

Q1 Business Name: (optional)

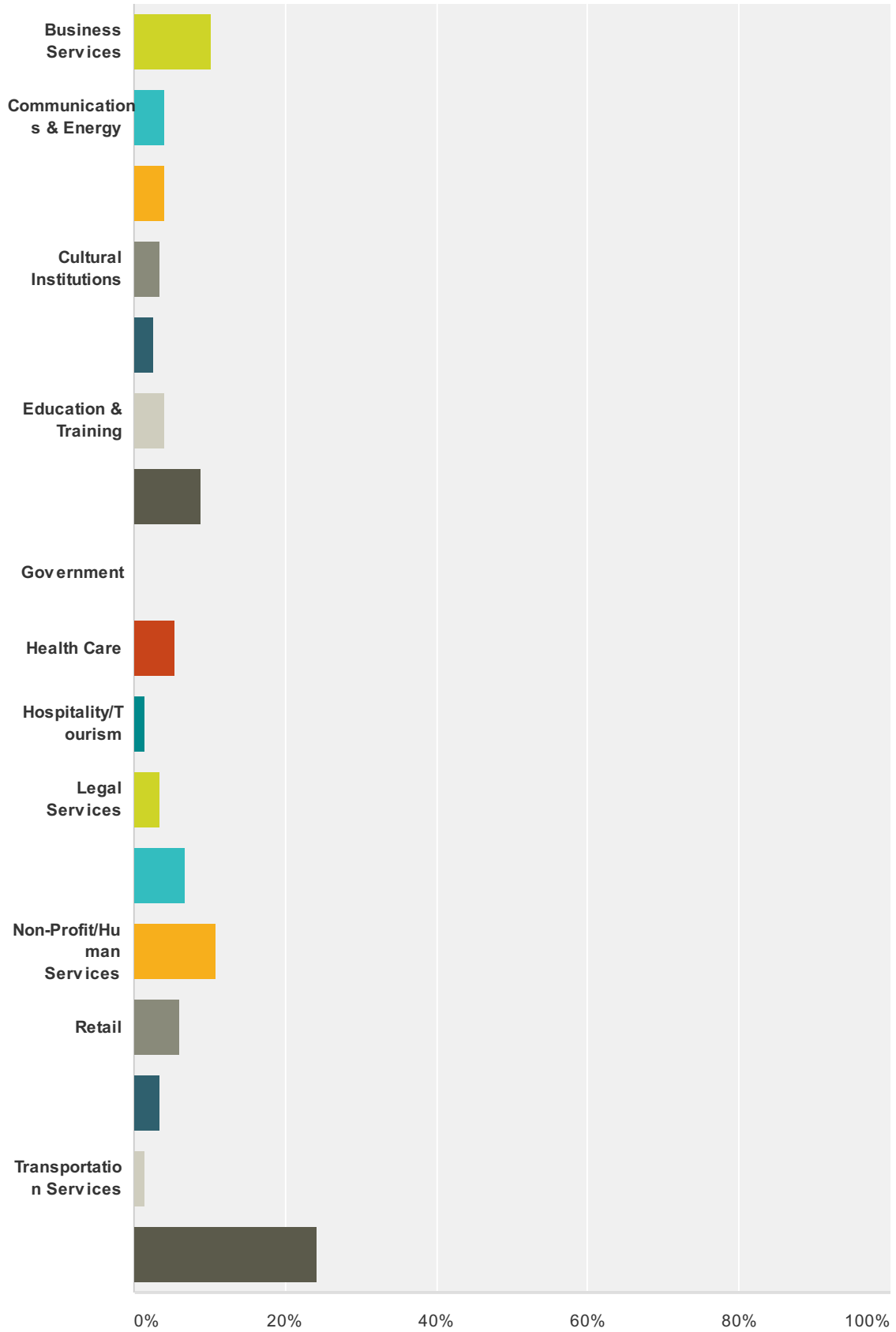
Answered: 98 Skipped: 50

Q2 Zip Code of Business Location:

Answered: 148 Skipped: 0

Q3 Which industry category best describes your business?

Answered: 148 Skipped: 0

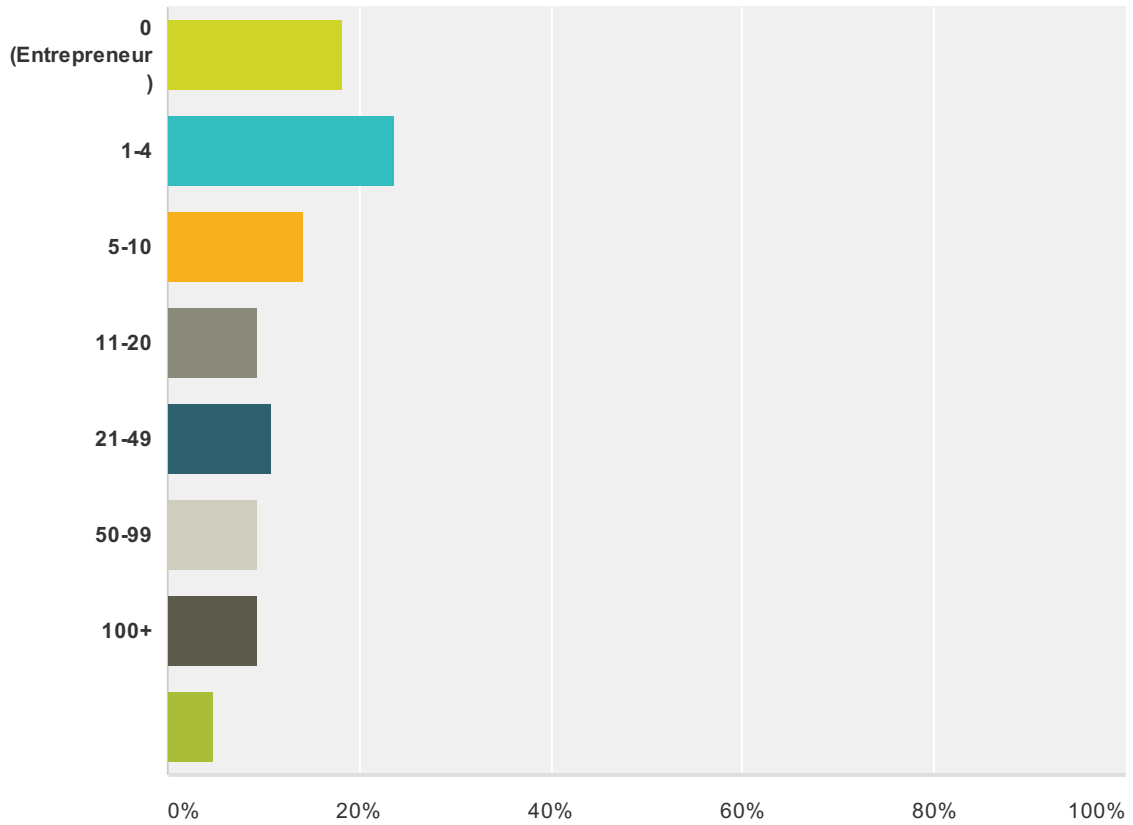


2013 Member Issues Survey

Answer Choices	Responses	
Business Services	10.14%	15
Communications & Energy	4.05%	6
Construction Supplies/Services	4.05%	6
Cultural Institutions	3.38%	5
Eating & Drinking Places	2.70%	4
Education & Training	4.05%	6
Finance, Insurance & Real Estate	8.78%	13
Government	0%	0
Health Care	5.41%	8
Hospitality/Tourism	1.35%	2
Legal Services	3.38%	5
Manufacturing & Wholesale Distribution	6.76%	10
Non-Profit/Human Services	10.81%	16
Retail	6.08%	9
Sports, Recreation & Entertainment	3.38%	5
Transportation Services	1.35%	2
Other (please specify below)	24.32%	36
Total		148

Q4 How many people do you currently employ at your Brooklyn location(s)?

