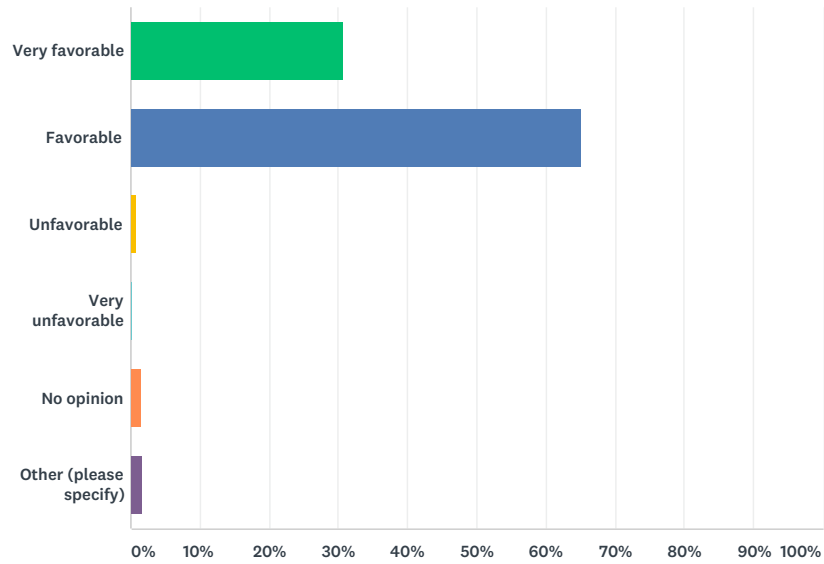


Q1 What is your perception of the business climate in West Michigan?

Answered: 649 Skipped: 0



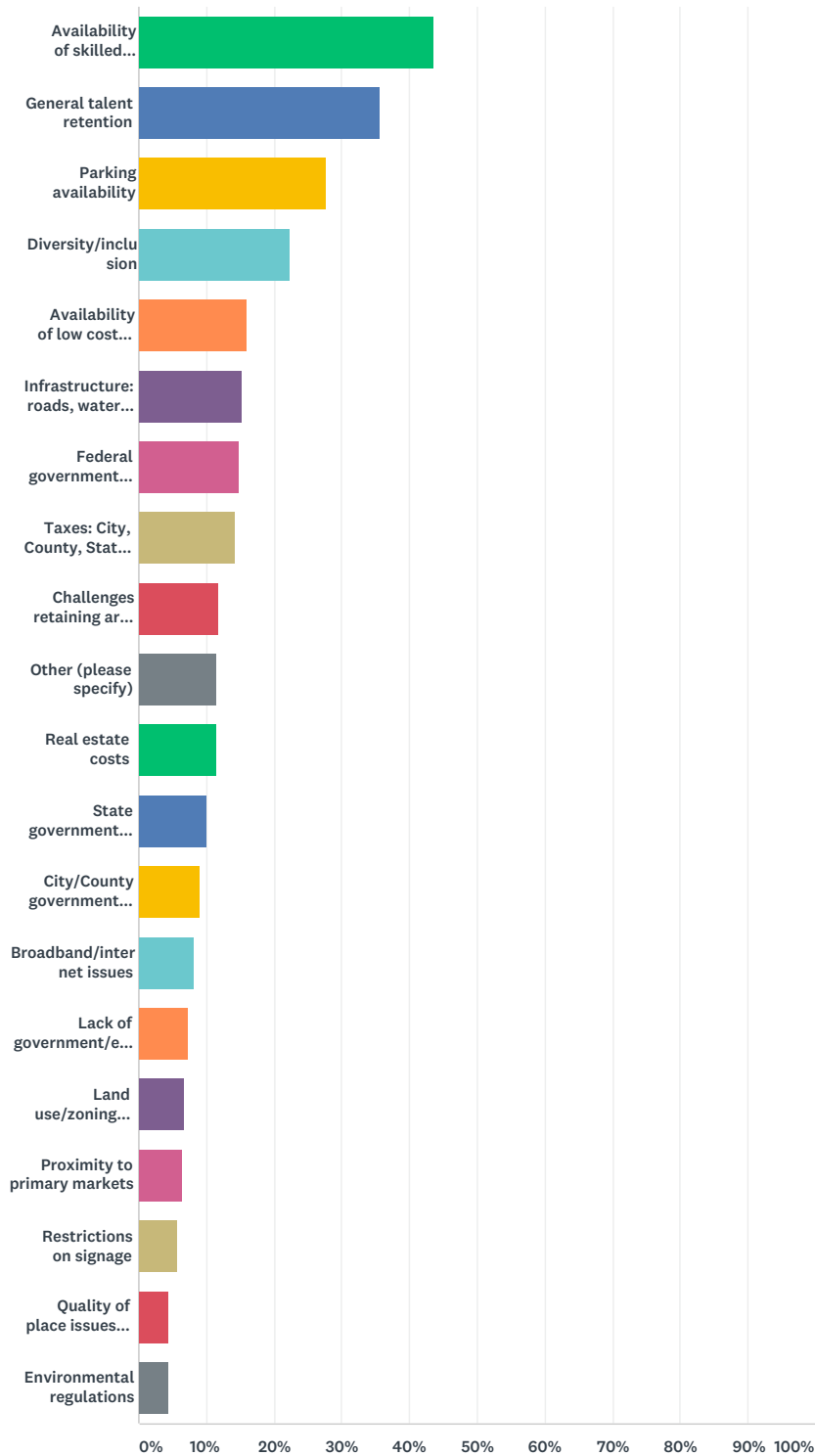
ANSWER CHOICES	RESPONSES	
Very favorable	30.82%	200
Favorable	65.02%	422
Unfavorable	0.77%	5
Very unfavorable	0.31%	2
No opinion	1.39%	9
Other (please specify)	1.69%	11
TOTAL		649

Q2 Do you have any additional comments regarding the regional business environment?

