



Scientific Opinion Poll

Small businesses continue to face closures in 2021

January 27, 2021

Small Business Majority

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Executive Summary

Nearly a year into the COVID-19 pandemic that has devastated our country and economy, small business owners continue to experience significant setbacks and significantly reduced customer demand. A new national survey of small business owners further spotlights the distressing effects of the pandemic and what owners anticipate in the months to come. Despite another round of federal loan relief going live this month, small businesses continue to make difficult decisions about how to keep their enterprises afloat.

The poll, conducted by Lake Research Partners for Small Business Majority, surveyed 500 small business owners, with oversamples of Black, Latino and Asian American/Pacific Islander (AAPI) entrepreneurs, across the United States between Nov. 10 to Nov. 23, 2020. The survey was completed before a second stimulus relief package was enacted but sheds an important light on how small business owners navigated the first round of federal relief and what they need to survive the ongoing crisis.

Despite efforts to cautiously reopen local economies and “get back to normal” during the summer and fall months in 2020, small business owners report they have had to resort to drastic measures to keep the lights on. Of those employers who reduced their number of employees during the pandemic’s height and economic downturn through furloughs and/or layoffs, **60% report they have not restored their headcount to pre-pandemic levels.**

Moreover, small business owners report they’ve struggled to navigate new funding programs, such as the Paycheck Protection Program (PPP). And they are experiencing operational impediments to ensure the health and safety of customers and employees—obtaining personal protection equipment (PPE), rearranging workspaces and retail floors to accommodate distancing and transitioning to remote work.

Of those who applied for a PPP loan last year, nearly 6 in 10 (57%) found it challenging to apply. Those who didn’t apply largely attributed their reasons to fear over taking on debt, inability to secure a loan through their bank or thinking they were ineligible. These survey responses highlight ongoing concerns surrounding outreach and communication of PPP loans and the difficulty in getting funds to small businesses in need, who may lack relationships and knowledge to quickly work through the process.

Even before some businesses were faced with another set of closures or capacity restrictions, **18% of Black and Latino entrepreneurs respectively report they are likely to permanently close their business in the next three months, compared to 14% of white small business owners.** Additionally, more than 4 in 10 (42%) small business owners report they are operating at reduced capacity compared to the same time last year.

Entering into a new year, **more entrepreneurs of color report they may temporarily close their business in the next three months:** 32% of Latino, 29% of Black and 25% of Asian American Pacific Islanders, compared to 21% of white business owners. Nearly 1 in 4 (22%) business owners of color may lay off employees permanently, compared to 14% of white business owners.

Notably, small business entrepreneurs support government policies that would help them stay in business until the economy recovers. Federal funding assistance through grants and loans—programs that are supported by most small business owners—can help those on the edge. **Nearly 80% of small business owners support providing direct grant assistance to small businesses.**

While public health experts warn that the next few months will be dire as COVID-19 cases continue to increase around the country, they also forecast a slowdown in spread by mid-2021. With a new presidential administration and Congress in Washington, leaders must understand the needs of small business: what they’ve endured and the policies they support in their recovery. Federal and state financial support, combined with significantly expanded technical assistance programs (a proposal supported by 68% of owners), can help small businesses survive and even grow throughout 2021.

Additional key poll findings

- **Small businesses are still experiencing major losses in revenue.** Fifty-nine percent of small business owners report their business revenues declined during the height of the pandemic and economic shutdown compared to the same period last year, with 60% reporting revenue declines of at least 25%, and 52% say that revenues are still down today compared to a year ago.
- **Small business owners are making difficult decisions to stay afloat.** One-third (32%) have cut employee hours, and about a quarter have temporarily closed their business (24%), dramatically changed their business model (21%) and/or reduced wages or compensation (21%).
- **Small business owners anticipate even more cuts in the next three months to address the challenging economic landscape, which is particularly true for business owners of color.** Overall, small business owners say they are likely to dramatically change their business model (31%), cut employee hours (32%), reduce wages (27%) or close temporarily (22%). Some small business owners report they are likely to sell their business (15%) or close permanently (14%) in the next three months.

Business owners of color are more likely to change their business model dramatically (48% Black, 40% Latino and 41% AAPI), cut employee hours (35% Black and 38% Latino and AAPI), close temporarily (29% Black, 32% Latino and 25% AAPI), close an office or location (23% Black, 21% Latino and AAPI, 15% overall), and close permanently (18% Black and Latino and 11% AAPI).

- **Small business owners struggled with federal loan programs intended to help.** Of those who applied for aid through the Paycheck Protection Program (PPP), 57% said the application process was difficult. While one-third (33%) of those who applied all received the full amount of the loan they requested, fewer entrepreneurs of color received their full requested amount: only 23% of Black and AAPI, and 27% of Latino small business owners. Additionally, business owners of color (31% Black, 28% AAPI and 26% Latino, 21% overall) were less likely to have had a business banking relationship before the pandemic.
- **Small businesses continue to struggle with rent and mortgage bills.** Of those who own or rent commercial spaces, 44% report they are currently struggling to pay their rent or mortgage, with more Latino (52%) and AAPI (55%) entrepreneurs reporting difficulty. A similar proportion (42%) expect they will experience challenges in paying their rent or mortgage over the next six months. Of those who pay rent or mortgage, more than two in five (43%) have tried to negotiate a delay, suspension, or referral, and 24% succeeded in negotiating some relief. Black, Latino and AAPI small business owners are more likely to have attempted and succeeded in negotiating a delay, suspension or deferral of their payments than small business owners overall; they also are more likely to say it will be difficult to pay their rent or mortgage bills in the six months.
- **Many small businesses are behind on loan or other debt payments,** with nearly 1 in 5 (19%) saying they have missed a loan or other debt payment during the pandemic, and 18% are currently behind on business loans or other debt payments. Entrepreneurs of color are more likely to be struggling with their loan or other debt payments.
- **Small businesses haven't restored pre-pandemic headcounts.** Most owners (60%) who reduced their number of employees have yet to bring back their furloughed or laid off workers. Among women entrepreneurs the number is much higher: 73% have yet to bring back employees to pre-pandemic levels, compared to 55% of men.
- **Small employers forced to cut employee benefits.** Of those who have reduced health insurance, 36% have decreased their employer contribution for healthcare premiums, and 56% moved to a plan with a lower premium. And nearly 1 in 5 (16%) of all small business owners say they plan to make changes or reduce healthcare coverage in the next few months. However, nearly a quarter maintained healthcare coverage (27%) for temporarily furloughed employees.