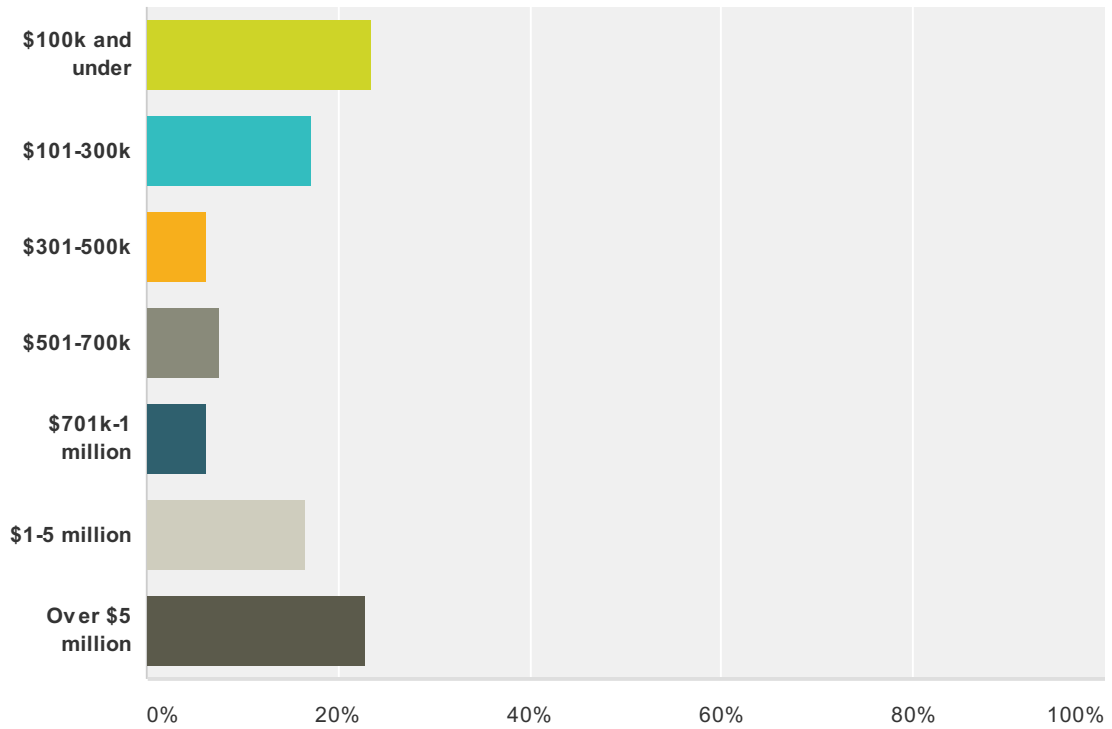
Answered: 148 Skipped: 0



Answer Choices	Responses	
0 (Entrepreneur)	18.24%	27
1-4	23.65%	35
5-10	14.19%	21
11-20	9.46%	14
21-49	10.81%	16
50-99	9.46%	14
100+	9.46%	14
N/A (no Brooklyn office)	4.73%	7
Total		148

Q5 What is your estimated gross revenue for 2013?

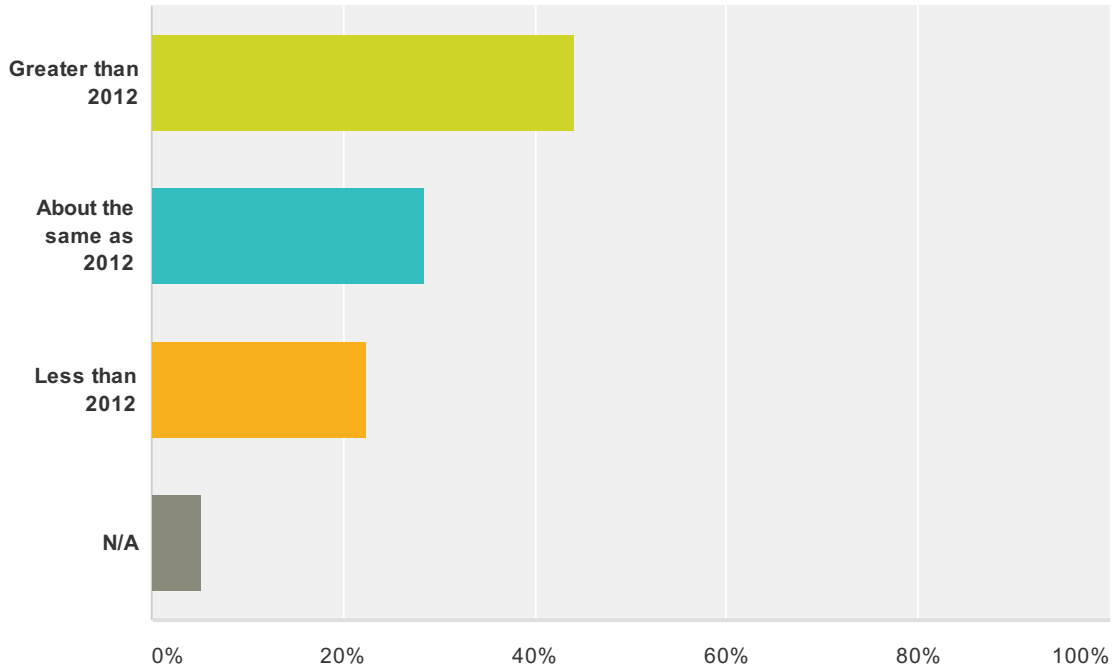
Answered: 145 Skipped: 3



Answer Choices	Responses	
\$100k and under	23.45%	34
\$101-300k	17.24%	25
\$301-500k	6.21%	9
\$501-700k	7.59%	11
\$701k-1 million	6.21%	9
\$1-5 million	16.55%	24
Over \$5 million	22.76%	33
Total		145

**Q6 Looking back over the past year, what was the overall trend for your business?
Would you say net revenue was:**

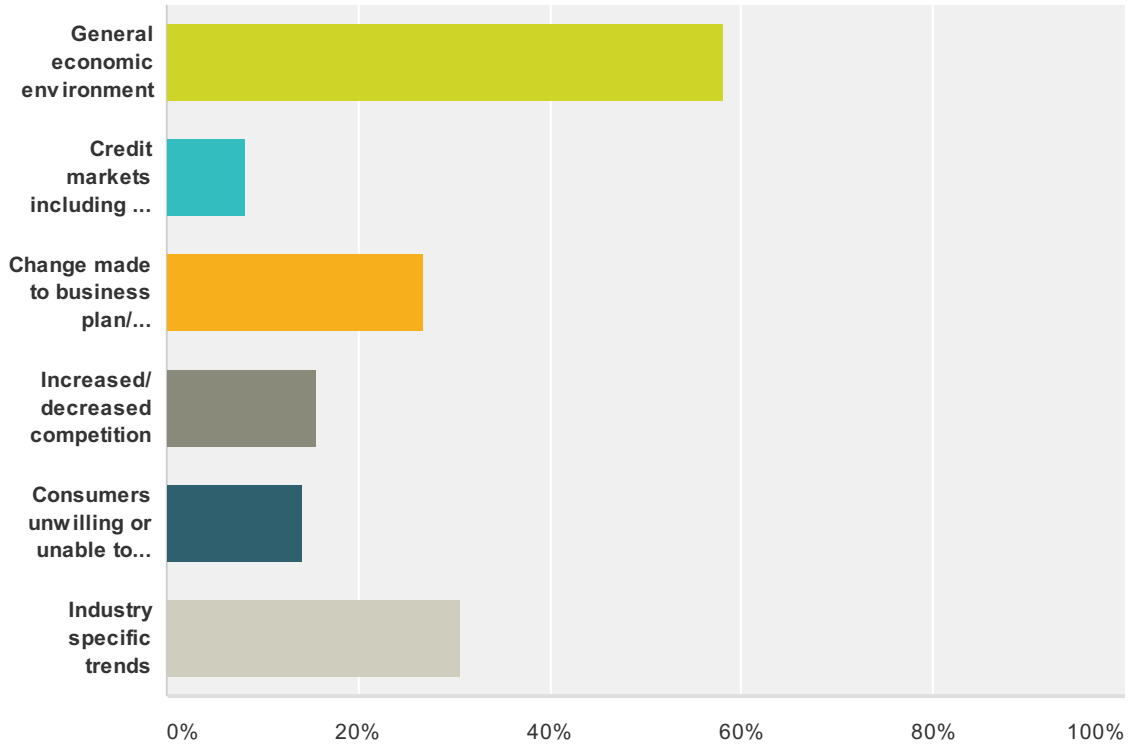
Answered: 134 Skipped: 14



Answer Choices	Responses
Greater than 2012	44.03% 59
About the same as 2012	28.36% 38
Less than 2012	22.39% 30
N/A	5.22% 7
Total	134

**Q7 What do you attribute this trend to?
(Check all that apply):**

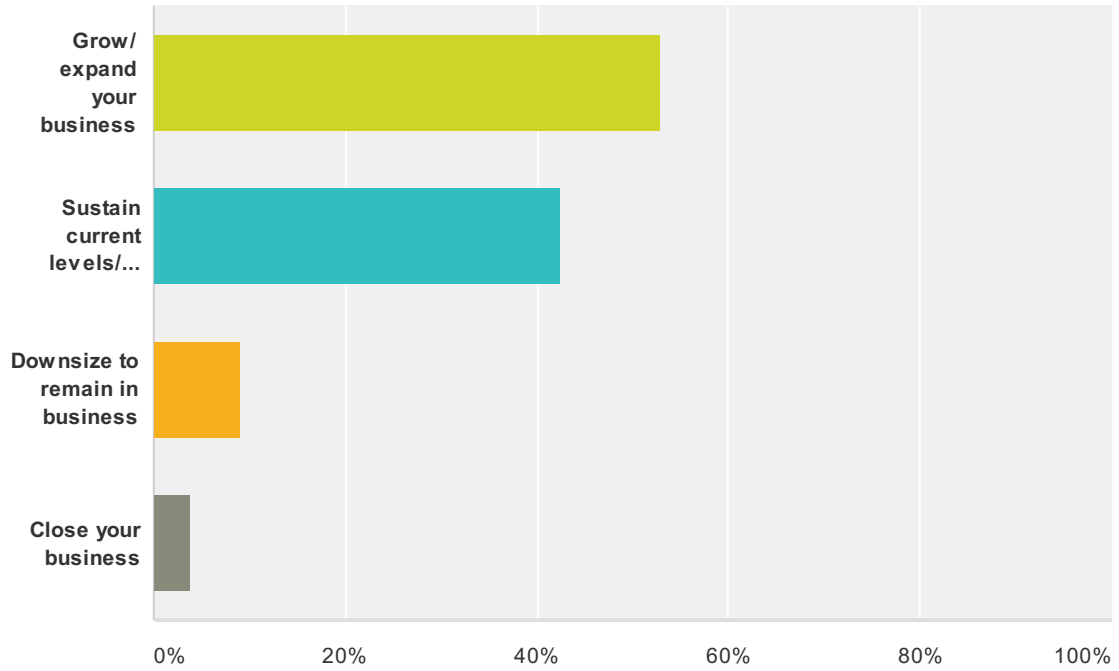
Answered: 134 Skipped: 14



Answer Choices	Responses
General economic environment	58.21% 78
Credit markets including the ability to acquire a loan	8.21% 11
Change made to business plan/ business services	26.87% 36
Increased/ decreased competition	15.67% 21
Consumers unwilling or unable to make purchases	14.18% 19
Industry specific trends	30.60% 41
Total Respondents: 134	