Answered: 145 Skipped: 504

Q3 What are the impediments to sustaining or growing your business ? (select top three)

Answered: 649 Skipped: 0



ANSWER CHOICES	RESPONSES	
Availability of skilled labor	43.45%	282
General talent retention	35.59%	231
Parking availability	27.58%	179

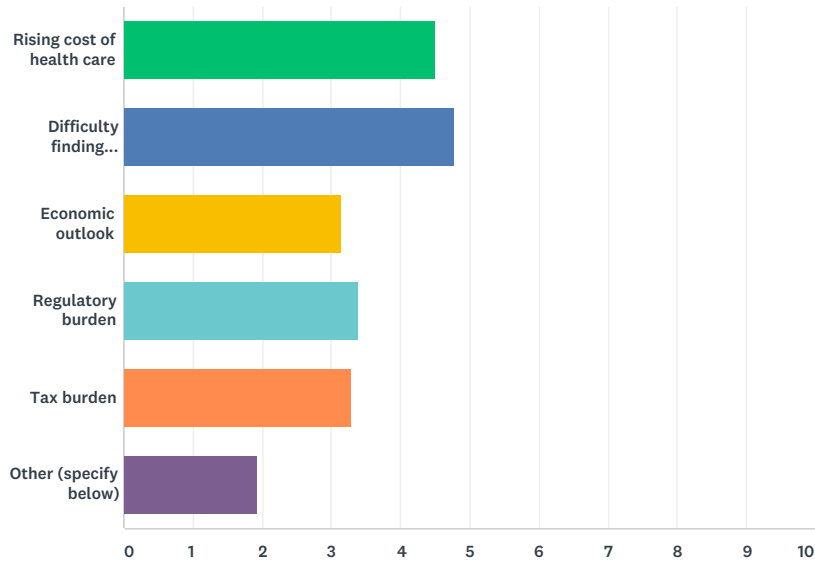
Diversity/inclusion	22.34%	145
Availability of low cost labor	15.87%	103
Infrastructure: roads, water, sewer, etc...	15.25%	99
Federal government regulations	14.79%	96
Taxes: City, County, State, Federal	14.18%	92
Challenges retaining area college students upon graduation	11.71%	76
Other (please specify)	11.56%	75
Real estate costs	11.40%	74
State government regulations	10.02%	65
City/County government regulations	9.09%	59
Broadband/internet issues	8.17%	53
Lack of government/economic development incentives	7.40%	48
Land use/zoning policies	6.63%	43
Proximity to primary markets	6.47%	42
Restrictions on signage	5.70%	37
Quality of place issues make external recruiting challenging	4.47%	29
Environmental regulations	4.31%	28
Total Respondents: 649		

Q4 Are there specific rules or regulations impacting your business that are unnecessary or burdensome? If so, please list which ones and your specific concerns.

Answered: 131 Skipped: 518

Q5 What is the top concern for your business? Please RANK the the following with "1" being the greatest concern and "6" being the least.

Answered: 520 Skipped: 129



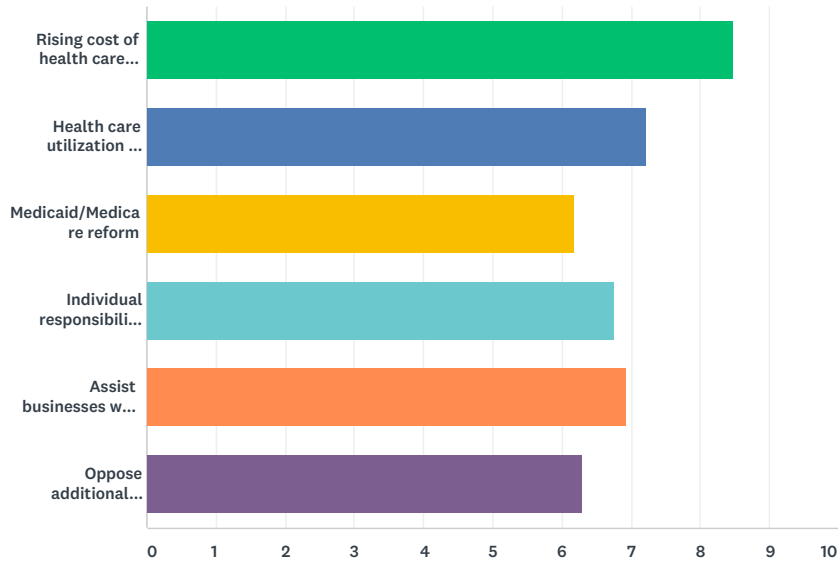
	1	2	3	4	5	6	TOTAL	SCORE
Rising cost of health care	25.19% 131	33.27% 173	19.42% 101	13.27% 69	5.58% 29	3.27% 17	520	4.49
Difficulty finding qualified talent	42.69% 222	23.85% 124	12.88% 67	10.77% 56	7.31% 38	2.50% 13	520	4.76
Economic outlook	7.50% 39	11.35% 59	18.65% 97	20.58% 107	33.46% 174	8.46% 44	520	3.13
Regulatory burden	10.96% 57	12.50% 65	20.58% 107	23.27% 121	25.96% 135	6.73% 35	520	3.39
Tax burden	7.50% 39	13.85% 72	20.00% 104	26.92% 140	21.92% 114	9.81% 51	520	3.29
Other (specify below)	6.15% 32	5.19% 27	8.46% 44	5.19% 27	5.77% 30	69.23% 360	520	1.93

Q6 Other:

Answered: 208 Skipped: 441

Q7 Thinking about the West Michigan business community, to what extent do you support the following topics as priorities for the Grand Rapids Area Chamber of Commerce?

