



NARRATIVE
RESEARCH

COVID-19 Response

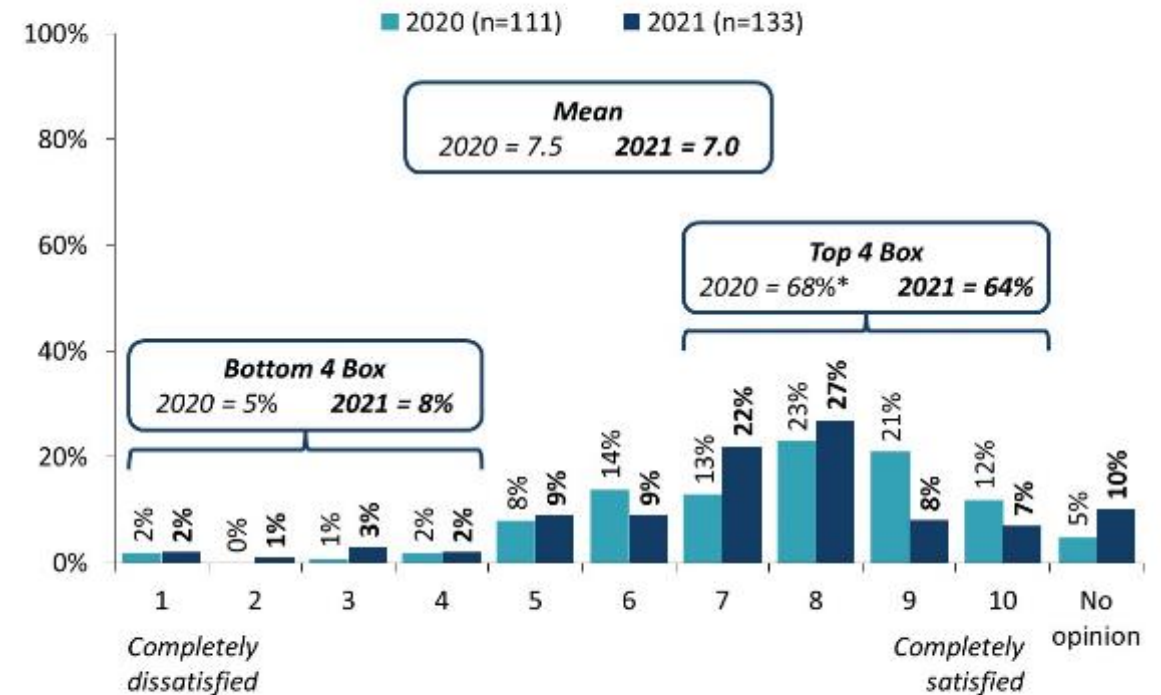


The majority of business leaders continue to be satisfied with Brampton's City Council's response to the COVID-19 pandemic.

Business leaders are generally satisfied with Brampton City Council's response to the COVID-19 pandemic, with two thirds expressing satisfaction to some degree (64%; down 4 points). One in ten express any level of dissatisfaction (8% ratings of 1-4; up 3 points). (Table A13)

As seen in results last year, again, the likelihood of satisfaction with the City Council's response decreases with economic confidence in Brampton – seemingly if businesses are optimistic, they are satisfied with how things have been handled throughout the pandemic.

Satisfaction with Brampton City Council's Response to the COVID-19 Pandemic



Q.A13: And thinking about the last few months specifically, how satisfied have you been with Brampton City Council's response to the COVID-19 pandemic? *Due to rounding. Note: Responses of 'No opinion' are excluded from the calculation of the mean.



Response to the COVID-19 Pandemic – Comments

When asked to provide additional commentary, most did not provide verbatim, but some business leaders indicated a need for more support of small and local businesses, or a need for work related to vaccinations, along with general praise for the good work done by the City Council.

