

**D Background**

- Due to the COVID -19 lockdown, Galway Businesses have concerns regarding safety, business stabilization and recovery, and how best to move forward in the 'new' normal. They need to be safe, keep others safe and be successful, in adapting businesses to meet new requirements. Individual businesses have/are implementing and adapting per current guidelines and policy.
- There are challenges that exist, that are outside of the control of the businesses, and need to be considered by local council and key partners. Not all challenges affect all businesses to the same degree.
- This document proposes to articulate those key concerns, analyze them and identify proposals for review by local council and key partners. Data has been collected from local businesses in a series of meetings through May and June of 2020.

**Problem Statement**  
Preparing to live with COVID-19 in Galway city and county presents significant challenges for businesses. These challenges need to be addressed in a cohesive way that provides optimal solutions for a diverse range of businesses and their key stakeholders, ie Staff, Customers/Clients, suppliers, service providers.

**M M0 – Measure Strategy:**  
M1 – Who provides input on the current state (List the businesses and stakeholders we need to reach out to)  
M2 – How to gather the current state? ( List mechanisms considered and finally what was used to understand the challenges)  
M3 – Current State (Raw feedback received from the businesses ; Note: at the end of this section, call out the key learning around where support is needed)

**M1 – Who provides input on the current state?**

Galway Chamber  
Galway Chamber members  
Representatives of key stakeholder groups  
Mobility Team  
County Council  
City Council  
Representatives from disability groups

**M2 – How to gather the current state?**

Medtronic Webinar with businesses 16<sup>th</sup> June 2020  
Medtronic Webinar with businesses 24<sup>th</sup> June 2020  
Meetings with Chamber and Medtronic Galway Business Engagement Team – multiple  
Feedback from the Galway recovery Forum – provided by Galway Chamber

**M3 – Current state**

	Theme	Challenges
1	Customers/Clients, aka The Public Ensure a positive experience	Access and queueing challenges Weather challenges Awnings Outdoor seating
2	How to handle the Risk of 2 <sup>nd</sup> Wave in addition to following current guidelines.	Need mitigation controls in place to diminish the risk of a 2 <sup>nd</sup> wave. Maintain hierarchy of controls in individual businesses (Social distancing, hand hygiene, cough etiquette) Anticipate increased people traffic once schools/colleges return and Christmas shopping begins
3	Temporary fixes vs Permanent fixes	What changes are temporary and What changes are permanent? What can be reviewed
4	Streetscape	Small streets open to traffic. Listed buildings and associated constraints Footpaths in need of upgrading. Permanent bollards at Forster st.
5	Financial Rates Restart Grant Charges for outdoor seating	What are the waiver terms Push applications for restart grants What are the charges for outdoor seating Will there be rebates to be made to businesses who have already paid.
6	Suppliers/ Service Providers Deliveries Waste collection	Opening and closing times of pedestrianized streets.
7	Mobility and sensory challenges	Multiple representations on behalf of people with limited mobility and sensory issues to be considered when making adaptations . Height of sanitizing stations. issues caused by perspex and masks for people with audio and visual impairments. etc
8	Campaign to help Galway businesses grow by attracting more people to the city & county. Helping traditional businesses pivot to other channels.	More pedestrianization More outdoor seating Make it easy to get around town

