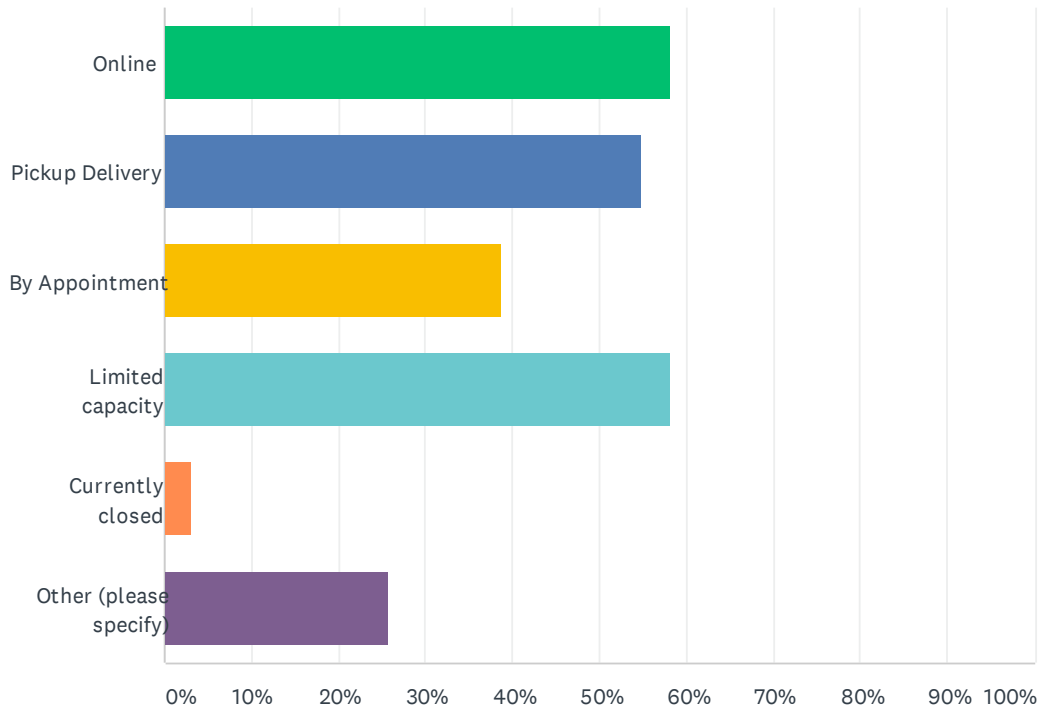


# Q1 Are you open? How are you currently operating? (check all that apply)

Answered: 31 Skipped: 0



ANSWER CHOICES	RESPONSES	
Online	58.06%	18
Pickup Delivery	54.84%	17
By Appointment	38.71%	12
Limited capacity	58.06%	18
Currently closed	3.23%	1
Other (please specify)	25.81%	8
Total Respondents: 31		

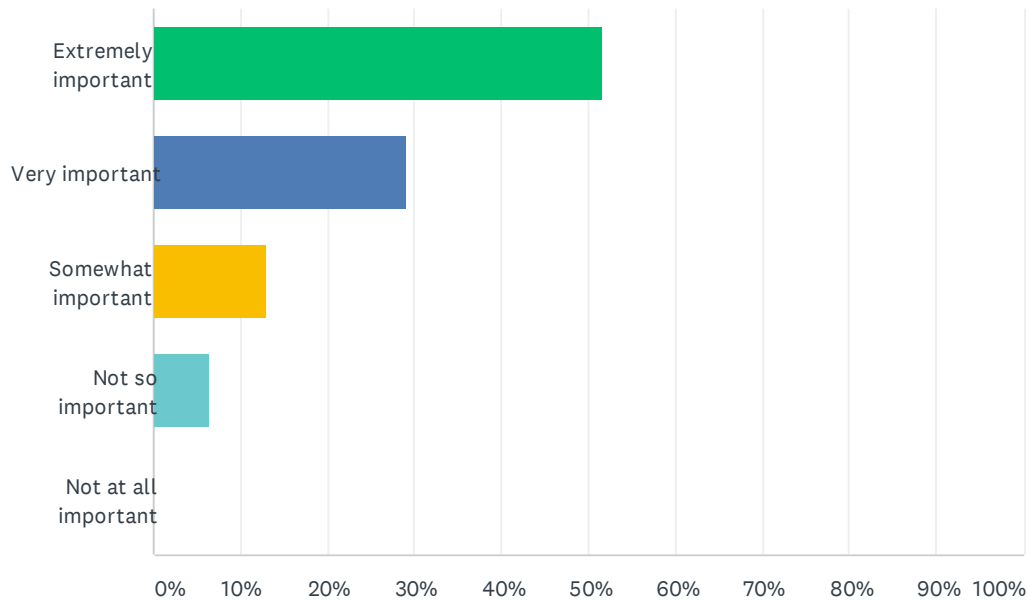
## Q2 If you are open, what are your operating hours?

