

1. Generally speaking, would you rate the overall business climate in the greater Hanover Area- that is, how it is to do business- as excellent, good, fair or poor? (Hanover Area includes both York and Adams Counties)

		Response Percent	Response Count
Excellent		6.7%	11
<b>Good</b>		<b>62.2%</b>	<b>102</b>
Fair		28.0%	46
Poor		3.0%	5
Undecided		0.0%	0
<b>answered question</b>			<b>164</b>
<b>skipped question</b>			<b>2</b>





2. Do you think the business climate in the greater Hanover Area has gotten better, gotten worse, or stayed about the same in the past 12 months?

		Response Percent	Response Count
Better		26.2%	43
Worse		17.1%	28
<b>Stayed same</b>		<b>54.3%</b>	<b>89</b>
Undecided		2.4%	4
<b>answered question</b>			<b>164</b>
<b>skipped question</b>			<b>2</b>





**3. What do you believe is the single most important issue affecting your company or business today? That is, the one that most seriously impacts your ability to be competitive in today's marketplace? (Please pick top three in order)**

	1	2	3	Response Count
Taxes	<b>39.1% (18)</b>	26.1% (12)	34.8% (16)	46
Healthcare costs (specific)	<b>39.3% (24)</b>	36.1% (22)	24.6% (15)	61
Workforce development, training	<b>40.0% (4)</b>	30.0% (3)	30.0% (3)	10
Mandates/regulations/minimum wage	20.0% (3)	<b>46.7% (7)</b>	33.3% (5)	15
Other insurance costs, WC, UC	4.8% (1)	33.3% (7)	<b>61.9% (13)</b>	21
Environmental/EPA/OSHA/red tape	<b>50.0% (3)</b>	33.3% (2)	16.7% (1)	6
Foreign/out-of-state competition	14.3% (1)	<b>42.9% (3)</b>	<b>42.9% (3)</b>	7
Economy (general)	<b>62.4% (68)</b>	20.2% (22)	17.4% (19)	109
Human resources/personnel issues	23.1% (3)	<b>38.5% (5)</b>	<b>38.5% (5)</b>	13
Transportation/infrastructure	0.0% (0)	<b>80.0% (4)</b>	20.0% (1)	5
Increased costs of goods and services	26.1% (12)	34.8% (16)	<b>39.1% (18)</b>	46
Staying competitive in marketplace	27.5% (14)	<b>39.2% (20)</b>	33.3% (17)	51
Electronic commerce/internet	16.7% (1)	<b>66.7% (4)</b>	16.7% (1)	6
Credit availability/can't get loan	23.1% (3)	<b>38.5% (5)</b>	<b>38.5% (5)</b>	13
Government/politicians (general)	16.7% (3)	38.9% (7)	<b>44.4% (8)</b>	18
Energy/fuel/delivery costs	10.7% (3)	42.9% (12)	<b>46.4% (13)</b>	28
Inadequate financing/start-up costs	25.0% (2)	<b>62.5% (5)</b>	12.5% (1)	8
Undecided/none	0.0% (0)	16.7% (1)	<b>83.3% (5)</b>	6
Other	25.0% (2)	12.5% (1)	<b>62.5% (5)</b>	8
<b>answered question</b>				<b>165</b>
<b>skipped question</b>				<b>1</b>




**4. How business friendly would you rate the greater Hanover Area- very friendly, somewhat friendly, or not at all business friendly?**

		Response Percent	Response Count
Very Friendly		32.9%	54
<b>Somewhat Friendly</b>		<b>61.6%</b>	<b>101</b>
Not at all Friendly		4.3%	7
Undecided		1.2%	2
<b>answered question</b>			<b>164</b>
<b>skipped question</b>			<b>2</b>













**5. Do you think the economy in the greater Hanover Area is better than, worse than, or about the same in comparison to the national economy?**

		Response Percent	Response Count
<b>Better than</b>		<b>48.5%</b>	<b>79</b>
Worse than		7.4%	12
About the same		41.1%	67
Undecided		3.1%	5
<b>answered question</b>			<b>163</b>
<b>skipped question</b>			<b>3</b>