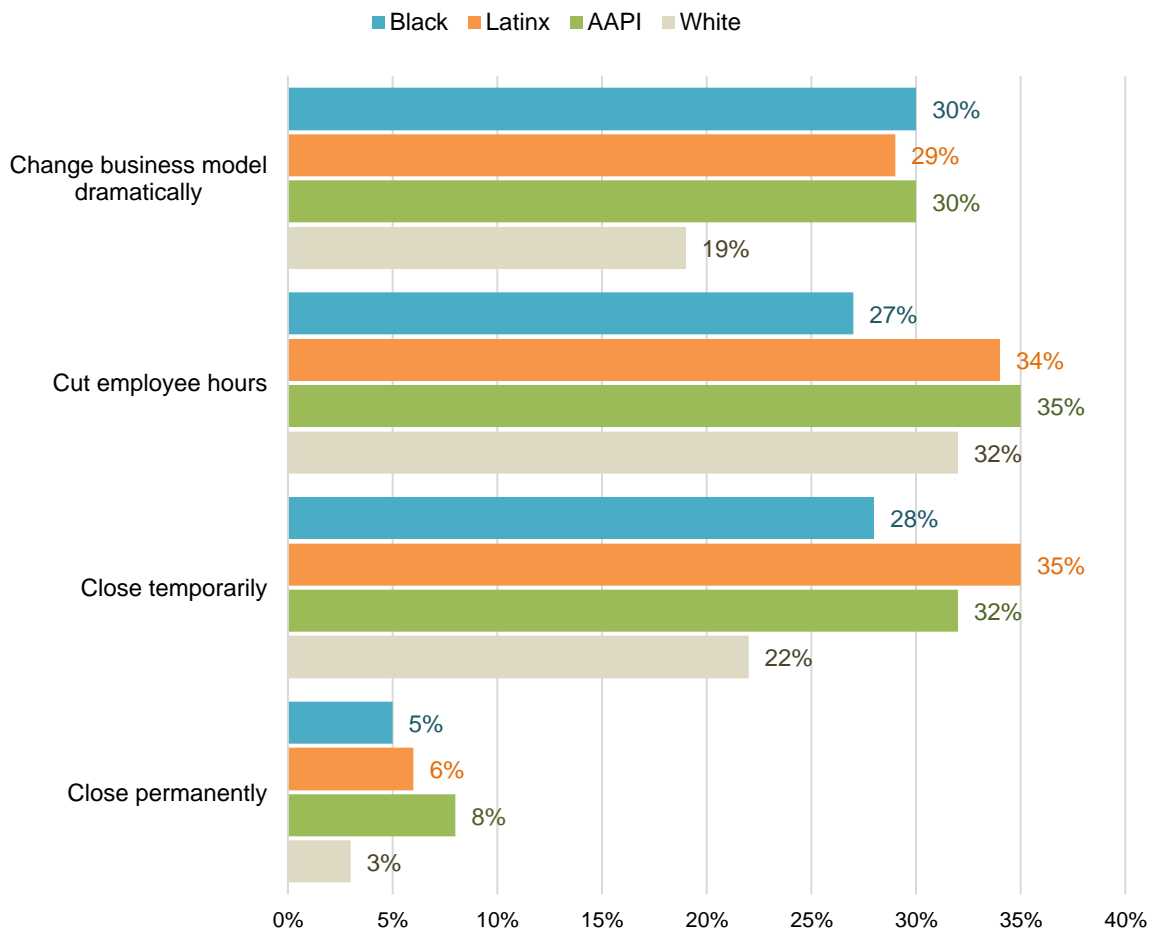
The pandemic plagues small business recovery

Nearly two-thirds of small business owners (61%) report that the COVID-19 pandemic has had a negative effect on their business. Along with reduced operational capacity, most small business owners report a drop in revenues compared to last year. Almost 6 in 10 (59%) report that their business revenues declined during the height of the pandemic and economic shutdown compared to the same time last year, and 52% say their revenue at this point in the year has declined compared to last year's numbers.

Reduced revenues and operating capacity have led small business owners to make difficult decisions affecting their business structure and workforce. Among actions taken by small business owners: One-third (32%) have cut employee hours, and nearly 1 in 4 have or temporarily closed their business (24%), dramatically changed their business model (21%) or reduced wages or compensation (21%).

Nearly 1 in 5 each of Black and Latino entrepreneurs (18%) report they are likely to permanently close their business in the next three months, compared to 14% of white business owners.

Figure 1: Actions taken by small business owners as a result of the coronavirus crisis



Small business owners continue to struggle to pay rent, mortgage or debt repayments. Nearly one-third say they rent (28%) or own (34%) commercial space for their business. Almost half of those find it difficult to pay their rent or mortgage (44%). That number is higher among entrepreneurs of color: 45% of Black, 52% of Latino and 55% of Asian American Pacific Islanders report difficulty making rent or mortgage payments.

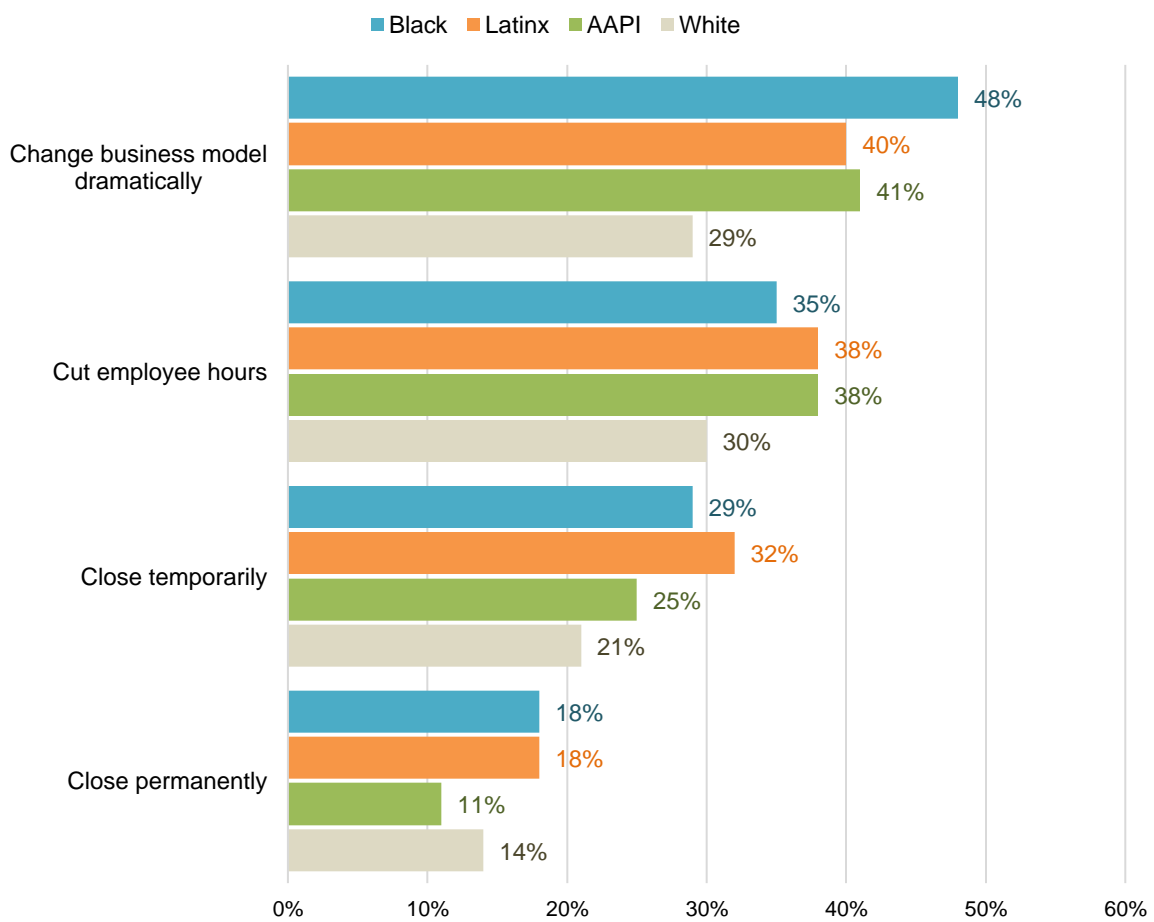
Almost a quarter of small business owners (24%) say they have negotiated a delay, deferral or suspension of their rent or mortgage. Nearly 1 in 5 (19%) have attempted to negotiate but had been unable to get a reprieve on payment from their landlord or lender.