Answered: 30    Skipped: 1

#	RESPONSES	DATE
1	10-6 mon -sat Sunday noon-5	12/1/2020 9:09 AM
2	11-8	11/30/2020 10:07 PM
3	MONDAY - SATURDAY 11-6 SUNDAY 11-5	11/30/2020 8:30 PM
4	7 days a week 11:30-8:30 weekends until 9:30	11/30/2020 4:53 PM
5	Hours are normal; access is limited (front door locked, must be allowed in by staff).	11/30/2020 4:33 PM
6	11-5	11/25/2020 11:32 AM
7	Monday - Saturday 12pm-7pm	11/21/2020 3:36 PM
8	Business hours: 8-5	11/20/2020 2:26 PM
9	Mon - Wed appointment only Thur - Sat open 10 to 5. Sun 11 to 4	11/20/2020 11:03 AM
10	11-6 Thursday through Monday. Tuesday and Wednesday are pick up and shopping by appointment only.	11/19/2020 10:19 PM
11	M- F 10 to 5	11/19/2020 4:43 PM
12	11am-6pm M-F, 10am-6pm S/S	11/19/2020 2:54 PM
13	Right now we are open 10-6 through the holidays	11/19/2020 1:39 PM
14	10-12 for one at a time high-risk shoppers, 12-6 for up to four customers at a time	11/19/2020 11:31 AM
15	M-F 3-9pm Sat-12-9pm Sun-12-8pm	11/19/2020 4:41 AM
16	In flux.	11/19/2020 2:44 AM
17	noon - 8pm daily	11/18/2020 9:17 PM
18	6:30-6pm	11/18/2020 8:57 PM
19	Open 7 days a week, M-F/7am-4pm, Sat & Sun/8-4 (Batdorf Coffeehouse) and our Dancing Goats by the market is Wed-Sun 8am-3pm.	11/18/2020 8:38 PM
20	Mon-Fri, 8-5	11/18/2020 8:08 PM
21	11 AM - 6PM everyday	11/18/2020 6:45 PM
22	9am - 5pm	11/18/2020 6:42 PM
23	Tuesday through Sunday 10:00am to 5:00pm	11/18/2020 6:38 PM
24	Mon thru Friday 10-5:30	11/18/2020 5:56 PM
25	24/7	11/18/2020 5:46 PM
26	Tuesday-Saturday 9-2	11/18/2020 5:25 PM
27	M-F 12:30-6, Sat 10-6, Sun 10-4 Weekday mornings by appointment	11/18/2020 5:22 PM
28	Monday 10am-4pm Tuesday 10am-2pm, 4pm-6pm delivery Wednesday 10am-4pm Thursday 10am-4pm Friday 10am-4pm Saturday 10am-2pm Sunday Closed	11/18/2020 5:05 PM
29	9 to 5	11/18/2020 4:56 PM
30	Monday through Friday 3pm to 7pm. Saturday and Sunday 2pm to 7pm.	11/18/2020 4:52 PM

### Q3 How important is a successful 4th quarter (or holiday season) to keeping your business open in 2021?

Answered: 31 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely important	51.61%	16
Very important	29.03%	9
Somewhat important	12.90%	4
Not so important	6.45%	2
Not at all important	0.00%	0
TOTAL		31

