Grassroots Relief for Main Streets

Assessment and Recommended Emergency Relief Measures for Local Economies Regarding COVID-19

March 25, 2020
Executive Summary

The COVID-19 pandemic is a public health crisis that demands immediate emergency measures to prevent catastrophic loss of life. It is also an economic crisis of similar scale. The Federal government must immediately pass a trillion dollar Small Business Bailout in order to appropriately respond with the relief and recovery that millions of Americans need right now, and in the coming weeks, months, and years.

This impact study and resulting recommendations represent the combined efforts of small business organizations, advocacy groups, and most importantly, hundreds of small business owners whose future hang in the balance as they balance protecting their businesses, staffs, families, and livelihoods. Between the co-authors of this study, 450+ businesses and organizations are represented. 98 owners and executive directors from Cambridge and Somerville share their personal experiences of the pandemic in the pages that follow. We encourage you to read their testimonials. It is their collective voice we are working to amplify.

We believe the proposed measures in aggregate are necessary to stabilize our local economy and ensure the survival of a small business* during and after COVID-19. You, our elected officials, have an opportunity to lead at a time when so many are looking for examples to follow.

All signatories on the following page join in recommending the Massachusetts Legislature immediately consider the Recommended Relief Measures herein.

* "Small business" in this document refers to any private organization (business or non-profit) that employs 50 or fewer full-time employees or equivalents at any one physical location, regardless of tax status, excluding "Formula Businesses" as defined in Article 2 of the Cambridge Zoning Ordinance.
Core Principles Of COVID-19 Small Business Relief Measures

We share the following core principles with other small business advocates lobbying for relief.

1. The interests of independent small business owners at the front lines of this crisis and their workers must be the number one priority.

2. Relief to small businesses should prioritize grants, not loans or tax abatements.
   • Current MA State and Federal SBA emergency loan programs may be appropriate for larger, more established businesses. But small businesses, like restaurants and neighborhood retailers, cannot be asked to take on more debt as a condition of relief programs. They are already overburdened.

3. Relief efforts must be fast, be long-lasting, and they must meet the scale of the crisis.
   • Every small business needs an immediate cash infusion now, and any relief effort must also acknowledge that the impacts of this crisis will last for years.

4. Grant funds must also be made available to the small business technical support and advocacy organizations working on the front lines to advise and support these businesses and their employees as they navigate this unprecedented crisis.

Summary of Recommended Relief Measures

1. Establish an emergency relief fund for small business grants
2. Require insurance companies honor business interruption insurance policies
3. Waive state and local sales tax, meals tax, and payroll tax
4. Enable municipalities to provide tax credits for rent rebates
5. Mandate immediate mortgage relief to support small businesses
6. Expand unemployment insurance to support all workers
7. Suspend evictions for small businesses

March 25, 2020
Recommended Relief Measures

1. **Establish an emergency relief fund that issues grants to small businesses affected by COVID-19.**

   Small businesses need immediate funds and cannot be asked to take on more debt as a condition of relief programs.

2. **Require insurance companies to honor business interruption claims.**

   As of 3/25/2020, NJ legislature is considering legislation requiring insurance companies to pay claims related to losses caused by COVID-19.

3. **Waive State, Local Meals & Sales Tax for Q1 2020 through Q1 2021.**

   As of 3/25/2020, Massachusetts has delayed collection of State and Local Meals and Sales Tax incurred in March, April, and May 2020 until June 2020. We are recommending the taxes incurred during these months are waived.

4. **Adopt Emergency Rent Rebate Tax Credit program**

   The state government should empower municipalities to offer credits against real estate taxes to landlords for rebates offered to eligible small business tenants. Addended to this study is a program outline.
5. **Require banks to provide mortgage relief to commercial property owners who cannot afford to make loan payments.**

As of 3/25/2020 New York State has enacted mortgage relief for homeowners. We are recommending the same protections be extended to commercial property owners in Massachusetts.

6. **Expand Unemployment Insurance Protections**
   - Expand eligibility to include currently ineligible business owners and independent contractors
   - Raise existing 50% weekly income earning limit
   - Raise the maximum weekly unemployment benefits, currently capped at $823
   - Waive earnings related taxes for the unemployed

We recognize that federal legislation will help accomplish several of these points. It is imperative that the state does not rely solely on federal efforts.

7. **Institute anti-eviction protections for commercial tenants**

As of 3/25/2020, Massachusetts has enacted a moratorium on residential evictions. We are recommending that the same moratorium be extended to commercial tenants as well.
Supported By:

We, the undersigned, support the Recommended Relief Measures included in this study as necessary to provide relief to our small business, arts, and retail communities during the COVID-19 crisis.

