



**BUCYRUS AREA CHAMBER OF COMMERCE
BUSINESS ENVIRONMENT SURVEY
FEBRUARY 2010**

ACKNOWLEDGEMENTS

Special thanks to Farmers Citizen Bank for their contribution toward the use of SurveyMonkey, a web based software, to perform the Business Environment Survey (2010).

Thank also the Crawford County Economic Development Partnership, Inc. (CCEDP) for their part in this survey.

Finally, we would like to acknowledge the business leaders who participated in this study. The survey results and subsequent report would not be possible without you. Thank you!

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METHODOLOGY

Over a one week period in February 2010, the Bucyrus Area Chamber of Commerce (BACC) undertook a business climate survey of member businesses located within the Chamber's service area (the area). The survey was designed to gain an understanding of the issues facing business as well as the opinions of business managers in relation to future expectations.

In order to gather the data used in this report, the BACC conducted an invitation based online survey through SurveyMonkey, a web based software. Potential respondents were sent an email with a link to the web based survey and asked to complete the survey. Emails were sent only to BACC members who had provided the BACC with their current email address.

114 businesses were sent the introductory email and survey link by which the online survey could be accessed. Respondents were invited to complete the online survey anonymously.

A total of 54 online surveys were started, 41 of which were completed.

The statistics presented in this report were generated through the SurveyMonkey program. By design this web based software compile, analyze, and filter data as respondents progress through the online survey.

EXECUTIVE SUMMARY

Each year, in February, the Bucyrus Chamber of Commerce hosts an Annual Forecast Breakfast. This event is designed to gather the business community of the Bucyrus area together to hear the participating businesses give a look back at the previous year's business climate and a projected look to the new year. Businesses also have an opportunity to network and hear the local financial forecast.

This year the BACC added another element to the Forecast Breakfast: an online survey. The Business Environment Survey allowed the BACC to garner input from chamber members as to the climate of their particular business, large or small. This is particularly important as we adjust to the changing economy and look even more to smaller business as the backbone of our recovery.

The survey was launched on February 5, 2010 and closed on February 12, 2010, with the use of SurveyMonkey a web based software. 114 emails were sent inviting recipients to participate. Email invitations were limited to the email addresses that the BACC had in their database.

Of the 114 email invitations sent, 54 surveys were started and only 41 surveys were completed. The Business Environment Survey included 4 sections: 1) Demographics, 2) Economic and Business Expectations, 3) Business Sustainability Issue Importance, and 4) Business Retention. A total of 18 questions were asked of each respondent.

The below is a summary of the 4 sections of the survey. For a complete copy of the report, please visit the Bucyrus Chamber's website at www.bucyrusohio.com or call (419) 562-4811.

Demographics

Most respondents employ between 1 and 5 people, and have been a part of the local business community for more than 50 years. Retail and Financial/Insurance/Real Estate (FIRE) are the largest categories (sectors). Most respondents indicated that they own their facilities and most are, by definition, small businesses.

Economic and Business Expectations

Most respondents saw sales/revenue and profitability decline in 2009, but less than half reduced staffing. For 2010, most respondents expect better outcomes with increased sales/revenue and profitability, with either no change or a slight increase in staffing.

Business Sustainability Issue Importance

The issues considered by respondents to be of most importance were:

- Labor: workforce ethics
- Labor: workforce skill sets
- Labor: availability
- Safety/security
- Health care services

The issues considered by respondents to be of least importance were:

- Tourism & visitor numbers
- Public parking
- Local traffic controls

Business Retention

A vast majority of respondents are satisfied with their business location in the area and plan to continue to do business there. Some respondents, however, are concerned about population trends, leadership, educational attainment, growing poverty culture, and increase criminal activities such as drug use.

Some of the strengths identified by respondents include: great location, a sense of community, and low cost of doing business.

RESULTS OF SURVEY

There were four sections of the Business Environment Survey: Demographics, Economic and Business Expectations, Business Sustainability Issue Importance, and Business Retention. This part of the report provides a summary of those sections.

DEMOGRAPHICS

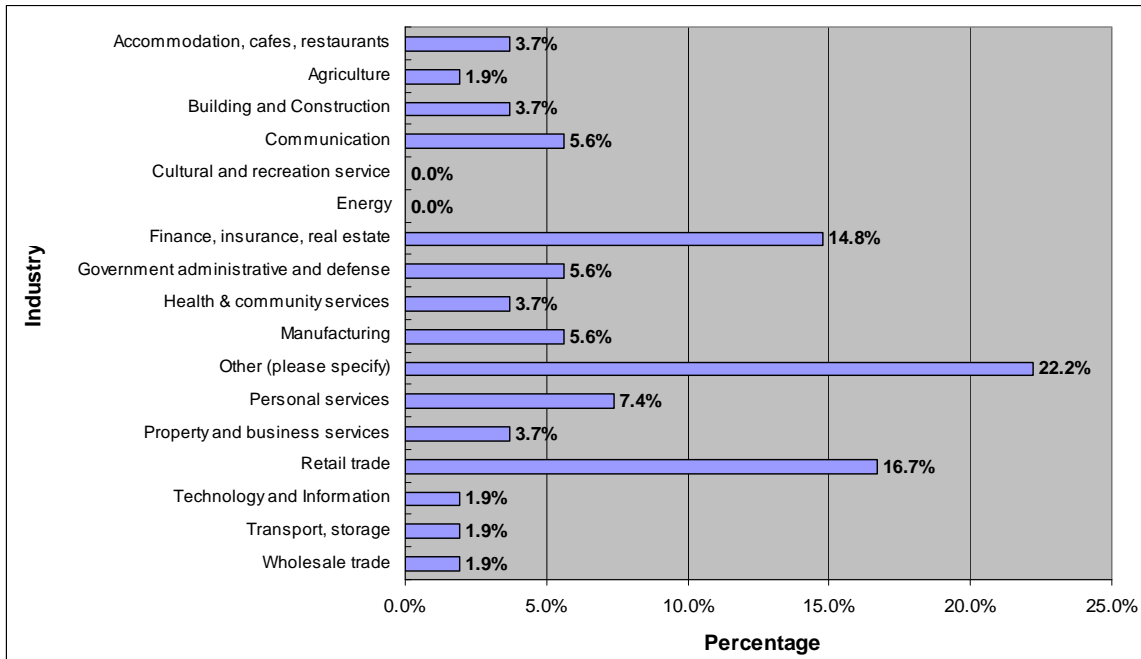
The Demographics section of the Bucyrus Area Chamber of Commerce’s Business Environment Survey was designed to capture certain characteristics of the business community in the area. Seven questions, ranging from industry type to years of operation to annual revenue, were asked here. The results of questions asked in the Demographics section are shown below.

In question 1, all survey respondents were asked:

“How would you describe the industry in which your business operates?”