They're also falling behind on loan and debt payments: 19% say since the pandemic they have missed a loan or other debt payment, and 18% are currently behind on business loans or other debt payments. Entrepreneurs of color are more likely to be struggling: more than a quarter have missed their payments (28% of Black, 24% of Latino and 30% of Asian American Pacific Islander entrepreneurs), and nearly 1 in 3 are currently behind (29% of Black, 26% Latino and 28% Asian American Pacific Islander entrepreneurs).

Small business owners anticipate difficulty making rent or mortgage payments in the coming months: 42% of those who have commercial space say paying their rent or mortgage will be difficult in the next six months, with 15% of those saying it will be very difficult.

Already faced with difficult decisions in the previous months, and facing a difficult future, small business owners say they are likely to take additional actions affecting their business operations and employees. In the next three months, they say they are likely to experience supply chain disruptions (36%), cut employee hours (32%), dramatically change their business model (31%), reduce wages (27%) or close temporarily (22%). Some small business owners report they are likely to sell their business (15%) or close permanently (14%) in the next three months.

Figure 2: Actions small business owners are likely to take in the next three months



Small business owners held back by difficult federal loan process

Nearly 1 in 3 business owners surveyed (30%) applied in early 2020 for the Paycheck Protection Program, a federal loan program administered by the U.S. Small Business Administration to help businesses keep their workforce employed during the coronavirus crisis. Of those surveyed who applied, 57% said the PPP application process was difficult. Of those who received the loan, 1 in 3 (33%) received the full amount they requested. Yet, fewer entrepreneurs of color received their full requested amount: only 23% of Black and Asian American Pacific Islanders, and 27% of Latino small business owners. Fewer women entrepreneurs than all small business owners received their full, requested amount—only 25% of women compared to 36% of men.

Slightly more than two-thirds (68%) of loan recipients have applied for loan forgiveness, and 74% of those have received approval for forgiveness.

While PPP loans were designed to allow for recipients to request loan forgiveness once meeting certain conditions, many small business owners, including those who found the PPP application process difficult, have not applied for forgiveness. Their reasons highlight the confusion and challenges toward making best use of PPP loans.

- 45% say they are still using PPP funds
- 27% say their bank is not accepting forgiveness applications
- 23% say they are confused about the forgiveness process
- 27% say they expect Congress to pass automatic forgiveness for their loan

Of those who didn't apply for a PPP loan, 44% report they didn't need the funding. Additionally,

- 25% say they thought or was told their business was ineligible
- 31% say they were concerned about taking on debt
- 21% say they were concerned the loan wouldn't be forgiven
- 5% say they could not find a bank to accept their application

Small business owners had another avenue for federal funding assistance, the Economic Injury Disaster Loan (EIDL) program, which provides relief to small businesses and nonprofit organizations that are experiencing a temporary loss of revenue. Nearly 1 in 5 (21%) of small business owners surveyed say they applied for an EIDL in 2020, and of those, 70% say they received the loan, and 70% say they received an EIDL advance up to \$10,000. Fewer women entrepreneurs applied and received an EIDL: 18% applied; and of those, 60% received a loan, and 64% received an advance.

Most small business owners (73%) also benefitted from the federal economic stimulus that was sent to U.S. households in spring 2020, near the start of the pandemic. Of those who received a payment, 56% used at least part of the money to support their business. Among women entrepreneurs, 77% received a payment, and 55% used it to support their business.

Additionally, nearly 1 in 5 owners have struggled with repaying loans and debts since the pandemic. According to the poll, 19% of small business owners say since the pandemic their business has missed a loan or other debt payment, and 18% are currently behind on business loans or other debt payments.

Small businesses face operational challenges in adapting their businesses

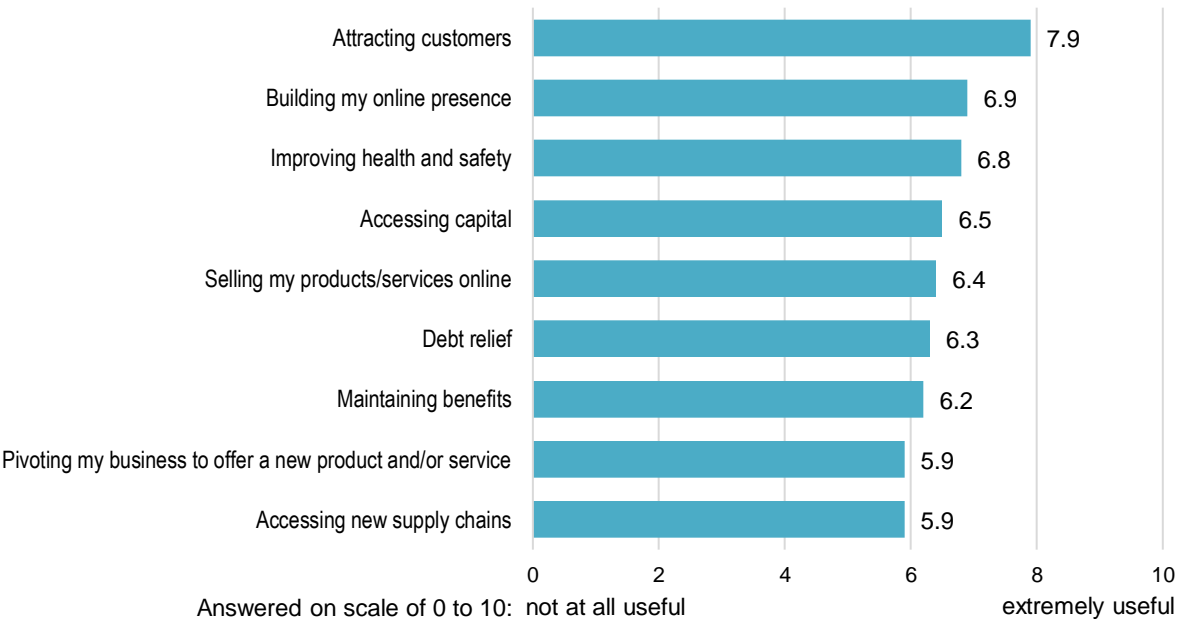
It’s not only short-term financial decisions that have been of concern to the nation’s small business owners—they have also been forced to adapt to sudden policy and operational challenges brought on by a public health emergency. Many say that they have found it challenging to navigate necessary changes and programs to keep their business functioning, and they list a variety of barriers for their businesses:

- 54% say it’s been a challenge to understand federal, state, and local relief programs for small businesses
- 47% say it’s been a challenge to establish or grow their business online
- 44% say understanding government regulations regarding reopening and safety has been a challenge
- 43% have struggled to acquire PPE to protect themselves and any employees
- 37% report challenges in the availability of employees able to work
- 36% have struggled with retrofitting their commercial space to ensure customer and employee safety
- 36% report difficulty switching to a remote work environment
- 34% say it’s a challenge getting health insurance coverage for themselves and any employees

The pandemic is challenging small business owners to think differently about how to run their enterprise. For many, that means developing new skills or finding new solutions. Small business owners report that they plan to transform their business model, with 31% saying they will likely change their model dramatically in the next three months.

When asked about areas in which they need help right now to survive and grow during the pandemic and economic crisis, many small business owners say it would be extremely useful to have help in attracting new customers (37%), debt relief (27%) and building an online presence (26%).

Figure 3: Areas small business owners could use more help to survive (by mean)

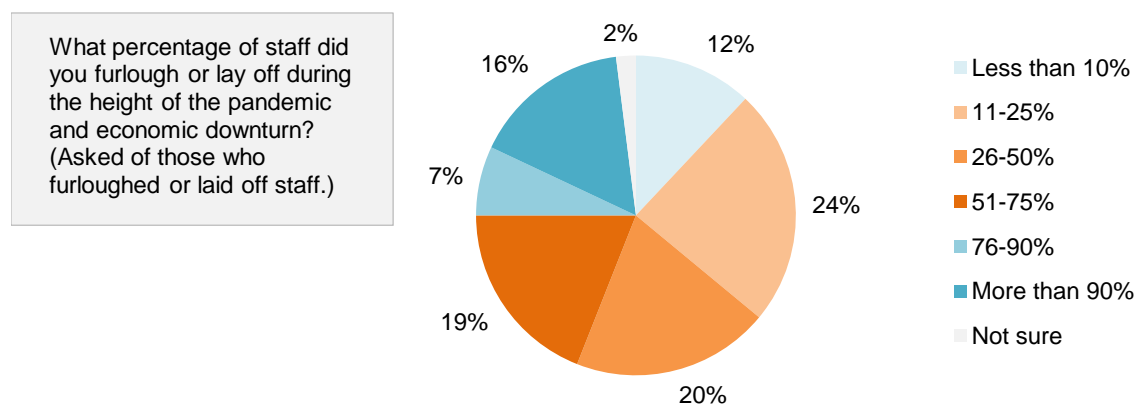


Economic effects are taking a toll on the small business workforce

It's no secret that the public health crisis has had a ripple effect on the small business workforce, as employees have been furloughed or laid off. Many small business employers report they reduced their number of employees during the pandemic's height and economic downturn: 18% temporarily furloughed employees and 10% permanently laid off staff. Of those who furloughed or laid off staff, nearly two-thirds (63%) temporarily furloughed or permanently laid off between 11% to 75% of their staff.

As the months have gone by, most owners have yet to bring back their workers: 60% report that they haven't restored their employee headcount to pre-pandemic levels. Women entrepreneurs were less likely than men to have brought back staff: nearly three-fourths (73%) say they haven't restored their employee headcount, compared to 55% of men.

Figure 4: Small business owners forced to reduce staff numbers due to the pandemic



Some small business owners have also reduced or eliminated employee benefits since the start of the pandemic. Among the benefits affected are those that are most needed if an employee becomes ill or has to provide care for a sick family member: sick days (reduced or eliminated by 18% of small business owners), family leave (15%) and health insurance (14%). Among other benefits reduced or eliminated are workers' compensation (16%), disability insurance (15%) and retirement benefits (16%).

Of those small business employers who reduced healthcare coverage, 36% decreased their employer contribution, and 56% moved to a plan with a lower premium. And nearly 1 in 5 (16%) of all business owners say they plan to make changes or reduce healthcare coverage in the next few months. However, slightly more than one-quarter maintained healthcare coverage (27%) for their temporarily furloughed employees.

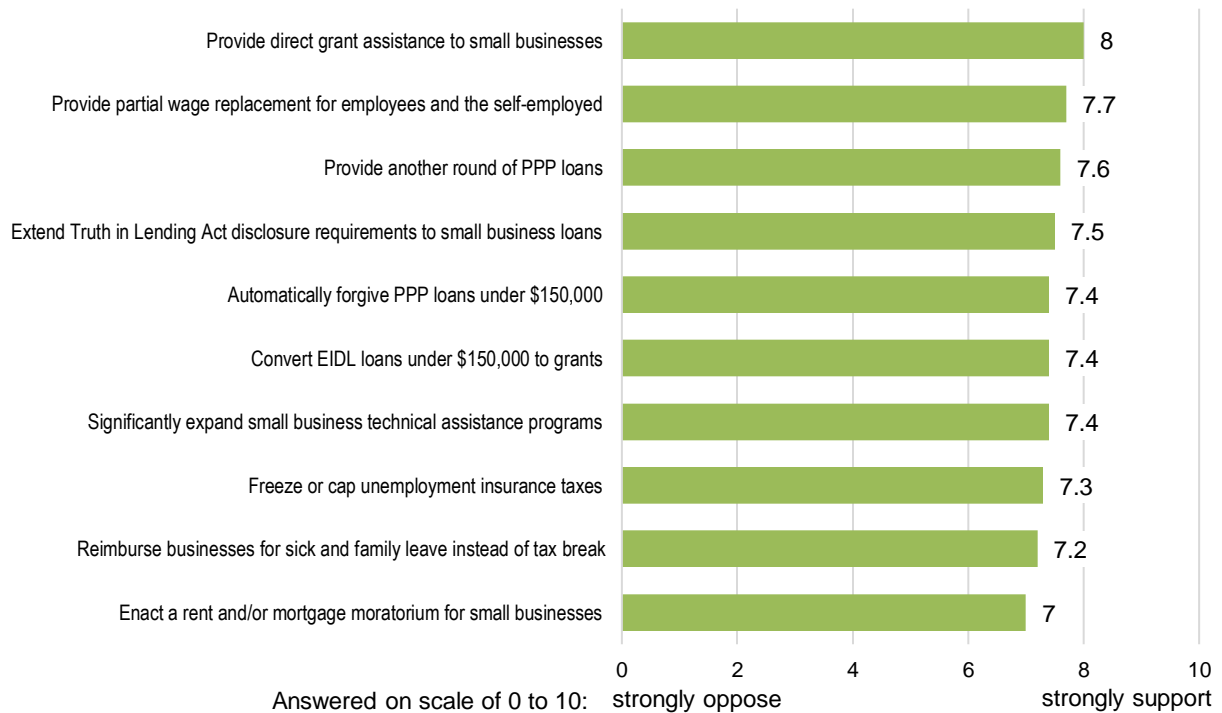
Small business owners support congressional help through loans and direct grants