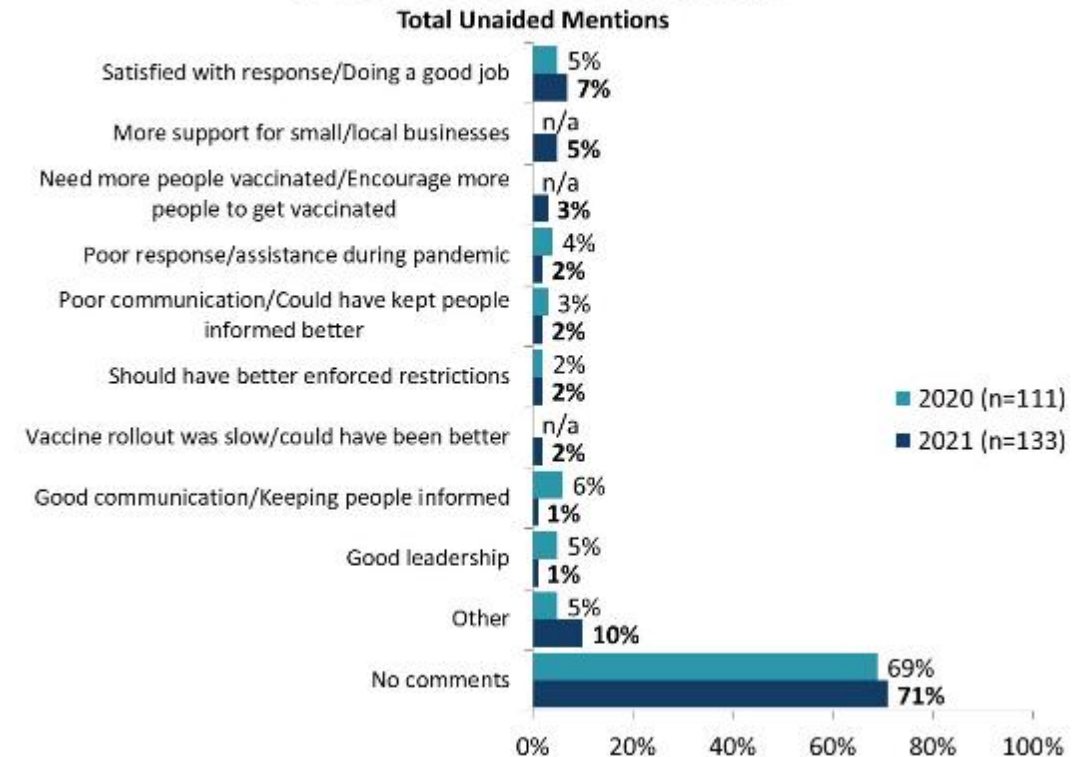
Similar to results from a year ago, the minority of business leaders who had something to add about Brampton’s City Council’s response to the COVID-19 pandemic most often offered positive feedback, including comments regarding *general satisfaction with the Council’s response*. A few participants voiced negative comments, including the *need for more support of small and local businesses, a need to get more people vaccinated*, or that there *could have been better communication or response, better enforcement of restrictions* or generally a *poor response during the pandemic*. (Table A13aa)

“Brampton City Council has done as well as any other city while dealing with part of the population that are inherently more at risk than some other cities. Overall, they've done a good job.”

“They lacked the ability to manage the vaccine roll out locally.”

“Concerned with how the Region of Peel as a whole reacted to the Pandemic; slow with vaccine infrastructure to reach large scale employers. Appeared to be an anti-business response with public messaging.”

Comments on Brampton City Council’s Response to the COVID-19 Pandemic



Q,A13a: Do you have any comments you would like to add about Brampton City Council’s response to the COVID-19 pandemic?