Graph 1 show that the majority of respondents participating in the survey were from retail trade at 16.7% and finance, insurance, real estate at 14.8%. The Others category (22%) did not encompass a significant sector to be identified.

Graph 1: Industry



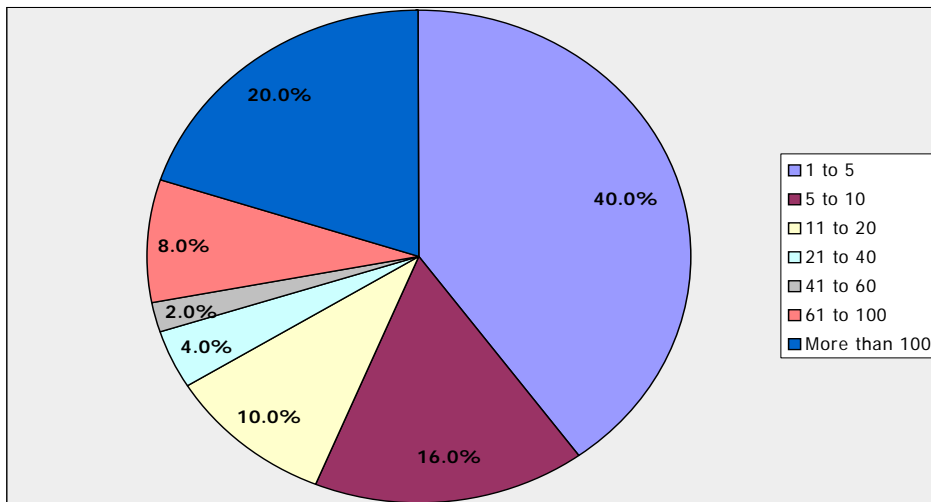
Source: Author 2010

In question 2, all survey respondents were asked:

“Approximately how many people does your business employ?”

Forty percent of the respondents answering this question indicated that their business employs 5 people or less, as shown in **Graph 2**.

Graph 2: Business Size



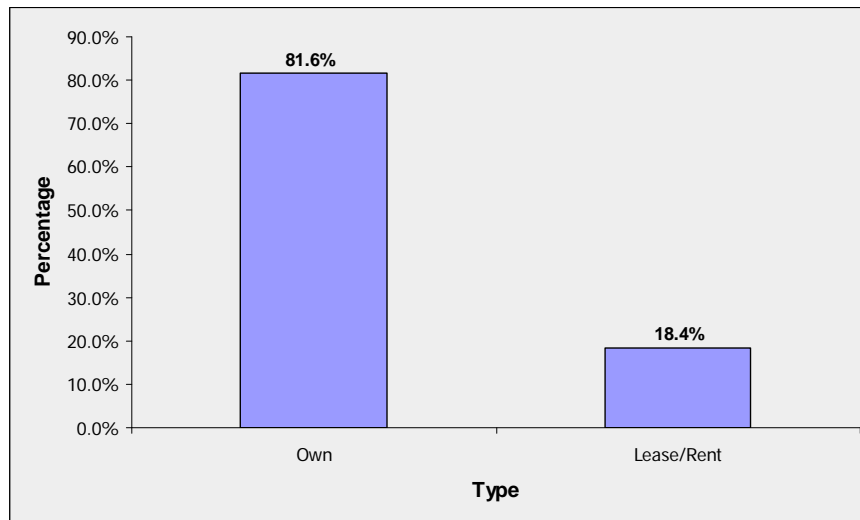
Source: Author 2010

In question 3, all survey respondents were asked:

“Do you own or lease this location?”

Graph 3 shows that the majority of respondents own (81.6%) rather than lease or rent the physical location of the business that they operate.

Graph 3: Occupancy



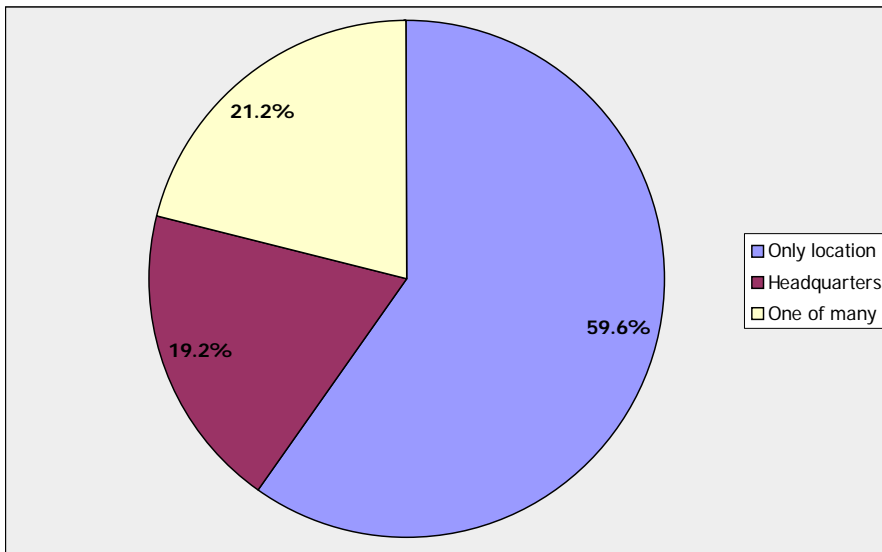
Source: Author 2010

In question 4, all survey respondents were asked to:

“Select the best description of your location”

Approximately 59% of the respondents of this question indicated that their business location is an “only location” (see **Graph 4**).

Graph 4: Location Type



Source: Author 2010

In relation to question 4, a follow up question was asked of all survey respondents in question 5:

“If not headquarters, how do you feel about this location:”

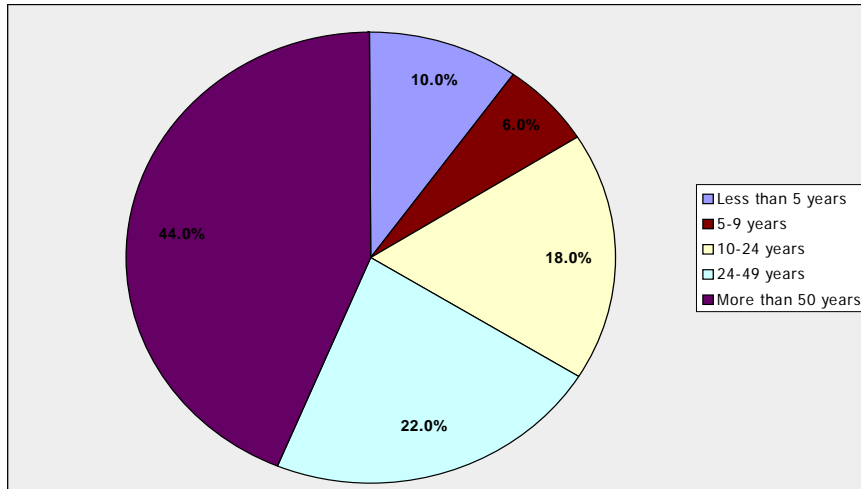
Of respondents answering this question, all had positive feelings about operating their business in the Chamber’s service area. Common terms and phrases used by respondents to express their feels included, “perfect for market”, “great location”, and “it meets our needs”.

