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COVID-19 BUSINESS IMPLICATIONS SURVEY REPORT

OCTOBER 2020

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The COVID-19 Business Implications Survey Report is the second COVID-19 survey from Aurora Regional Chamber of Commerce and Invest Aurora. Part of a series of surveys and reports aimed at measuring the impact and implications of COVID-19 on businesses across the Aurora region, the COVID-19 Business Implications Survey Report provides a close look at the data from 98 survey responses collected between September 8, 2020 and September 21, 2020.

The COVID-19 Business Implications Survey Report builds upon the findings from the first survey report, the *Business Impact of COVID-19 report*. That report analyzed the data from 524 responses from businesses of all sizes, operation tenure and across all industry sectors on challenges they faced as they looked to reopen and operate in the age of COVID-19.

F O R E W O R D

In August 2020, Invest Aurora and the Aurora Regional Chamber of Commerce released the *Regional Insights Report: Business Impact of COVID-19*. After reviewing the results, we found ourselves with questions about what would be next. Businesses are all trying to work toward the moving target of a 'new normal' and strive toward stability. The results of the first survey we conducted made clear though, that we didn't know what that new normal would look like or in what direction to start walking toward economic recovery.

The COVID-19 Business Implications Survey sought out to get to the root of the implications of decisions being made by business leaders throughout the region. In this insightful report, you will find:

- **Trends & Key Findings:** Businesses are facing the implications of several COVID-related challenges, including decreased revenues for all industries; how to navigate workforce schooling/childcare issues; concerns around a return to Phase 3, and shipping/supply chain issues. **(page 4)**
- **Business Impact Update:** We asked some of the same questions that we asked in our previous survey in order to see how responses changed, if at all. **(page 9)**
- **Business Interruptions:** A look at how local businesses are being affected by delays and challenges associated with shipping/supply chain and schooling childcare. **(page 14)**
- **Planning for the future:** The data revealed some interesting insights on workforce changes across the Aurora region as businesses plan for the future. **(page 23)**
- **About the Respondents:** The survey participants represent a cross-section of business industries, business sizes, ownership types and operation tenure. **(page 30)**

How businesses in the Aurora region and across the country respond to the challenges the COVID-19 pandemic has created will undoubtedly shape the decades to come. We urge you, as you review these results, to think about your own business and the direction you are headed based on the decisions you are making today. Together, we can change the direction we're collectively headed and the roles we each play in shaping the future of our economy.

Thank you to all of the businesses that, once again, offered up their insights and information to help us all have a better understanding of the situation we are navigating. We ask that you keep talking. Reach out to us, talk to each other, and share these results. Together, we will achieve economic recovery for all of Aurora.

Sincerely,



Jessica Linder Gallo

President & CEO
Aurora Regional Chamber of Commerce



Bryan Gay

President & CEO
Invest Aurora

TRENDS & KEY FINDINGS

Business of all sizes, business tenure and across all industry sectors (see page 30 “About the Respondents”) contributed insights stemming from their experiences as they face challenges during the COVID-19 pandemic. The data collected from the survey enabled the Aurora Regional Chamber of Commerce and Invest Aurora to determine a number of related trends that clearly demonstrate the near- and longer-term implications of COVID-19 on business operations.

2020 REVENUES ARE DOWN COMPARED TO 2019

The survey confirms what we suspected, the year-to-date decline of revenues when compared to 2019. When asked how year-to-date business revenue has changed in 2020 compared to 2019, an overwhelming majority of respondents (81 percent) stated a decline in revenues, regardless of the size or location of the business.

Interestingly, despite the pandemic, 8 percent of respondents saw no change in year-to-date revenues. Approximately 12 percent of respondents saw a revenue increase (73 percent saw revenue increases up to 25 percent and 18 percent saw revenue increases of 51-100 percent). These respondents were primarily from the Finance & Insurance industry followed by the Home & Garden and Production & Wholesale industries, respectively.



THE UNPRECEDENTED SCHOOL/CHILDCARE SITUATION IS AFFECTING THE MAJORITY OF EMPLOYEES AND BUSINESSES

According to the findings, 76 percent of respondents stated that schooling/childcare uncertainty is having a real effect on employees and businesses. This included a lack of productivity from employees (42 percent), expansion of work hours outside of traditional office hours (32 percent), increase in call-offs or unpredictable schedules (30 percent), and short-staffed or difficulty staffing (25 percent).

There is conflicting data in terms of flex-time to work outside of regular business hours, especially when it comes to the school/childcare issue. While 83 percent of businesses said they offer flex-time to work outside typical business hours as a benefit, 32 percent of respondents listed this same flex-time option as a “significant issue” in terms of addressing school/childcare issues. It remains unclear as to why there is a disparity between flex-time for work being a benefit while being seen as an issue when associated with schooling/childcare.

A RETURN TO PHASE 3 OF THE RESTORE ILLINOIS PLAN WOULD HAVE LONG-TERM EFFECTS ON REGIONAL BUSINESSES

If Illinois were to go back a phase, from Phase 4 to a more restrictive Phase 3, the effects on businesses in the Aurora region would be significant and long-term.

According to respondents, 29 percent of businesses are in danger of closing by February 2021 if Illinois were to revert back to Phase 3 of the Restore Illinois plan, and nearly 15 percent of businesses are in danger of closing within two months, or by the end of November 2020. Interestingly, our data revealed that 56 percent of respondents are not making any plans for another possible shutdown. For those without a plan, a possible shutdown or reduction of services could be detrimental.

SHIPPING AND SUPPLY CHAIN DELAYS ARE NEGATIVELY AFFECTING BUSINESSES

The delay in time-to-ship and problems with supply chains, while an ongoing issue nationally as a result of COVID-19, is also affecting local businesses.

Nearly half of respondents (47 percent) have experienced issues with their supply chain, such as receiving supplies and shipping orders, while approximately one-third (30 percent) of respondents have also experienced significant delays with mail delivery that have had a negative effect on their business.

REMOTE WORK/TELECOMMUTING IS HERE TO STAY

For employees working remotely/telecommuting, the survey revealed that businesses are offering remote work for the long run and changing their office space footprint all to address today's challenges. Nearly one-third (28 percent) of respondents stated they would not be returning until Q2 2021 and 22 percent have elected to have employees remain entirely remote. By comparison, in our first survey, nearly a fifth of survey respondents (18 percent) were unsure as to their future work state while two-thirds (63 percent) of businesses planned to review flexible work options.

DUE TO COVID-19, BUSINESSES ARE TRYING ANYTHING AND EVERYTHING, INCLUDING MODIFYING OPERATING STRUCTURES

A majority (57 percent) of business and professional service respondents indicated they are planning on permanently altering their business model to include telecommuting options. From this data we could see that there may be a permanent change in how employees work, where employees work, and what services and spaces businesses need into the future.

Likewise, nearly 38 percent are considering a decrease in services, 36 percent are expanding to a new customer base, 29 percent are considering new product lines/COVID-19-specific products, and nearly 28% are considering an increase in services.

SURVEY FINDINGS

For this survey, we asked some of the same questions that we asked in our previous survey in order to see how responses changed, if at all, from June to October 2020.

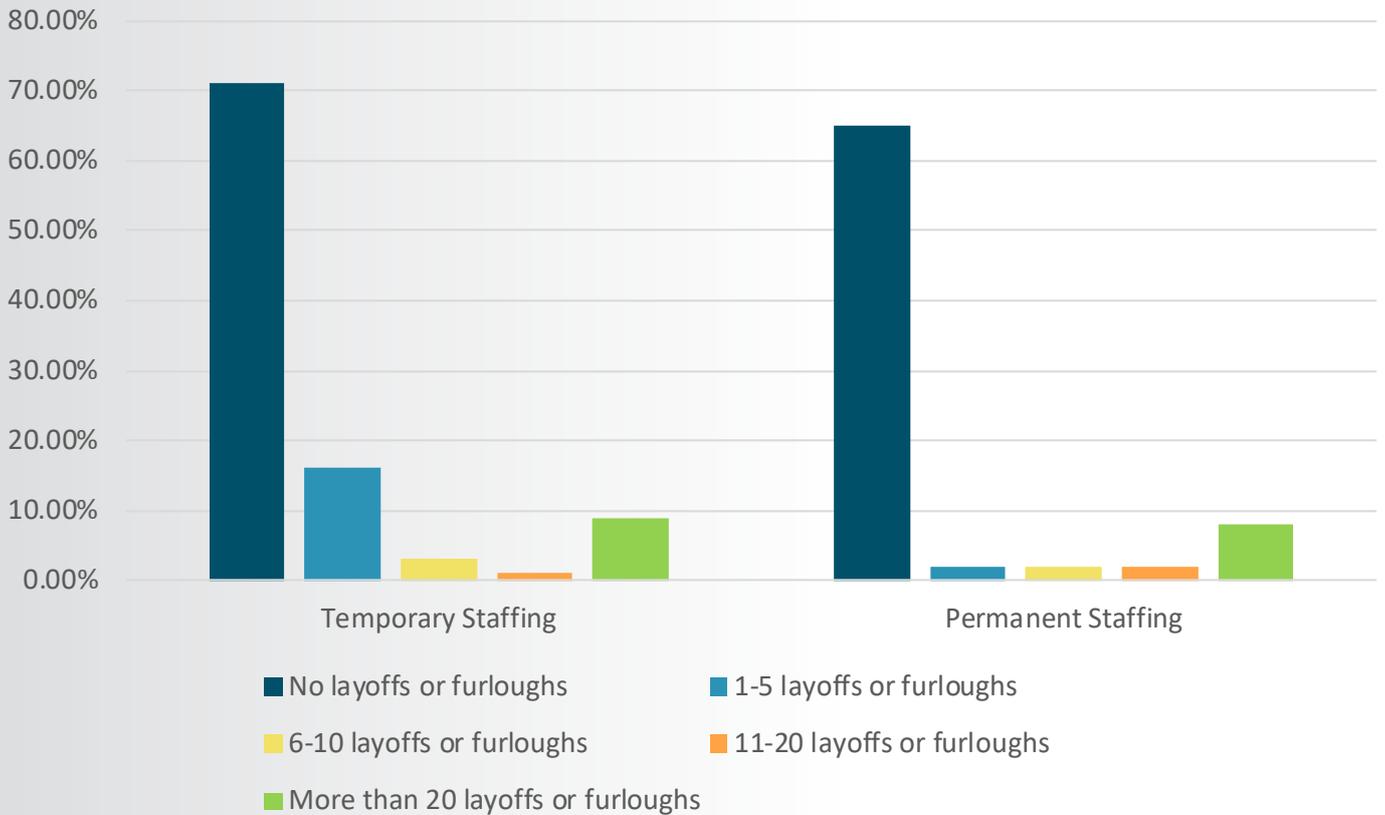
BUSINESS IMPACT UPDATE



One of the more positive outcomes that our survey data revealed is that a majority of businesses did not continue to layoff or furlough any employees; 71 percent of respondents stated they did not furlough any temporary staff and 65 percent did not furlough any permanent staff.

Of those who did furlough or layoff staff, 37 percent reported furloughing or laying off 1-5 temporary or permanent employees with nearly 16 percent being temporary staff and 21 percent being permanent staff, respectively.

Q: How have you reduced both your temporary and permanent staffing capacity as a result of the COVID-19 crisis?

