

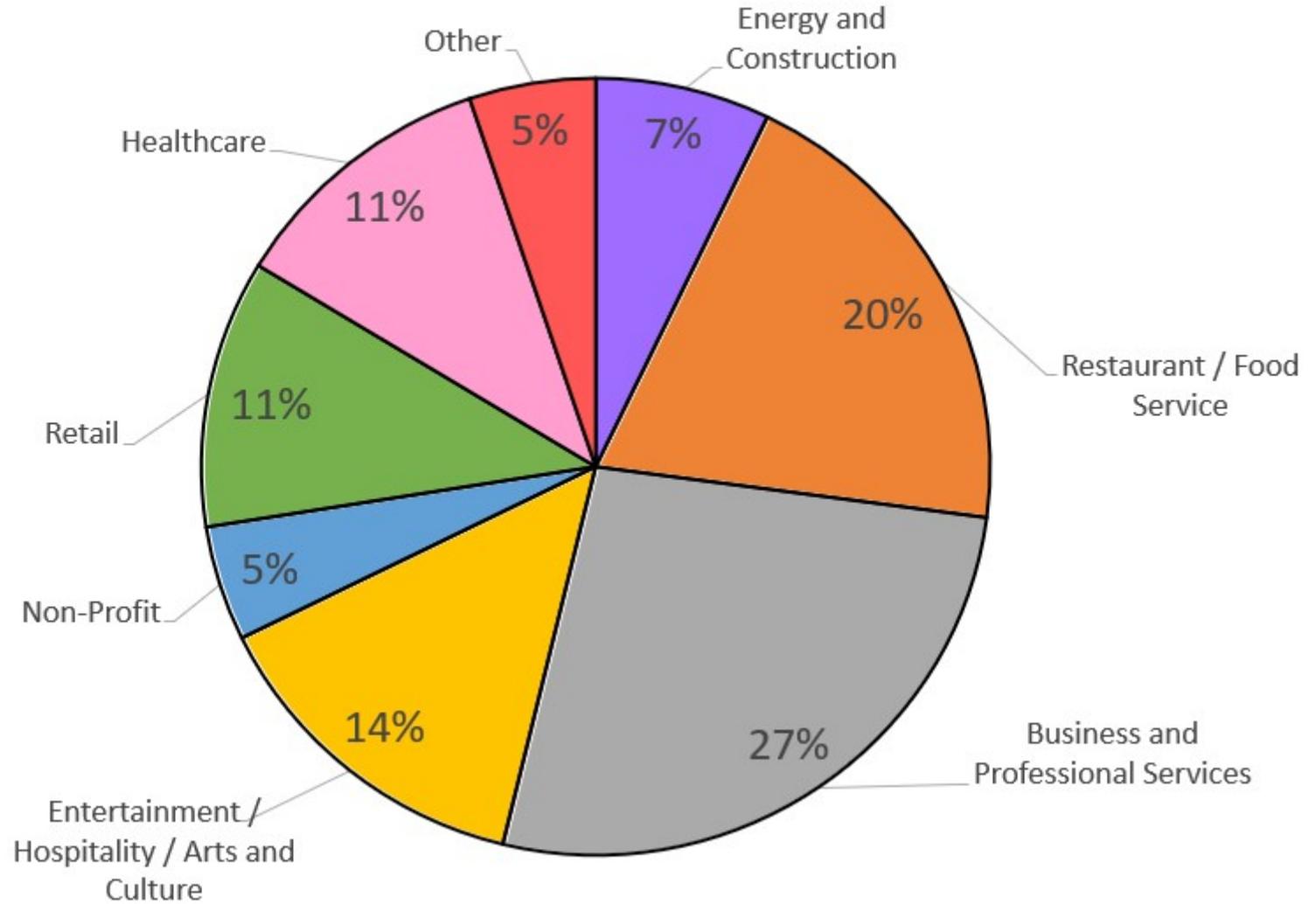
OKLAHOMA CITY  
**SMALL BUSINESS**  
CONTINUITY PROGRAM



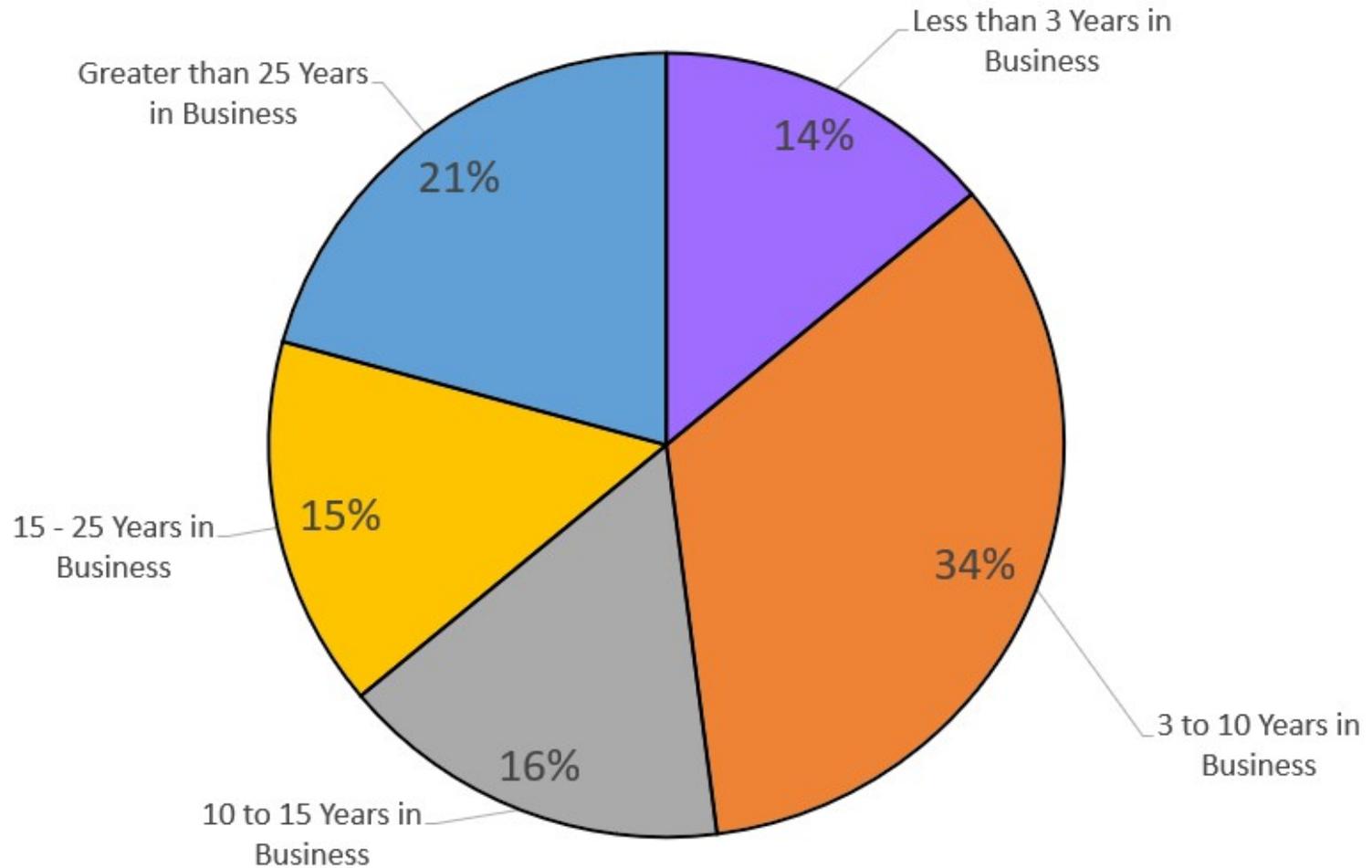
**Recipient Survey**

October 2020

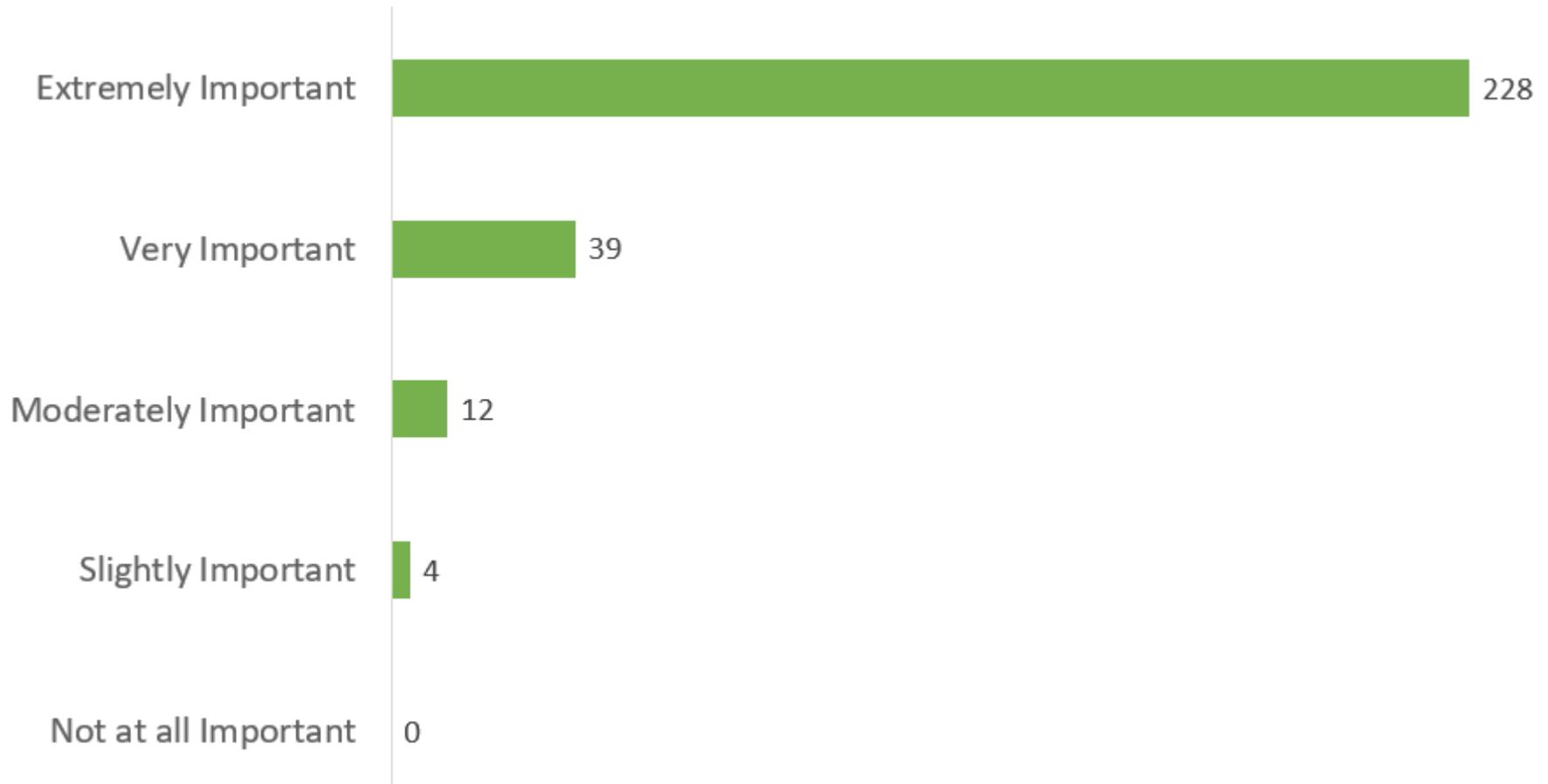
