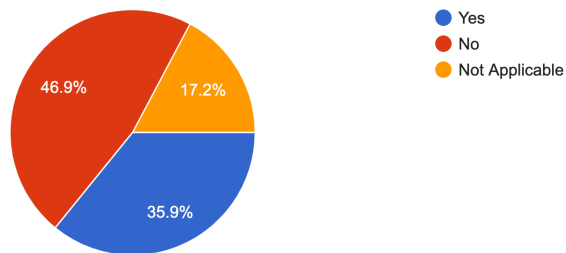
145 responses



35.9% of respondents had an increase of transaction fee expenses

Have your card transaction fee expenses increased?

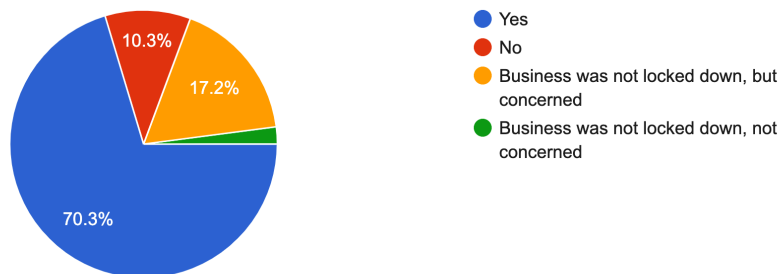
145 responses



87.5% of respondents are concerned that capacity restrictions and closures will continue.

Are you concerned that your business location will be locked down again or capacity reduced due to Covid-19?

145 responses

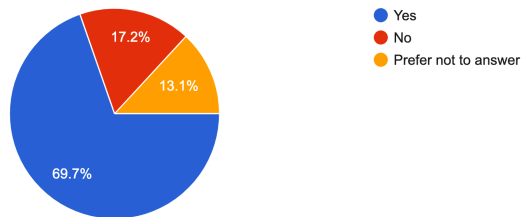


## Economic Rebound and Legislative Change

**Vaccinations:** More respondents are amenable to mandating vaccinations in the workplace with legislative support, than vaccine passports. 69.7% of respondents support workplace mandated vaccination, 66.9% of respondents support a vaccine passport.

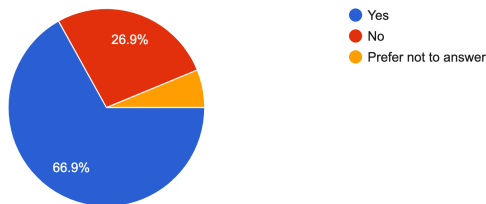
Should there be legislation of mandatory vaccinations in the workplace?

145 responses



Are you supportive of vaccine passports for your customers/clients?

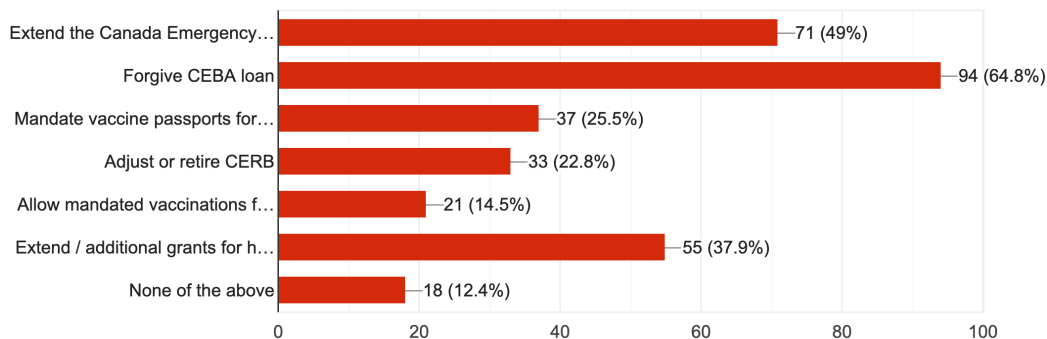
145 responses



**Financial response:** 64.8% of respondents would like to see CEBA loan forgiveness to boost their business out of COVID. 49% would like to extend CERS (Canada Emergency Rent Subsidy)

Which of these COVID related changes would impact your business the MOST? Select up to 3

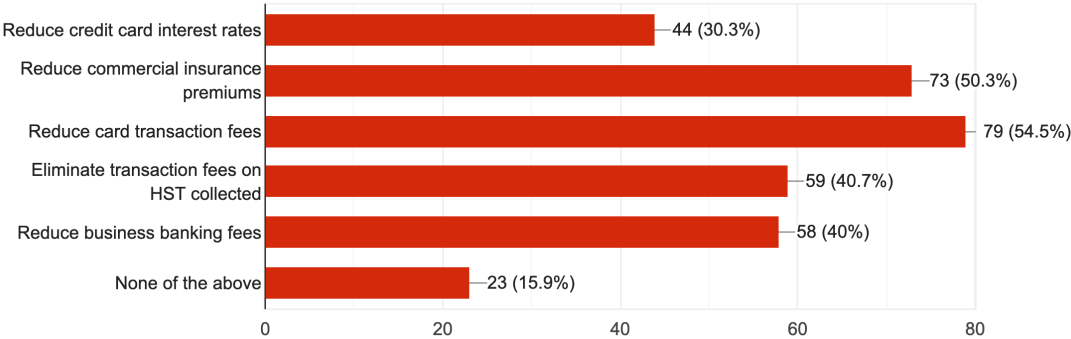
145 responses





Reducing card transaction fees (54.5% respondents) and commercial insurance premiums (50.3% respondents) are the top desired Government actions on financial related regulations.

Which financial related regulations / actions would impact your business the most? Select up to 3  
145 responses



**Economic stimulation:** Respondents commented that 1) return to work / office and 2) elimination of all restrictions imposed with COVID-19 are actions that must be taken.

Regarding stimulation coming out of the pandemic, offering consumer incentives via tax breaks and spending rebates are the top desired actions of the Government.

For economic stimulation, the Government should: Select up to 2  
145 responses