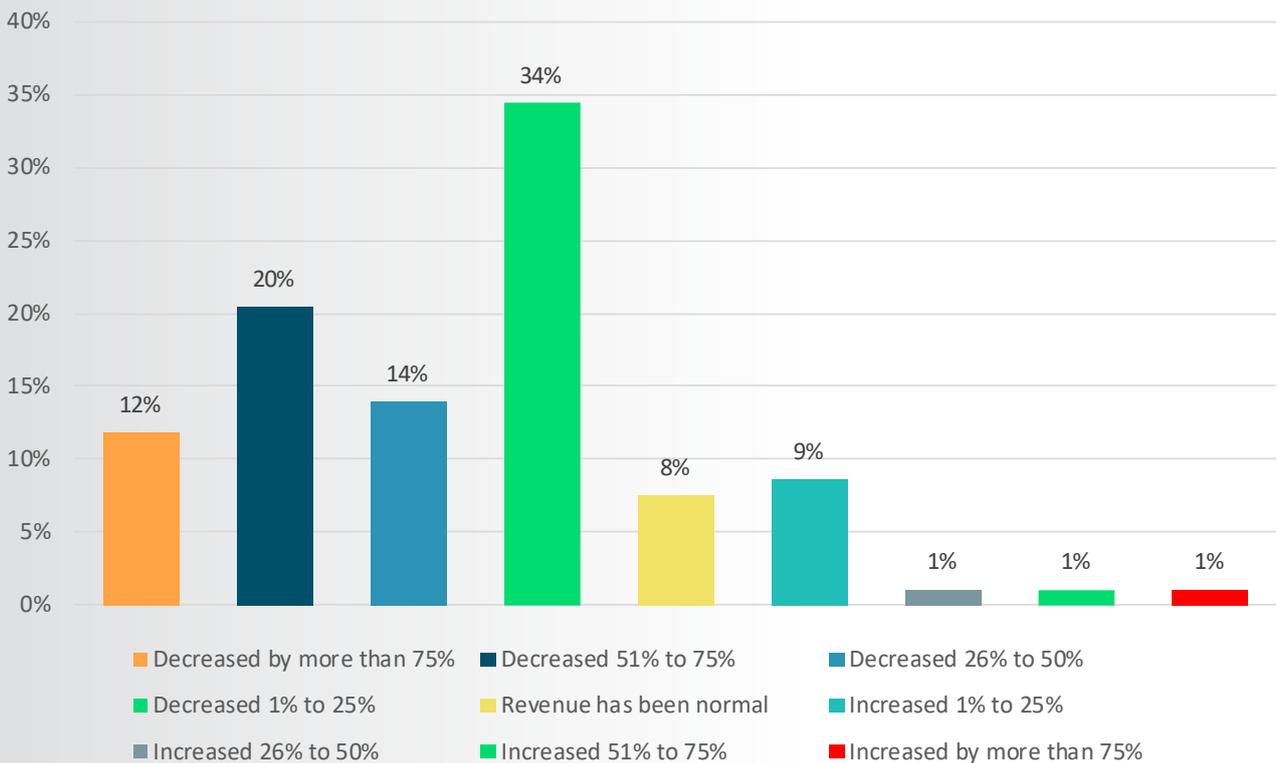


SURVEY FINDINGS: BUSINESS IMPACT UPDATE

When asked how year-to-date (YTD) business revenue has changed in 2020 compared to 2019, an overwhelming majority of respondents (81 percent) stated a decline in revenues regardless of the size or location of the business. One-third (34 percent) of respondents saw revenue decreases between 1-25 percent.

Interestingly, despite the pandemic, 8 percent of respondents saw no change in year-to date revenues, and approximately 12 percent of respondents saw an increase in revenues during this same time period. Of those respondents with positive revenues, 73 percent saw revenue increases up to 25 percent with 18 percent of businesses seeing revenue increases of 51-100 percent. These respondents were primarily from the Finance & Insurance industry followed by the

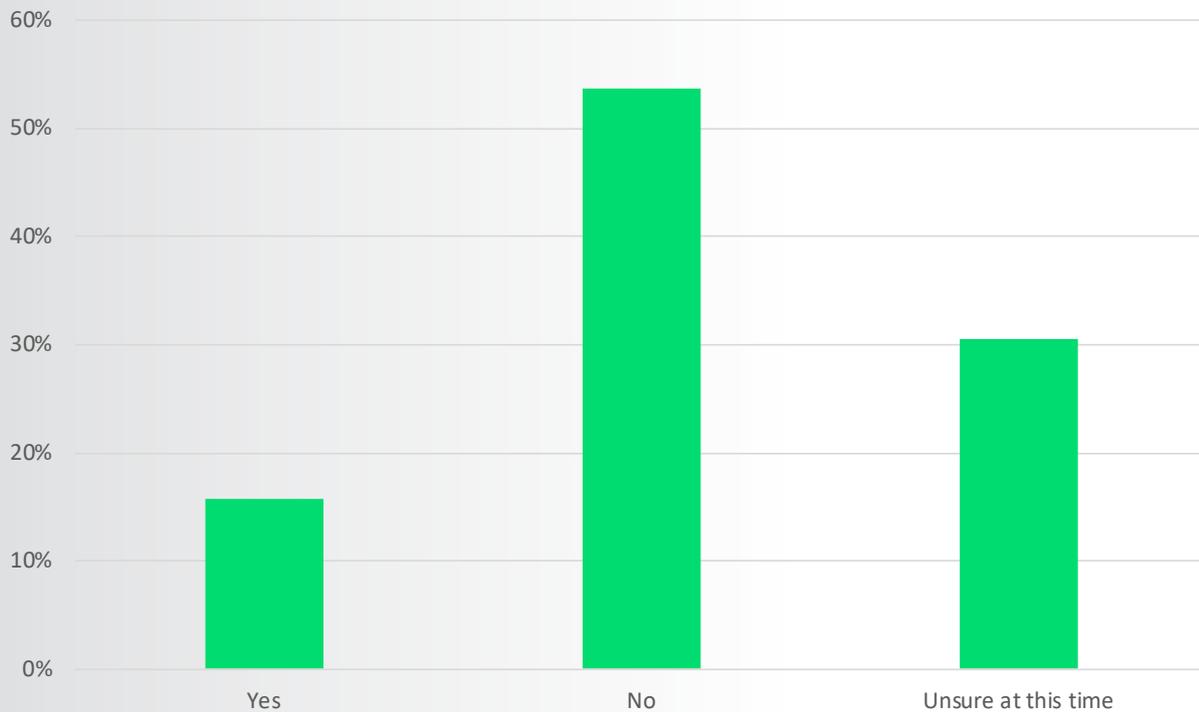
Q: As a result of COVID-19, how has your year-to-date business revenue changed in 2020 compared to 2019?



SURVEY FINDINGS: BUSINESS IMPACT UPDATE

When asked if current phase restrictions continue through 2020, would the respondents' businesses be in jeopardy of permanently closing, approximately 15 percent of businesses surveyed stated their business would indeed be in danger of closing before the year's end. Although, a majority (54 percent) would not be in jeopardy of closing.

Q: If current phase restrictions continue through 2020, will you be in jeopardy of permanently closing?

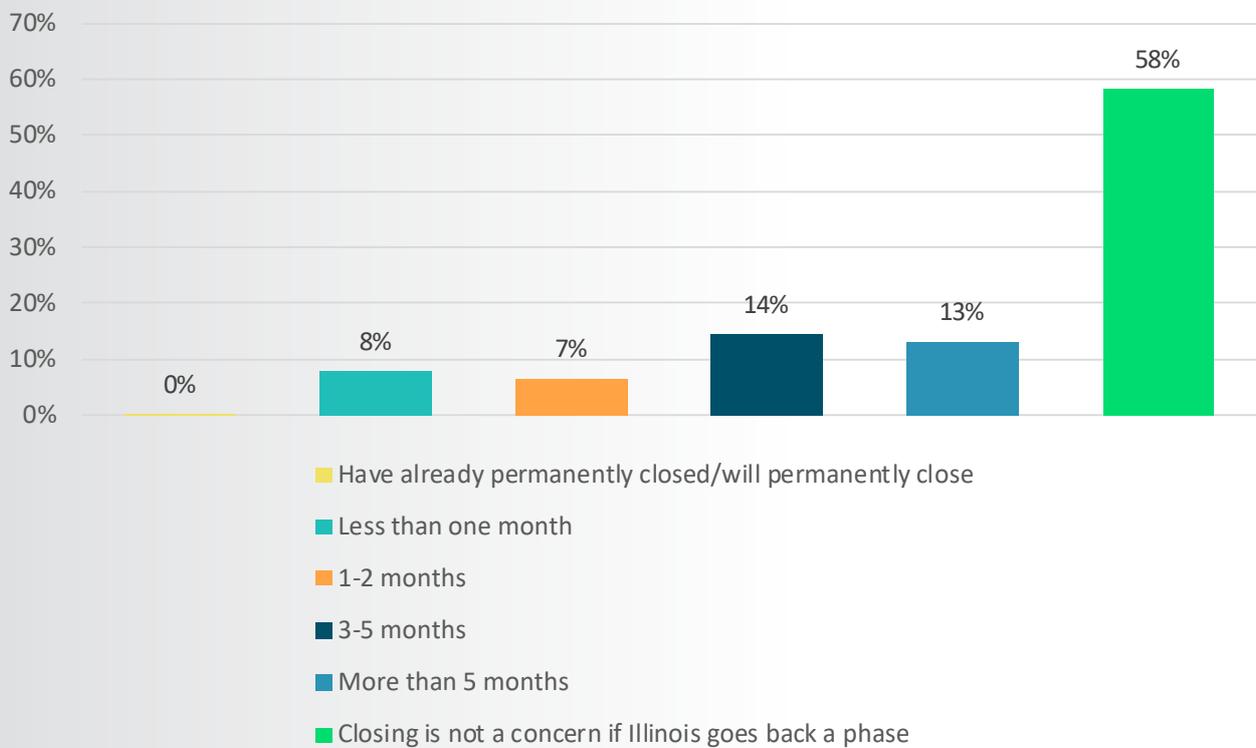


SURVEY FINDINGS: BUSINESS IMPACT UPDATE

According to respondents, 29 percent of businesses are in danger of closing by February 2021 if Illinois were to revert back to Phase 3 of the Restore Illinois plan, and nearly 15 percent of businesses are in danger of closing within two months, or by the end of November 2020.

On a positive note, 58 percent of respondents are not concerned with closing even if Illinois were to revert back a phase.

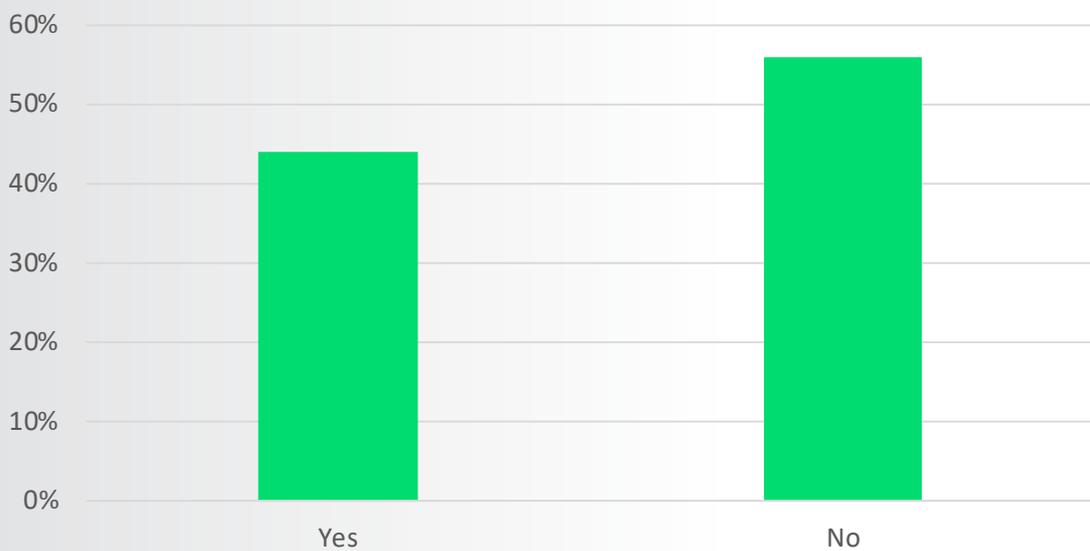
Q: If Illinois goes back a phase, how soon will your business be at risk of closing?



SURVEY FINDINGS: BUSINESS IMPACT UPDATE

Interestingly, 44 percent of respondents are making plans for another possible shutdown or phase reduction, while 56 percent of respondents are not making any plans for a shutdown or phase reduction. For those without a plan, a possible shutdown or reduction of services could be detrimental. As the crisis continues, planning may be necessary and could help sustain some businesses through another shutdown or reduction.

Q: Is your business planning for the possibility of another shut down or phase reduction order?



BUSINESS INTERRUPTIONS



Survey data reveals that local businesses are being affected by delays and challenges in shipping and supply chain as a result of COVID-19.

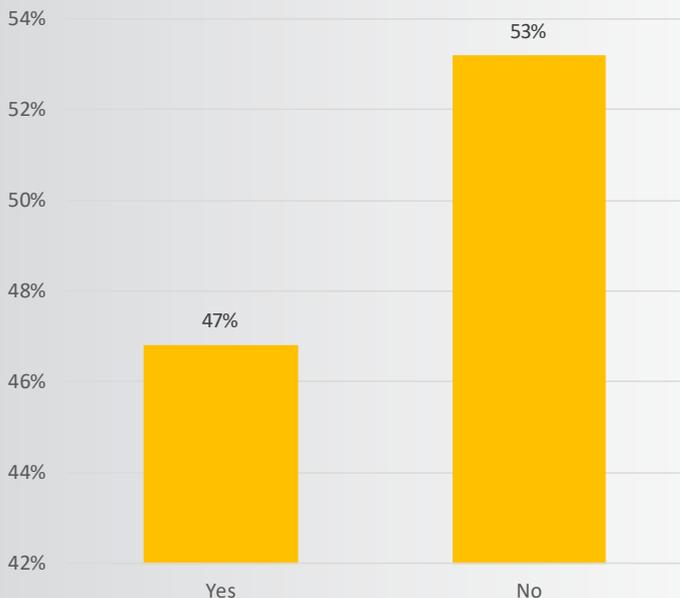
Nearly half of respondents (47 percent) have experienced some issues with their supply chain, such as receiving supplies and shipping orders, while 53 percent of respondents have not experienced any shipping-related delays. While relatively evenly split, the fact that nearly half of businesses responding to this survey are experiencing issues is telling.

