



# Partnership for NYC COVID-19 Impact

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March 2020

GLG Surveys

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# Research Overview

## Background:

This study was created to help understand how the novel Coronavirus (COVID-19) is impacting New York City's major businesses and industries.

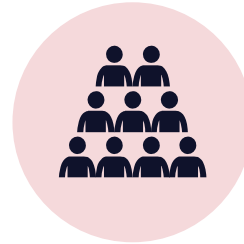
It was run in partnership between The Partnership for New York City and GLG (Gerson Lehrman Group).

A total of 150 CEOs and business leaders representing 132 companies were surveyed and asked how their businesses have been reacting to the COVID-19 pandemic, as well as their perspectives on how business will be impacted in the coming months.



## Factors investigated:

1. Company employee policies in response to COVID-19 pandemic
2. Business leaders' assessment of impacts on revenue and business overall
3. Knowledge gaps for effective business decisions



## Methodology:

- Online survey administered by GLG
- Survey length: 8-minutes
- Respondents are business leaders from the Partnership for NYC



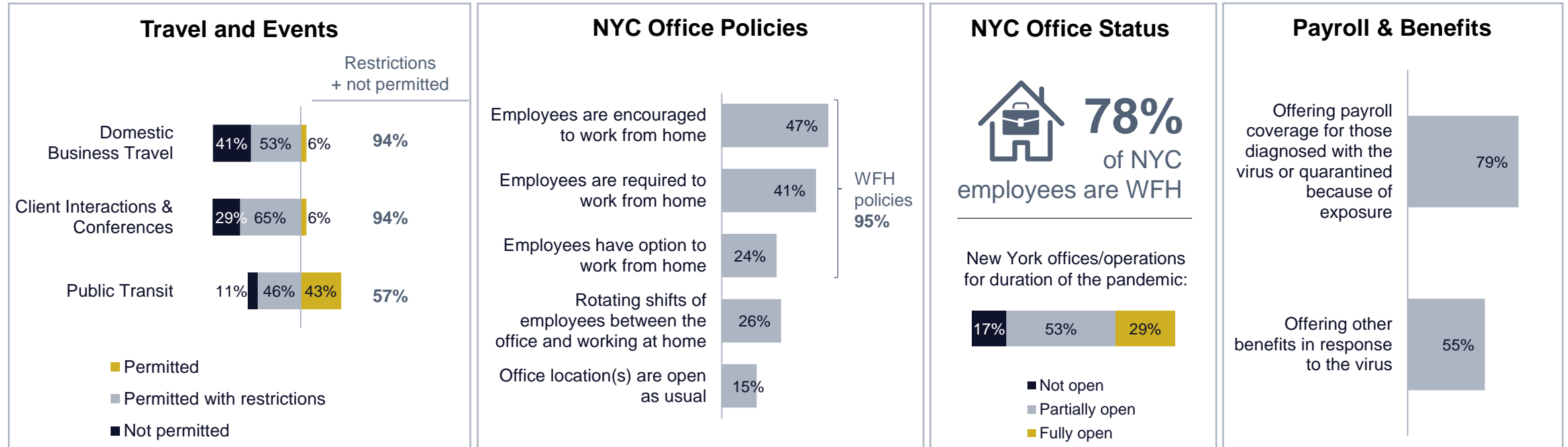
## Fielding time:

- Fielding time: March 13 – March 18, 2020
- The survey was distributed after President Trump declared a national emergency in response to the COVID-19 pandemic

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# Key Findings

# Businesses have taken voluntary actions to stop community contagion prior to government directives



- Domestic business travel and client interactions largely restricted or not permitted (94% of businesses)
- Public transit is permitted as usual by roughly 2/5 of businesses