Small business owners have struggled since March to keep their businesses open, even in the face of public health closures or diminished customer base. The federal government's short-term financial support gave them a lifeline when the pandemic began. That funding didn't last long enough for many businesses, and the federal relief package passed at the end of 2020 was a short-term fix. Looking to 2021, the road to recovery is long; more aid will be needed in the weeks and months ahead. The window is closing for many business owners struggling to pay bills, attract customers, stay open or build a profitable online presence.

Swift federal action can make a difference, and small business owners are supportive of policies that would help them stay in business until the economy recovers. Policies receiving strong support include

another round of Paycheck Protection Program loans (32% strong support/70% total support); direct grant assistance to small businesses (36%/78%), partial wage replacement for small business employees and the self-employed (30%/74%), automatic forgiveness of PPP loans less than \$150,000 (32%/69%) and conversion of Economic Injury Disaster Loan (EIDL) loans less than \$150,000 to grants (27%/66%). These policies are even more popular with Black and Latino small business owners than business owners overall.

Figure 5: Small business owners support policies that would help them stay in business until the economy recovers (by mean)



Methodology

This poll reflects a national survey of 500 small business owners with up to 100 employees with oversamples of 300 Black, 300 Latino and 150 AAPI small business owners. The poll was an online survey conducted by Lake Research Partners for Small Business Majority between Nov. 10-23, 2020. The margin of error is +/-4.4%.

Survey topline

Unless otherwise noted, the topline below show the % of responses.

	<i>Total</i>	<i>Black</i>	<i>Latinx</i>	<i>AAPI</i>	
	<i>Weighted N=</i>	<i>500</i>	<i>30</i>	<i>52</i>	<i>45</i>
1. Approximately how many people were on your company's payroll a year ago, including yourself?					
1	26	27	25	26	
2 - 4	28	23	23	22	
5 - 9	16	9	16	14	
10 - 19	13	17	14	13	
20 - 49	9	14	15	17	
50 - 100	8	9	6	9	
2. What is your gender?					
Male	63	55	34	48	
Female	36	42	65	50	
Prefer to self-identify	1	3	1	2	
3. To make sure we have a representative sample, please choose one or more of these racial or ethnic groups that you identify with.					
White or Caucasian	73	0	0	0	
Black or African American	6	100	16	7	
Latino/Latina or Hispanic	10	27	100	9	
Asian American or Pacific Islander	9	10	8	100	
Native American	4	11	10	7	
Middle Eastern	1	5	4	4	
None of these/Other	2	1	0	1	
4. Now thinking about the COVID-19 pandemic, how has your business been affected overall by the pandemic?					
Negative effect – strong	28	27	29	28	
Negative effect – not so strong	32	25	28	36	
Not affected negatively or positively	25	19	22	21	
Positive effect – not so strong	6	16	8	12	
Positive effect – strong	8	13	11	4	
Not sure	1	1	1	0	
5. Thinking about the height of the pandemic and economic shutdown this year, would you say that your revenue during that period declined, stayed the same, or increased compared to the same time last year?					
Declined	59	53	58	66	
Stayed the same	29	24	26	25	
Increased	11	22	14	9	
Not sure	1	1	2	0	

6. **Now thinking about today, would you say that your revenue at this point in the year has declined, stayed the same, or increased compared to the same time last year?**

Declined	52	46	51	52
Stayed the same	33	31	29	30
Increased	14	20	19	15
Not sure	1	3	1	3

7. **Thinking about today, how much would you say that your revenue at this point in the year has declined compared to the same time last year?**

	Weighted N=	259	14	26	23
Declined by 10% or less	18	14	15	30	
Declined by 11-25%	30	33	22	25	
Declined by 26-50%	22	19	25	19	
Declined by 51-75%	16	12	15	10	
Declined by 76-90%	6	11	9	8	
Declined by more than 90%.....	7	9	10	3	
Not sure	1	1	3	4	

8. **Thinking about today, at what capacity do you think your business is operating compared to the same time last year?** (Operating capacity is the amount of business you can conduct under reasonable operating conditions.)

Increased by 50% or more	7	14	11	6
Increased by less than 50%	11	22	15	16
No change	38	18	26	23
Decreased by less than 50%	28	28	27	35
Decreased by 50% or more	14	16	17	15
Not sure	2	2	5	5

9. **During the pandemic and economic downturn, have you done any of the following? Check all that apply**

Cut employee hours	32	27	34	35
Experienced supply chain disruptions	25	29	30	27
Closed my business temporarily	24	28	35	32
Changed my business model dramatically	21	30	29	30
Reduced wages or compensation	21	25	26	30
Temporarily furloughed employees	18	16	18	22
Laid off employees permanently	10	14	15	18
Closed an office or location of my business	8	16	16	17
Closed my business permanently	4	5	6	8
None of the above	28	20	13	16

10. **What percentage of staff did you furlough or lay off during the height of the pandemic and economic downturn?** (Asked of those who said they furloughed or laid off staff.)

	Weighted N=	117	7	15	15
Less than 10%	12	18	12	16	
11-25%	24	23	24	22	
26-50%	20	31	18	29	
51-75%	19	8	18	11	
76-90%.....	7	8	9	15	
More than 90%	16	12	19	8	
Not sure	2	1	0	0	

11. **Have you restored your employee headcount to pre-pandemic levels?** (Asked of those who said they furloughed or laid off staff.)