Q: Are you experiencing any supply chain issues (i.e., receiving supplies, shipping orders, etc.)?

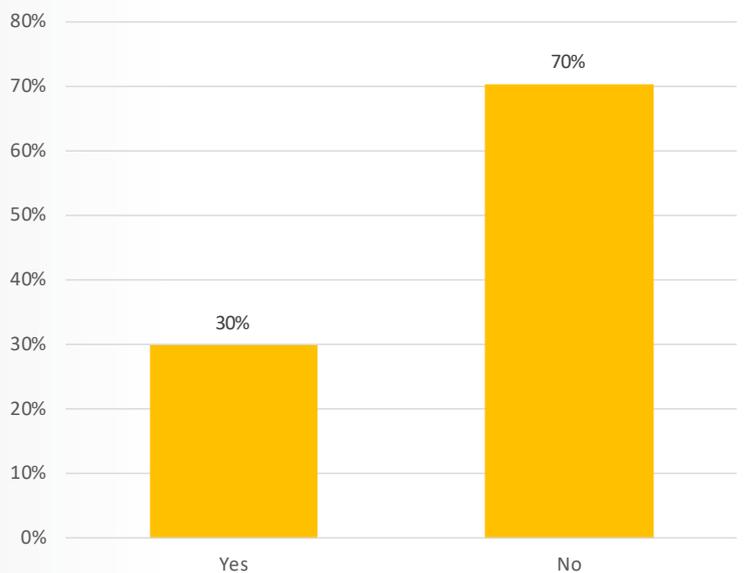
Likewise, a greater percentage of businesses (70 percent) have not experienced delays with the postal/delivery services, with one-third (30 percent) having experienced significant delivery delays with the United States Postal Service and other shippers that have had a negative effect on their business.

Q: Have you experienced any significant postal/delivery delays which have had a negative effect on your business?

Experienced Supply Chain Issues



Experienced Postal/Delivery Delays

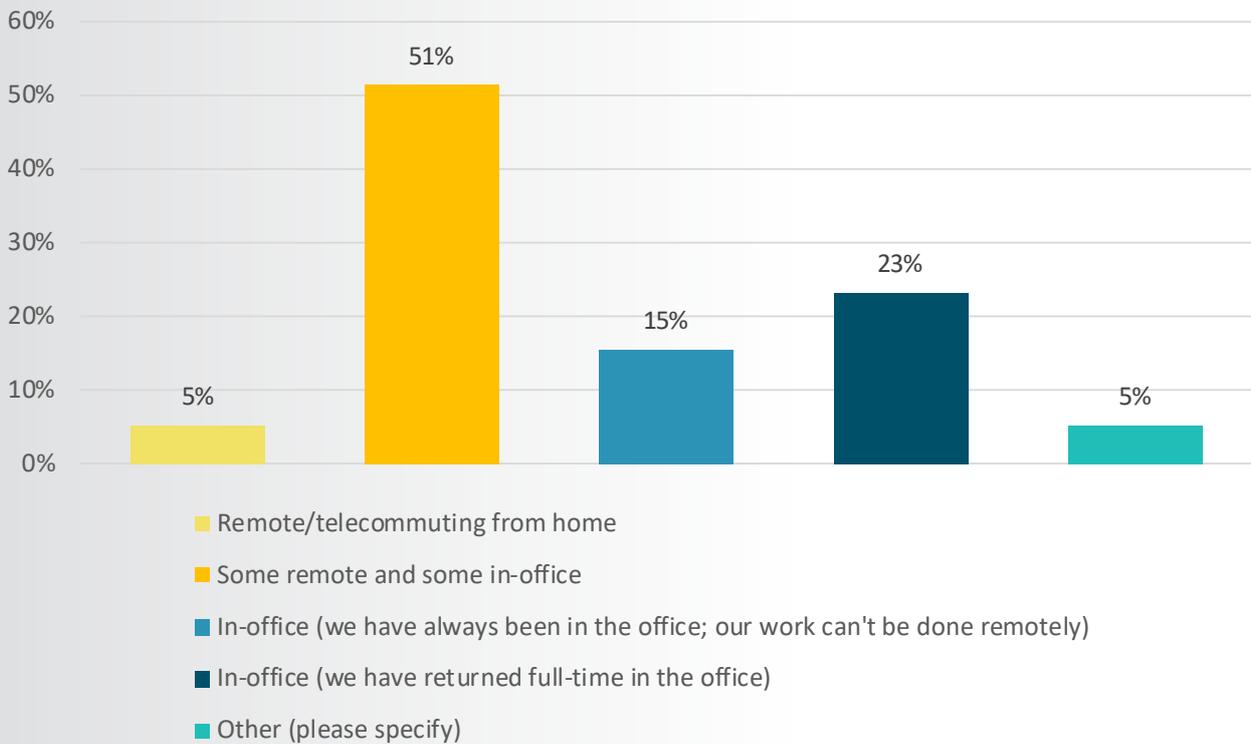


SURVEY FINDINGS: BUSINESS INTERRUPTIONS

Businesses are offering remote work for the long run and changing their office space footprint all to address the challenges they are facing today.

When asked where employees are working, more than half (51 percent) of business and professional services companies indicated that their workforce is working both from the office and from home. About 38 percent of respondents are already back in office spaces full-time with 23 percent in the process of returning to the office after being remote. Another 15 percent of respondents indicated that they never went remote because of limitations with their work and 5 percent of respondents are still working entirely remote with no in-office

Q: Where are employees working?



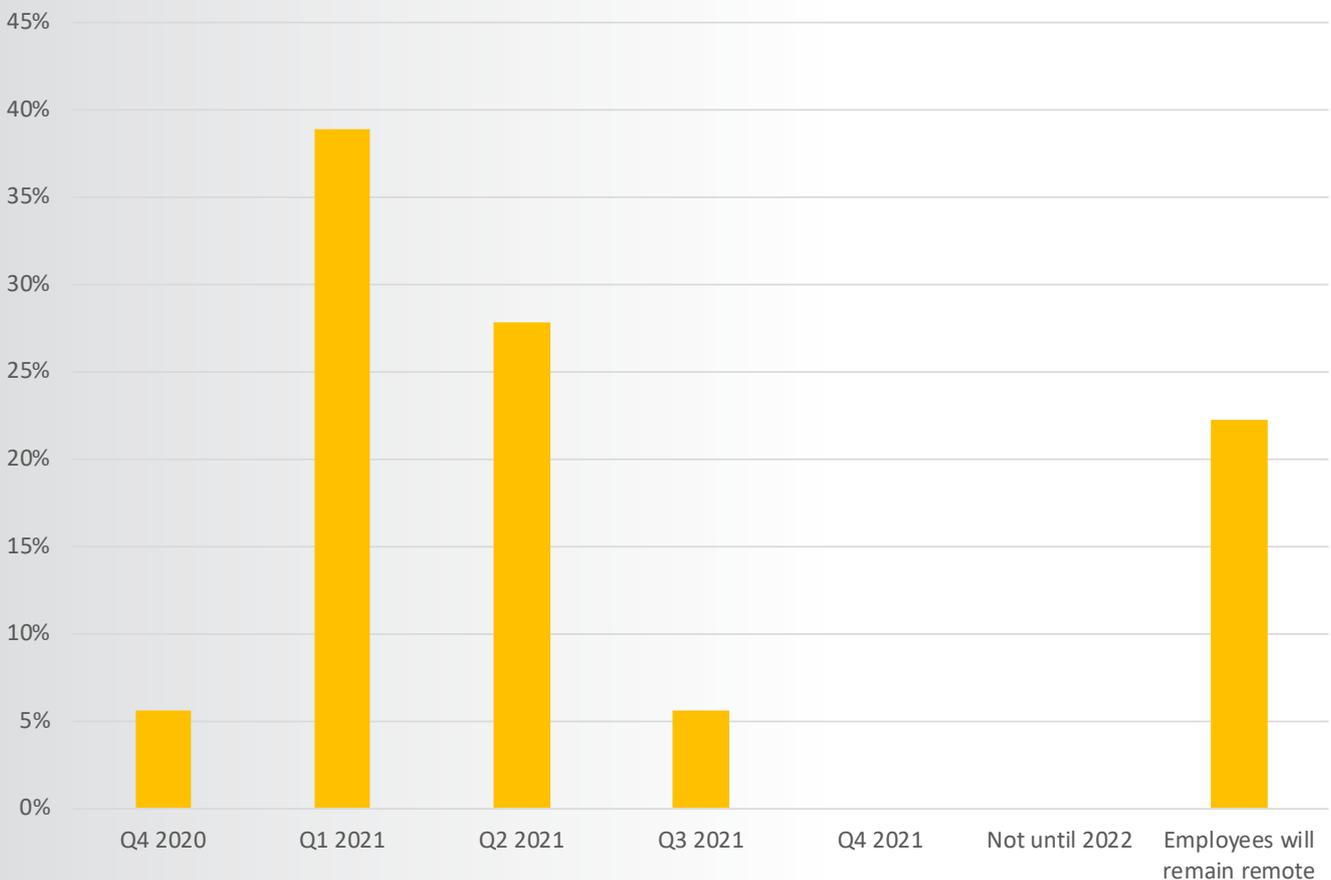
SURVEY FINDINGS: BUSINESS INTERRUPTIONS

For employees working remotely/telecommuting, we asked when businesses anticipate employees returning to the office. Nearly 39 percent of employees anticipate returning to the office at some point in 2021 although exactly when is wide ranging.

Nearly one-third (28 percent) of respondents stated they would not be returning until Q2 2021 and 22 percent have elected to have employees remain entirely remote. An additional 6 percent of businesses won't have employees return to the office until Q4 2020 and Q3 2021, respectively. For those with employees working remotely, none of the respondents indicated employees would return in Q4 2021 or later.

By comparison, in our first survey, nearly a fifth of survey respondents (18 percent) were unsure as to their future work state and would closely monitor the situation while two-thirds of businesses (63 percent) planned to review flexible work options, including remote working. Another 14 percent stated employees would continue to work virtually in the short-term, but would eventually return onsite, while only 9 percent stated employees would continue to work virtually as much as possible.

Q: For employees working remotely/telecommuting, when does your business anticipate employees returning to the office?

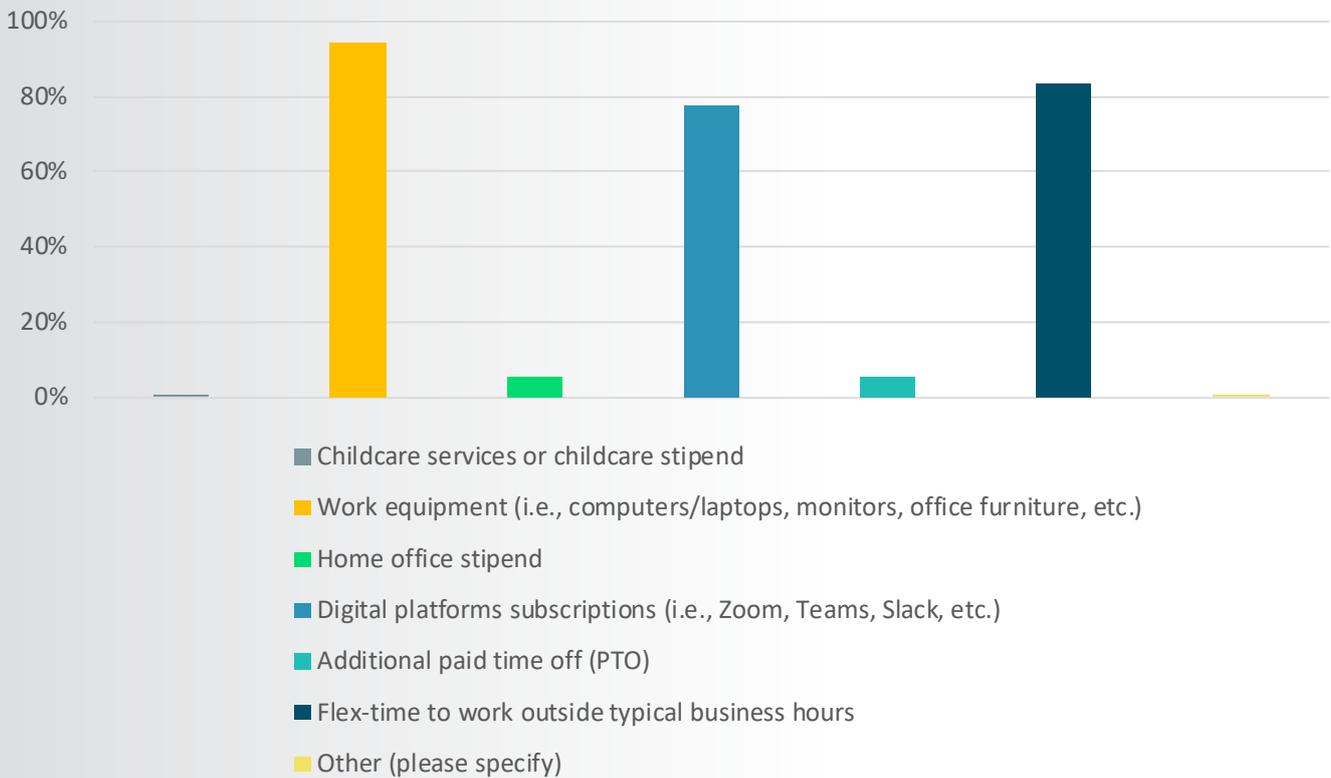


SURVEY FINDINGS: BUSINESS INTERRUPTIONS

For business and professional service firms who offer employees a remote work option, nearly all (95 percent) offer work equipment (i.e., computers/laptops, monitors, office furniture, etc.) and 78 percent offer digital platform subscriptions (i.e., Zoom, Teams, Slack, etc.).