## Q4 Can you share any special plans or promotions for holiday season?

Answered: 27   Skipped: 4

#	RESPONSES	DATE
1	Love Oly participation. Ongoing social media marketing	12/1/2020 9:09 AM
2	No	11/30/2020 10:07 PM
3	A holiday exhibit in the gallery room with NW artists. Extended hours in December. Private shopping hours by appointment.	11/30/2020 8:30 PM
4	20% off sale thru Sun. sales all thru Dec.	11/25/2020 11:32 AM
5	None	11/21/2020 3:36 PM
6	Because we are in the "professional practice" service industry, we will be working at our normal pace.	11/20/2020 2:26 PM
7	Twinkle Fest downtown for the holidays	11/20/2020 11:03 AM
8	We're encouraging customers to phone in or email their shopping lists to us.	11/19/2020 10:19 PM
9	No nothing different. We don't really do retail but for a few home decor items	11/19/2020 4:43 PM
10	Twinklefest display, partnering with local social service organizations, promoting gift cards.	11/19/2020 2:54 PM
11	We are going to have a customer appreciation weekend instead of our usual evening event with drawings for assorted gift baskets and goodie bags	11/19/2020 1:39 PM
12	We are having an anniversary sale the first week of December, as well as an online restock for local pickup	11/19/2020 11:31 AM
13	have no plans at this time	11/19/2020 10:48 AM
14	\$100 gift card for \$90 \$50 gift card for \$45	11/19/2020 4:41 AM
15	Sale on Thanksgiving weekend.	11/19/2020 2:44 AM
16	10% OFF all outdoor dining & curbside pickup if requested.	11/18/2020 9:17 PM
17	Seasonal Menu. Daily Social Media. Wreath, Garland, Lights No time to plan promotions, just trying to keep everything afloat.	11/18/2020 8:57 PM
18	Gift boxes and bundles, black Friday sale, cyber Monday sale on our web.	11/18/2020 8:38 PM
19	Not sure what I can afford to do yet	11/18/2020 8:08 PM
20	ODA Downtown for the Holidays plus instore promotions	11/18/2020 6:45 PM
21	Special offers to advertisers with highly discounted rates for local businesses. (Some free ads as well for restaurants in Downtown Olympia even if not a client.)	11/18/2020 6:42 PM
22	☹	11/18/2020 5:56 PM
23	Online promotions for discounted stays - longer stays = greater discount	11/18/2020 5:46 PM
24	Not sure yet...	11/18/2020 5:25 PM
25	Twinklefest, 15% off new furniture the weekend after Thanksgiving, snowfall at Washington Center	11/18/2020 5:22 PM
26	We've started Tuesday deliveries of food boxes that are pre-ordered and scheduled on our website at <a href="http://www.StellarJuices.com">www.StellarJuices.com</a>	11/18/2020 5:05 PM
27	We are selling gift cards with a great deal. Every \$50 you spend, you get a free \$10.	11/18/2020 4:52 PM

Q5 As we face a second pandemic wave can you share any arrangements you've made with your landlord about rental arrangements?