	Weighted N=	117	7	15	15
Yes	40	42	40	44	
No	60	54	60	55	
Not sure	0	4	0	1	

12. **Looking ahead to the next three months, how likely is it that your business will do the following:**

Add employees

Very likely	9	15	14	14
Somewhat likely	13	29	16	17
Somewhat unlikely	15	12	14	14
Very unlikely	44	31	34	37
Not applicable to my business	15	7	13	14
Not sure	4	6	9	5

Close permanently

Very likely	6	10	9	3
Somewhat likely	8	8	9	8
Somewhat unlikely	13	15	13	24
Very unlikely	54	48	47	42
Not applicable to my business	12	12	14	13
Not sure	7	6	7	9

Close temporarily

Very likely	10	13	13	8
Somewhat likely	13	16	19	18
Somewhat unlikely	15	17	19	20
Very unlikely	44	36	33	36
Not applicable to my business	12	13	10	13
Not sure	6	6	6	6

Close an office or location

Very likely	7	13	10	9
Somewhat likely	8	11	11	12
Somewhat unlikely	12	13	12	19
Very unlikely	38	26	31	26
Not applicable to my business	31	32	31	29
Not sure	4	6	5	6

Experience supply chain disruptions

Very likely	14	17	16	15
Somewhat likely	21	21	21	22
Somewhat unlikely	16	14	14	18
Very unlikely	22	22	19	20
Not applicable to my business	21	17	23	20
Not sure	6	9	7	5

Change business model dramatically

Very likely	14	26	20	19
Somewhat likely	17	22	20	23
Somewhat unlikely	15	14	15	16
Very unlikely	36	23	26	23
Not applicable to my business	11	8	12	16
Not sure	7	7	6	4

Temporarily furlough employees

Very likely	9	12	11	15
Somewhat likely	11	14	15	20
Somewhat unlikely	14	11	14	10
Very unlikely	32	30	27	23
Not applicable to my business	27	26	25	26
Not sure	7	8	8	6

Lay off employees permanently

Very likely	7	9	10	10
Somewhat likely	9	12	12	17
Somewhat unlikely	12	13	11	14
Very unlikely	39	33	32	28
Not applicable to my business	27	23	26	25
Not sure	6	10	8	6

Cut employee hours

Very likely	12	18	17	16
Somewhat likely	20	17	21	21
Somewhat unlikely	15	15	15	17
Very unlikely	27	21	20	23
Not applicable to my business	22	24	23	18
Not sure	5	5	4	5

Reduce wages or compensation

Very likely	12	15	14	15
Somewhat likely	15	19	18	21
Somewhat unlikely	16	12	15	13
Very unlikely	33	30	31	25
Not applicable to my business	18	15	15	16
Not sure	7	8	7	10

Attempt to sell your business

Very likely	6	9	7	5
Somewhat likely	9	9	13	12
Somewhat unlikely	9	11	9	21
Very unlikely	54	49	47	37
Not applicable to my business	17	18	19	19
Not sure	5	5	6	5

Expand business operations

Very likely	12	23	14	14
Somewhat likely	19	30	25	20
Somewhat unlikely	18	12	14	16
Very unlikely	39	22	33	34
Not applicable to my business	9	6	9	10

13. Please indicate whether each of the following has been a major challenge, minor challenge, or not a challenge for your business during the pandemic and economic downturn.

Establishing or growing my e-commerce business

Major challenge	21	31	24	25
Minor challenge	26	25	26	24
Not a challenge	22	24	25	24
Not applicable to my business	30	17	21	24
Not sure	2	3	4	2

Acquiring Personal Protective Equipment to protect myself and/or my employees

Major challenge	15	19	17	18
Minor challenge	29	27	33	33
Not a challenge	37	34	31	30
Not applicable to my business	19	18	16	18
Not sure	2	2	3	1

Retrofitting my commercial space to ensure customer and employee safety

Major challenge	14	19	16	22
Minor challenge	22	23	24	27
Not a challenge	26	24	28	24
Not applicable to my business	36	33	28	24
Not sure	2	2	4	2

Understanding government regulations regarding reopening and safety

Major challenge	16	19	20	19
Minor challenge	28	28	29	37
Not a challenge	36	38	35	20
Not applicable to my business	18	13	13	22
Not sure	2	1	3	3

Getting health insurance coverage for myself and/or my employees

Major challenge	16	24	22	18
Minor challenge	18	26	21	25
Not a challenge	36	27	26	28
Not applicable to my business	28	19	26	24
Not sure	2	3	5	3

Understanding federal, state, and local relief programs for small businesses

Major challenge	22	27	27	24
Minor challenge	33	33	28	35
Not a challenge	29	29	27	22
Not applicable to my business	14	7	12	17
Not sure	2	4	5	3

Switching to a remote work environment

Major challenge	15	20	18	16
Minor challenge	21	22	19	28
Not a challenge	32	38	35	28
Not applicable to my business	31	18	24	27
Not sure	1	2	4	2

Availability of employees able to work

Major challenge	14	23	17	13
Minor challenge	23	23	26	30
Not a challenge	38	30	33	34
Not applicable to my business	23	21	21	21
Not sure	2	2	3	2

14. Do you rent or own one or more commercial spaces for your business?

Yes – rent	28	38	34	45
Yes – own.....	34	32	34	31
Do not rent or own commercial space	37	30	32	24
Not sure	1	0	0	1

15. **How difficult is it for your business currently to make your rent or mortgage payments?**
(Asked of those who said they rent or own)

	<i>Weighted N=</i>	<i>310</i>	<i>21</i>	<i>35</i>	<i>34</i>
Very difficult	16	22	20	20	
Somewhat difficult	28	23	32	35	
Not too difficult	30	27	27	35	
Not difficult at all	26	28	21	10	
Not sure	0	0	0	0	

16. **Have you negotiated or attempted to negotiate a delay, suspension, or deferral of your rent or mortgage from your landlord or lending institution?** (Asked of those who said they rent or own)

	<i>Weighted N=</i>	<i>310</i>	<i>21</i>	<i>35</i>	<i>34</i>
Yes – negotiated a delay, suspension, or deferral	24	32	27	38	
Yes – attempted to negotiate but did not get a delay, suspension, or deferral	19	24	23	29	
Have not attempted to negotiate	56	42	48	29	
Not sure	1	1	1	3	

17. **In the next 6 months, how difficult do you anticipate it will be to pay your rent or mortgage?** (Asked of those who said they rent or own)

Very difficult	15	18	19	21
Somewhat difficult	26	30	32	31
Not too difficult	29	23	27	37
Not difficult at all	27	26	19	11
Not sure	3	4	3	0

18. **Since the pandemic, has your business missed any loan or other debt payments?**

Yes	19	28	24	30
No	79	71	73	68
Not sure	2	1	3	2

19. **Are you currently behind on loans or other debt payments for your business?**

Yes	18	29	26	28
No	80	69	71	71
Not sure	2	2	2	2

20. **As you may know, the Paycheck Protection Program is a new type of Small Business Administration loan created in 2020 to help businesses keep their workforce employed during the coronavirus crisis. Have you applied for a Paycheck Protection Program (PPP) loan this year?**

Yes	30	34	33	50
No	67	64	63	47
Not sure	2	3	4	3

21. **How difficult was the application process for the Paycheck Protection Program (PPP) loan?** (Asked of those who said they applied)

	<i>Weighted N=</i>	152	10	17	22
Very difficult	22	18	19	15	
Somewhat difficult	35	33	43	36	
Not too difficult	29	35	21	39	
Not difficult at all	14	14	15	10	
Not sure	0	1	2	0	