# Industry



# Number of Years in Business



# *How important was the SBCP or OCURA grant or loan program in supporting your business stability?*



# *How did the program help your business?*

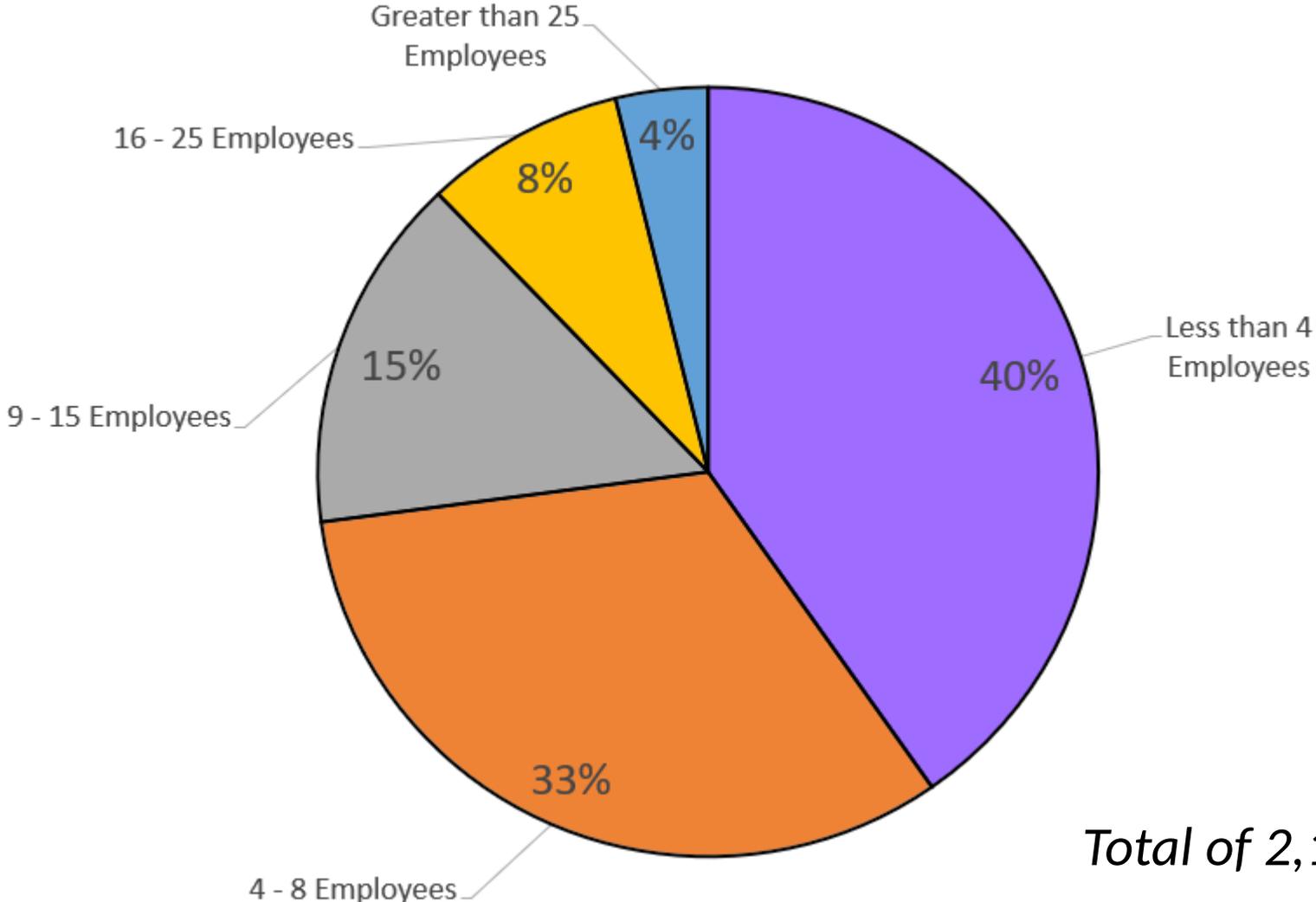
“Provided critical cash flow, helped us retain our most valuable employees and provided technical assistance to create an ecommerce website...”

“...grant will increase traffic and followers to our website, Instagram and Facebook sites with state-of-the-art videos...”

“...these grants gave us an opportunity to keep the doors open... thanks to the City of Oklahoma City, the state of Oklahoma, and the federal government grants we think we will be able to continue operating. ”