Q8 If current economic trends remain the same through 2014 (i.e. as they have been in 2013) would you (Check all that apply):

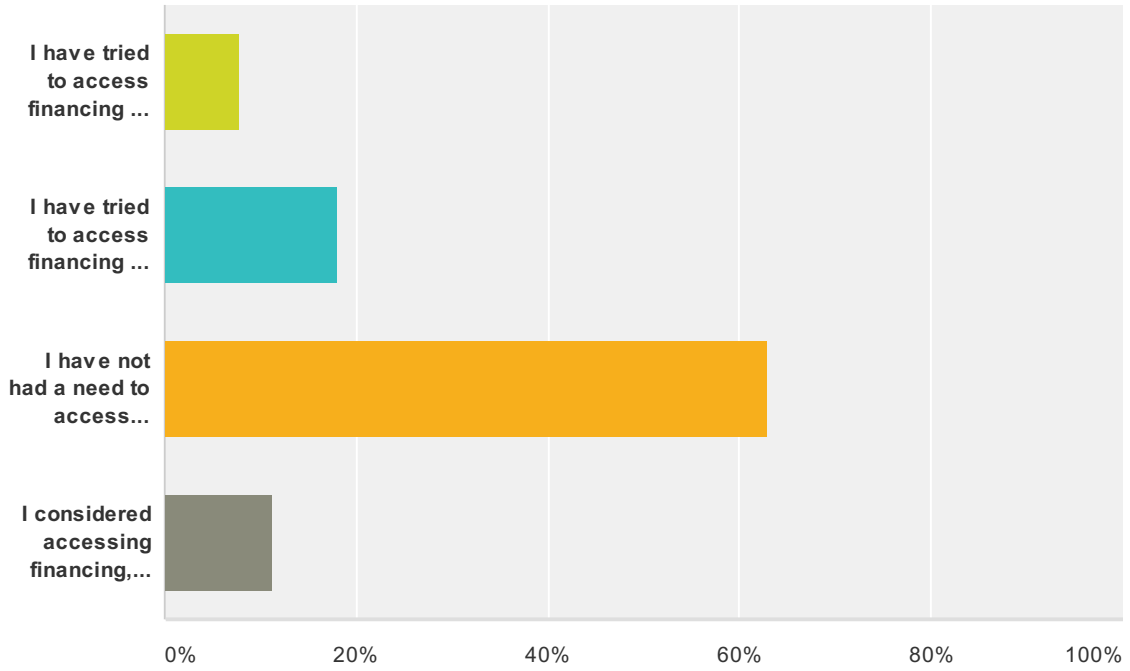
Answered: 134 Skipped: 14



Answer Choices	Responses
Grow/ expand your business	52.99% 71
Sustain current levels/ operation of your business	42.54% 57
Downsize to remain in business	8.96% 12
Close your business	3.73% 5
Total Respondents: 134	

Q9 Which best describes your businesses financing needs in 2013:

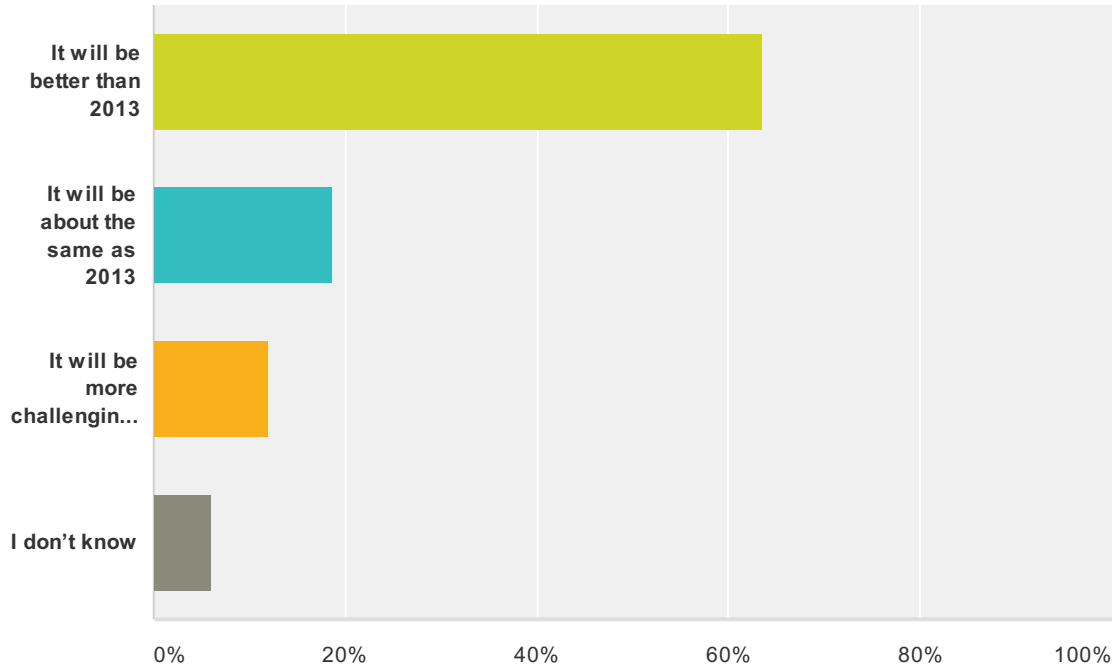
Answered: 116 Skipped: 32



Answer Choices	Responses	
I have tried to access financing and have been denied	7.76%	9
I have tried to access financing and succeeded	18.10%	21
I have not had a need to access financing in 2013	62.93%	73
I considered accessing financing, but did not pursue it as I assumed I would be declined	11.21%	13
Total		116

Q10 What is your outlook on the Brooklyn economy for 2014?

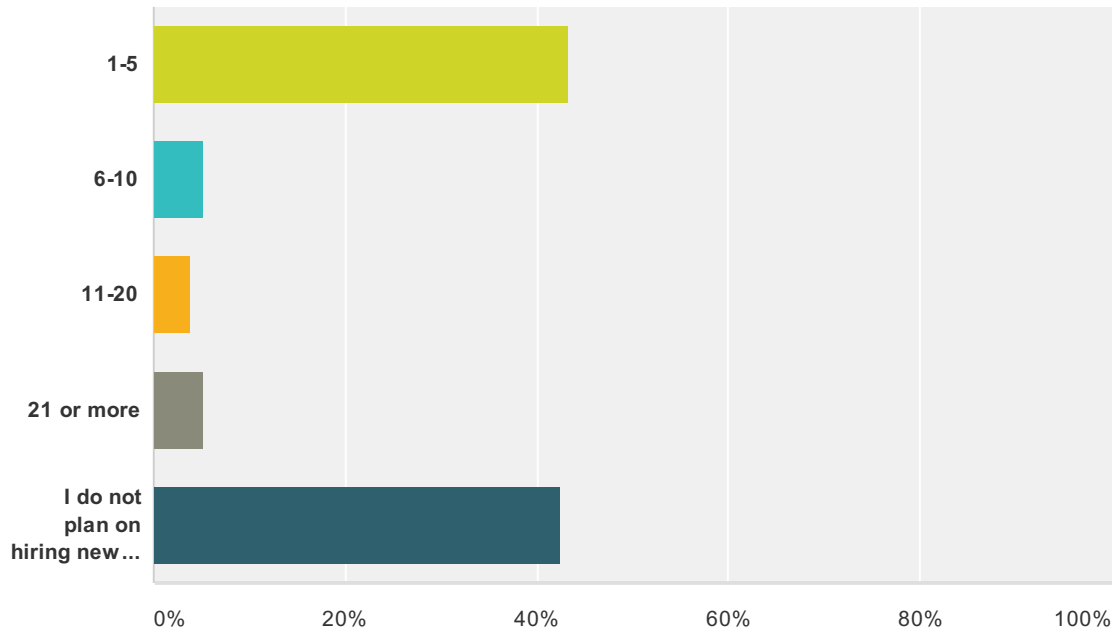
Answered: 134 Skipped: 14



Answer Choices	Responses	Count
It will be better than 2013	63.43%	85
It will be about the same as 2013	18.66%	25
It will be more challenging than 2013	11.94%	16
I don't know	5.97%	8
Total		134

Q11 How many new full-time employees do you expect to hire in the coming year?