Answered: 470 Skipped: 179



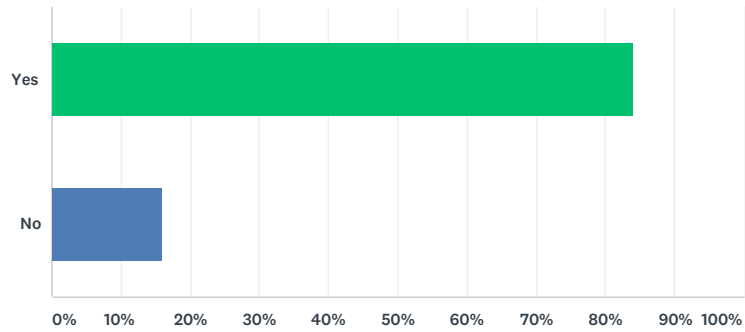
	1: LEAST IMPORTANT	2	3	4	5	6	7	8	9	10: MOST IMPORTANT	NO OPINION	TOTAL
Rising cost of health care insurance	1.28% 6	0.85% 4	1.71% 8	0.85% 4	2.13% 10	2.99% 14	8.96% 42	20.68% 97	21.32% 100	35.61% 167	3.62% 17	461
Health care utilization and prevention	2.78% 13	1.07% 5	2.99% 14	3.21% 15	10.90% 51	8.76% 41	13.89% 65	20.51% 96	17.52% 82	13.03% 61	5.34% 25	461
Medicaid/Medicare reform	7.97% 37	2.59% 12	5.39% 25	6.47% 30	12.28% 57	9.27% 43	14.66% 68	15.30% 71	10.13% 47	8.19% 38	7.76% 36	461
Individual responsibility for healthy behavior	6.87% 32	3.43% 16	2.15% 10	3.86% 18	10.73% 50	10.73% 50	13.09% 61	16.09% 75	14.59% 68	13.95% 65	4.51% 21	461
Assist businesses with navigating federal health care changes	4.27% 20	1.71% 8	2.56% 12	3.85% 18	10.90% 51	10.04% 47	15.81% 74	20.30% 95	16.67% 78	8.76% 41	5.13% 24	461
Oppose additional health care mandates	16.03% 75	2.14% 10	2.99% 14	4.27% 20	11.97% 56	7.26% 34	4.91% 23	7.26% 34	13.68% 64	21.15% 99	8.33% 39	461

Q8 Are there any issues related to the Affordable Care Act or other federal policies that you would like to share with the Chamber?

Answered: 107 Skipped: 542

Q9 Has your firm hired and/or added new positions in the last twelve months due to business growth?

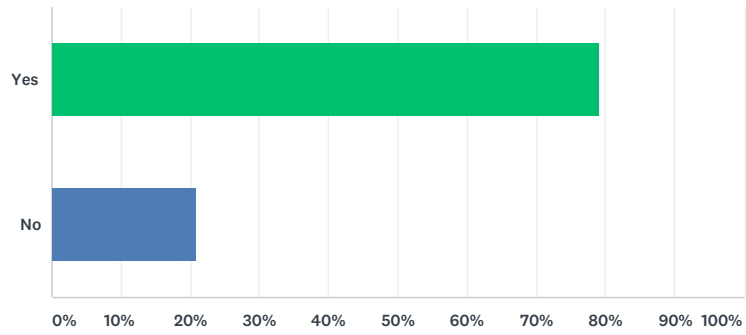
Answered: 442 Skipped: 207



ANSWER CHOICES	RESPONSES	
Yes	84.16%	372
No	15.84%	70
TOTAL		442

Q10 Did your firm have any difficulty finding qualified applicants?

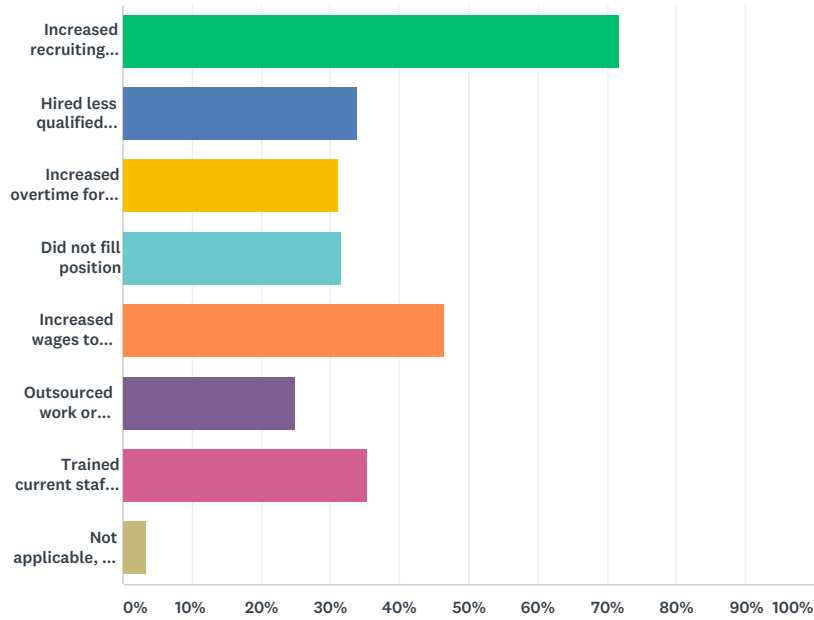
Answered: 436 Skipped: 213



ANSWER CHOICES	RESPONSES	
Yes	79.13%	345
No	20.87%	91
TOTAL		436

Q11 If "Yes" to #10...How did your business respond to the difficulty finding qualified applicant? (select all that apply)

Answered: 360 Skipped: 289



ANSWER CHOICES	RESPONSES	
Increased recruiting efforts	71.67%	258
Hired less qualified workers	33.89%	122
Increased overtime for current workers	31.11%	112
Did not fill position	31.67%	114
Increased wages to attract more qualified workforce	46.39%	167
Outsourced work or purchased services from another firm	25.00%	90
Trained current staff to fill the position	35.28%	127
Not applicable, we had no difficulty finding qualified workers	3.33%	12
Total Respondents: 360		

Q12 What specific job titles or positions are the most difficult for your business to hire and retain?