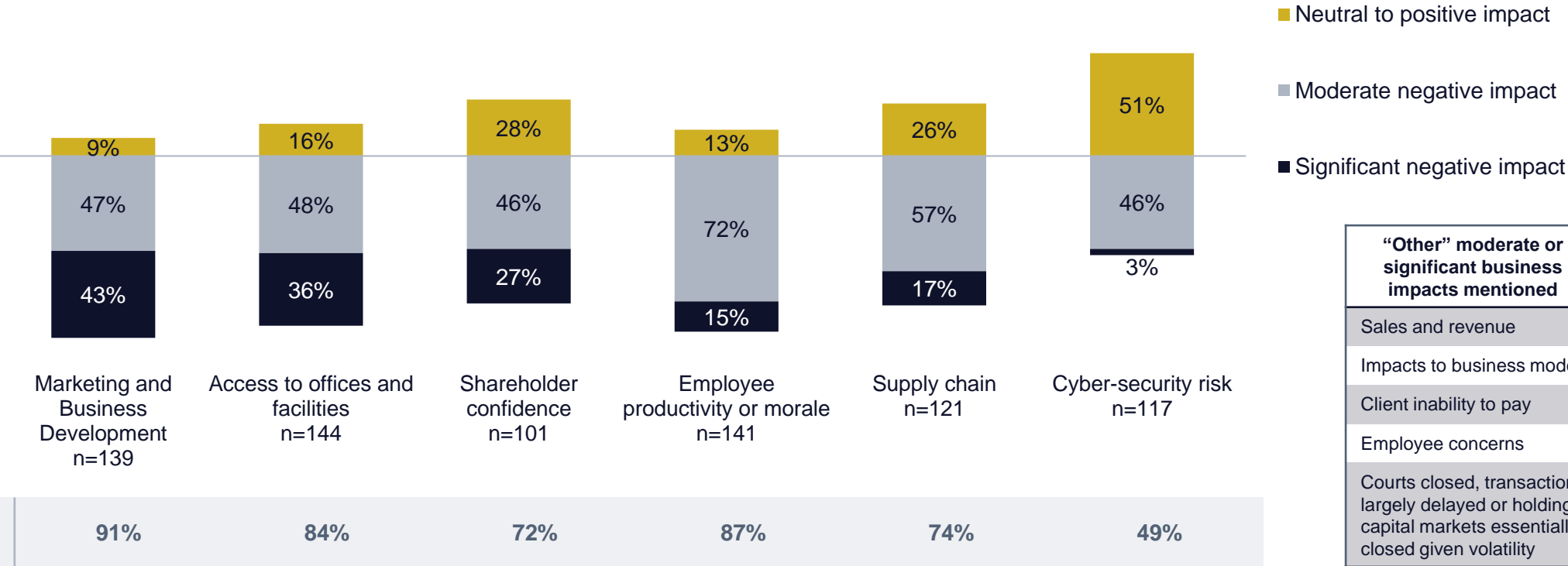
- Ninety-five percent of businesses have implemented work from home policies

- Most New York offices remain partially or fully open (as of March 17)

- Most large businesses are offering payroll coverage for those diagnosed with the virus or quarantined because of exposure

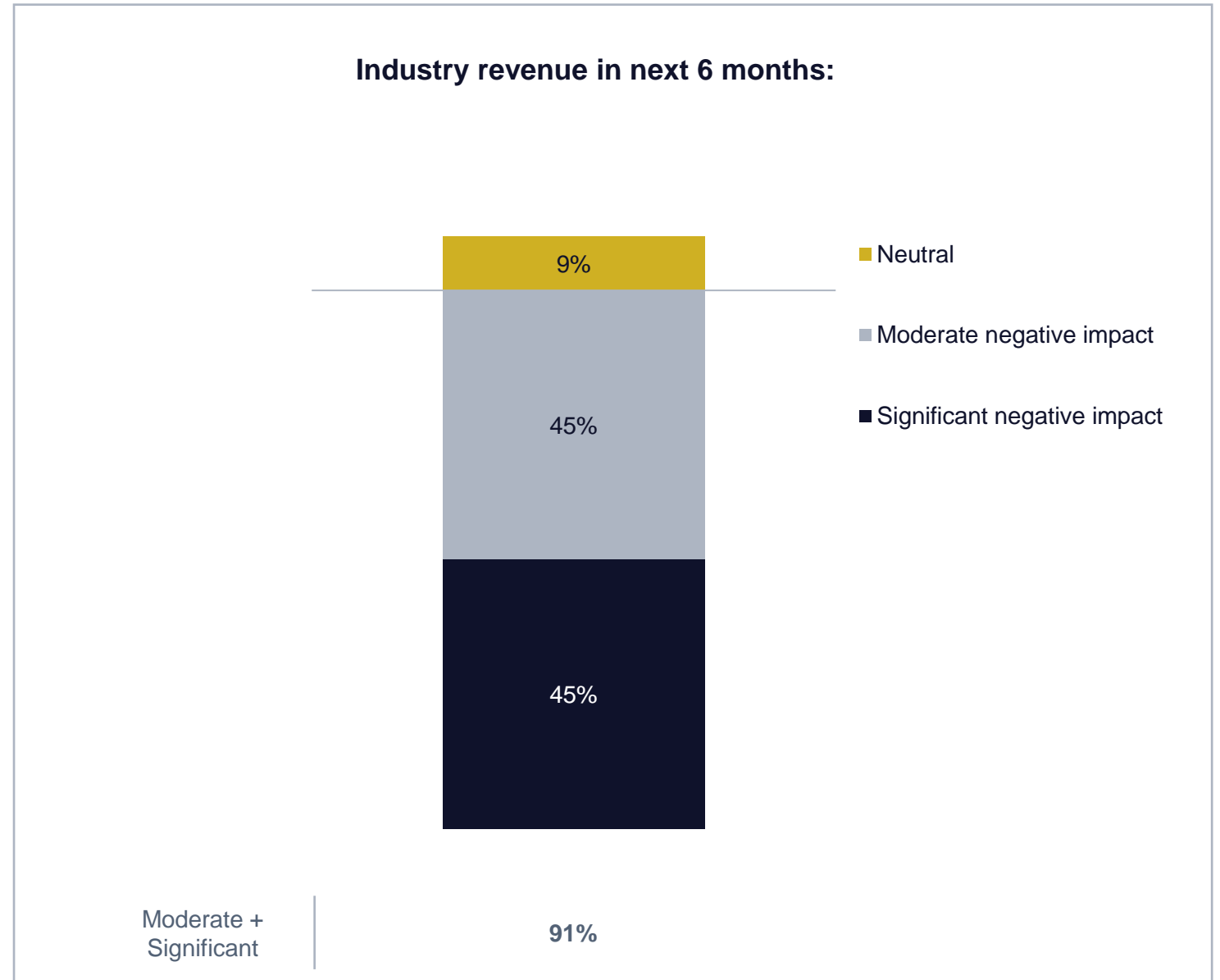
# Business development, employee morale, and access to offices and facilities are most negatively impacted to date