<table>
<thead>
<tr>
<th>Signatory</th>
<th>Organization / Affiliation</th>
<th>Title</th>
<th>Municipality</th>
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</thead>
<tbody>
<tr>
<td>Michael Monestime</td>
<td>Central Square BID</td>
<td>Executive Director</td>
<td>Cambridge</td>
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<tr>
<td>Jessica L. Eshleman</td>
<td>Union Square Main Streets</td>
<td>Executive Director</td>
<td>Somerville</td>
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<tr>
<td>Jason Alves</td>
<td>East Cambridge Business Association</td>
<td>Executive Director</td>
<td>Cambridge</td>
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<tr>
<td>John Costas</td>
<td>Medford Chamber of Commerce</td>
<td>President</td>
<td>Medford</td>
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<tr>
<td>Rich Guthrie</td>
<td>Chelsea Chamber of Commerce</td>
<td>Executive Director</td>
<td>Chelsea</td>
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<tr>
<td>Sumbul Siddiqui</td>
<td>City of Cambridge</td>
<td>Mayor</td>
<td>Cambridge</td>
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<td>Quinton Zondervan</td>
<td>City of Cambridge</td>
<td>City Councilor</td>
<td>Cambridge</td>
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<tr>
<td>Alanna Mallon</td>
<td>City of Cambridge</td>
<td>Vice Mayor</td>
<td>Cambridge</td>
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<td>Jivan Sobrinho-Wheeler</td>
<td>City of Cambridge</td>
<td>City Councilor</td>
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<td>Marc McGovern</td>
<td>City of Cambridge</td>
<td>City Councillor</td>
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<td>Denise Simmons</td>
<td>City of Cambridge</td>
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<td>Will Mbah</td>
<td>City of Somerville</td>
<td>City Councilor</td>
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<tr>
<td>Jennifer Atwood</td>
<td>East Somerville Main Streets</td>
<td>Executive Director</td>
<td>Somerville</td>
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<td>Theodora Skeadas</td>
<td>Cambridge Local First</td>
<td>Executive Director</td>
<td>Cambridge</td>
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<tr>
<td>Dimitra Murphy</td>
<td>Magoun Square Business Association</td>
<td>Director</td>
<td>Somerville</td>
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<tr>
<td>Lindsay Figueiredo</td>
<td>Ball Square Business Association</td>
<td>Director</td>
<td>Somerville</td>
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<tr>
<td>Tim Reardon</td>
<td>Egleston Square Main Street</td>
<td>Chair, Economic Development Committee &amp; Board Member</td>
<td>Boston</td>
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<tr>
<td>Matthew Boyes-Watson &amp; Zachary Baum</td>
<td>Bow Market</td>
<td>Co-Owners</td>
<td>Somerville</td>
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<td>Ciaran Nagle &amp; Tara Novak</td>
<td>Foundation Kitchen</td>
<td>Co-Owners</td>
<td>Somerville</td>
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<tr>
<td>Lars Hasselblad Torres</td>
<td>Artisan’s Asylum, Inc.</td>
<td>Executive Director</td>
<td>Somerville</td>
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<tr>
<td>Collin Yip</td>
<td>Somernova</td>
<td>Manager/Owner</td>
<td>Somerville</td>
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<tr>
<td>Emily Reichert</td>
<td>Greentown Labs</td>
<td>CEO</td>
<td>Somerville</td>
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<tr>
<td>Sean Leonard &amp; Randy Freidus</td>
<td>Cambridge School of Culinary Arts</td>
<td>Owners</td>
<td>Cambridge</td>
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<tr>
<td>Jesse Baerkahn</td>
<td>Graffito SP</td>
<td>President/Owner</td>
<td>Cambridge/Boston</td>
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<tr>
<td>Joe Grafton</td>
<td>Rethink Restaurants</td>
<td>Managing Partner</td>
<td>Somerville</td>
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<tr>
<td>Emily Isenberg</td>
<td>Isenberg Projects</td>
<td>Founder/ President</td>
<td>Boston / Brookline</td>
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<tr>
<td>Irene Li</td>
<td>Mei Mei Restaurant</td>
<td>Chef/Owner</td>
<td>Boston</td>
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<tr>
<td>Ana Sortun, Gary Griffin</td>
<td>Oleana</td>
<td>Founder/Owner /Exec Chef</td>
<td>Cambridge</td>
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<td>Ana Sortun</td>
<td>Sofra</td>
<td>Co-Founder/Partner/Exec Chef</td>
<td>Cambridge</td>
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<td>Ana Sortun</td>
<td>Sarma</td>
<td>Co-Founder/Partner</td>
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<tr>
<td>Lauren Friel</td>
<td>Rebel Rebel</td>
<td>Owner</td>
<td>Somerville</td>
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<tr>
<td>Sara Markey &amp; Andrew Brady</td>
<td>Field &amp; Vine</td>
<td>Co-Owners</td>
<td>Somerville</td>
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<tr>
<td>Joshua Childs</td>
<td>Trina’s Starlite Lounge</td>
<td>Owner</td>
<td>Somerville / Cambridge</td>
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<td>Peter &amp; Ginhee Ungár</td>
<td>Tasting Counter</td>
<td>Owners</td>
<td>Somerville</td>
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<tr>
<td>Amanda Escamilla</td>
<td>Tex Mex Eats</td>
<td>Founder</td>
<td>Cambridge/Somerville</td>
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<tr>
<td>Maureen Hautaniemi</td>
<td>OFFSITE Event production</td>
<td>Co-Owner</td>
<td>Somerville</td>
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<tr>
<td>Adam Dziki</td>
<td>Wild Fox Restaurant Group</td>
<td>Co-Owner</td>
<td>Somerville</td>
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<tr>
<td>Nadeem Mazen</td>
<td>Nimblebot.com</td>
<td>Owner/Former Councillor</td>
<td>Cambridge</td>
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<td>CEO/Co-Owner</td>
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<td>Blair Wallin</td>
<td>Koncerted LLC</td>
<td>Co-founder, CEO</td>
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<tr>
<td>Nicole Kanner</td>
<td>All Heart PR, LLC</td>
<td>Founder / Owner</td>
<td>Somerville</td>
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<tr>
<td>Richard Kzirian &amp; Sophie Kzirian</td>
<td>Violette Wine Imports</td>
<td>Founder/Owner and CEO</td>
<td>Cambridge</td>
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<tr>
<td>Andrew Cabot</td>
<td>Privateer Rum</td>
<td>Founder/Owner/CEO</td>
<td>Ipswich</td>
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<tr>
<td>Benjamin Moll</td>
<td>Arx Urban</td>
<td>Founder &amp; Principal</td>
<td>Boston/Chelsea</td>
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<tr>
<td>Kristin Canty</td>
<td>Woods Hill /Woods Hill Table/Adelita</td>
<td>Owner</td>
<td>Boston/Concord</td>
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<tr>
<td>Haley Fortier</td>
<td>haley.henry wine bar/nathalie wine bar</td>
<td>Owner</td>
<td>Boston</td>
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<tr>
<td>Verónica González</td>
<td>Wepa Translations</td>
<td>Owner</td>
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<td>Catherine Smart</td>
<td>Not Just Co.</td>
<td>Co-Founder/CEO</td>
<td>Somerville</td>
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<td>Nicole Walsh &amp; Jon Goodman</td>
<td>Clear Flour Bread</td>
<td>Co-Owners</td>
<td>Brookline</td>
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<tr>
<td>Jess Willis</td>
<td>The Independent Restaurant &amp; Pub</td>
<td>Owner</td>
<td>Somerville</td>
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<tr>
<td>Jess Willis</td>
<td>Foundry on Elm</td>
<td>Owner</td>
<td>Somerville</td>
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<tr>
<td>Jess Willis</td>
<td>Brass Union</td>
<td>Owner</td>
<td>Somerville</td>
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<tr>
<td>Nick Zappia</td>
<td>Craigie Burger</td>
<td>Partner</td>
<td>Boston</td>
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<tr>
<td>Oscar Hernandez</td>
<td>Olmstead Wines</td>
<td>Owner</td>
<td>Milton</td>
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COVID-19
Small Business
Emergency Relief

Rent Rebate Tax Credit

March 25, 2020
Emergency Relief Rent Rebate Tax Credit

Program Overview

This municipal emergency relief program is designed to support small independent businesses most impacted by the public safety containment due to the COVID-19 outbreak.

