

# *2017 Kansas City, Missouri Employer Survey FINAL Results*

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by  
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# *2017 Kansas City, Missouri Employer Survey Executive Summary*

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## *Overview*

**Purpose.** ETC Institute conducted the sixth annual survey of Kansas City, Missouri businesses for the Economic Development Corporation. Previous surveys have been conducted during the same time period since 2011. The purpose of this survey is to identify the importance of various issues to businesses and to identify expansion/retention plans of businesses in the future. This year's results were compared with 2016 where possible.

**Methodology.** The survey was administered by mail and online to a sample of 4,000 establishments during November and December of 2017. A total of 513 businesses completed the survey, with at least 100 surveys being completed in each of the four geographic zones. The results for the random sample of 513 businesses have a precision of at least +/- 5% at the 95% level of confidence. **A change in percentage is only “significant” if it is above or below the +/-5% margin of error.**

**Contents of the Report:** This report contains:

- an executive summary of the methodology and major findings
- charts depicting the overall results of the survey
- geocoded maps of location-specific questions
- tables that show the data results of the survey
- a copy of the survey instrument

## *Major Findings*

### Who Responded

- **Business Description:** 21 possible business descriptions were provided, and the most often chosen were: retail trade (14%), manufacturing (9%), professional, scientific and technical services (9%), healthcare and social assistance (8%), construction (8%) and other services (14%).

- **Length of Time that Business has been Located in Kansas City:** This question was asked for the fifth time, and 57% indicated they had been in Kansas City for 21 years or more; 21% had been here 11-20 years, 9% had been here 6-10 years, 11% had been here 5 years or less, and 2% did not provide this information.
- **Lease or Own Current Facility:** Forty-eight percent (48%) leased their business location in 2016. Forty-nine percent (49%) owned their facility, and 3% did not provide this information.
- **Number of Employees at this location:** Forty-three percent (43%) had fewer than 10 employees in 2017; 28% had 10-24 employees, 17% had 25-49 employees, 6% had 50-99 employees, 6% had 100 or more employees, and 1% did not provide this information.

**Funding Sources Used:** During the past five years, working capital was used by 42% of the companies surveyed; banks loans were used by 38%, personal savings were used by 29%, credit cards were used by 20%, government grants/funding incentives were used by 13%, asset backed loans were used by 10%, loans from friends and family were used by 5%, and equity financing was used by 4%.

**Use of Business Assistance Programs:** Respondents were asked if they were aware of several business assistance programs offered in Kansas City. Of those who were aware of these programs, 47% indicated they had used KC Bizcare, 36% had used the Full Employment Council, 34% had used the Economic Development Corporation of Kansas City, 33% had used KCSourcelink, 29% had used Metropolitan Community College, and 26% had used Justine Petersen Small Business Loans.

**Satisfaction with Business Assistance Programs:** When asked to rate their satisfaction with the business assistance programs they used, 79% of respondents indicated they were “very satisfied” or “satisfied” with Metropolitan Community College; 67% were “very satisfied” or “satisfied” with KC Sourcelink, 63% were “very satisfied” or “satisfied” with KC Bizcare, and 61% were “very satisfied” or “satisfied” with the Economic Development Corporation of Kansas City.

**Connection with Local Business Association or Trade Association:** Forty-four percent (44%) of businesses indicated they are currently a member of a local business association or a trade association; 50% are not currently members, and 6% did not provide this information.

**Kansas City Workforce:** Seventy-two percent (72%) of businesses rated Kansas City as an “excellent” or “good” place to work. Other workforce issues that were rated as “excellent” or “good” include: productivity of workers (48%), the availability of workers (46%), the quality of workers (45%), the stability of workers (45%), and the educational/technical skills of workers (43%).

When asked which two of these issues were most important in their decision to stay in Kansas City, Missouri, 37% indicated “quality of workers” and 29% said “availability of workers.”

**Satisfaction with City Services:** When businesses were asked to rate their satisfaction with various City services they had used over the past two years, 81% were either “very satisfied” or “satisfied” with fire inspections. Other services that respondents were satisfied with include: ambulance--medical emergency response (80%), fire incident response (79%), health inspections (72%), 311 Call Center (68%), and airport services (68%). Businesses indicated they were least satisfied with sidewalk maintenance (31%).

**City Services That Are Most Important to Businesses in Kansas City, Missouri:** Respondents were asked to indicate which services were most important to their business, and the top three selections were 1) police--crime/safety response, 2) business licensing, and 3) street maintenance.

**Reasons to Locate Business in the City of Kansas City:** Eighty-one percent (81%) of respondents indicated that the availability of telecommunications was either “extremely important” or “very important” in their decision to locate their business in Kansas City. Other reasons that were viewed as “extremely” or “very important” include: attitude of local government toward business (80%), low crime rate (76%), availability of trained employees (70%), and quality of local schools (65%).

**Expected Changes to Business/Organization Over the Next Three Years.** Twenty-five percent (25%) of businesses indicated they were planning to increase employment over the next three years; 24% were expecting to expand or renovate the facility they were in, 8% planned to relocate to another location in KCMO, 6% planned to relocate outside of KCMO, 2% planned to decrease employment, and 4% planned to close. Forty-eight percent (48%) indicated they had no plans to make any changes in the next three years.

- Of the 2% that were expecting to decrease employment over the next three years, 33% plan to layoff between 1 and 4 workers; 33% plan to layoff between 5 and 9 workers, and 33% anticipate laying off 10 or more workers.
- Of the 25% that were expecting to increase employment over the next three years, 66% anticipate hiring between 1 and 5 workers; 17% plan to hire 6 to 10 workers, 6% plan to hire 11 to 20 workers, and 11% anticipate hiring 21 or more workers.

## **Other Findings**

**Kansas City as a Place to do Business:** Nineteen percent (19%) rated Kansas City as an excellent place to do business; 50% said it was good, 24% said it was average, 4% said it was below average, and 2% said it was poor.

**Employees at Other Locations:** Twenty-five percent (25%) of companies indicated that they have employees at other locations in the metropolitan Kansas City area. Of those, 27% indicated the number of employees was fewer than 10; 16% said 10 to 24 employees, 23% said 25 to 49, 6% said 50 to 99, and 29% indicated that 100 or more employees work at other locations in the Kansas City area.

**Is Personal Residence in Kansas City, Missouri?** Forty-seven percent (47%) of respondents indicated their personal residence was located in Kansas City, Missouri.

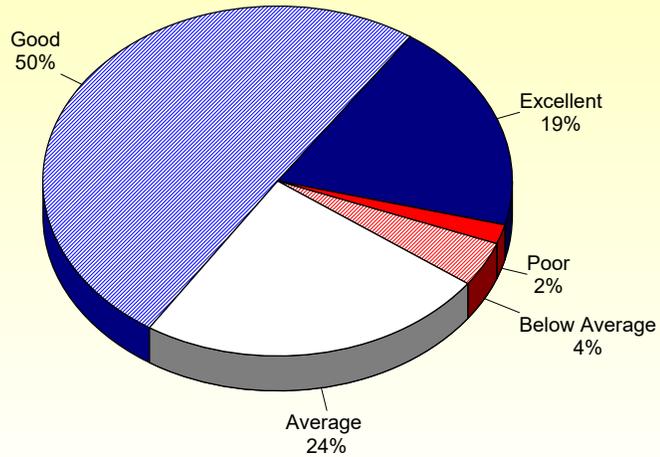
**Satisfaction With Perceptions of the City:** When asked to rate their satisfaction with various perceptions of the City, 73% were either “very satisfied” or “satisfied” with the overall quality of life in the City. Seventy-two percent (72%) were satisfied with the overall image of the City, and 66% were satisfied with quality of new development in the City. Respondents were least satisfied with overall quality of the education system within the City (18%).

**Section 1:**  
***Charts and Graphs***

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### Q1. How would you rate Kansas City, Missouri overall as a place to do business?

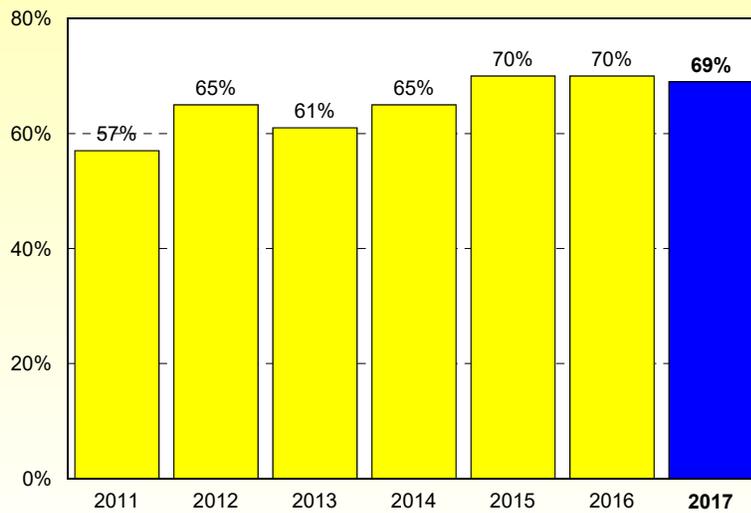
by percentage of respondents (excluding "don't know" responses)



Source: ETC Institute (2017)

### How would you rate Kansas City, Missouri overall as a place to do business?

by percentage of respondents who rated Kansas City as an "excellent" or "good" place to do business (excluding "don't know" responses)

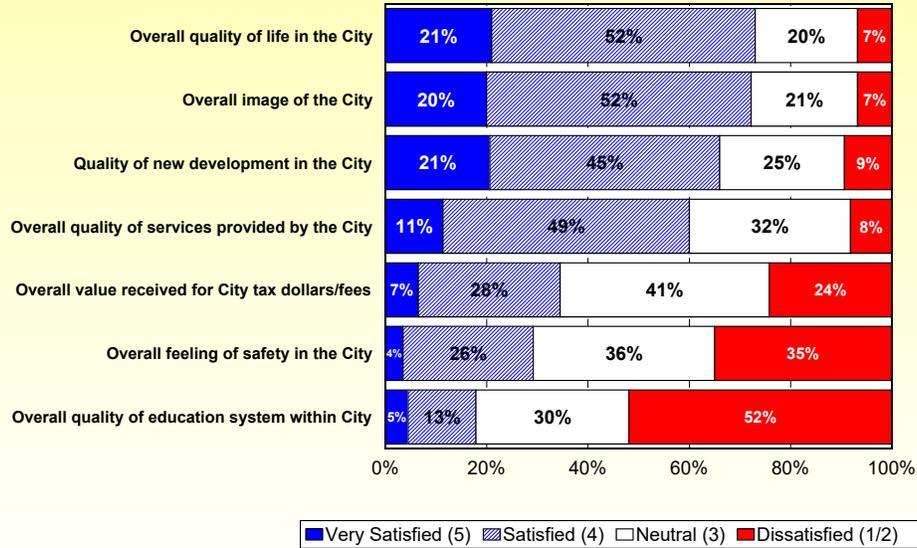


Source: ETC Institute (2017)

**TRENDS**

## Q2. Please rate your satisfaction with the following:

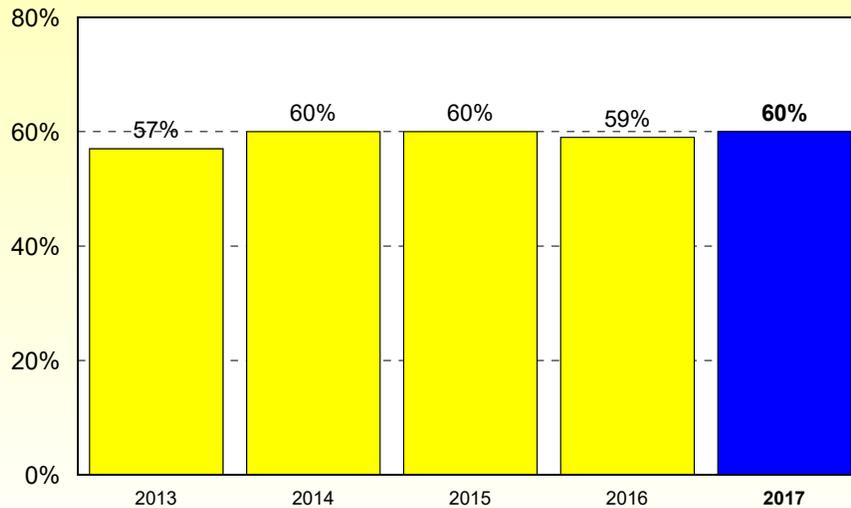
by percentage of respondents (excluding "don't know" responses)



Source: ETC Institute (2017)

## How satisfied are you with the quality of city services in KCMO?

by percentage of respondents who were "very satisfied" or "satisfied" with the quality of city services (excluding "don't know" responses)

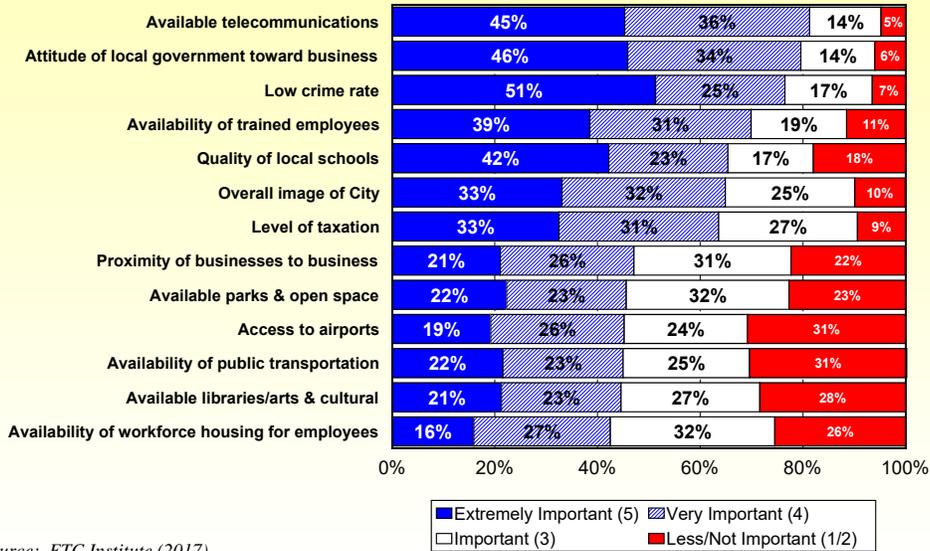


Source: ETC Institute (2017)

**TRENDS**

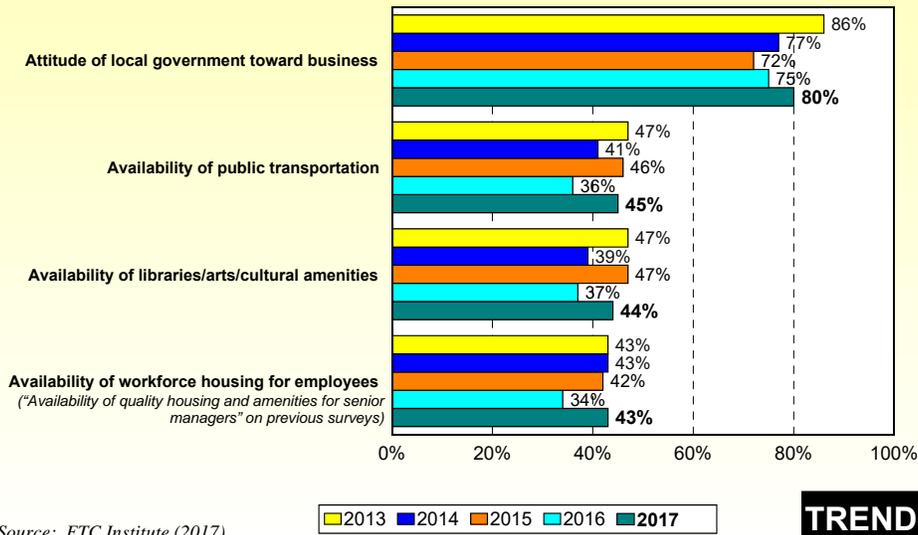
### Q3. How important were each of the following reasons in your decision to locate your business in the City of Kansas City?

by percentage of respondents (excluding "don't know" responses)



### How important were each of the following reasons in your decision to locate your business in the City of Kansas City? 2013 to 2017

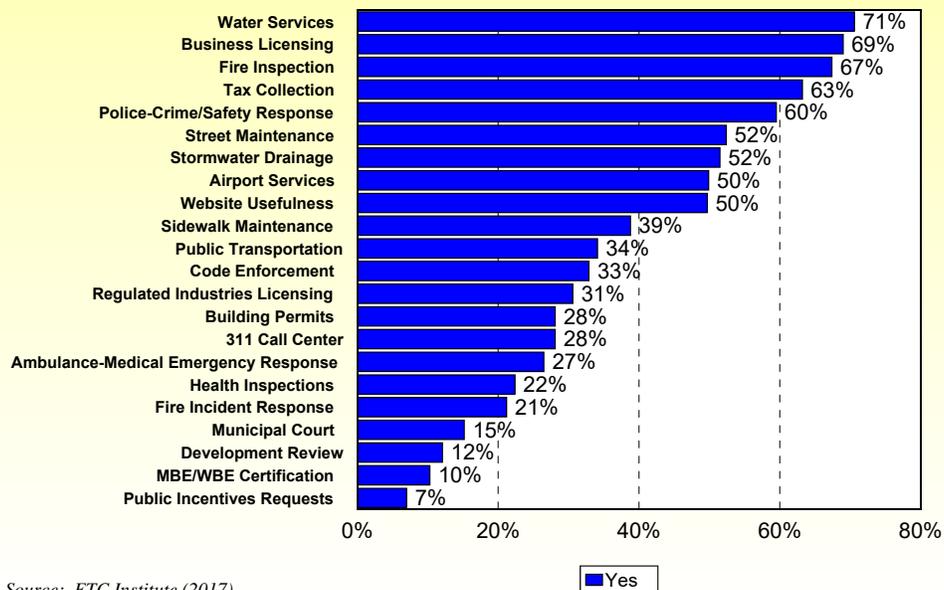
by percentage of respondents who indicated the reason was "extremely important" or "very important" (excluding "not provided" responses)



**TRENDS**

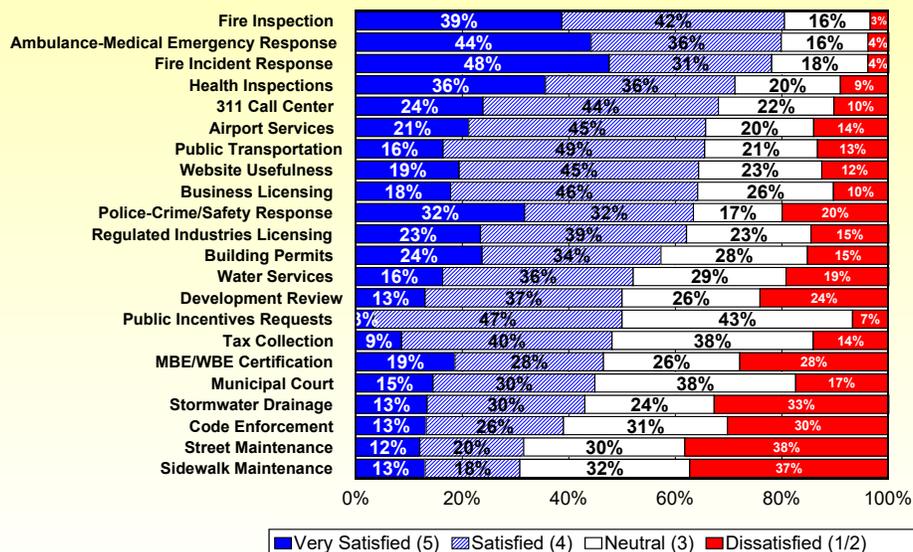
### Q4. Has your business used these services over the past 2 years?

by percentage of respondents who answered "yes"



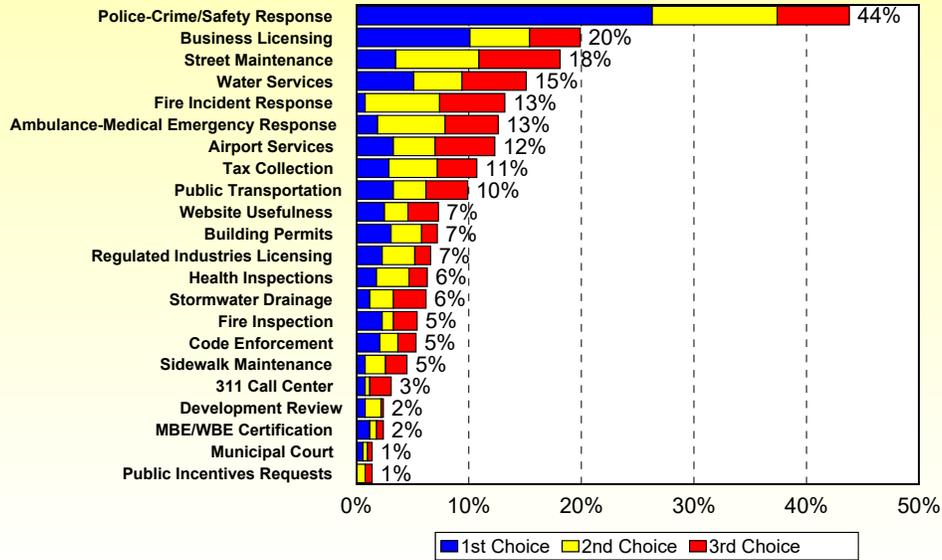
### Q4. Please rate your satisfaction with the following City services:

by percentage of respondents who indicated that they have used the service over the past 2 years (excluding "don't know" responses)



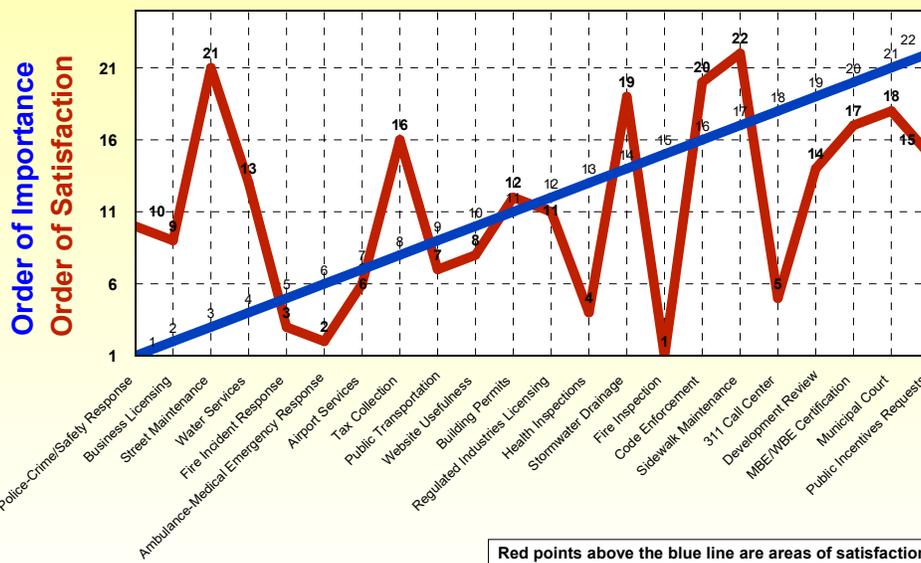
### Q5. Which THREE of these services, City departments or programs are MOST IMPORTANT to your business?

by percentage of respondents who selected the item as one of their top three choices (excluding "none chosen")



Source: ETC Institute (2017)

### Satisfaction with City Services, Departments and Programs vs. Level of Importance

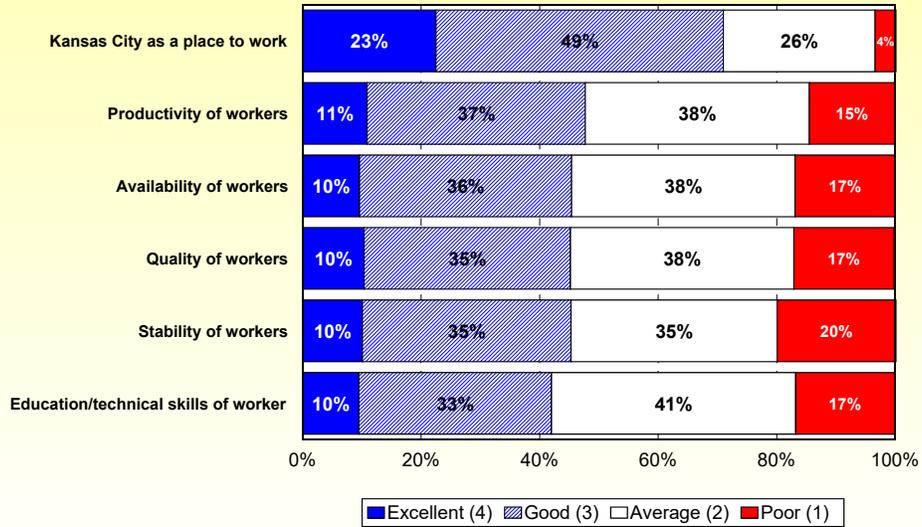


Red points above the blue line are areas of satisfaction that are not being met relative to their importance.