COVID-19 negative business impact until March 18<sup>th</sup>:



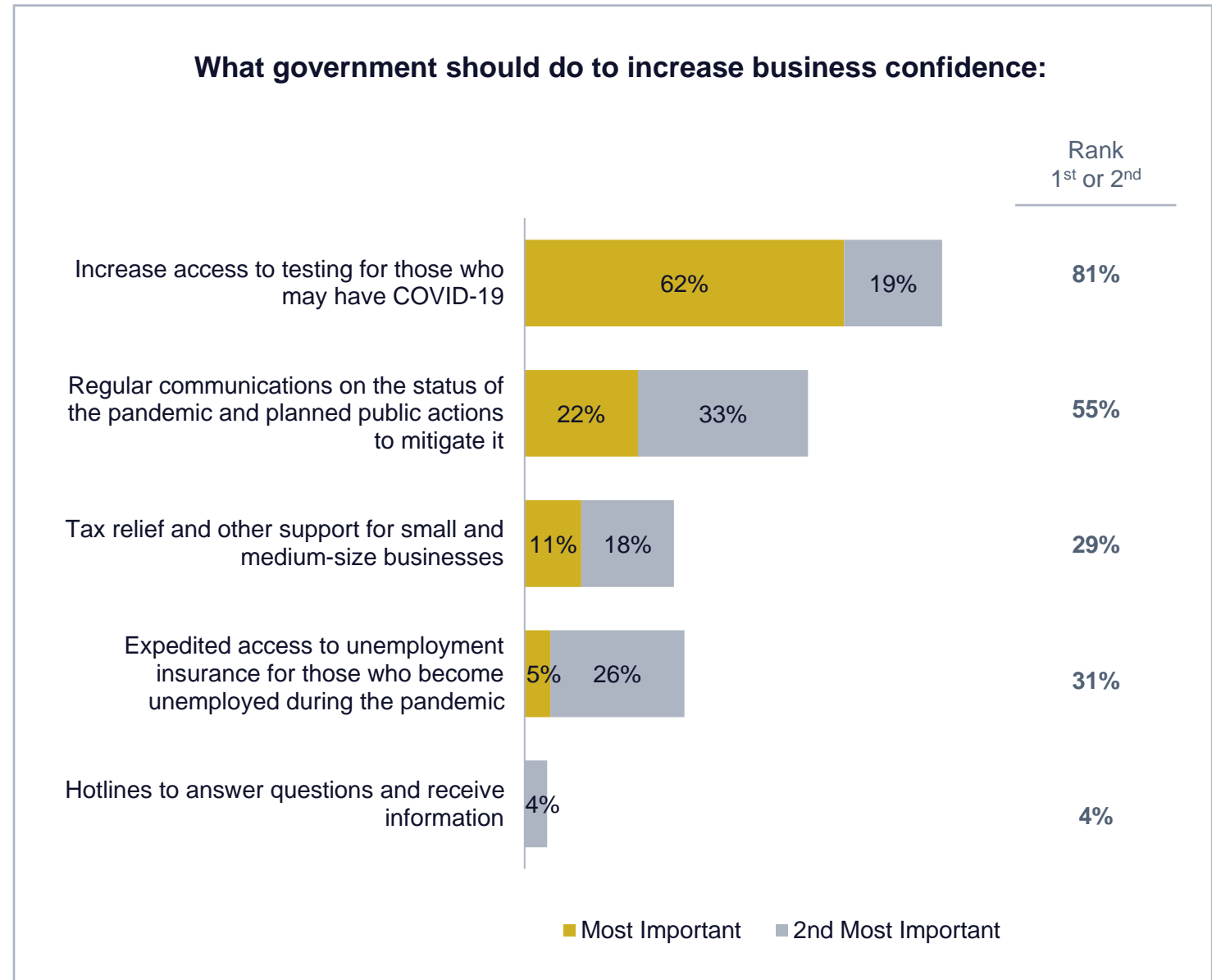
## Nearly all NYC business leaders anticipate a negative impact on industry revenues