If permitted by the state, the program would allow municipalities to offer credits against future real estate taxes to landlords who provide rent rebates to eligible tenants impacted by COVID-19.

Landlords would be able to receive credits for the amount of rent rebated to eligible tenants with the total amount of credits not to exceed the previous fiscal year real estate taxes or some similar cap.

ELIGIBILITY

To be eligible for credit against real estate taxes, a rent rebate must be offered to a tenant who meets the following use criteria:

Use by Code *

<table>
<thead>
<tr>
<th>Arts &amp; Creative Enterprise</th>
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<tbody>
<tr>
<td>Food &amp; Beverage Services</td>
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<tr>
<td>Retail Sales</td>
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<tr>
<td>Civic &amp; Institutional</td>
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<tr>
<td>Commercial Services</td>
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</tbody>
</table>

Exclusions

Exclusions – rent rebates offered to the following tenants are not eligible for real estate tax credits

- Non-Franchise formula businesses
- Banking and/or financial services
- Higher education

* Current use language is drawn to Somerville’s Zoning Ordinance. Municipalities should substitute use language from their individual zoning ordinances.

HOW TO REDEEM

In order to receive the credit, the landlord would submit the appropriate documentation to the city assessing department. Examples of documentation include a rent rebate tax credit form, a rebate check deposit receipt, and a copy of the rebate check.
The numbers are clear. 60% of respondents will not survive another eight weeks at this rate. 72% are waiting for more direction from local and state government as to whether to stay open or close. To flatten the curve and protect our local business and arts economy, we must take decisive action and call for the closure of all non-essential businesses. Not only that, immediate financial relief must be made available.
Letter from the Executive Director

March 15, 2020

City and State elected officials:

I write with extreme urgency on behalf of the Central Square Business Improvement District, our city, state, and country at-large. The effects of COVID-19 are wreaking havoc on our local economy. Our businesses owners, arts organizations, and non-profit directors are being asked to make public safety judgement calls, putting themselves, their staff, and future at risk.

In the last 48 hours, we have quantified, as best we can, the damage to-date and anticipated for our district. Of the over 200 small businesses and organizations I represent, 57 responded to our survey, exhibiting the calm and precision we'll need to chart a course forward.

The numbers are clear. 60% of respondents will not survive another eight weeks at this rate. 72% are waiting for more direction from local and state government as to whether to stay open or close. I just made the difficult decision to suspend services in the district. Our core team, which intimately understands the connectivity of Central Square’s social services and the needs of our housing-insecure neighbors, including our Operations Manager and Team Lead, are still on call and ready to mobilize. We are well-equipped to serve in a crisis like this. That said, to flatten the curve and protect our local business and arts economy, we must take decisive action and call for the closure of all non-essential businesses. Not only that, immediate financial relief must be made available. We have included a list of actionable recommendations. In an addendum, you’ll also find a rent rebate tax credit, developed in collaboration with regional partners, for the City of Cambridge’s immediate consideration.

We have already received numerous requests from neighboring cities and BIDs across the country to use the survey, data points, results, and recommendations we are presenting here to guide their decision-making and aid their lobbying efforts. This is an opportunity to lead at a time when so many are looking for examples to follow.

As the Executive Director of the BID, resident of Cambridge, husband, and father, I implore you to act now.

Thank you for your service,

Michael Monestime
At a Glance
District-Wide Statistics
The heart and soul of Cambridge, Central Square is a historic business district in Cambridge, Massachusetts. Home to mom and pop shops, social services, non-profits, academics, artists, activists, and entrepreneurs, Central’s storefronts and street art reflect the diversity of ideas, tastes, and talents of our city.
Hospitality Industry
83 Restaurants and Hotels

Arts & Culture
60 Organizations

Retail
86 Businesses

Non-Profit
48 Organizations

Estimated workforce employed by these types of businesses:

3,000

94% Estimated percentage of hourly workers
District-Wide Statistics*

Has your business or organization felt the effects of COVID-19?

- Yes: 96%
- No: 4%

Are you waiting on more direction from city or state officials as to whether to close?

- Yes: 71.8%
- No: 28.2%
Describe the nature of impact.

<table>
<thead>
<tr>
<th>Impact</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>Sales Drop</td>
<td>78%</td>
</tr>
<tr>
<td>Staffing Issues</td>
<td>40%</td>
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<tr>
<td>Investment to Accomodate</td>
<td>16%</td>
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<tr>
<td>New Safety Protocols</td>
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<tr>
<td>Reduced Hours</td>
<td>32%</td>
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<tr>
<td>Closed Business</td>
<td>14%</td>
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<tr>
<td>Layoffs</td>
<td>20%</td>
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<tr>
<td>Cancellations of Development Events</td>
<td>30%</td>
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<tr>
<td>Decline in Philanthropic Giving</td>
<td>12%</td>
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<tr>
<td>Other</td>
<td>2%</td>
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</table>

At this rate, could your business/organization operate for the duration of the state of emergency, assuming it goes until May?

- Yes: 40%
- No: 60%

*Charts show data from 57 Central Square BID respondents, collected between March 13 - March 18, 2020.*
Hospitality

Survey Responses

March 25, 2020
Brookline Lunch
is a mom and pop diner, serving casual Mediterranean and American fare in a cozy, brick-walled cafe.

📍 9 Brookline Street

30 years in Central Sq.

2 hourly employees

nature of impact: sales drop

“People are fearful to go out, so we’ve seen less customers coming in, therefore a decrease in food sales.”

Abeer Abu-Rubieh, Family Representative
The longer this crisis lasts, the greater the probability of restaurant failures or even worse - bankruptcies.

David Carvalho, Owner
730 Tavern

is a one-of-a-kind experience in a friendly and diverse atmosphere. Our guests can look forward to socializing while enjoying good food, drink and the company of neighbors and friends, while celebrating New England’s awesome sport teams.

📍 730 Massachusetts Ave.

2.7 years in Central Sq.
9 hourly employees
× nature of impact: cancellations

“COVID-19 has caused a loss of 50% of our daily revenue.”

Davidson Bettero, Owner
Green Street

is a neighborhood fixture, with an award-winning A to Z cocktail menu, meticulously selected wines and craft beers, and a seasonal, local-based menu.