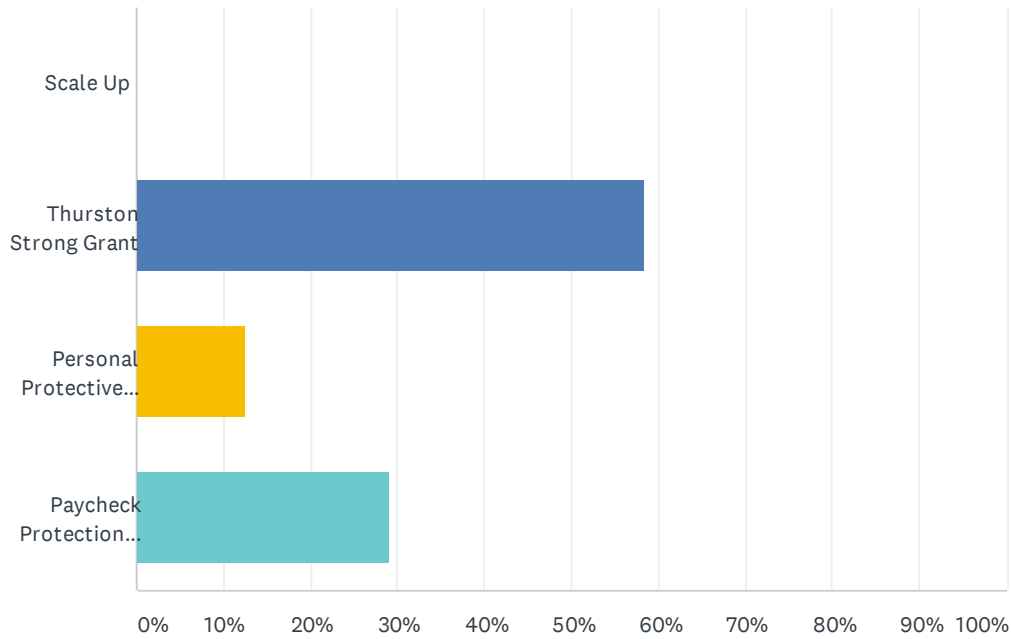
Answered: 29   Skipped: 2

## 4th Quarter Business Survey

#	RESPONSES	DATE
1	We received no help during the past months and do not expect any going forward	12/1/2020 9:09 AM
2	No	11/30/2020 10:07 PM
3	We own our building so we pay ourselves rent. That gives us the flexibility to adjust as needed. We would do well as a dt neighborhood to have more owner occupied properties.	11/30/2020 4:53 PM
4	we negotiated a rent reduction.	11/30/2020 4:33 PM
5	He has dropped our rent by 25% for 6 months	11/25/2020 11:32 AM
6	None made. Landlord gave us a very small discount for 3 months earlier this year and then implemented a built-in rent increase	11/21/2020 3:36 PM
7	Nothing yet. We have been able to work with our clients via Zoom.	11/20/2020 2:26 PM
8	none	11/20/2020 11:03 AM
9	We haven't made any arrangements	11/19/2020 10:19 PM
10	done at this time pay the rent and hope it doesn't last long	11/19/2020 4:43 PM
11	Our landlord has not been open to making arrangements :(	11/19/2020 2:54 PM
12	Nothing yet	11/19/2020 1:39 PM
13	no special arrangements	11/19/2020 11:31 AM
14	None	11/19/2020 10:48 AM
15	I'm paying 100% No arrangements	11/19/2020 4:41 AM
16	Not yet. I hope to.	11/19/2020 2:44 AM
17	haven't addressed yet.	11/18/2020 9:17 PM
18	Nothing was offered for this second phase and I haven't asked. I received one month free rent, new exterior lights and 7 windows replaced due to vandalism. I appreciate the help so far, but I'm aware that things are hard for them too.	11/18/2020 8:57 PM
19	That's an excellent question. I don't believe we have made any special arrangements.	11/18/2020 8:38 PM
20	None	11/18/2020 8:08 PM
21	NA	11/18/2020 6:45 PM
22	Slightly reduced rent until Jan 2021.	11/18/2020 6:42 PM
23	Business as usual	11/18/2020 5:56 PM
24	n/a	11/18/2020 5:46 PM
25	Haven't made any. He was kind and gifted me a month in March, but not sure about the future.	11/18/2020 5:25 PM
26	No special arrangements	11/18/2020 5:22 PM
27	Our landlord and us are in constant communication. Our landlords have told us that they are supportive of us and are willing to help should the need arise.	11/18/2020 5:05 PM
28	N/A . We own the building	11/18/2020 4:56 PM
29	That is above my pay grade at this time.	11/18/2020 4:52 PM

## Q6 Did you receive any of the following business support resources?

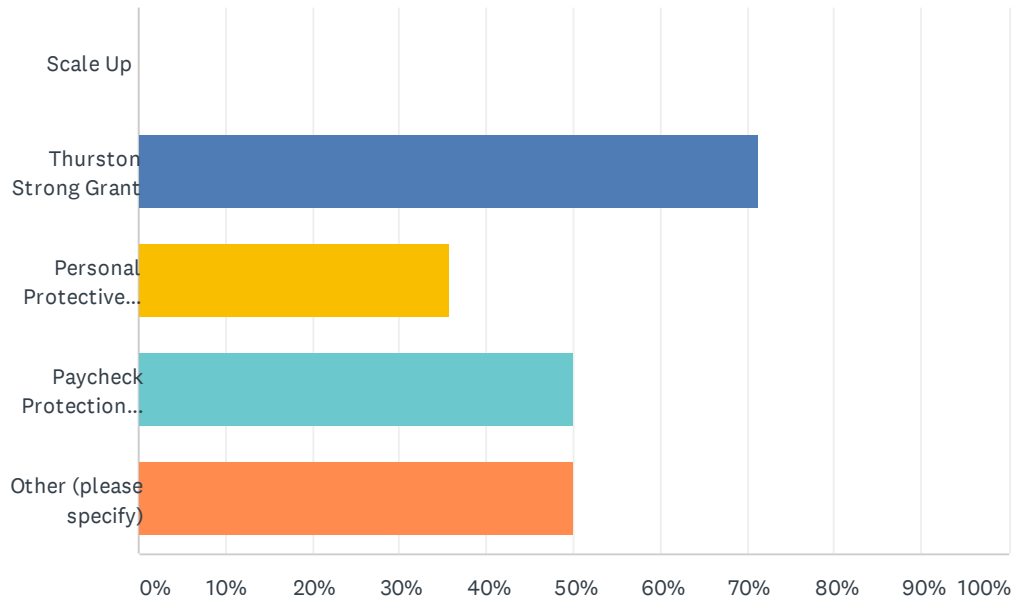
Answered: 24 Skipped: 7



ANSWER CHOICES	RESPONSES	
Scale Up	0.00%	0
Thurston Strong Grant	58.33%	14
Personal Protective Equipment (PPE) Resources	12.50%	3
Paycheck Protection Program Loan (PPP)	29.17%	7
TOTAL		24

