

1. Do you own or lease your current facility?

		Response Percent	Response Count
a. Own		70.7%	41
b. Lease		29.3%	17
		answered question	58
		skipped question	1

2. How long have you been doing business in Troy?

		Response Percent	Response Count
a. 0-1 years		12.1%	7
b. 2-4 years		17.2%	10
c. 5-7 years		6.9%	4
d. 8-10 years		8.6%	5
e. More than 10 years		55.2%	32
		answered question	58
		skipped question	1

3. Which of the following best describes your business?

		Response Percent	Response Count
a. Troy Headquarters		6.9%	4
b. Branch Operation		24.1%	14
c. Franchise Operation		10.3%	6
d. Independently Owned		32.8%	19
e. Home Occupation		6.9%	4
f. Locally Owned and Operated		31.0%	18
		answered question	58
		skipped question	1

4. What market does your business serve?

		Response Percent	Response Count
a. Local		58.6%	34
b. County		46.6%	27
c. State		19.0%	11
d. National		24.1%	14
e. International		10.3%	6
		answered question	58
		skipped question	1

5. Your business primarily provides goods and services to what industries?

		Response Percent	Response Count
a. Retail		27.6%	16
b. Personal services		39.7%	23
c. Industrial services		13.8%	8
d. Food services		12.1%	7
e. Energy		5.2%	3
f. Business services		25.9%	15
g. Building/Landscaping		19.0%	11
h. Automotive		12.1%	7
i. Agriculture/Fishing		5.2%	3
j. Accommodations		5.2%	3
		answered question	58
		skipped question	1

6. Why does your business purchase goods/services outside the local area?

		Response Percent	Response Count
a. Buying decisions are made at the region or head office located out the the area		22.2%	12
b. Goods/services are not available locally		66.7%	36
c. Local goods/services are not competitively priced		22.2%	12
		answered question	54
		skipped question	5

7. What types of goods and services does your business purchase locally?

		Response Percent	Response Count
a. Banking services		73.7%	42
b. Groceries and food stuff		54.4%	31
c. Legal and accounting services		33.3%	19
d. Office supplies and furniture		49.1%	28
e. Promotional material and expertise		26.3%	15
		answered question	57
		skipped question	2

8. What products, supplies or services do you wish could be readily available in Troy?

	Response Count
	29
answered question	29
skipped question	30

9. Do you have any major problems currently affecting our business operations?

		Response Percent	Response Count
a.Labor availability		31.6%	6
b. Labor costs		26.3%	5
c. State/Regional regulations		52.6%	10
d. Local regulations		10.5%	2
	Other (please specify)		12
answered question			19
skipped question			40

10. Where does your greatest competition come from?

	Response Count
	49
answered question	49
skipped question	10

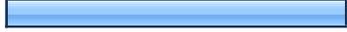
11. What are your business's greatest competitive advantages?

	Response Count
	46
answered question	46
skipped question	13

12. What target markets or customers are essential for the success of you business? Please rate all that apply. Use the number 1 as being most important and rate in decending order of importance.

	Most Important							Least Important	Rating Average	Response Count
a. Transport	18.9% (7)	8.1% (3)	13.5% (5)	13.5% (5)	5.4% (2)	5.4% (2)	16.2% (6)	18.9% (7)	4.54	37
b. Local university/colleges	0.0% (0)	22.9% (8)	17.1% (6)	14.3% (5)	14.3% (5)	11.4% (4)	17.1% (6)	2.9% (1)	4.37	35
c. Tourism, visitors to the area	2.6% (1)	12.8% (5)	17.9% (7)	2.6% (1)	7.7% (3)	10.3% (4)	15.4% (6)	30.8% (12)	5.46	39
d. Service industry	11.1% (4)	16.7% (6)	27.8% (10)	11.1% (4)	22.2% (8)	5.6% (2)	5.6% (2)	0.0% (0)	3.56	36
e. Retail industry	10.8% (4)	24.3% (9)	18.9% (7)	18.9% (7)	10.8% (4)	8.1% (3)	8.1% (3)	0.0% (0)	3.51	37
f. Hospitality industry	0.0% (0)	6.1% (2)	12.1% (4)	24.2% (8)	9.1% (3)	21.2% (7)	15.2% (5)	12.1% (4)	5.21	33
g. Local residents	71.2% (37)	11.5% (6)	5.8% (3)	3.8% (2)	3.8% (2)	0.0% (0)	0.0% (0)	3.8% (2)	1.77	52
									answered question	55
									skipped question	4