22. **Have you received a Paycheck Protection Program (PPP) loan?** (Asked of those who said they applied)

	<i>Weighted N=</i>	152	10	17	22
Yes	76	65	58	80	
No	22	34	41	20	
Not sure	2	1	1	0	

23. **Of the amount you requested for your Paycheck Protection Program (PPP) loan, what percentage did you receive?** (Asked of those who said they received the loan)

	<i>Weighted N=</i>	116	7	10	18
100%	33	23	27	23	
75-99%	26	26	24	34	
50-74%	28	42	41	31	
25-49%	7	6	7	6	
1-24%	2	0	1	2	
Not sure	3	3	1	3	

24. **Have you applied for this loan to be forgiven?** (Asked of those who said they received the loan)

	<i>Weighted N=</i>	116	7	10	18
Yes	68	75	60	75	
No	32	25	40	25	
Not sure	1	0	0	0	

25. **Have you received approval for your Paycheck Protection Program (PPP) loan to be forgiven?** (Asked of those who said they applied for forgiveness)

	<i>Weighted N=</i>	78	5	6	13
Yes	74	88	84	64	
No	21	7	9	24	
Not sure	5	4	7	12	

26. **Which of the following reasons best describes why you have not applied for your Paycheck Protection Program (PPP) loan to be forgiven?** Select all that apply. (Asked of those who said they did not apply for forgiveness)

	<i>Weighted N=</i>	37	2	4	4
I am still using the PPP funds	45	21	43	37	
I expect Congress to pass automatic forgiveness for my loan	27	25	13	17	
My bank is not accepting forgiveness applications.....	27	18	33	5	
I am confused about the process.....	23	41	38	62	
Other	4	9	0	0	
Not sure	3	5	8	0	

27. **Which of the following are reasons you did not apply for the loan?** Select all that apply. (Asked of those who said they did not apply for the loan)

	<i>Weighted N=</i>	336	19	33	21
I didn't need the funds	44	37	34	46	
I was concerned about taking on debt	31	30	30	25	
I thought or was told my business was ineligible	25	25	22	21	
I was concerned the loan wouldn't be forgiven	21	14	12	19	
I could not find a bank to accept my application.....	5	9	6	12	
Other	5	5	7	6	
Not sure	4	7	11	5	

28. **As you may know, the Economic Injury Disaster Loan (EIDL) provides relief to small businesses and non-profit organizations that are currently experiencing a temporary loss of revenue. Have you applied for the Economic Injury Disaster Loan (EIDL) this year?**

Yes	21	37	27	35
No	75	58	67	61
Not sure	4	4	6	3

29. **Did you receive an EIDL?** (Asked of those who said they applied for the EIDL)

	<i>Weighted N=</i>	105	11	14	16
Yes	70	49	49	73	
No	26	50	48	27	
Not sure	4	0	3	0	

30. **Did you receive the EIDL advance (up to \$10,000)?** (Asked of those who said they applied for the EIDL)

	<i>Weighted N=</i>	105	11	14	16
Yes	70	57	53	82	
No	28	41	44	18	
Not sure	2	2	3	1	

31. **Did you receive an economic stimulus payment from the federal government that was sent to every U.S. household near the beginning of the pandemic?**

Yes	73	71	68	71
No	25	26	29	29
Not sure	2	3	3	0

32. **Did you use any part of the stimulus payment to support your business?** (Asked of those who received a stimulus payment)

	<i>Weighted N=</i>	367	22	35	32
Yes	56	73	67	69	
No	42	26	32	30	
Not sure	1	0	2	1	

33. **Since the pandemic started in March 2020, please indicate if you have maintained, eliminated, reduced, or expanded the following benefits for yourself and/or your employees.** If you have taken different actions for different employees (ie: maintained for some and reduced for others), please mark the option that applies to the greatest number of employees.

Health insurance

Maintained	39	43	39	34
Eliminated	5	7	6	11
Reduced	8	9	9	18
Expanded	5	6	6	8
Did not offer before the pandemic	43	35	40	30

Retirement plan

Maintained	30	31	26	31
Eliminated	6	10	9	12
Reduced	9	12	12	14
Expanded	3	5	3	7
Did not offer before the pandemic	52	42	50	36

Sick days

Maintained	35	38	37	31
Eliminated	8	10	9	18
Reduced	10	13	12	15
Expanded	7	7	9	8
Did not offer before the pandemic	40	31	33	27

Family leave

Maintained	32	36	36	28
Eliminated	8	12	11	15
Reduced	7	12	7	18
Expanded	5	8	7	6
Did not offer before the pandemic	48	32	39	33

Workers' compensation

Maintained	39	32	35	37
Eliminated	5	8	7	13
Reduced	11	15	15	21
Expanded	4	7	4	5
Did not offer before the pandemic	40	38	40	24

Disability insurance

Maintained	27	31	30	21
Eliminated	6	11	9	15
Reduced	9	12	8	14
Expanded	3	4	5	8
Did not offer before the pandemic	55	42	48	43

34. Have you decreased employer contribution to healthcare coverage or moved to a plan with a lower premium? (Asked of those who reduced their health care benefits)

		<i>Weighted N=</i>	41	3	5	8
Decreased employer contribution	36		47	28	19	
Moved to plan with lower premium	56		50	62	73	
Other	4		0	6	4	
Not sure	4		2	4	4	

35. Have you maintained healthcare coverage for furloughed employees?

Yes	27	38	30	43
No	13	18	19	16
N/A	59	43	49	40
Not sure	1	1	2	1

36. Do you plan to make any changes or reductions in healthcare coverage for employees in the next few months?

Yes	16	28	22	30
No	36	30	34	35
N/A	40	32	36	27
Not sure	8	9	8	7

37. Now you are going to see some things that businesses might need help with right now to survive and grow during the pandemic and economic crisis. On a scale of 0-10 where 0 is not at all useful and 10 is extremely useful, how useful would you find help in the following areas?

