

The XYZ of ABC 2023 Business Survey

Please complete this questionnaire if you are the person most knowledgeable about this business, typically the owner or manager. Your responses are confidential and no identifying information will be shared.

1. Please rate each of the following aspects of quality of life in ABC.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
ABC as a place to work.....	1	2	3	4	5
ABC as a place to visit.....	1	2	3	4	5
ABC as a place to do business.....	1	2	3	4	5
The overall quality of life in ABC.....	1	2	3	4	5
ABC as a place for children and families.....	1	2	3	4	5
ABC as a place for older adults.....	1	2	3	4	5
ABC as a place for young adults.....	1	2	3	4	5
Overall image or reputation of ABC.....	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to ABC as a whole.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall economic health of ABC.....	1	2	3	4	5
Overall quality of the transportation system (auto, bicycle, foot, bus) in ABC.....	1	2	3	4	5
Overall design or layout of ABC's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.).....	1	2	3	4	5
Overall quality of the utility infrastructure in ABC (water, sewer, storm water, electric/gas, broadband).....	1	2	3	4	5
Overall feeling of safety in ABC.....	1	2	3	4	5
Overall quality of natural environment in ABC.....	1	2	3	4	5
Overall quality of parks and recreation opportunities.....	1	2	3	4	5
Overall health and wellness opportunities in ABC.....	1	2	3	4	5
Overall opportunities for education, culture, and the arts.....	1	2	3	4	5
Residents' connection and engagement with their community.....	1	2	3	4	5

3. Please indicate how likely or unlikely you are to do each of the following.

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Somewhat unlikely</u>	<u>Very unlikely</u>	<u>Don't know</u>
Recommend living in ABC to someone who asks.....	1	2	3	4	5
Recommend working in ABC to someone who asks.....	1	2	3	4	5
Recommend operating a business in ABC to someone who asks....	1	2	3	4	5
Keep your business in ABC for the next five years.....	1	2	3	4	5

4. Please rate how safe or unsafe you feel:

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Neither safe nor unsafe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
In ABC's commercial areas during the day.....	1	2	3	4	5	6
In ABC's commercial areas after dark.....	1	2	3	4	5	6

5. Please rate each of the following in the ABC community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Cleanliness of ABC.....	1	2	3	4	5
Overall appearance of ABC.....	1	2	3	4	5
Vibrancy of downtown/commercial area.....	1	2	3	4	5
Overall quality of commercial development in ABC.....	1	2	3	4	5
Overall opportunity for business growth and expansion.....	1	2	3	4	5
Opportunities for tourism.....	1	2	3	4	5
Public places where people want to spend time.....	1	2	3	4	5
Historical preservation in ABC.....	1	2	3	4	5
Hotel and lodging options.....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities.....	1	2	3	4	5
Quality of internet connection.....	1	2	3	4	5
Coverage of internet connection.....	1	2	3	4	5
Quality of shopping opportunities.....	1	2	3	4	5
Variety of shopping opportunities.....	1	2	3	4	5
Quality of restaurants and places to eat.....	1	2	3	4	5
Variety of restaurants and places to eat.....	1	2	3	4	5

5. (continued) Please rate each of the following in the ABC community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Quality of service establishments (e.g., salons, dry cleaners, etc.)	1	2	3	4	5
Variety of service establishments (e.g., salons, dry cleaners, etc.)	1	2	3	4	5
Quality of employment opportunities.....	1	2	3	4	5
Variety of employment opportunities	1	2	3	4	5
Availability of jobs that pay a livable wage.....	1	2	3	4	5

6. How much of a problem, if at all, are disruptive, nuisance, or illegal behaviors (e.g., loitering, vulgar language, panhandling, etc.) for your business?