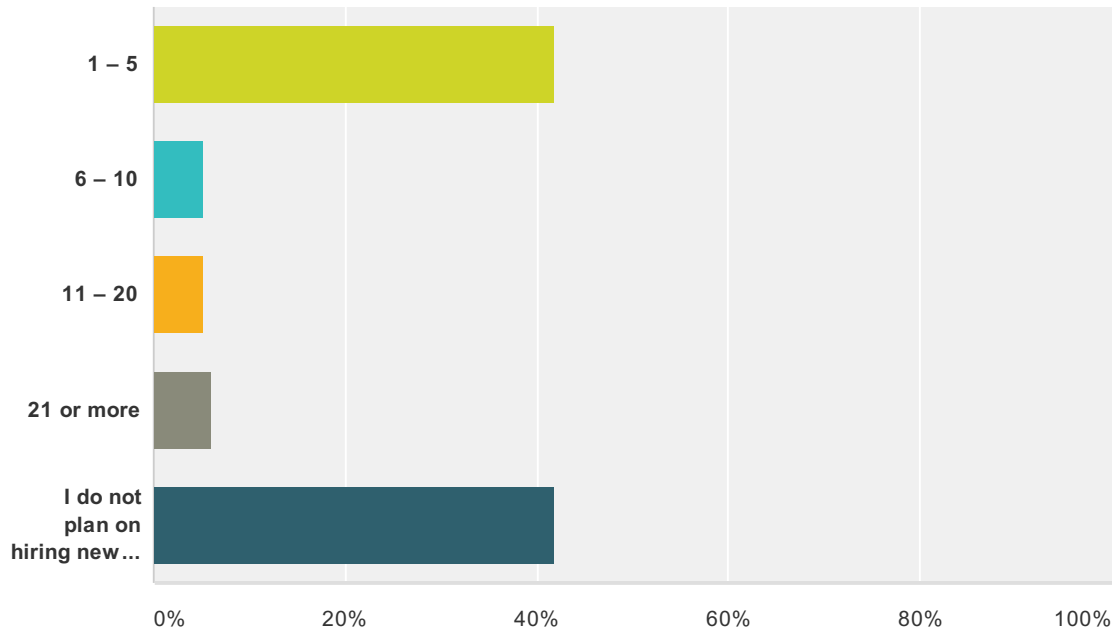
Answered: 134 Skipped: 14



Answer Choices	Responses	
1-5	43.28%	58
6-10	5.22%	7
11-20	3.73%	5
21 or more	5.22%	7
I do not plan on hiring new employees	42.54%	57
Total		134

Q12 How many new part-time employees do you expect to hire in the coming year?

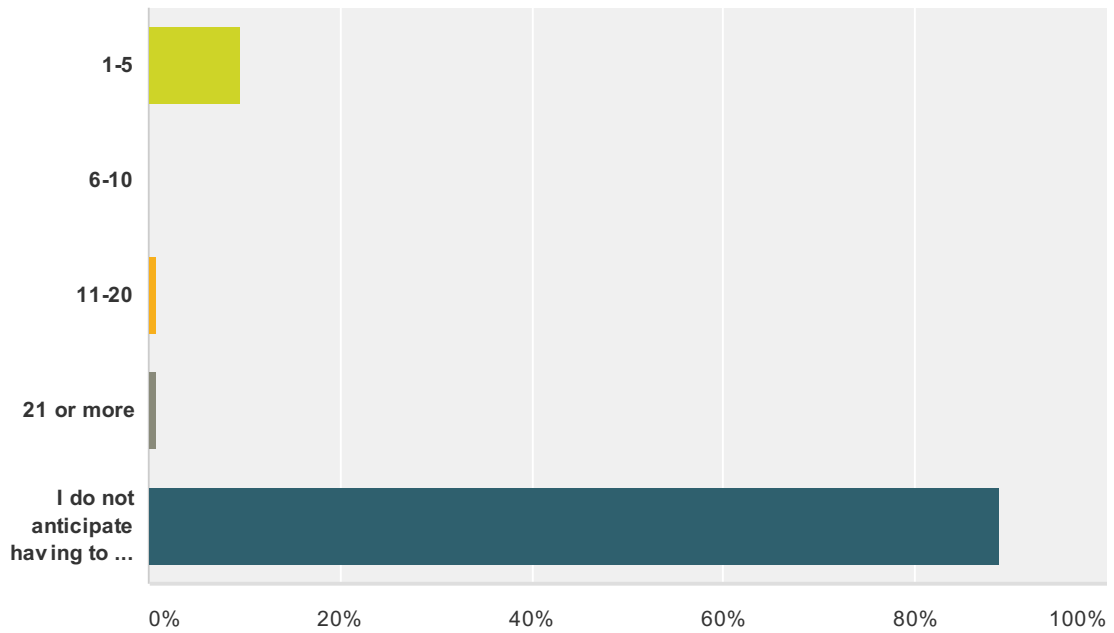
Answered: 134 Skipped: 14



Answer Choices	Responses
1 – 5	41.79% 56
6 – 10	5.22% 7
11 – 20	5.22% 7
21 or more	5.97% 8
I do not plan on hiring new employees	41.79% 56
Total	134

Q13 How many employees do you anticipate having to lay off in the coming year?

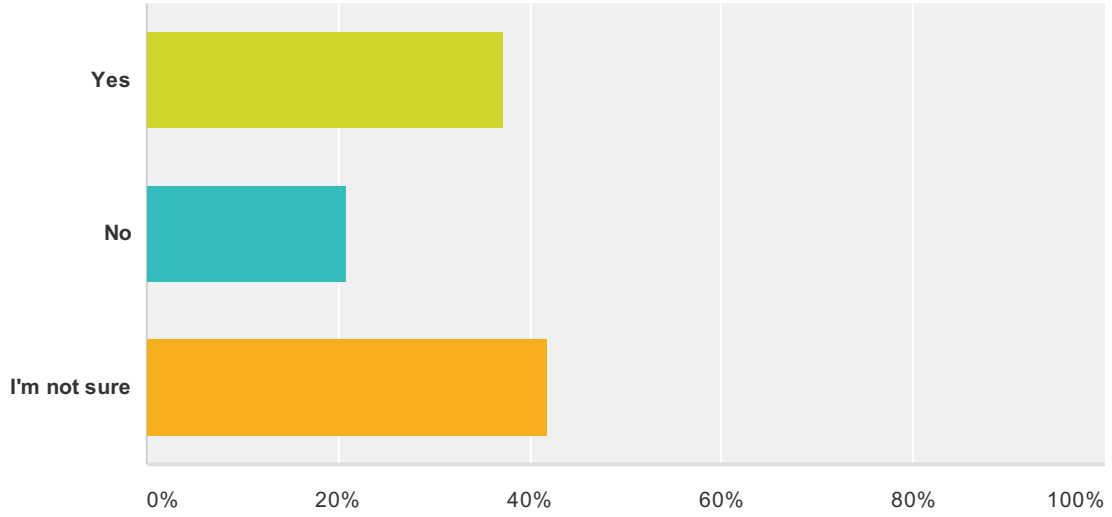
Answered: 134 Skipped: 14



Answer Choices	Responses
1-5	9.70% 13
6-10	0% 0
11-20	0.75% 1
21 or more	0.75% 1
I do not anticipate having to lay off employees	88.81% 119
Total	134

Q14 On November 5th, New York City elected a new Mayor. Do you have high hopes for an improved business climate with the new administration?

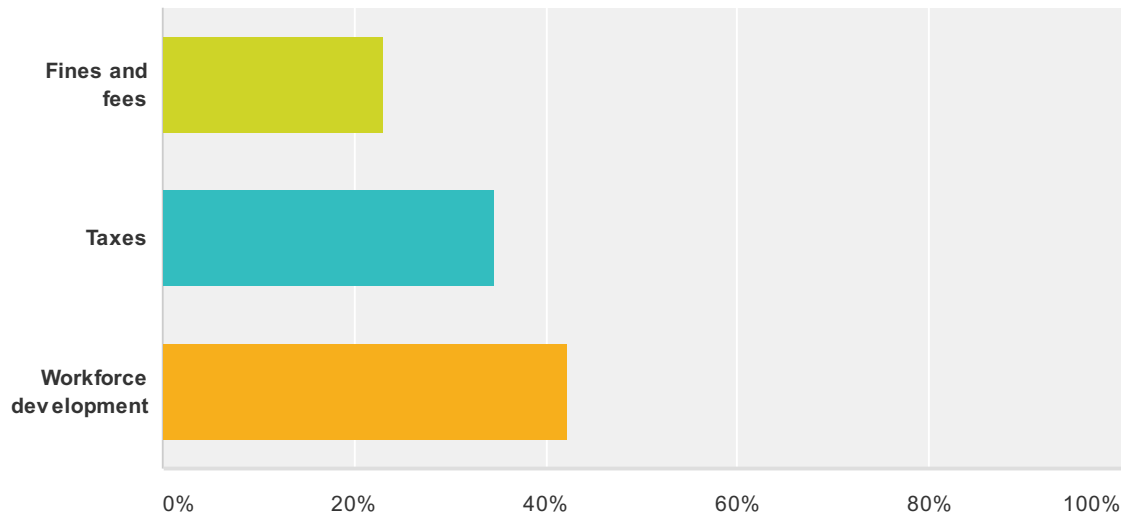
Answered: 129 Skipped: 19



Answer Choices	Responses
Yes	37.21% 48
No	20.93% 27
I'm not sure	41.86% 54
Total	129

Q15 What do you think the new Mayor should prioritize as the top small business issue when he takes office in January?

