

# **Delaware Business Impact of Covid-19 – Second Survey**

Summary of survey results, 3/31 – 4/3

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## **Delaware Business Impact of Covid-19 – Second Survey**

Summary of survey results, 3/31 – 4/3

To help prepare for a full recovery and to understand the likely need for possible business support/assistance, a range of Delaware economic development organizations and other partners are jointly conducting a series of business surveys to monitor the impact of COVID-19 on business operations across the State of Delaware.

The first round of the survey was conducted from 3/20 to 3/24, prior to Delaware's stay at home order and the closure of many businesses. The second round of the survey was conducted from 3/31 to 4/3. This document provides a brief summary of survey results from this second round of the survey, with comparisons to the first round where possible.

- 419 employers responded to the second round of the survey, nearly 100 more responses than in the first round. Responses were well distributed geographically within the state (63% New Castle County; 12% Kent County; 25% Sussex County). Responses were also well distributed across industries, with responses from nearly every industry.
- However, the composition of respondents was different than in the first round. For the second round, 46% of responses were from businesses employing fewer than 5 people, compared with 35% in the first round. And fewer large employers responded in the second round. As a result, while there were nearly 100 more responses than in the first round, these second round respondents accounted for far fewer employees (approximately 11,400 employees) than the respondents in the first round (which accounted for about 24,000 employees).
- Respondents in the second round indicated that they have already laid off or terminated nearly 1,700 employees, representing approximately 13% of these companies' collective workforce. This is a significant increase from the first survey, in which 640 workers had been laid off (about 3% of the collective workforce among the first round responding companies.)
- One-third of respondents (34%) indicated that they have had staffing decreases as a result of Covid-19. More than 50% of layoffs among the respondents were in the Accommodation & Food Services industry and the Retail Trade industry. However, most industries had some responding companies that have had to let workers go. Only a small share (13%) of the smallest businesses (less than 5 employees) indicated that they have let workers go, but about 40-60% of businesses of all other sizes have had to trim their workforces.
- 37% of respondents indicated that they had closed, up from 22% in the first round of the survey. These closures were primarily concentrated in a handful of sectors, including Arts, Entertainment, & Recreation (78%); Education (77%, primarily childcare providers); Retail Trade (68%); and Accommodation & Food Services (48%). All of these figures were up from the first round of the survey.
- Among respondents whose businesses were still open, they were collectively operating at about 61% capacity, on average. Operating capacity was higher in Finance & Insurance; Professional, Scientific, & Technical Services; Information; Manufacturing; and Construction, but lower in other sectors. Looking at the results by business size, the smallest employers (less than 5

employees) were operating at the lowest capacity, an average of 54%. These figures increase gradually for larger businesses; employers with 10-19 employees were operating at an average of 62% capacity and employers with 100+ employees were operating at an average of 78% capacity.

- Among respondents whose business was still open, supply chains still seemed to be relatively intact. On average, respondents indicated that they were able to ship and receive more than 70% of goods and services. Figures were largely similar looking at results by business size.
- 83% of respondents have experienced a decrease in revenue, up from 72% of respondents in the first round of the survey. Losses have been steepest in sectors most directly affected by business closures, like Accommodation & Food Services; Retail Trade; Arts, Entertainment, & Recreation; and Education (primarily childcare), with the majority of respondents in those industries seeing revenue decreases of 91-100% and many more seeing decreases of more than 70%. But all industries are seeing notable revenue decreases in the 20% to 60% range.
- A smaller percentage (55%) of large employers with 100+ employees reported a revenue decline, and on average their revenue losses were not as steep as smaller businesses.
- On average, respondents indicated they could survive the current business slowdown/closure for about 12 weeks—similar to the average in the first round of the survey of 13 weeks. But the median response among businesses was 8 weeks, with about one-quarter of respondents indicating they could only survive for 4 weeks or less.
- 22% of respondents indicated that they have reached out to their banks for bridge financing.
- 27% of respondents have applied for an SBA Economic Injury Disaster Loan.