● 280 Green Street

15 years in Central Sq.

17 hourly employees

nature of impact: sales drop, staffing

“We are seeing a 50-75% drop in sales and a drastic change in kitchen staff and hours.”

Dylan Black, Owner
Saloniki Greek

is a tribute to the humble Greek sandwich shop, bringing the flavor and quality of the Greek kitchen to the US,

📍 181 Massachusetts Ave.

2.5 years in Central Sq.

35 hourly employees

nature of impact:
sales drop, staffing, reduced hours, layoffs

"It’s not a snowstorm, it’s not some event that can be “stopped,” we don’t know when it will be over. It’s paralyzing."

Jonathan Mendez, Owner
Abide
serves inventive, handcrafted coffee & tea drinks with varied toppings in a cheerful space.

3
years in Central Sq.

9
hourly employees

nature of impact:
closed business, sales drop, cancellations

“Small businesses like ours with thin margins and little to no access to cash reserves will surely die.”

Jeffrey Yu, Owner

317 Massachusetts Ave.

March 25, 2020
Craigie on Main
combines French-inspired nose-to-tail refined rusticity with no exceptions local, seasonal & organic ingredients.

853 Main Street

12 years in Central Sq.
45 hourly employees

nature of impact: sales drops, staffing, safety investments, reduced hours, layoffs

“People are staying home and not going out. The impact is obvious and real.”

Tony Maws, Owner
PAGU

is a Japanese tapas restaurant located in Cambridge creating globally inspired homey food that speaks to the body and the soul.

📍 310 Massachusetts Ave.

3 years in Central Sq.

30 hourly employees

nature of impact: sales drop, cancellations

“ If we close, how may we take care of our employees? ”

Tracy Chang, Owner
The Phoenix Landing

is part pub, part dance club. This multitasker offers modern Irish pub fare, DJs, and trivia night.

📍 512 Massachusetts Ave.

25 years in Central Sq.

16 hourly employees

nature of impact: sales drops, staffing, reduced hours, layoffs, cancellations

“COVID-19’s effects on Central Square is a disaster.”

Kevin Treanor, Owner
La Fábrica Central

is a Latin Caribbean Cuisine restaurant, with nightclub open on the weekends with authentic Caribbean nightlife and live music right in downtown Cambridge.

📍 450 Massachusetts Ave.

3 years in Central Sq.

60 hourly employees

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nature of impact: sales drops, reduced hours, layoffs, cancellations

“ Our business will not sustain a slowdown of more than two months without emergency loan relief. ”

Dennis Benzan, Owner
Veggie Galaxy
is a contemporary vegetarian diner and vegan bakery.

📍 450 Massachusetts Ave.

9 years in Central Sq.

51 hourly employees

Nature of impact:
sales drops, staffing, safety investments

“We are dealing with this hour by hour.”

Adam Penn, Owner
Mariposa Bakery

is a quaint, brick-walled bakery serving homemade goodies, sandwiches & espresso drinks.

📍 424 Massachusetts Ave.

16 years in Central Sq.

13 hourly employees

nature of impact: sales drops, reduced hours, cancellation of local farmer’s market

“ This is usually a bustling thriving community and we are seeing a drastic reduction in people. ”

Suzanne Mermelstein, Owner

March 25, 2020
Darwin’s Ltd.
is a sandwich shop focused on coffee, sandwiches, and community.

📍 313 Massachusetts Ave.

28
years in Central Sq.

24
hourly employees

$\downarrow$
nature of impact: sales drops, layoffs, reduced hours

“ My staff need a streamlined way to get money fast from the state... A delay is not acceptable when they have rent to pay. ”

Steven Darwin, Owner
907 Main

is a boutique hotel experience with onsite restaurant & rooftop bar on Central Square in Cambridge, MA.

📍 907 Main St.

1 year in Central Sq.

40 hourly employees

nature of impact: impact pending come opening in May

“COVID-19 has possibly impacted us for a May opening.”

Kathryn Vallier, Manager
Mâe Asian Eatery

Our customer base consists of dine-in and dine out, and we are getting hit on both fronts. People are working remotely and/or leaving the state.

Anil Rayasam, Owner

1 years in Central Sq. 

4 hourly employees

$ nature of impact: sales drop, staffing issues, reduced hours, cancellations of catering orders
The Middle East Restaurant

consists of three live-music performance rooms, two family-style restaurants with full-service bars, and an elegant restaurant named ZuZu.

472-480 Massachusetts Ave.

45 years in Central Sq.

90 hourly employees

nature of impact: sales drop, staffing, closed for business

“We had to close the business because of COVID-19.”

Nabil Sater, Owner

March 25, 2020
Little Donkey

is a global tapas restaurant in the heart of Central Square Cambridge.

📍 505 Massachusetts Ave.

3.5
years in
Central Sq.

65
hourly
employees

$\downarrow$
nature of impact:

sales drops, staffing, reduced hours, layoffs, cancellations of development events

"We’ve seen a 40% drop in dinner reservations and 85% drop in lunch sales because of COVID-19."

Jamie Bissonette, Co-owner
Naco Taco

is a full-service taqueria in Central Square, featuring scratch made tacos and tortas in a casual setting, along with margaritas and cocktails, craft beer and wine.

📍 297 Massachusetts Ave.

5 years in Central Sq.

55 hourly employees

💰 nature of impact: sales drop, staffing, layoffs, reduced hours, expected closure

"The effects of COVID-19 have been devastating."

Alex Tannenbaum, Founder

March 25, 2020
Briana Pearson, Owner

Harding House is a warm and homey bed and breakfast in Cambridge.

📍 288 Harvard Street

23 years in Central Sq.

10 hourly employees

Nature of impact: sales drops

"In hospitality we need travelers to visit and the work is very much in person."

Briana Pearson, Owner
Dana Hill Liquors

is a package store in the Harvard/Central Square area.
Cambridge, MA.

📍 910 Massachusetts Ave.

3+ years in Central Sq.

6 hourly employees

nature of impact: sales drops, cancellations

“Decline to almost $0 in corporate business.”

Charles Marquardt, Owner
Viale
features seasonal dishes and a rotating wine list.

Mark Young, Owner

5.5 years in Central Sq.
27 hourly employees

nature of impact:
sales drops,
reduced hours,
loss of future events

“Decline in guests by 20% the last couple days, expecting a 70% drop next week.”