Major problem Moderate problem Minor problem Not at all a problem

7. Thinking about ABC's workforce, please rate each of the following characteristics as they relate to ABC.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Variety of housing options for people who work in ABC.....	1	2	3	4	5
Affordability of housing for people who work in ABC	1	2	3	4	5
Cost of living in ABC.....	1	2	3	4	5
Quality of childcare	1	2	3	4	5
Affordability of childcare.....	1	2	3	4	5
Variety of transportation options for people who work in ABC.....	1	2	3	4	5
Ease of parking at workplaces.....	1	2	3	4	5

8. Please rate each of the following characteristics as they relate to ABC as a place to develop job and workforce skills.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The quality of the public school system at producing graduates who are career-ready.....	1	2	3	4	5
The quality of the public school system at producing graduates who are college-ready	1	2	3	4	5
Access to institutions of higher education (colleges, universities)	1	2	3	4	5
Access to trade schools.....	1	2	3	4	5
Variety of education/training opportunities to build work skills	1	2	3	4	5
Affordability of education/training opportunities to build work skills	1	2	3	4	5
Overall quality of education/training opportunities in your community	1	2	3	4	5

9. Please rate the quality of each of the following services in ABC.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Police services	1	2	3	4	5
Fire services	1	2	3	4	5
Crime prevention	1	2	3	4	5
Traffic enforcement	1	2	3	4	5
Street repair	1	2	3	4	5
Street cleaning.....	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal.....	1	2	3	4	5
Sidewalk maintenance.....	1	2	3	4	5
Bus or transit services	1	2	3	4	5
Traffic flow on major streets.....	1	2	3	4	5
Amount of public parking in commercial areas.....	1	2	3	4	5
Ease of travel by car in ABC.....	1	2	3	4	5
Ease of travel by bicycle in ABC.....	1	2	3	4	5
Ease of walking in ABC (path/sidewalk connectivity, etc.)	1	2	3	4	5
Traffic management during construction	1	2	3	4	5
Garbage collection	1	2	3	4	5
Recycling.....	1	2	3	4	5
Storm drainage	1	2	3	4	5
Power (electric and/or gas) utility.....	1	2	3	4	5
Utility billing	1	2	3	4	5

The XYZ of ABC 2023 Business Survey

9. (continued) Please rate the quality of each of the following services in ABC.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Land use, planning, and zoning.....	1	2	3	4	5
Building permits and inspections.....	1	2	3	4	5
Code enforcement (weeds, signs, etc.).....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Public information services.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations).....	1	2	3	4	5
XYZ-sponsored special events.....	1	2	3	4	5
Overall customer service by ABC employees (police, receptionists, planners, etc.).....	1	2	3	4	5

10. Overall, how would you rate the quality of the services provided by each of the following?

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The XYZ of ABC.....	1	2	3	4	5
The Federal Government.....	1	2	3	4	5

11. Please rate the following categories of ABC government performance.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The value of services for the taxes paid to ABC.....	1	2	3	4	5
The overall direction that ABC is taking.....	1	2	3	4	5
Overall confidence in ABC government.....	1	2	3	4	5
Generally acting in the best interest of the community.....	1	2	3	4	5
Being honest.....	1	2	3	4	5

12. Please rate the job the ABC government does:

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Informing businesses of community issues and values.....	1	2	3	4	5
Communicating during XYZ construction (e.g., streets, utilities, etc.).....	1	2	3	4	5
Welcoming business involvement.....	1	2	3	4	5
Retaining existing businesses.....	1	2	3	4	5
Attracting new businesses.....	1	2	3	4	5
Supporting or creating new jobs.....	1	2	3	4	5

13. Please rate the amount of growth in your company:

	<u>Large increase</u>	<u>Small increase</u>	<u>No change</u>	<u>Small decrease</u>	<u>Large decrease</u>	<u>Don't know</u>
Over the PAST five years.....	1	2	3	4	5	6
Expected in the NEXT five years.....	1	2	3	4	5	6

14. What impact, if any, do you think the economy will have on your business revenues in the next 6 months? Do you think the impact will be:

- Very positive
 Somewhat positive
 Neutral
 Somewhat negative
 Very negative

15. Is your business planning to hire in the next 6 to 12 months?

- No [skip to question 17]
 Yes
 Not sure

16. If you said "yes" or "not sure" to question 15 above, what types of jobs might you be adding? (Please check 'yes' for all that apply.)