# Delaware Business Impact of Covid-19

Survey Results 3/31/20 – 4/3/20

To help prepare for a full recovery and to understand the likely need for possible business support/assistance, a range of Delaware economic development organizations and other partners are jointly conducting a series of business surveys to monitor the impact of COVID-19 on business operations across the State of Delaware.

The first round of the survey was conducted from 3/20 to 3/24, prior to Delaware's stay at home order and the closure of many businesses. The second round of the survey was conducted from 3/31 to 4/3. This document provides a brief summary of survey results from this second round of the survey,

# Responses by Industry

Summary of responses by industry and county

Industry	Number of Responses			Grand Total
	Kent	New Castle	Sussex	
Accommodation & Food Services	2	17	12	31
Administrative Support & Waste Management	1	4	1	6
Agriculture		2	1	3
Arts, Entertainment & Recreation	5	15	20	40
Construction	3	11	6	20
Education	3	9	1	13
Finance & Insurance	3	21	3	27
Health Care	2	17	5	24
Information	1	2	1	4
Management of Companies		2	1	3
Manufacturing	4	17	4	25
Other Services	7	34	14	55
Professional, Scientific, Technical Services	3	43	5	51
Real Estate	4	47	9	60
Retail Trade	9	17	21	47
Transportation & Warehousing		4		4
Wholesale Trade	1	3	2	6
<b>Grand Total</b>	<b>48</b>	<b>265</b>	<b>106</b>	<b>419</b>

What is the current operating status of your business?

Percentage of Responses

<b>Industry</b>	<b>Open</b>	<b>Closed</b>	<b>Grand Total</b>
Accommodation & Food Services	52%	48%	100%
Administrative Support & Waste Management	100%	0%	100%
Agriculture	100%	0%	100%
Arts, Entertainment & Recreation	23%	78%	100%
Construction	85%	15%	100%
Education	23%	77%	100%
Finance & Insurance	85%	15%	100%
Health Care	67%	33%	100%
Information	75%	25%	100%
Management of Companies	100%	0%	100%
Manufacturing	100%	0%	100%
Other Services	56%	44%	100%
Professional, Scientific, Technical Services	88%	12%	100%
Real Estate	73%	27%	100%
Retail Trade	32%	68%	100%
Transportation & Warehousing	100%	0%	100%
Wholesale Trade	50%	50%	100%
<b>Grand Total</b>	<b>63%</b>	<b>37%</b>	<b>100%</b>

If your business is open:

What is your current business operating level (percentage)?

<b>Industry</b>	<b>Total</b>
Accommodation & Food Services	42%
Administrative Support & Waste Management	55%
Agriculture	75%
Arts, Entertainment & Recreation	39%
Construction	67%
Education	52%
Finance & Insurance	82%
Health Care	61%
Information	97%
Management of Companies	42%
Manufacturing	66%
Other Services	56%
Professional, Scientific, Technical Services	70%
Real Estate	46%
Retail Trade	71%
Transportation & Warehousing	53%
Wholesale Trade	75%
<b>Grand Total</b>	<b>61%</b>



If your business is open:

What percentage of your supplies/services are you able to receive?

What percentage of your goods or services are you able to ship/deliver?

Percentage of Responses

Industry <input type="button" value="v"/>	Average of What percentage of your supplies/services are you able to receive?	Average of What percentage of your goods or services are you able to ship/deliver?
Accommodation & Food Services	66%	60%
Administrative Support & Waste Management	82%	97%
Agriculture	95%	67%
Arts, Entertainment & Recreation	70%	49%
Construction	78%	65%
Education	70%	53%
Finance & Insurance	91%	86%
Health Care	72%	61%
Information	100%	100%
Management of Companies	73%	58%
Manufacturing	84%	84%
Other Services	75%	71%
Professional, Scientific, Technical Services	80%	78%
Real Estate	71%	65%
Retail Trade	78%	64%
Transportation & Warehousing	53%	53%
Wholesale Trade	95%	80%
<b>Grand Total</b>	<b>77%</b>	<b>71%</b>