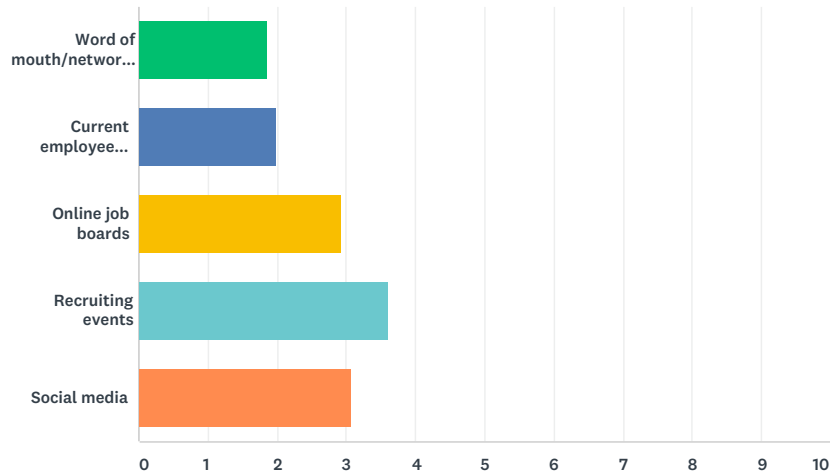
Answered: 258 Skipped: 391

Q13 What specific job skills or certifications are the most difficult for your business to hire and retain?

Answered: 181 Skipped: 468

Q14 Please RANK the following recruitment tools, where 1 is the most valuable in finding qualified workers and 5 is the least valuable

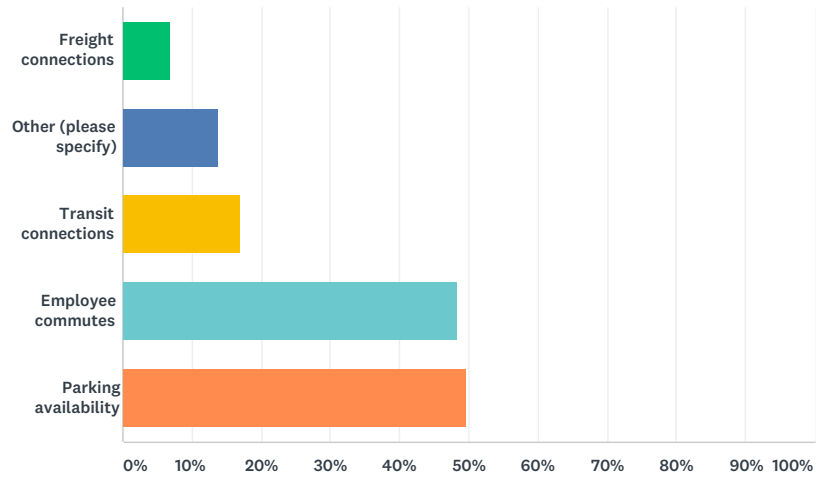
Answered: 428 Skipped: 221



	1: MOST VALUABLE	2	3	4	5: LEAST VALUABLE	TOTAL	WEIGHTED AVERAGE
Word of mouth/networking	49.18% 209	27.53% 117	12.94% 55	7.53% 32	2.82% 12	425	1.87
Current employee referral	37.62% 161	38.79% 166	14.25% 61	6.07% 26	3.27% 14	428	1.99
Online job boards	14.69% 62	22.75% 96	32.23% 136	15.64% 66	14.69% 62	422	2.93
Recruiting events	5.28% 22	15.11% 63	24.22% 101	26.38% 110	29.02% 121	417	3.59
Social media	10.19% 43	25.36% 107	28.67% 121	18.72% 79	17.06% 72	422	3.07

Q15 What, if any, of the following issues are a concern for your business?

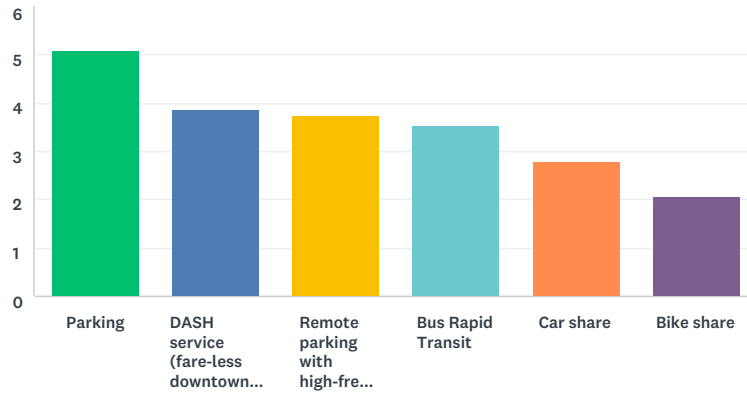
Answered: 426 Skipped: 223



ANSWER CHOICES	RESPONSES
Freight connections	6.81% 29
Other (please specify)	13.85% 59
Transit connections	16.90% 72
Employee commutes	48.36% 206
Parking availability	49.53% 211
Total Respondents: 426	

Q16 The City of Grand Rapids is currently considering changes that will impact walkability, parking, transit and more. Please RANK the following investments and/or services on what would best benefit your business in the urban core?