Mark Young, Owner
The Mad Monkfish

is passionate about ethnic flavors & jazz. They offer a unique take on sushi & Asian specialties.

📍 524 Massachusetts Ave.

9 years in Central Sq.

32 hourly employees

$ nature of impact: sales drops, reduced hours, cancellations

“The entire square looks empty, and our business has been cut by 75%.”

Jamme Chantler, Owner
1369 Coffeehouse

offers the best coffees, teas, pastries, and accompaniments, and strive to serve them in a friendly, warm atmosphere.

📍 757 Massachusetts Ave.

25 years in Central Sq.
29 hourly employees

nature of impact:
sales drops,
staffing issues,
reduced hours

Our greatest concern is for our staff, who need paychecks to survive.

Joshua Gerber, Owner
Whole Heart Provisions

is a vegan-friendly spot, featuring build-your-own bowls of veggies, grains & unique toppings.

📍 298 Massachusetts Ave.

1.5 years in Central Sq.

28 hourly employees

nature of impact: closed business, sales drop, layoffs

“COVID-19 caused us to close the business.”

James DiSabatino, Owner
The Plough & Stars

is a cozy pub offering beers on tap, an eclectic comfort-fare menu, brunch, and live music nights.

📍 912 Massachusetts Ave.

50 years in Central Sq.

14 hourly employees

nature of impact: closed business, sales drop
Mainely Burgers

serves gourmet burgers from Maine food truck business in a timber-swathed space with patio seating.

📍 704 Massachusetts Ave.

3.5 years in Central Sq.

20 hourly employees

$ nature of impact: sales drops, staffing, reduced hours, cancellations

“COVID-19 is digging us into a deep hole.”

Max Barber, Owner

March 25, 2020
The Studio at 550 is an artist exchange center designed to promote cross disciplinary exchange through classes, workshops, professional development events, networking events, performances, and opportunities through programming and space rental.

📍 550 Massachusetts Ave.

4 years in Central Sq.

0 hourly employees

nature of impact: closed business

"Due to the nature of the business combined with a 1 person on staff to man the extensive cleaning protocol, we will choose to suspend operations for the health protection of the community."

Callie Chapman, Director
Cambridge Community Television provides media production and computer training and access to production equipment and facilities to residents, non-profits and businesses.

📍 438 Massachusetts Ave.

32 years in Central Sq.

5 hourly employees

nature of impact: closed business

“I fear the loss of small businesses that run on a shoestring in the best of times.”

Susan Fleischmann, Executive Director

March 25, 2020
Red Fox Escapes

is an Escape Room in Cambridge MA with 100% original puzzles and movie-quality sets.

614 Massachusetts Ave.

1 years in Central Sq.
0 hourly employees

nature of impact: sales drops, layoffs, and cancellations

COVID-19 is catastrophic for our business today. We’ve only just paid off our build-out costs, and have no cushion to weather months of zero revenues.

Marie Huber, Co-founder
Central Square Theater

the collaboration between two non-profit professional theater companies with a combined track record of over 50 years of excellence in producing theater and educational programming for the Greater Boston community.

📍 450 Massachusetts Ave.

Catherine Carr Kelly, Executive Director

12 years in Central Sq. 30 hourly employees

nature of impact: closed business, sales drop, staffing, cancellations, declines in philanthropic giving

“Cultural organizations are critical to the lifeblood of Central Square. Please don’t let this health scare put those organizations out of business.”

Catherine Carr Kelly, Executive Director
The Dance Complex

is a volunteer based, artist run organization dedicated to promoting, advancing, and sponsoring artistic endeavors, creative work and education in dance and the movement arts.

📍 536 Massachusetts Ave.

28 years in Central Sq.

9 hourly employees

nature of impact: sales drops, layoffs, and cancellations

“With Covid-19 and a minimum of four weeks away from business, we are at risk to exist.”

Peter DiMuro, Executive Artistic Director
Brain Arts Organization

is a volunteer run arts nonprofit for Greater Boston. Our mission is to create platforms for fringe artistic communities.

📍 In and around Cambridge and Greater Boston

6 years in Central Sq. 0 hourly employees

nature of impact: events postponed

“Artists are a big part of these communities, and this crisis has only shown how vulnerable they are.”

Emma Leavitt, Owner
HMart

is an Asian grocery store chain supplying imported packaged foods & housewares plus ready-to-serve meals.

📍 581 Massachusetts Ave.

6 years in Central Sq.

59 hourly employees

nature of impact: increased panic purchasing

"We don’t know when/if we will be closed down due to quarantine."

Will Wood, Owner
Great Eastern Trading Co.
is a unique and magical shopping experience and personal styling for special occasions or everyday wear.

49 River Street

50 years in Central Sq.

4 hourly employees

nature of impact: sales drop

“The impact is palpable. I fear for my business’s future.”

Nephtaliem McCrary, Owner
Sales are clearly not sustainable and will dip significantly in the coming days.

Danielle Morine, Store Director
Lucky’s Tattoo & Piercing

is a custom body art studio with locations in Northampton and Cambridge, Massachusetts.

📍 694 Massachusetts Ave.

2

years in Central Sq.

5

hourly employees

nature of impact:
cancellations,
safety investments

“The situation can so rapidly evolve. If we have to shut down, things will look very different for us.”

Zach Torrin, Owner
University Stationery

is a Veteran, family-owned stationery store stocking office supplies, rubber stamps & novelties.

📍 296 Massachusetts Ave.

90 years in Central Sq.
0 hourly employees

nature of impact: sales drop

“COVID-19 has caused a 80% revenue drop to date.”

Gail Seidman, Owner
Teddy Shoes

is a family-owned shoe store that specializes in dance shoes and apparel, family footwear, wide widths, boots, hats, dyeables, lingerie, high heels and large sizes.

548 Massachusetts Ave.

63 years in Central Sq.
3 hourly employees

nature of impact: sales drop, reduced staffing

"The dropoff is alarming. We can’t stay in business if no one comes in."

Steve Adelson, Owner

March 25, 2020
Cheapo Records
is a Veteran music store stocking a vast range of used vinyl, cassettes & CDs in an array of genres.

43 years in Central Sq.

3 hourly employees

$ nature of impact: sales drop, staffing, cancellations

“A low interest loan could make the difference in our survival.”

Robert Perry, Owner
We are heavily dependent on the Boston Marathon, runners and events. I estimate $200,000 to $300,000 in loss.