Number of full-time employees (as of today)

Number of part-time employees (as of today)

Industry	Sum of Full-time:What is your current total employee count?	Sum of Part-time:What is your current total employee count?
Accommodation & Food Services	211	184
Administrative Support & Waste Management	104	0
Agriculture	82	6
Arts, Entertainment & Recreation	95	86
Construction	681	15
Education	99	121
Finance & Insurance	365	35
Health Care	848	454
Information	26	3
Management of Companies	62	5
Manufacturing	3,970	164
Other Services	229	137
Professional, Scientific, Technical Services	2,403	162
Real Estate	182	38
Retail Trade	468	61
Transportation & Warehousing	81	36
Wholesale Trade	20	4
<b>Grand Total</b>	<b>9,926</b>	<b>1,511</b>

Has your employee count changed due to COVID-19 specifically?

Percentage of Responses

Industry	Yes	No	Grand Total
Accommodation & Food Services	83%	17%	100%
Administrative Support & Waste Management	67%	33%	100%
Agriculture	0%	100%	100%
Arts, Entertainment & Recreation	33%	68%	100%
Construction	35%	65%	100%
Education	46%	54%	100%
Finance & Insurance	19%	81%	100%
Health Care	42%	58%	100%
Information	0%	100%	100%
Management of Companies	33%	67%	100%
Manufacturing	20%	80%	100%
Other Services	34%	66%	100%
Professional, Scientific, Technical Services	29%	71%	100%
Real Estate	5%	95%	100%
Retail Trade	57%	43%	100%
Transportation & Warehousing	50%	50%	100%
Wholesale Trade	33%	67%	100%
<b>Grand Total</b>	<b>34%</b>	<b>66%</b>	<b>100%</b>

Number of new hires

Number of employees laid off

Number of employees terminated

<b>Industry</b>	<b>Sum of New hires:Workforce change</b>	<b>Sum of Laid off:Workforce change</b>	<b>Sum of Terminated:Workforce change</b>
Accommodation & Food Services	7	614	23.5
Administrative Support & Waste Management	1	6	2
Agriculture			
Arts, Entertainment & Recreation	0	84	15
Construction	0	73	0
Education	0	36	5
Finance & Insurance	0	8	2
Health Care	2	125	14
Information			
Management of Companies			
Manufacturing	0	25	5
Other Services	4	154	4
Professional, Scientific, Technical Services	11	122	12
Real Estate	15	4	
Retail Trade	9	232	28
Transportation & Warehousing	0	49	10
Wholesale Trade	0	29	0
<b>Grand Total</b>	<b>48</b>	<b>1,561</b>	<b>121</b>

Has your company's weekly revenue experienced an increase or decrease as a result of COVID-19?

Industry	Percentage of Responses			Grand Total
	Increase	Decrease	No change	
Accommodation & Food Services	0%	96%	4%	100%
Administrative Support & Waste Management	0%	91%	9%	100%
Agriculture	0%	100%	0%	100%
Arts, Entertainment & Recreation	0%	94%	6%	100%
Construction	0%	76%	24%	100%
Education	0%	98%	2%	100%
Finance & Insurance	4%	56%	39%	100%
Health Care	0%	89%	11%	100%
Information	0%	100%	0%	100%
Management of Companies	0%	100%	0%	100%
Manufacturing	7%	50%	44%	100%
Other Services	0%	87%	13%	100%
Professional, Scientific, Technical Services	5%	73%	23%	100%
Real Estate	2%	84%	13%	100%
Retail Trade	5%	93%	3%	100%
Transportation & Warehousing	0%	90%	10%	100%
Wholesale Trade	0%	51%	49%	100%
<b>Grand Total</b>	<b>2%</b>	<b>83%</b>	<b>15%</b>	<b>100%</b>

Please estimate your company's weekly revenue decrease experienced as a result of COVID-19.

