

Survey Results and Responses

A survey was sent to the 76 businesses that received grant dollars as part of the COVID-19 Resiliency Grant Program. Sixty-eight (68) businesses submitted responses.

How did you find out about the grant program?				
City Council Video	Chamber of Commerce	Property Owner	Email from the City	Other
0	6	2	49	11

Was the City webpage easy to find?	
Yes	No
67	1

What did you think of the application forms?	
The forms were easy to understand and complete.	I had trouble saving the information into the forms to submit.
68	0

Were you able to submit the applications via email on the first try or did you need to send multiple emails?	
Only sent one email	Had to send multiple emails to submit forms
60	8

With the grant dollars, were you able to keep your employees employed?	
Yes	No
56	12

With the grant dollars, were you able to pay our rent for the commercial space?		
Yes	No	My landlord has waived my rent during the closure
51	13	4

What changes in operations has your business had to make?					
We have had to close completely	We are closed for in-person customer visits	We have reduced operating hours	We are not currently offering on-site products/services, but do offer takeout, delivery, online ordering, etc.	Our product offerings have changed	Other
18	6	18	15	1	10

What changes in workforce have you had to make?				
We have reduced staffing through furloughs and/or layoffs	We have reduced hours per staff	We have changed our current/future hiring plans	Staff are allowed to work remotely	Other
25	17	10	5	11

As businesses are allowed to start to re-open, will you be restarting operations?		
Yes we will reopen for business	No we will be closing permanently	Not sure
57	2	9

Have you created a re-opening plan?		
Yes, I am ready to go	Almost, I am working on it	No, I don't even know where to start
48	16	4

Will you need to hire new staff to re-open?		
Yes, I had to lay-off all previous staff members	Yes, I have a few positions to re-hire.	No, all my employees are still here.
5	19	44

What would help you and your business to plan for re-opening? (check all that apply)				
Information on new social distancing requirements inside the business	Information on cleaning and sanitation suggestions for my business	Information/ideas on how to bring customers back to my business	Information on city programs that will help bring customers back	Information for hiring staff to fill positions
38	30	34	36	14

If your Business is a restaurant or retail business, would you be interested in participating in city activities to bring customers back such as outdoor dining events, customer loyalty or passport programs, events, etc?			
Yes, we would love to participate	Yes, I have some great ideas as well	Maybe, I would need to learn more	No, not at this time
20	2	21	25

In addition to the questions above, the following open-ended question was included to allow the business to provide additional feedback and comments to staff.

Do you have anything you would like to share about your experience with the grant program?
Thank you so much for the City's support! We may have not survived without the grant
It has been a huge help in sustaining our business
The grant program was really great and helpful. We appreciate the city of hayward.
please if the city could help me just to pay my previous rent to the land lord that will be big help for me to stay in the business if the land lord push for rent last 3 months i cant survive
Just that I appreciate the city considering me
The grant gave us a little relief during a very stressful time
Grateful for it but the amount is not high and was spent right away
Thank you
It was unexpected and was extremely helpful to survive during this time. I was able to increase the hours for all team members and pay for the utilities. Thank you for coordinating something that actually helped the businesses in this city.
Yes, Special thank you to Suzanne.
It was extremely needed in helping to keep our business afloat since we've had to completely close during the pandemic. Now we just need the go ahead to reopen to Have a chance at fully recovering.
The grant gave us an opportunity to reopen and not close doors permanently. I couldn't be more thankful and I hope that as soon as we rebuild we can give back to the city to help others in need.
To our surprise, the grant money came in sooner than any of the State and federal assistance. My two employees were able to stay with the company solely because of that. Thank you Hayward.
that was a big unexpected help thank YOU CITY of HAYWARD
no
Appreciate the opportunity that Hayward has provided to help small business.
Hope we make it.