- Most business leaders believe their industry revenue will be affected negatively in the next 6 months (91% moderately or significantly)
- Over 2/5 leaders believe this negative impact will be significant



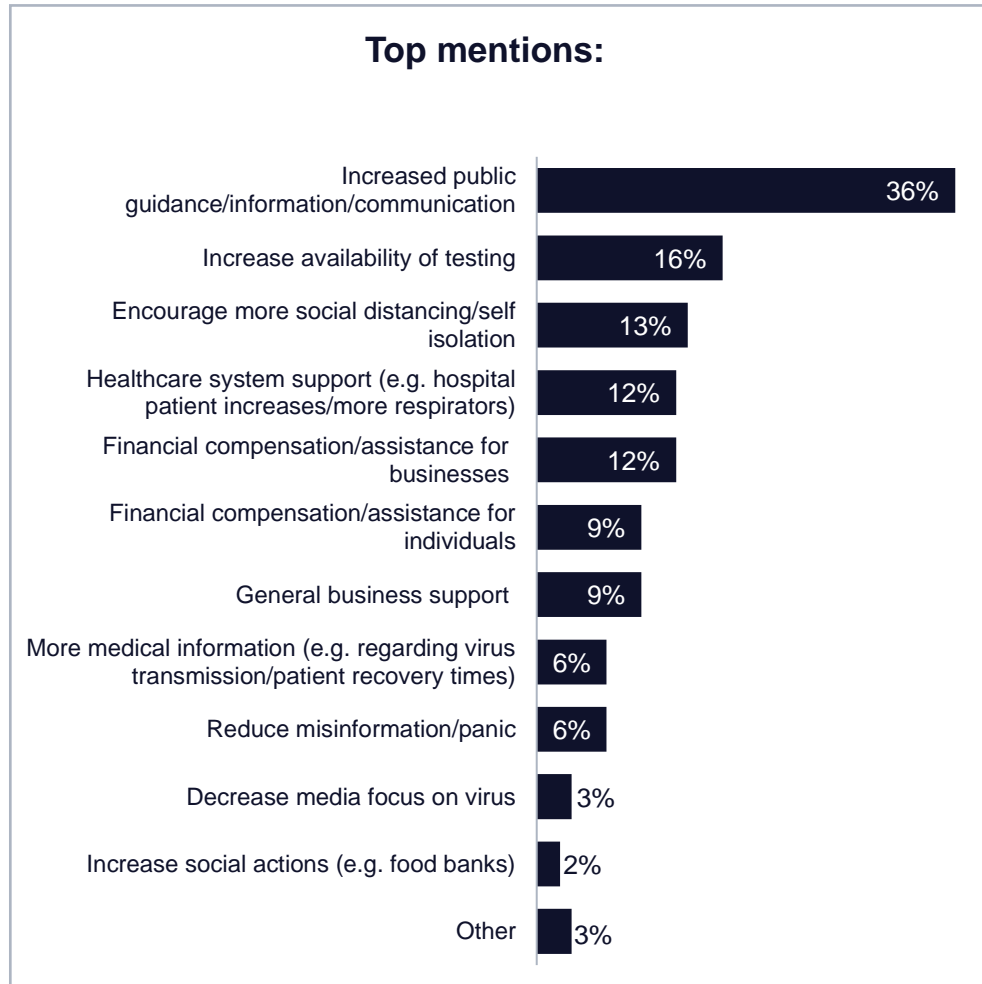
## Increasing access to testing is most important government action

- These sentiments are reflective of the first stage of the crisis, before Federal stimulus discussions began
- Two-thirds of business leaders believe the most important action to increase business confidence is increasing access to COVID-19 testing
- Regular communications on the status of the pandemic is regarded as the second most important action





# Clear, consistent communications from government and increased test availability are key actions to improve business confidence



“Start talking about life after the storm passes and stem the panic. Look to countries like Singapore and Australia as examples of places where government leaders executed. **Collaborate with the private sector** (like China did with Alibaba) to **expedite solutions.**”

“Private-public partnership. **Coordinated response across the region.**”

“Implement proven strategies from China, Korea and Japan e.g. dramatically **increase testing** including drive thru testing, dramatically increase the number of hospital beds (set up field hospitals), institute temperature checks, **ensure health workers have equipment and supplies, ensure businesses have supplies** (eg sanitizers, disinfecting wipes, etc)”