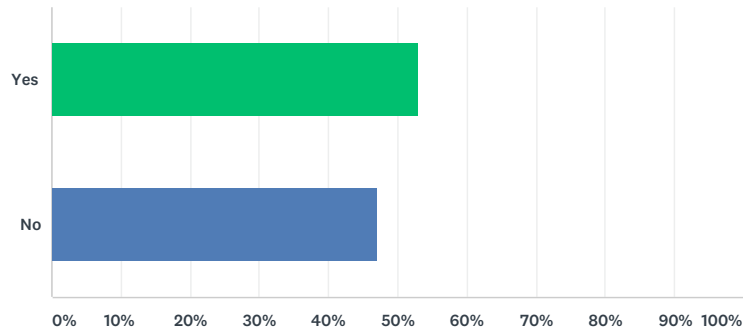
Answered: 378 Skipped: 271



	1	2	3	4	5	6	TOTAL	SCORE
Parking	69.95% 256	6.56% 24	7.10% 26	4.37% 16	3.83% 14	8.20% 30	366	5.10
DASH service (fare-less downtown circulator)	7.41% 26	31.91% 112	21.08% 74	25.07% 88	9.40% 33	5.13% 18	351	3.87
Remote parking with high-frequency transit connections	5.67% 20	29.75% 105	27.48% 97	17.00% 60	11.90% 42	8.22% 29	353	3.76
Bus Rapid Transit	15.08% 54	14.80% 53	20.11% 72	22.63% 81	15.08% 54	12.29% 44	358	3.55
Car share	2.32% 8	11.01% 38	17.68% 61	15.94% 55	39.42% 136	13.62% 47	345	2.80
Bike share	2.92% 10	7.02% 24	6.43% 22	12.28% 42	19.88% 68	51.46% 176	342	2.06

Q17 Is your business primarily within the City of Grand Rapids?

Answered: 420 Skipped: 229



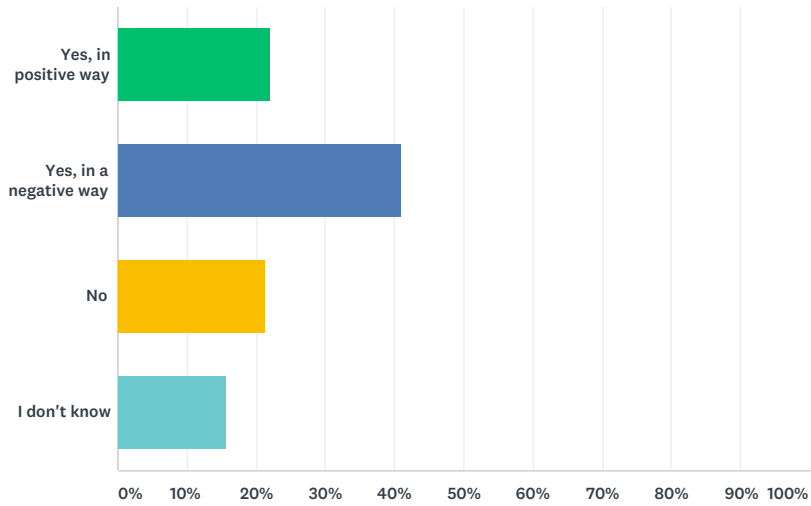
ANSWER CHOICES	RESPONSES	
Yes	52.86%	222
No	47.14%	198
TOTAL		420

Q18 Do you have any other comments on mobility or transportation solutions that could benefit your business, employees or customers?

Answered: 83 Skipped: 566

Q19 Do you believe this would impact your operations from a workforce perspective?

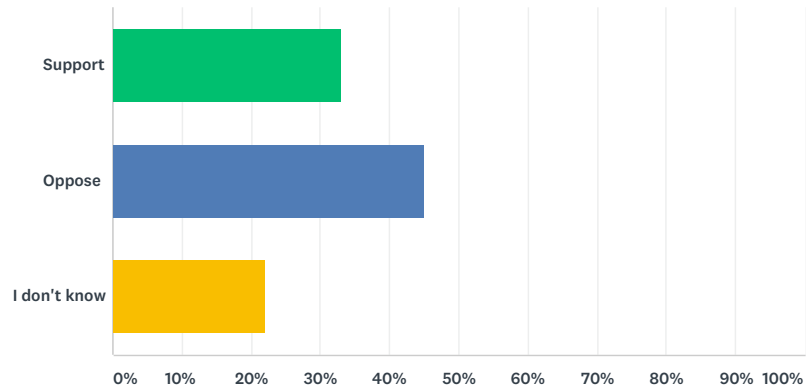
Answered: 414 Skipped: 235



ANSWER CHOICES	RESPONSES	
Yes, in positive way	21.98%	91
Yes, in a negative way	41.06%	170
No	21.26%	88
I don't know	15.70%	65
TOTAL		414

Q20 Would support or oppose this proposal?

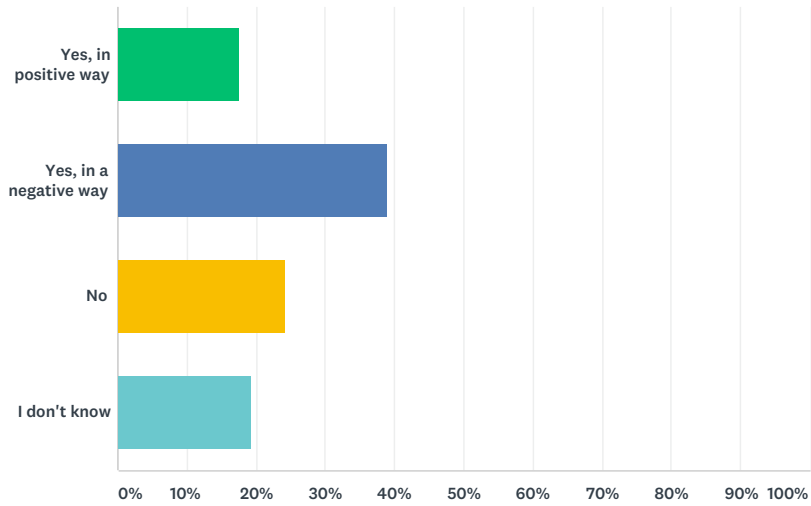
Answered: 414 Skipped: 235



ANSWER CHOICES	RESPONSES	
Support	33.09%	137
Oppose	44.93%	186
I don't know	21.98%	91
TOTAL		414

Q21 Do you believe this would impact your operations from a workforce perspective?