## Q7 Corrected: Please select all of the following support you have received

Answered: 14   Skipped: 17



ANSWER CHOICES	RESPONSES	
Scale Up	0.00%	0
Thurston Strong Grant	71.43%	10
Personal Protective Equipment (PPE) Resources	35.71%	5
Paycheck Protection Program Loan (PPP)	50.00%	7
Other (please specify)	50.00%	7
Total Respondents: 14		



## Q8 Anything else you'd like to share?

Answered: 22   Skipped: 9

## 4th Quarter Business Survey

#	RESPONSES	DATE
1	November 2020 beat Nov 2019. People want to support local business	12/1/2020 9:09 AM
2	Downtown business owners should receive free parking	11/30/2020 10:07 PM
3	We used our Thurston Strong grant to install a new needle-point bi-polar ionization filter system to inactivate the Covid-19 virus by 99.4%.	11/30/2020 8:30 PM
4	We miss the nightlife! We should also have ongoing conversations about the impact of social services (street feeds, drop-offs and pick-ups) and how to all stay well informed and good neighbors to each other.	11/30/2020 4:53 PM
5	All the lights downtown are so nice. I appreciate the extra efforts	11/25/2020 11:32 AM
6	Just hope we can all make this thru this trying time	11/20/2020 11:03 AM
7	We've lost over \$150K in sales so far this year (about a quarter of our typical annual sales), but we've managed to stay in ok shape financially by scaling back spending, applying for whatever assistance made sense for us, and crowdsourcing a loan by selling gift certificates via GoFundMe. We've also begun selling on online marketplaces that we never had time to use before. Our store has actually been overwhelmingly busy when we have been open, and our biggest concern is figuring out the safest and most effective ways to serve everyone who wants to shop with us this holiday season without having to just turn a lot of people away. We have kept our capacity limit at 25% the entire time, since reopening in June, and have required masks and hand sanitizer use as well. And we have no plans to let up on these precautions until the pandemic has clearly passed. We expect to see a \$20K to \$30K drop in sales this December due to capacity issues, but we would rather lose sales that have a packed store.	11/19/2020 10:19 PM
8	Hope we all get through this and everyone can remain in business and open.	11/19/2020 4:43 PM
9	I think it would be helpful to offer free parking throughout November and December this year, to incentivize downtown shopping.	11/19/2020 11:31 AM
10	No	11/19/2020 4:41 AM
11	This is hard. Thanks for trying to help.	11/19/2020 2:44 AM
12	It is frustrating since we opened on July 1st, in the middle of the pandemic, that we cannot qualify for any sort of help because all help is based on being open BEFORE the pandemic.	11/18/2020 9:17 PM
13	We really need folks to understand that a lot of businesses are still open and operating, a lot of people misunderstood the new restrictions and believe a ton of places to be closed. We very much look forward to all of the additional lighting and decor downtown; we need all of the help we can get in making downtown approachable!	11/18/2020 8:38 PM
14	This sucks. Between the vandalism, rioters, homelessness, and the second wave of shutdown/restrictions, it's clear Inslee is bent on crippling small businesses. It's bad enough my customers don't want to come downtown anymore.	11/18/2020 8:08 PM
15	The customers need to know that most retail stores are open and following the rules. Press releases by the city and shopping Downtown by council and city employees would be very helpful.	11/18/2020 6:45 PM
16	Also received some PPE for a fundraiser from Thurston Strong.	11/18/2020 6:42 PM
17	Also received PPE and Thurston Strong Grant.	11/18/2020 6:38 PM
18	☺☺☺	11/18/2020 5:56 PM
19	The homeless scene downtown continues to be the number one detractor to our business levels.	11/18/2020 5:46 PM
20	I am so grateful to receive the Grant from Thurston County. It is going to help me get through. My freezer just went down and now I can afford to replace it.	11/18/2020 5:25 PM
21	All from #6 (it only let's you pick one)	11/18/2020 5:22 PM
22	We are collecting tips and distributing them to our furloughed staff.	11/18/2020 4:52 PM