6. If you could, would you consider leaving the greater Hanover Area?

		Response Percent	Response Count
Yes		10.3%	17
No		67.3%	111
Undecided		22.4%	37
answered question			165
skipped question			1





## 7. Where would you go?

		Response Percent	Response Count
Delaware		3.0%	3
New Jersey		2.0%	2
Maryland		7.0%	7
Virginia		4.0%	4
New York		0.0%	0
Ohio		0.0%	0
North Carolina		7.0%	7
South Carolina		6.0%	6
West (general)		4.0%	4
Mid Atlantic (general)		1.0%	1
Southwest (general)		1.0%	1
Other		8.0%	8
<b>Undecided</b>		<b>35.0%</b>	<b>35</b>
Refused		30.0%	30
<b>answered question</b>			<b>100</b>
<b>skipped question</b>			<b>66</b>





**8. Would you rate the quality of the workforce in the greater Hanover Area in terms of being able to meet the business community's demand for skilled or trained workers as excellent, good, fair or poor?**

		Response Percent	Response Count
Excellent		3.7%	6
<b>Good</b>		<b>54.9%</b>	<b>90</b>
Fair		33.5%	55
Poor		2.4%	4
Undecided		5.5%	9
<b>answered question</b>			<b>164</b>
<b>skipped question</b>			<b>2</b>

**9. Do you think the quality of the workforce in the greater Hanover Area has gotten better, gotten worse or stayed about the same in recent years?**

		Response Percent	Response Count
Better		12.7%	21
Worse		17.0%	28
<b>Stayed same</b>		<b>57.6%</b>	<b>95</b>
Undecided		12.7%	21
<b>answered question</b>			<b>165</b>
<b>skipped question</b>			<b>1</b>




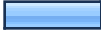
**10. Do you hire applicants for entry-level positions who lack some of the basic education skills necessary to meet the demands of your company?**

		Response Percent	Response Count
Yes		22.2%	36
<b>No</b>		<b>57.4%</b>	<b>93</b>
Undecided		13.6%	22
Refuse		6.8%	11
<b>answered question</b>			<b>162</b>
<b>skipped question</b>			<b>4</b>

**11. What specific areas need to be improved upon in their education training to better their job performance?**

	Response Count
	63
<b>answered question</b>	<b>63</b>
<b>skipped question</b>	<b>103</b>

**12. Our employment law regulations and mandates- are they a major deterrent, minor deterrent, or no deterrent at all?**

		Response Percent	Response Count
Major		16.4%	27
<b>Minor</b>		<b>42.4%</b>	<b>70</b>
No deterrent		27.3%	45
Undecided		13.9%	23
<b>answered question</b>			<b>165</b>
<b>skipped question</b>			<b>1</b>

**13. The cost of healthcare- a major deterrent, minor deterrent, or no deterrent at all?**

		Response Percent	Response Count
Major		62.8%	103
Minor		20.1%	33
No Deterrent		10.4%	17
Undecided		6.7%	11
answered question			164
skipped question			2

**14. Our unemployment compensation system- a major deterrent, minor deterrent, or no deterrent at all?**

		Response Percent	Response Count
Major		35.4%	58
Minor		39.6%	65
No Deterrent		16.5%	27
Undecided		8.5%	14
answered question			164
skipped question			2

**15. Which TWO of the following eight issues should be the top legislative priorities for the Hanover Chamber to focus on in its dealings with the state's elected officials?**