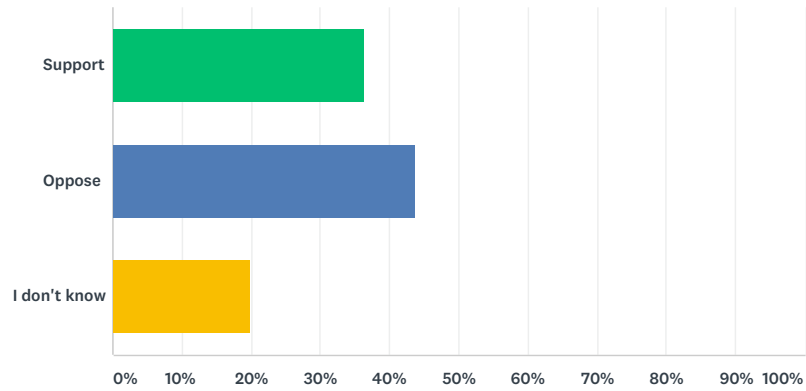
Answered: 416 Skipped: 233



ANSWER CHOICES	RESPONSES	
Yes, in positive way	17.55%	73
Yes, in a negative way	38.94%	162
No	24.28%	101
I don't know	19.23%	80
TOTAL		416

Q22 Would you support or oppose this proposal?

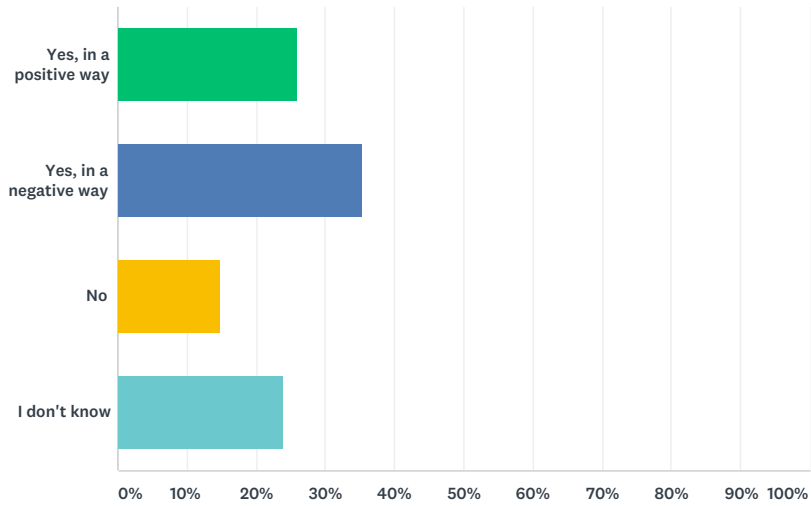
Answered: 412 Skipped: 237



ANSWER CHOICES	RESPONSES
Support	36.41% 150
Oppose	43.69% 180
I don't know	19.90% 82
TOTAL	412

Q23 Do you believe this would impact your operations from a workforce perspective?

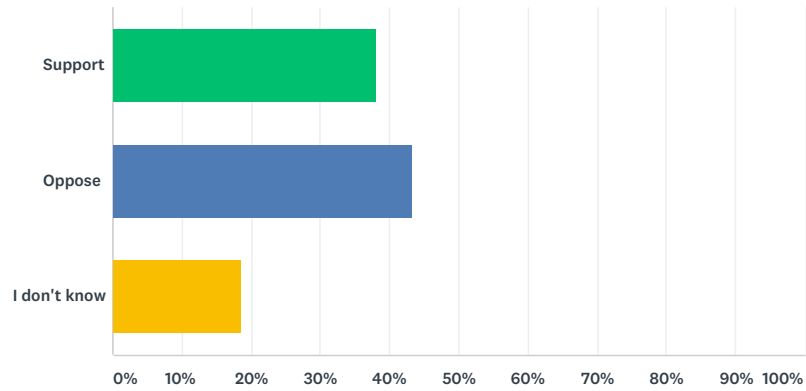
Answered: 412 Skipped: 237



ANSWER CHOICES	RESPONSES	
Yes, in a positive way	25.97%	107
Yes, in a negative way	35.44%	146
No	14.81%	61
I don't know	23.79%	98
TOTAL		412

Q24 Would you support or oppose this proposal?

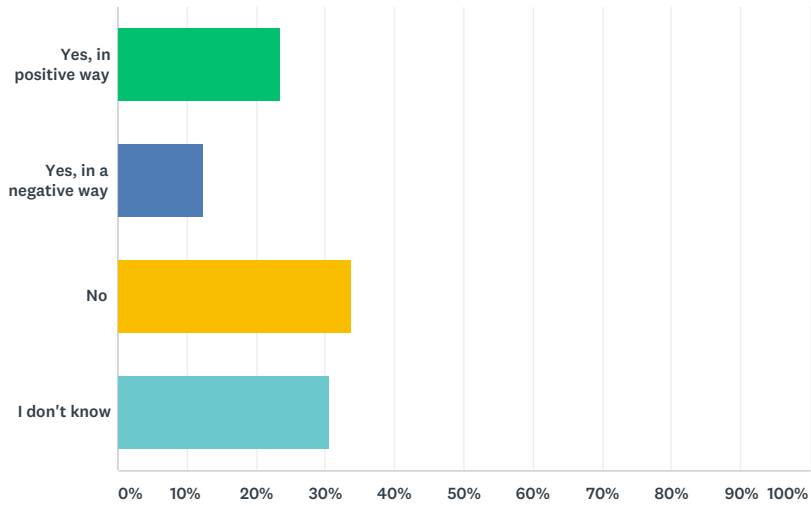
Answered: 412 Skipped: 237



ANSWER CHOICES	RESPONSES	
Support	38.11%	157
Oppose	43.20%	178
I don't know	18.69%	77
TOTAL		412

Q25 Do you believe this would impact your operations from a workforce perspective?