Eighty-three percent of respondents offer the benefit of flex-time to work outside typical business hours. Although, interestingly, 32 percent of respondents listed flex-time as a significant issue in terms of addressing school/childcare issues (see page 20).

Q: What does your business offer to support home offices for your employees? Check all that apply.

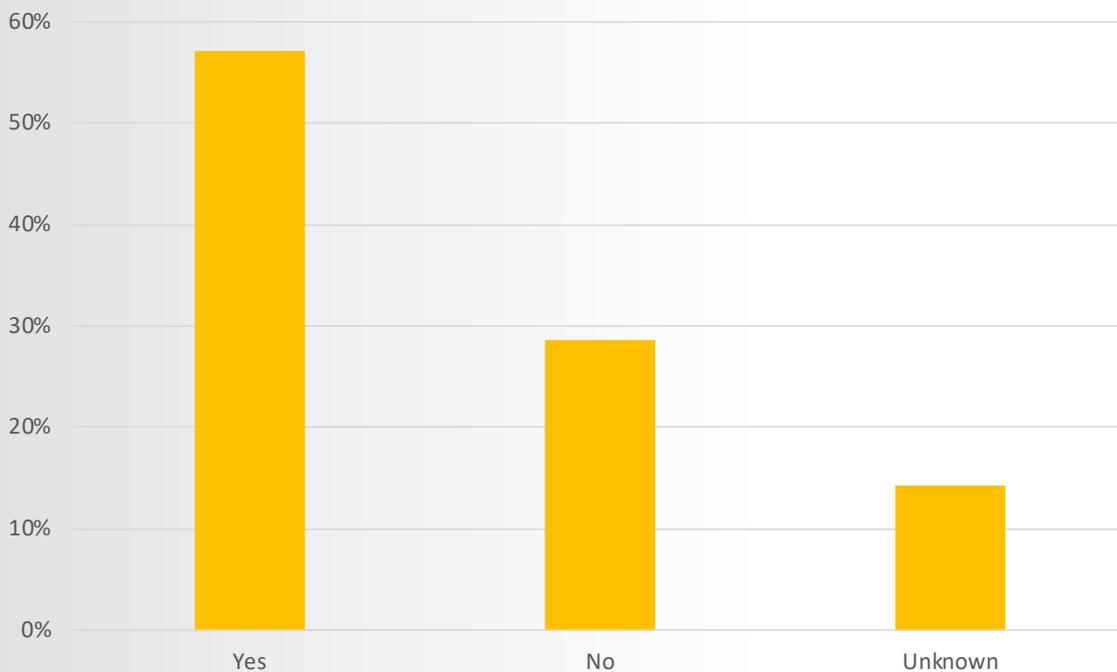


SURVEY FINDINGS: BUSINESS INTERRUPTIONS

One of the largest and longer-term changes we see in the survey data is that a majority (57 percent) of business and professional service respondents indicated they are planning on permanently altering their business model to include telecommuting options.

From this data we could see that there may be a permanent change in how employees work, where employees work, and what services and spaces businesses need into the future.

Q: Do you anticipate permanently altering your business model to include any or some telecommuting options?

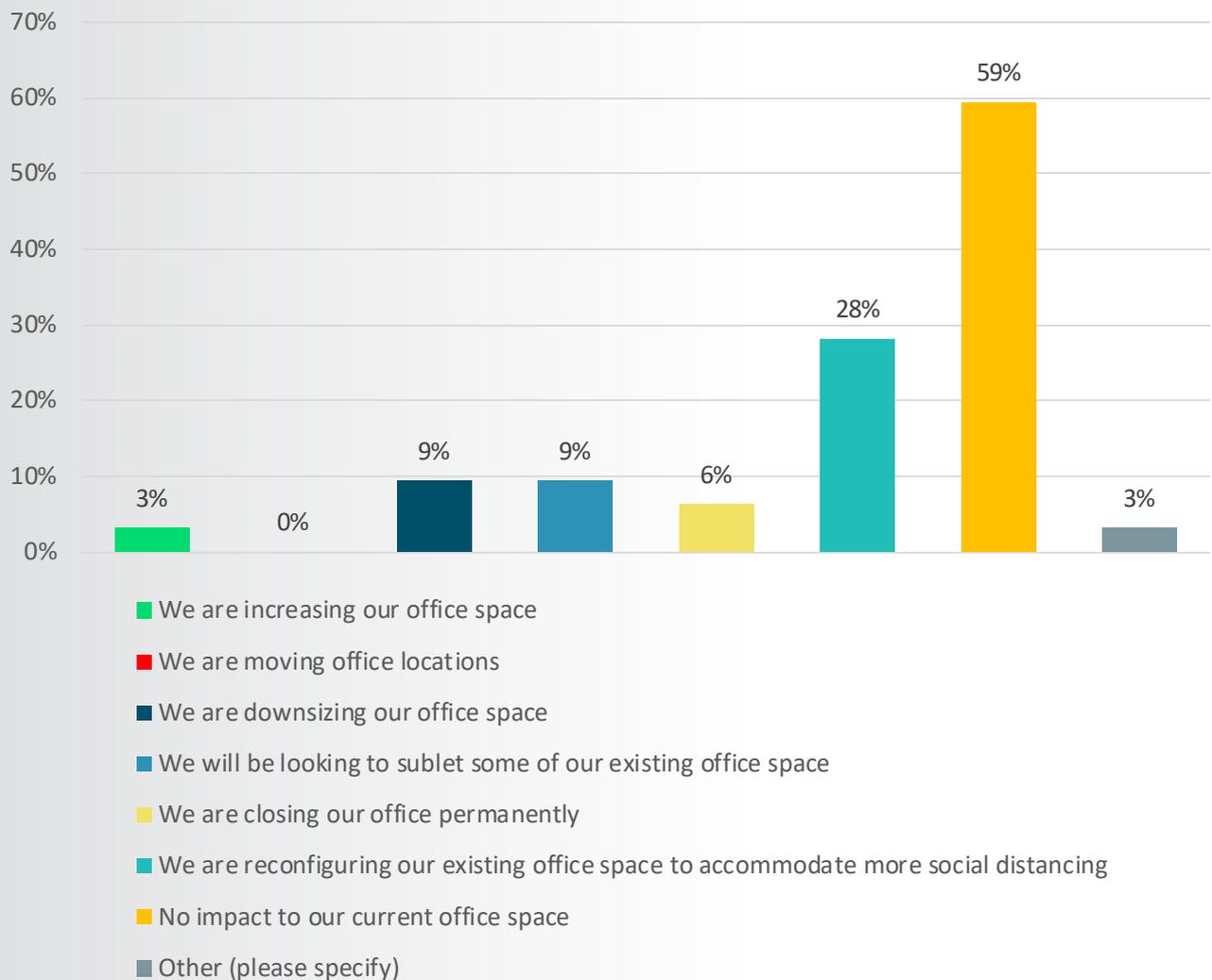


SURVEY FINDINGS: BUSINESS INTERRUPTIONS

Approximately two-thirds (59 percent) of respondents stated that COVID-19 restrictions, so far, have had no impact on their current office space. However, respondents indicated a negative change in office space, with varying degrees, such as permanent office closures (6 percent of respondents), looking to sublet some of existing office space (9 percent of respondents), and downsizing office space (9 percent of respondents). This could indicate a challenge for office leasing companies and could signify a shift in how office space is used by businesses.

On the positive side, the office space shift due to the pandemic could open up office space for companies looking to relocate to the region and/or move from urban areas to get closer to their suburban workforce.

Q: What impact to your current office space is the COVID-19 pandemic having on your business? Check all that apply.

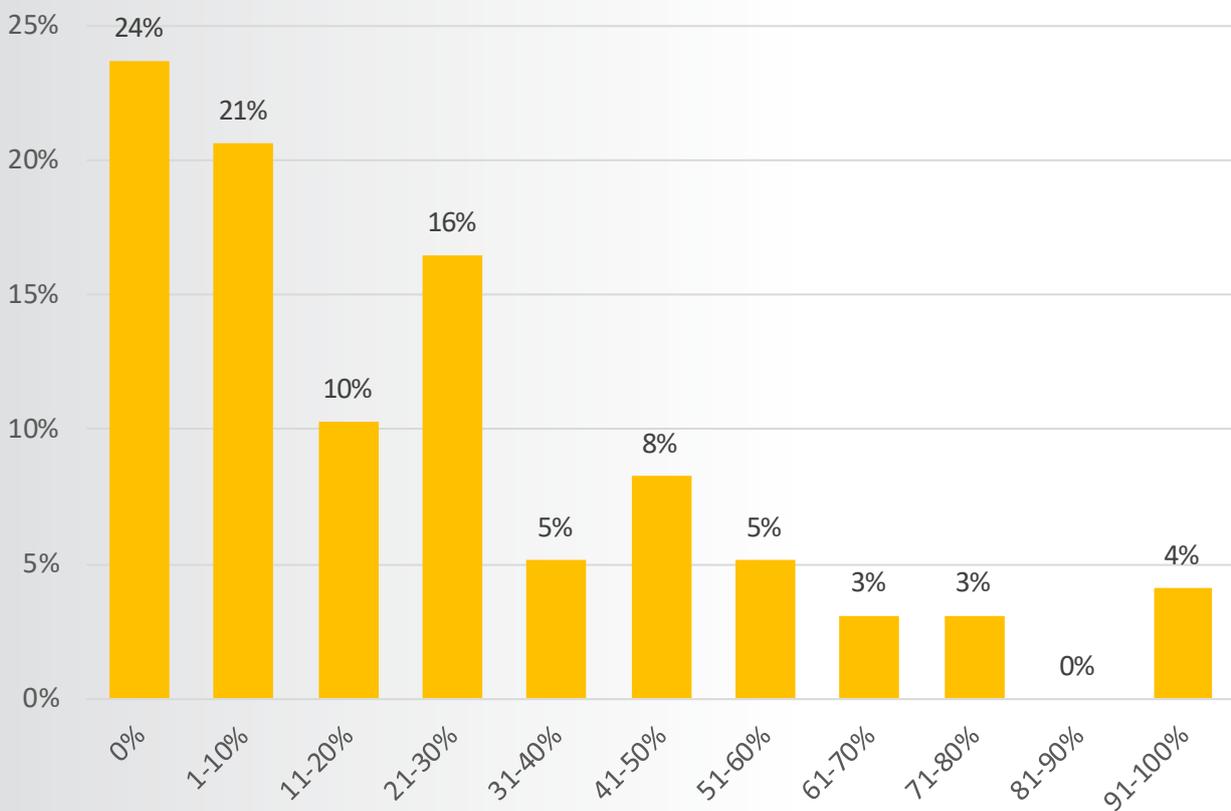


SURVEY FINDINGS: BUSINESS INTERRUPTIONS

An ongoing challenge in the Aurora business community is employees having to deal with childcare and remote learning of their children.

Over three fourths (76 percent) of businesses have at least a portion of their employees being affected by a change in childcare and remote learning. Fifteen percent of respondents reported that over 50 percent of their employees are affected by these changes.

Q: What percentage of your workforce is affected by childcare issues as a result of remote schooling, limited in-classroom learning or reduced daycare capacity?