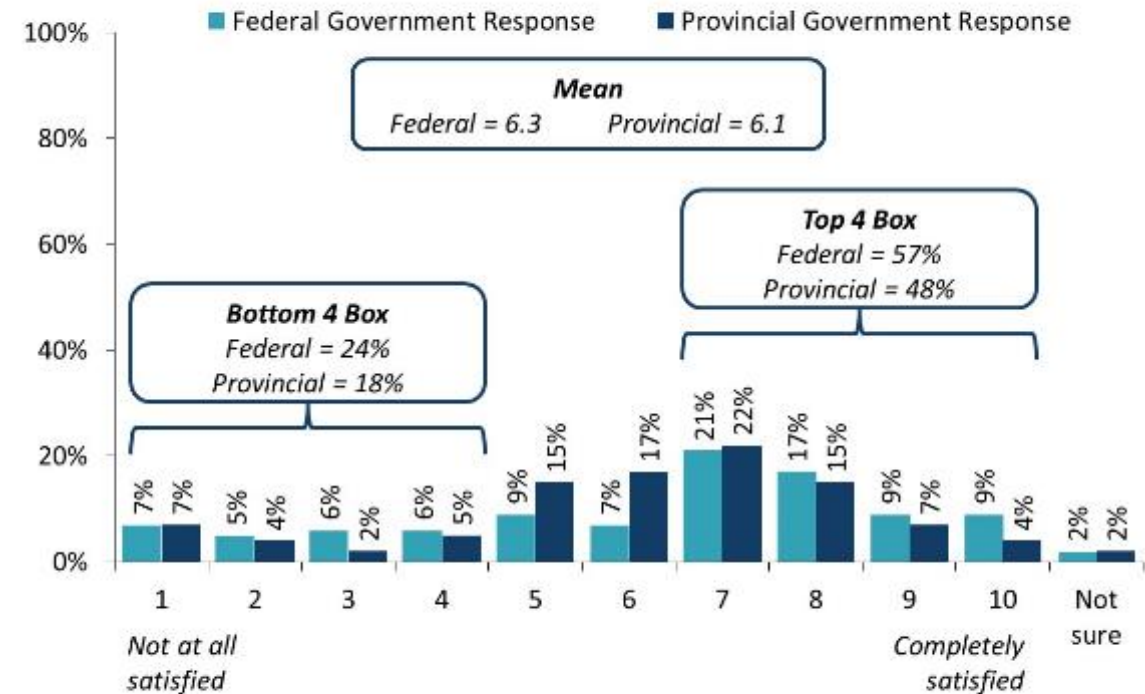


Provincial Government Satisfaction

Business leaders are less highly satisfied with either the federal or the provincial governments' responses to the pandemic, compared with the municipal government

New this year, business leaders were also asked to provide their views on both the provincial and federal governments' responses to the pandemic. Although over half are satisfied with the *federal response* (57%), just half are satisfied with how the *provincial government responded* (48%). Of note, both of these figures are lower than the level of satisfaction seen with the municipal government's response (64%). (Table A27)

Satisfaction with Federal and Provincial Government Response to the COVID-19 Pandemic



Q.A27: Please rate your level of satisfaction with both the federal and provincial government's response to the COVID-19 pandemic, when thinking about the past 12 to 18 months. (n=121) Note: New question in 2021. Responses of 'Not sure' are excluded from the calculation of the mean.