13. If the business is locally owned and operated, please select one of the following:

		Response Percent	Response Count
a. Cooperative		14.9%	7
b. Family business		27.7%	13
c. Sole proprietorship		29.8%	14
d. Partnership		10.6%	5
e. For-profit corporation		31.9%	15
f. Non-profit corporation		0.0%	0
		answered question	47
		skipped question	12

14. How is your firm structured?

		Response Percent	Response Count
a. Corporation - public		8.9%	5
b. Corporation - closely held		48.2%	27
c. Partnership		12.5%	7
d. Sole proprietorship		30.4%	17
		answered question	56
		skipped question	3

15. Please select the category that best describes your company gross sales in YEAR.

		Response Percent	Response Count
a. under \$25,000		1.9%	1
b. \$25,000 to \$99,999		3.7%	2
c. \$100,000 to \$199,999		13.0%	7
d. \$200,000 to \$499,999		22.2%	12
e. \$500,000 to \$999,999		16.7%	9
f. \$1 million to \$2.49 million		18.5%	10
g. \$2.5 million to \$4.9 million		9.3%	5
h. \$5 million to \$9.9 million		3.7%	2
i. \$10 million or more		11.1%	6
		answered question	54
		skipped question	5

16. Within the next 3 years does your business plan to:

		Response Percent	Response Count
a. Expand		55.2%	32
b. Stay the same		31.0%	18
c. Relocate		0.0%	0
d. Downsize or close		1.7%	1
e. Don't know		12.1%	7
answered question			58
skipped question			1

17. Over the past 2 years, have business revenues:

		Response Percent	Response Count
a. Increased		48.1%	26
b. Stayed the same		20.4%	11
c. Decreased		31.5%	17
answered question			54
skipped question			5

18. Over the next 2 years, do you expect revenues to:

		Response Percent	Response Count
a. Increase		73.7%	42
b. Stay the same		21.1%	12
c. Decrease		5.3%	3
		answered question	57
		skipped question	2

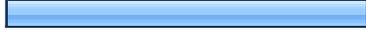
19. Are the following issues currently challenging your business? Please rate each item.

	Important	Somewhat important	Not important	Not applicable	Rating Average	Response Count
Utilities	36.8% (7)	36.8% (7)	10.5% (2)	15.8% (3)	2.05	19
Space	36.4% (8)	31.8% (7)	22.7% (5)	9.1% (2)	2.05	22
Vandalism	0.0% (0)	0.0% (0)	41.7% (5)	58.3% (7)	3.58	12
Capital Financing	30.8% (4)	15.4% (2)	30.8% (4)	23.1% (3)	2.46	13
Labor	22.2% (2)	55.6% (5)	22.2% (2)	0.0% (0)	2.00	9
Transportation	26.3% (5)	21.1% (4)	31.6% (6)	21.1% (4)	2.47	19
Safety	16.7% (1)	33.3% (2)	50.0% (3)	0.0% (0)	2.33	6
Taxes	60.0% (15)	36.0% (9)	4.0% (1)	0.0% (0)	1.44	25
Regulations	41.7% (5)	50.0% (6)	8.3% (1)	0.0% (0)	1.67	12
Drainage	0.0% (0)	20.0% (2)	30.0% (3)	50.0% (5)	3.30	10
Marketing	58.3% (7)	41.7% (5)	0.0% (0)	0.0% (0)	1.42	12
Environmental issues	20.0% (2)	10.0% (1)	30.0% (3)	40.0% (4)	2.90	10
answered question						57
skipped question						2

20. What is your current employment status?

		Response Percent	Response Count
a. Hiring		19.0%	11
b.. Stable		75.9%	44
c. Downsizing		5.2%	3
answered question			58
skipped question			1

21. How do you rate the AVAILABILITY of workers in Troy?

		Response Percent	Response Count
a. Excellent		7.0%	4
b.. Good		31.6%	18
c. Average		56.1%	32
d. Poor		5.3%	3
answered question			57
skipped question			2

22. How many employees does your business have at this time?

		Response Percent	Response Count
a. 1-10		75.9%	44
b. 11-20		8.6%	5
c. 21-30		6.9%	4
d. 31-40		1.7%	1
e. 41-50		0.0%	0
f. 51-60		0.0%	0
g. 61-70		0.0%	0
h. 71-80		0.0%	0
i. 81-90		0.0%	0
j. 91-100		6.9%	4
		answered question	58
		skipped question	1