I am thankful and we have been running 21 years retail in south hayward and we are deeply suffering as well as many other businesses. I am grateful to be part of the city of hayward
The grant program helped pay for rent/bills to keep my business afloat for the time being. Thank you.
I was ecstatic when I received the grant letter. It was the best news since my salon closure. Just the glimmer of hope that Hayward gave me was enough to know my business and I were going to be fine. The city of Hayward believes in my business, I should too. So thank you for choosing me!
The grant program although limited in dollars, was important for my staff and they were grateful for an extra month of healthcare. We will not re-open until the EDIL loan program is funded. What was a \$2m max loan amount is now \$150k, which will not satisfy the past 3 months of fixed costs. And, to be clear, no business can survive on 30% capacity. It's better to stay closed. Notably, the city council and the state of CA have shown complete disdain for small business over the years. Why would anyone want to re-open to the same nasty hatred of forced minimum wage, 240% increase in Waste Management, mandatory paid time off, rampant homeless, graffiti, vandalism, blah blah - Hopefully, the state and city council pump the breaks on hating small business, because we were all going bankrupt before COVID. As a reminder, there's no room for entrepreneurship in socialism. Opening businesses is not the problem. Creating an environment to be successful is.
nope, just a big thank you!
We're so grateful for the grant, it has definitely help.
I love the City of Hayward
We are incredibly grateful for the grant as it allowed us to pay at least 1 month of rent for our commercial building when we are reduced to less than 25% of average revenue. Once we are in a position to do so, we intend to pay if forward back to the Hayward community.
I have never relied on grants or loans to keep my store afloat, not even during the recession. I truly appreciate the grant, it helped me more than I could ever say, not only monetarily, but gave me some hope I could make it
The grant process is a great plan, what i didn't expect was the total impact of Covid-19 and how it completely shut down my business.
n/a
Even tho it was not a lot of money we appreciate the assistance. Anything helps and we are truly great full
I am thankful for the city to offer the program. Thank you
Nope
Not the grant, but reopening in general: The public is the problem. No masks. Yelling every day. People not wanting to wash hands. Taking masks off inside store. Honestly, I could get in a fist fight twice a week if I didn't physically back up and de escalate. If the city wants to help restaurants and stores, the city needs to change the public response.
Timely and good administration.
I am really thankful that the city of Hayward offered small business a grant during this pandemic crisis. A temporary relieve.
We really appreciate the financial support!

It was a good experience and very unanticipated. I'm highly grateful
Easier to understand and apply than any other program offered so far. Allowed for quick response, straight forward instructions, and understandable process.
So great that the City of Hayward did this to help out the small businesses at the start of the Pandemic ! What a generous grant program - thank you!!
Very glad you offered it!
Although it was not enough, the grant was well used.
nothing for now
The grant was a great help in reopening our restaurant.
Nothing to add. Just a big thank you for the opportunity.
I think it was a very good help for our restaurant.
It was a reflection of the City of Hayward's elected officials commitment to keeping Hayward small businesses up and running. The speed at which the city got the program up, running and funds dispersed was exemplary of what it means to be a public servant. It was a much needed safety net in a time of crisis. Thank you to the City of Hayward staff across the board.
Very professionally administered especially Suzanne
Appreciate Hayward's help. It has helped us keep afloat since March but we are now trying to figure out how we can continuing doing so without being able to open (again) as Shelter in Place is still occurring. Wish us luck!
We have appreciated the responsiveness and continued communication from the city of Hayward. As compared to our other location in Alameda you have been a much more thorough resource. Thank you.
No
The grant came at a time when we were worried about our staff, our business, our clients. There was so much uncertainty and our phones basically stopped ringing for two weeks. More than just the money, receiving the Hayward grant gave us confidence and hope at a time when it was really, really needed.
Thank you again for the grant. It was really helpful.
Thank you for all your support!! It's been difficult, but we know that God is with all of us and he will take great care of us all.
do not have idea now
Just that it was run really well.
We are very grateful to the City for accepting our Application. Suzanne was very helpful with our application.
Greatly appreciated
Having the extra cash to paid for extra expenses was a really Peace of mind

No just to say thank you
The grant has greatly helped out our business and we are very grateful.
The grant program has been a great initiative by the city, but it is not enough. Right now my business is on a life support, the grant money just gave me one more day to live but is certainly not a cure. This second lock down is not helping either. Either the virus will kill me or I will get killed by the financial burden, no matter what we do I am dying, but thank you for giving me that one day to live. The cure to pull myself out of this financial misery is still not there, we have to think out of the box, Covid is not going away we just have to live with it. What is hurting the small business is the rent, city orders the closure of the malls, but the rent obligation is still there. How fair is that. All of a sudden I am a victim of circumstances that I have not created, I just got sucked into it. It is common sense, I pay rent from the business income, if the malls are closed, I dont bring in revenue then how do you expect me to pay rent. This most important thing the city needs to focus on is find out ways by which rent can be forgiven. Either you reach out to the state or federal, but you have to get the funds to help us. There is so much aid we are sending to other countries, it is about time that we focus on our citizens first....
The program was great and did help. Something is always better than nothing. We would love to see more funding for small businesses to help us get through these times
No just very grateful
It was a great help. hope that city have more funds to help us keep our business. All fund were used for rent and utilities. Since my business is new I was not able to get any other government funds. Thank you Hayward city management.
None
We simply want to say THANK YOU! You proved how a government should work with small businesses. We need each other. THANK YOU again!