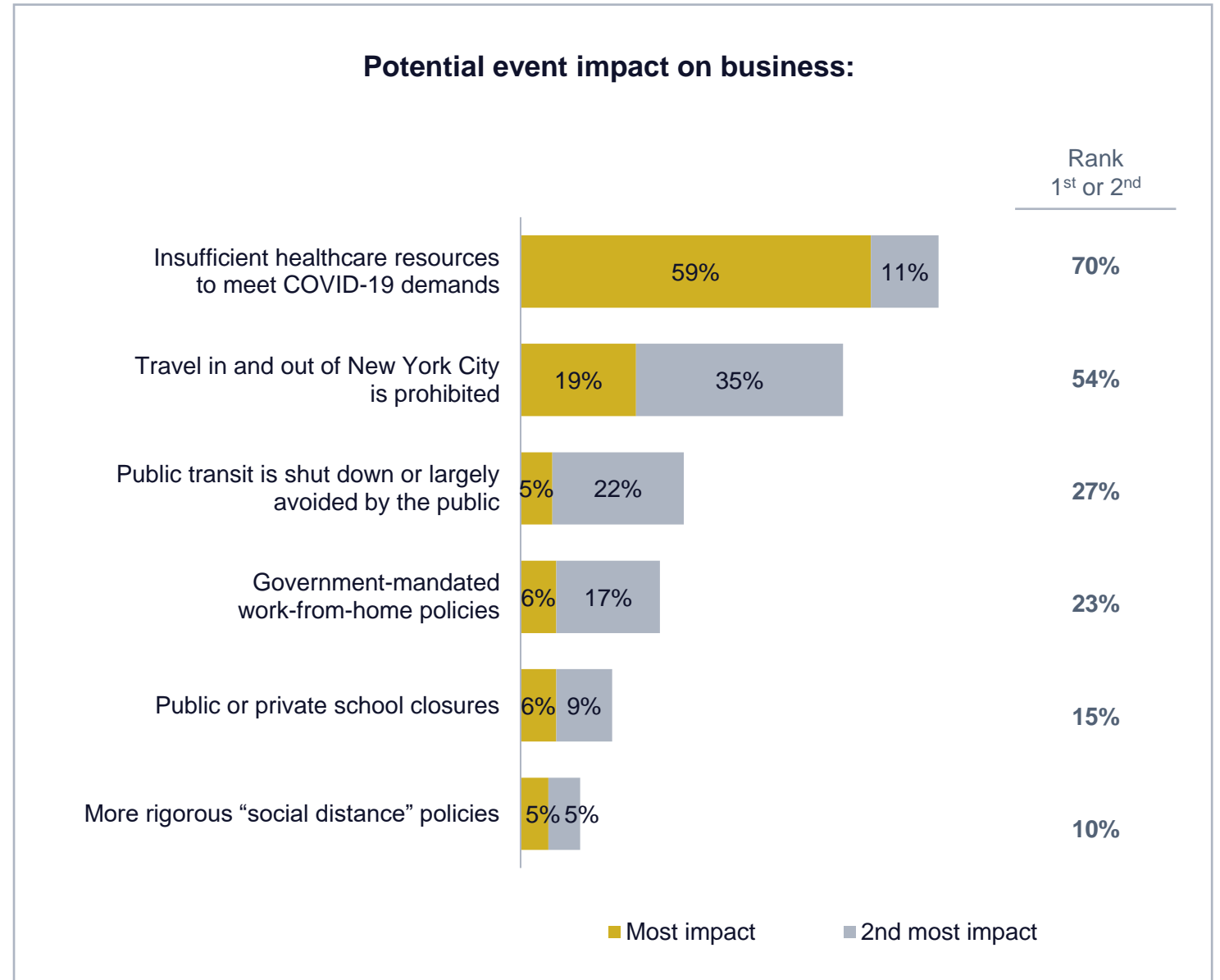
“Continue to encourage **social distancing**. Provide **financial assistance to individuals** who are unable to work from home and will have no income.”

“Support the accelerated purchase of breathing **ventilators for hospitals** in the State of NY and the availability of COVID-19 **test kits.**”