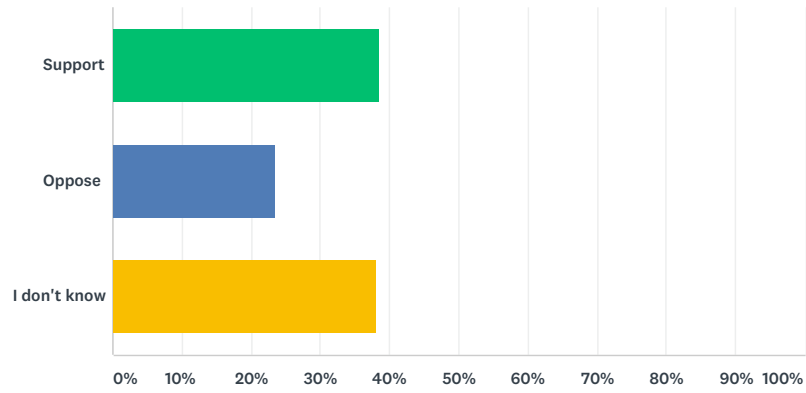
Answered: 413 Skipped: 236



ANSWER CHOICES	RESPONSES	
Yes, in positive way	23.49%	97
Yes, in a negative way	12.35%	51
No	33.66%	139
I don't know	30.51%	126
TOTAL		413

Q26 Would you support or oppose this proposal?

Answered: 410 Skipped: 239



ANSWER CHOICES	RESPONSES	
Support	38.54%	158
Oppose	23.41%	96
I don't know	38.05%	156
TOTAL		410

Q27 Any other thoughts you would like to share on the ballot proposals?

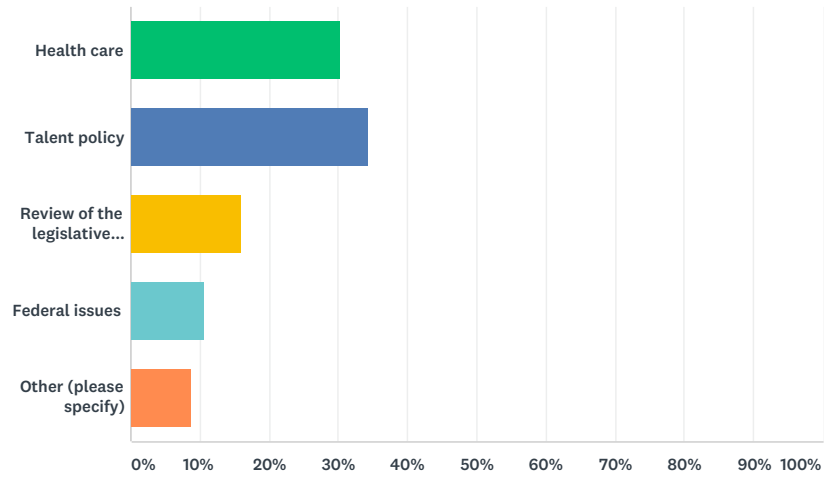
Answered: 49 Skipped: 600

Q28 Overall, what do you think is the single most important policy issue for the Grand Rapids Area Chamber of Commerce to focus on in the coming year?

Answered: 409 Skipped: 240

Q29 As the Chamber plans its events for future years, what topics would most interest you?

Answered: 390 Skipped: 259



ANSWER CHOICES	RESPONSES	
Health care	30.26%	118
Talent policy	34.36%	134
Review of the legislative process	15.90%	62
Federal issues	10.77%	42
Other (please specify)	8.72%	34
TOTAL		390

Q30 Name:

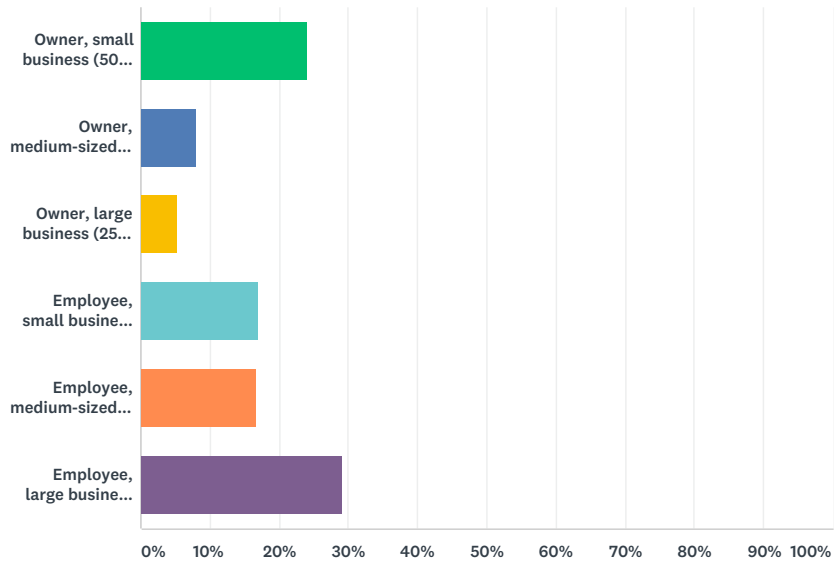
Answered: 204 Skipped: 445

Q31 Company:

Answered: 365 Skipped: 284

Q32 Which of the following best describes your current status?