23. What number of employees (and business operators) fit into the following age groups:

	1-5	6-10	11-15	16-20	21-25	26-30	30+	Rating Average	Response Count
a. 16-26 years old	67.9% (19)	14.3% (4)	7.1% (2)	10.7% (3)	0.0% (0)	0.0% (0)	0.0% (0)	1.61	28
b. 27-36 years old	72.7% (24)	15.2% (5)	6.1% (2)	3.0% (1)	3.0% (1)	0.0% (0)	0.0% (0)	1.48	33
c. 37-46 years old	74.2% (23)	12.9% (4)	0.0% (0)	3.2% (1)	6.5% (2)	0.0% (0)	3.2% (1)	1.68	31
d. 47-56 years old	76.7% (23)	6.7% (2)	6.7% (2)	0.0% (0)	3.3% (1)	0.0% (0)	6.7% (2)	1.73	30
e. 57-66 years old	87.0% (20)	0.0% (0)	4.3% (1)	0.0% (0)	4.3% (1)	0.0% (0)	4.3% (1)	1.52	23
f. 67-76 years old	80.0% (4)	20.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	1.20	5
								answered question	56
								skipped question	3

24. Do you have problems recruiting employees?

		Response Percent	Response Count
a. No problems		71.4%	40
b. Cost of living		1.8%	1
c. Lack of employment for spouse		0.0%	0
d. Unable to recruit workers with skills		16.1%	9
e. Not interested in relocating		0.0%	0
f. Expect higher wages		10.7%	6
g. Affordable housing		0.0%	0
answered question			56
skipped question			3

25. Are there any types of positions in your business that are particularly hard to fill?

		Response Percent	Response Count
a. Yes		34.0%	18
b. No		66.0%	35
	If yes, please specify		15
answered question			53
skipped question			6

26. What percentage of your labor force is unionized?

		Response Percent	Response Count
a. Non-unionized		89.5%	51
b. 1% - 24%		3.5%	2
c. 25% - 49%		0.0%	0
d. 50% - 79%		1.8%	1
e. 75% - 100%		5.3%	3
answered question			57
skipped question			2

27. Do you plan to increase your labor force in the next three years?

		Response Percent	Response Count
a. Yes		50.0%	29
b. No		27.6%	16
c. Don't know		22.4%	13
answered question			58
skipped question			1

28. How do you rate the QUALITY of workers in Troy?

		Response Percent	Response Count
a. Excellent		10.7%	6
b. Good		48.2%	27
c. Average		39.3%	22
d. Poor		1.8%	1
answered question			56
skipped question			3

29. How to you rate the STABILITY of workers in the Troy area?

		Response Percent	Response Count
a. Excellent		16.4%	9
b. Good		43.6%	24
c. Average		36.4%	20
d. Poor		3.6%	2
		answered question	55
		skipped question	4

30. Rate community resources according to QUALITY of service.

	Excellent	Good	Average	Poor	Rating Average	Response Count
Building Code Enforcement	32.0% (16)	56.0% (28)	12.0% (6)	0.0% (0)	3.20	50
Business Fees & Licensing/Registration	26.0% (13)	46.0% (23)	28.0% (14)	0.0% (0)	2.98	50
City Access Cable Programming	7.7% (3)	35.9% (14)	46.2% (18)	10.3% (4)	2.41	39
Economic Development Program	8.9% (4)	37.8% (17)	35.6% (16)	17.8% (8)	2.38	45
Electrical Services	9.8% (5)	58.8% (30)	29.4% (15)	2.0% (1)	2.76	51
Emergency Medical Service	23.4% (11)	61.7% (29)	12.8% (6)	2.1% (1)	3.06	47
Law Enforcement	55.6% (30)	31.5% (17)	11.1% (6)	1.9% (1)	3.41	54
Library Services	32.6% (15)	52.2% (24)	13.0% (6)	2.2% (1)	3.15	46
Gas Services	26.5% (13)	59.2% (29)	14.3% (7)	0.0% (0)	3.12	49
Sewer & Water	22.0% (11)	52.0% (26)	20.0% (10)	6.0% (3)	2.90	50
Street Lighting	12.0% (6)	66.0% (33)	18.0% (9)	4.0% (2)	2.86	50
Street & Sidewalk Maintenance	15.1% (8)	49.1% (26)	26.4% (14)	9.4% (5)	2.70	53
answered question						56
skipped question						3

31. Rate the overall quality of life in Troy.

		Response Percent	Response Count
a. Excellent		29.8%	17
b. Good		52.6%	30
c. Average		17.5%	10
d. Poor		0.0%	0
		answered question	57
		skipped question	2