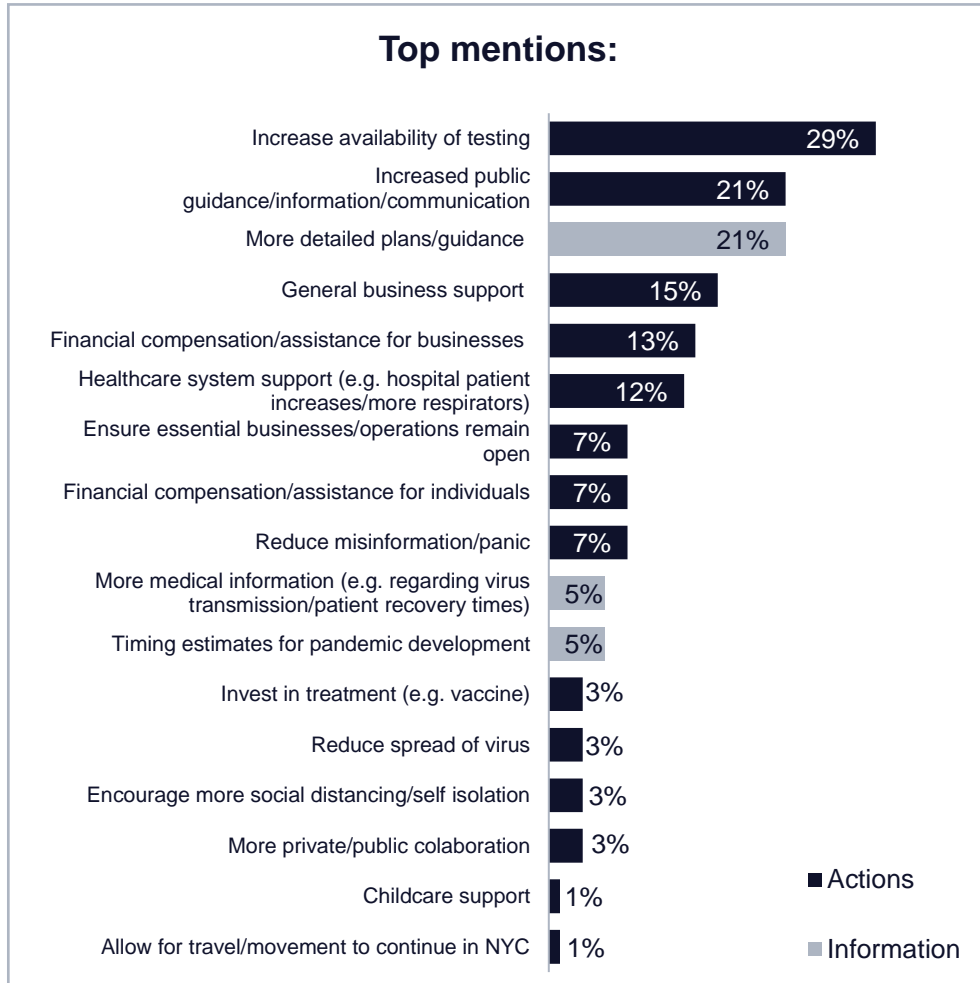
“Take action that allows businesses to access business interruption insurance claims; purchase contracts with non-profits **providing essential services and social safety nets**, more time than a day to prepare for changing events.”

## Insufficient healthcare resources would have the greatest negative impact on business

- Roughly 3/5 business leaders ranked insufficient healthcare resources to be the most impactful potential negative event on their business.
- By comparison, more rigorous work-from-home and social distancing policies, as well as school closures were ranked as less impactful.



# Increased testing, consistent guidance, and support for struggling businesses are priorities for government action



“**Increased information** from the government; **full transparency** on depths of the crisis. **Quarantines** on incoming flights, ships (similar to Israel). **Mobile testing stations**. Supply stations for families and individuals in need. Supply chain updates - **ensure continued production and distribution of all necessary resources** (food, bottled water, toilet paper, paper towels, medicine, etc.)”

“Clear, comprehensive, truthful, frequent communications.”

“Activate the army corp of engineers **to build hospitals and procure ventilators**, echoing Gov. Cuomo’s request to handle potential wave of patients who may overwhelm hospitals.”

“More **testing, financial relief for retailers** in the city, change in agenda from progressive ideas to financially prudent ones so the city and state has the **long term budgetary resources** to weather the coming recession.”

“That State and City have been doing a good job providing **frequent communications** and status updates. I would like to see **cohesive management and consistent messaging** at the Federal level.”

“Provide **updates as soon as possible** and **prepare employers** to act accordingly to avoid negative impact on businesses. **Less panic, more information**. News & media need to stop causing the panic.”

## Specific questions asked or information needed from government:



“What additional preventative or restrictive measures are being considered in order for businesses to ensure scenario planning is as complete as possible?”

“Real Estate Tax Payments? Debt Service Payments? Payroll relief?”

“What benefits will be available to hourly workers who are no longer able to get to work, or who lose their jobs due to their employer going out of business?”

“How do people get tested? Is it safe to travel and stay in hotels? Should people stay home from work?”

“What relief packages could be and when?”

“What is choice as to operations/ what is mandated behavior under state of emergency?”

“More communication including what will be the criteria to exit restrictions.”

“What additional steps are being considered to mitigate transmission of the virus?”

“Most organizations have made 2-3 week plans. What timetable should we be considering for as we move forward?”

“Where employees can turn to for support on housing, food, child support costs. How businesses can best be supported in the short-term and long term as a result of revenue loss.”

“Clarity on where and how we all can get tested, if/when there will be a broader lockdown (beyond the existing restrictions), what policies will likely be rolled out to soften the blow on the local economy, and how organizations like ours (a strategy consulting firm focused on social impact) can potentially help out in this crisis.”

“Where/ when testing is available.”

“Explain how states will get adequate medical device/equipment to handle incoming patients.”

“How they are going to address health care and business interruption?”