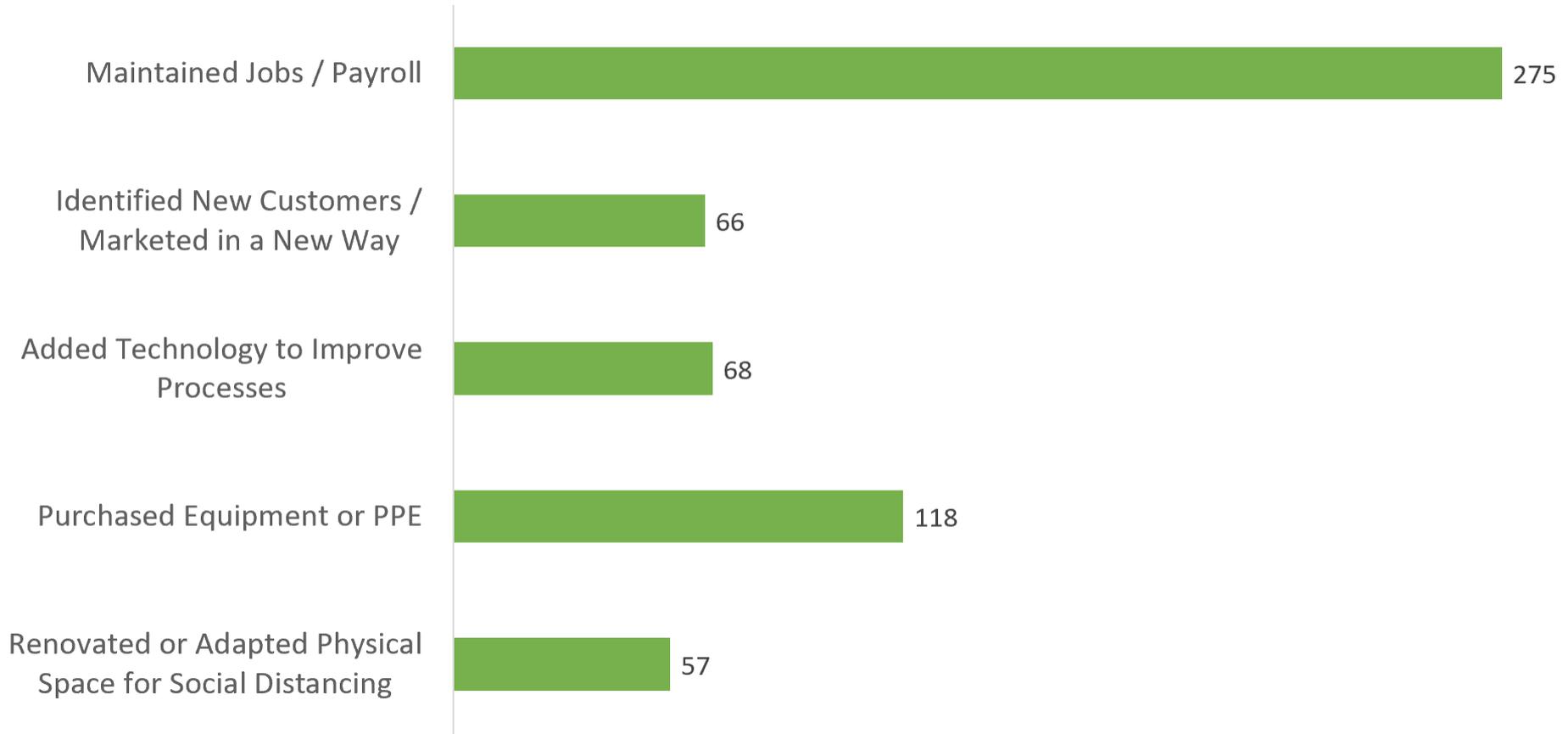
“We would not be open if we did not receive any funding. We are still struggling...this is how we feed my children and keep a roof over our heads.”