In question 6, all survey respondents were asked:

“How long have you been in business in this location?”

Of those responding, 44% have operated in this area for over 50 years (see **Graph 5**).

Graph 5: Years of Operation



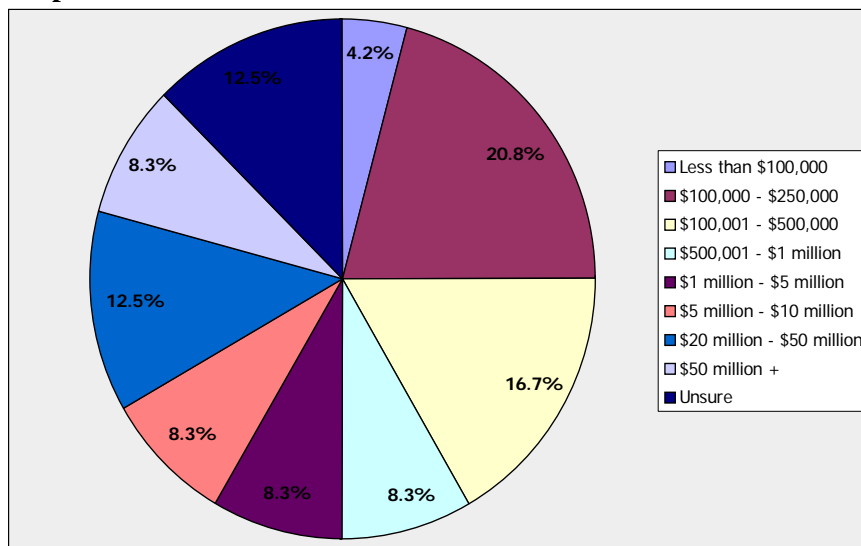
Source: Author 2010

In question 7, the final question in the Demographics section, all respondents were asked:

“What is/are the approximate sales/gross revenue for your business?”

In **Graph 6**, a nearly equal number of respondents represent the extremes in size. About 21% gross between \$100,000 to \$250,000 per year, and another 21% show revenues of over \$20 million per year.

Graph 6: Business Sales/Revenue



Source: Author 2010

ECONOMIC AND BUSINESS EXPECTATIONS

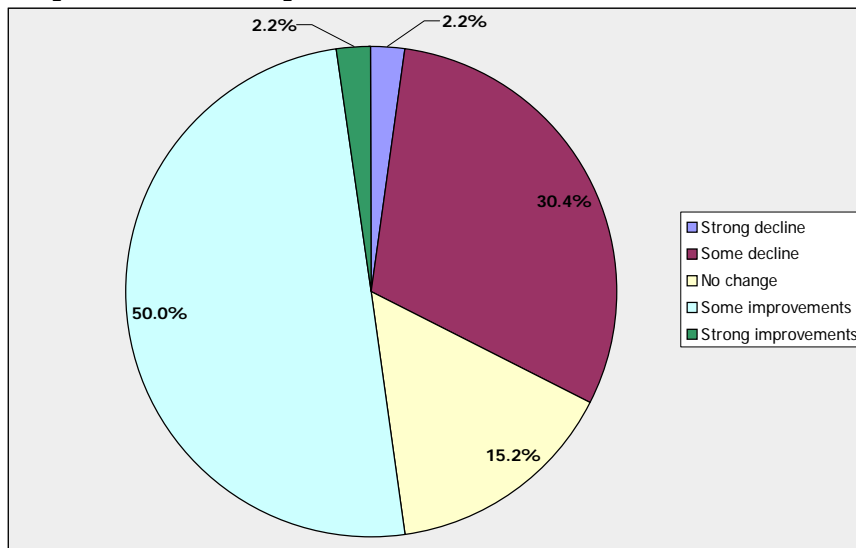
This section was included in the survey to better understand the financial and business expectations of respondents for 2010. The results of the 3 questions asked are presented below.

In question 8, of the Economic and Business Expectations section, all survey respondents were asked:

“Which best fit your business financial/economic expectation over the next 12 months:”

As indicated in **Graph 7**, of those responding to this question, approximately 52% of the respondents expect improvements in their financial/business situation in 2010, while approximately 33% of the respondents expect their financial/business situation to decline.

Graph 7: Financial Expectations for 2010



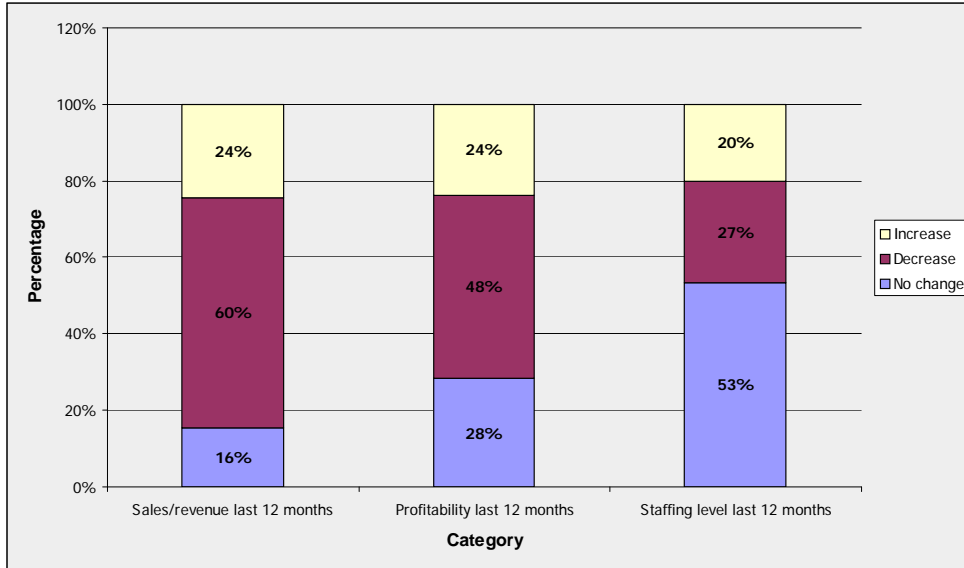
Source: Author 2010

In question 9, all respondents were asked about aspects of their business in 2009:

“In terms of sales/revenue, profitability and staffing levels indicate whether your business has experienced an increase, decrease or no change over the last 12 months.”

Graph 8 shows that while the majority of respondents experienced declines in both sales/revenue and in profitability last year, staffing levels remained relatively stable.