	1	2	Rating Average	Response Count
Reducing workers' compensation insurance	33.3% (7)	<b>66.7% (14)</b>	1.67	21
Controlling the costs of healthcare	<b>77.6% (66)</b>	22.4% (19)	1.22	85
Lowering business taxes	<b>61.1% (33)</b>	38.9% (21)	1.39	54
Cutting down on regulations and mandates	<b>55.9% (19)</b>	44.1% (15)	1.44	34
Better training and development of the workforce to meet the demand for skilled workers	48.5% (16)	<b>51.5% (17)</b>	1.52	33
Reforming the legal system including cutting down on frivolous lawsuits	17.6% (6)	<b>82.4% (28)</b>	1.82	34
Increasing economic incentives including higher state funding for economic development programs	29.6% (8)	<b>70.4% (19)</b>	1.70	27
Reforming the unemployment compensation system	25.8% (8)	<b>74.2% (23)</b>	1.74	31
Undecided	<b>100.0% (1)</b>	0.0% (0)	1.00	1
None/other	<b>50.0% (1)</b>	<b>50.0% (1)</b>	1.50	2
<b>answered question</b>				<b>166</b>
<b>skipped question</b>				<b>0</b>






**16. During the last 12 months, did sales for your company increase, decrease, or stay the same?**

		Response Percent	Response Count
<b>Increase</b>		47.2%	77
Decrease		21.5%	35
Stay same		27.0%	44
Undecided		1.2%	2
Refused		3.1%	5
<b>answered question</b>			<b>163</b>
<b>skipped question</b>			<b>3</b>













**17. For the next 12 months, do you expect sales for your company to increase, decrease, or stay about the same?**

		Response Percent	Response Count
<b>Increase</b>		55.8%	92
Decrease		6.1%	10
Stay same		32.1%	53
Undecided		3.6%	6
Refuse		2.4%	4
<b>answered question</b>			<b>165</b>
<b>skipped question</b>			<b>1</b>



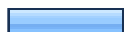





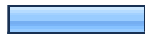
**18. What is your current position within the company?**

		<b>Response Percent</b>	<b>Response Count</b>
<b>President/CEO/Owner/Chairman</b>		<b>41.8%</b>	<b>69</b>
Vice President/COO		10.9%	18
CFO/Accountant/Financial Related/Controller		6.1%	10
Professional- human resources, director, administrative, attorney, consultant, manager		27.9%	46
Other		13.3%	22
Refuse		0.0%	0
		<b>answered question</b>	<b>165</b>
		<b>skipped question</b>	<b>1</b>

**19. Number of employees in your company:**

		Response Percent	Response Count
1-4		25.3%	42
5-9		13.9%	23
10-19		9.6%	16
20-49		12.0%	20
50-99		12.0%	20
100-249		7.8%	13
250-499		4.2%	7
500-999		4.8%	8
1,000-4,999		6.6%	11
5,000-9,999		1.2%	2
10,000+		1.8%	3
Unknown		0.6%	1
<b>answered question</b>			<b>166</b>
<b>skipped question</b>			<b>0</b>

**20. Business description:**

		Response Percent	Response Count
Agriculture		1.8%	3
Mining		0.0%	0
Construction		7.3%	12
Manufacturing		17.0%	28
Transportation		1.2%	2
Wholesale trade		2.4%	4
Retail trade		13.3%	22
Finance, insurance, real estate		15.8%	26
<b>Services</b>		<b>28.5%</b>	<b>47</b>
Other		20.0%	33
		<b>answered question</b>	<b>165</b>
		<b>skipped question</b>	<b>1</b>

**21. If you answered 'Other' to Question 20, please describe your industry:**

		Response Count
		42
		<b>answered question</b>
		<b>42</b>
		<b>skipped question</b>
		<b>124</b>