Justin Burdon, Owner

Heartbreak Hill Running Company

is your headquarters for all things running: personalized gait analysis shoe fittings, the best apparel and accessories, expert coaching, proven programming, and a state-of-the-art treadmill studio.

📍 294 Massachusetts Ave.
Central Square Florist

is a trusted and family-owned local florist, delivering flowers and gifts to Boston and surrounding areas.

📍 653 Massachusetts Ave.

91 years in Central Sq.
18 hourly employees

nature of impact: sales drop, cancellations of development events

COVID-19 has directly affected us in the cancellation of corporate and social events.

Jackie Levine, Owner
We will all be adversely impacted by this.

Anne Shuhler, Owner

Classic Graphx
offers a full design service, offset printing, on demand digital printing, digital copying, cutting, folding, bookletmaking, padding, bindery.

678 Massachusetts Ave.

35 years in Central Sq.
7 hourly employees

nature of impact: sales drop, staffing, reduced hours
Seven Stars

is a metaphysical bookstore, specializing in Religious traditions and New Age Material.

📍 731 Massachusetts Ave.

30 years in Central Sq.
5 hourly employees

nature of impact: sales drop

“We’ve seen fewer customers and tighter disposable income.”

Stuart Weinberg, Owner
Revolutionary Clinics is a medical marijuana experience.

541 Massachusetts Ave.

1 year in Central Sq.

20 hourly employees

nature of impact: staffing issues, cancellations of development events

"We’ve seen fewer customers and a shortage of product." — Keith Cooper, Owner
Hilton’s Tent City

is New England’s number one source for outdoor gear and apparel, serving Cambridge since 1947.

565 Massachusetts Ave.

50 years in Central Sq.
4 hourly employees

nature of impact:
sales drop, staffing issues

100% drop in foot traffic.

David Kramer, Owner
We’re experiencing a **massive drop in sales volume**; could make or break the company.

Robert Perry, Owner
Blick Art Materials

is a chain stocking an extensive selection of art supplies, including sketchbooks, paints & canvases.

📍 619 Massachusetts Ave.

10 years in Central Sq.

17 hourly employees

nature of impact: staffing issues, cancellations of development events

“Student sales have dropped off completely.”

Meg Nichols, Manager
Pandemonium Books & Games Inc.
is Greater Boston's best sci-fi books and games store.

4 Pleasant Street

30 years in Central Sq.

22 hourly employees

nature of impact: sales drop, staffing, reduced hours, layoffs, cancellations

“"To protect my staff and my customers I have cancelled all events for the foreseeable future.""

H. Tyler Stewart, owner
Custom Eyes

is a full service Optical Shop, featuring contact lens fittings, eye exams, and a wide selection of eyeglasses.

📍 50 Prospect Street

17 years in Central Sq.

1 hourly employees

nature of impact: sales drop, reduced hours, staffing issues, patient appointment cancellations

“This is having a huge impact on my business, and the community as a whole.”

Kevork Tinkjian, owner
Food For Free

rescues fresh food—food that might otherwise go to waste—and distributes it within the local emergency food system where it can reach those in need.

11 Inman Street

39 years in Central Sq.
14 hourly employees

nature of impact: safety investment, increased investment to support families in need

“People want to DO something.”

Sasha Purpura, Executive Director
Cambridge YMCA

is a family facility that has many things to offer the Cambridge Community.

820 Massachusetts Ave.

155

years in Central Sq.

82

hourly employees

nature of impact: sales drop

“Members [are] canceling memberships and putting them on hold.”

Nancy O’Brien, President & CEO

March 25, 2020
We had to make the difficult decision to suspend all regular operations. We are concerned about the well-being of the children and families we serve, our senior community members, and our staff.

Darrin Korte, Executive Director

Cambridge Community Center

promotes community cooperation and unity to empower youth, individuals, and families by offering social, cultural, educational, and recreational activities such as our comprehensive out-of-school time program, winter farmers market, public gallery, and meeting spaces.

5 Callender Street

91 years in Central Sq.

16 hourly employees

nature of impact: closed business, reduced hours
Recommendations for Protecting Our Vulnerable and Homeless Neighbors

Assessment and Action Regarding COVID-19 in Central Square, Cambridge, MA

March 15, 2020
Overview

Currently, we have about 600 homeless in Cambridge. We need to quickly rethink how this community has access to clean water, food, and health care. As well as how outreach workers can safely continue to do their job. It is essential that new spaces be secured or temporarily erected to accommodate social distancing precautions now and medical treatment in the future.

I humbly offer these suggestions to the City of Cambridge and offer my expertise in finding solutions for these pressing issues of public safety.

Jessie Morton
Jessie Morton is the Central Square BID’s Outreach Coordinator. She brings over a decade’s worth of experience running medical and outreach programs to our community. She previously built programs at places like Johns Hopkins Medical School in Baltimore and Bridge Over Troubled Waters here in Boston. She is an integral part of our team, and works daily to navigate the social service landscape on behalf of our at-risk and homeless neighbors.
COVID-19 Recommendations

1. **Public Hand-Washing Stations**
   This measure went into place immediately and is absolutely the right idea. I understand that sourcing these will be ever-more difficult. The BID can continue to support those efforts, so this resource is available city-wide.

2. **Hydration Stations**
   Similar to hand-washing stations, we must provide access to clean water. Again, we can help with sourcing and identifying the most impactful places to put in the district and city.

3. **Additional Sites for Meals**
   Currently, meals in shelters are large gatherings in small rooms. We recommend finding additional sites to serve and increasing the hours food is available, so fewer people are accessing the space at one time.

4. **Hygiene Packs for the Homeless**
   Ideally these are distributed weekly to unhoused and at-risk individuals. Kits should contain travel-sized hand sanitizer, antibacterial soap, hand wipes, face masks, and medical gloves. It should also include information on how to stop transmission of the virus, what the symptoms are, and what to do if experiencing those symptoms. I have created a booklet for this, but am happy to disseminate other resources if the City prefers.

5. **Extra Protections for Social Workers**
   Many providers are having difficulty accessing cleaning supplies and hand sanitizer. If the City can leverage purchasing power to provide kits, it would be much appreciated.

6. **Increase Capacity of Care by Hiring More Outreach Workers**
   As front line staff is requesting to stay home due to confirmed or potential contact, relief staff will need to be hired. We can help by writing a job description for this position and suggesting how it might work operationally.
7. **Additional Sleeping Space**

This is an absolute priority to comply with the recommended 6 foot social distancing protocol. What now-empty city-owned property can we use for something like this? Are there gyms, hotels, dorms available? Our team has even discussed exploring what it would take to set up large tents for temporary housing and field clinics on surface-level parking lots.