**Percentage of Responses**

<b>Industry</b>	<b>&lt;10%</b>	<b>10-20%</b>	<b>21-30%</b>	<b>31-40%</b>	<b>41-50%</b>	<b>51-60%</b>	<b>61-70%</b>	<b>71-80%</b>	<b>81-90%</b>	<b>91-100%</b>	<b>Grand Total</b>
Accommodation & Food Services	0%	0%	4%	4%	4%	0%	4%	12%	12%	62%	100%
Administrative Support & Waste Management	0%	20%	0%	0%	20%	0%	0%	40%	0%	20%	100%
Agriculture	33%	0%	67%	0%	0%	0%	0%	0%	0%	0%	100%
Arts, Entertainment & Recreation	3%	0%	8%	3%	3%	3%	5%	8%	11%	57%	100%
Construction	13%	6%	0%	13%	25%	13%	0%	6%	0%	25%	100%
Education	0%	0%	0%	0%	0%	8%	0%	0%	25%	67%	100%
Finance & Insurance	0%	19%	25%	19%	0%	6%	19%	13%	0%	0%	100%
Health Care	4%	4%	9%	9%	17%	9%	4%	9%	9%	26%	100%
Information	0%	0%	33%	0%	0%	0%	0%	0%	0%	67%	100%
Management of Companies	0%	33%	33%	0%	0%	0%	0%	0%	0%	33%	100%
Manufacturing	0%	7%	7%	14%	21%	0%	29%	21%	0%	0%	100%
Other Services	2%	9%	2%	9%	6%	4%	6%	11%	9%	43%	100%
Professional, Scientific, Technical Services	3%	14%	20%	3%	9%	17%	9%	3%	3%	20%	100%
Real Estate	0%	4%	10%	2%	14%	12%	14%	8%	16%	22%	100%
Retail Trade	0%	5%	5%	2%	2%	0%	7%	0%	7%	73%	100%
Transportation & Warehousing	0%	0%	33%	33%	0%	0%	0%	0%	0%	33%	100%
Wholesale Trade	0%	25%	0%	0%	0%	25%	0%	0%	0%	50%	100%
<b>Grand Total</b>	<b>2%</b>	<b>6%</b>	<b>9%</b>	<b>6%</b>	<b>8%</b>	<b>6%</b>	<b>8%</b>	<b>8%</b>	<b>8%</b>	<b>39%</b>	<b>100%</b>

How many weeks of a business shutdown would you estimate your business could survive before closing?

Average Number of Weeks

<b>Industry</b>	<b>Total</b>
Accommodation & Food Services	10
Administrative Support & Waste Management	9
Agriculture	7
Arts, Entertainment & Recreation	14
Construction	12
Education	13
Finance & Insurance	18
Health Care	6
Information	13
Management of Companies	18
Manufacturing	12
Other Services	12
Professional, Scientific, Technical Services	16
Real Estate	14
Retail Trade	8
Transportation & Warehousing	9
Wholesale Trade	14
<b>Grand Total</b>	<b>12</b>

Have you contacted your bank about a bridge loan or other financing?

Industry	Percentage of Responses				Grand Total
	Yes	No	Lenders are not responding	Unnecessary	
Accommodation & Food Services	29%	46%	11%	14%	100%
Administrative Support & Waste Management	17%	50%	0%	33%	100%
Agriculture	33%	33%	0%	33%	100%
Arts, Entertainment & Recreation	15%	75%	3%	8%	100%
Construction	15%	45%	5%	35%	100%
Education	31%	46%	8%	15%	100%
Finance & Insurance	4%	56%	4%	37%	100%
Health Care	52%	22%	17%	9%	100%
Information	50%	50%	0%	0%	100%
Management of Companies	33%	67%	0%	0%	100%
Manufacturing	32%	32%	0%	36%	100%
Other Services	15%	65%	6%	15%	100%
Professional, Scientific, Technical Services	16%	55%	4%	25%	100%
Real Estate	8%	66%	7%	19%	100%
Retail Trade	40%	43%	4%	13%	100%
Transportation & Warehousing	50%	0%	0%	50%	100%
Wholesale Trade	0%	50%	0%	50%	100%
<b>Grand Total</b>	<b>22%</b>	<b>53%</b>	<b>5%</b>	<b>20%</b>	<b>100%</b>



Have you applied for a US Small Business Administration Economic Injury Disaster Loan?