Source: ETC Institute (2017)

### Q6. Please rate several issues about the workforce in Kansas City

by percentage of respondents (excluding "don't know" responses)



Source: ETC Institute (2017)

### Q7. Which TWO of these issues are most important in your decision to stay in Kansas City, Missouri?

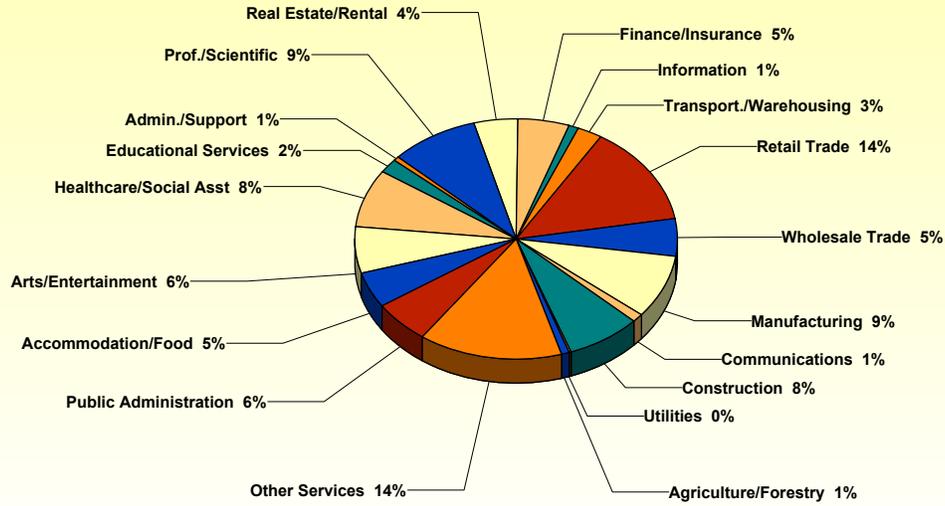
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2017)

### Q8. Which of the following best describes your business/organization's sector?

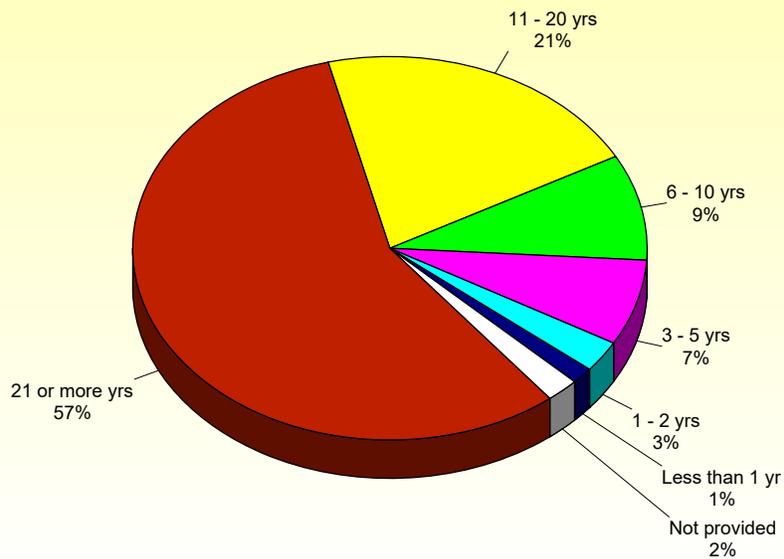
by percentage of respondents



Source: ETC Institute (2017)

### Q9. How long has your business/organization been located in Kansas City, Missouri?

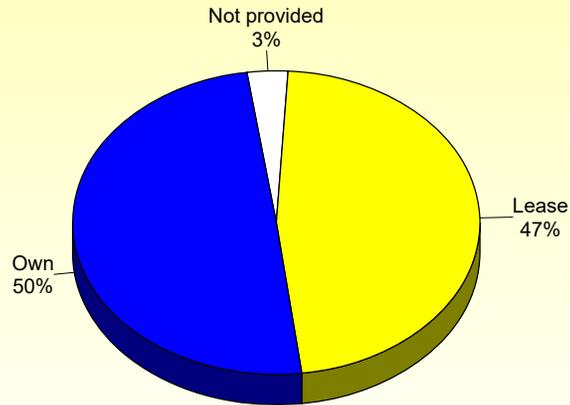
by percentage of respondents



Source: ETC Institute (2017)

### Q10. Do you lease or own your facility?

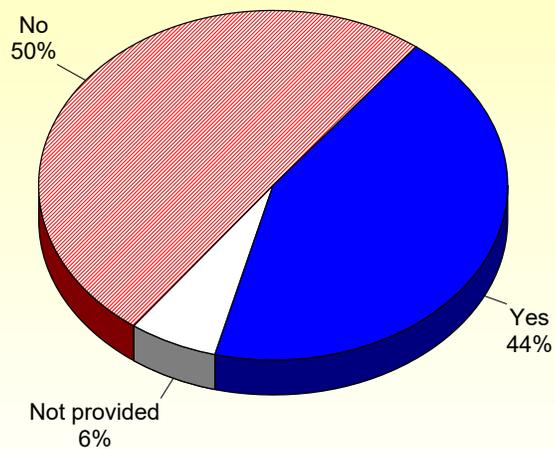
by percentage of respondents



Source: ETC Institute (2017)

### Q11. Is your business/organization currently a member of a local business/trade association?

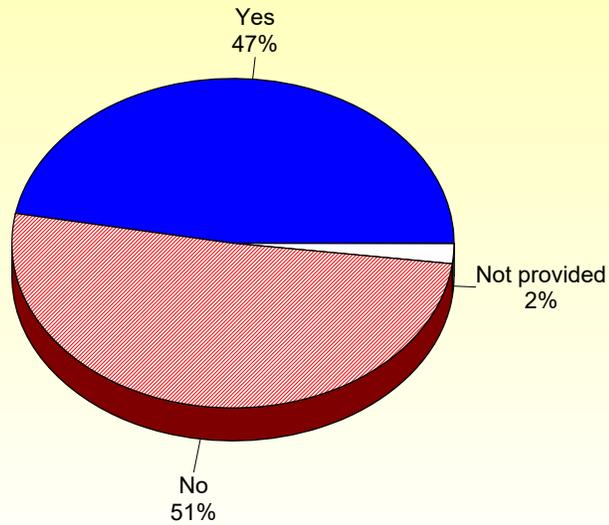
by percentage of respondents



Source: ETC Institute (2017)

### Q12. Is your personal residence located in Kansas City, Missouri?

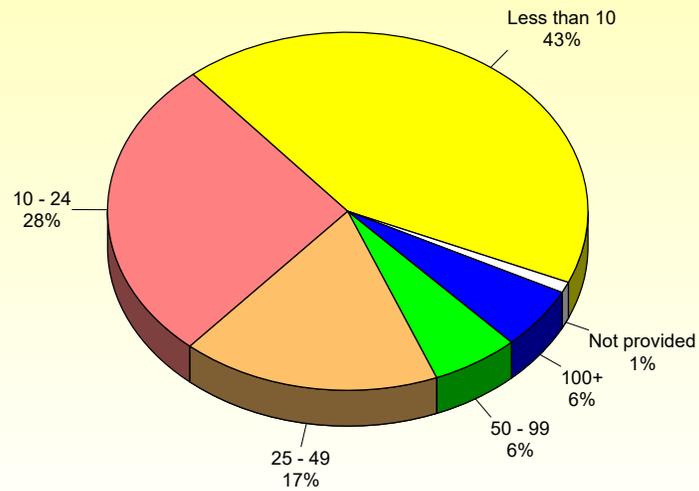
by percentage of respondents



Source: ETC Institute (2017)

### Q13. Approximately how many employees does your organization employ at this location?

by percentage of respondents

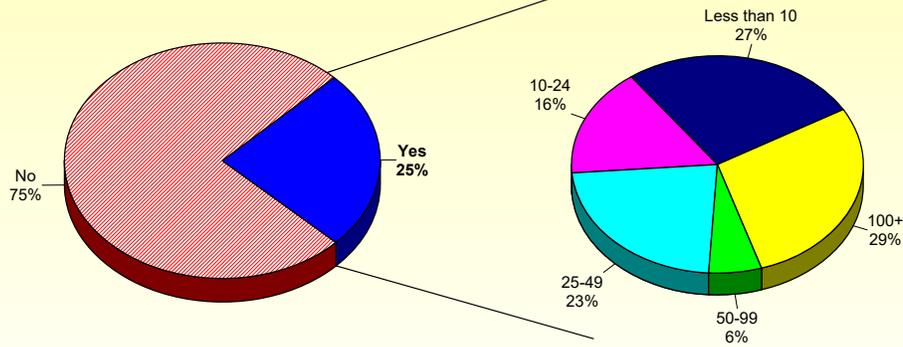


Source: ETC Institute (2017)

**Q14. Does your company have employees at other locations in the metropolitan Kansas City area?**

by percentage of respondents

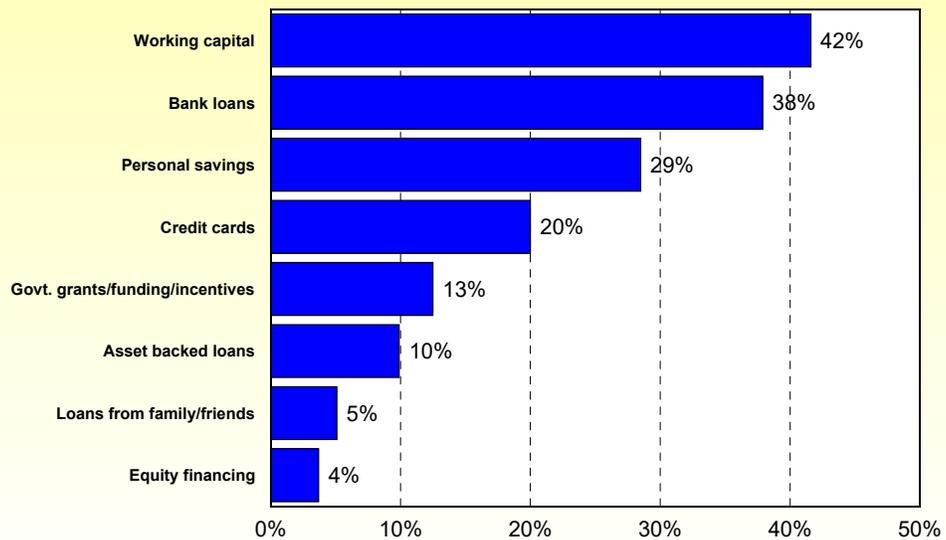
**Q14-1. If YES, how many employees do you have at other locations in the Kansas City area?**



Source: ETC Institute (2017)

**Q15. Which of following has your organization used to fund your business needs during the past five years?**

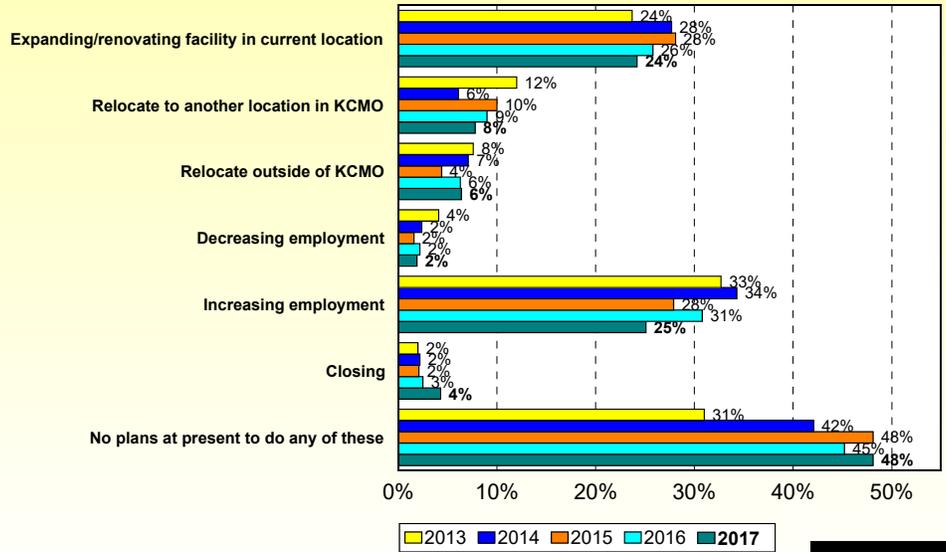
by percentage of respondents



Source: ETC Institute (2017)

### Q16. In the next three years, is your organization planning to do any of the following? 2013 to 2017

by percentage of respondents (multiple selections could be made)

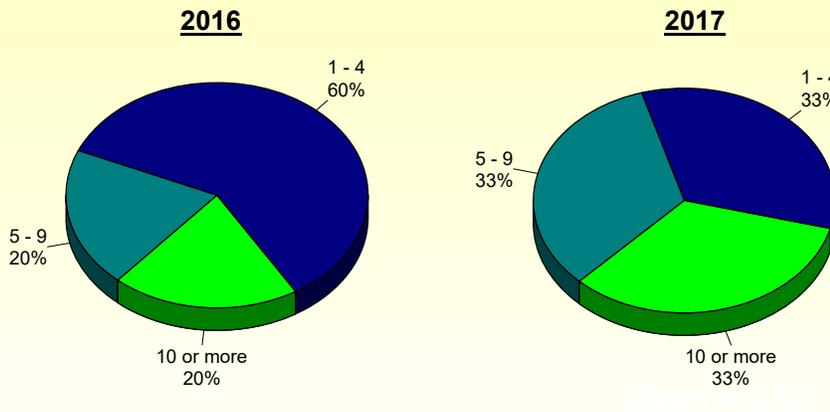


Source: ETC Institute (2017)

**TRENDS**

### Q16(4). Please indicate the anticipated number of layoffs

by percentage of respondents who selected "decreasing employment" on Question 16

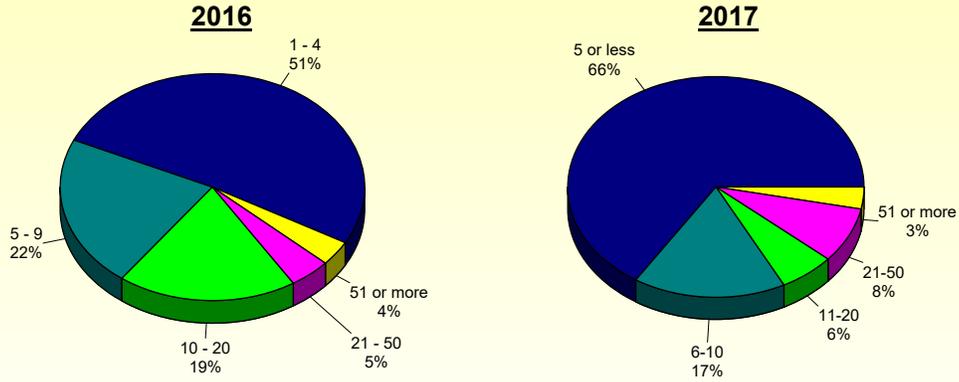


Source: ETC Institute (2017)

**TRENDS**

### Q16(5). Please indicate the anticipated number of new hires

by percentage of respondents who selected "increasing employment" on Question 17

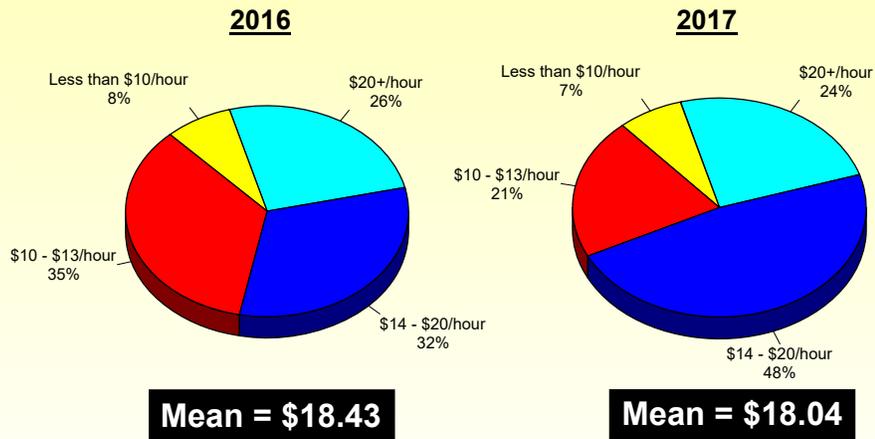


Source: ETC Institute (2017)

**TRENDS**

### Q16(5). Wage level (hourly)

by percentage of respondents who selected "increasing employment" on Question 16

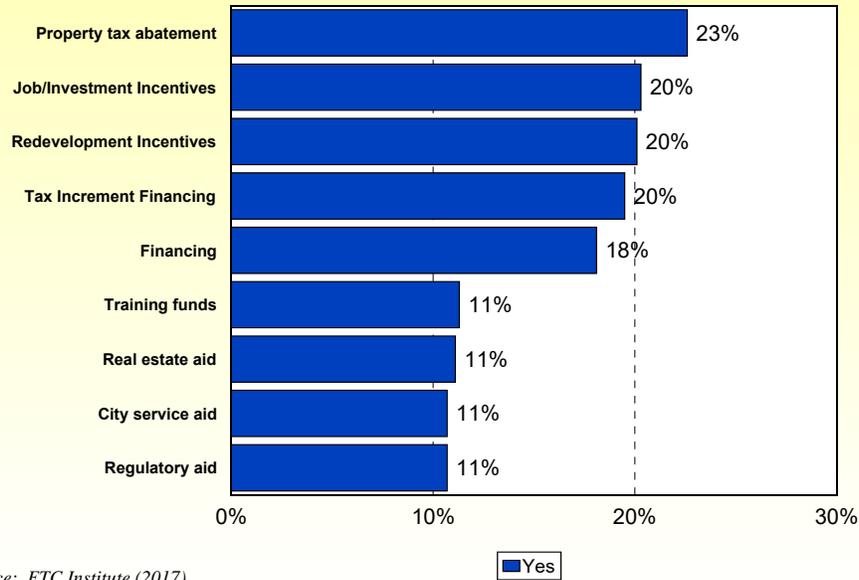


Source: ETC Institute (2017)

**TRENDS**

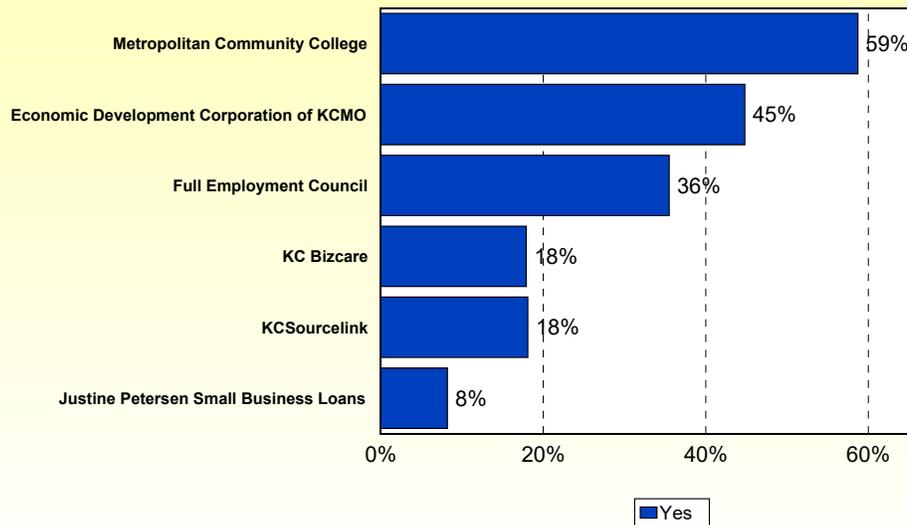
### Q17. Are you aware of the services provided by the EDC of KCMO?

by percentage of respondents (multiple selections could be made)



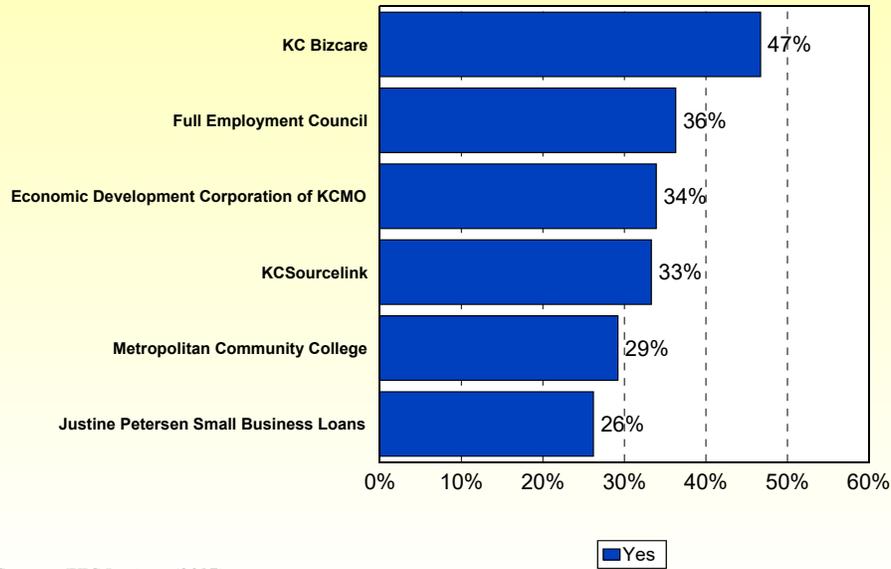
### Q18-1. Are you aware of the following business assistance programs?

by percentage of respondents (multiple selections could be made)



### Q18-2. Have you used these programs?

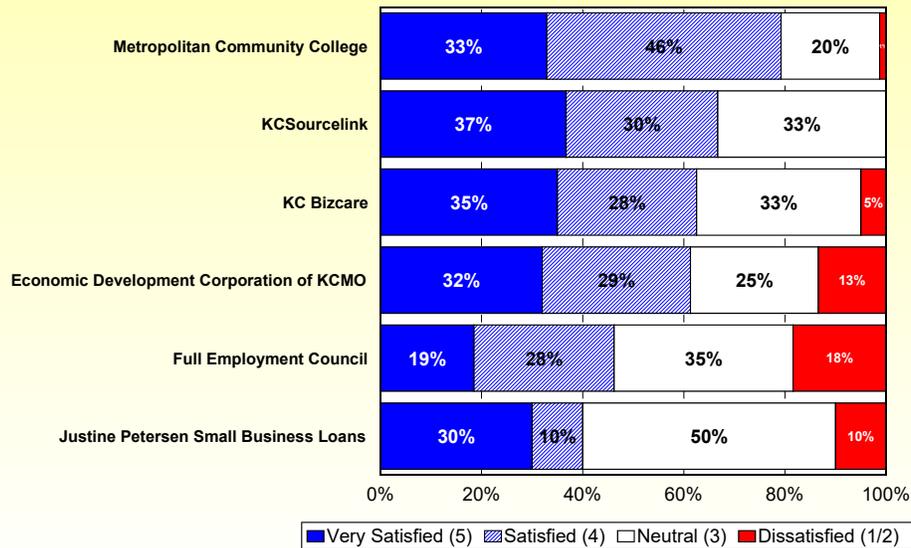
by percentage of respondents (multiple selections could be made)



Source: ETC Institute (2017)

### Q18-3. Satisfaction with Business Assistance Programs in Kansas City, Missouri

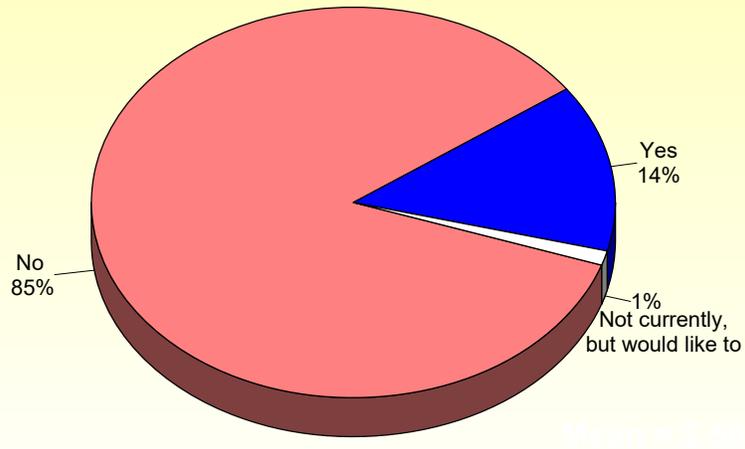
by percentage of respondents (excluding "don't know" responses)



Source: ETC Institute (2017)

### Q19. Does your company currently sell any products/services outside of the United States?

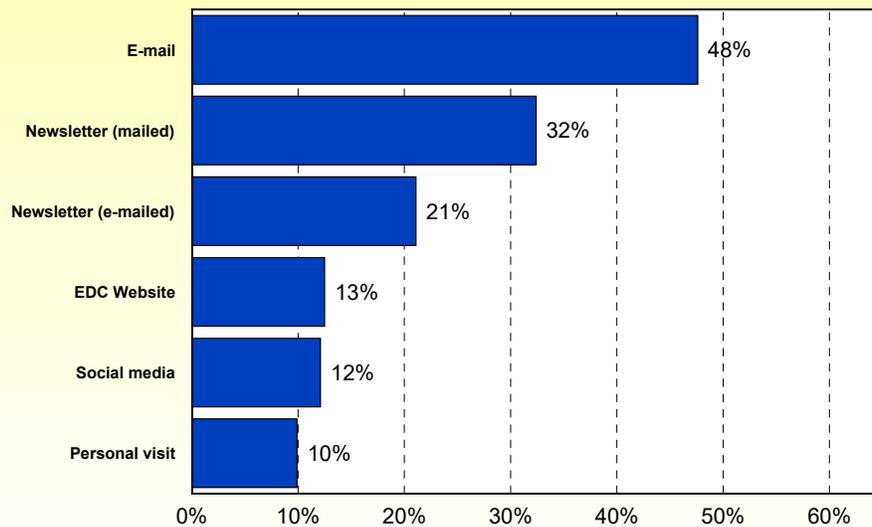
by percentage of respondents



Source: ETC Institute (2017)

### Q20. Which are your TWO preferred methods of getting information about business assistance programs?

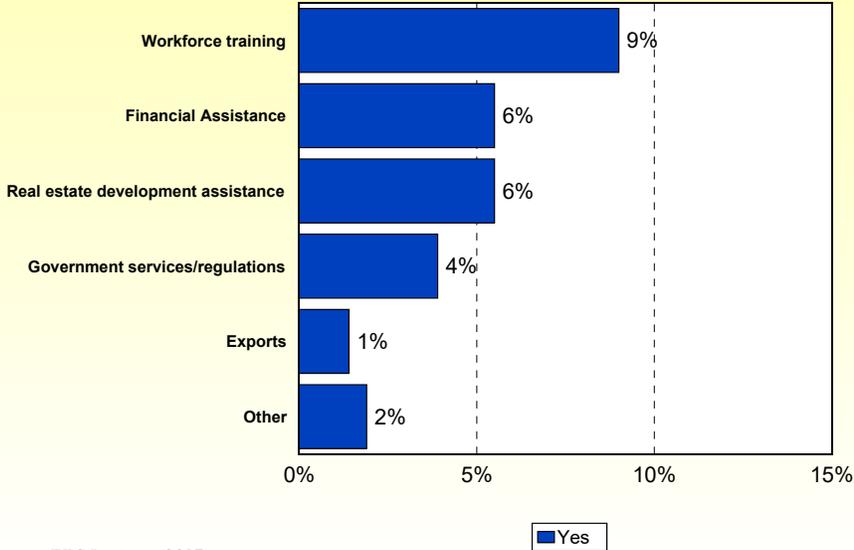
by percentage of respondents (two selections could be made)



Source: ETC Institute (2017)

### Q21. Are you interested in assistance in any of the following areas?

by percentage of respondents (multiple selections could be made)



Source: ETC Institute (2017)