Graph 8: Last Years, 2009, Changes Sales/Revenue, Profitability and Staffing Levels



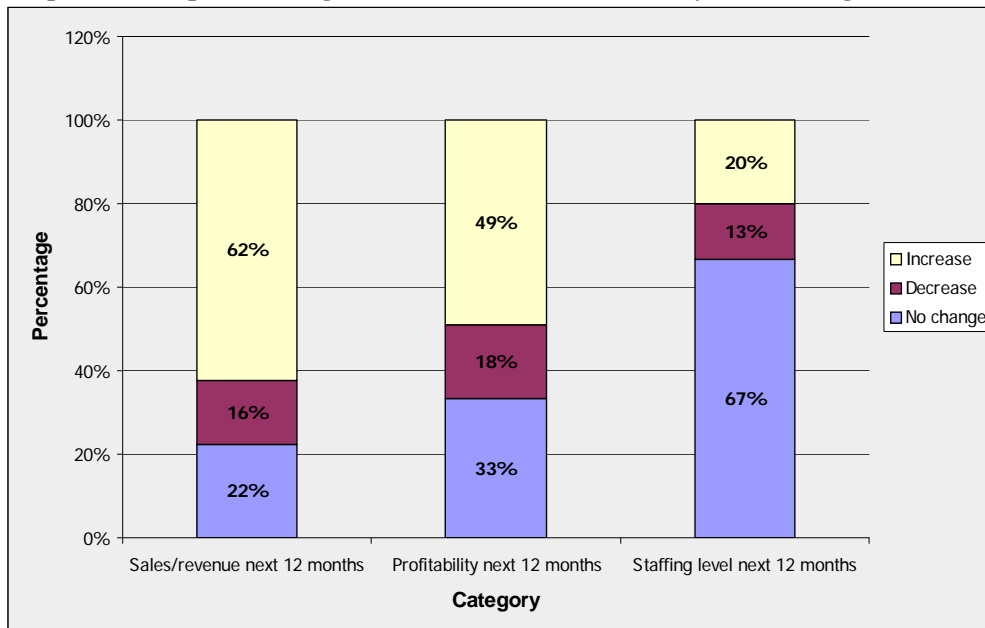
Source: Author 2010

In question 10, all respondents were asked about their expectations for 2010:

“In terms of sales/revenue, profitability and staffing levels indicate whether your business has experienced an increase, decrease or no change over the next 12 months.”

As shown in **Graph 9**, of those who responded, most are optimistic about both their future business sales/revenue and their future business profitability in the coming months. Furthermore, most respondents do not anticipate staffing changes. Those who, however, do anticipate change expect to add staff rather than reduce staff.

Graph 9: Anticipated Changes in Sales/Revenue, Profitability and Staffing Levels in 2010



Source: Author 2010

BUSINESS SUSTAINABILITY ISSUE IMPORTANCE

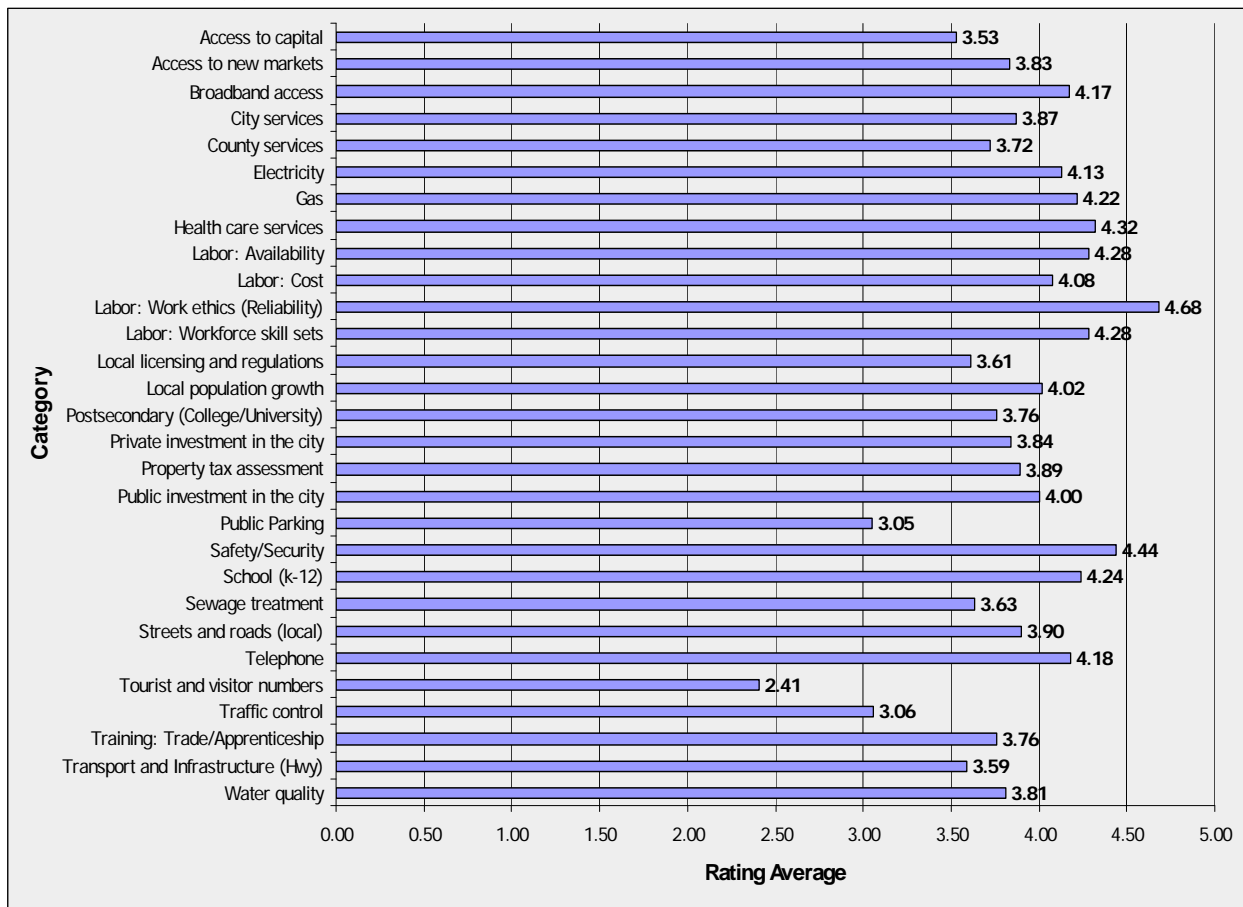
Three questions were asked in the Business Sustainability Issue Importance section of the BACC survey. The purpose of these questions was to determine the importance and satisfaction level of services received by respondent.

In question 11, all respondents were asked to:

“Rank the following categories from lowest to highest based on their importance to your business. (Select N/A if the category is not applicable.)”