# How many jobs were you able to retain using your grant or loan?



Total of 2,169 Jobs

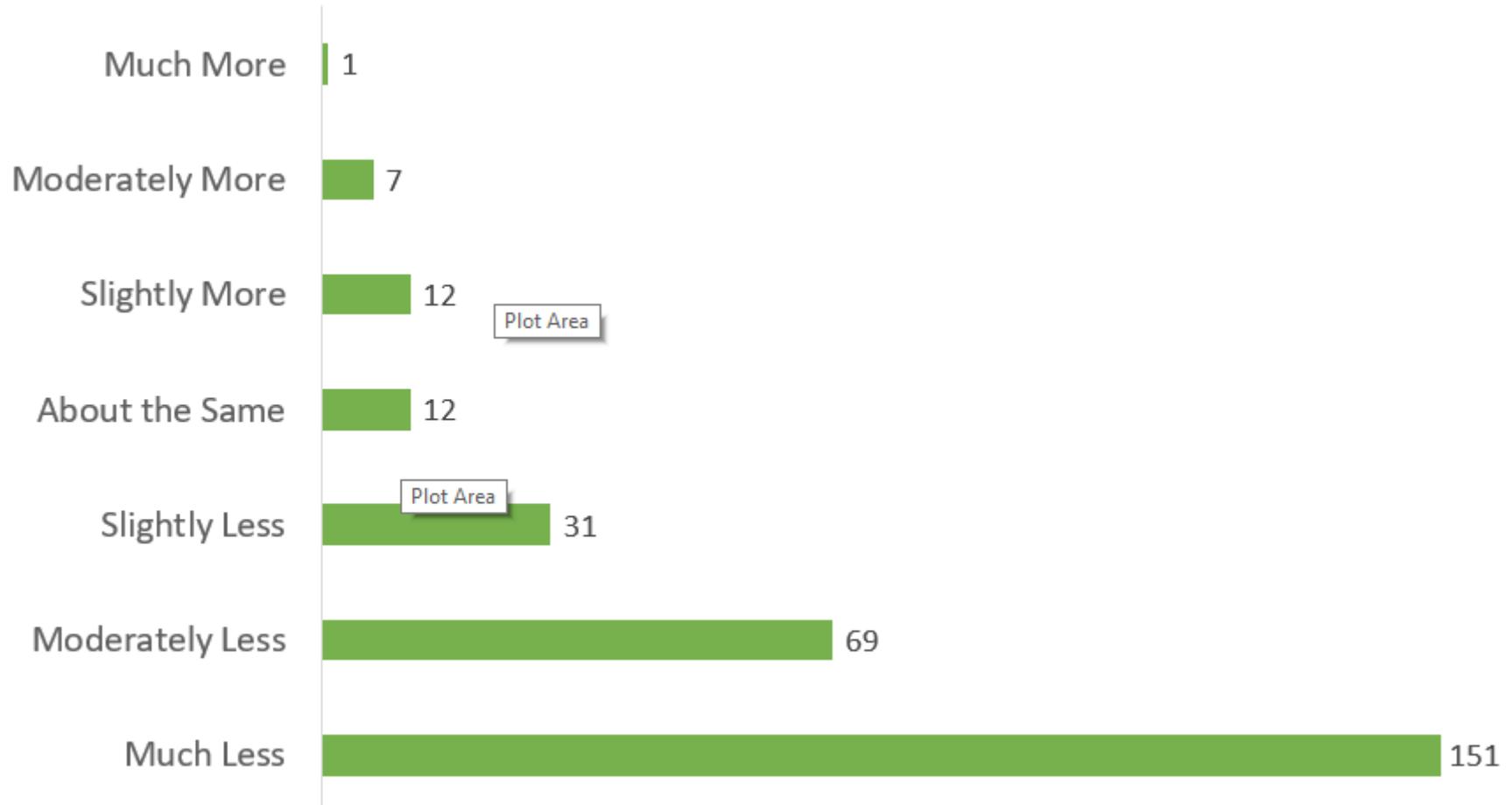
# *In what ways did your loan or grant help your business?*