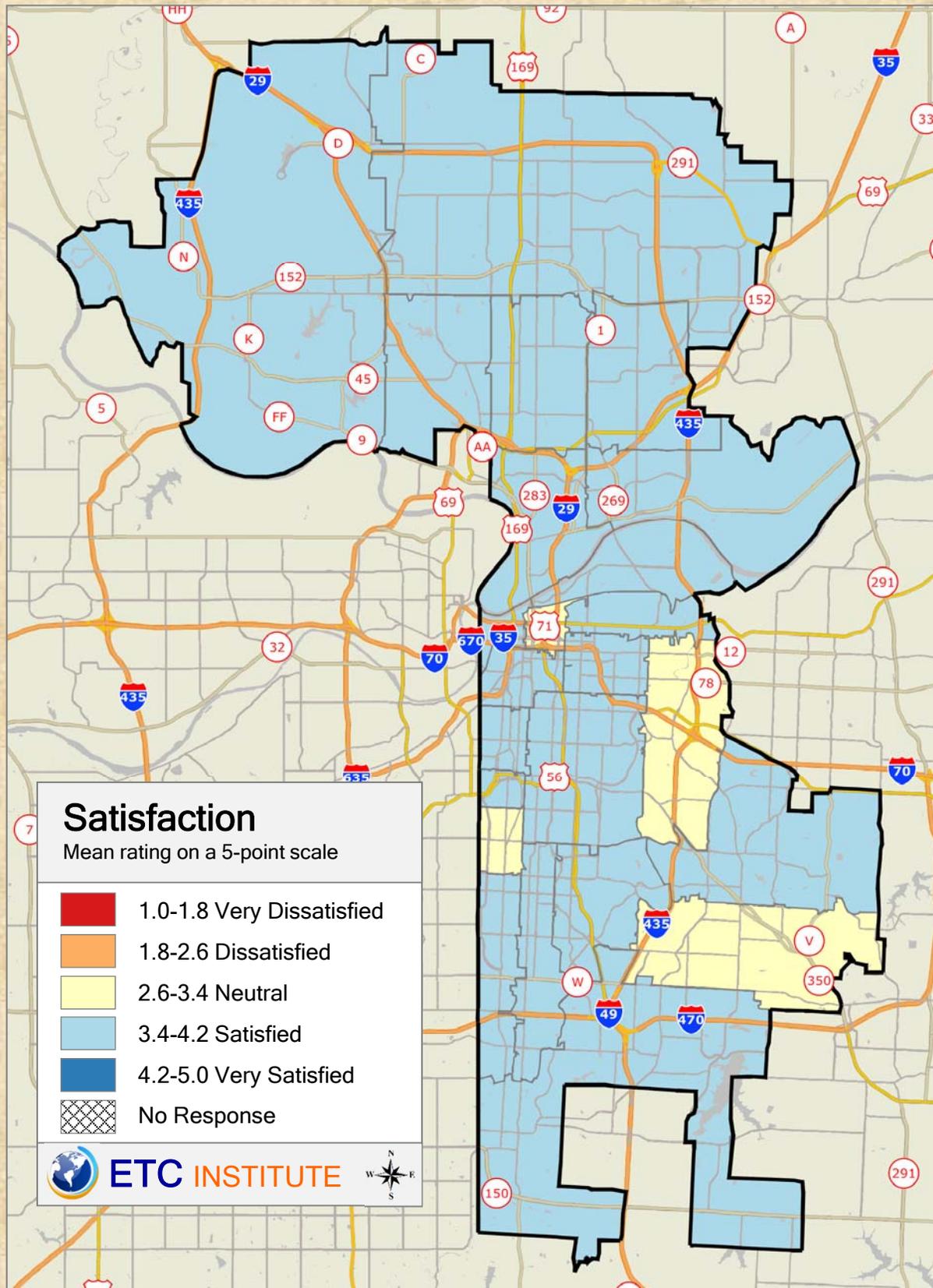
**Section 2:**  
***GIS Mapping***

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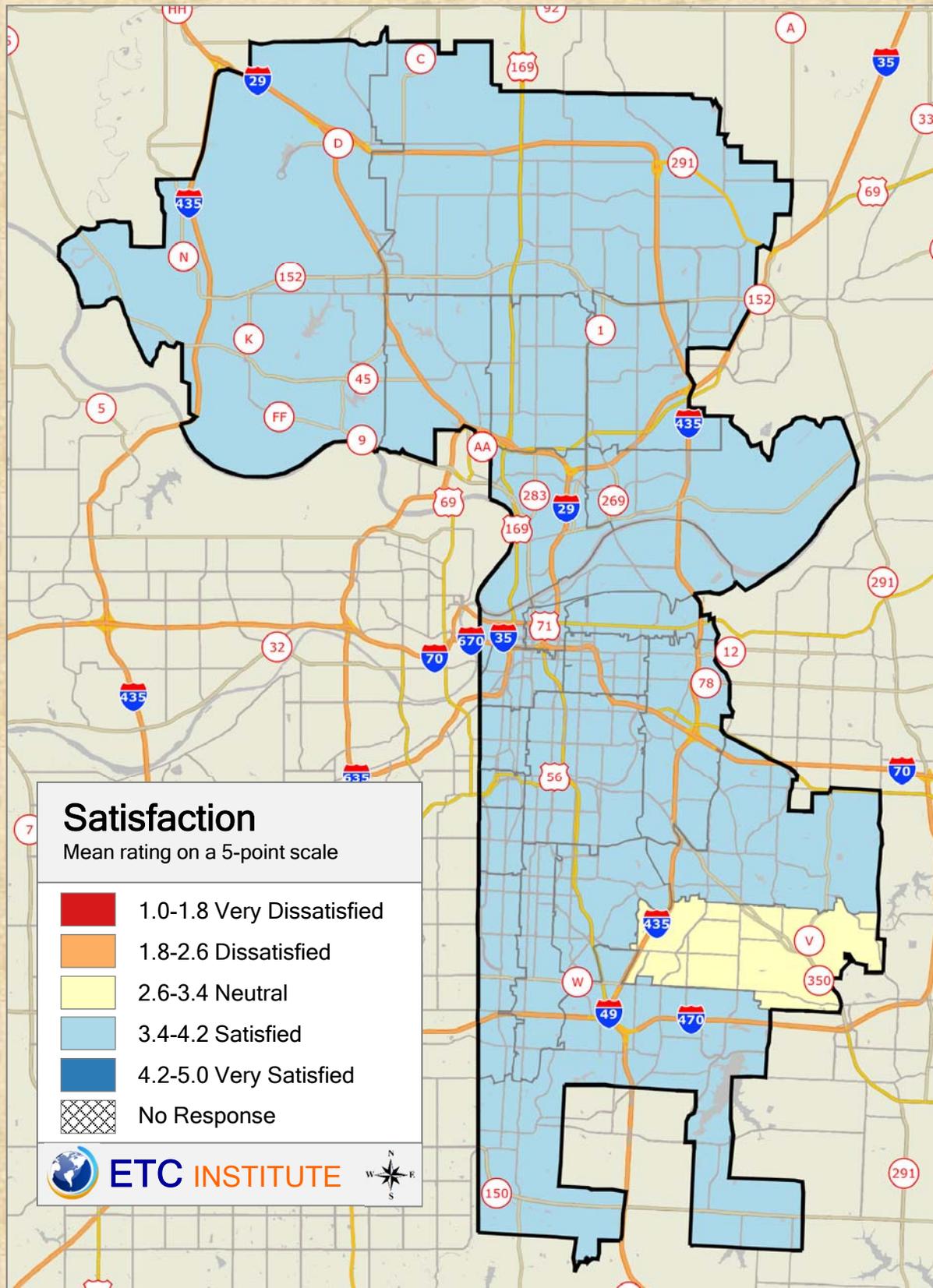
# Q2-1 Satisfaction with overall quality of services provided by the City



## 2017 Kansas City, MO Employer Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

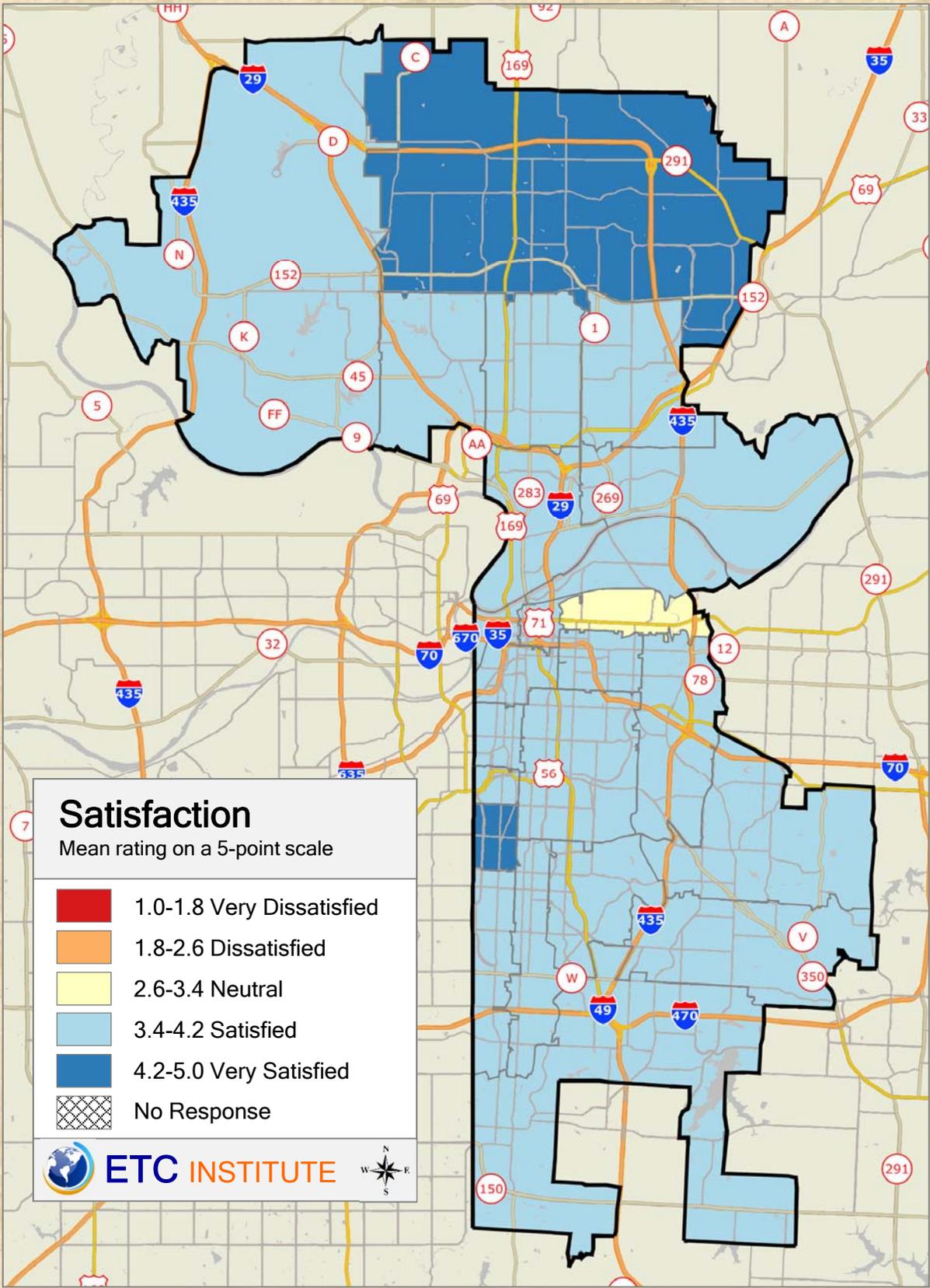
# Q2-2 Satisfaction with overall image of the City



## 2017 Kansas City, MO Employer Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

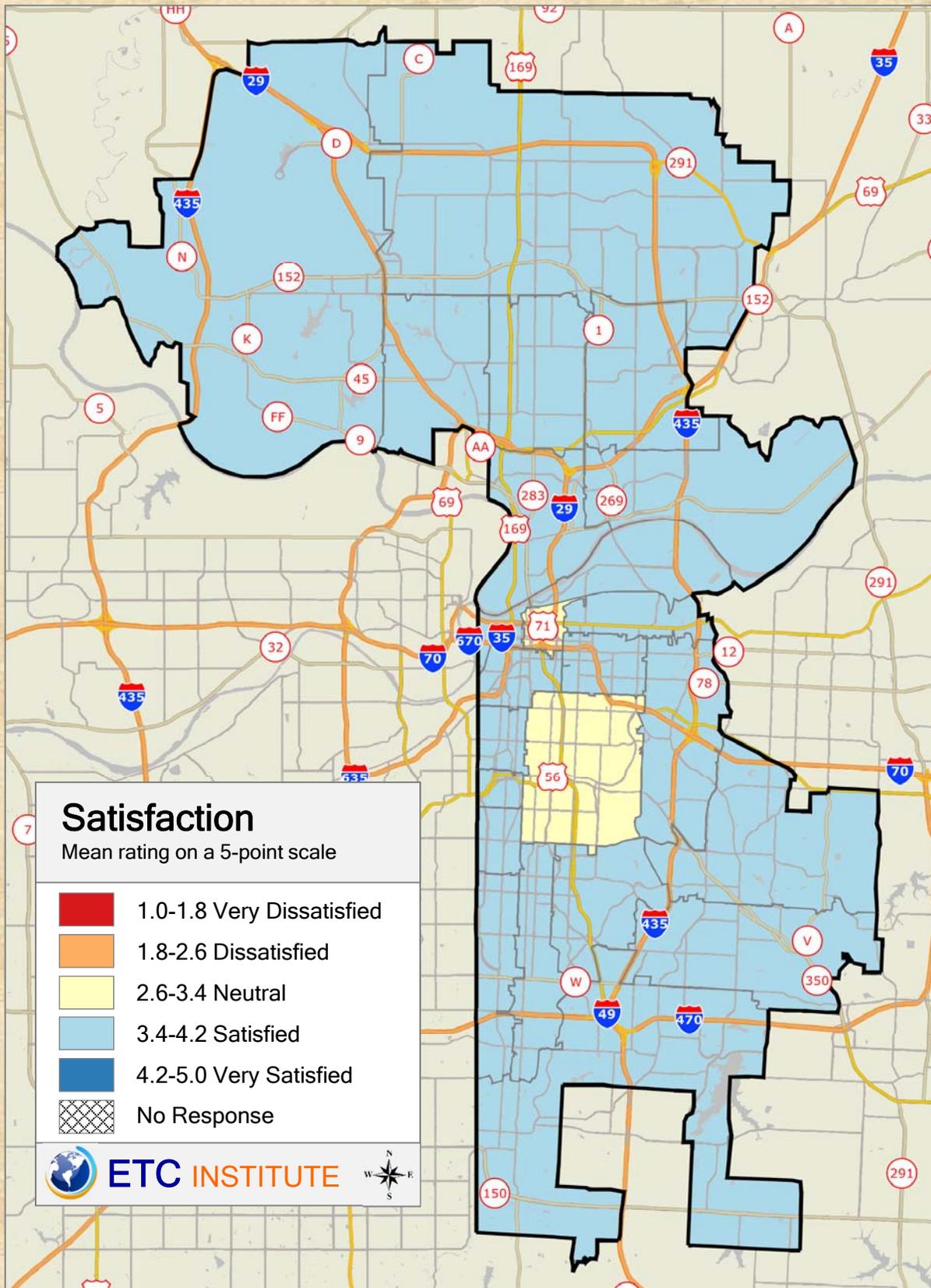
# Q2-3 Satisfaction with overall quality of life in the City



## 2017 Kansas City, MO Employer Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

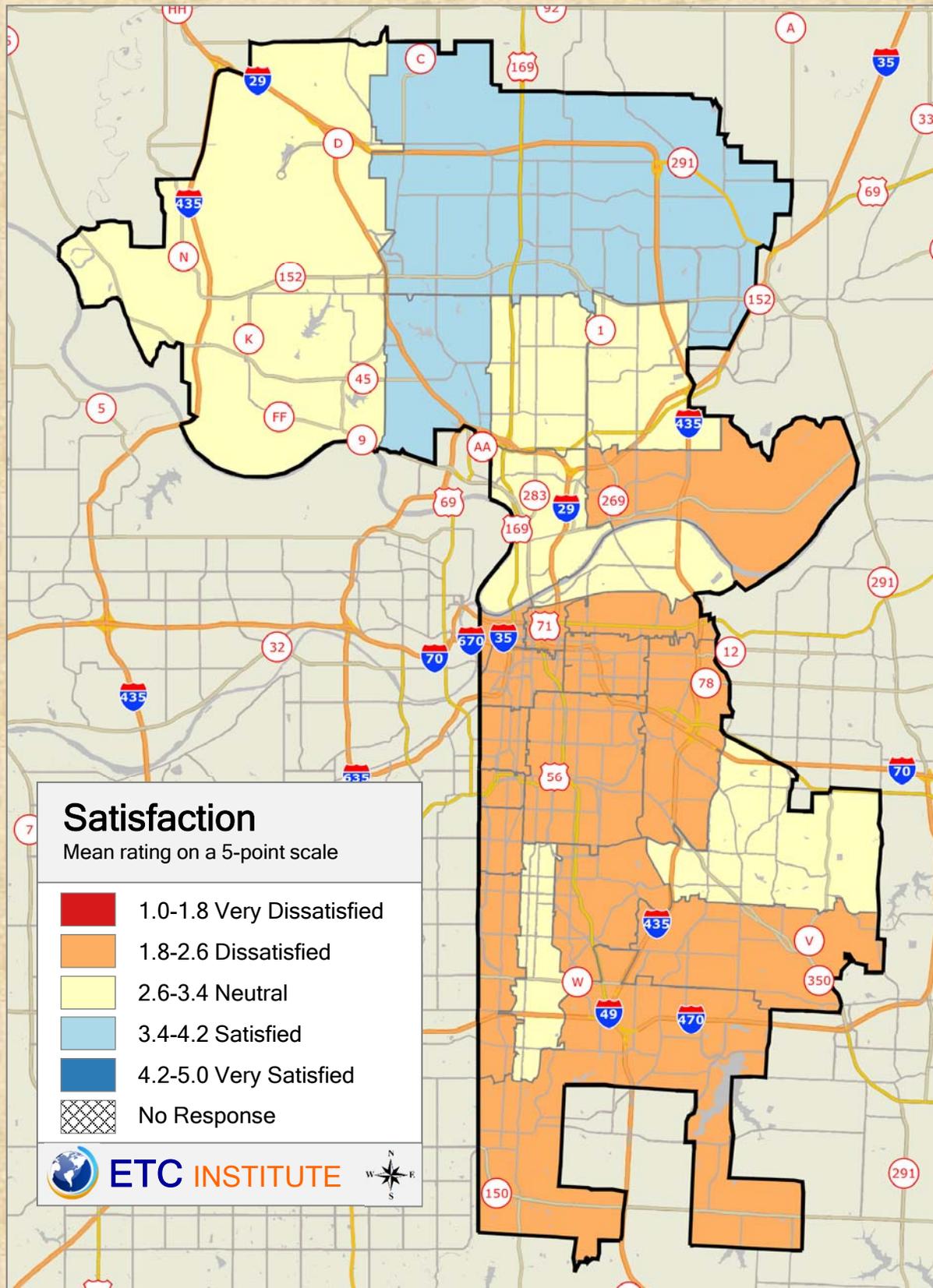
# Q2-4 Satisfaction with quality of new development in the City



## 2017 Kansas City, MO Employer Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

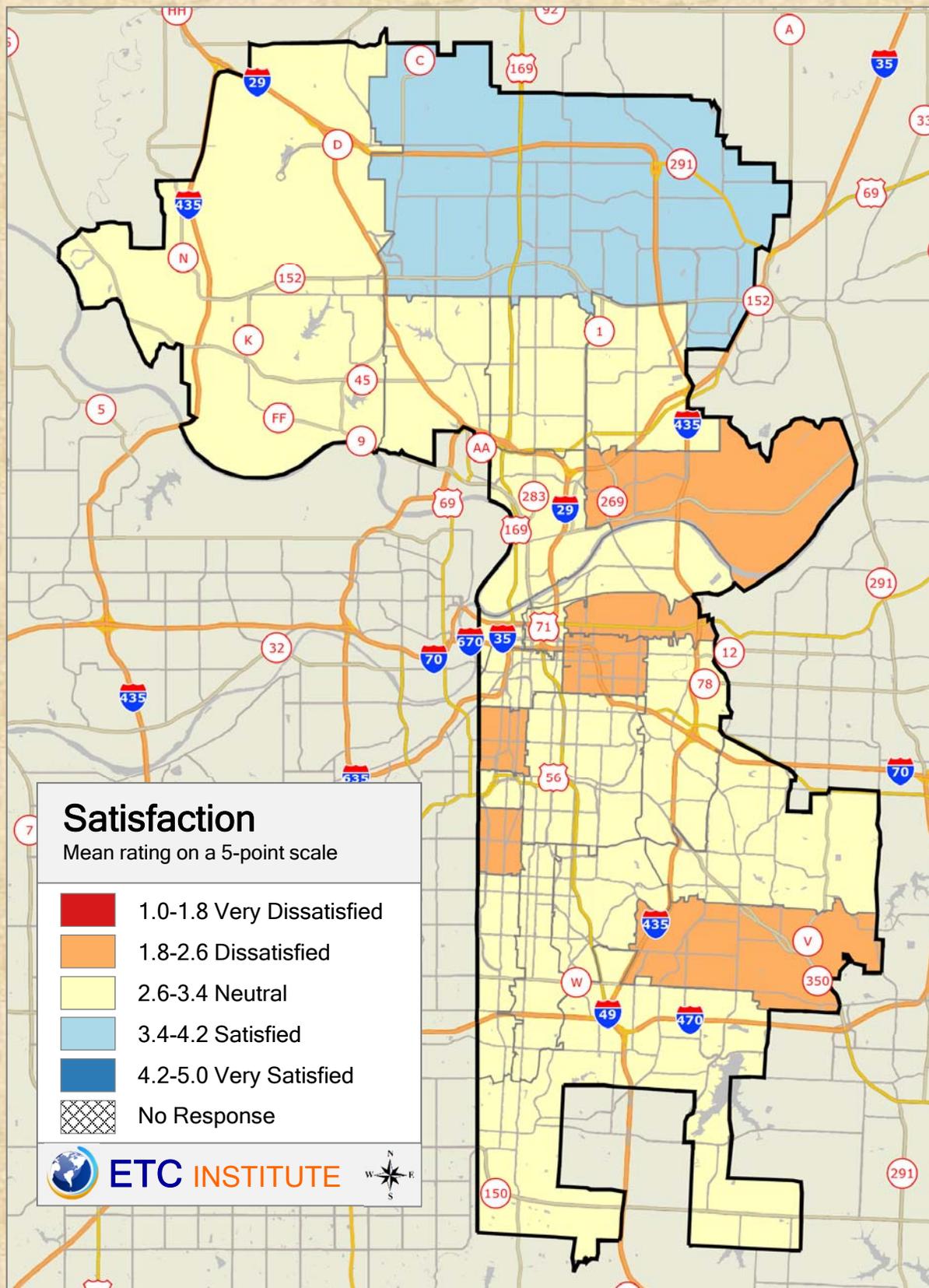
# Q2-5 Satisfaction with overall quality of education system within the City