32. Rate community resources according to COST.

	Excellent	Good	Average	Poor	Rating Average	Response Count
Building Code Enforcement	16.0% (8)	40.0% (20)	42.0% (21)	2.0% (1)	2.70	50
Business Fees & Licensing/Registration	20.0% (10)	34.0% (17)	44.0% (22)	2.0% (1)	2.72	50
City Access Cable Programming	2.6% (1)	35.9% (14)	53.8% (21)	7.7% (3)	2.33	39
Economic Development Program	7.7% (3)	33.3% (13)	43.6% (17)	15.4% (6)	2.33	39
Electrical Services	4.3% (2)	42.6% (20)	46.8% (22)	6.4% (3)	2.45	47
Emergency Medical Service	16.7% (8)	45.8% (22)	35.4% (17)	2.1% (1)	2.77	48
Law Enforcement	31.9% (15)	31.9% (15)	31.9% (15)	4.3% (2)	2.91	47
Library Services	25.0% (11)	40.9% (18)	34.1% (15)	0.0% (0)	2.91	44
Gas Services	12.5% (6)	52.1% (25)	29.2% (14)	6.3% (3)	2.71	48
Sewer & Water	18.4% (9)	46.9% (23)	30.6% (15)	4.1% (2)	2.80	49
Street Lighting	10.6% (5)	51.1% (24)	34.0% (16)	4.3% (2)	2.68	47
Street & Sidewalk Maintenance	10.6% (5)	46.8% (22)	36.2% (17)	6.4% (3)	2.62	47
answered question						53
skipped question						6

33. Do you think that community involvement is important for your business's success?

		Response Percent	Response Count
a. Yes		84.5%	49
b. No		15.5%	9
		answered question	58
		skipped question	1

34. How do you feel about the City's business registration program?

		Response Percent	Response Count
a. Positive		19.6%	11
b. Neutral		53.6%	30
c. Negative		3.6%	2
d. No response		23.2%	13
		answered question	56
		skipped question	3

35. How do you feel about the the City's sign regulations?

		Response Percent	Response Count
a. Positive		14.0%	8
b. Neutral		56.1%	32
c. Negative		8.8%	5
d. No response		21.1%	12
		answered question	57
		skipped question	2

36. How do you obtain information about the City, or the community in general?

		Response Percent	Response Count
a. City website		21.8%	12
b. Telephone		14.5%	8
c. Word of mouth/neighbors		52.7%	29
d. Other		10.9%	6
	Other (please specify)		9
answered question			55
skipped question			4

37. Do you live in Troy?

		Response Percent	Response Count
a. Yes		43.1%	25
b. No		56.9%	33
answered question			58
skipped question			1

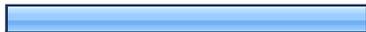
38. If you do not live in Troy, is your community responsive/supportive to the needs of business retention and expansion?

		Response Percent	Response Count
a. Yes		50.0%	16
b. No		6.3%	2
c. Don't know		43.8%	14
	Please specify the community in which you live.		12
	answered question		32
	skipped question		27

39. How does your community provide assistance to business owners in the community where you live?

		Response Percent	Response Count
a. Economic Development Program		55.6%	10
b. Business Expansion & Retention Survey/Visits		44.4%	8
	Other (please specify)		4
	answered question		18
	skipped question		41

40. How responsive are Troy city employees?

		Response Percent	Response Count
a. Completely responsive		22.8%	13
b. Very responsive		36.8%	21
c. Adequately responsive		31.6%	18
d. Not very responsive		0.0%	0
e. Don't know		8.8%	5
answered question			57
skipped question			2

41. How do you rate Troy as a place to do business?

		Response Percent	Response Count
a. Excellent		19.0%	11
b. Good		60.3%	35
c. Fair		17.2%	10
d. Poor		3.4%	2
e. Very Poor		0.0%	0
		answered question	58
		skipped question	1

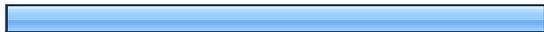
42. Are you a member of the Chamber of Commerce?

		Response Percent	Response Count
a. Yes		62.1%	36
b. No		37.9%	22
		answered question	58
		skipped question	1

43. What change do you think the future holds for Troy's economy?

		Response Percent	Response Count
a. Positive		35.1%	20
b. Average		40.4%	23
c. Negative		3.5%	2
d. Contingent on other factors		15.8%	9
d. Unsure		5.3%	3
		answered question	57
		skipped question	2

44. Would you be interested in participating in any future business forums or focus groups?

		Response Percent	Response Count
a. Yes		52.7%	29
b. No		47.3%	26
		answered question	55
		skipped question	4

45. What forms of advertising does your company use to reach customers?

		Response Percent	Response Count	
a. Radio		1.9%	1	
b. TV		3.7%	2	
c. Direct Mail		9.3%	5	
d. Newspaper ads		37.0%	20	
e. Internet		27.8%	15	
f. Social Media		5.6%	3	
g. Chamber of Commerce		14.8%	8	
		Other (please specify)	20	
			answered question	54
			skipped question	5

46. Please provide any additional comments.

	Response Count
	11
answered question	11
skipped question	48