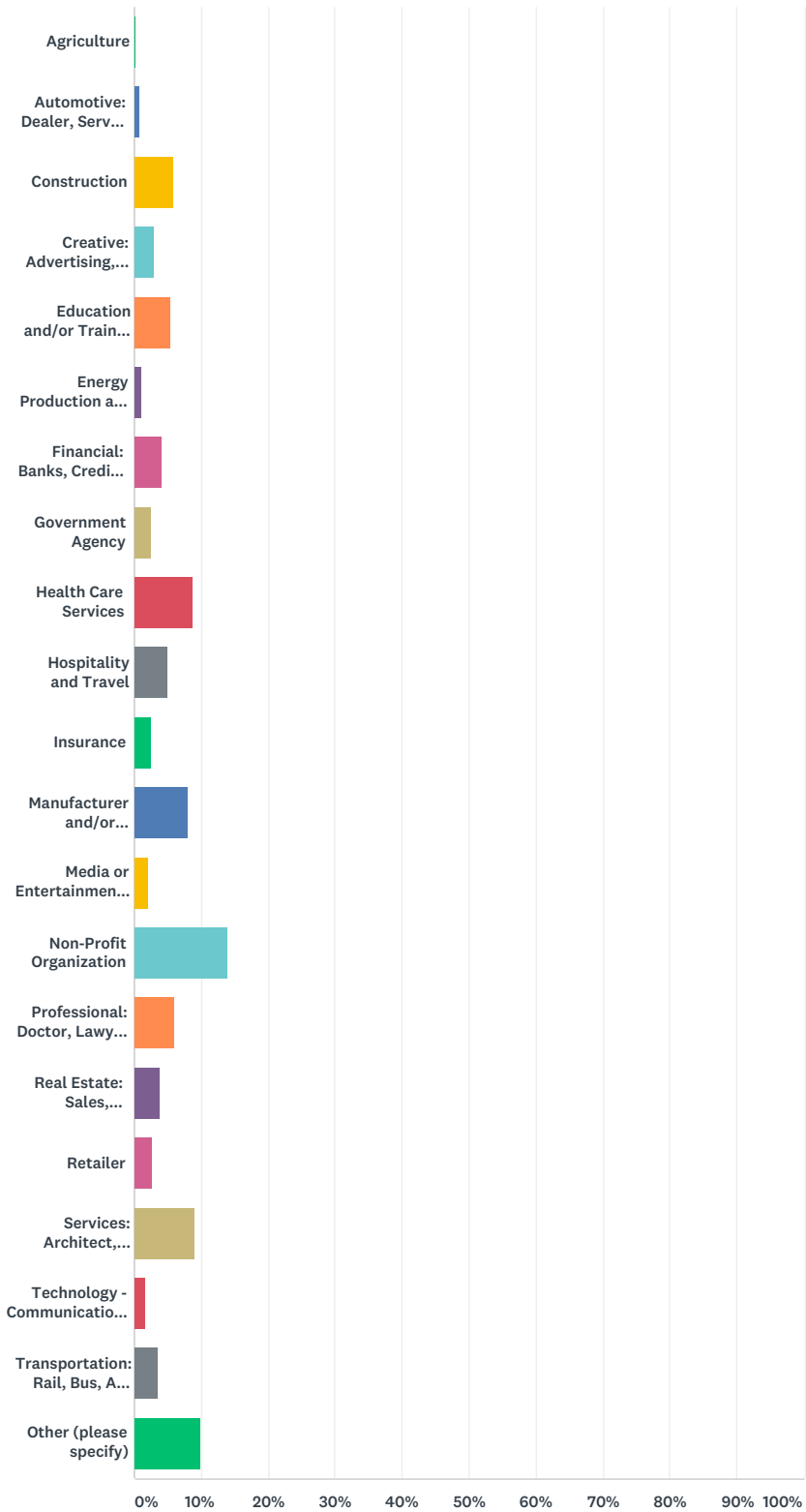
Answered: 365 Skipped: 284



ANSWER CHOICES	RESPONSES	
Owner, small business (50 employees or fewer)	24.11%	88
Owner, medium-sized business (51-249 employees)	7.95%	29
Owner, large business (250+ employees)	5.21%	19
Employee, small business (50 employees or fewer)	16.99%	62
Employee, medium-sized business (51-249 employees)	16.71%	61
Employee, large business (250+ employees)	29.04%	106
TOTAL		365

Q33 How would you classify your business?

Answered: 365 Skipped: 284



ANSWER CHOICES	RESPONSES	
Agriculture	0.27%	1
Automotive: Dealer, Service Station, Repair Shop, etc.	0.82%	3

Construction	5.75%	21
Creative: Advertising, Marketing, Printing, Graphic Design, etc.	3.01%	11
Education and/or Training Services	5.48%	20
Energy Production and Services	1.10%	4
Financial: Banks, Credit Unions, Mortgage Lenders, etc.	4.11%	15
Government Agency	2.47%	9
Health Care Services	8.77%	32
Hospitality and Travel	4.93%	18
Insurance	2.47%	9
Manufacturer and/or Processor	7.95%	29
Media or Entertainment: Radio, TV, Print, Theater, etc.	2.19%	8
Non-Profit Organization	13.97%	51
Professional: Doctor, Lawyer, CPA, etc.	6.03%	22
Real Estate: Sales, Consultant, Broker	3.84%	14
Retailer	2.74%	10
Services: Architect, Engineering, Consulting, etc.	9.04%	33
Technology - Communications: Computer, Internet, Phones, etc.	1.64%	6
Transportation: Rail, Bus, Air, Truck Lines, Terminals, Distribution	3.56%	13
Other (please specify)	9.86%	36
TOTAL		365