## 2017 Kansas City, MO Employer Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

# Q2-6 Satisfaction with overall feeling of safety in the City

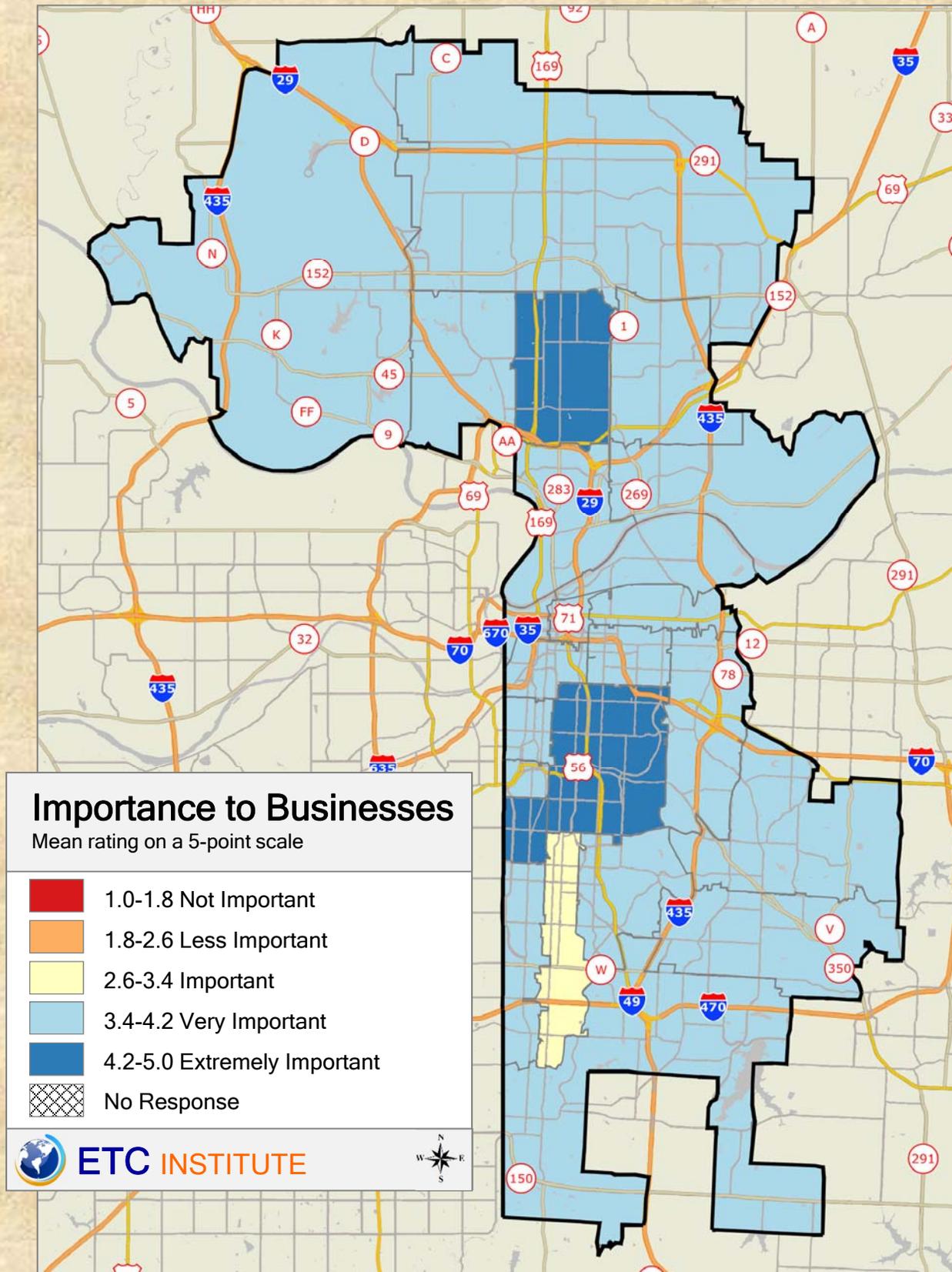


## 2017 Kansas City, MO Employer Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)



# Q3-01 Importance of overall image of the City

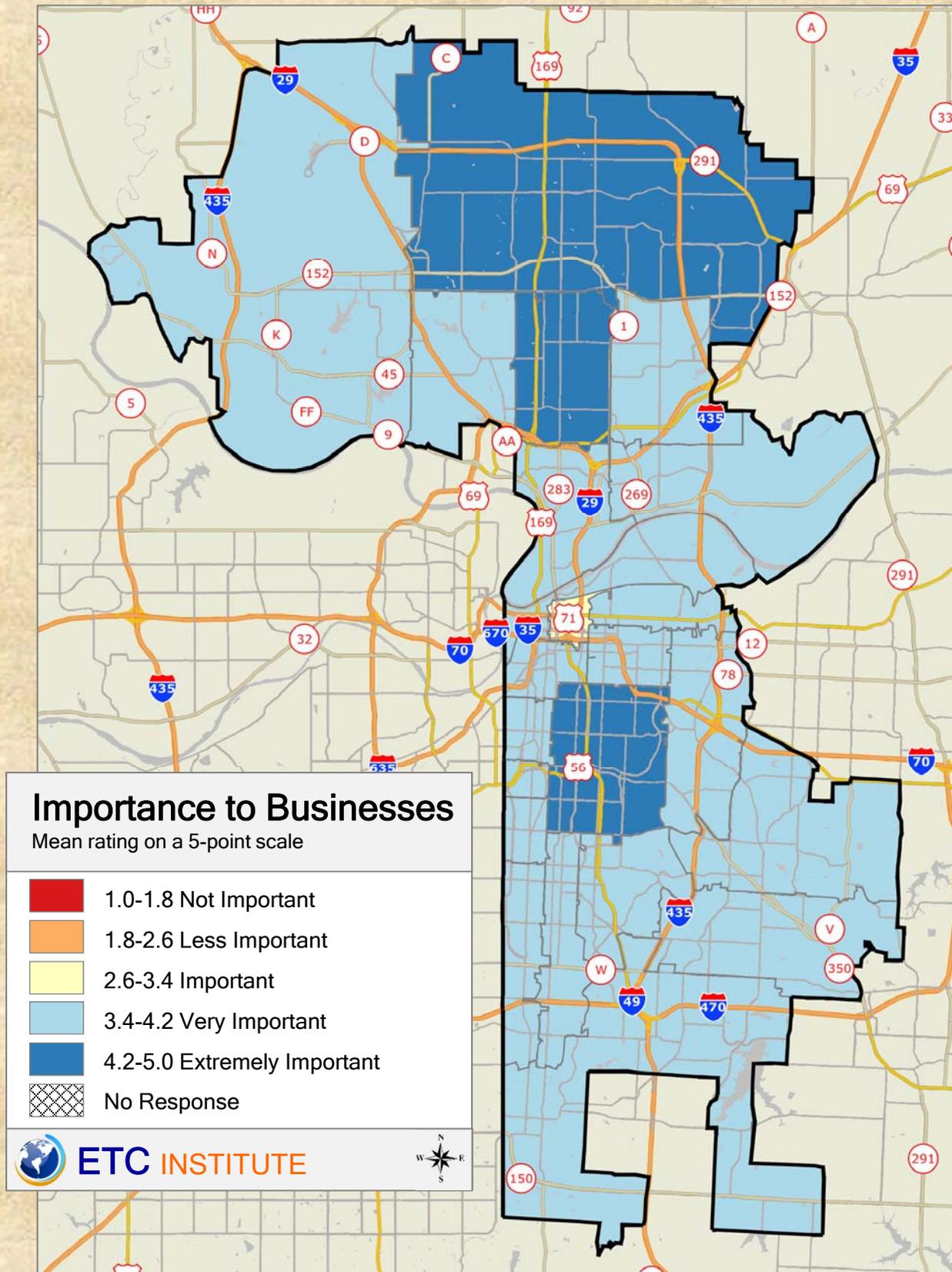


## 2017 Kansas City, MO Employer Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)



# Q3-03 Importance of quality of local schools



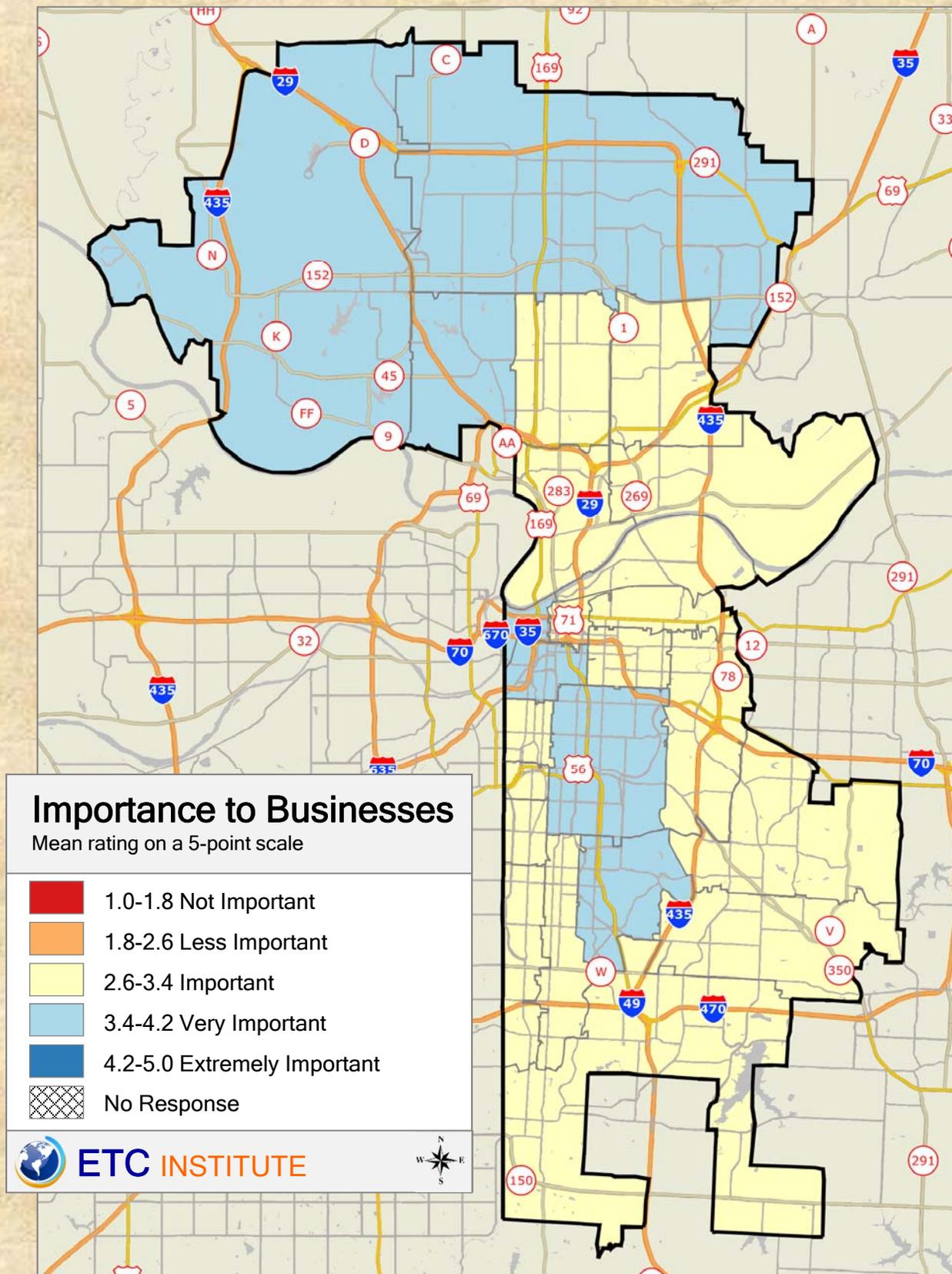
## 2017 Kansas City, MO Employer Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)





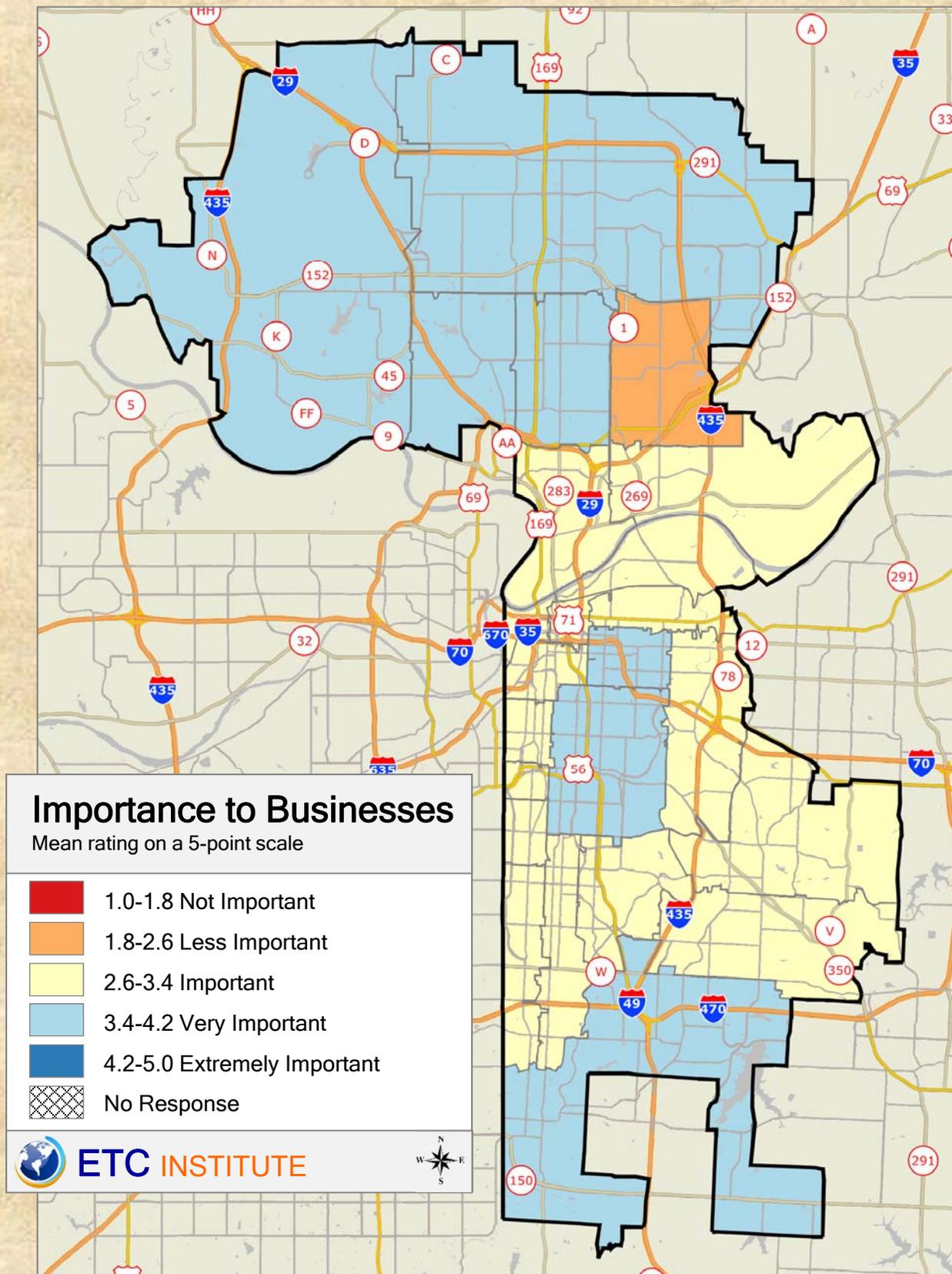
# Q3-06 Importance of access to airports



## 2017 Kansas City, MO Employer Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

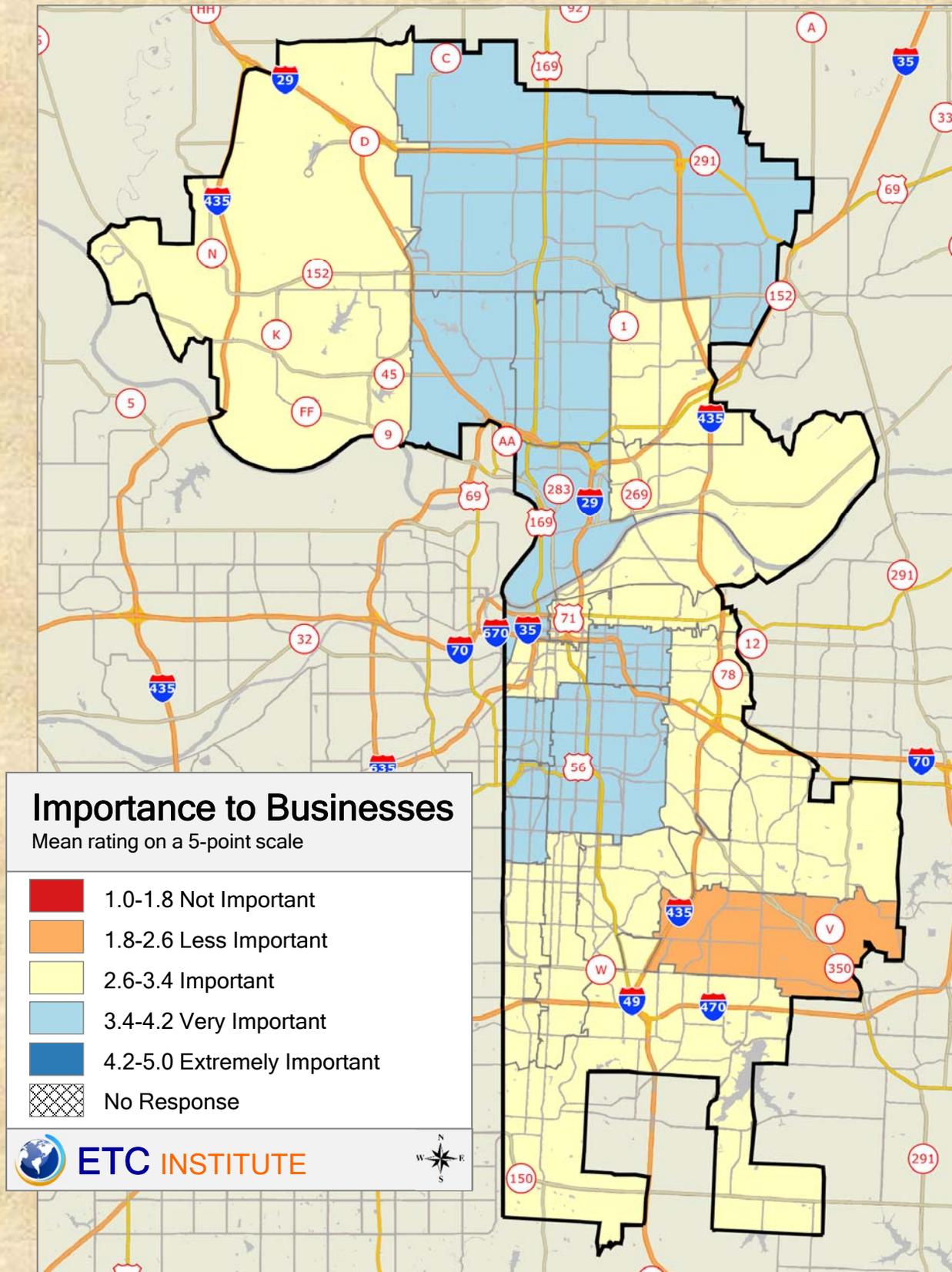
# Q3-07 Importance of availability of workforce housing for employees



## 2017 Kansas City, MO Employer Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

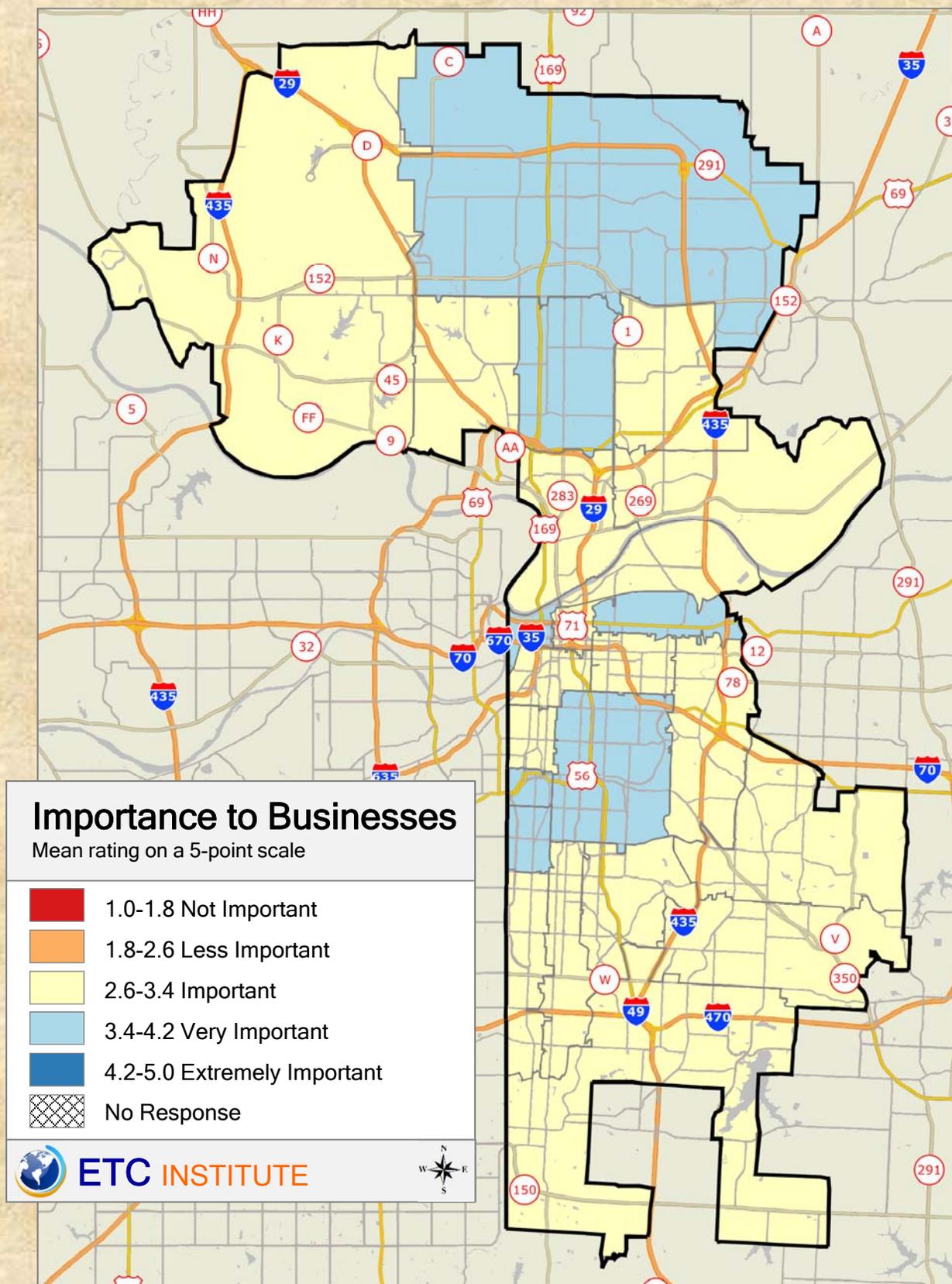
# Q3-08 Importance of proximity of businesses that are important



## 2017 Kansas City, MO Employer Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

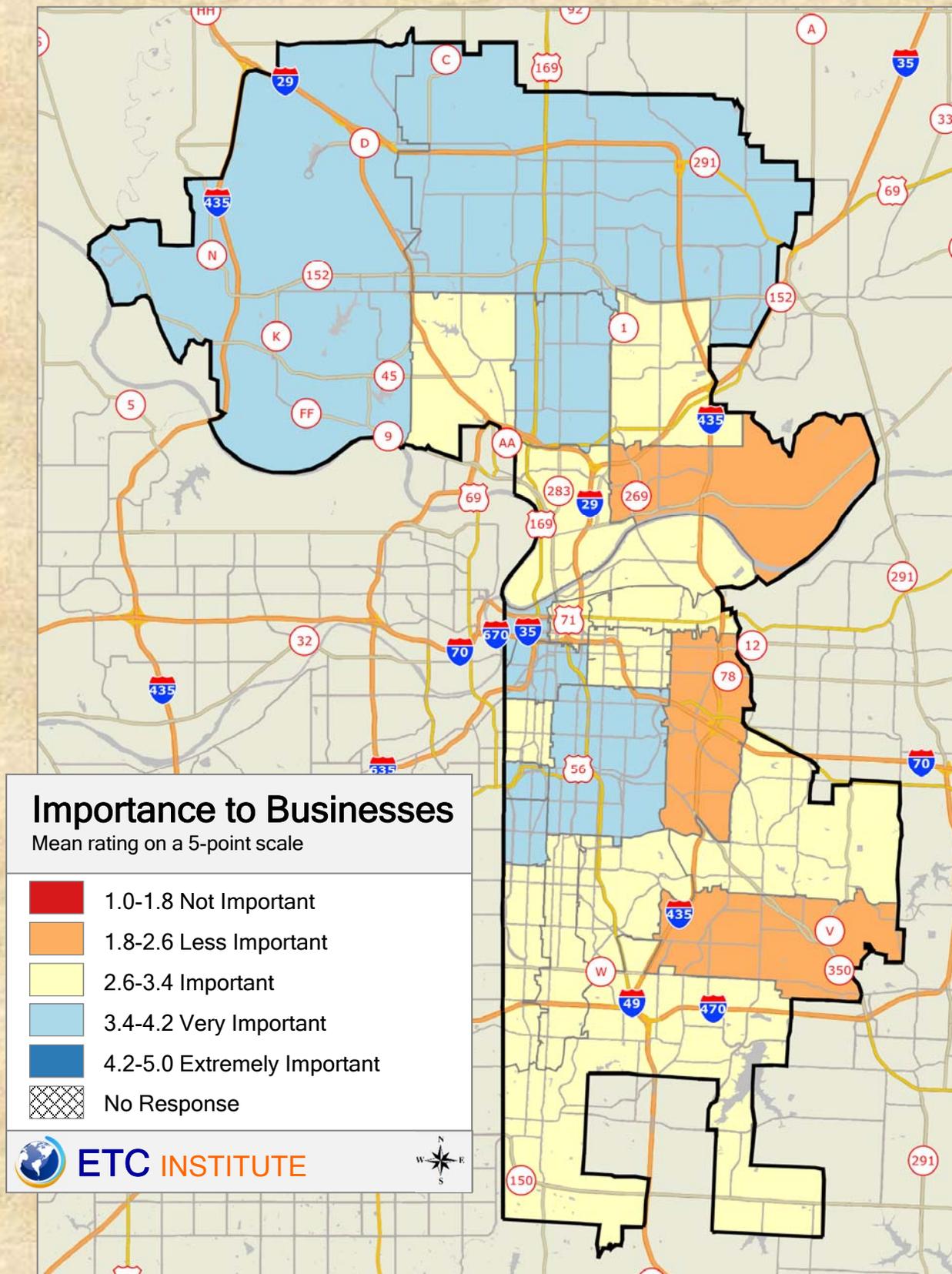
# Q3-09 Importance of availability of public transportation



## 2017 Kansas City, MO Employer Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

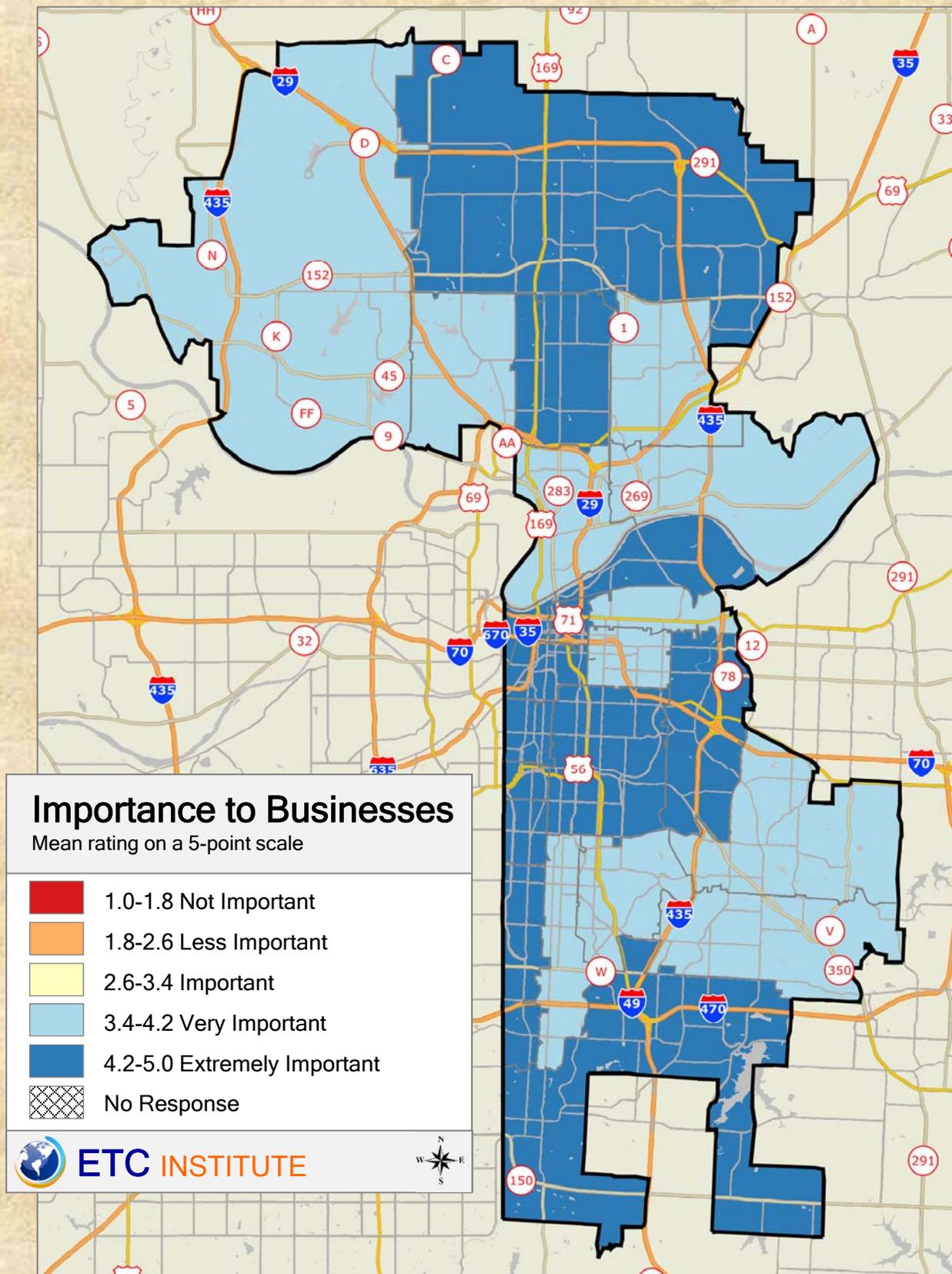
# Q3-10 Importance of availability of libraries, arts, and cultural amenities