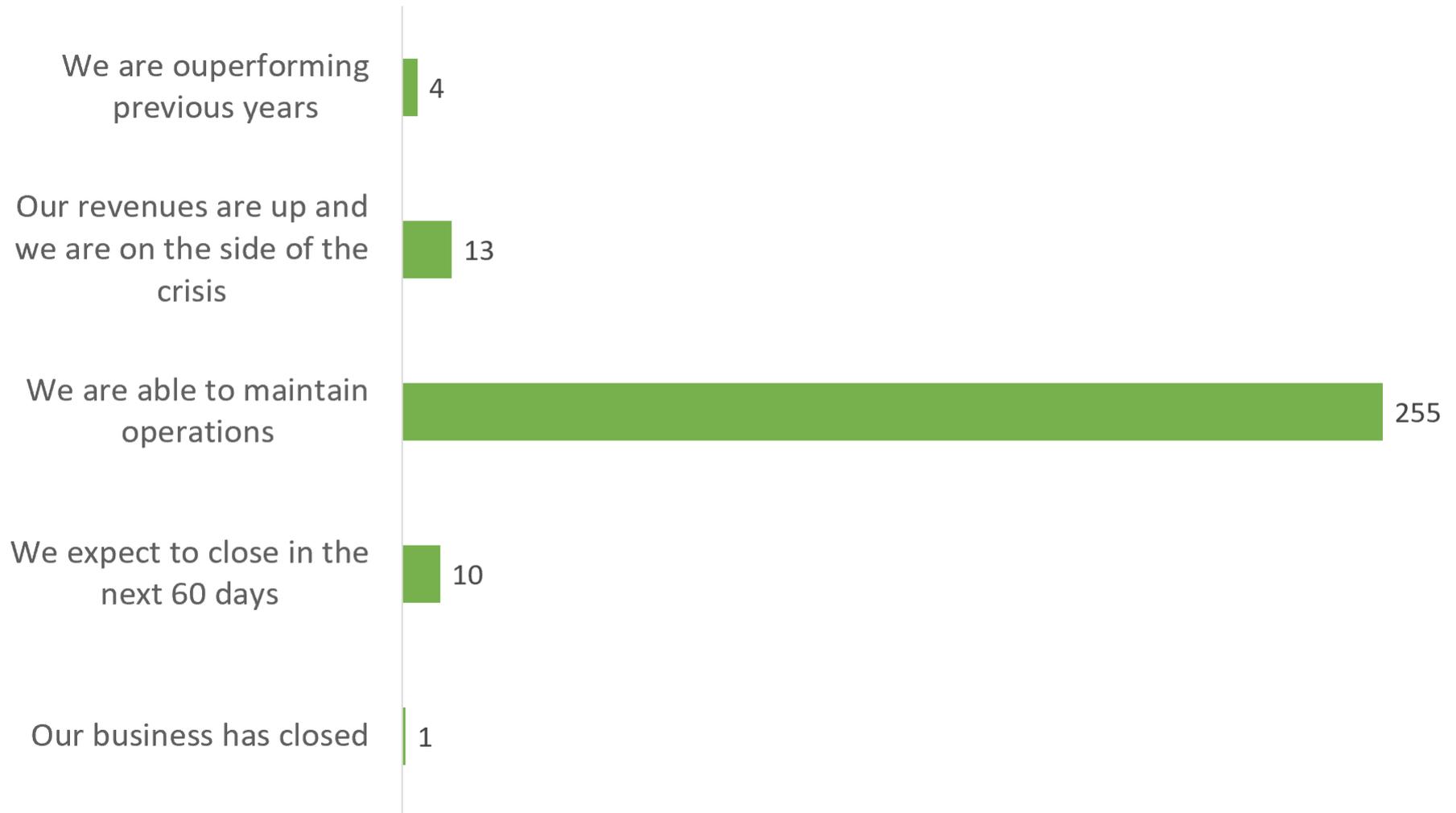
*If the City offered the loans or grants program again, would you recommend it to other business owners?*