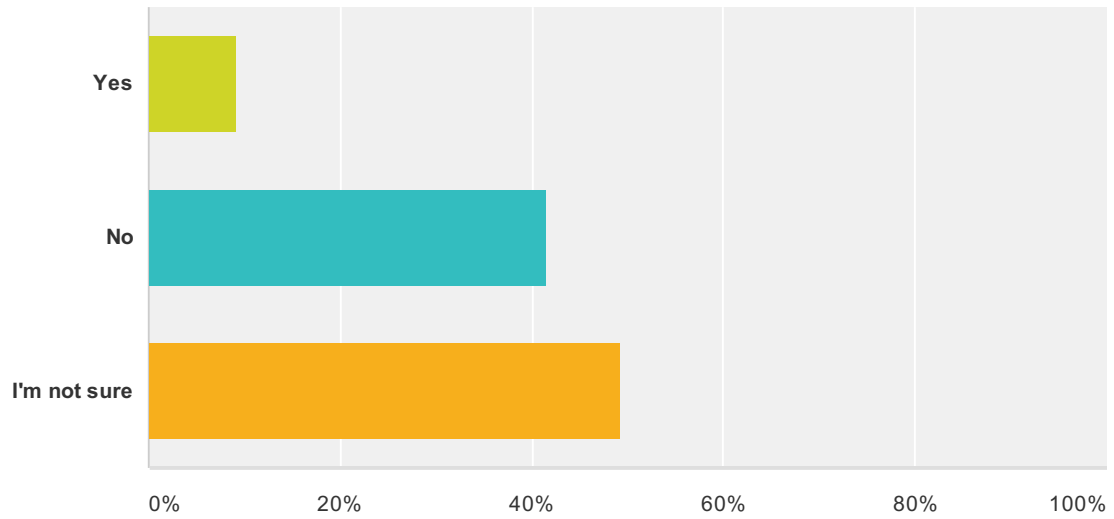
Answered: 130 Skipped: 18



Answer Choices	Responses
Fines and fees	23.08% 30
Taxes	34.62% 45
Workforce development	42.31% 55
Total	130

Q16 New York City Council recently announced plans to reform the city’s Restaurant Inspection System. Overall, do you think enough is being done to reduce excessive fines and regulations faced by businesses?

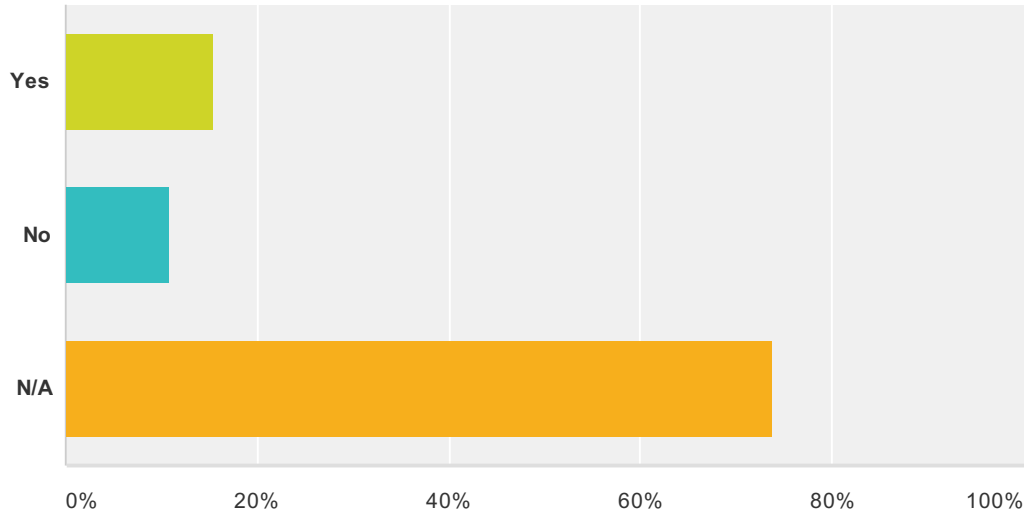
Answered: 130 Skipped: 18



Answer Choices	Responses	
Yes	9.23%	12
No	41.54%	54
I'm not sure	49.23%	64
Total		130

Q17 The New York City Council is again considering legislation to reduce the impact of plastic accumulation in the environment, by imposing a tax on consumers for single use plastic bags. Are you currently offering your customers an environmentally friendly option, such as re-useable bags?

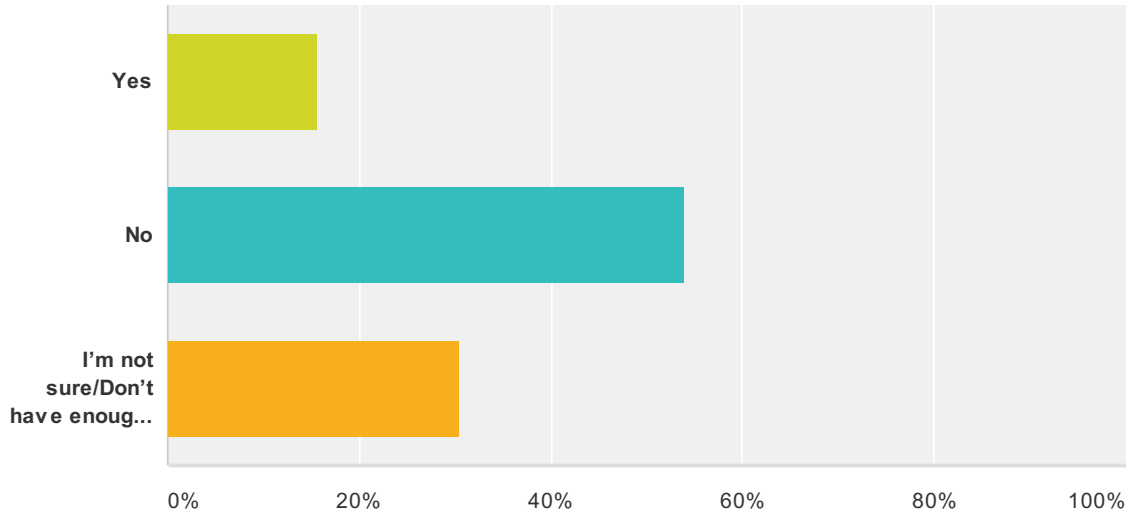
Answered: 130 Skipped: 18



Answer Choices	Responses
Yes	15.38% 20
No	10.77% 14
N/A	73.85% 96
Total	130

Q18 In June of this year, the New York City Council voted again to amended its Paid Sick Time Bill (Earned Sick Time Bill - Int-0097), where businesses with 20 or more employees are now required to provide 5 paid sick days annually, beginning April 2014. Do you think that this new mandate will negatively affect your business?

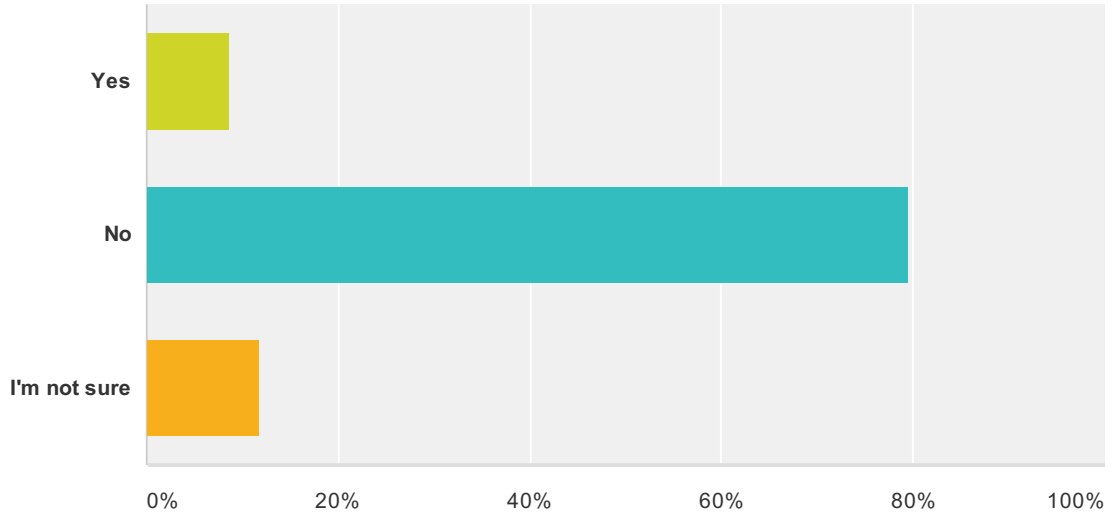
Answered: 128 Skipped: 20



Answer Choices	Responses	
Yes	15.63%	20
No	53.91%	69
I'm not sure/Don't have enough information	30.47%	39
Total		128

Q19 Beginning December 31, 2013, New York State's minimum wage will increase from \$7.25/hour to \$8.00/hour. Do you think that this increase will have a negative effect on your business?