## 2017 Kansas City, MO Employer Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

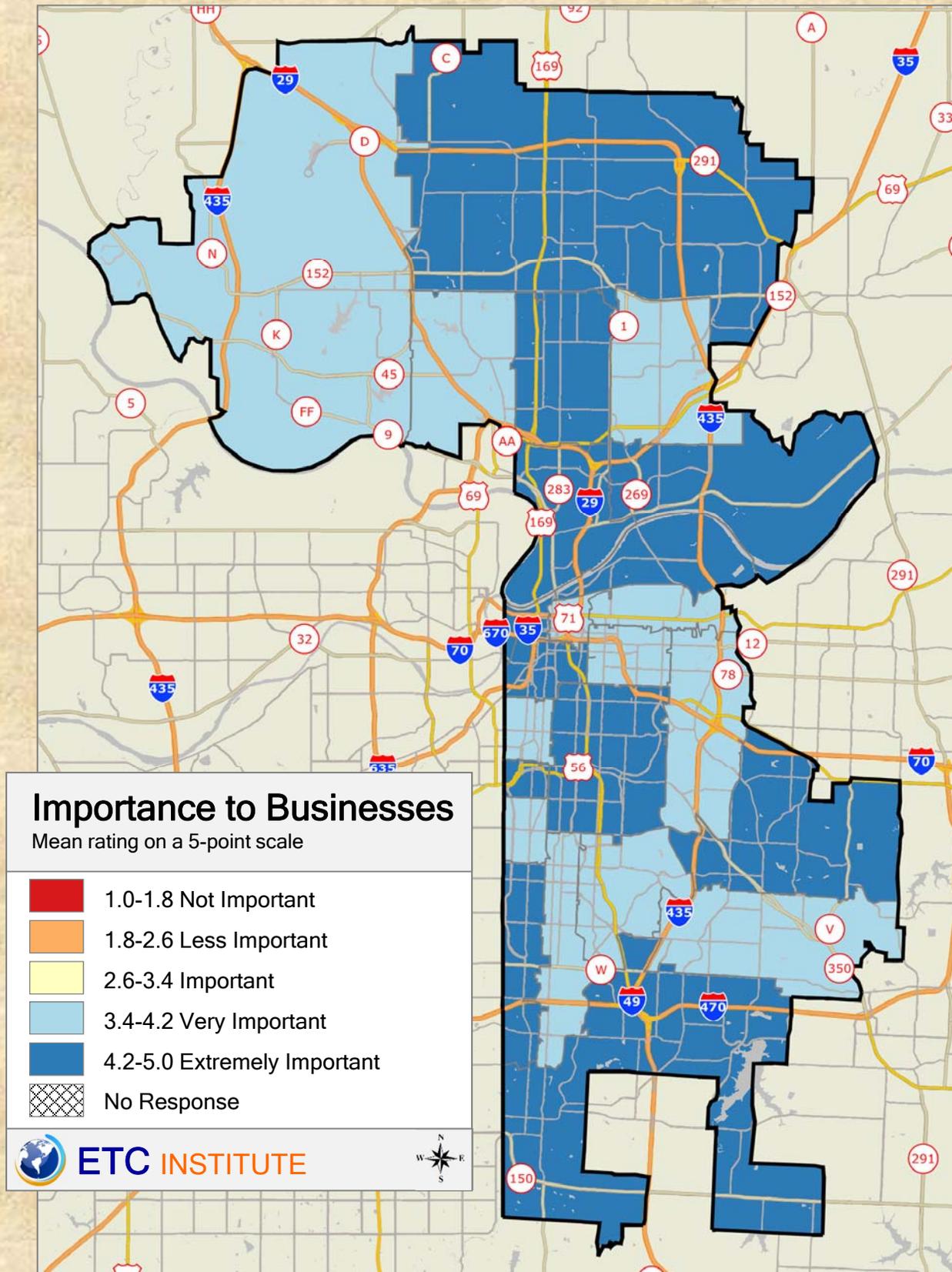
# Q3-11 Importance of attitude of local government toward business



## 2017 Kansas City, MO Employer Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

# Q3-12 Importance of availability of telecommunications, utilities, and other infrastructure

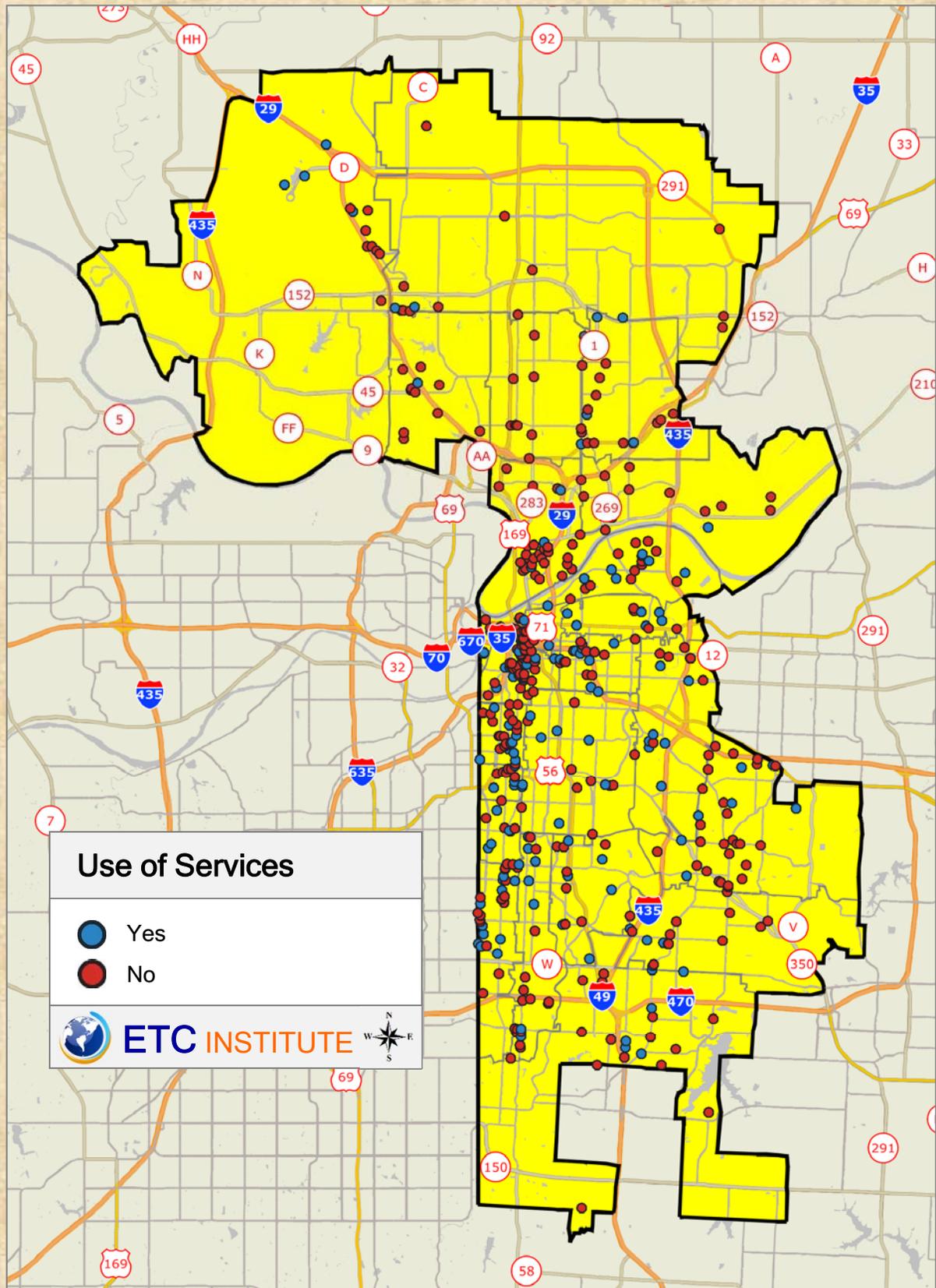


## 2017 Kansas City, MO Employer Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)



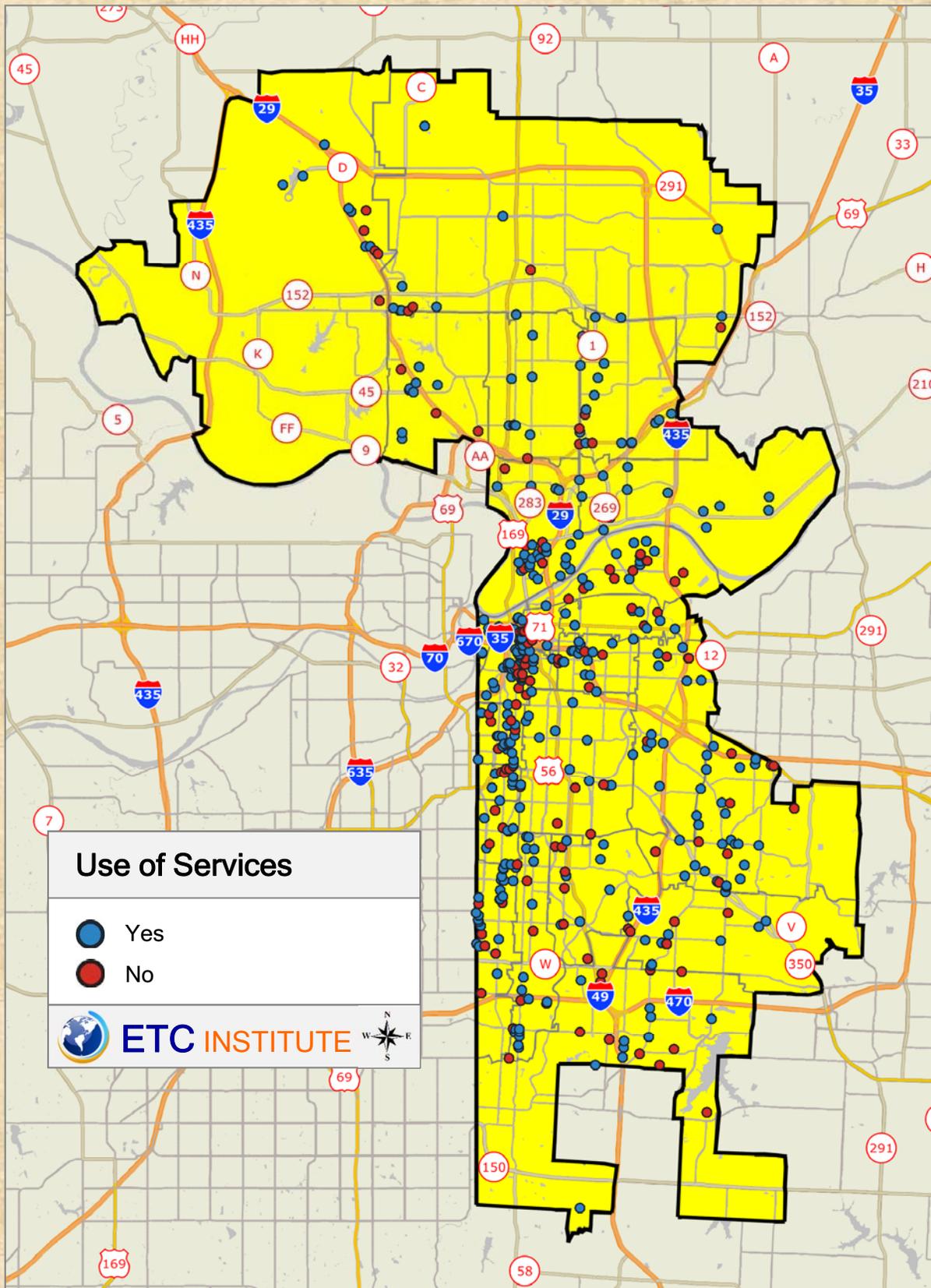
# Q4-01 Has your business used the 311 Action Center over the past two years?



2017 Kansas City, MO Employer Survey

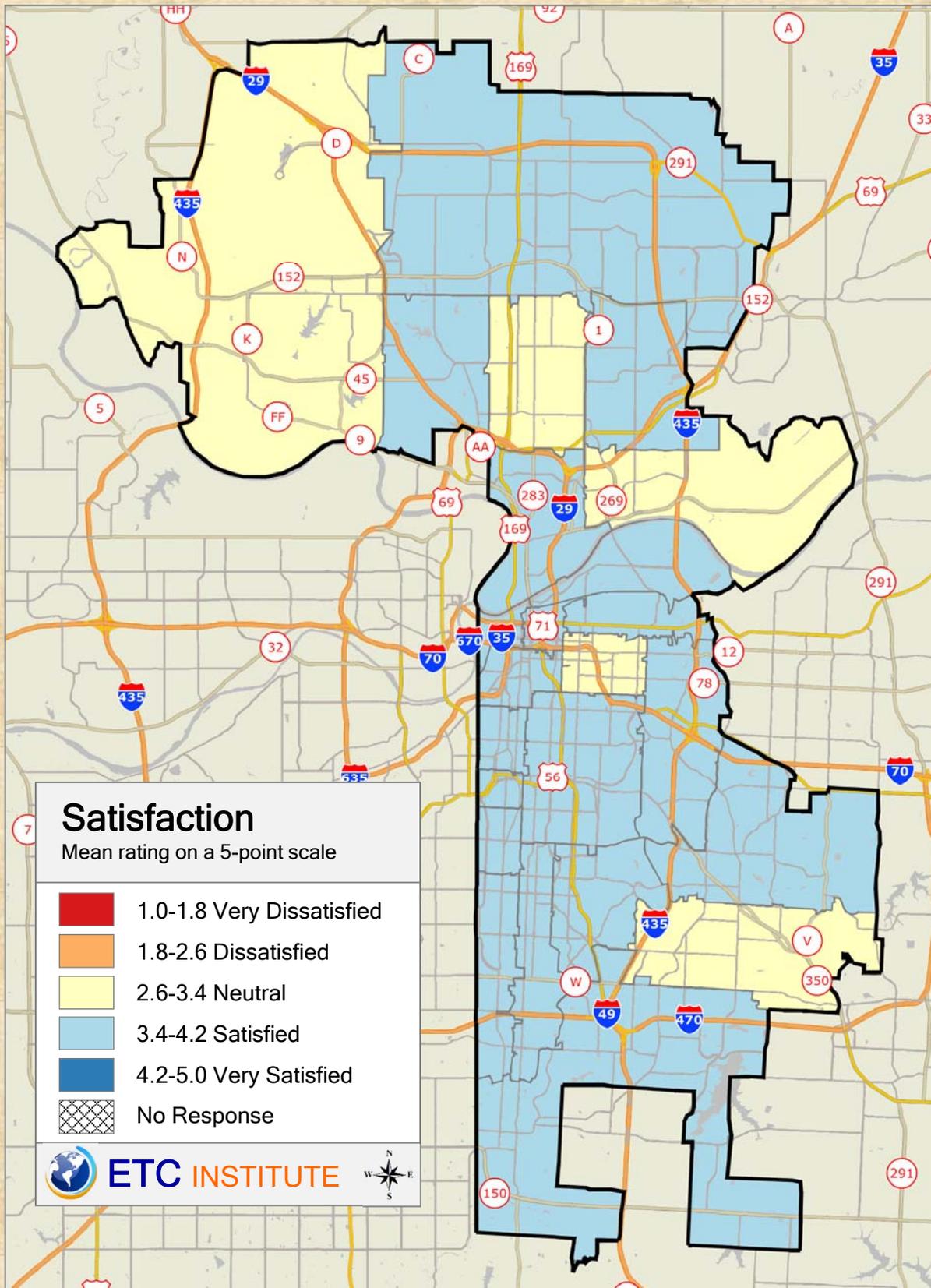


# Q4-02 Has your business used business licensing over the past two years?



2017 Kansas City, MO Employer Survey

# Q4-02 Satisfaction with business licensing

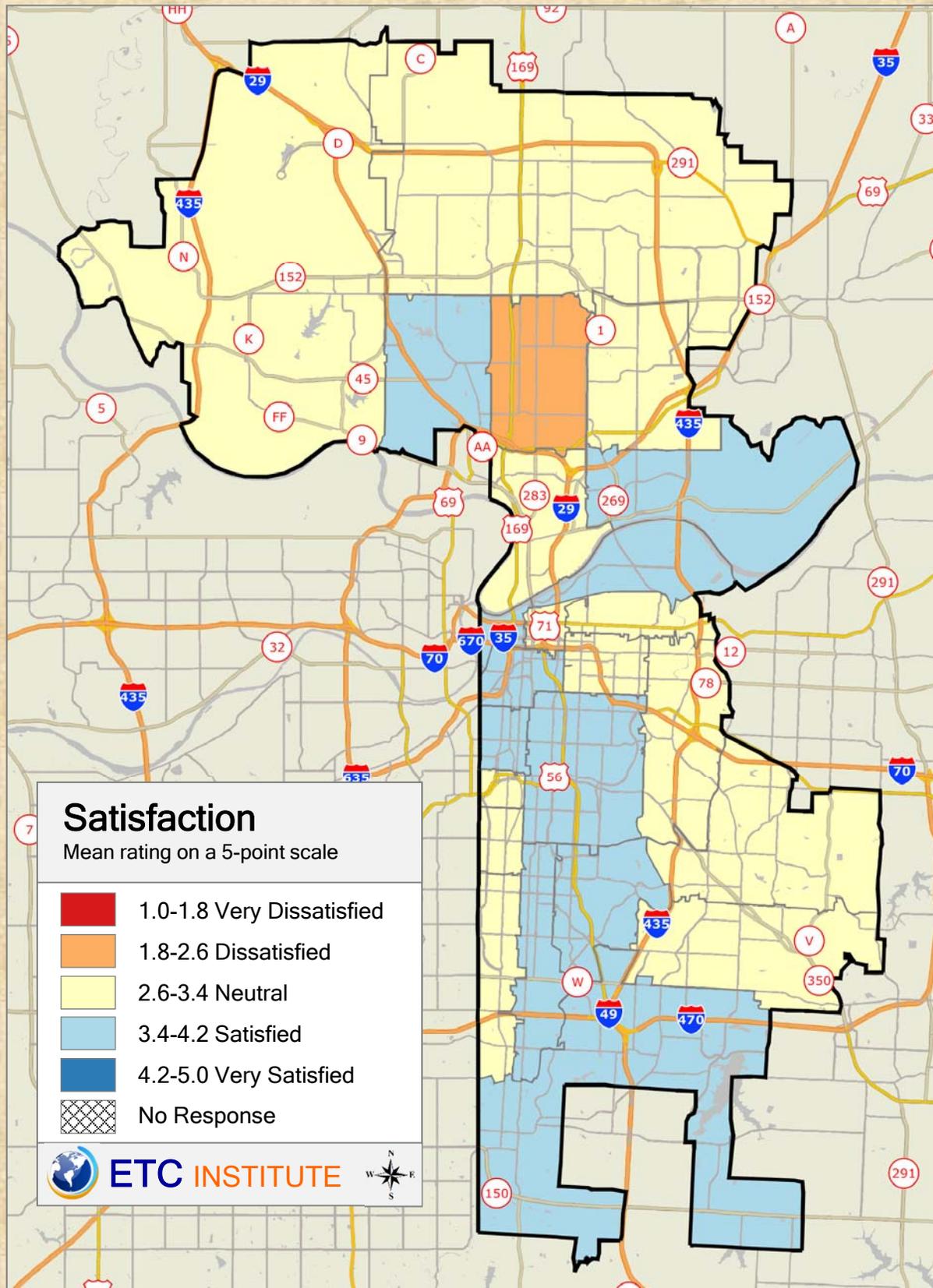


## 2017 Kansas City, MO Employer Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)



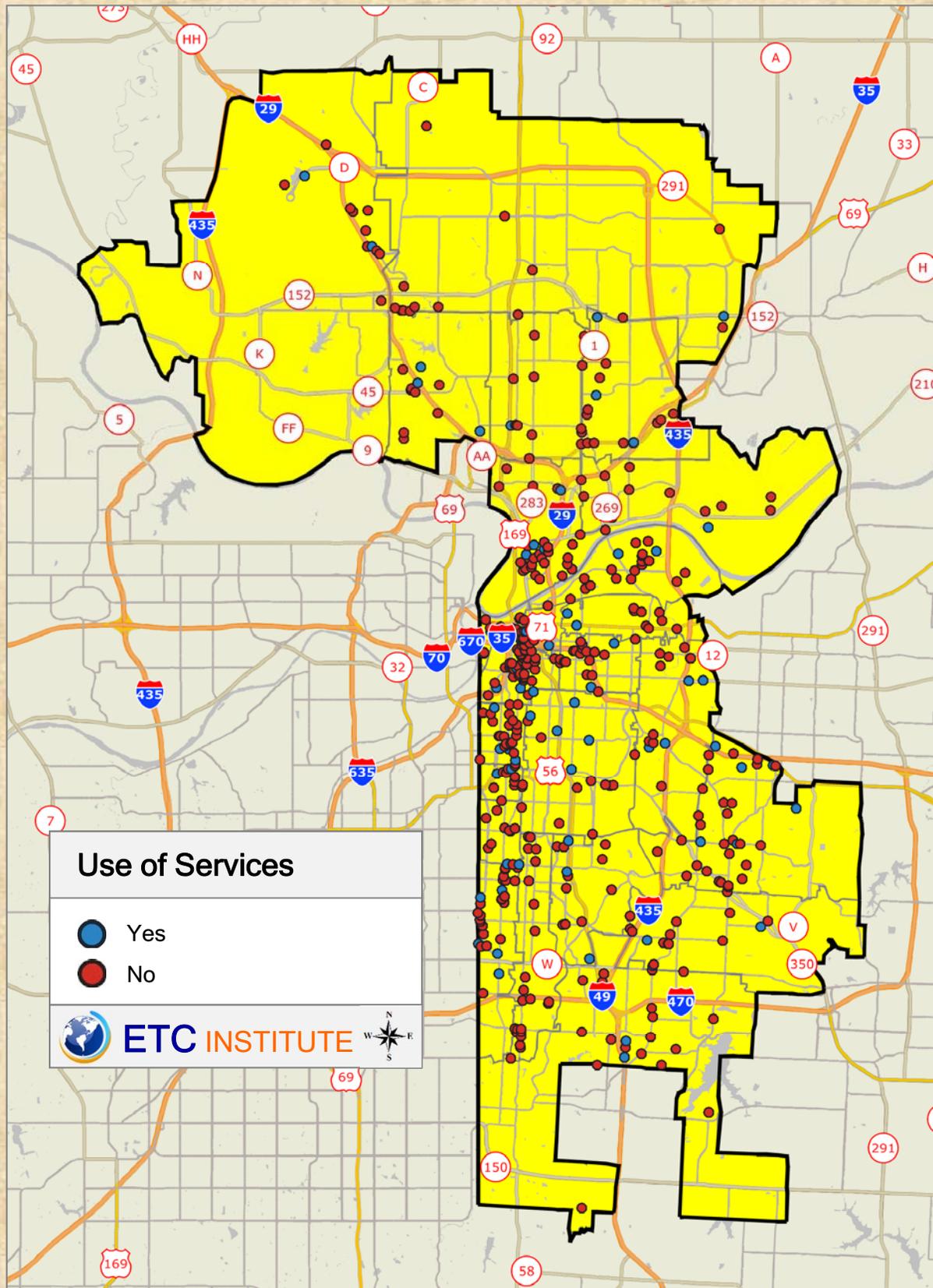
# Q4-03 Satisfaction with tax collection



## 2017 Kansas City, MO Employer Survey

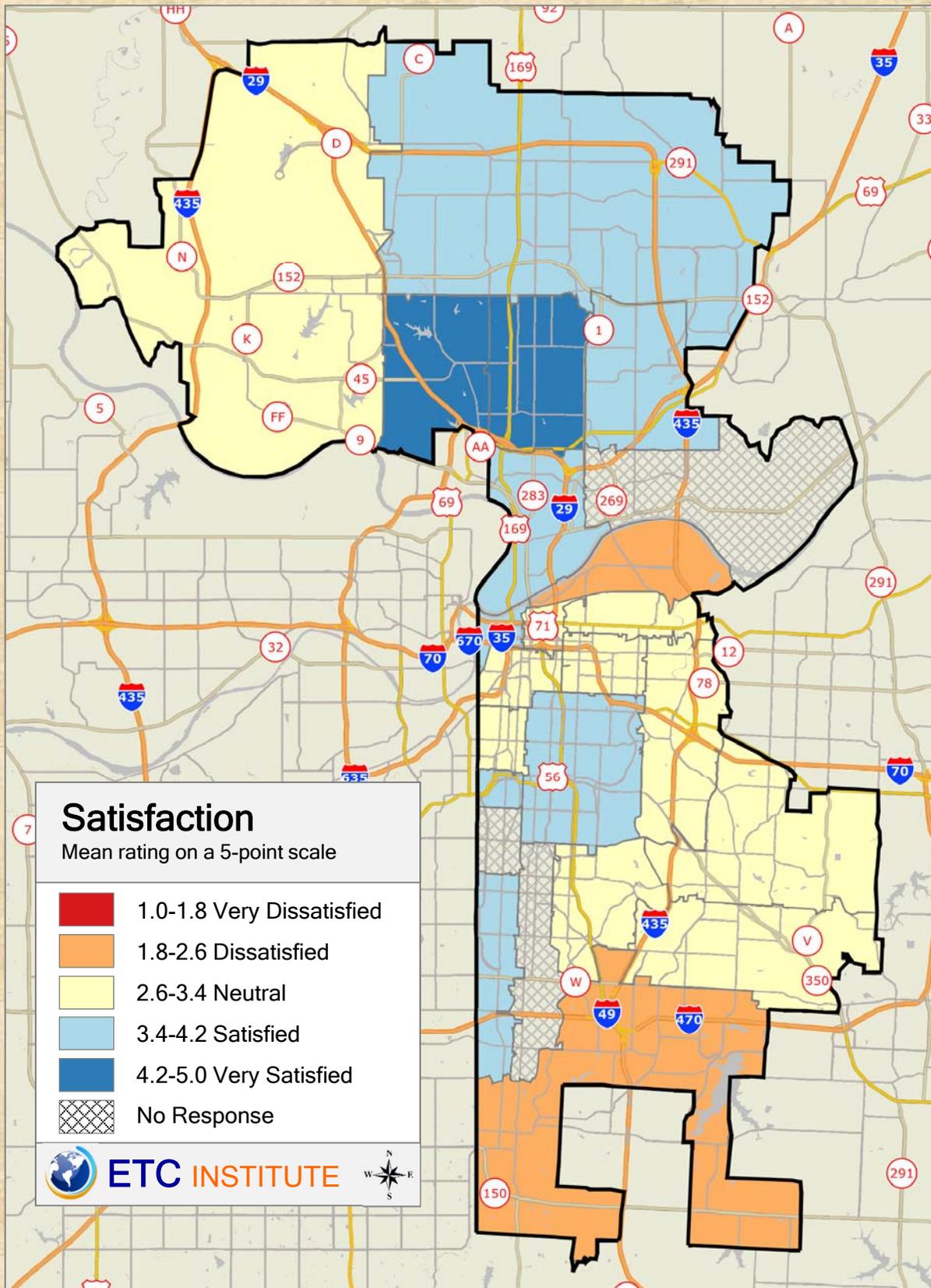
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