	<u>Yes</u>	<u>No</u>
<u>Unskilled jobs</u> : these jobs do not require workers to have special training or skills (e.g., cashiers, farm laborers, grocery clerks, hotel workers).....	1	2
<u>Semi-skilled jobs</u> : these jobs require some skill but do not require highly specialized skills (e.g., truck, drivers, typists).....	1	2
<u>Skilled jobs</u> : these jobs require a comprehensive knowledge of the trade, craft, or industry (e.g., electricians, plumbers, law enforcement officers, administrative assistants).....	1	2
<u>Highly skilled jobs</u> : these jobs require an advanced education or training (e.g., doctors, lawyers architects, financial consultants).....	1	2

17. Thinking about your current employees and current employment options at your business, please rate to what extent they possess the following.

	<u>Fully</u>	<u>Mostly</u>	<u>Somewhat</u>	<u>Slightly</u>	<u>Not at all</u>	<u>Don't know</u>
The educational qualifications.....	1	2	3	4	5	6
The skills needed.....	1	2	3	4	5	6

18. How much of a challenge, if at all, are the following to finding good employees in your community today?

	Major challenge	Moderate challenge	Minor challenge	Not a challenge	Don't know
Too many under-qualified employees/applicants.....	1	2	3	4	5
Too many overqualified employees/applicants.....	1	2	3	4	5
Lack of higher education opportunities (e.g., universities, colleges).....	1	2	3	4	5
Lack of trade schools and other adult training programs.....	1	2	3	4	5
Lack of quality public schools.....	1	2	3	4	5
Too many workers without a high school degree or equivalent	1	2	3	4	5
Too few applicants/employees who do not speak a language other than English (e.g., cannot speak Spanish)	1	2	3	4	5
Too few applicants/employees who speak a language other than English (e.g., cannot speak English).....	1	2	3	4	5
Lack of childcare opportunities	1	2	3	4	5
Lack of affordable, reliable public transportation.....	1	2	3	4	5
Lack of affordable, quality housing	1	2	3	4	5
Cost of living	1	2	3	4	5
Lack of community amenities to attract employees seeking higher paying/higher skill level jobs	1	2	3	4	5
Failed drug tests	1	2	3	4	5

Our last questions are about you and your business. Again, all of your responses to this survey are confidential and no identifying information will be shared.

D1. Which one of the following industries best describes the nature of your business? (Please check the one that comes closest.)

- Agriculture or farming
- Arts, audio, video technology, and communications
- Banking/financial services/credit unions
- Business, industry, and trade associations
- Construction
- Education and training
- Financial activities
- Health care and health services
- Information/media
- Legal
- Leisure and hospitality (travel, lodging, restaurants, bars, entertainment)
- Manufacturing
- Marketing, sales, and services
- Non-profit charitable organization
- Other services (cleaning, dog walking, beauty, etc.)
- Professional and business services/consulting
- Public service and government
- Shopping and retail
- Technology and computers
- Transportation and automotive services
- Utilities (gas, electric, water, internet, cable)
- Wholesale trade/sales
- Other _____

D2. What is your position in this organization?

- Owner
- Administrative Assistant
- Manager or Administrator
- Other

D3. How many years has your business been located in ABC?

- Less than 1 year
- 1-5 years
- 6-10 years
- More than 10 years

D4. What was the approximate annual gross revenue (for the most recent accounting year) generated by all of your ABC sites?

- Pre-revenue
- Less than \$100,000
- \$100,000 to \$499,999
- \$500,000 to \$999,999
- \$1,000,000 to \$4,999,999
- \$5,000,000 or more

D5. Which, if any, of the following most closely reflect your business? Select "Yes" or "No" for each item.

	Yes	No
Home-based.....	1	2
A small business (1-49 employees)	1	2
Mid-sized business (50-499 employees).....	1	2
Large business (500+ employees)	1	2
Minority-owned business enterprise (MBE, 51% owned, operated, and controlled by a US citizen(s) who is a racial or ethnic minority)	1	2
Woman-owned business enterprise (WBE)	1	2

D6. Approximately what percent of your workforce at this location do you think lives in ABC?

- Less than 10%
- 10 - 24%
- 25 - 49%
- 50 - 74%
- 75% or more
- Don't know

Thank you for completing this survey.