8. **Emergency Transportation**

Programs similar to First Step Outreach should be implemented to provide transportation to the additional shelter options once set up. They should focus only on transportation to food and shelter, not the hospitals, to limit spread and protect workers who don’t have training and/or the personal protective equipment that ProEMS will.

9. **Protective Equipment and Training for Outreach Workers**

Service providers like outreach workers are in close proximity to people all day. That is the nature of care. There is a risk of spread even when complying with social distancing protocols. Employees need training and supplies for Droplet Protection including a hair net, face shield/eye protection, front facing gowns, gloves, booties and N95 masks, which are fit tested to the individual. These masks are rated to withstand COVID-19.

10. **Training and Monitoring of Frontline Staff**

Frontline staff needs to understand when referral to further care is needed. They should also have access to thermometers with sheaths, remembering to still sanitize thermometers after each use. Their health should be closely monitored too. All health care professionals at any new shelter locations must be checked for symptoms. This is an absolute priority.

11. **Public Information**

We need PSA billboards, electronic or otherwise, similar to the one in City Hall. At bare minimum there should be A-frames throughout the city explaining how to protect oneself and others, what the symptoms are, and what/where to go and do if presenting symptoms.
The East Cambridge Business Association (ECBA) continues to work with our membership to better understand the impacts and unprecedented economic damage that Covid 19 has inflicted on our business community.

The District Impact survey, conducted in conjunction with the Central Square BID, and other associations depicts a dire situation. We will need massive investment from all levels of government to recover.

The ECBA will continue to work with our members to identify needs and advocate for resources from our local, state, and federal government.

Thanks to the Central Square BID for their assistance in creating this report.

Jason Alves
Executive Director, East Cambridge Business Association

Patrick Magee
President, East Cambridge Business Association
Lone Star Taco Bar
Restaurant/Hospitality

5 years in business
25 hourly employees
$ nature of impact: sales drop, staffing, layoffs

We saw about a 25% drop in business the first week of March.

ECBA Member
Puritan & Company
Restaurant/Hospitality

7+ years in business
25 hourly employees

nature of impact: closed business, sales drop, staffing, safety investments, layoffs

“Closing is the only way to keep everyone safe.”

ECBA Member
The effect of COVID-19 has been **devastating**, will probably have to close for some number of weeks.

Anonymous
Inman Oasis
Restaurant/Hospitality

14.5 years in business
25 hourly employees

nature of impact: closed business, sales drop, staffing

"We are a touch-based Community oriented business at a time when we aren’t supposed to touch each other or be touched."

Owner

March 25, 2020
94
The loss of corporate business combined with the business from employees has been dramatic.

ECBA Member

Cambridge Spirits
Retail

6 years in business
2 hourly employees

nature of impact: sales drop, reduced hours, cancellations, declines in philanthropic giving
It's a scary time to be a small business owner. We want to make sure our team is taken care of and that our business survives.

ECBA Member

Gather Here

Retail

9
years in business

23
hourly employees

$-
nature of impact:
sales drop, staffing, safety investments, cancellations, decline in philanthropic giving

March 25, 2020
Mayflower Poultry Co.

Retail

88 years in business
7 hourly employees

nature of impact: sales drop, reduced hours, layoffs

COVID-19 has resulted in over 30% drop in sales and decline is increasing.

ECBA Member
We are closing now to give ourselves the best chance to weather this storm.

ECBA Member
I’m scrambling to figure out how to protect the future of my business.
Momi Nonmi
Restaurant/Hospitality

3 years in business
6 hourly employees

nature of impact: sales drop, reduced hours, cancellations

“COVID-19 has caused 80% sales drops, 90% reservation cancellations.”

ECBA Member
Since our service cannot be delivered remotely, we worry about our entire staff having to self isolate for an extended time period.

ECBA Member

Cambridge Cat Clinic
Retail

>1 years in business
5 hourly employees
$ nature of impact: sales drop, decrease in advanced appointment bookings
We're paralyzed with fear, unknowing what to do for our business, and worry for our employees and society.

ECBA Member
S&S Restaurant
Restaurant/Hospitality

100 years in business
70 hourly employees

nature of impact: sales drop, staffing, reduced hours, layoffs, cancellations

“ It is very difficult to stay open and serve the community. ”

ECBA Member
Bukowski Tavern
Restaurant/Hospitality

17 years in business
11 hourly employees

nature of impact: sales drop

“COVID-19 has completely emptied the restaurants.”

ECBA Member
Colman Electric
Retail

44 years in business
12 hourly employees

Nature of impact:
closed business, sales drop, cancellations

“Sales drop off, no work.”

ECBA Member
Restaurant Dante
Restaurant/Hospitality

17 years in business
20 hourly employees
nature of impact: closed business, sales drop, layoffs, reduced hours, cancellations

All large parties at the restaurant have been cancelled.

ECBA Member
If we go into a mandatory shut down we will never recover from that and will have to remain closed for ever.

ECBA Member
Staffing and income will be difficult if school closure more than two weeks.

ECBA Member
Moona Restaurant
Restaurant/Hospitality

3 years in business
8 hourly employees

nature of impact: closed business, sales drop, layoffs, reduced hours

"The loss is in the thousands on a daily basis."

ECBA Member
Highland Fried
Restaurant/Hospitality

8 years in business
26 hourly employees

nature of impact: closed business, staffing, cancellations, reduced hours, decline in philanthropic giving

“The effects are crippling.”

ECBA Member
The impact is far reaching and business levels have come to a screeching halt.

ECBA Member
Wit's End
Restaurant/Hospitality

8 years in business
10 hourly employees

nature of impact:
closed business, sales drop, staffing, reduced hours, layoffs

“Strong possibility of putting me out of business and causing financial hardship to employees.”

ECBA Member

March 25, 2020
Smoke Shop BBQ
Restaurant/Hospitality

3 years in business
65 hourly employees

nature of impact: closed business, sales drop, staffing, reduced hours, layoffs, cancellations, decline in philanthropic giving

“We are closed.”

ECBA Member
Holiday Inn Express & Suites Cambridge
Restaurant/Hospitality

8 years in business
33 hourly employees

nature of impact: sales drop, reduced hours

“ We are experiencing dramatic loss of business / dramatic reduction in hours for hourly team members. ”

ECBA Member
Rising
Restaurant/Hospitality

4 years in business
10 hourly employees

nature of impact: sales drop, staffing, reduced hours, layoffs

“Disaster.”