# Q4-04 Has your business used the municipal court over the past two years?



2017 Kansas City, MO Employer Survey

# Q4-04 Satisfaction with municipal court

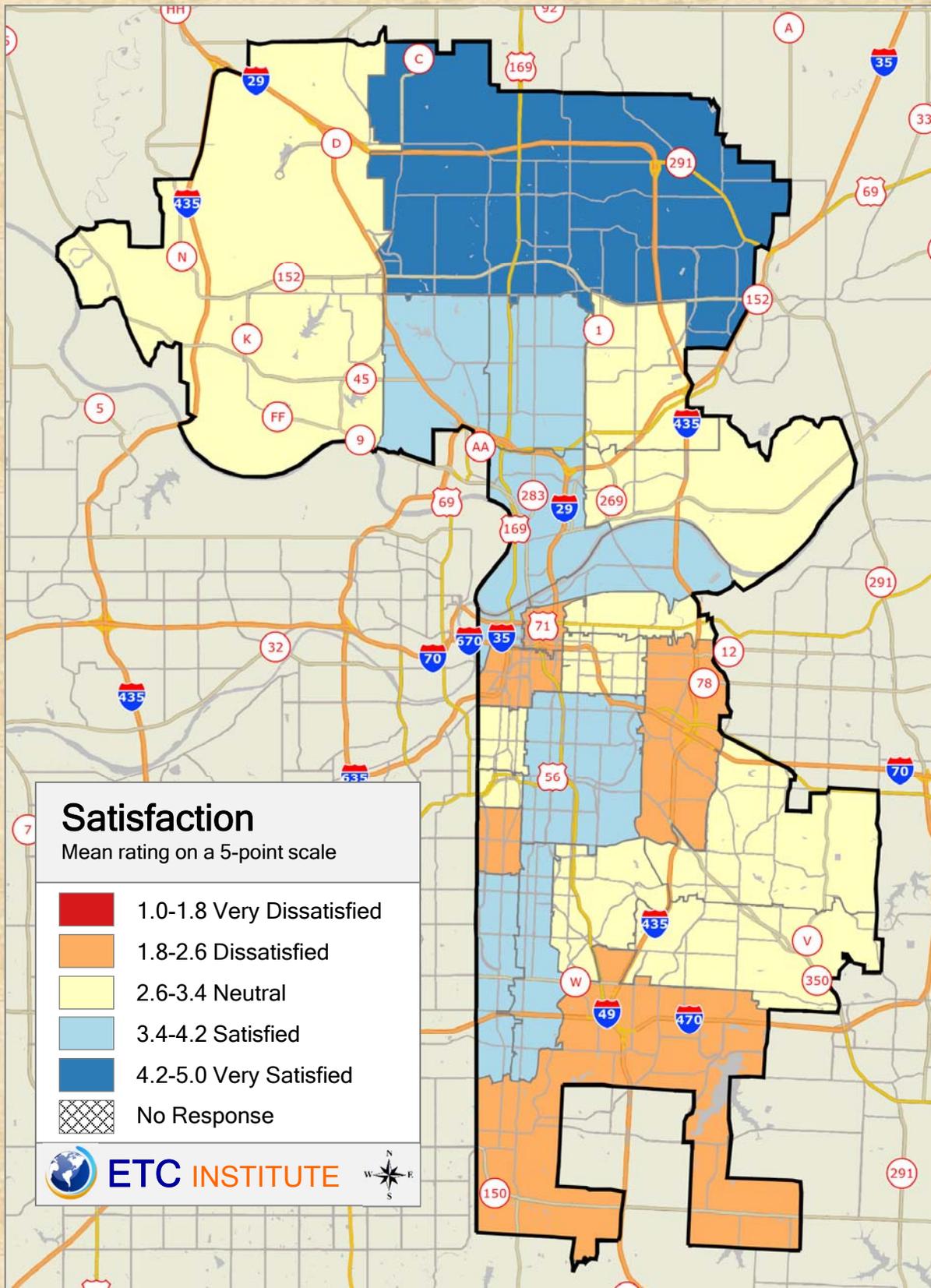


## 2017 Kansas City, MO Employer Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)



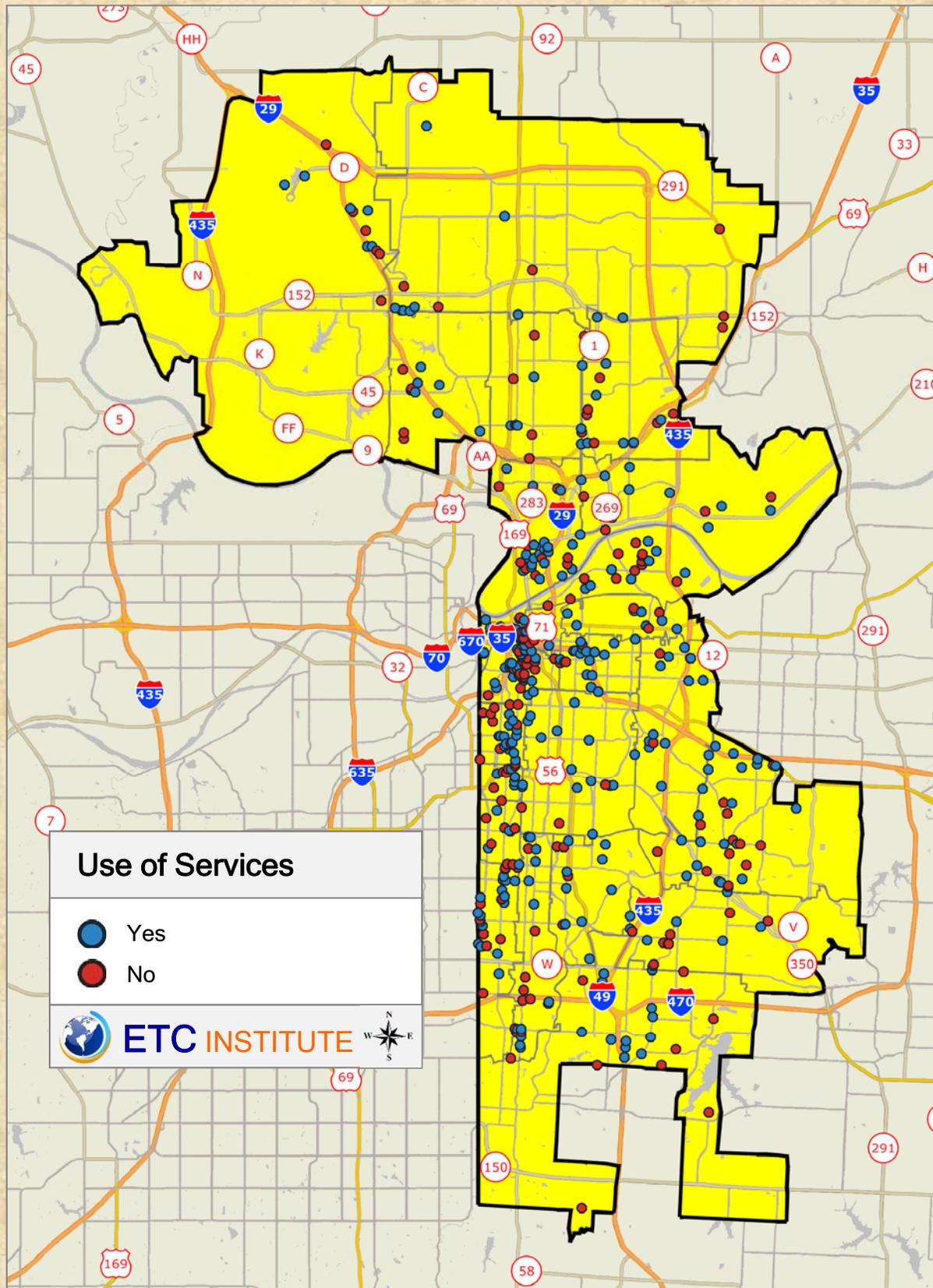
# Q4-05 Satisfaction with code enforcement



## 2017 Kansas City, MO Employer Survey

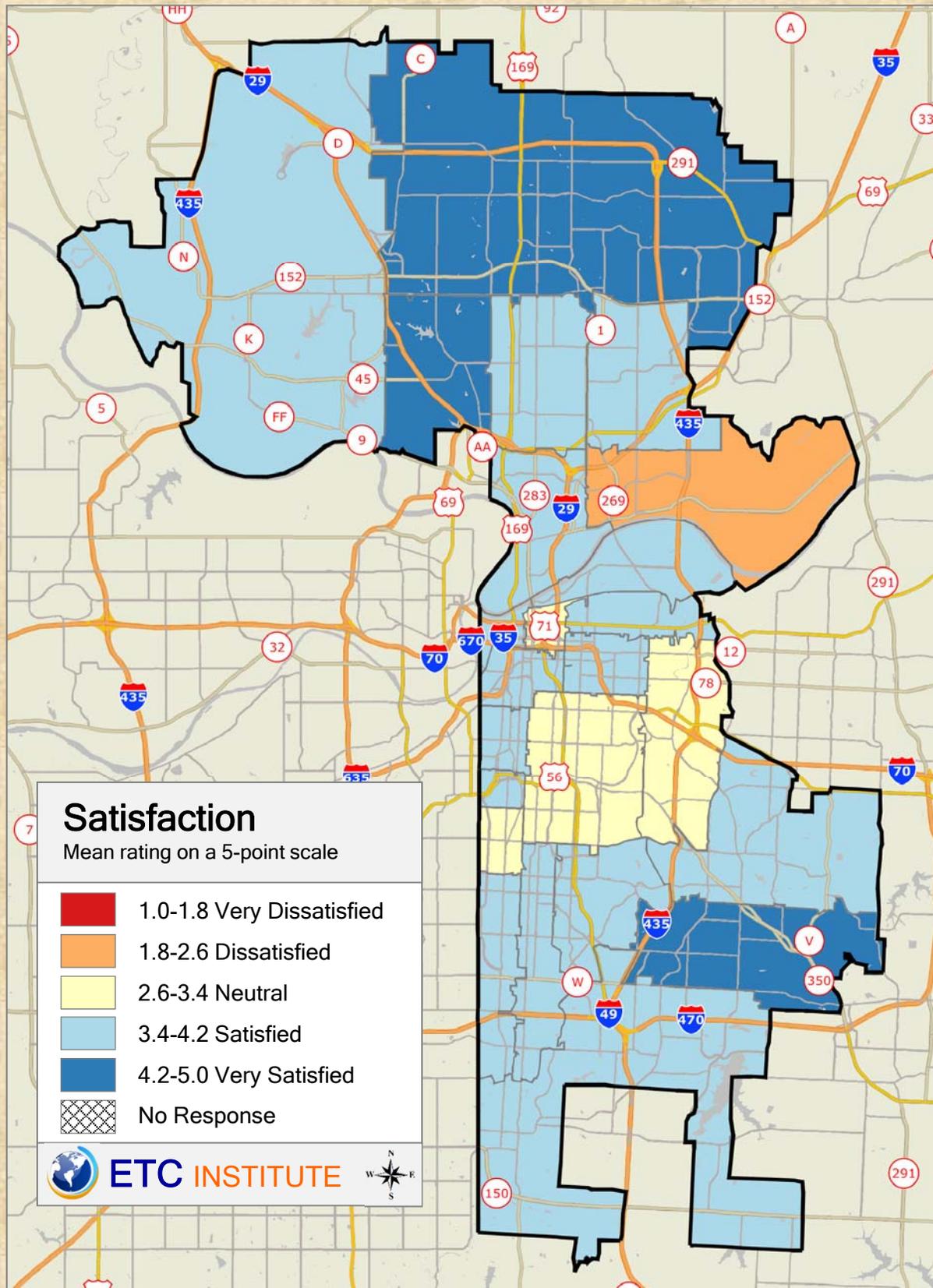
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

# Q4-06 Has your business used police – crime/safety response over the past two years?



2017 Kansas City, MO Employer Survey

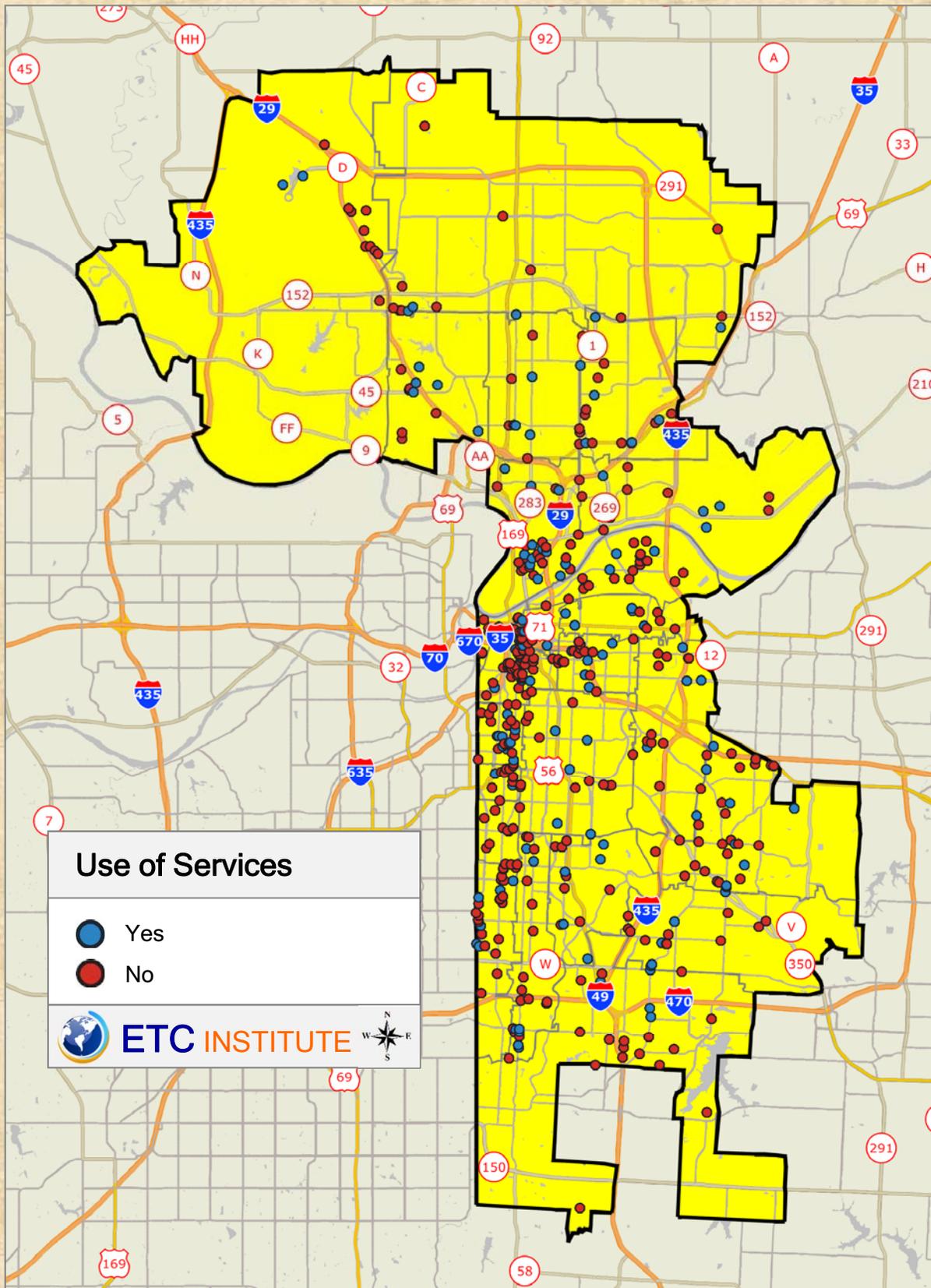
# Q4-06 Satisfaction with police – crime/safety response



## 2017 Kansas City, MO Employer Survey

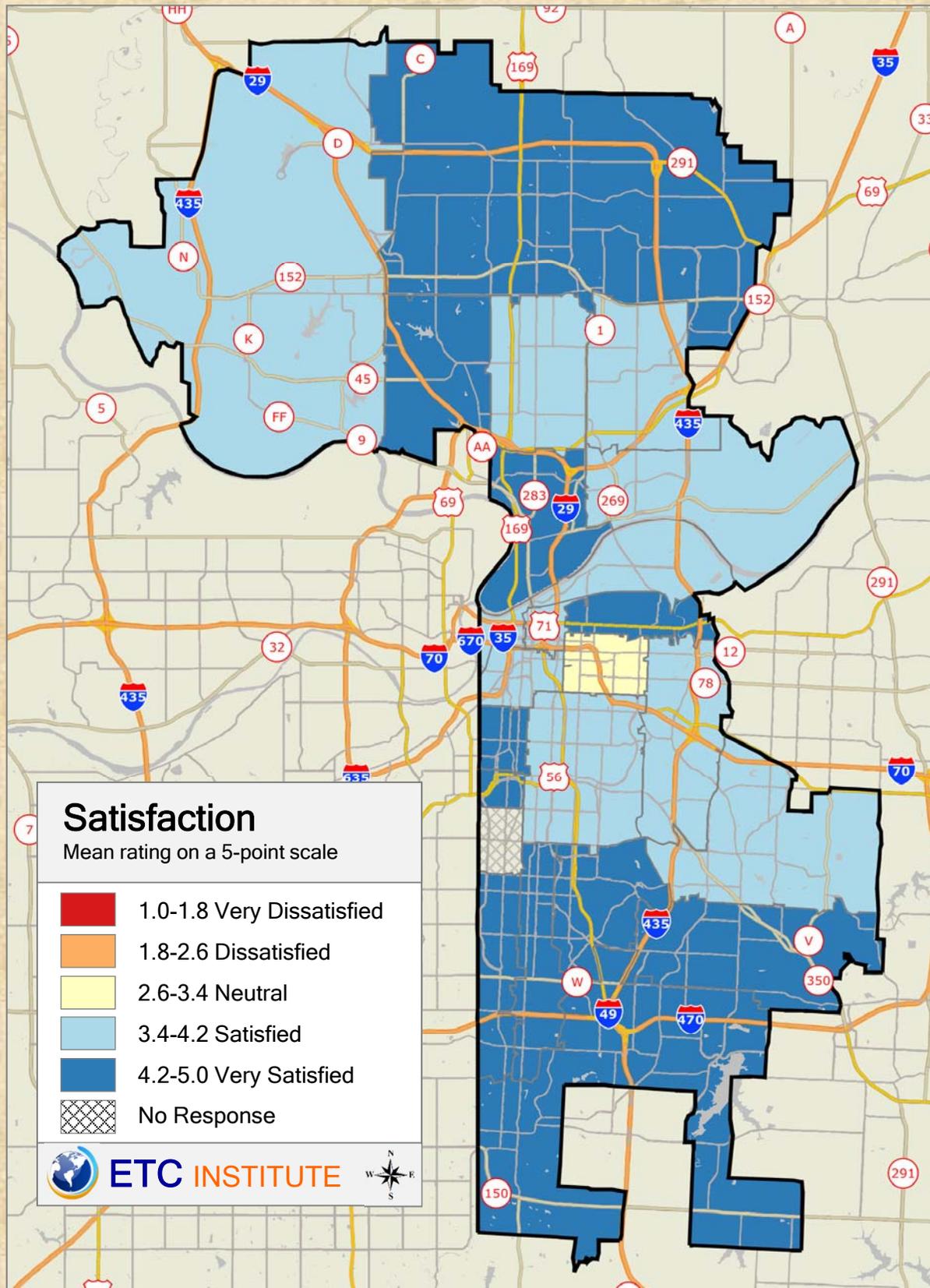
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

# Q4-07 Has your business used ambulance – medical emergency response over the past two years?



2017 Kansas City, MO Employer Survey

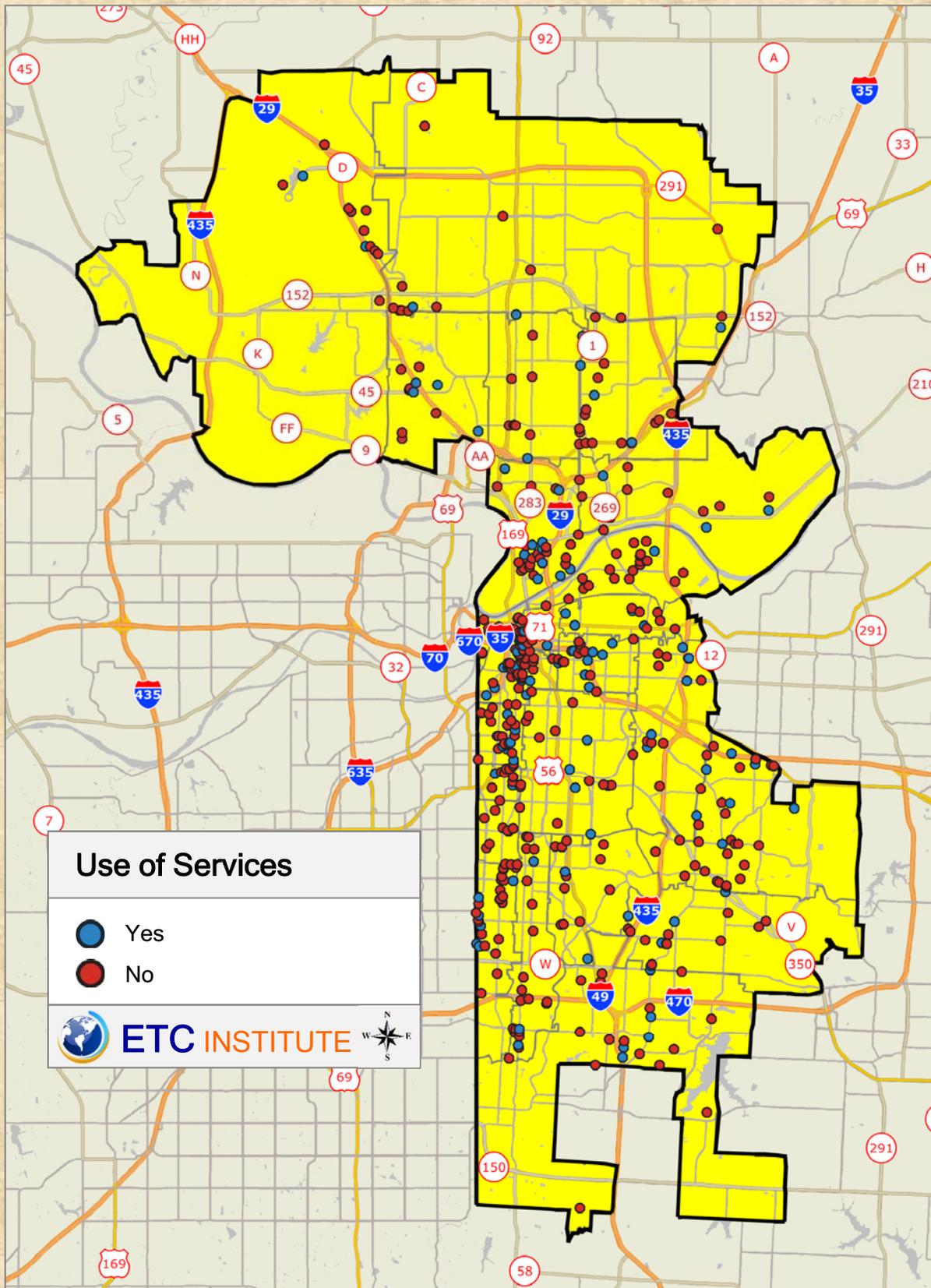
# Q4-07 Satisfaction with ambulance – medical emergency response



## 2017 Kansas City, MO Employer Survey

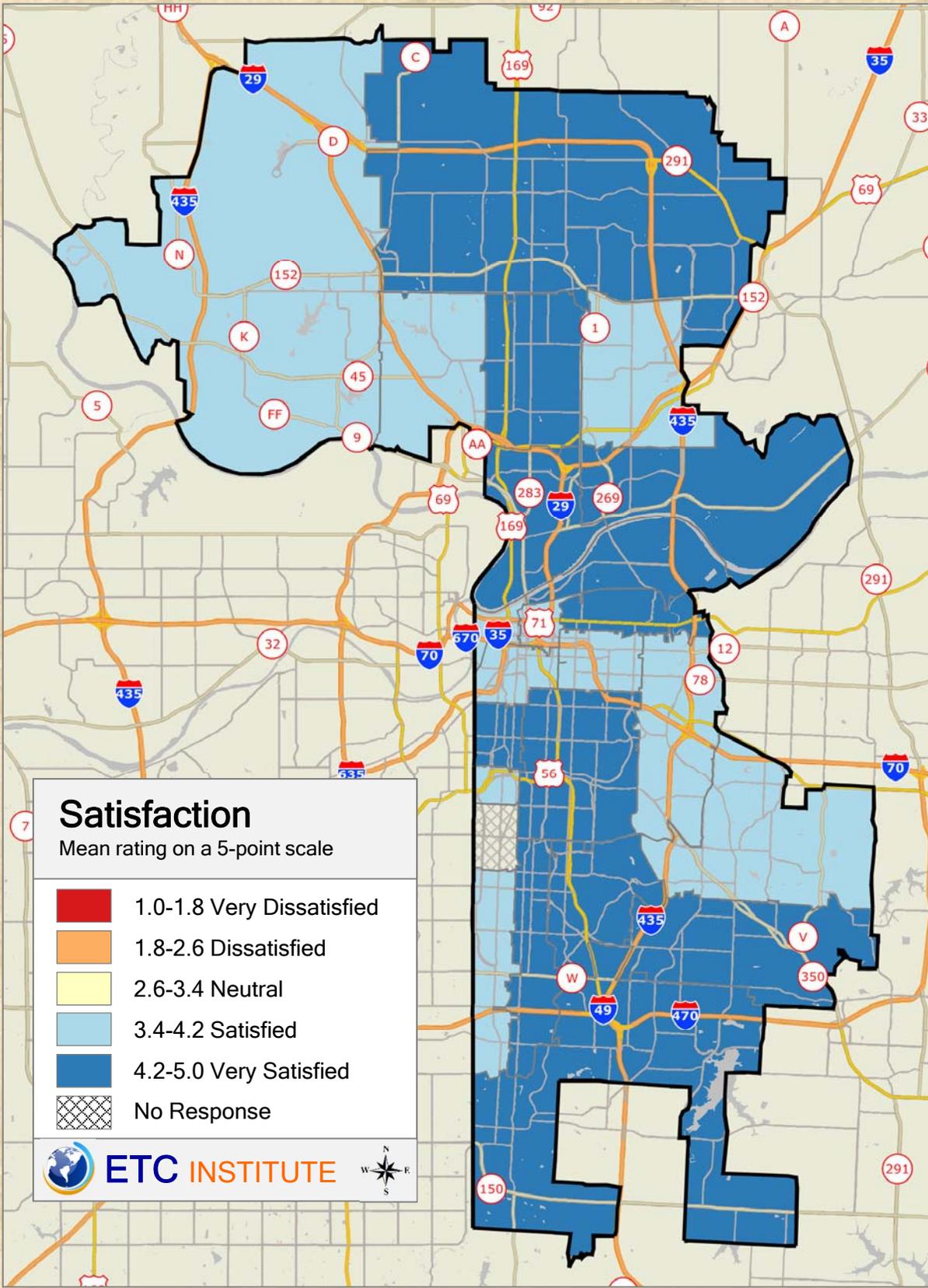
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