As shown in **Graph 10**, labor factors such as workforce ethics, skill sets, and labor availability score high in importance as do safety/security and health care services. Respondents were less concerned about tourism and visitor numbers, public parking, and local traffic control.

Graph 10: Ranking Services According to Importance



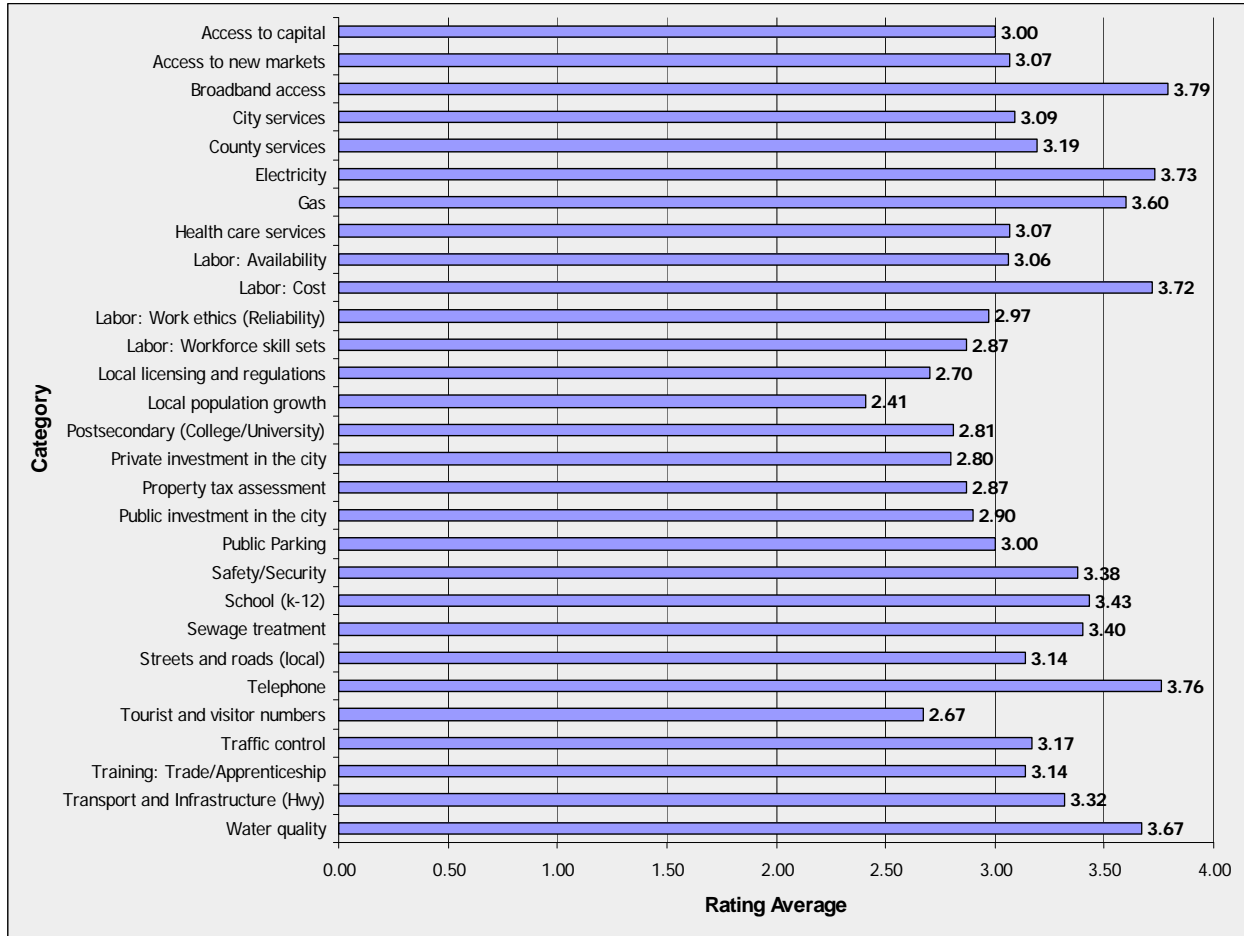
Source: Author 2010

In question 12, all respondents were asked:

“Based on the quality of services received by your business, rate the following from lowest to highest (Select N/A if the category is not applicable.)”

As shown in **Graph 11**, respondents felt a high level of satisfaction in the quality of services received in broadband access, telephone, electricity, labor cost, and water quality. Respondents were less satisfied with the local population growth, and tourism and visitors numbers.

Graph 11: Rating Services According to Quality



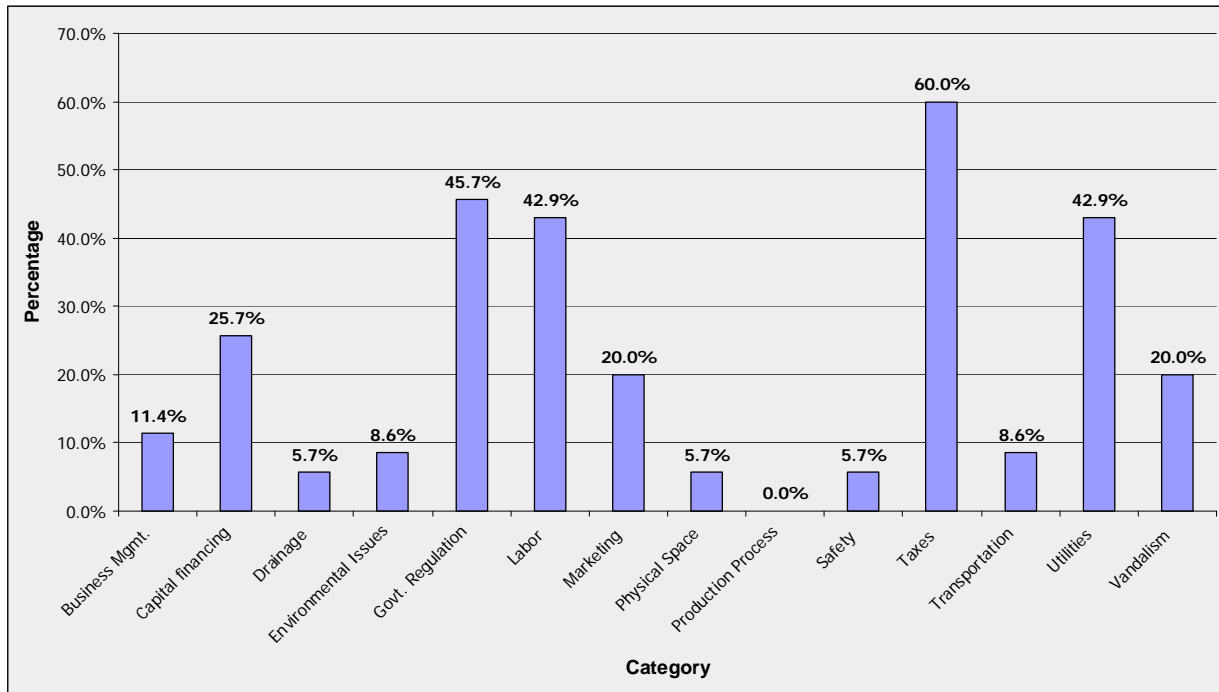
Source: Author 2010

In question 13, all respondents were asked:

“Is your company currently challenged by any of the following issues? (Select all that apply.)”