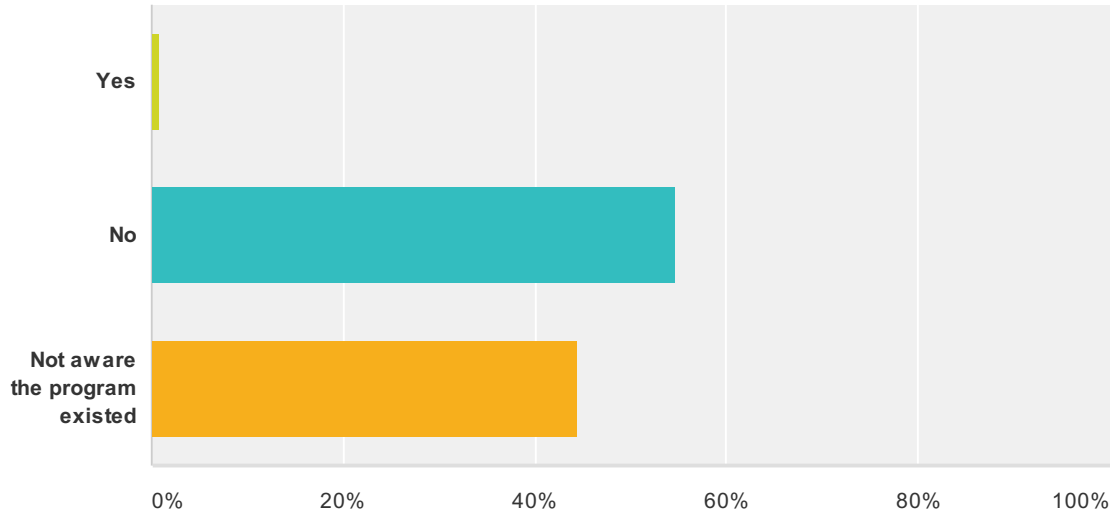
Answered: 127 Skipped: 21



Answer Choices	Responses
Yes	8.66% 11
No	79.53% 101
I'm not sure	11.81% 15
Total	127

Q20 In 2013, Governor Cuomo launched START-UP NY, a program leveraging resources at colleges/universities across the state to provide tax free zones for business creation and expansion. Have you submitted an application to the Empire State Development to check your eligibility to participate?

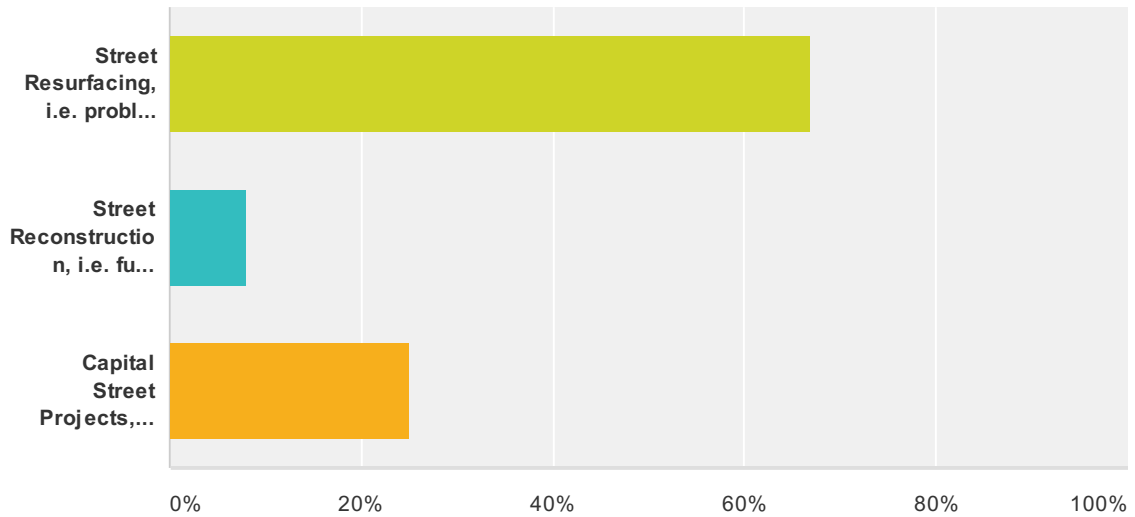
Answered: 128 Skipped: 20



Answer Choices	Responses
Yes	0.78% 1
No	54.69% 70
Not aware the program existed	44.53% 57
Total	128

Q21 In March, 2013 the state announced that it would allocate \$729 million in SFY 2013-2014 for NYC Roads and Bridges to keep them maintained, dependable and safe. What type of fix is urgently needed in your business district?

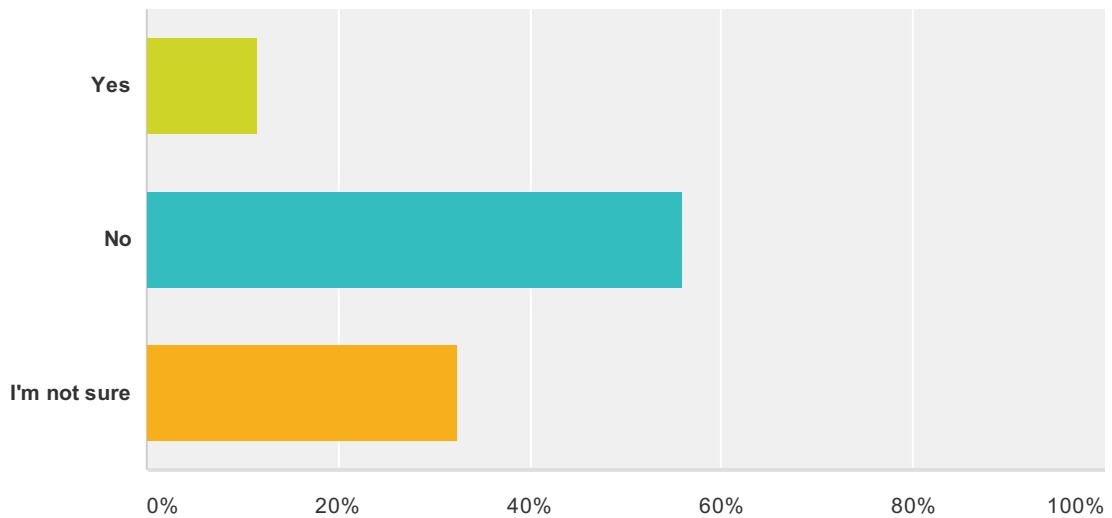
Answered: 112 Skipped: 36



Answer Choices	Responses
Street Resurfacing, i.e. problems on the surface of the roadway such as potholes	66.96% 75
Street Reconstruction, i.e. full reconstruction of streets such as street realignment or grading change	8.04% 9
Capital Street Projects, i.e. major reconstruction projects, such as the full reconstruction of the sewer pipes, the roadbed, and sidewalks	25% 28
Total	112

Q22 On October 1, 2013 the New York State of Health marketplace was launched in accordance with the provisions of the Affordable Care Act. Will your company be purchasing health insurance for employees at www.nystateofhealth.ny.gov, of which the Brooklyn Chamber, through its non-profit organization, the Brooklyn Alliance is a contractor for In-person Assistance/Navigator services?

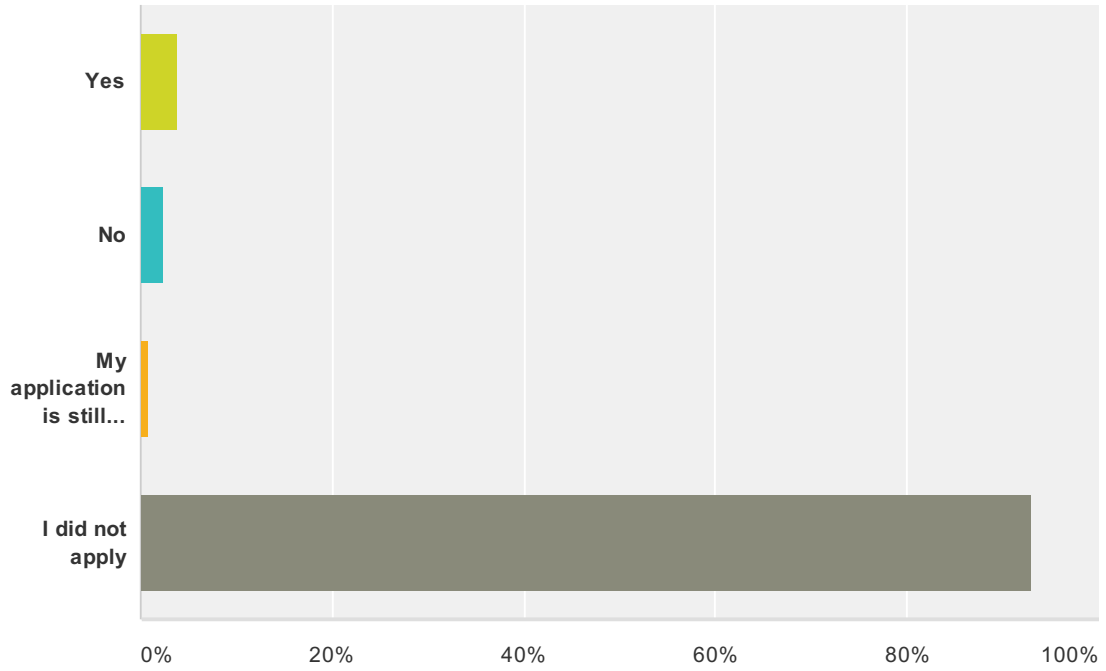
Answered: 129 Skipped: 19



Answer Choices	Responses
Yes	11.63% 15
No	55.81% 72
I'm not sure	32.56% 42
Total	129

Q23 If you applied for a loan related to Hurricane Sandy, has it been approved?