# *How would you compare your current revenue to pre-pandemic levels?*



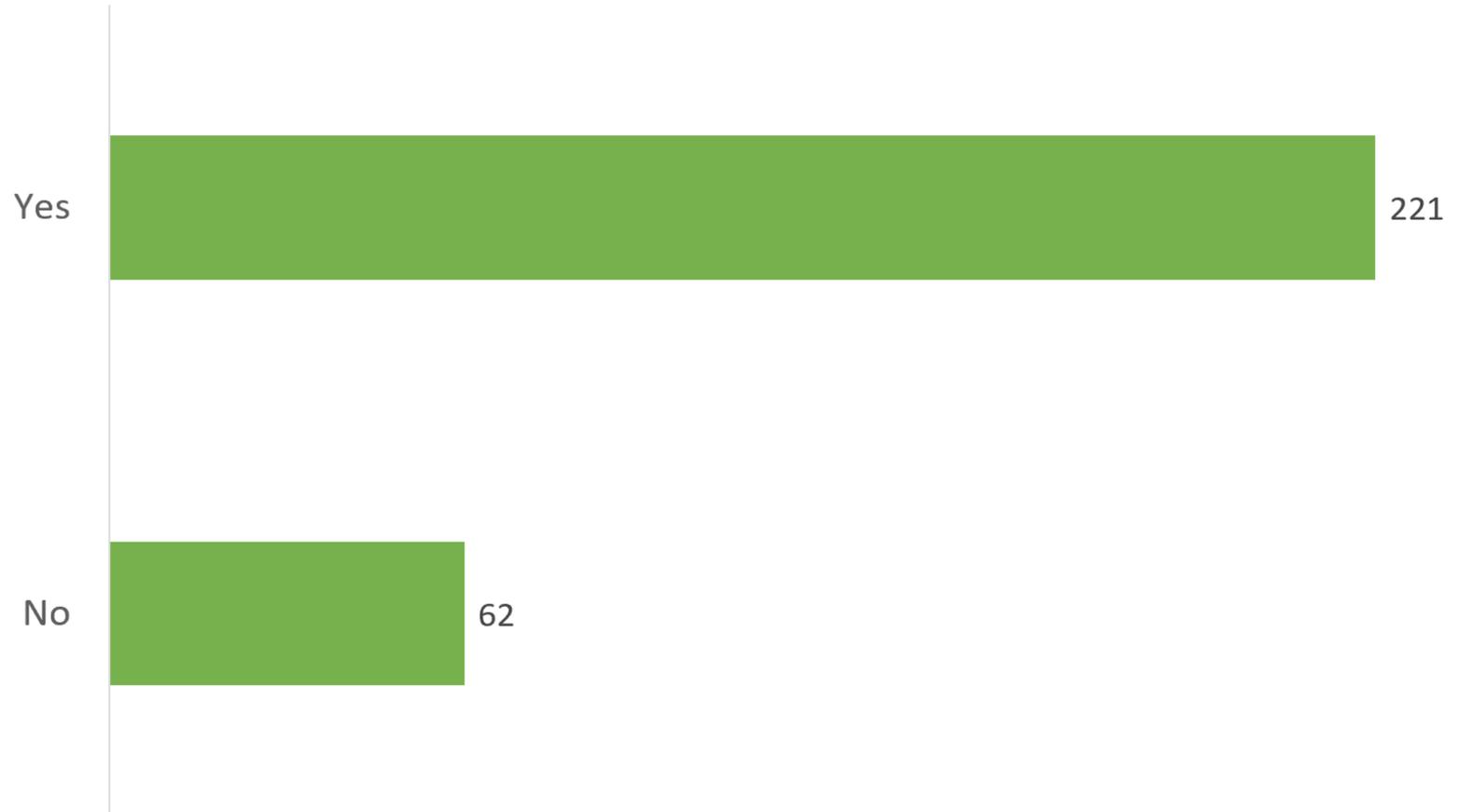
# *Which description best describes your current business status?*



*Did you receive any other COVID-19 assistance such as PPP (Payroll Protection Program) SBA loans, or other funds?*



# *Does your business still need financial assistance?*



# *What is your biggest need right now?*

“Customers”

“Money to pay our employees, mortgage, utilities and taxes.”

“Our customers feeling safe enough to come to our shop.”

“I’m a business owner with three kids and all my stylists have children as well. We can barely work because of school.”

“To obtain our material from various vendors. Delays are into January 2021”

“State mask mandate with teeth”

“Marketing dollars - signage and advertising”

# *What is your biggest need right now?*

“We are just hanging on...we need work....we need people to go back to work”

“We are very grateful for the support! All the areas addressed earlier are still needed - payroll, PPE/Retrofitting, and training services”

“Sanitizing cleaning & spacing to keep clients & instructors safe and healthy”

“Technology help.”

“Always more PPE”

“Encourage residents to shop and eat local”

# *What is your biggest need right now?*

“Bringing awareness to the public that our local small businesses are still suffering. Our doors are open...sometimes people forget ...we are still hurting. ”

“We could use marketing funds to help push our online shop”

“More technical support...assistance in advertisement and help in innovating ways for delivery of services to increase our productivity.”

“Clear guidelines and testing in place to deal with potentially sick employees”

“We may need help to develop new markets for our products if our existing markets don't recover.”