Of those responding, 60% felt challenged by taxes. Other significant challenges were government regulations, labor and utilities (see **Graph 12**).

Graph 12: Business Challenges



Source: Author 2010

BUSINESS RETENTION

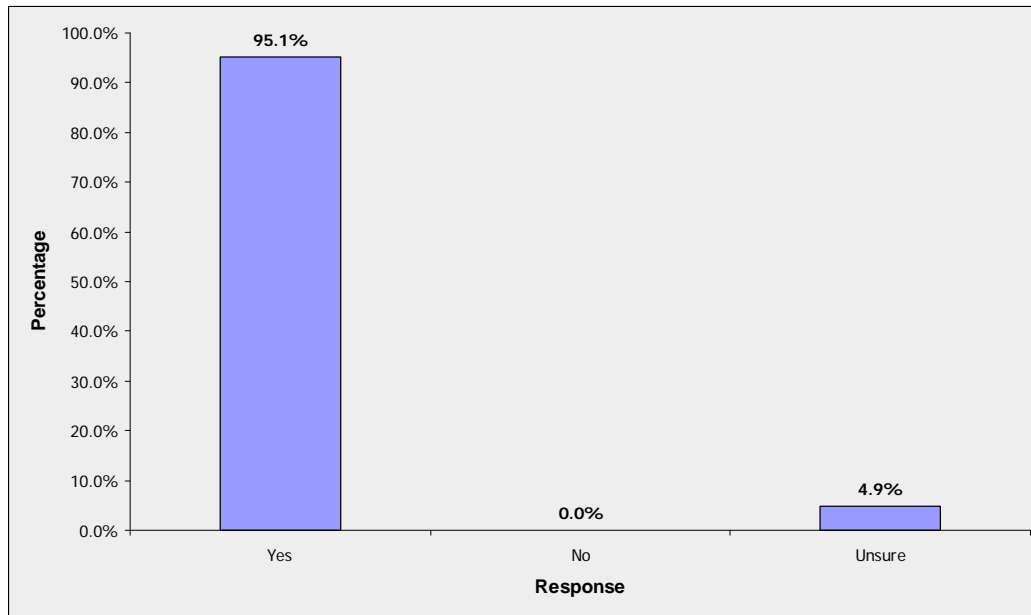
The Business Retention section seeks to measure the satisfaction level and future intention of respondents to continue to operate in the Chamber’s service area. Five questions were asked here.

In question 14, all respondents were asked:

“Do you intend to continue operating your business in the area?”

As shown in **Graph 13**, approximately 95% of respondents answering this question plan to continue to operate their business in the area. The other 5% were unsure.

Graph 13: Continued Operation in Current Area



Source: Author 2010

Question 15 is a follow up to question 14. It asks:

“If no, why?”

Of the 5% who gave an unsure respond in question 14, most cited a lack of local support as to why their business may not continue to operate in this area.

In question 16, respondents were asked to:

“Please list or describe the greatest advantages of operating your business in this area

Respondents believe that proximity, localness, and low costs contribute to the advantages of operating their business in the area. Proximity to family, friends and outlying metro areas such as Mansfield are considered a positive feature of operating the Chamber’s service area. Some of the respondents indicated an appreciation to the “localness” of the area, as a part of the city’s charm. They enjoy having more than common knowledge of their customers, as the size of the city affords people to get to know their neighbors. Other respondents felt that low utility costs were an advantage to operating in this area.

In question 17, respondents were asked to:

“Please list or describe the greatest disadvantage of operating your business in the area?”

Of those responding to this questions, there are two basic categories that respondents believe the greatest disadvantages to operating in the Chamber’s service area falls: declining population and lack of leadership. Some respondents see several trends occurring in the area’s population. These trends include a lack of growth and a shrinking population, especially within the educated masses. They also see an increase in criminal activities such as break-ins and drug usage. Within these trends, respondents also see a rise in the poverty culture, which translates to a decline in their potential customer base as well as a limited skill set workforce to employ. Lack of leadership is also a disadvantage respondents felt to operating in this area. They view the slow reaction time of elected official to critical service issues as problematic.

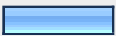


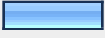










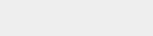
In question 18, respondents were asked to:


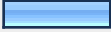





“What recommendations to you have for improving the business climate or quality of life in the City of Bucyrus?”


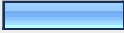
Responses to this question falls under three basic categories: education, beautification, and law enforcement. Several respondents believe that improvements to the business climate and the quality of life of the city are directly related to educational attainment of its citizenry. This group further believes that an improved educational system will help retain some of the youth in the area. Some of the respondents believe that physical improvement such as road maintenance and hedge cutting/tree trimming along the roadways as a way to improve the business climate and quality of life in this area. Other respondents felt that a strong presence of law enforcement as the best course to improving the conditions of this area.

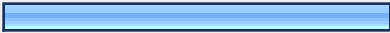
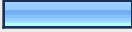
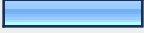
APPENDIX

Business Environment Survey



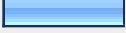
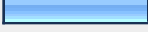
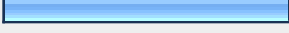
1. How would you describe the industry in which your business operates?			
		Response Percent	Response Count
Retail trade		16.7%	9
Accommodation, cafes, restaurants		3.7%	2
Health & community services		3.7%	2
Finance, insurance, real estate		14.8%	8
Transport, storage		1.9%	1
Manufacturing		5.6%	3
Property and business services		3.7%	2
Wholesale trade		1.9%	1
Communication		5.6%	3
Personal services		7.4%	4
Building and Construction		3.7%	2
Government administrative and defense		5.6%	3
Cultural and recreation service		0.0%	0
Agriculture		1.9%	1
Technology and Information		1.9%	1
Energy		0.0%	0
Other (please specify)		22.2%	12
		<i>answered question</i>	54
		<i>skipped question</i>	0

2. Approximately how many people does your business employ?			Response Percent	Response Count
1 to 5			40.0%	20
5 to 10			16.0%	8
11 to 20			10.0%	5
21 to 40			4.0%	2
41 to 60			2.0%	1
61 to 100			8.0%	4
More than 100			20.0%	10
			answered question	50
			skipped question	4

3. Do you own or lease this location?			Response Percent	Response Count
Own			81.6%	40
Lease/Rent			18.4%	9
			answered question	49
			skipped question	5