Response to the COVID-19 Pandemic – Comments

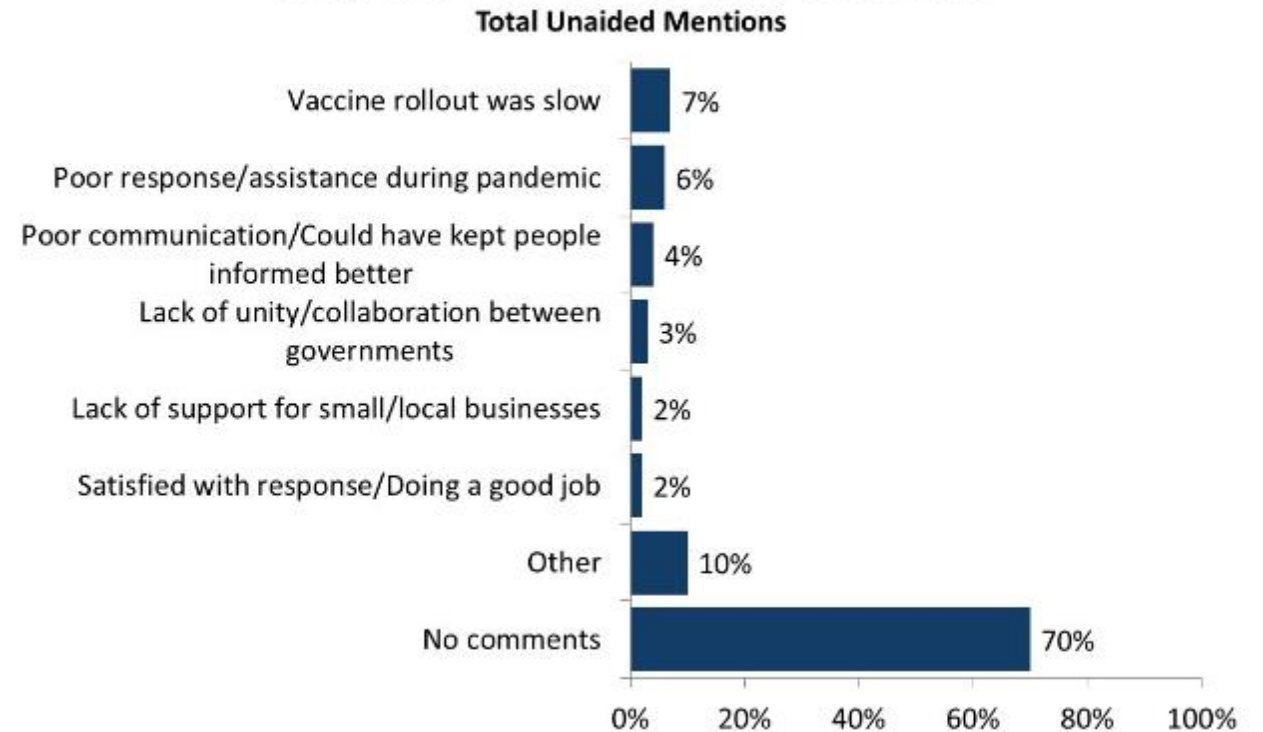
A variety of reasons are offered as to why satisfaction was not higher with provincial and federal responses to the pandemic.

Although most business leaders did not provide additional details, there were comments related to the *slowness of the vaccine rollout, a poor response or assistance during the pandemic, poor communication* or a *lack of unity and collaboration between governments*. (Table A27b)

“There were times that I think they could have had a clearer message. Some of the decisions were illogical. People can swarm thru Costco but the small business that dropped money on materials to practice social distancing could not open. WTH? No mandatory vaccinations in long term care facilities - WTH?”

“Delays in implementing decisions/controls were too delayed in comparison to how fast the pandemic grew.”

Comments About Federal and/or Provincial Government Response to COVID-19 Pandemic



Q.A27b: Do you have any comments you would like to add about the federal and/or provincial government’s response to the COVID-19 pandemic? (n=121) Note: New question in 2021.

Half of businesses took advantage of at least one form of business support program offered during the pandemic.

Most commonly, businesses indicating having applied for and successfully received **CEWS**, the Canada Emergency Wage Subsidy (37%), while fewer took advantage of **CERS**, the Canada Emergency Rent Subsidy (15%). Far fewer applied for **BCAP** or **CRHP**. That said, a variety of other programs were applied for by businesses (13%: other). (Table A28).

Government Support Programs Business Applied For and Successfully Received

Total Aided Mentions



Q.A28: Which of the following government support programs has your business applied for and successfully received? Select all that apply. *Note: New question in 2021. (n=117)*