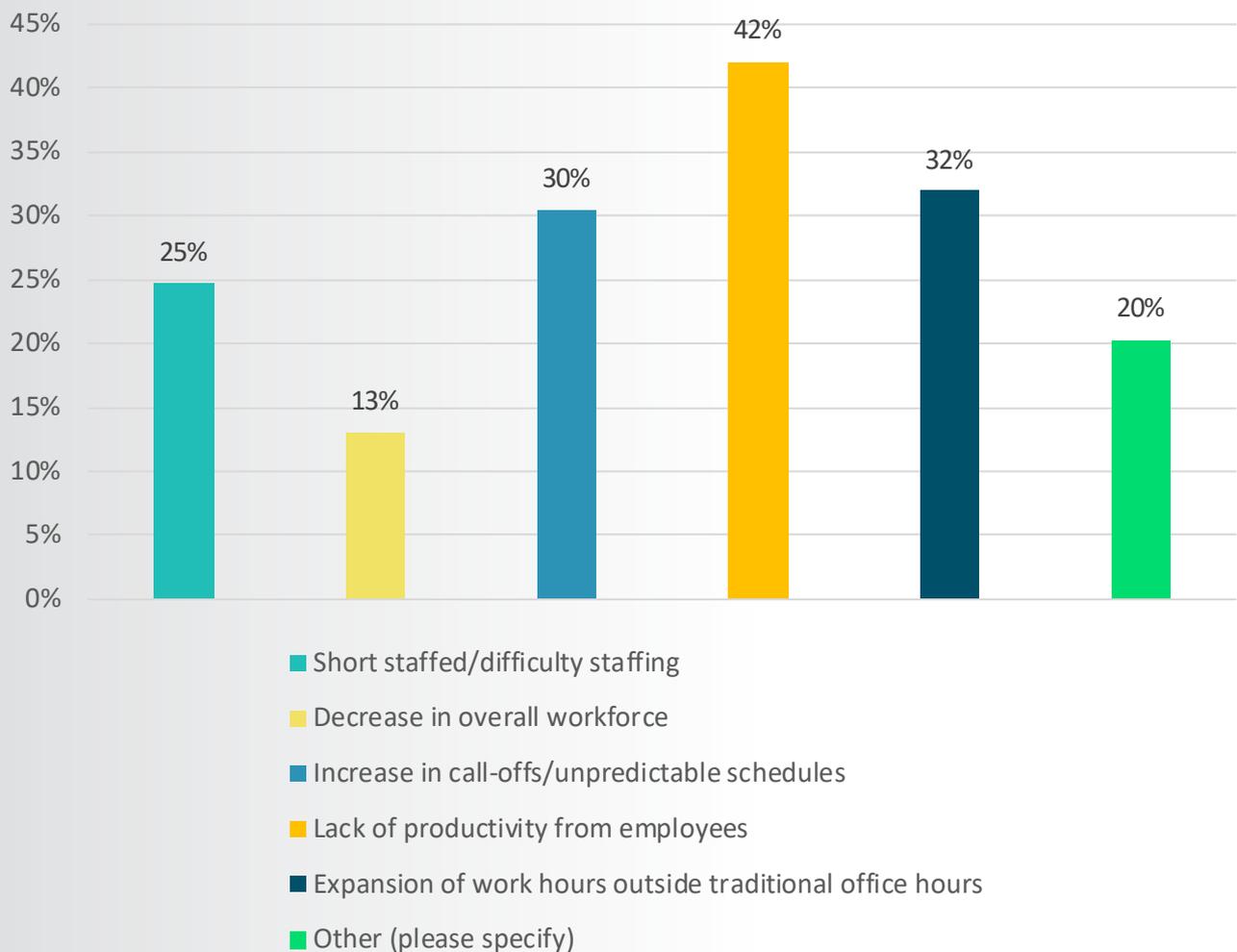
SURVEY FINDINGS: BUSINESS INTERRUPTIONS

When asked how school/childcare issues are affecting businesses, respondents reported a host of different issues. The largest issue (42 percent) reported by respondents was the lack of productivity from employees who have to balance being both an employee and a parent/caretaker. Other significant issues include expansion of work hours outside of traditional office hours (32 percent), increase in call-offs or unpredictable schedules (30 percent), and short-staffed or difficulty staffing (25 percent).

Interestingly there is conflicting data in terms of flex-time to work outside of regular business hours, especially when it comes to the school/childcare issue. While 83 percent of businesses offer the benefit of flex-time to work outside typical business hours (see page 16), 32 percent of respondents listed this same flex-time option as a "significant issue" in terms of addressing school/childcare issues.

When asked to elaborate how school/childcare issues are affecting businesses, respondents revealed they are under significant stress as a result of being pulled in multiple directions in order to manage both work and childcare.

Q: How are the school/childcare issues affecting your business?
Check all that apply.



SURVEY FINDINGS: BUSINESS INTERRUPTIONS

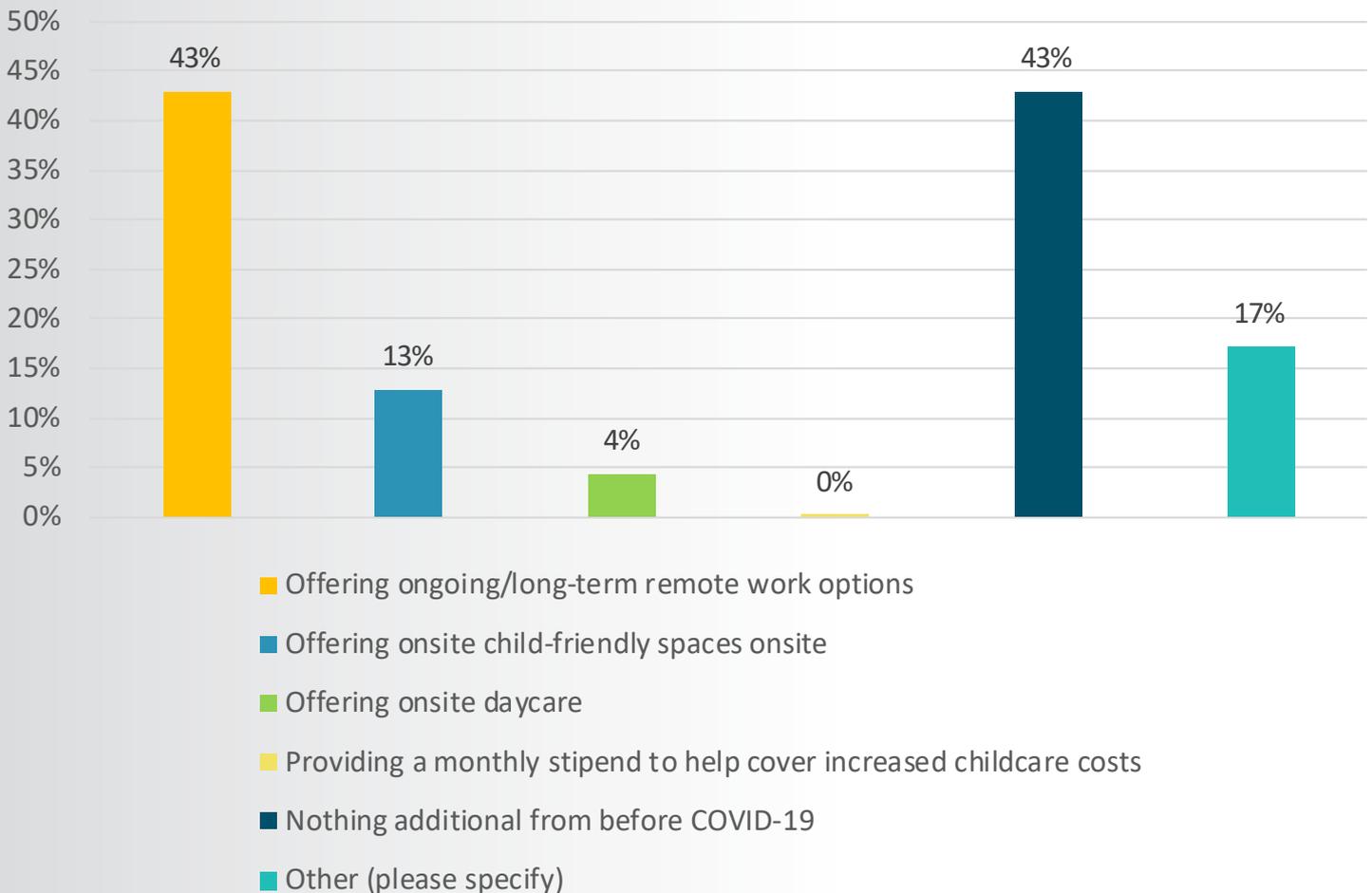
With the challenge of childcare and remote learning affecting employees and businesses, many respondents stated that their business is adapting and innovating.

Forty-three percent of respondents are offering ongoing or long-term remote work options for their employees. Additionally, 13 percent of businesses are now offering more services to assist with childcare during these times, while 4 percent are offering onsite daycare. Although not the majority of businesses, these trends show that businesses are adapting to this trying time in the area of childcare.

When asked to elaborate on what businesses are implementing, responses revealed that many businesses are offering flexible schedules or allowing employees to work non-traditional schedules.

It should be noted that 43 percent of respondents stated that in terms of childcare, their employers were not offering anything new or different from before COVID-19 started.

Q: When asked to elaborate on what businesses are implementing, responses revealed that many businesses are offering flexible schedules or allowing employees to work non-traditional schedules.



PLANNING FOR THE FUTURE

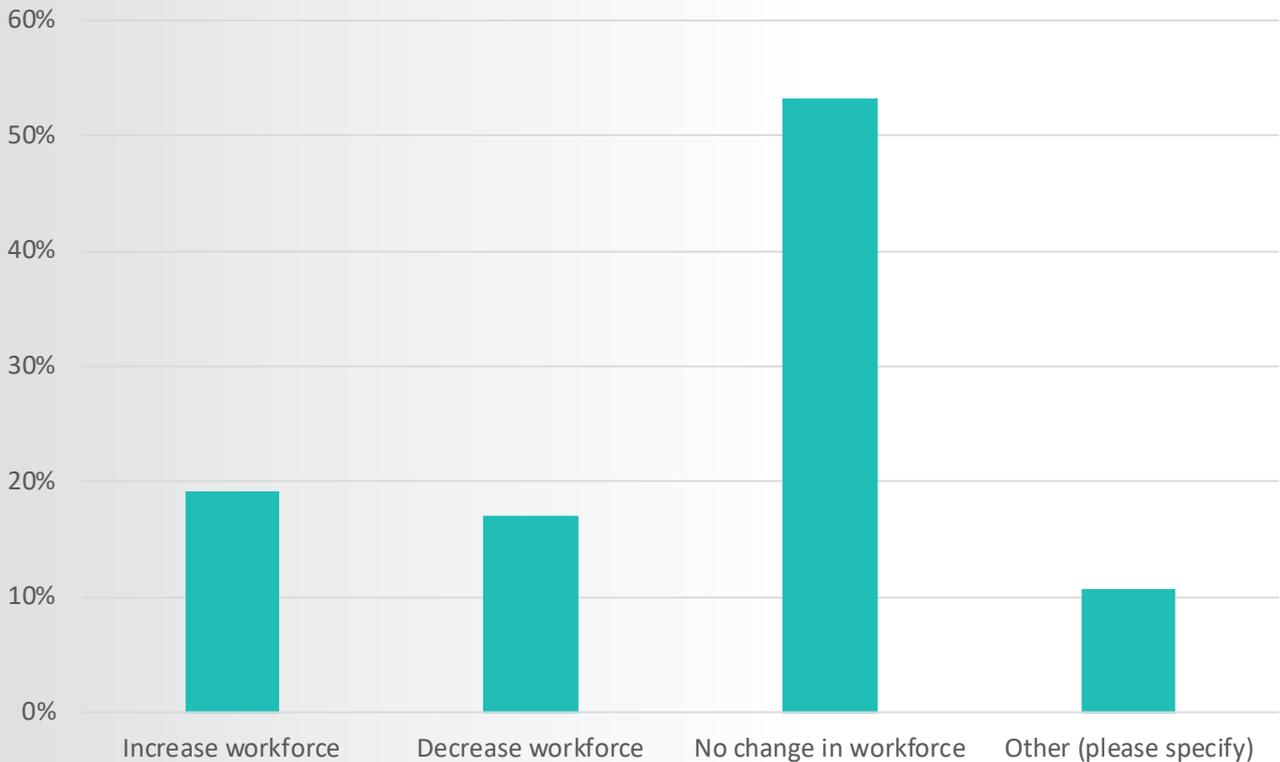


Our survey data revealed some interesting insights on workforce changes across the Aurora region as businesses look to the future.

A majority (53 percent) of respondents reported no change in the size of their workforce in Q4 2020. However, 17 percent of respondents, mainly nonprofits, but also from the business/professional services, construction/contractors and shopping/retail industries, reported a decrease in their workforce in Q4 2020.

Interestingly, nearly one-fifth (19 percent) of respondents, mainly in the financial and healthcare industries, reported an increase in their workforce in Q4 2020. This shows that depending on the industry and health of the business, there may be a need to decrease or increase the size of their workforce.

Q: What staffing levels do you anticipate for the fourth quarter (Q4) of 2020?