Pivoting my business to offer a new product and/or service

Mean (On a scale of 0-10).....	5.9	7.3	6.6	6.7
10 – Extremely useful	15	30	25	12
8 - 9	22	22	20	32
6 - 7	20	19	16	25
5 - Neutral.....	8	10	8	9
1 - 4	14	11	12	13
0 – Not at all useful	14	4	10	5
Not sure	6	5	9	4

Accessing capital

Mean (On a scale of 0-10).....	6.5	7.4	7.3	6.9
10 – Extremely useful	22	33	30	15
8 - 9	22	23	22	30
6 - 7	19	13	14	22
5 - Neutral.....	9	8	9	10
1 - 4	13	13	11	15
0 – Not at all useful	9	3	3	1
Not sure	7	7	11	7

Building my online presence

Mean (On a scale of 0-10).....	6.9	7.9	7.7	7.3
10 – Extremely useful	26	41	39	21
8 - 9	28	23	23	29
6 - 7	16	18	13	26
5 - Neutral.....	7	7	8	6
1 - 4	8	5	7	10
0 – Not at all useful	10	4	6	2
Not sure	5	2	5	5

Selling my products/services online

Mean (On a scale of 0-10).....	6.4	7.7	7.3	7.2
10 – Extremely useful	24	44	40	26
8 - 9	24	18	18	28
6 - 7	15	15	13	17
5 - Neutral.....	6	5	6	8
1 - 4	10	8	9	15
0 – Not at all useful	14	7	9	2
Not sure	6	3	6	4

Attracting customers

Mean (On a scale of 0-10).....	7.9	8.3	8.2	7.6
10 – Extremely useful	37	50	45	27
8 - 9	30	21	24	32
6 - 7	12	13	13	23
5 - Neutral.....	7	6	5	4
1 - 4	6	7	6	9
0 – Not at all useful	3	1	2	2
Not sure	5	2	5	2

Maintaining benefits

Mean (On a scale of 0-10).....	6.2	7.0	6.8	6.7
10 – Extremely useful	20	32	26	13
8 - 9	22	22	23	29
6 - 7	17	12	15	22
5 - Neutral.....	9	4	7	10
1 - 4	10	12	10	13
0 – Not at all useful	13	9	10	4
Not sure	9	8	10	8

Debt relief

Mean (On a scale of 0-10).....	6.3	7.0	7.1	6.9
10 – Extremely useful	27	34	32	28
8 - 9	20	22	21	25
6 - 7	14	13	17	19
5 - Neutral.....	8	5	6	5
1 - 4	11	11	9	13
0 – Not at all useful	15	10	9	7
Not sure	5	5	7	2

Improving health and safety

Mean (On a scale of 0-10).....	6.8	7.4	7.5	7.3
10 – Extremely useful	24	39	36	17
8 - 9	24	18	22	40
6 - 7	17	16	17	18
5 - Neutral.....	10	7	7	8
1 - 4	9	11	7	9
0 – Not at all useful	9	6	6	4
Not sure	7	3	5	5

Accessing new supply chains

Mean (On a scale of 0-10).....	5.9	7.0	6.7	6.5
10 – Extremely useful	16	29	26	11
8 - 9	21	21	20	30
6 - 7	18	19	19	21
5 - Neutral.....	8	7	7	10
1 - 4	14	11	10	14
0 – Not at all useful	13	7	9	5
Not sure	10	5	9	9

38. **Now you are going to see some ideas about what Congress and state lawmakers can do to help small businesses like yours survive and grow.** For each of the following please indicate if you support or oppose that idea on a scale of 0 to 10 where 0 means you strongly oppose and 10 means you strongly support.

Providing direct grant assistance to small businesses

Mean (On a scale of 0-10).....	8.0	8.1	8.3	7.8
10 – Strongly support	36	47	47	26
8 - 9	25	20	20	36
6 - 7	17	15	15	24
5 - Neutral.....	8	4	5	4
1 - 4	4	7	4	6
0 – Strongly oppose	2	2	2	1
Not sure	7	3	7	2

Automatically forgiving Paycheck Protection Program (PPP) loans under \$150,000

Mean (On a scale of 0-10).....	7.4	8.1	8.1	7.6
10 – Strongly support	32	45	41	29
8 - 9	22	21	20	28
6 - 7	15	15	16	18
5 - Neutral.....	7	6	6	12
1 - 4	8	7	3	7
0 – Strongly oppose	5	2	4	2
Not sure	11	3	10	4

Converting Economic Injury Disaster Loan (EIDL) loans under \$150,000 to grants

Mean (On a scale of 0-10).....	7.4	7.7	7.9	7.6
10 – Strongly support	27	40	37	20
8 - 9	25	20	23	40
6 - 7	15	15	14	18
5 - Neutral.....	7	6	6	5
1 - 4	8	12	6	9
0 – Strongly oppose	4	2	3	1
Not sure	15	5	11	7

Providing another round of Paycheck Protection Program (PPP) loans

Mean (On a scale of 0-10).....	7.6	7.7	8.0	7.7
10 – Strongly support	32	38	35	29
8 - 9	23	22	28	27
6 - 7	16	15	10	23
5 - Neutral.....	10	8	10	11
1 - 4	6	9	5	5
0 – Strongly oppose	3	3	2	1
Not sure	11	5	9	4

Extend Truth in Lending Act disclosure requirements to small business credit products

Mean (On a scale of 0-10).....	7.5	7.6	7.8	7.4
10 – Strongly support	22	31	32	19
8 - 9	23	23	24	32
6 - 7	20	17	13	18
5 - Neutral.....	10	6	8	9
1 - 4	5	9	7	8
0 – Strongly oppose	2	2	2	1
Not sure	18	11	14	13

Significantly expand small business technical assistance programs

Mean (On a scale of 0-10).....	7.4	7.9	8.0	7.4
10 – Strongly support	22	36	34	17
8 - 9	28	27	26	36
6 - 7	19	18	18	28
5 - Neutral.....	11	6	8	6
1 - 4	6	5	3	7
0 – Strongly oppose	2	3	2	2
Not sure	12	5	10	4

Enact a rent and/or mortgage moratorium for small businesses

Mean (On a scale of 0-10).....	7.0	7.6	7.6	7.6
10 – Strongly support	23	34	31	26
8 - 9	23	24	23	32
6 - 7	17	17	18	20
5 – Neutral.....	9	8	9	9
1 - 4	9	7	7	8
0 – Strongly oppose	6	4	4	1
Not sure	13	6	8	5

Freeze or cap unemployment insurance taxes

Mean (On a scale of 0-10).....	7.3	7.5	7.4	7.5
10 – Strongly support	24	30	28	24
8 - 9	24	23	22	33
6 - 7	18	16	18	20
5 – Neutral.....	9	11	7	5
1 - 4	8	7	7	9
0 – Strongly oppose	4	3	5	2
Not sure	13	10	15	7

Reimburse businesses immediately for providing sick leave and family leave, instead of offering a tax break

Mean (On a scale of 0-10).....	7.2	7.7	7.9	7.5
10 – Strongly support	23	34	37	22
8 - 9	24	25	21	31
6 - 7	17	17	18	23
5 – Neutral.....	9	7	6	9
1 - 4	8	9	5	7
0 – Strongly oppose	5	2	3	1
Not sure	13	6	10	7

Provide partial wage replacement for small business employees and the self-employed

Mean (On a scale of 0-10).....	7.7	8.1	8.2	7.6
10 – Strongly support	30	44	42	22
8 - 9	29	25	24	38
6 - 7	16	13	14	19
5 – Neutral.....	9	5	6	11
1 - 4	6	7	5	6
0 – Strongly oppose	2	2	1	1
Not sure	9	4	8	4