ECBA Member
Portugalia Restaurant

Restaurant/Hospitality

30 years in business

7 hourly employees

nature of impact: closed business, sales drop, staffing, reduced hours, layoffs, cancellations

“COVID-19 has caused uncertainty and fear of the economic sting......”
Construction will slow, particularly in retail and hospitality industries.

ECBA Member
QRST's
Retail

19 years in business
8 hourly employees

nature of impact: closed business, reduced hours, staffing, layoffs, cancellations

"No new orders. All local events have been cancelled."
Bantam Cider Company
Restaurant/Hospitality

8 years in business
11 hourly employees

nature of impact: closed business, sales drop, staffing, reduced hours, layoffs, cancellations, decline in philanthropic giving

“It will have potentially catastrophic impact on our business.”

ECBA Member
Formaggio Kitchen Kendall
Restaurant/Hospitality

1 years in business
4 hourly employees

nature of impact: unpredictable sales and customer patterns, safety investments

"We are implementing every best practice we can think of, but are doing so on the fly."

ECBA Member
The city has shut down, and nearly all restaurants have laid off their entire staff.

ECBA Member

nature of impact: closed business, sales drop, staffing, reduced hours, layoffs, cancellations, decline in philanthropic giving, cancellation of staff health insurance coverage
Union Square
Neighborhood of Businesses
Somerville, MA
Letter from the Executive Director

March 19, 2020

City and State Elected Officials,

We write today to clearly present the immense and immediate impact COVID-19 has wrought on the businesses, arts organizations, and nonprofits of Union Square, Somerville.

We have received 65 responses from the 192 businesses we serve, 100% of whom reported COVID-19 related impacts to their business.

Of our respondents:
• Less than 37% reported they could stay in business through the April 7 end to the existing state of emergency.
• Only 10% reported they could stay open if the state of emergency were extended to May, 31.
• 32% of our businesses and 54% of businesses in the hospitality industry have already had to lay off employees.
• As one business owner put it, “Even before the state of emergency, we were all struggling. I don’t know how I will pay my rent for my family or my business.”

Our employees and business owners need relief so they can stay personally safe and financially secure. Our businesses need relief beyond loans so that once this health emergency passes, we can return to doing what we do best and what is essential for healthy, prosperous societies: convening and building community through shared public space and the local economy.

The set of actionable recommendations on pages 5 and 6 represent a necessary lifeline for the people and businesses we represent. We urge you to take them up and work to make them a reality.

Thank you for your service,

Jessica Eshleman,
Executive Director, Union Square Main Streets

Zachary Baum,
President of the Board of Directors, Union Square Main Streets

Since 2005, Union Square Main Streets has worked actively to support a vibrant neighborhood by preserving the character and advancing the economic strength of the Union Square business district in Somerville. Learn more about our work and the businesses of Union Square at www.unionsquaremain.org
Union Square Impact Statistics

Has your business or organization felt the effects of COVID-19?

At this rate, can your business/organization operate for the duration of the state of emergency through April 7?

At this rate, can your business/organization operate for the duration of the state of emergency if it were to go through May 31?
At this time, I am most concerned about:

- **Paying Rent**: 70%
- **Staff: Having to Layoff or Reduce Hours**: 58.6%
- **Staff: Keeping my Business Staffed with Healthy, Appropriately-Trained Individuals**: 20%
- **Obtaining Supplies / Inventory**: 22.9%
- **Cash Flow**: 84.3%
- **Other**: <1.4%

Nature of impacts:

- **Sales Drop**: 80%
- **Staffing Issues**: 31.4%
- **Layoffs**: 32.9%
- **Reduced Hours**: 58.6%
- **Closed Business Temporarily**: 67.1%
- **Considered Closing Permanently**: 10%
- **Decided to Close Permanently**: 18.6%
- **Supply or Inventory Challenges**: 37.1%
- **Cancellation of Non-Profit Development Events**: 11.4%
- **Decline in Philanthropic Giving**: 5.7%
- **Other**: 1.4%

Are there other measures we can advocate for to help relieve immediate impacts?

- **Rent Waivers or Reductions**: 84.3%
- **Emergency Payroll/ Benefit Support**: 58.6%
- **Emergency Relief Loans**: 54.3%
- **Waive Meals Tax**: 31.4%
- **N/A**: 2.9%
- **Other**: 1.4%
Play Union, LLC
Arts & Culture

2.3
years in business

2
hourly employees

nature of impact: closed business, safety investments

"Since our entire purpose for being is to create community and be a gathering place, we currently have $0 in new sales generation as of March 13."

Debbie Musnikow, Owner
The Comedy Studio is centered around live performances and creating a community for local performers. The recent developments have obviously hindered those tenets of our business.

Danny Hatch, Business Manager
be. in Union Yoga
Arts & Culture

10.5 years in business
25 hourly employees

nature of impact: closed business, sales drop, staffing, reduced hours, layoffs, considered closing permanently

“Act FAST, no time to wait.”

Jaclyn R. Kryzak, Co-Owner
The Independent & Brass Union
Restaurant/Hospitality

19 years in business
42 hourly employees

nature of impact: closed business, staffing, reduced hours, safety investments, layoffs

“Covid-19 has decimated my businesses. My entire staff has been laid off.”

Jess Willis, Owner
Rebel Rebel
Restaurant/Hospitality

1.5 years in business
7 hourly employees
nature of impact: closed business, sales drop, staffing, layoffs, decline in philanthropic giving

"Everything is closed, and everyone is panicking."

Lauren Friel, Owner
Celeste
Restaurant/Hospitality

2 years in business
11 hourly employees

nature of impact: sales drop, staffing, reduced hours, layoffs

We hope we can continue serving the public by preparing food for take out and delivery for as long as possible. **This is a new arena for us, we're not sure how prepared we are to handle it, but it's the only way to keep our staff employed.**

Maria Rondeau, Owner

March 25, 2020
The future of our organization and the people who depend on it to make a living is in **serious jeopardy**.

Neal Cadogan, Partner
Mostly worried about the uncertainty of how long we will need to be closed.

Sarah Murphy, Owner
If this report and associated survey can be of service to your community, please reach out to:

Nina Berg
Communications and Creative Director
Central Square BID
nina@centralsq.org
617.945.2184