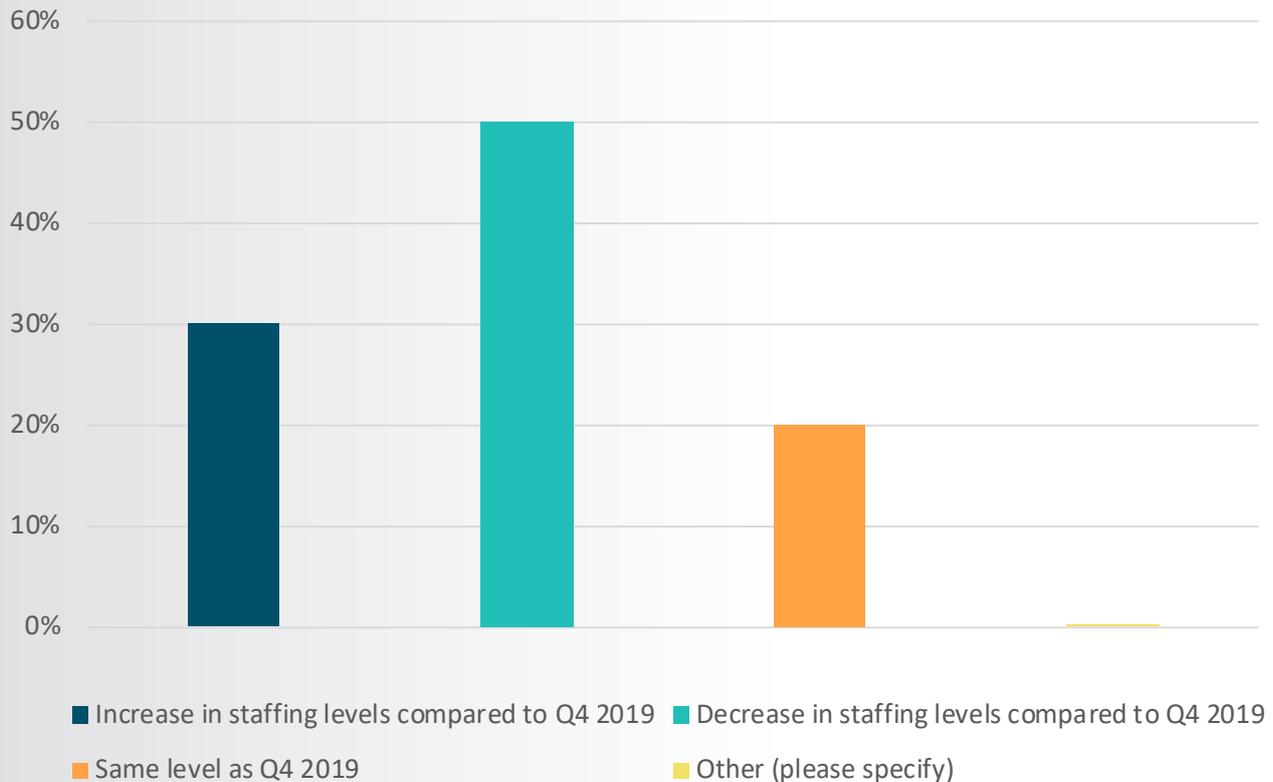


SURVEY FINDINGS: PLANNING FOR THE FUTURE

Of those reporting a change in their workforce, exactly half (50 percent) reported a decrease in staffing levels from Q4 2019. This could potentially indicate future staffing issues as a result of fewer available jobs as compared to job candidates. Likewise, about one-third (30 percent) of respondents noted that they had increased their staffing levels as compared to Q4 2019.

It is unclear as to the reason for the increased staffing levels. Some possible explanations could be the economy moving into phase 4 of the Restore Illinois Plan in late June, and pay-outs of the Paycheck Protection Plan funding.

Q: How do your Q4 2020 staffing levels compare to Q4 2019?

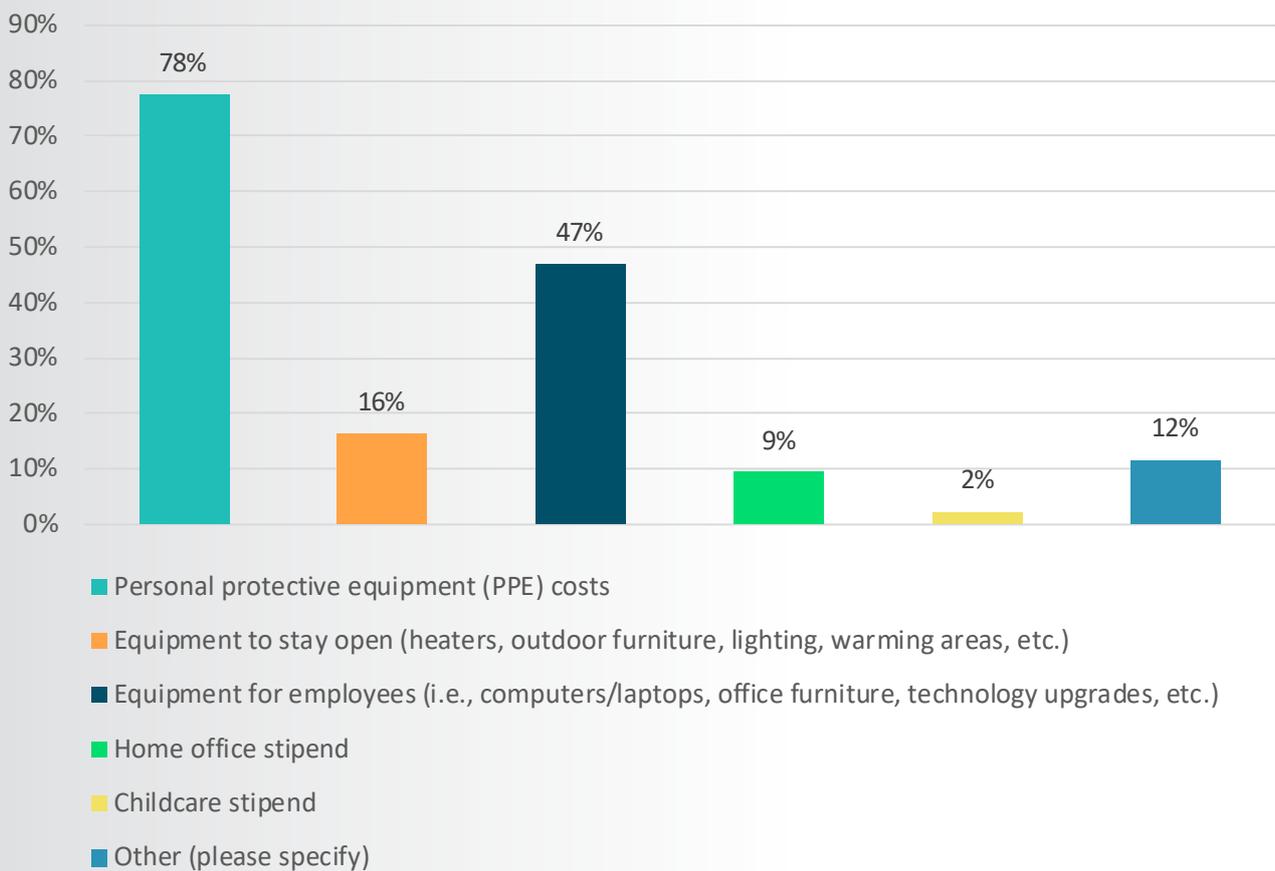


SURVEY FINDINGS: PLANNING FOR THE FUTURE

The vast majority (78 percent) of respondents anticipate an increase in expenses related to personal protective equipment (PPE). About half of respondents (47 percent) also anticipate increased expenses related to buying equipment for employees, such as computers, office furniture, and technology upgrades etc. Additional anticipated expenses include equipment to stay open during the cold weather months such as heaters, outdoor furniture, etc. (16 percent) and providing home office stipends (9 percent).

These expenses are in addition to the typical business expenses and are being incurred at a time when businesses are seeing a decrease in revenues, as seen on page 9.

Q: What additional COVID-related expenses are you anticipating in Q4 2020 and into 2021? Check all that apply.



SURVEY FINDINGS: PLANNING FOR THE FUTURE

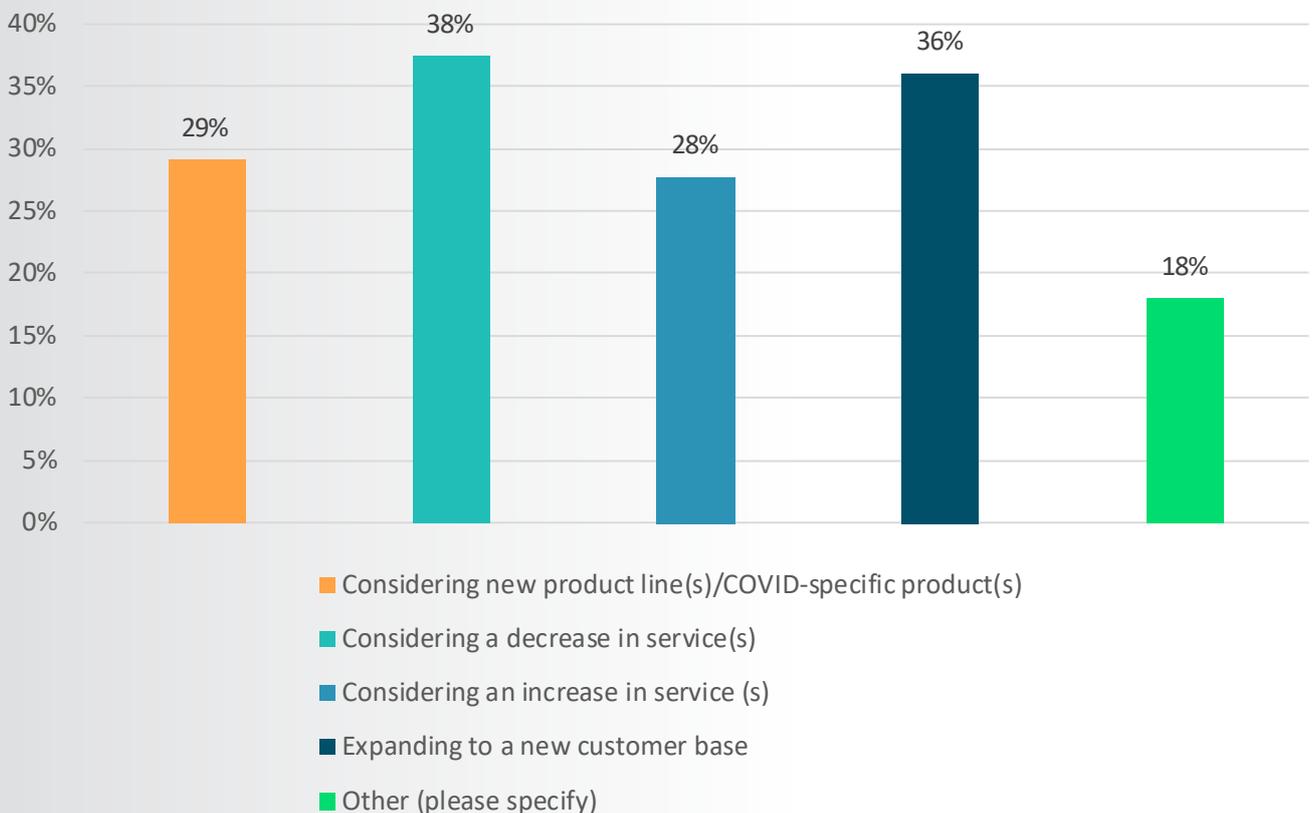
One of the most exciting opportunities in our business community is that businesses are considering new products, new services, and new customer bases.

When asked how operating structures are changing due to COVID-19, businesses are trying anything and everything. Nearly 38 percent are considering a decrease in services, 36 percent are expanding to a new customer base, 29 percent are considering new product lines/COVID-19-specific products, and nearly 28% are considering an increase in services.

Additionally, as stated on page 17, a majority (57 percent) of business and professional service respondents indicated they are planning on permanently altering their business model to include telecommuting options. While these businesses may see an increase in expenses initially, the remote work option could be a long-term savings.

This data points to how local businesses are adapting to the times we live in and taking slight risks to try to appeal to new consumers. By leaning into products specifically for COVID-19, businesses may be reaching new markets and adapting to a changing time.