# Q4-08 Has your business used fire incident response over the past two years?



2017 Kansas City, MO Employer Survey

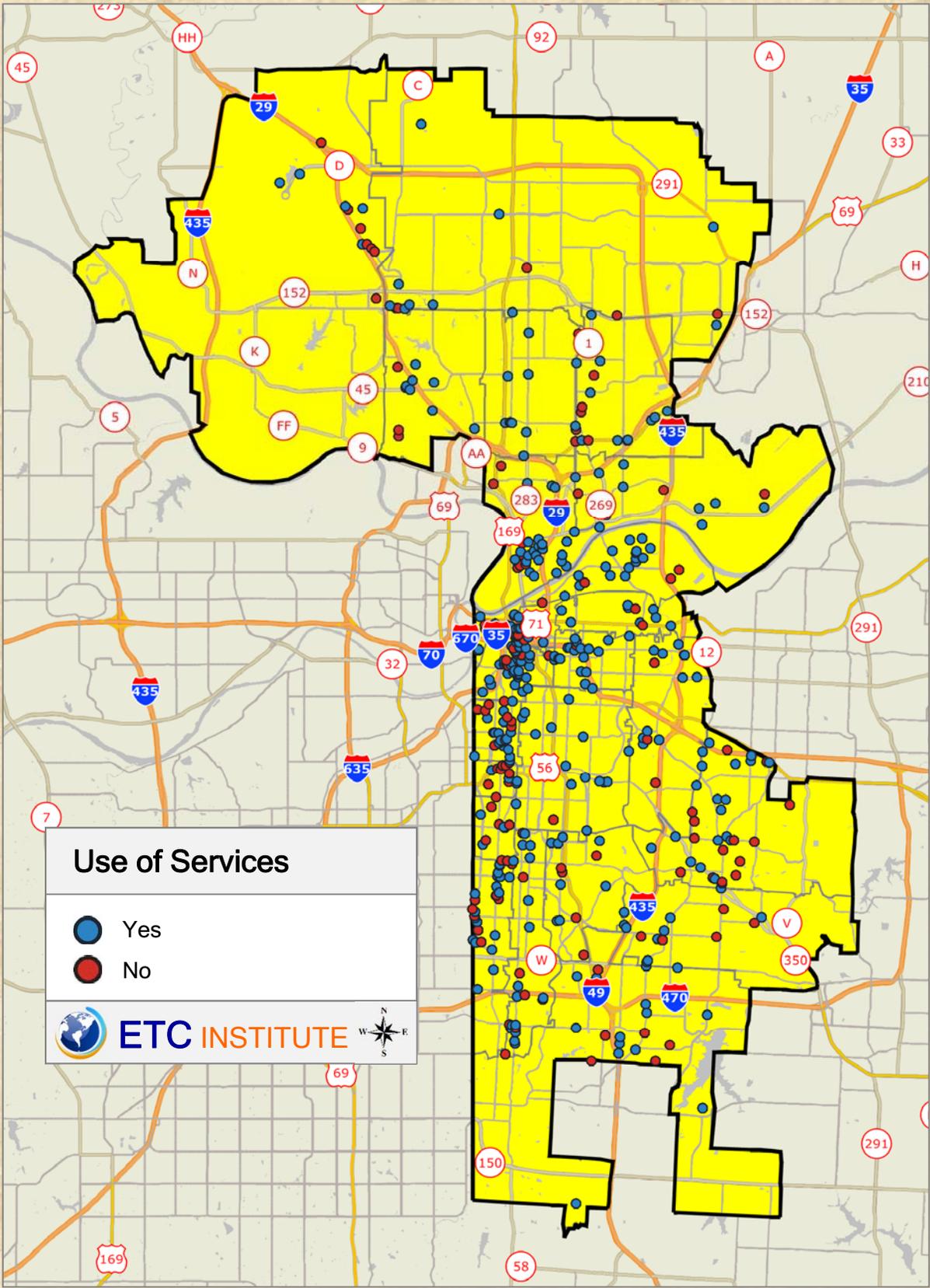
# Q4-08 Satisfaction with fire incident response



## 2017 Kansas City, MO Employer Survey

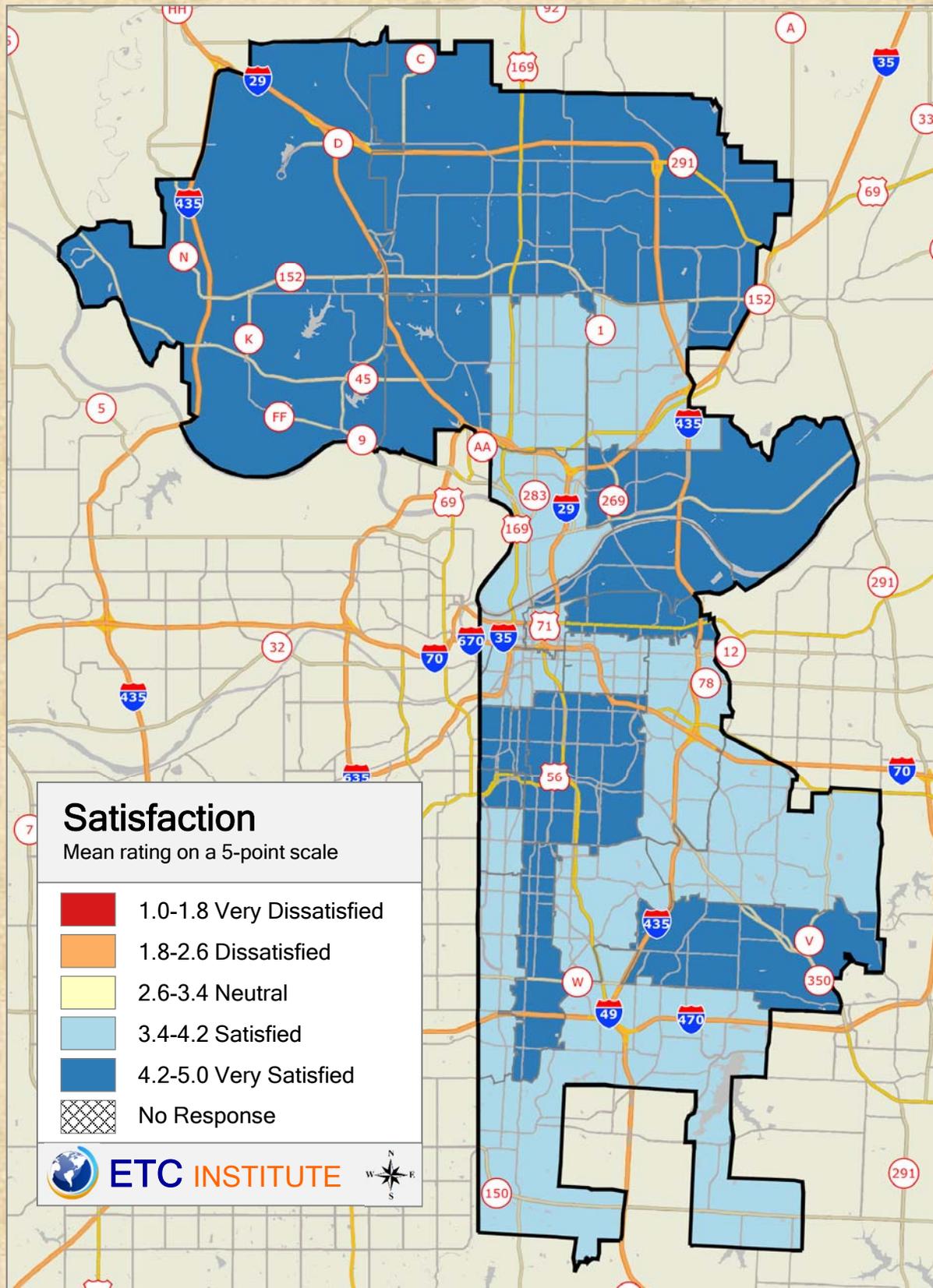
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

# Q4-09 Has your business used fire inspection over the past two years?



2017 Kansas City, MO Employer Survey

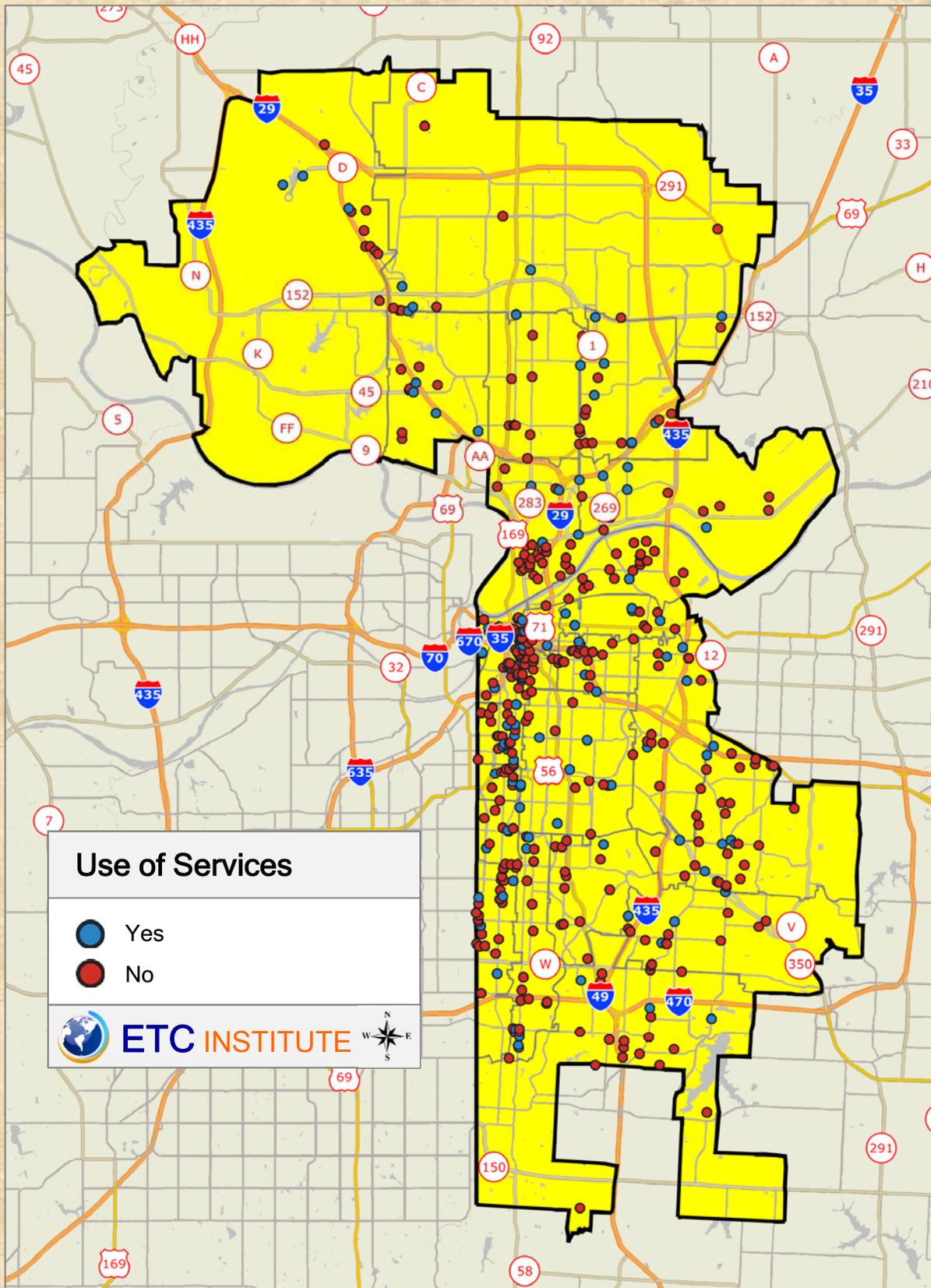
# Q4-09 Satisfaction with fire inspection



## 2017 Kansas City, MO Employer Survey

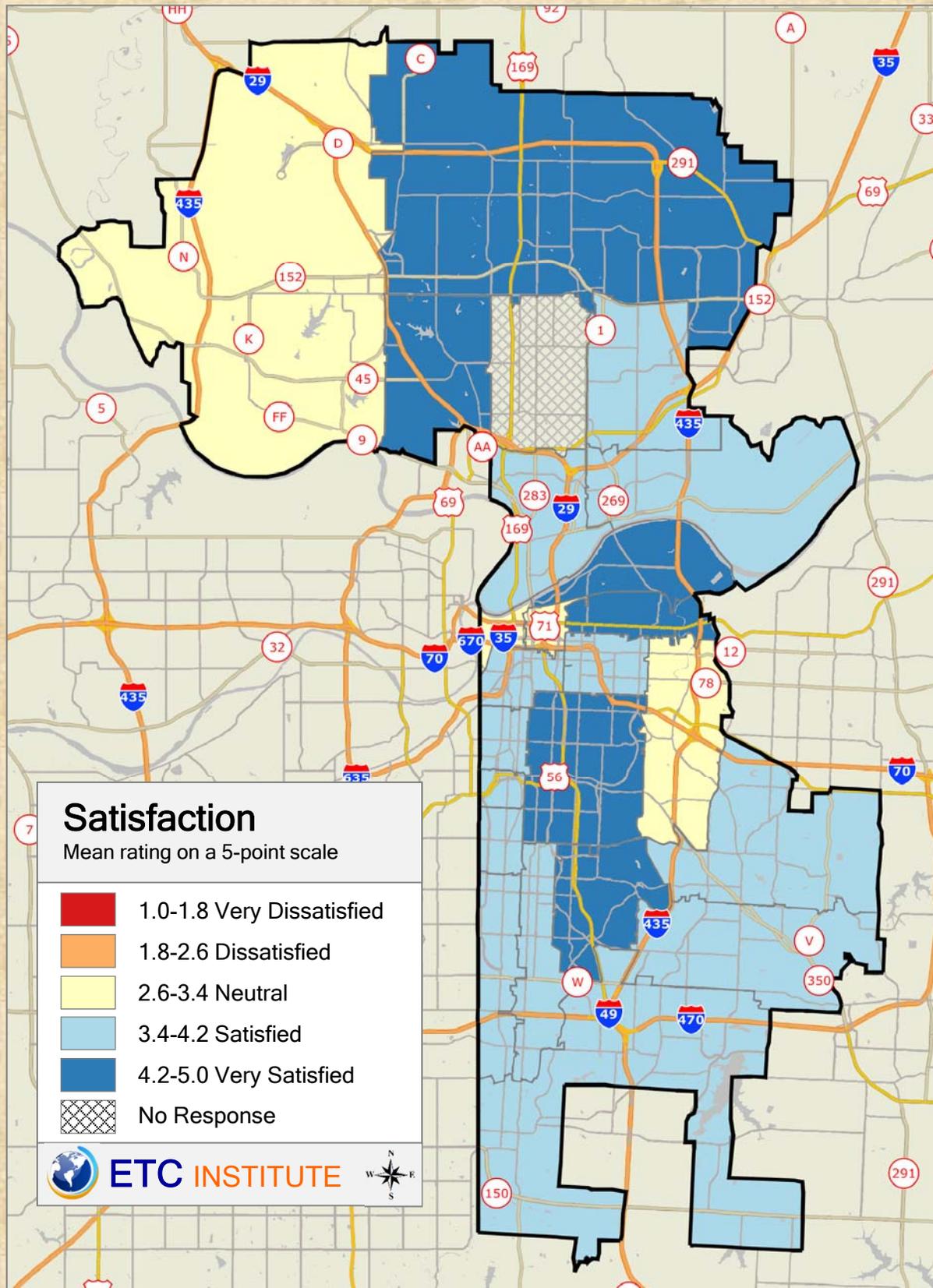
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

# Q4-10 Has your business used health inspections over the past two years?



2017 Kansas City, MO Employer Survey

# Q4-10 Satisfaction with health inspections

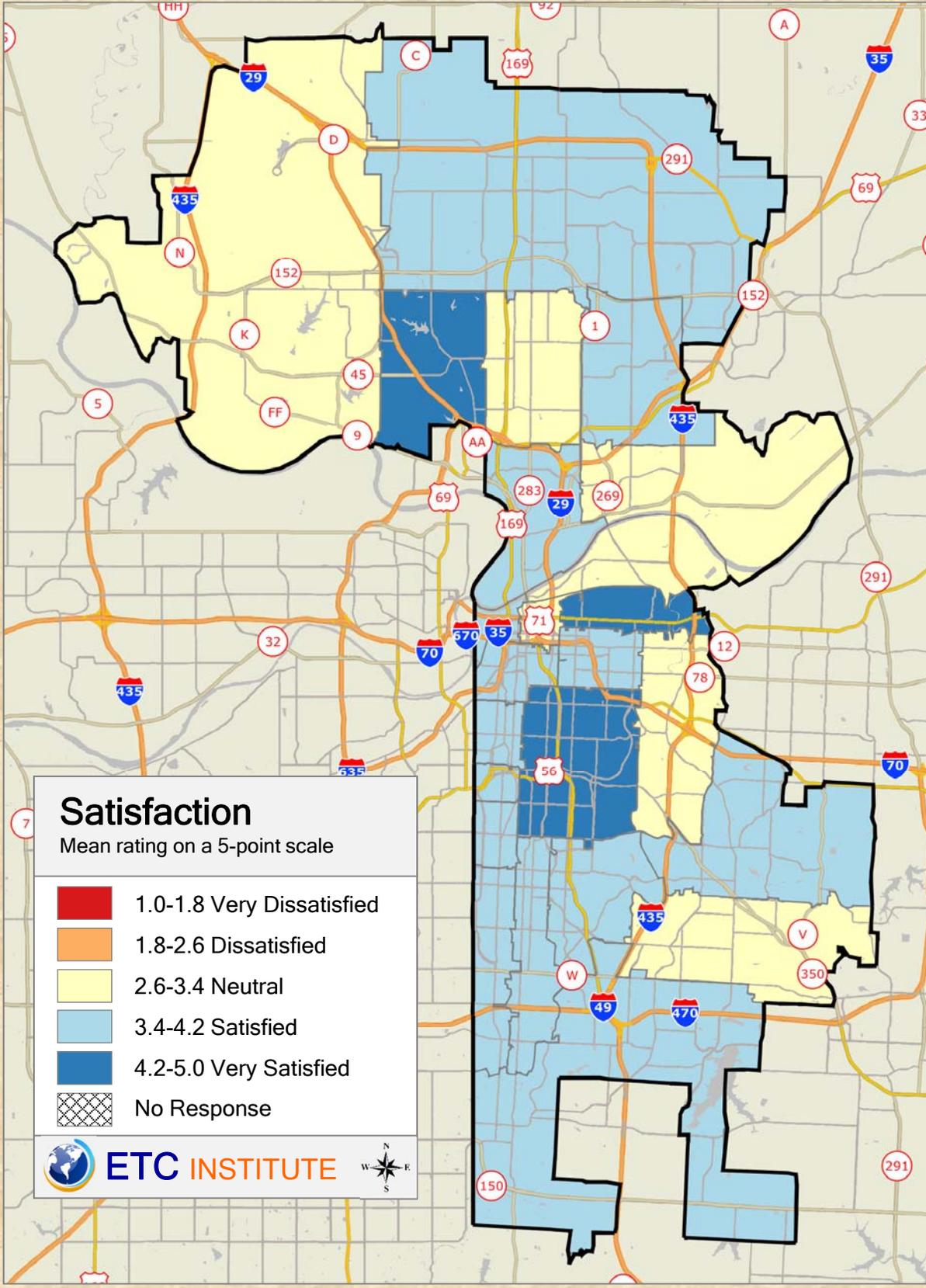


## 2017 Kansas City, MO Employer Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)



# Q4-11 Satisfaction with regulated industries licensing/ inspections

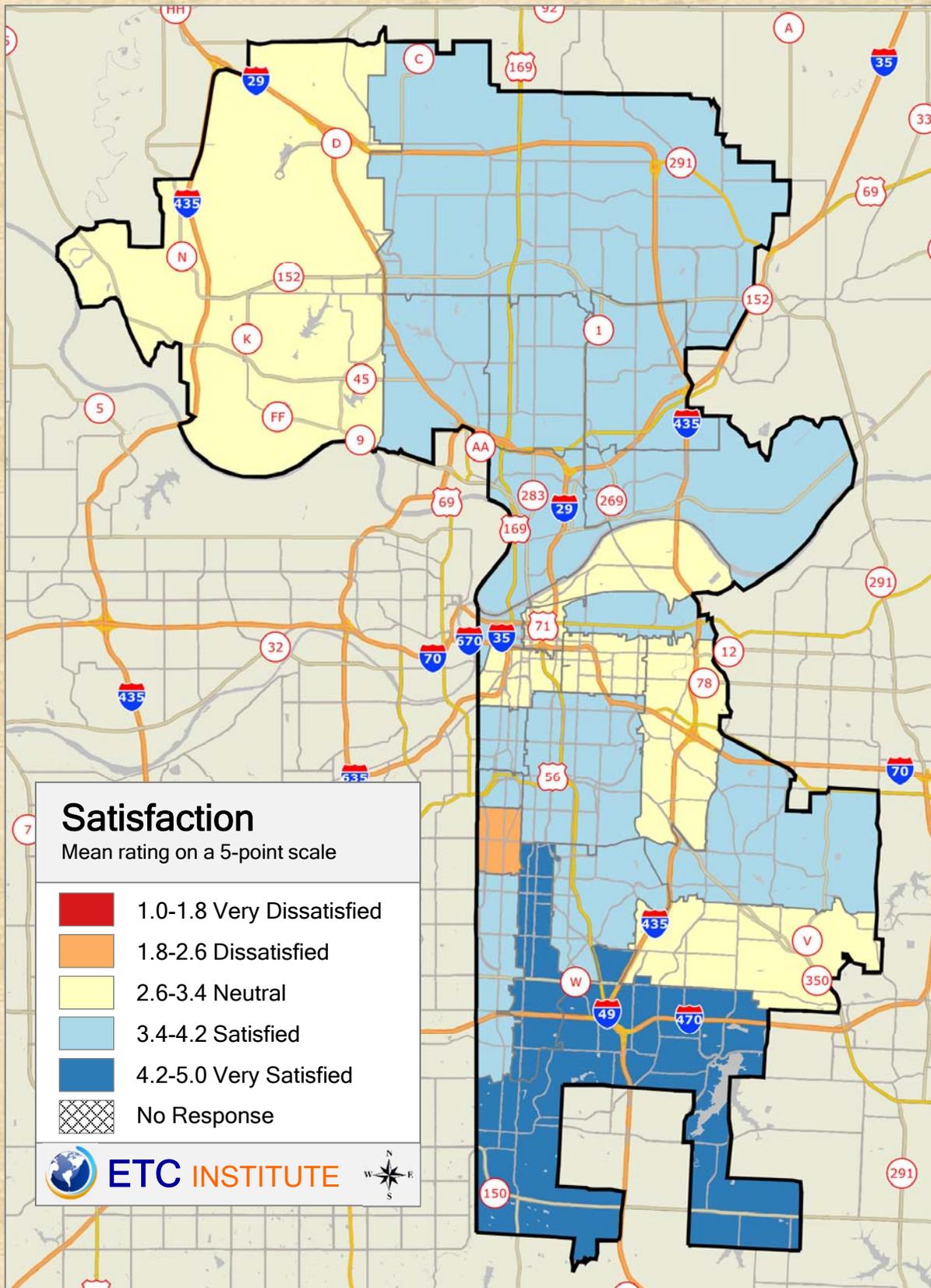


## 2017 Kansas City, MO Employer Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)



# Q4-12 Satisfaction with building permits

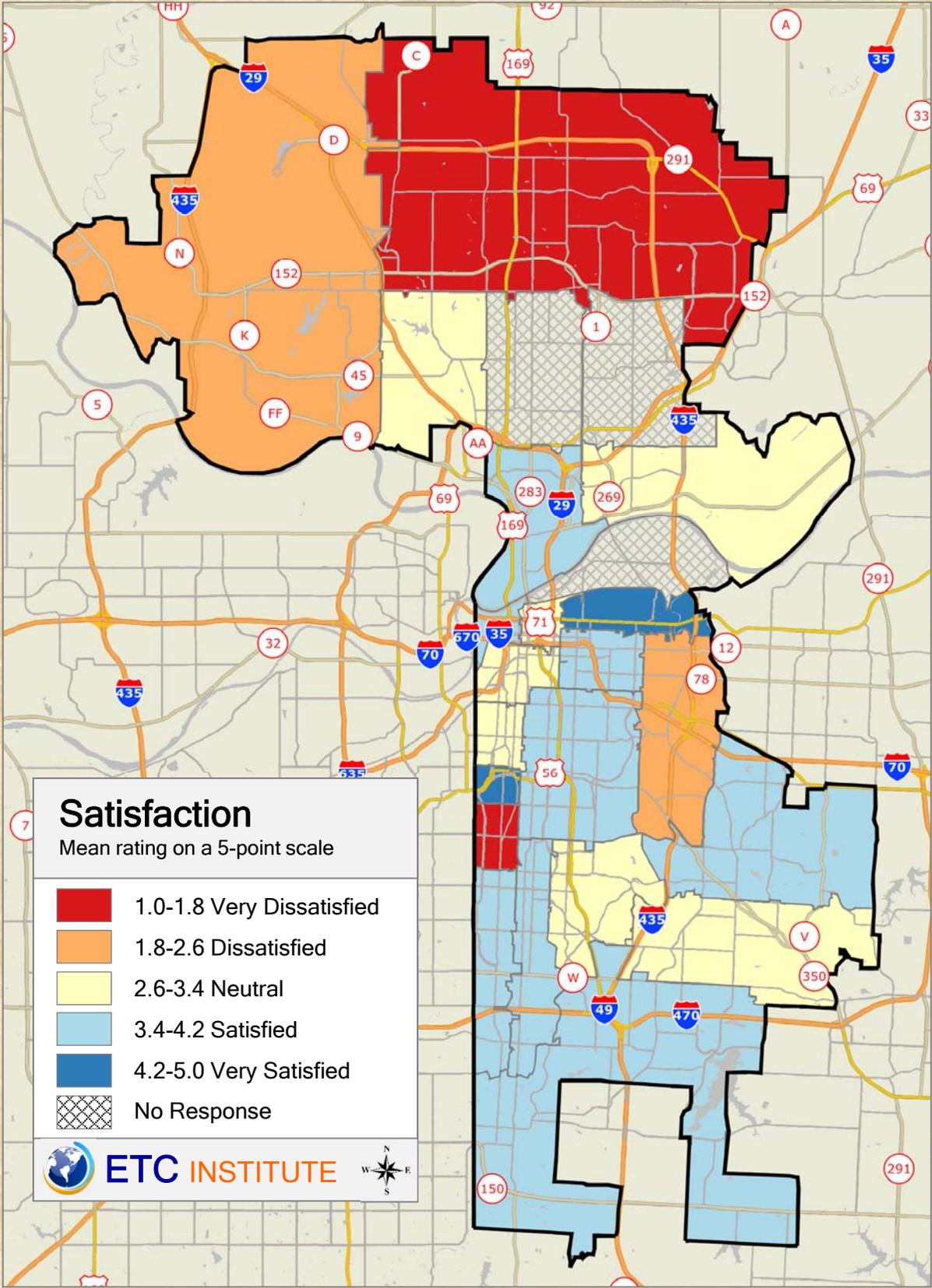


## 2017 Kansas City, MO Employer Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)



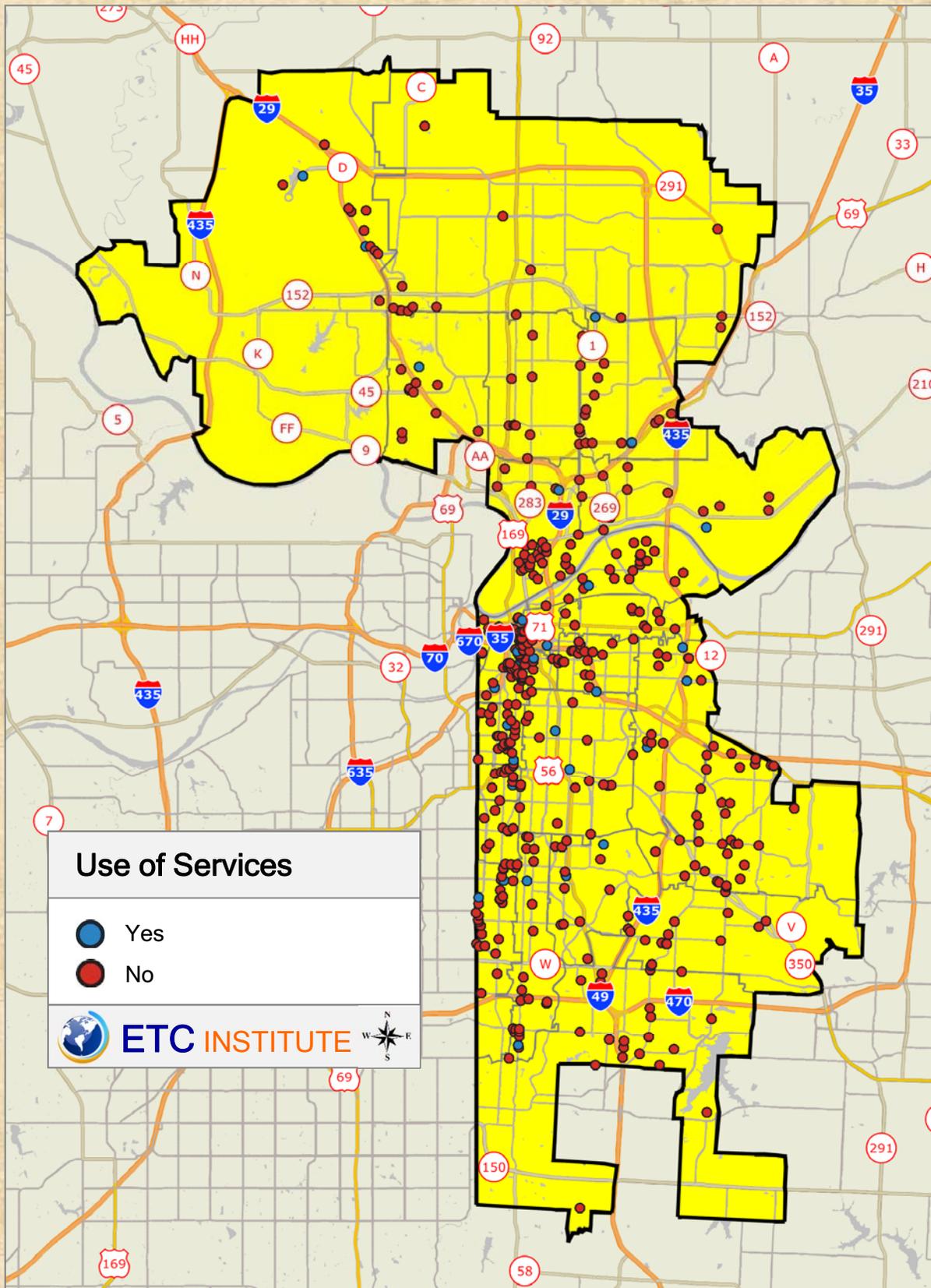
# Q4-13 Satisfaction with development review