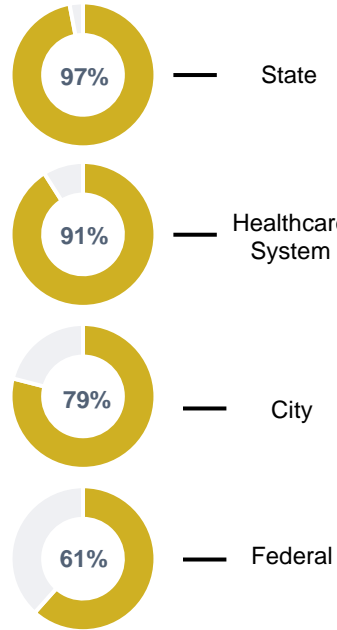
“An explanation of what the anticipated end game is in terms of the State's containment efforts as well as some discussion of potential timeframes and how relaxation of current actions may be phased in over time.”

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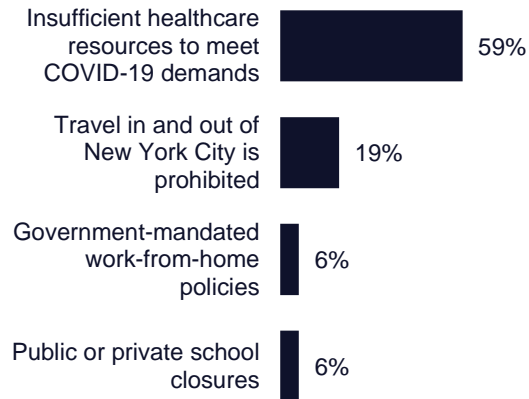
# Summary

# Business sentiment and response to the COVID-19 pandemic

## Confidence in effective management: (some or high confidence)

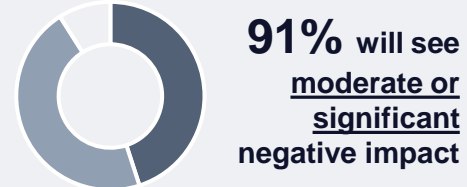
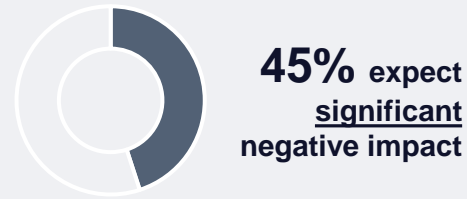


## Top 4 most negative potential impact events: (% Rank 1)



% of Businesses with Restrictions	
Domestic Business Travel	94%
Client Interactions & Conferences	94%
Public Transit	57%

## Negative impact on industry revenue is generally expected in next 6 months



Business development and access to offices and facilities are most significant business impacts to date.

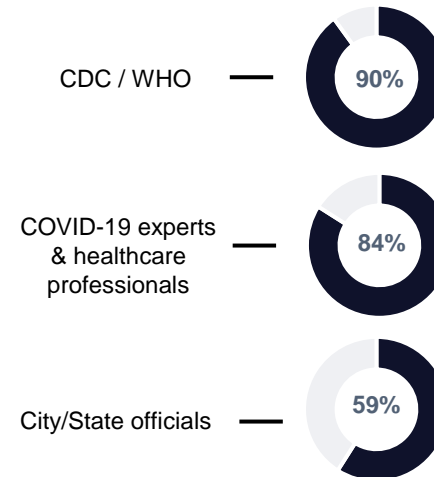


78% of NYC employees currently WFH



83% of New York offices/operations plan to stay partially or fully open throughout pandemic.

## Top 3 trusted sources of info for COVID-19



## Top action government should do to increase business confidence:

- Increase access to testing for those who may have COVID-19

# About Us

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## Partnership for NYC

The Partnership for New York City represents the city's business leadership and its largest private sector employers. We work with government, labor and the nonprofit sector to promote economic growth and maintain the city's position as a global center of commerce and innovation. Through the Partnership Fund for New York City, the Partnership contributes directly to projects that create jobs, improve economically distressed communities and stimulate new business creation.

<https://pfnyc.org/>

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## GLG (Gerson Lehrman Group)

GLG is the world's knowledge marketplace. We connect decision makers to insights from experts, so they can act with the confidence that comes from true clarity. Our network of 700,000 professionals is the world's largest and most varied source of first-hand expertise, and we recruit hundreds of new experts every day. We bring the power of insight to every great professional decision. Visit [www.glg.it](http://www.glg.it).

[Press@glg.it](mailto:Press@glg.it)