Percentage of Responses

<b>Industry</b>	<b>Yes</b>	<b>No</b>	<b>Grand Total</b>
Accommodation & Food Services	36%	64%	100%
Administrative Support & Waste Management	33%	67%	100%
Agriculture	0%	100%	100%
Arts, Entertainment & Recreation	20%	80%	100%
Construction	30%	70%	100%
Education	58%	42%	100%
Finance & Insurance	22%	78%	100%
Health Care	48%	52%	100%
Information	75%	25%	100%
Management of Companies	0%	100%	100%
Manufacturing	32%	68%	100%
Other Services	25%	75%	100%
Professional, Scientific, Technical Services	14%	86%	100%
Real Estate	20%	80%	100%
Retail Trade	35%	65%	100%
Transportation & Warehousing	25%	75%	100%
Wholesale Trade	17%	83%	100%
<b>Grand Total</b>	<b>27%</b>	<b>73%</b>	<b>100%</b>

# Responses by Business Size

Summary of responses by business size and county

Number of Responses

<b>Number of Employees</b> ▼	<b>Kent</b>	<b>New Castle</b>	<b>Sussex</b>	<b>Grand Total</b>
Less than 5	22	126	44	192
5 to 9	5	41	35	81
10 to 19	11	35	14	60
20 to 99	7	40	12	59
100+	3	23	1	27
<b>Grand Total</b>	<b>48</b>	<b>265</b>	<b>106</b>	<b>419</b>

What is the current operating status of your business?

Number of Employees	Percentage of Responses		Grand Total
	Open	Closed	
Less than 5	61%	39%	100%
5 to 9	58%	42%	100%
10 to 19	71%	29%	100%
20 to 99	58%	42%	100%
100+	88%	12%	100%
<b>Grand Total</b>	<b>63%</b>	<b>37%</b>	<b>100%</b>

If your business is open:

What is your current business operating level (percentage)?

<b>Number of Employees</b>	<b>Total</b>
Less than 5	54%
5 to 9	60%
10 to 19	62%
20 to 99	71%
100+	78%
<b>Grand Total</b>	<b>61%</b>

If your business is open:

What percentage of your supplies/services are you able to receive?

What percentage of your goods or services are you able to ship/deliver?

<b>Number of Employees</b> ▼	<b>Percentage of Responses</b>	
	<b>Average of What percentage of your supplies/services are you able to receive?</b>	<b>Average of What percentage of your goods or services are you able to ship/deliver?</b>
Less than 5	78%	72%
5 to 9	77%	73%
10 to 19	75%	65%
20 to 99	78%	74%
100+	82%	76%
<b>Grand Total</b>	<b>77%</b>	<b>71%</b>

Number of full-time employees (as of today)

Number of part-time employees (as of today)

<b>Number of Employees</b> <input type="text"/>	<b>Sum of Full-time:What is your current total employee count?</b>	<b>Sum of Part-time:What is your current total employee count?</b>
Less than 5	210	81
5 to 9	251	160
10 to 19	444	196
20 to 99	1,433	385
100+	7,588	689
<b>Grand Total</b>	<b>9,926</b>	<b>1,511</b>

Has your employee count changed due to COVID-19 specifically?