Q: How is your operating structure changing due to COVID-19? Check all that apply

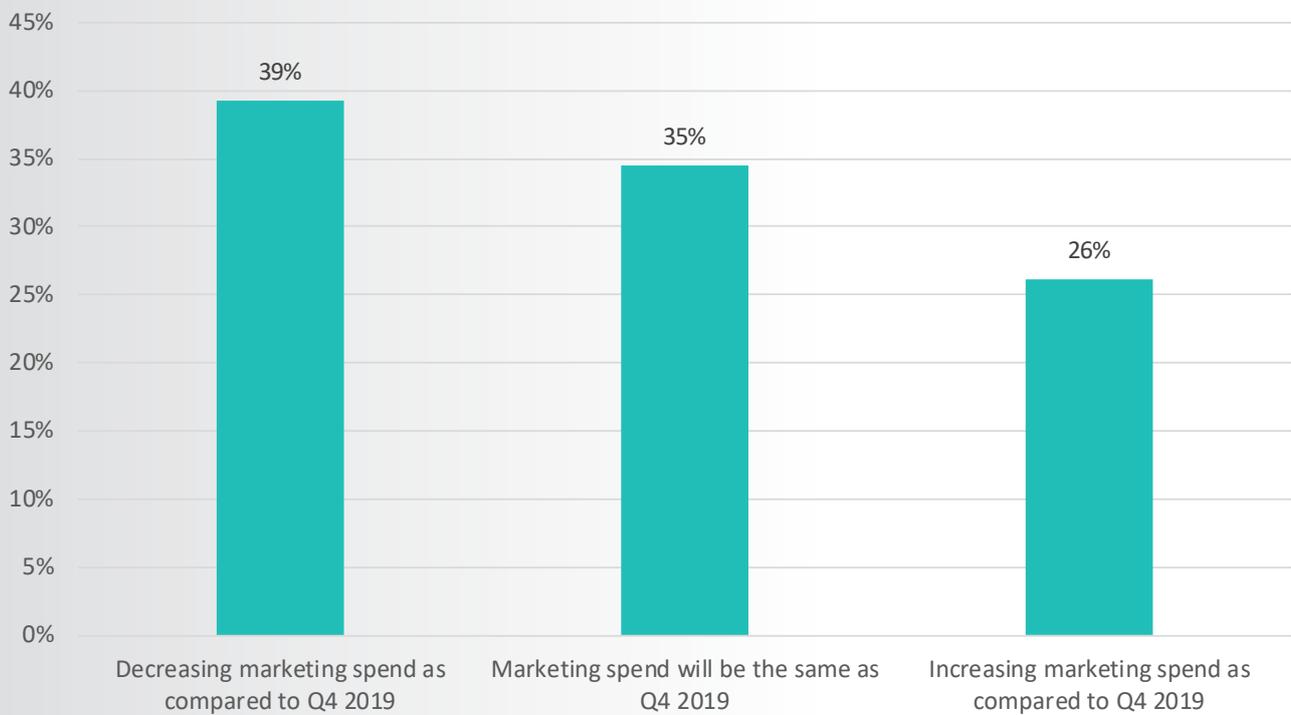


SURVEY FINDINGS: PLANNING FOR THE FUTURE

When asked how companies are shifting, if at all, their approach to marketing spend as a result of COVID-19, 39 percent of respondents are planning on decreasing marketing spend in the fourth quarter (Q4) of 2020 as compared to Q4 2019.

The decrease in marketing spend is most likely a cost-saving measure that is a direct result of the decline in revenues. Just over a quarter of respondents (26 percent), however, plan to increase marketing budgets.

Q: How is your company shifting, if at all, its approach to marketing spend as a result of COVID-19?



SURVEY FINDINGS: PLANNING FOR THE FUTURE

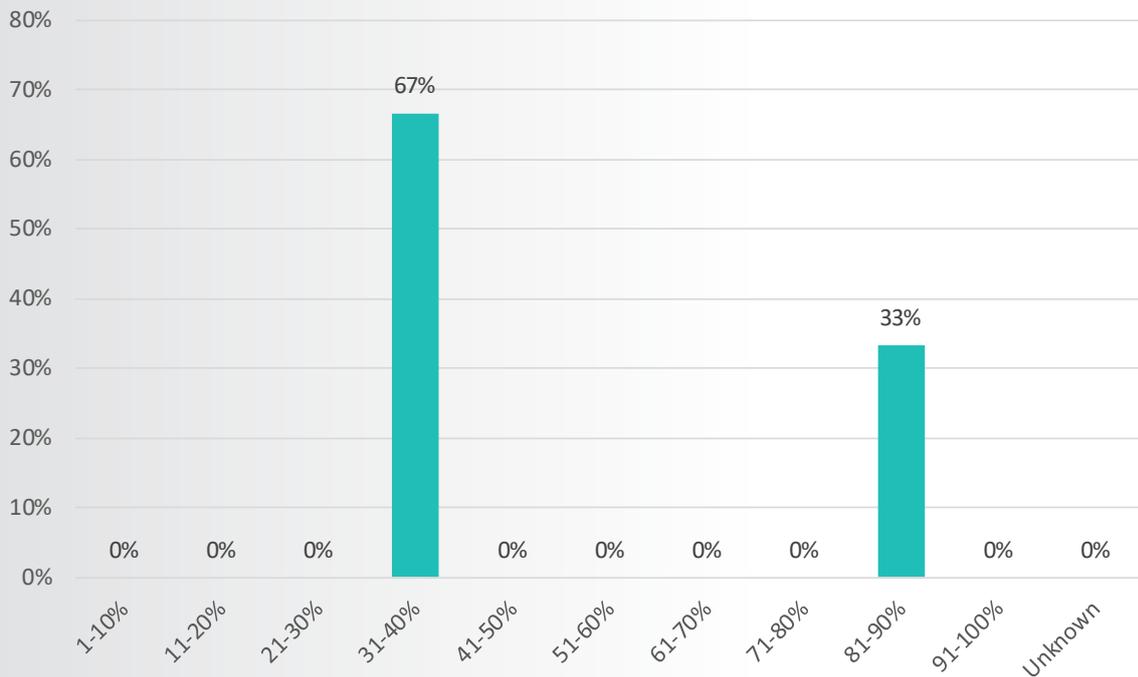
We asked the restaurant/food service and retail industries, which made up about 10 percent of respondents, how they are adapting their workforce, changing their operations, and the challenges they anticipate in the coming months.



The retail and shopping sector is facing a two-fold challenge: the reliance on fourth quarter for revenue and the adaption to a greater online presence.

All respondents indicated that the fourth quarter is a disproportionately high driver in terms of achieving their annual revenue. Specifically, two-thirds (67 percent) of respondents stated that 31-40 percent of their annual revenue is generated in the fourth quarter. Likewise, one-third of respondents stated that 81-90 percent of revenue is reliant on the fourth quarter.

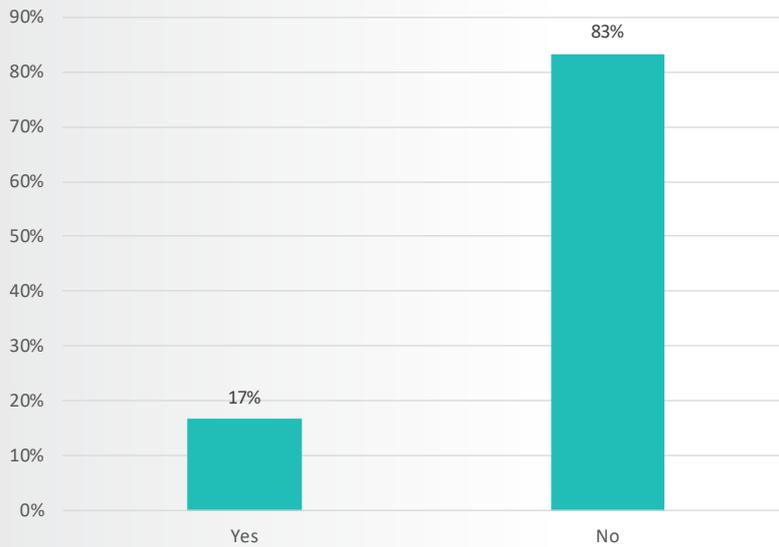
Q: What percentage of your annual revenue is brought in during Q4 and specifically from holiday shopping?



SURVEY FINDINGS: PLANNING FOR THE FUTURE

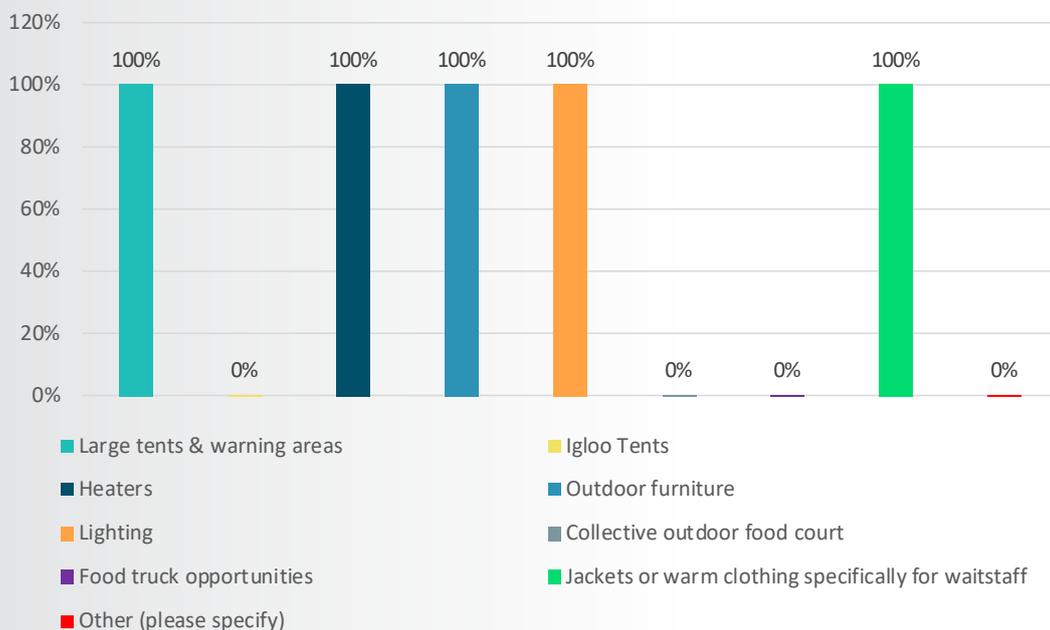
With uncertainty around when restaurants will be able to open at full capacity, there is the continued challenge of limited indoor capacity and limited outdoor capacity, especially as a result of the colder weather. Of the surveyed restaurants, only one sixth (17 percent) were planning on having outdoor dining in the coming months.

Q: Will you be offering outdoor dining during the upcoming winter months?



Significant outdoor dining equipment, such as large tents/warming areas, heaters, additional outdoor furniture, lighting, and warm clothing for servers, could create additional costs for dining establishments. Additionally, businesses must consider approaching local municipalities regarding outdoor dining permits and permissions, as well as identifying necessary safety measures for securing outdoor dining structures.

Q: What types of equipment are you looking for in order to stay open and operational with outside dining during the cold weather months? Check all that apply.



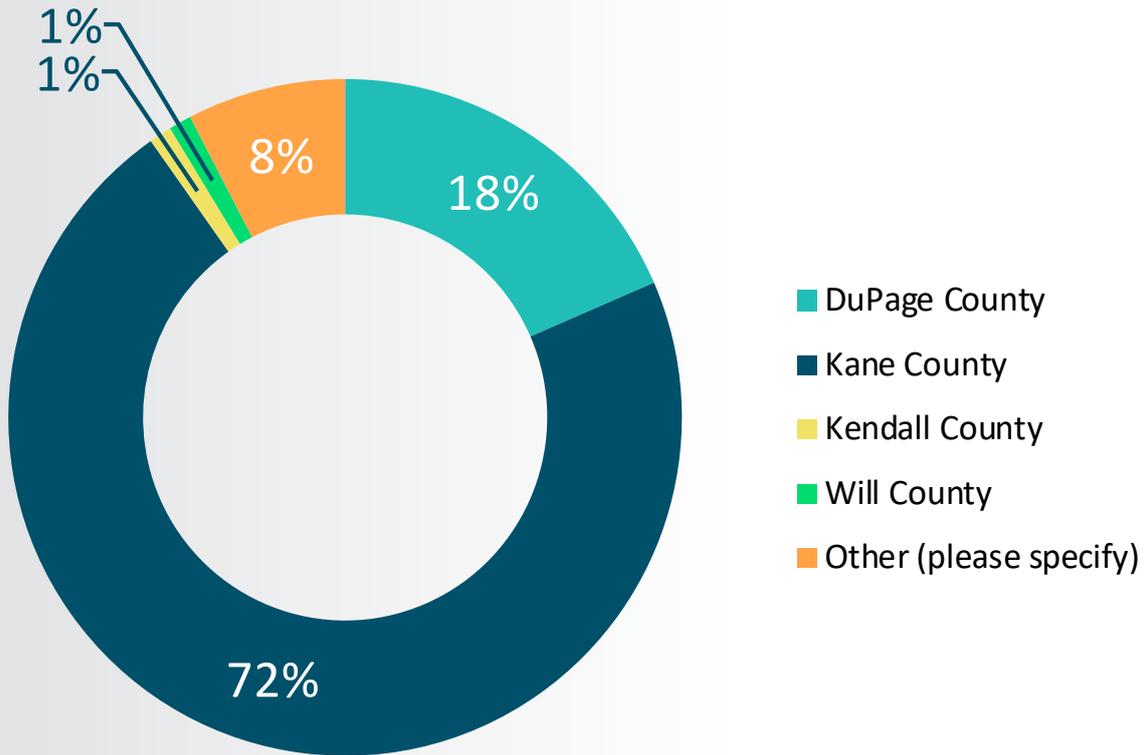
ABOUT THE RESPONDENTS

The COVID-19 Business Implications Survey Report, the second COVID-19 survey from Aurora Regional Chamber of Commerce and Invest Aurora, provides a close look at the data from 98 survey responses collected between September 8, 2020 and September 21, 2020.