**11. What specific areas need to be improved upon in their education training to better their job performance?**

Response Text		
1	Basic business communication.	Feb 24, 2011 2:29 PM

## 11. What specific areas need to be improved upon in their education training to better their job performance?

Response Text		
2	PROBLEM SOLVING, BASIC MATH AND READING SKILLS	Feb 24, 2011 2:37 PM
3	Critical Thinking	Feb 24, 2011 2:49 PM
4	Math and reading comprehension.	Feb 24, 2011 2:49 PM
5	Mechanical skills, focus, pride	Feb 24, 2011 2:50 PM
6	Administrative skills	Feb 24, 2011 3:32 PM
7	Literacy and math skills	Feb 24, 2011 4:34 PM
8	Being more customer focused. When waiting on a customer, that employee should not be talking to another employee, on the phone, etc. The customer should be his/her primary focus. Have seen this too often recently in the service industry.	Feb 25, 2011 5:58 AM
9	schools need to let students that we have plenty of work here in the Hanover area and what the jobs require.	Feb 25, 2011 7:23 AM
10	Vocational trades	Feb 25, 2011 8:36 AM
11	basic skills of reading, math, comprehension, communication, customer service skills	Feb 26, 2011 3:27 AM
12	There needs to be continued support from state and local government for community colleges and two-year technical institutes.	Feb 27, 2011 7:42 AM
13	Young people need to understand accountability. I recently left go two new hires for their extremely poor performance. Simple skills such as spellings and general accuracy could not be mastered. Tardiness and general clock watching were other issues, they seem adverse to even being in the building for more than one minute before or after their shift. I am very hesitant to hire entry level folks.	Feb 27, 2011 6:27 PM
14	Basic Communication skills	Feb 28, 2011 5:56 AM
15	Work ethic, intuitive thought abilities, communication,attitudes	Feb 28, 2011 6:44 AM
16	Better people skills.	Mar 1, 2011 8:07 AM
17	Communication skills	Mar 1, 2011 5:09 PM
18	ATTENDANCE	Mar 3, 2011 9:02 AM
19	Language Skills	Mar 4, 2011 2:27 PM
20	Work Ethic Communication Skills	Mar 11, 2011 6:17 AM
21	Understanding business, i.e. profit/loss and ties to productivity.	Mar 11, 2011 6:30 AM
22	Need to offer students greater access to trade skills. Not everyone should, can or wants to go to college.	Mar 11, 2011 6:44 AM

**11. What specific areas need to be improved upon in their education training to better their job performance?**

Response Text		
23	How to effectively manage their time and communicate with customers	Mar 11, 2011 10:25 AM
24	communication, writitng, problem solving	Mar 18, 2011 5:32 AM
25	written communication, critical thinking	Mar 21, 2011 1:50 PM
26	General Math and computer skills	Mar 22, 2011 10:19 AM
27	Personal responsibility	Mar 23, 2011 6:01 AM
28	Technical Training	Mar 23, 2011 12:17 PM
29	Experience, communication skills, training specific to our industry	Mar 23, 2011 1:41 PM
30	Basic math	Mar 23, 2011 4:19 PM
31	Is it possible to teach a good work ethic? ie. show up on time, work hard, listen to directions.	Mar 23, 2011 5:34 PM
32	Basic skills, reading, writing, math skills, and people skills. Work ethic as well.	Mar 24, 2011 7:39 AM
33	General Education Needed	Mar 27, 2011 5:05 AM
34	NA	Mar 29, 2011 1:30 PM
35	tech skills	Mar 29, 2011 1:32 PM
36	English. Basic job performance expectations, attendance, productivity. Basic financial understanding.	Mar 29, 2011 1:32 PM
37	Communication and reasoning skills	Mar 29, 2011 1:35 PM
38	Computer efficiency - GIS, understanding local community and economy	Mar 29, 2011 1:38 PM
39	BETTER UNDERSTANDING OF ACCOUNTING	Mar 29, 2011 1:59 PM
40	Computer skills	Mar 29, 2011 2:01 PM
41	Customer service Work Ethic	Mar 29, 2011 2:07 PM
42	spanish as a second language	Mar 29, 2011 2:09 PM
43	not applicable	Mar 29, 2011 2:49 PM
44	N/A	Mar 29, 2011 4:29 PM
45	reading and writing	Mar 29, 2011 4:47 PM
46	Good communication skills and technology skills	Mar 29, 2011 5:57 PM
47	Work readiness skills, in general	Mar 30, 2011 3:30 AM
48	Learn the language	Mar 30, 2011 5:14 AM