Percentage of Responses

<b>Number of Employees</b> ▼	<b>Yes</b>	<b>No</b>	<b>Grand Total</b>	
Less than 5		13%	87%	100%
5 to 9		48%	52%	100%
10 to 19		57%	43%	100%
20 to 99		59%	41%	100%
100+		41%	59%	100%
<b>Grand Total</b>		<b>34%</b>	<b>66%</b>	<b>100%</b>



Number of new hires

Number of employees laid off

Number of employees terminated

<b>Number of Employees</b> ▼	<b>Sum of New hires:Workforce change</b>	<b>Sum of Laid off:Workforce change</b>	<b>Sum of Terminated:Workforce change</b>
Less than 5	0	24	9
5 to 9	5	115	18.5
10 to 19	15	135	11
20 to 99	18	538	46
100+	10	749	36
<b>Grand Total</b>	<b>48</b>	<b>1,561</b>	<b>121</b>

Has your company's weekly revenue experienced an increase or decrease as a result of COVID-19?

Percentage of Responses

<b>Number of Employees</b> ▼	<b>Increase</b>	<b>Decrease</b>	<b>No change</b>	<b>Grand Total</b>
Less than 5	2%	84%	14%	100%
5 to 9	1%	85%	14%	100%
10 to 19	5%	87%	8%	100%
20 to 99	1%	86%	13%	100%
100+	4%	55%	41%	100%
<b>Grand Total</b>	<b>2%</b>	<b>83%</b>	<b>15%</b>	<b>100%</b>

Please estimate your company's weekly revenue decrease experienced as a result of COVID-19.

Percentage of Responses

<b>Number of Employees</b> ▼	<b>&lt;10%</b>	<b>10-20%</b>	<b>21-30%</b>	<b>31-40%</b>	<b>41-50%</b>	<b>51-60%</b>	<b>61-70%</b>	<b>71-80%</b>	<b>81-90%</b>	<b>91-100%</b>	<b>Grand Total</b>
Less than 5	0%	5%	8%	4%	10%	9%	11%	7%	7%	39%	100%
5 to 9	1%	6%	6%	4%	9%	6%	6%	6%	10%	45%	100%
10 to 19	0%	10%	13%	8%	6%	6%	12%	8%	10%	29%	100%
20 to 99	6%	10%	10%	6%	4%	2%	0%	10%	8%	44%	100%
100+	21%	0%	14%	14%	7%	0%	0%	14%	7%	21%	100%
<b>Grand Total</b>	<b>2%</b>	<b>6%</b>	<b>9%</b>	<b>6%</b>	<b>8%</b>	<b>6%</b>	<b>8%</b>	<b>8%</b>	<b>8%</b>	<b>39%</b>	<b>100%</b>

How many weeks of a business shutdown would you estimate your business could survive before closing?

<b>Number of Employees</b>	<b>Total</b>
Less than 5	14
5 to 9	8
10 to 19	12
20 to 99	11
100+	18
<b>Grand Total</b>	<b>12</b>

Have you contacted your bank about a bridge loan or other financing?

Number of Employees	<u>Percentage of Responses</u>					Grand Total
	Yes	No	Lenders are not responding	Unnecessary		
Less than 5	9%	63%	5%	22%	100%	
5 to 9	31%	52%	6%	11%	100%	
10 to 19	29%	53%	7%	12%	100%	
20 to 99	33%	40%	3%	24%	100%	
100+	41%	15%	4%	41%	100%	
<b>Grand Total</b>	<b>22%</b>	<b>53%</b>	<b>5%</b>	<b>20%</b>	<b>100%</b>	

Have you applied for a US Small Business Administration Economic Injury Disaster Loan?

Percentage of Responses

<b>Number of Employees</b>	<b>Yes</b>	<b>No</b>	<b>Grand Total</b>
Less than 5	21%	79%	100%
5 to 9	27%	73%	100%
10 to 19	40%	60%	100%
20 to 99	38%	62%	100%
100+	19%	81%	100%
<b>Grand Total</b>	<b>27%</b>	<b>73%</b>	<b>100%</b>