ABOUT THE REpondENTS

When asked the location of respondents' businesses, the vast majority (72 percent) are located in Kane County with the next largest group representing DuPage County (19 percent). The "Other" answer choice represented the next largest group (8 percent). Will and Kendall counties represented 1 percent of respondents respectively.

Q: Where is your business located?

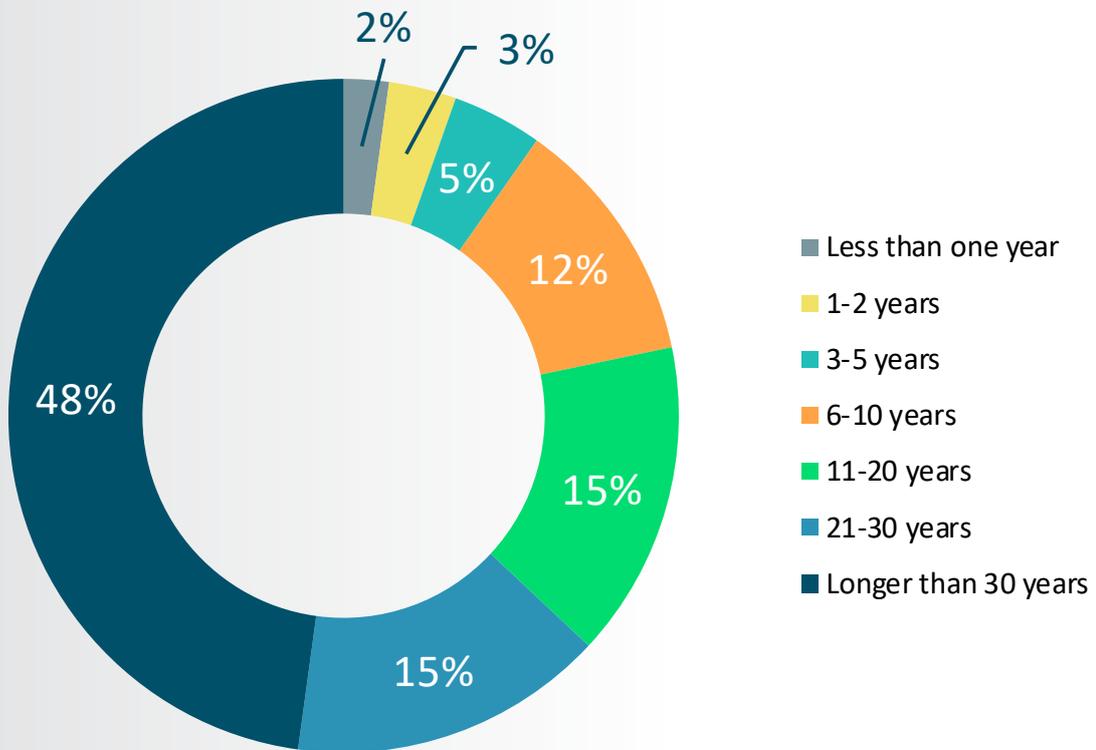


ABOUT THE REpondENTS

The survey had responses that skewed towards businesses that have been in operation for a longer period of time.

The largest response was from businesses that have been in operation for 30 years or more (48 percent). Businesses in operation for 11-20 years and 20-30 years, both at 15 percent, respectively, were the next most represented. Businesses operating for 6-10 years represented about 12 percent of respondents and less than 6 years in operation represent 10 percent of the respondents. This could indicate that the data skews towards businesses which have been in operation for significant periods of time.

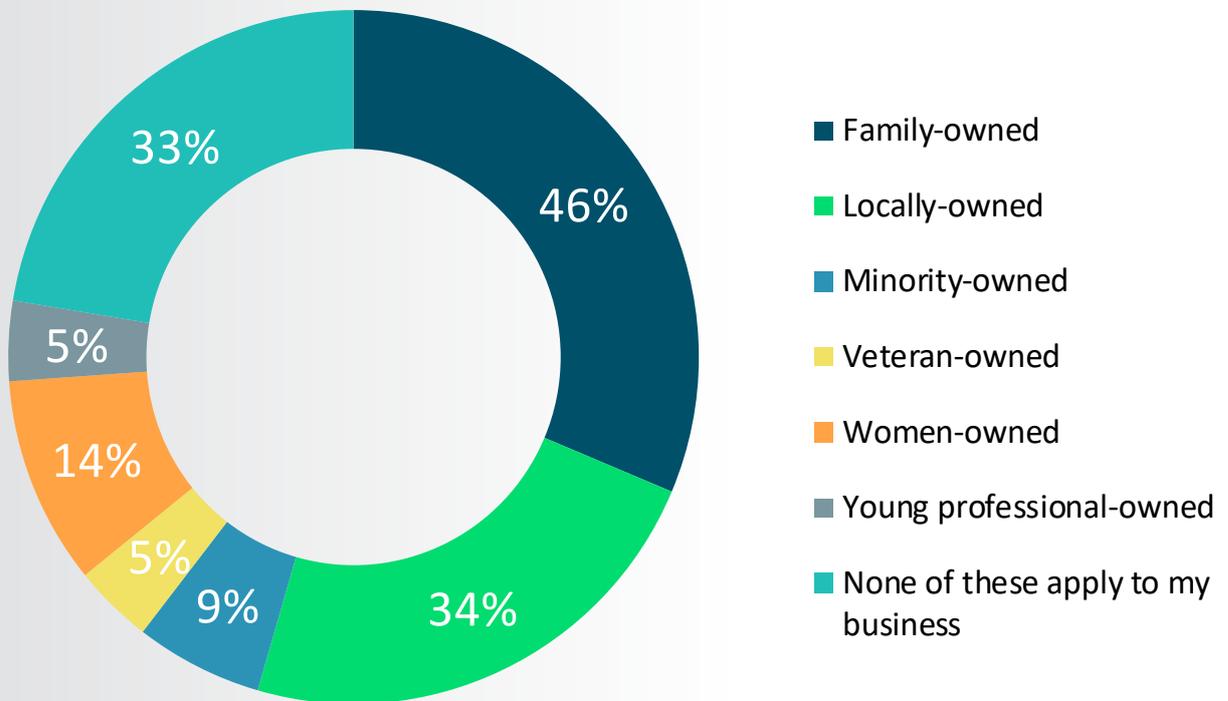
Q: How long has your business been in operation?



ABOUT THE REpondENTS

About half of respondents (46 percent) work for family-owned businesses with slightly over one third (34 percent) working for locally-owned businesses. Women-owned businesses represented 14 percent and minority-owned businesses represented 9 percent of respondents. Veteran-owned and young professional-owned businesses were also represented, both at 5 percent, respectively.

Q: Would you characterize the ownership of the business in any of the following ways? Check all that apply.

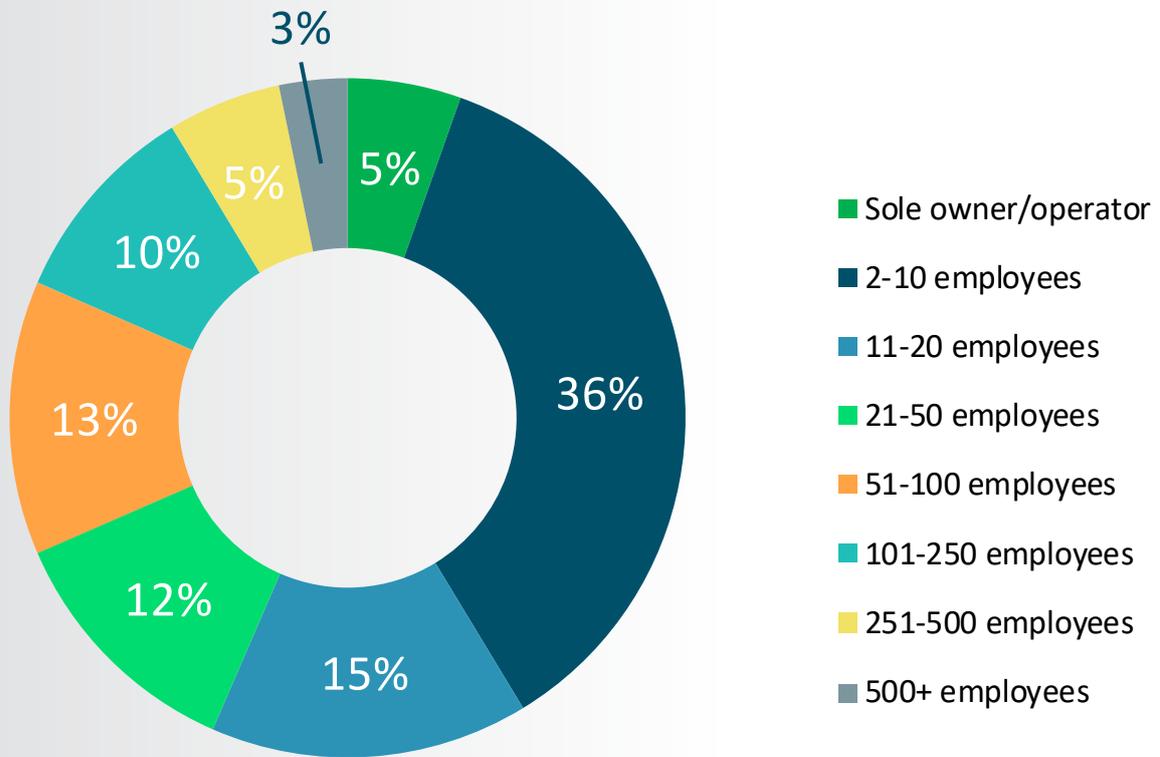


ABOUT THE REpondENTS

A large portion of businesses surveyed (36 percent) have a workforce of 2-10 employees. Businesses with more than 100 employees represented about 18 percent of respondents, which is higher than our first surveys.

Around one in six (15 percent) respondents employ 11-20 employees with similar numbers coming from 21-50 employees (12 percent) and 51-100 employees (13 percent). A smaller number of respondents (5 percent) were sole owner/operators of businesses. Finally, respondents also represented larger employers. Those employers include businesses with 101-250 employees (10 percent), 251-500 employees (5 percent), and more than 500 employees (3 percent).

Q: What is the size of your company's workforce?



ABOUT THE RESPONDENTS

A large portion of businesses surveyed (36 percent) have a workforce of 2-10 employees. Businesses with more than 100 employees represented about 18 percent of respondents, which is higher than our first surveys.

Survey respondents represent a cross-section of business from 23 different industries. Nonprofit and Social Services was the most represented industry with approximately 17 percent of respondents. Other industry sectors represented in the survey were from Business and Professional Services (14 percent), Manufacturing (9 percent), Finance and Insurance (8 percent); and Restaurants, Food, and Beverages (7 Percent).

Q: What industry sectors best describes your business?

| | |
|---|-----|
| Nonprofit/Social Services | 17% |
| Business & Professional Services | 14% |
| Manufacturing | 9% |
| Finance & Insurance | 8% |
| Restaurants, Food & Beverages | 7% |
| Construction Equipment & Contractors | 5% |
| Production & Wholesale | 5% |
| Government & Education | 4% |
| Healthcare | 4% |
| Lodging & Travel | 3% |
| Shopping & Specialty Retail | 3% |
| Sports & Recreation | 3% |
| Family, Community & Civic Organizations | 2% |
| Home & Garden | 2% |
| Real Estate, Moving & Storage | 2% |
| Automotive & Marine | 2% |
| Culture & Entertainment | 1% |
| Grocery | 1% |
| Legal | 1% |
| Personal Services & Care | 1% |
| Pets & Veterinary Service | 1% |
| Public Utilities & Environment | 1% |
| Transportation | 1% |

COVID-19 BUSINESS IMPLICATIONS SURVEY REPORT



The Aurora Regional Chamber of Commerce is the voice of and the catalyst for business success. We unite businesses with the community by creating economic prosperity and facilitating community leaders. For more than 100 years, we have served the greater Aurora region across four counties (DuPage, Kane, Kendall and Will), and currently represent nearly 600 businesses. We have earned the 5-star accreditation from the U.S. Chamber of Commerce, an honor bestowed on only 1% of Chambers nationwide. Visit our website to learn more at www.aurorachamber.com.



Invest Aurora is a 501c3 public/private economic development partnership dedicated to expanding economic opportunities in Aurora, Illinois. The organization is focused on the attraction, retention and promotion of businesses within the City of Aurora, and provides small-business grants and loans through its Finish Line Grant and John C Dunham Revolving Loan programs. Visit our website to learn more at www.investaurora.org.