**11. What specific areas need to be improved upon in their education training to better their job performance?**

Response Text		
49	Service Technicians continuing their education on the job.	Mar 30, 2011 5:19 AM
50	English language	Mar 30, 2011 5:27 AM
51	Spelling and Grammer Computer Skills Phone etiquette	Mar 30, 2011 5:51 AM
52	attitude if that can be taught, punctuality, and dedication	Mar 30, 2011 6:51 AM
53	better general education	Mar 30, 2011 6:51 AM
54	math skills	Mar 30, 2011 7:29 AM
55	Reading and writing skills for entry level positions.	Mar 30, 2011 7:32 AM
56	Integrity & dedication - showing up everyday & putting forth best efforts for a full work day.	Mar 30, 2011 7:33 AM
57	undecided	Mar 30, 2011 8:02 AM
58	more hands on training-physical labor	Mar 30, 2011 8:52 AM
59	Good Work Ethics, Dedication, Basic Skills	Mar 30, 2011 11:47 AM
60	commitment, work ethics	Mar 30, 2011 1:15 PM
61	Complete school, develop work ethic.	Mar 31, 2011 7:50 AM
62	Better Academic skills.Communications, English and interaction skills	Mar 31, 2011 3:58 PM
63	Dependability (absence and lateness issues)	Apr 1, 2011 8:47 AM

**21. If you answered 'Other' to Question 20, please describe your industry:**

Response Text		
1	MACHINE SHOP, METAL WORK, WELDING, FABRICATION, REPAIRS	Feb 24, 2011 2:37 PM
2	Tourism/Hospitality	Feb 24, 2011 2:41 PM
3	plastics	Feb 24, 2011 2:46 PM
4	Education	Feb 24, 2011 2:49 PM
5	Waste Hauler & Recycling	Feb 24, 2011 2:57 PM
6	Law Office	Feb 24, 2011 3:36 PM
7	Church	Feb 24, 2011 6:51 PM

**21. If you answered 'Other' to Question 20, please describe your industry:**

Response Text		
8	Education	Feb 25, 2011 5:58 AM
9	Economic Deve;opment	Feb 25, 2011 7:17 AM
10	florist	Feb 26, 2011 3:27 AM
11	Utility	Feb 27, 2011 7:42 AM
12	Municipality	Feb 28, 2011 12:45 PM
13	CLOTHING	Mar 3, 2011 9:02 AM
14	Health Care	Mar 7, 2011 7:09 AM
15	Education	Mar 10, 2011 2:15 PM
16	economic dev. provider	Mar 11, 2011 10:25 AM
17	newspaper	Mar 21, 2011 1:50 PM
18	Technical	Mar 22, 2011 11:25 AM
19	health care long term living	Mar 22, 2011 3:58 PM
20	Utility	Mar 23, 2011 4:19 PM
21	Restaurant	Mar 27, 2011 5:05 AM
22	Education	Mar 29, 2011 1:30 PM
23	Banking	Mar 29, 2011 1:36 PM
24	Full Service Advertising Agency and Website Developer and Marketer	Mar 29, 2011 2:07 PM
25	Healthcare	Mar 29, 2011 3:02 PM
26	non profit consultant	Mar 29, 2011 4:47 PM
27	Attorney	Mar 29, 2011 7:22 PM
28	EDUCATION	Mar 29, 2011 7:23 PM
29	Writing/editing	Mar 30, 2011 3:30 AM
30	Painting Contractor	Mar 30, 2011 5:32 AM
31	Education	Mar 30, 2011 6:03 AM
32	Orthodontics	Mar 30, 2011 6:51 AM
33	Snack Food Manufacturing and sales!	Mar 30, 2011 7:32 AM
34	Hospitality	Mar 30, 2011 8:02 AM
35	Housing for homeless families	Mar 30, 2011 8:12 AM

**21. If you answered 'Other' to Question 20, please describe your industry:**

Response Text		
36	insurance	Mar 30, 2011 8:22 AM
37	petroleum	Mar 30, 2011 8:52 AM
38	landscape supply sales & delivery	Mar 30, 2011 8:53 AM
39	Hospitality	Mar 30, 2011 11:22 AM
40	Medical	Mar 30, 2011 12:42 PM
41	Real Estate - Office Building	Mar 31, 2011 7:50 AM
42	Accounting	Apr 1, 2011 7:53 AM