4. Select the best description of your location:			
		Response Percent	Response Count
Only location		59.6%	31
Headquarters		19.2%	10
One of many		21.2%	11
		answered question	52
		skipped question	2

5. If not headquarters, how do you feel about this location:			Response Count
			13
		answered question	13
		skipped question	41

6. How long have you been in business in the city of Bucyrus?			
		Response Percent	Response Count
Less than 5 years		10.0%	5
5-9 years		6.0%	3
10-24 years		18.0%	9
24-49 years		22.0%	11
More than 50 years		44.0%	22
		answered question	50
		skipped question	4

7. What is/are the approximate sales/gross revenue for your business?			
		Response Percent	Response Count
Less than \$100,000		4.2%	2
\$100,000 - \$250,000		20.8%	10
\$100,001 - \$500,000		16.7%	8
\$500,001 - \$1 million		8.3%	4
\$1 million - \$5 million		8.3%	4
\$5 million - \$10 million		8.3%	4
\$20 million - \$50 million		12.5%	6
\$50 million +		8.3%	4
Unsure		12.5%	6
		answered question	48
		skipped question	6

8. Which best fit your business financial/economic expectation over the next 12 months:			
		Response Percent	Response Count
Strong decline		2.2%	1
Some decline		30.4%	14
No change		15.2%	7
Some improvements		50.0%	23
Strong improvements		2.2%	1
		answered question	46
		skipped question	8

9. Last year, in 2009, did your business experience an increase, decrease, or no change in terms of sales/revenue, profitability and staff levels. Indicate as appropriate below.

	Increase	Decrease	No change	Response Count
Sales/revenue last 12 months	24.4% (11)	60.0% (27)	15.6% (7)	45
Profitability last 12 months	23.9% (11)	47.8% (22)	28.3% (13)	46
Staffing level last 12 months	20.0% (9)	26.7% (12)	53.3% (24)	45
	<i>answered question</i>			46
	<i>skipped question</i>			8

10. In terms of sales/revenue, profitability and staffing levels indicate whether you expect your business to experience increase, decrease or no change in 2010.

	Increase	Decrease	No change	Response Count
Sales/revenue next 12 months	62.2% (28)	15.6% (7)	22.2% (10)	45
Profitability next 12 months	48.9% (22)	17.8% (8)	33.3% (15)	45
Staffing level next 12 months	20.0% (9)	13.3% (6)	66.7% (30)	45
	<i>answered question</i>			46
	<i>skipped question</i>			8

11. Rank the following categories from lowest to highest based on their importance to your business. (Select N/A if the category is not applicable.)

	Lowest		Medium		High	N/A	Rating Average	Response Count
Broadband access	0.0% (0)	4.9% (2)	24.4% (10)	9.8% (4)	48.8% (20)	12.2% (5)	4.17	41
Transport and Infrastructure (Hwy)	7.3% (3)	2.4% (1)	34.1% (14)	22.0% (9)	24.4% (10)	9.8% (4)	3.59	41
Streets and roads (local)	2.5% (1)	2.5% (1)	35.0% (14)	20.0% (8)	37.5% (15)	2.5% (1)	3.90	40
Local population growth	9.5% (4)	0.0% (0)	16.7% (7)	23.8% (10)	47.6% (20)	2.4% (1)	4.02	42
Access to capital	12.2% (5)	7.3% (3)	26.8% (11)	19.5% (8)	31.7% (13)	2.4% (1)	3.53	41
Public investment in the city	0.0% (0)	4.8% (2)	26.2% (11)	26.2% (11)	35.7% (15)	7.1% (3)	4.00	42
Private investment in the city	0.0% (0)	10.0% (4)	30.0% (12)	17.5% (7)	35.0% (14)	7.5% (3)	3.84	40
Public Parking	19.0% (8)	19.0% (8)	11.9% (5)	14.3% (6)	23.8% (10)	11.9% (5)	3.05	42
Tourist and visitor numbers	36.6% (15)	14.6% (6)	19.5% (8)	4.9% (2)	14.6% (6)	9.8% (4)	2.41	41
Safety/Security	0.0% (0)	0.0% (0)	14.3% (6)	26.2% (11)	57.1% (24)	2.4% (1)	4.44	42
Health care services	0.0% (0)	2.4% (1)	17.1% (7)	22.0% (9)	51.2% (21)	7.3% (3)	4.32	41
Labor: Cost	2.4% (1)	0.0% (0)	19.0% (8)	38.1% (16)	33.3% (14)	7.1% (3)	4.08	42
Labor: Availability	2.4% (1)	0.0% (0)	14.3% (6)	31.0% (13)	47.6% (20)	4.8% (2)	4.28	42
Labor: Workforce skill sets	5.0% (2)	0.0% (0)	10.0% (4)	30.0% (12)	52.5% (21)	2.5% (1)	4.28	40
Labor: Work ethics (Reliability)	2.4% (1)	0.0% (0)	4.9% (2)	9.8% (4)	75.6% (31)	7.3% (3)	4.68	41

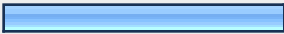

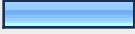




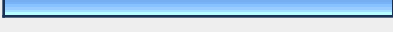





Local licensing and regulations	7.1% (3)	7.1% (3)	23.8% (10)	28.6% (12)	23.8% (10)	9.5% (4)	3.61	42
Access to new markets	0.0% (0)	14.3% (6)	19.0% (8)	31.0% (13)	31.0% (13)	4.8% (2)	3.83	42
Traffic control	11.9% (5)	14.3% (6)	31.0% (13)	14.3% (6)	14.3% (6)	14.3% (6)	3.06	42
Water quality	2.4% (1)	9.5% (4)	21.4% (9)	21.4% (9)	31.0% (13)	14.3% (6)	3.81	42
School (k-12)	0.0% (0)	2.4% (1)	21.4% (9)	19.0% (8)	47.6% (20)	9.5% (4)	4.24	42
Training: Trade/Apprenticeship	7.1% (3)	11.9% (5)	19.0% (8)	9.5% (4)	42.9% (18)	9.5% (4)	3.76	42
Postsecondary (College/University)	4.8% (2)	11.9% (5)	23.8% (10)	9.5% (4)	40.5% (17)	9.5% (4)	3.76	42
Property tax assessment	4.8% (2)	4.8% (2)	26.2% (11)	11.9% (5)	40.5% (17)	11.9% (5)	3.89	42
City services	2.5% (1)	0.0% (0)	40.0% (16)	20.0% (8)	35.0% (14)	2.5% (1)	3.87	40
County services	2.4% (1)	2.4% (1)	41.5% (17)	22.0% (9)	26.8% (11)	4.9% (2)	3.72	41
Sewage treatment	4.8% (2)	4.8% (2)	31.0% (13)	19.0% (8)	23.8% (10)	16.7% (7)	3.63	42
Electricity	2.4% (1)	2.4% (1)	16.7% (7)	33.3% (14)	40.5% (17)	4.8% (2)	4.13	42
Telephone	2.4% (1)	2.4% (1)	21.4% (9)	19.0% (8)	50.0% (21)	4.8% (2)	4.18	42
Gas	2.5% (1)	2.5% (1)	12.5% (5)	27.5% (11)	45.0% (18)	10.0% (4)	4.22	40
	answered question							42
	skipped question							12

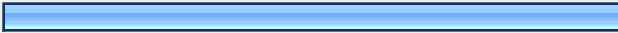

12. Based on the quality of services received by your business, rate the following from highest to lowest. (Select N/A if the categories is not applicable.)