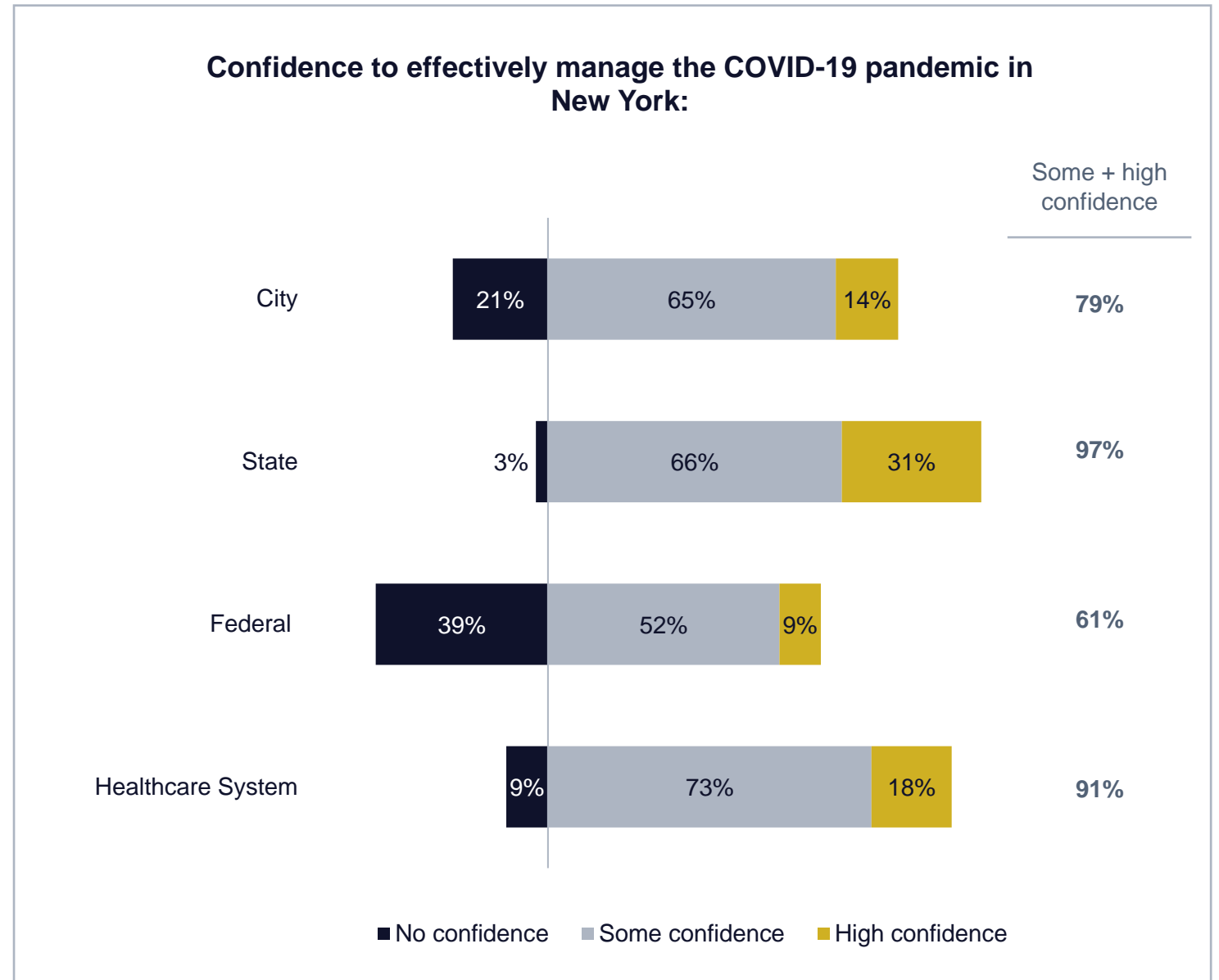
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# Appendix



## Leaders have most confidence in the State and Healthcare System to manage the COVID-19 pandemic

- Rapid escalation of the pandemic is driving more aggressive action since this survey closed on March 18<sup>th</sup>
- Business leaders expressed only moderate confidence in the federal government's ability to manage the pandemic, but this survey predates declaration of a national state of emergency and federal legislation to address the pandemic

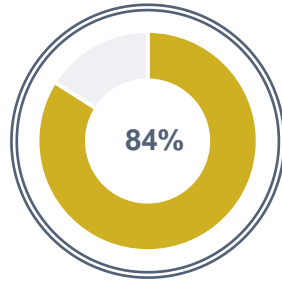


# The greatest trust for information and management of the pandemic is with the CDC/WHO, health care experts, and state government.

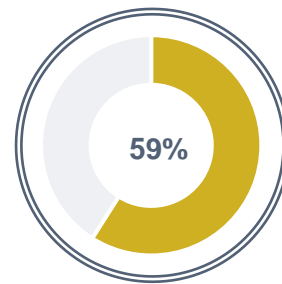
Percentage of business leaders who trust the following sources of information on COVID-19:



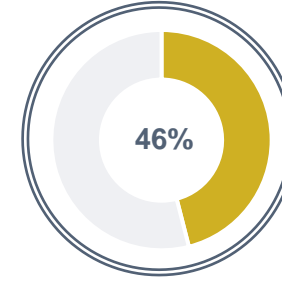
Center for Disease Control (CDC)/ World Health Organization (WHO)



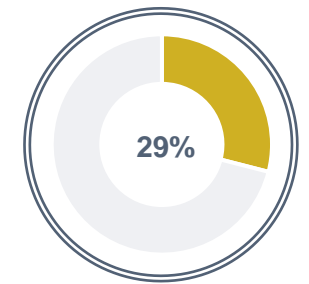
COVID-19 experts & healthcare professionals



City/State officials



Business community



Federal government