

MEMBER PULSE REPORT

Highlights from the Buffalo Niagara Partnership's Annual Advocacy & Member Survey

- Fall 2020 -

Top Concerns

TOP CONCERNS OF BUFFALO NIAGARA EMPLOYERS

#1 LONG-TERM ECONOMIC IMPACT OF COVID-19

#2 MARKET CONDITIONS

#3 REGULATIONS

#4 LABOR COSTS

#5 TAXES

#6 FINDING/RETAINING TALENT

Last year's leading concern of finding/retaining talent dropped to last place this year, a reflection of how COVID-19 has shifted economic conditions and business impacts.

Business Climate



2/3 think New York State is becoming **LESS BUSINESS FRIENDLY**



Up 43 points over last 3 years



More than half have a favorable or very **FAVORABLE PERCEPTION** of Buffalo Niagara's business climate.



Down 18 points since last year



Revenue Drop

44%



saw a decrease in sales/revenue

100% say decrease was due to COVID-19

ABOUT THE SURVEY

The Buffalo Niagara Partnership surveys its membership each year to gauge pain points, areas of concern and obstacles to growth. COVID-19 presented many additional challenges to regional employers in Buffalo Niagara. As the regional chamber of commerce, the Partnership uses this information to inform and shape our government affairs and economic development work, specifically the development of its annual Advocacy Agenda which details the federal, state and local policy priorities of Buffalo Niagara employers to revive the regional economic recovery.

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Workforce Challenges

44%

SAY WORKFORCE DEVELOPMENT IS A
PAIN POINT RIGHT NOW

↓ DOWN 14 POINTS SINCE LAST YEAR

61%

SAY WORKFORCE IS A SIGNIFICANT
PAIN POINT NOW, OR WILL BE IN THE
NEXT 2 TO 5 YEARS

58%

STRUGGLE IN ACHIEVING
A DIVERSE WORKFORCE

↓ DOWN 7 SINCE LAST YEAR,
DROPPING FOR THE FIRST TIME
IN SURVEY HISTORY

Healthcare Costs

58% 

SAW THE COST OF PROVIDING EMPLOYEE
HEALTHCARE INCREASE OVER THE LAST YEAR

↓ DOWN 15 POINTS SINCE LAST YEAR

Looking Forward to 2021

53% Add new employees

18% Expand current location

26% Delay planned investment

10% Decrease employees

16% Open location outside of area

**THESE NUMBERS HAVE ALL
WORSENERD OVER LAST YEAR**

Changes in the Workplace

48%

PLAN TO HAVE EMPLOYEES
WORKING REMOTELY
ALL OR PART OF THE WEEK
MOVING INTO 2021

81%

ANTICIPATE NEED FOR
OFFICE SPACE STAYING
THE SAME OR DECREASING IN
THE NEXT 2-5 YEARS

Cross Border Economy

34% 

OF BUSINESSES NEGATIVELY IMPACTED BY THE CLOSURE
OF THE US-CANADA BORDER DUE TO COVID-19