	Lowest		Medium		Highest	N/A	Rating Average	Response Count
Broadband access	0.0% (0)	5.6% (2)	25.0% (9)	30.6% (11)	19.4% (7)	19.4% (7)	3.79	36
Transport and Infrastructure (Hwy)	0.0% (0)	8.3% (3)	50.0% (18)	19.4% (7)	8.3% (3)	13.9% (5)	3.32	36
Streets and roads (local)	8.3% (3)	11.1% (4)	44.4% (16)	25.0% (9)	8.3% (3)	2.8% (1)	3.14	36
Local population growth	30.6% (11)	25.0% (9)	11.1% (4)	11.1% (4)	11.1% (4)	11.1% (4)	2.41	36
Access to capital	11.1% (4)	8.3% (3)	44.4% (16)	19.4% (7)	5.6% (2)	11.1% (4)	3.00	36
Public investment in the city	8.3% (3)	16.7% (6)	36.1% (13)	19.4% (7)	2.8% (1)	16.7% (6)	2.90	36
Private investment in the city	5.6% (2)	27.8% (10)	36.1% (13)	5.6% (2)	8.3% (3)	16.7% (6)	2.80	36
Public Parking	2.8% (1)	25.0% (9)	27.8% (10)	8.3% (3)	11.1% (4)	25.0% (9)	3.00	36
Tourist and visitor numbers	13.9% (5)	13.9% (5)	36.1% (13)	5.6% (2)	5.6% (2)	25.0% (9)	2.67	36
Safety/Security	2.8% (1)	8.3% (3)	44.4% (16)	27.8% (10)	11.1% (4)	5.6% (2)	3.38	36
Health care services	8.8% (3)	17.6% (6)	29.4% (10)	17.6% (6)	11.8% (4)	14.7% (5)	3.07	34
Labor: Cost	0.0% (0)	2.9% (1)	34.3% (12)	40.0% (14)	14.3% (5)	8.6% (3)	3.72	35
Labor: Availability	14.3% (5)	14.3% (5)	22.9% (8)	25.7% (9)	11.4% (4)	11.4% (4)	3.06	35
Labor: Workforce skill sets	11.4% (4)	25.7% (9)	22.9% (8)	20.0% (7)	8.6% (3)	11.4% (4)	2.87	35
Labor: Work ethics (Reliability)	20.6% (7)	14.7% (5)	17.6% (6)	23.5% (8)	14.7% (5)	8.8% (3)	2.97	34

Local licensing and regulations	8.8% (3)	26.5% (9)	35.3% (12)	17.6% (6)	0.0% (0)	11.8% (4)	2.70	34
Access to new markets	8.8% (3)	14.7% (5)	35.3% (12)	8.8% (3)	14.7% (5)	17.6% (6)	3.07	34
Traffic control	3.0% (1)	6.1% (2)	54.5% (18)	21.2% (7)	3.0% (1)	12.1% (4)	3.17	33
Water quality	2.9% (1)	2.9% (1)	26.5% (9)	44.1% (15)	11.8% (4)	11.8% (4)	3.67	34
School (k-12)	6.1% (2)	6.1% (2)	36.4% (12)	18.2% (6)	18.2% (6)	15.2% (5)	3.43	33
Training: Trade/Apprenticeship	8.8% (3)	11.8% (4)	32.4% (11)	17.6% (6)	11.8% (4)	17.6% (6)	3.14	34
Postsecondary (College/University)	12.1% (4)	24.2% (8)	21.2% (7)	9.1% (3)	12.1% (4)	21.2% (7)	2.81	33
Property tax assessment	11.8% (4)	5.9% (2)	55.9% (19)	17.6% (6)	0.0% (0)	8.8% (3)	2.87	34
City services	11.8% (4)	8.8% (3)	38.2% (13)	35.3% (12)	2.9% (1)	2.9% (1)	3.09	34
County services	2.9% (1)	11.8% (4)	44.1% (15)	29.4% (10)	2.9% (1)	8.8% (3)	3.19	34
Sewage treatment	2.9% (1)	2.9% (1)	41.2% (14)	38.2% (13)	2.9% (1)	11.8% (4)	3.40	34
Electricity	6.1% (2)	3.0% (1)	21.2% (7)	51.5% (17)	18.2% (6)	0.0% (0)	3.73	33
Telephone	6.1% (2)	3.0% (1)	18.2% (6)	54.5% (18)	18.2% (6)	0.0% (0)	3.76	33
Gas	6.3% (2)	3.1% (1)	21.9% (7)	53.1% (17)	9.4% (3)	6.3% (2)	3.60	32
	answered question							36
	skipped question							18

13. Is your company currently challenged by any of the following issues? (Select all that apply.)

		Response Percent	Response Count
Utilities		42.9%	15
Physical Space		5.7%	2
Vandalism		20.0%	7
Capital financing		25.7%	9
Labor		42.9%	15
Transportation		8.6%	3
Safety		5.7%	2
Taxes		60.0%	21
Production Process		0.0%	0
Govt. Regulation		45.7%	16
Business Mgmt.		11.4%	4
Drainage		5.7%	2
Marketing		20.0%	7
Environmental Issues		8.6%	3
		<i>answered question</i>	35
		<i>skipped question</i>	19

14. Do you intend to continue operating your business in, or near the City of Bucyrus?			
		Response Percent	Response Count
Yes		95.1%	39
No		0.0%	0
Unsure		4.9%	2
		<i>answered question</i>	41
		<i>skipped question</i>	13

15. If no, why?		
		Response Count
		1
		<i>answered question</i>
		1
		<i>skipped question</i>
		53

16. Please list or describe the greatest advantages of operating your business in, or near the City of Bucyrus?		
		Response Count
		26
		<i>answered question</i>
		26
		<i>skipped question</i>
		28

17. Please list or describe the greatest disadvantage of operating your business in, or near the City of Bucyrus?		
		Response Count
		25
		<i>answered question</i>
		25
		<i>skipped question</i>
		29

18. What recommendations to you have for improving the business climate or quality of life in, or near the City of Bucyrus?

		Response Count
		23
	<i>answered question</i>	23
	<i>skipped question</i>	31