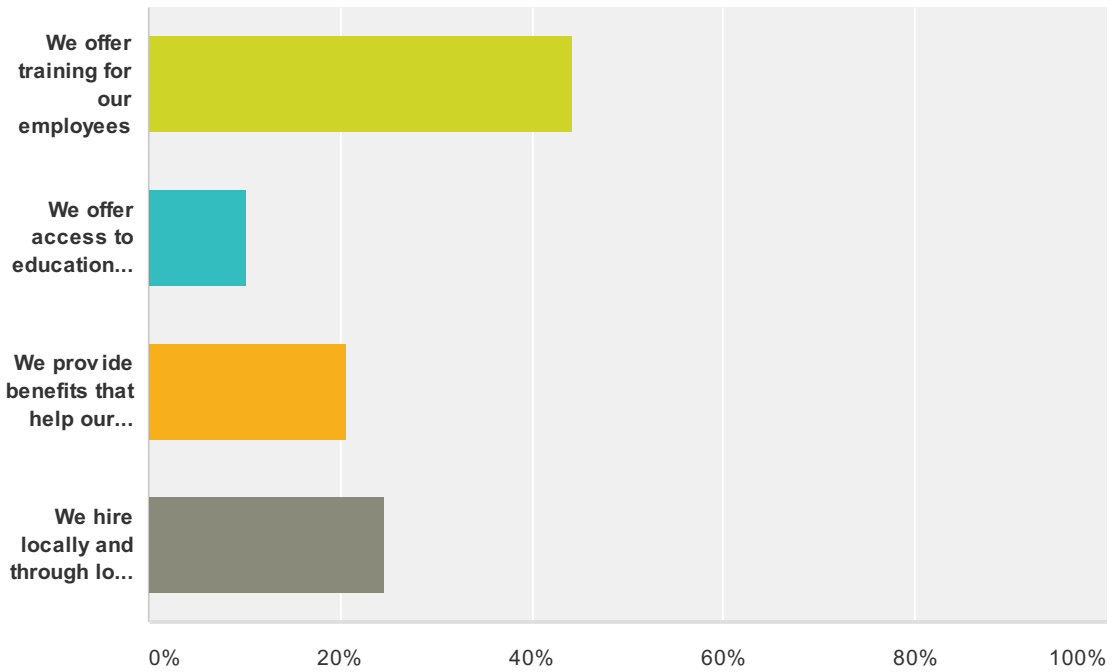
Answered: 129 Skipped: 19



Answer Choices	Responses
Yes	3.88% 5
No	2.33% 3
My application is still pending	0.78% 1
I did not apply	93.02% 120
Total	129

Q24 The Chamber’s Good Help program connects local businesses to local jobseekers. However, there are still many disadvantaged jobseekers that could benefit from connecting to Brooklyn's new economy and increasing the prospects for advancement for today's working poor. How does your company help the advancement of your workers?

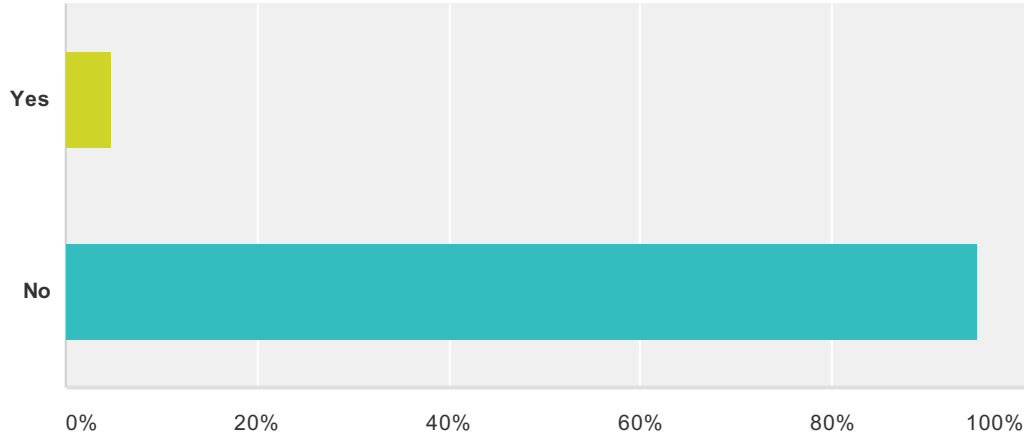
Answered: 97 Skipped: 51



Answer Choices	Responses
We offer training for our employees	44.33% 43
We offer access to education and/or certifications	10.31% 10
We provide benefits that help our workers support their families	20.62% 20
We hire locally and through local non-profit job training organizations	24.74% 24
Total	97

Q25 Is your company currently enrolled with Brooklyn HealthWorks, the Chamber's longstanding, low cost health insurance product?

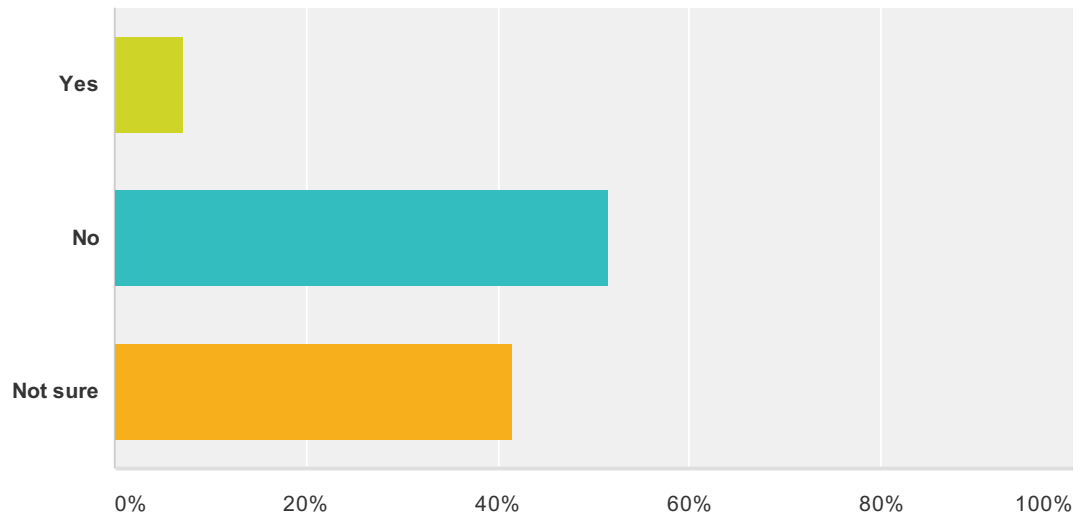
Answered: 123 Skipped: 25



Answer Choices	Responses
Yes	4.88% 6
No	95.12% 117
Total	123

Q26 If your company is enrolled in Brooklyn HealthWorks, will you renew or take your plan into 2014?

Answered: 70 Skipped: 78

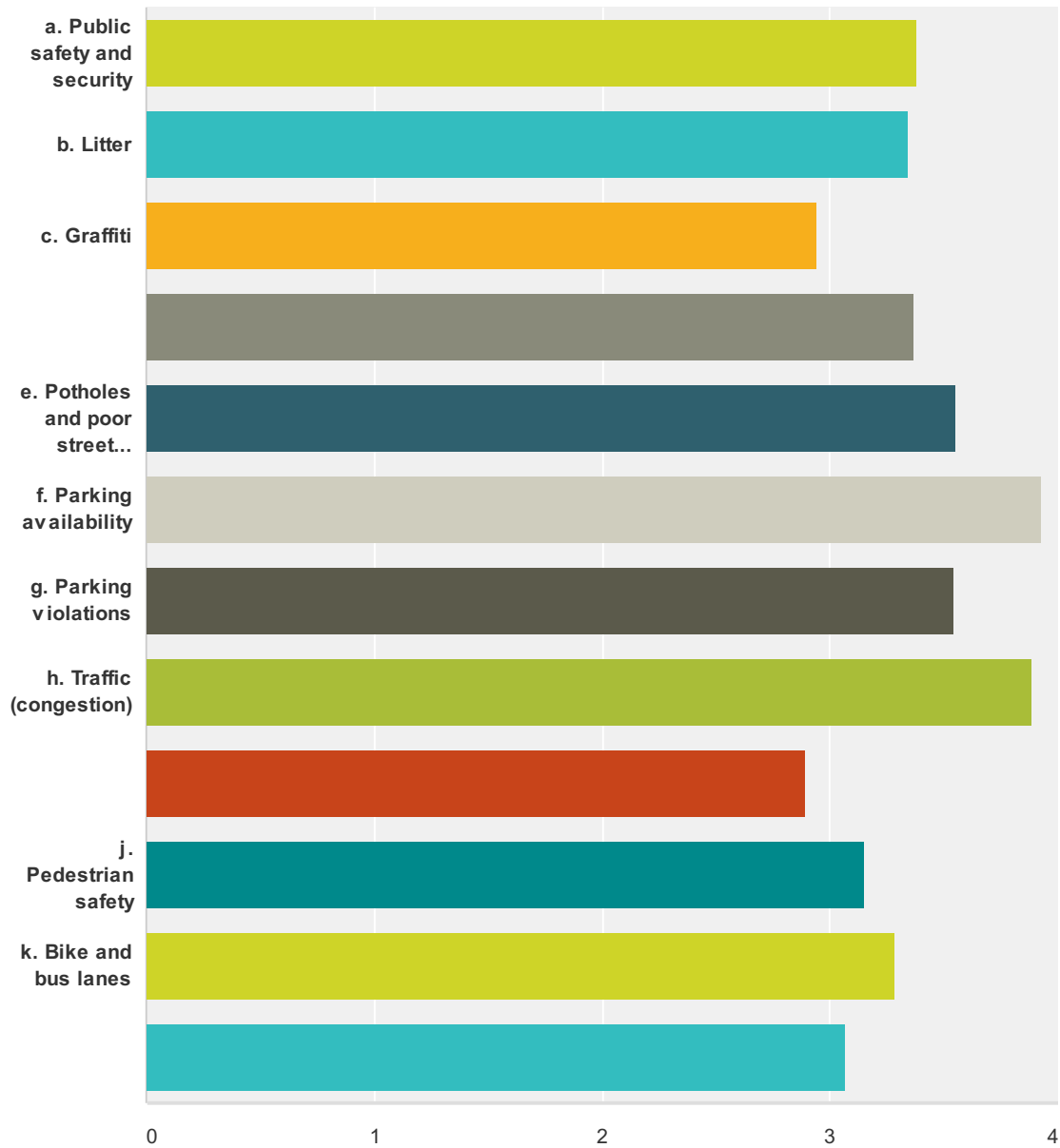


Answer Choices	Responses	
Yes	7.14%	5
No	51.43%	36
Not sure	41.43%	29
Total		70

2013 Member Issues Survey

Q27 To what degree are you concerned about the following quality of life issues? Please rate each of the following:

Answered: 123 Skipped: 25



	Does not apply	Not a concern	Only a slight problem	It's a problem	It's a severe problem	Total	Average Rating
a. Public safety and security	3.25% 4	17.07% 21	30.08% 37	37.40% 46	12.20% 15	123	3.38
b. Litter	4.07% 5	8.94% 11	44.72% 55	33.33% 41	8.94% 11	123	3.34
c. Graffiti	5.69% 7	26.83% 33	41.46% 51	19.51% 24	6.50% 8	123	2.94

d. Rats, bed bugs and other	7.32%	13.01%	31.71%	31.71%	16.26%		
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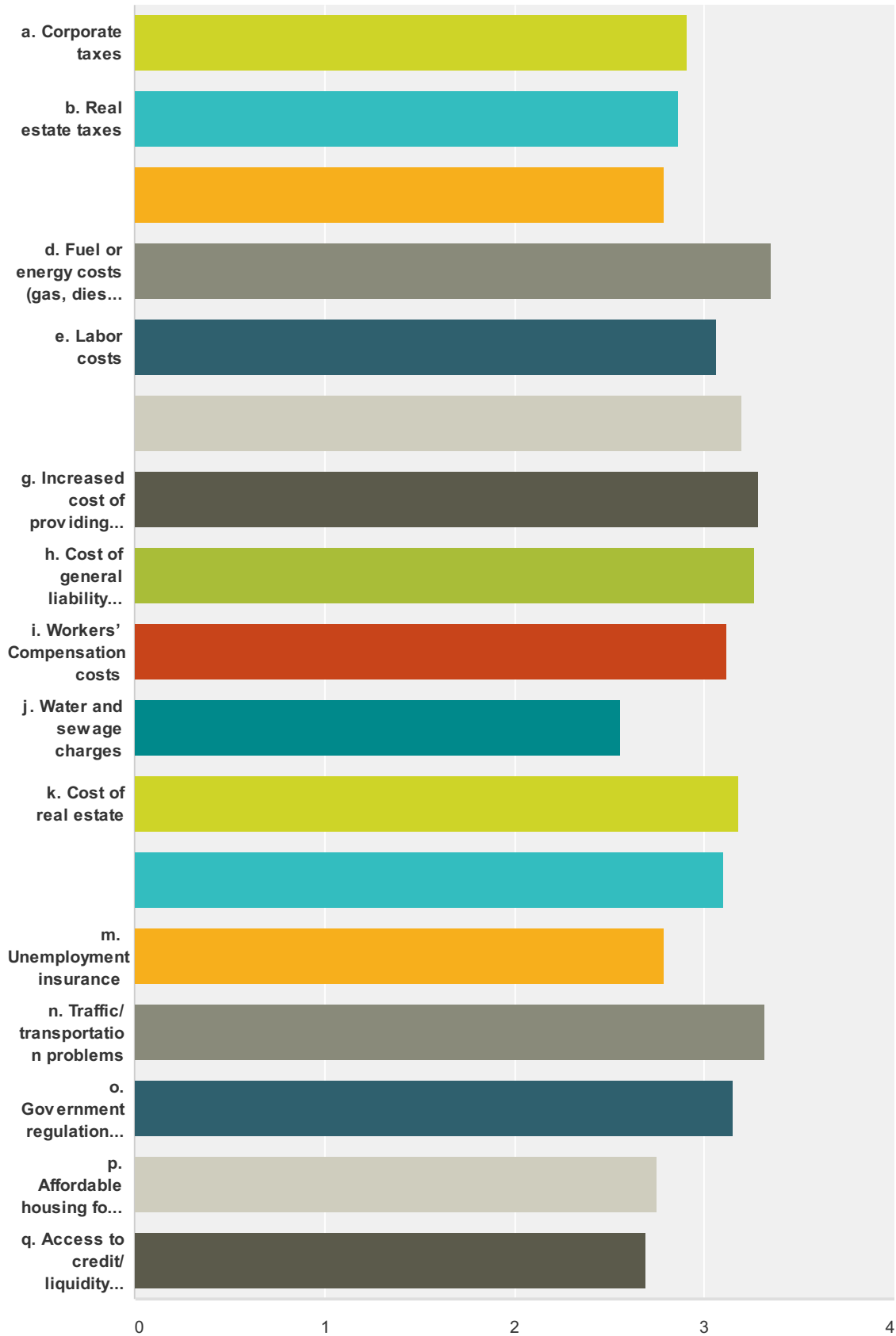
2013 Member Issues Survey

d. Rats, bee hives and other vermin	1.52% 9	15.81% 16	31.71% 39	31.71% 39	19.25% 20	123	3.37
e. Potholes and poor street conditions	4.88% 6	8.13% 10	26.83% 33	47.15% 58	13.01% 16	123	3.55
f. Parking availability	4.88% 6	6.50% 8	15.45% 19	37.40% 46	35.77% 44	123	3.93
g. Parking violations	6.50% 8	13.82% 17	20.33% 25	37.40% 46	21.95% 27	123	3.54
h. Traffic (congestion)	2.44% 3	8.13% 10	20.33% 25	36.59% 45	32.52% 40	123	3.89
i. Public Transportation	3.25% 4	39.84% 49	28.46% 35	21.14% 26	7.32% 9	123	2.89
j. Pedestrian safety	3.25% 4	23.58% 29	36.59% 45	27.64% 34	8.94% 11	123	3.15
k. Bike and bus lanes	5.69% 7	19.51% 24	28.46% 35	32.52% 40	13.82% 17	123	3.29
l. Unfinished development/ construction sites	5.69% 7	25.20% 31	36.59% 45	21.95% 27	10.57% 13	123	3.07

Q28 And finally, to what degree do the following issues limit your success as a business? Please rate each of the following obstacles:

Answered: 121 Skipped: 27

2013 Member Issues Survey



	Does not apply	Not a concern	Only a slight problem	It's a problem	It's a severe problem	Total	Average Rating
a. Corporate taxes	19.83% 24	22.31% 27	16.53% 20	29.75% 36	11.57% 14	121	2.91

h. Real estate taxes	23.14%	23.07%	12.40%	24.70%	15.70%		
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2013 Member Issues Survey

b. Real estate taxes	23.17% 28	23.31% 29	12.75% 15	27.15% 30	19.19% 19	121	2.86
c. Sales taxes (city, state)	19.83% 24	26.45% 32	18.18% 22	25.62% 31	9.92% 12	121	2.79
d. Fuel or energy costs (gas, diesel, electric, oil, etc.)	9.09% 11	18.18% 22	19.01% 23	36.36% 44	17.36% 21	121	3.35
e. Labor costs	5.79% 7	25.62% 31	32.23% 39	29.75% 36	6.61% 8	121	3.06
f. Finding/ hiring reliable, qualified workers	7.44% 9	22.31% 27	29.75% 36	23.97% 29	16.53% 20	121	3.20
g. Increased cost of providing health insurance for my employees	14.88% 18	21.49% 26	14.05% 17	19.01% 23	30.58% 37	121	3.29
h. Cost of general liability insurance	6.61% 8	19.01% 23	29.75% 36	31.40% 38	13.22% 16	121	3.26
i. Workers' Compensation costs	12.40% 15	20.66% 25	25.62% 31	24.79% 30	16.53% 20	121	3.12
j. Water and sewage charges	22.31% 27	28.10% 34	28.93% 35	12.40% 15	8.26% 10	121	2.56
k. Cost of real estate	16.53% 20	19.01% 23	19.83% 24	19.01% 23	25.62% 31	121	3.18
l. Finding available business space/ real estate	15.70% 19	20.66% 25	23.97% 29	17.36% 21	22.31% 27	121	3.10
m. Unemployment insurance	11.57% 14	33.88% 41	27.27% 33	18.18% 22	9.09% 11	121	2.79
n. Traffic/ transportation problems	3.31% 4	22.31% 27	30.58% 37	26.45% 32	17.36% 21	121	3.32
o. Government regulations, fines and violations	13.22% 16	20.66% 25	22.31% 27	25.62% 31	18.18% 22	121	3.15
p. Affordable housing for employees	23.97% 29	20.66% 25	23.14% 28	20.66% 25	11.57% 14	121	2.75
q. Access to credit/ liquidity problems	18.18% 22	32.23% 39	22.31% 27	16.53% 20	10.74% 13	121	2.69

Q29 Are there other projects you would like to see the Brooklyn Chamber consider? (Please write in the space provided.)

Answered: 24 Skipped: 124