## 2017 Kansas City, MO Employer Survey

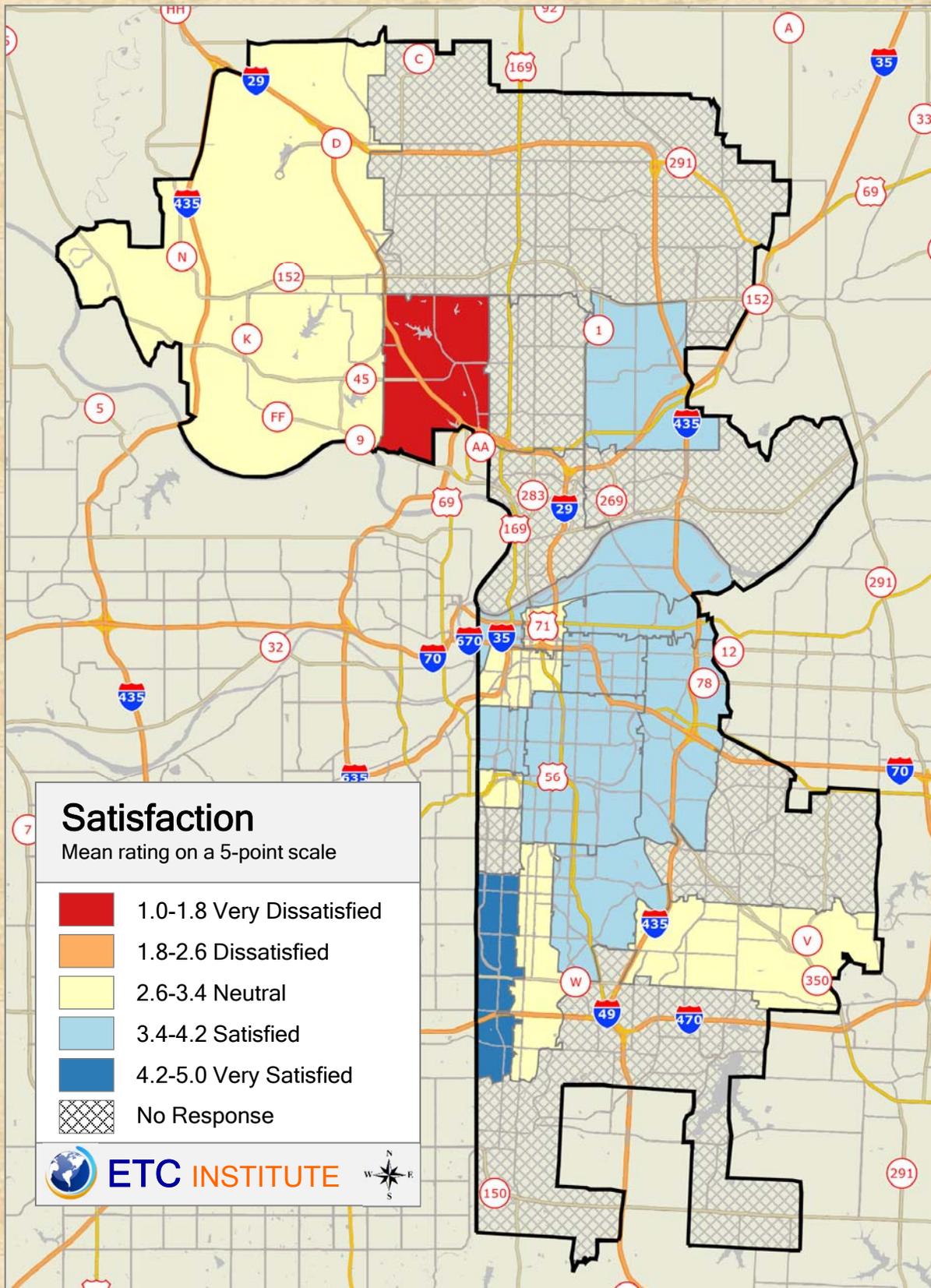
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

# Q4-14 Has your business used public incentives requests over the past two years?



2017 Kansas City, MO Employer Survey

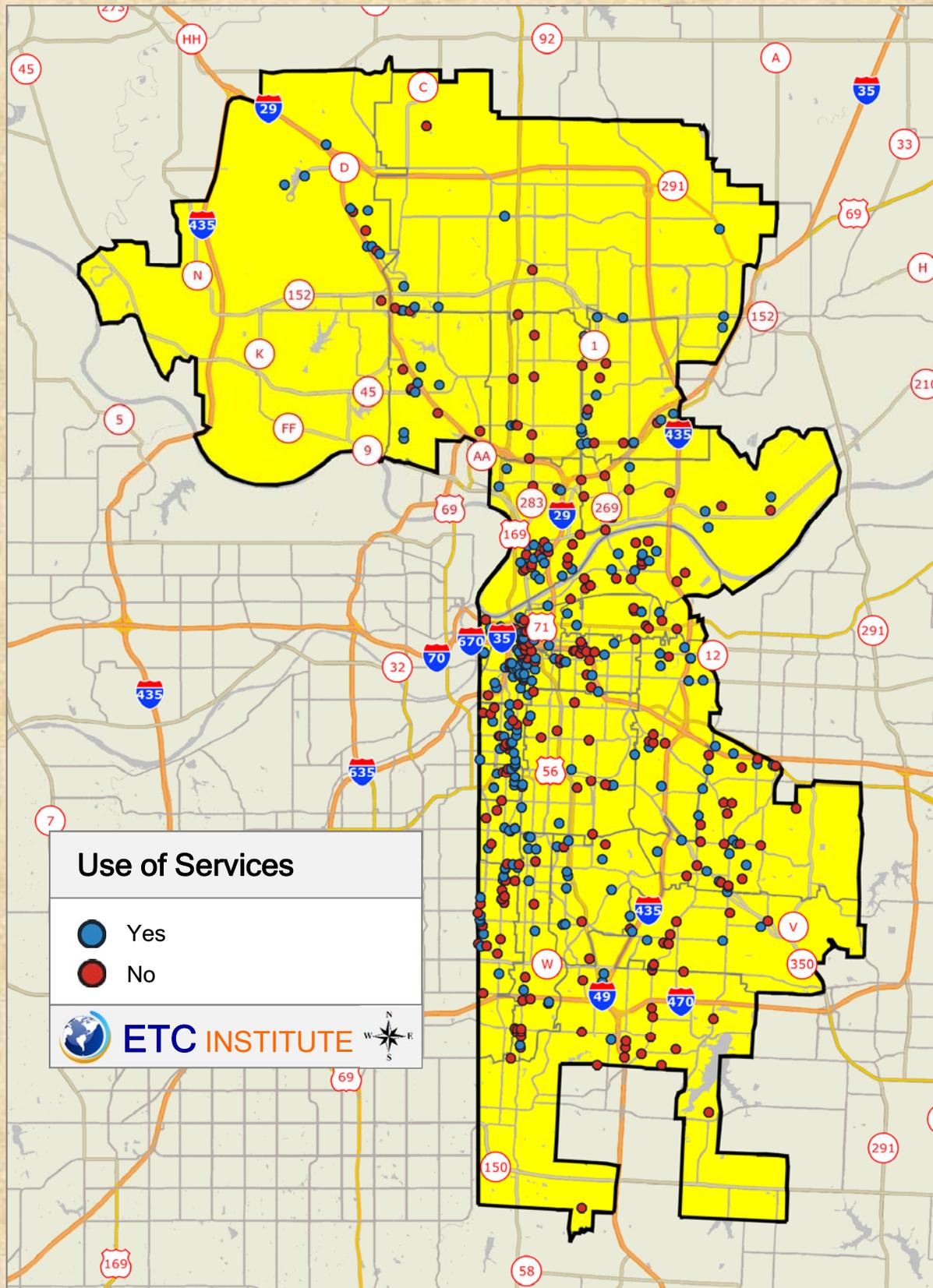
# Q4-14 Satisfaction with public incentives requests



## 2017 Kansas City, MO Employer Survey

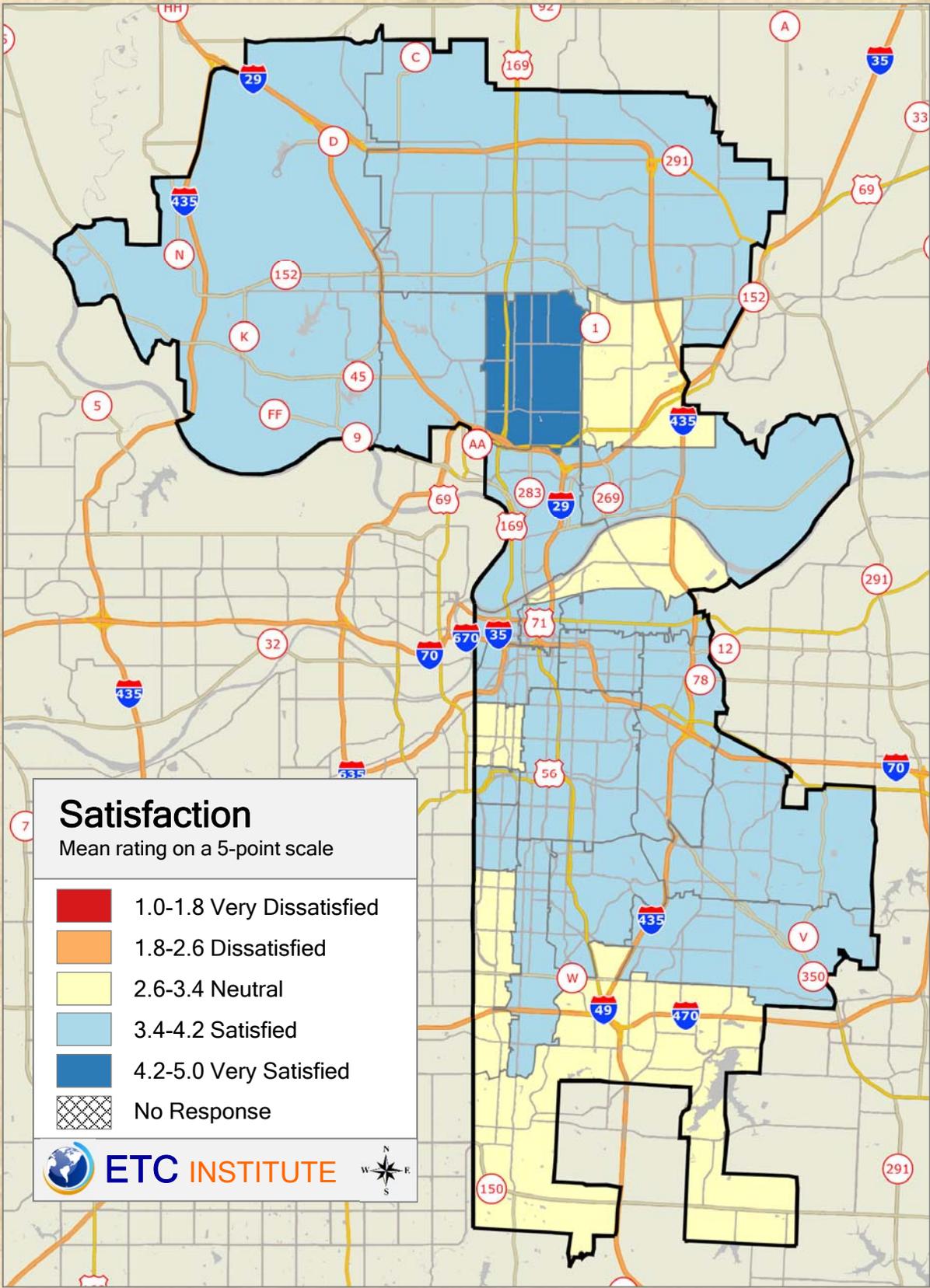
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

# Q4-15 Has your business used airport services over the past two years?



2017 Kansas City, MO Employer Survey

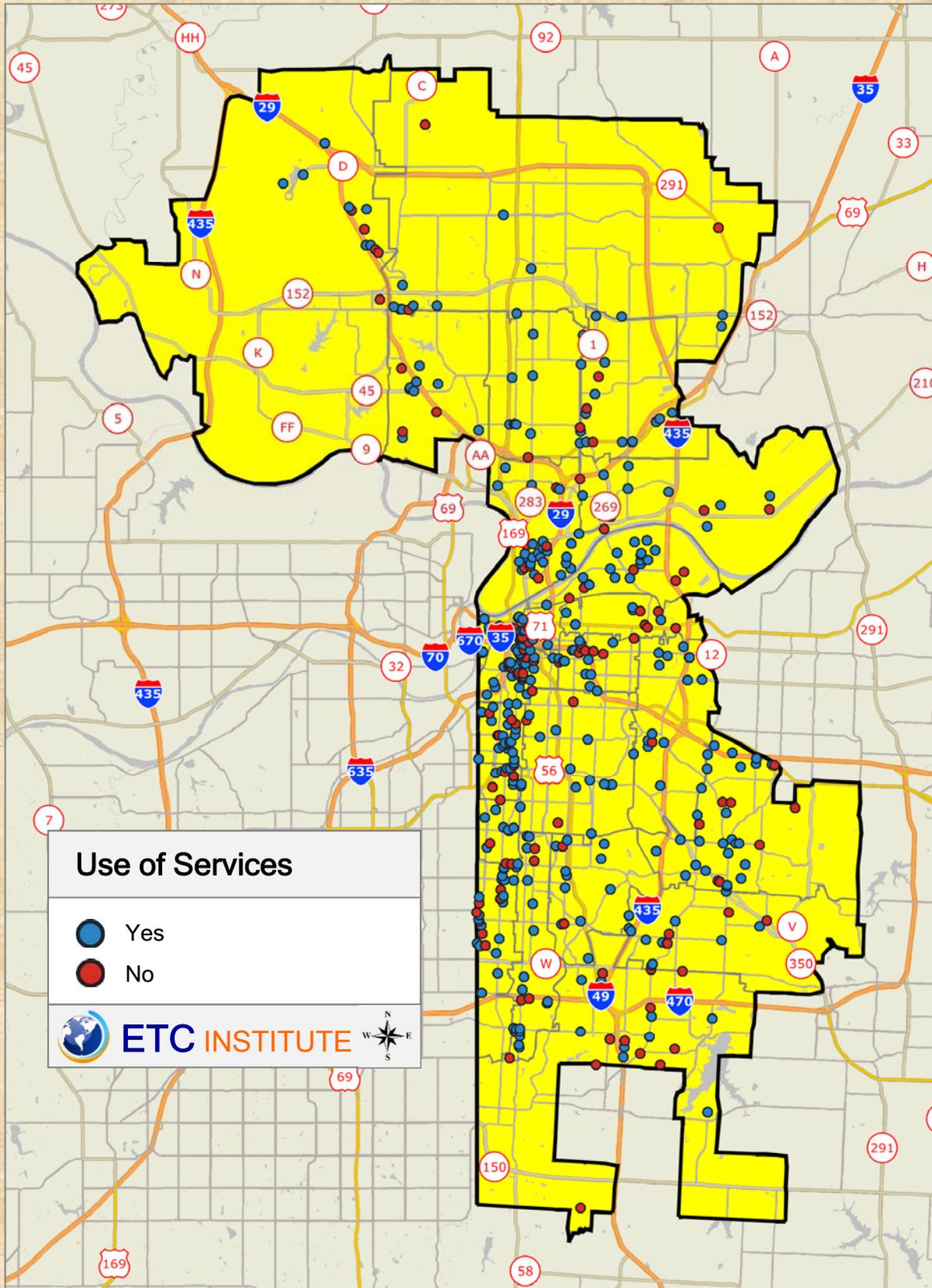
# Q4-15 Satisfaction with airport services



## 2017 Kansas City, MO Employer Survey

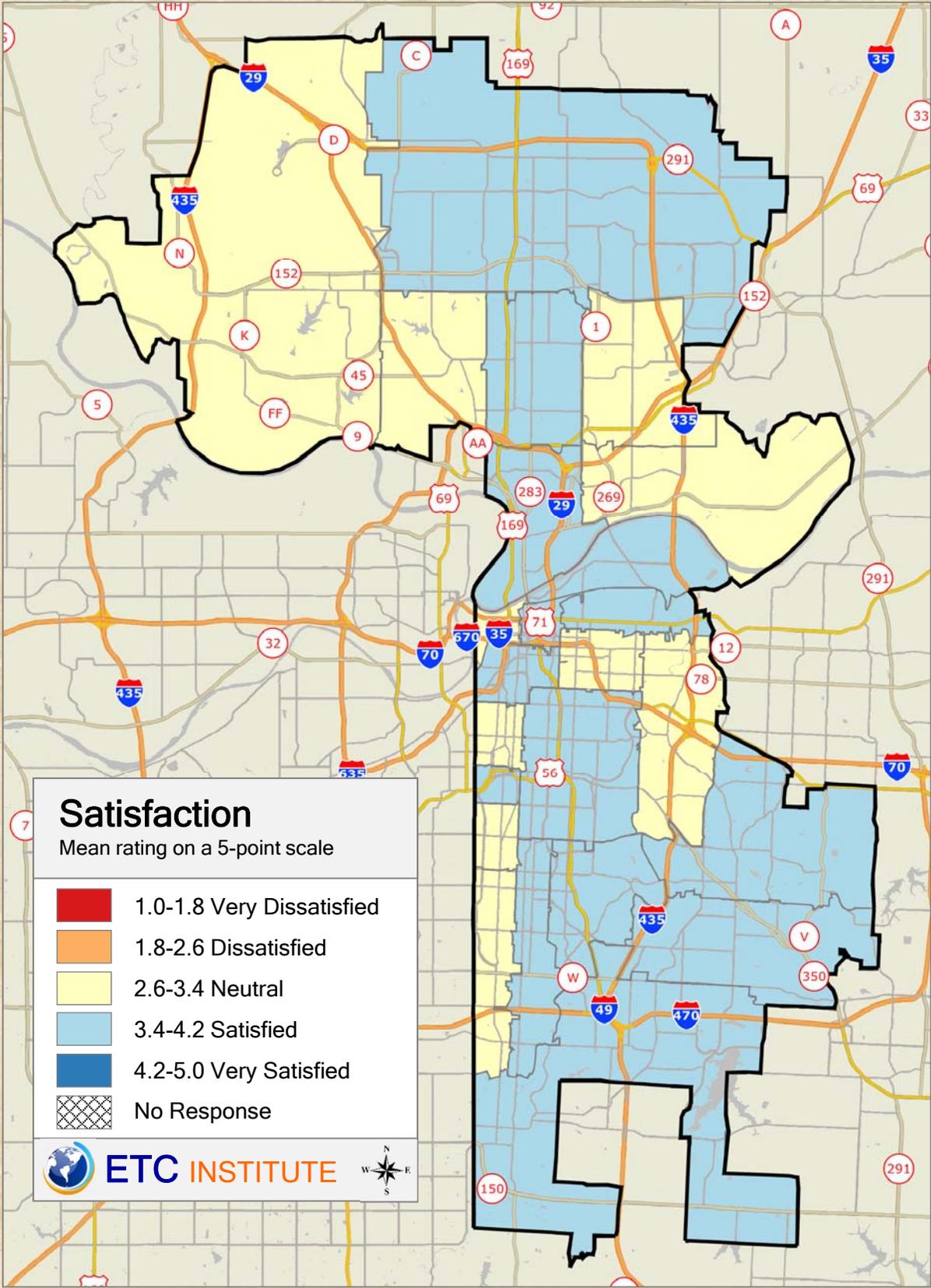
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

# Q4-16 Has your business used water services over the past two years?



2017 Kansas City, MO Employer Survey

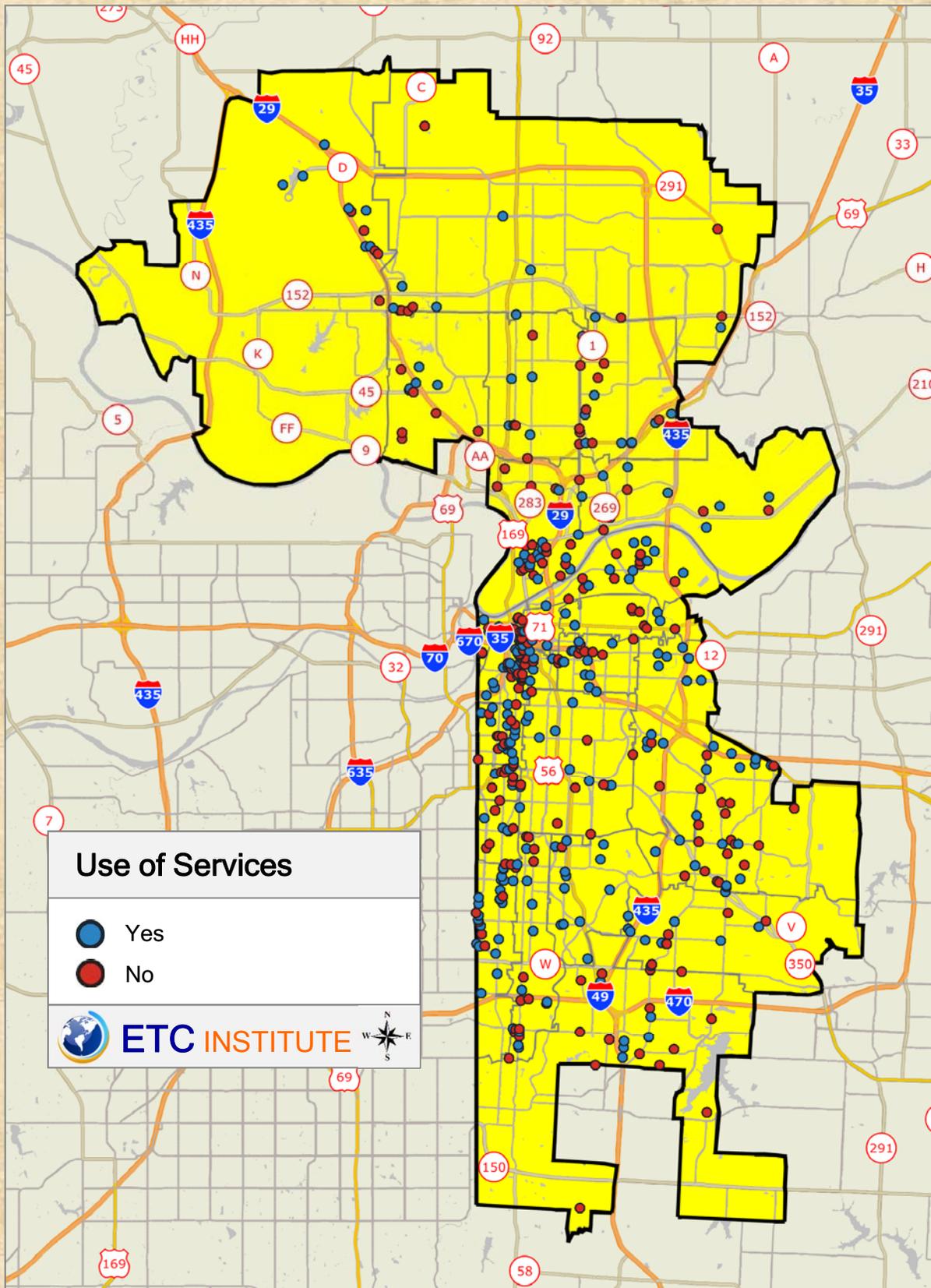
# Q4-16 Satisfaction with water services



## 2017 Kansas City, MO Employer Survey

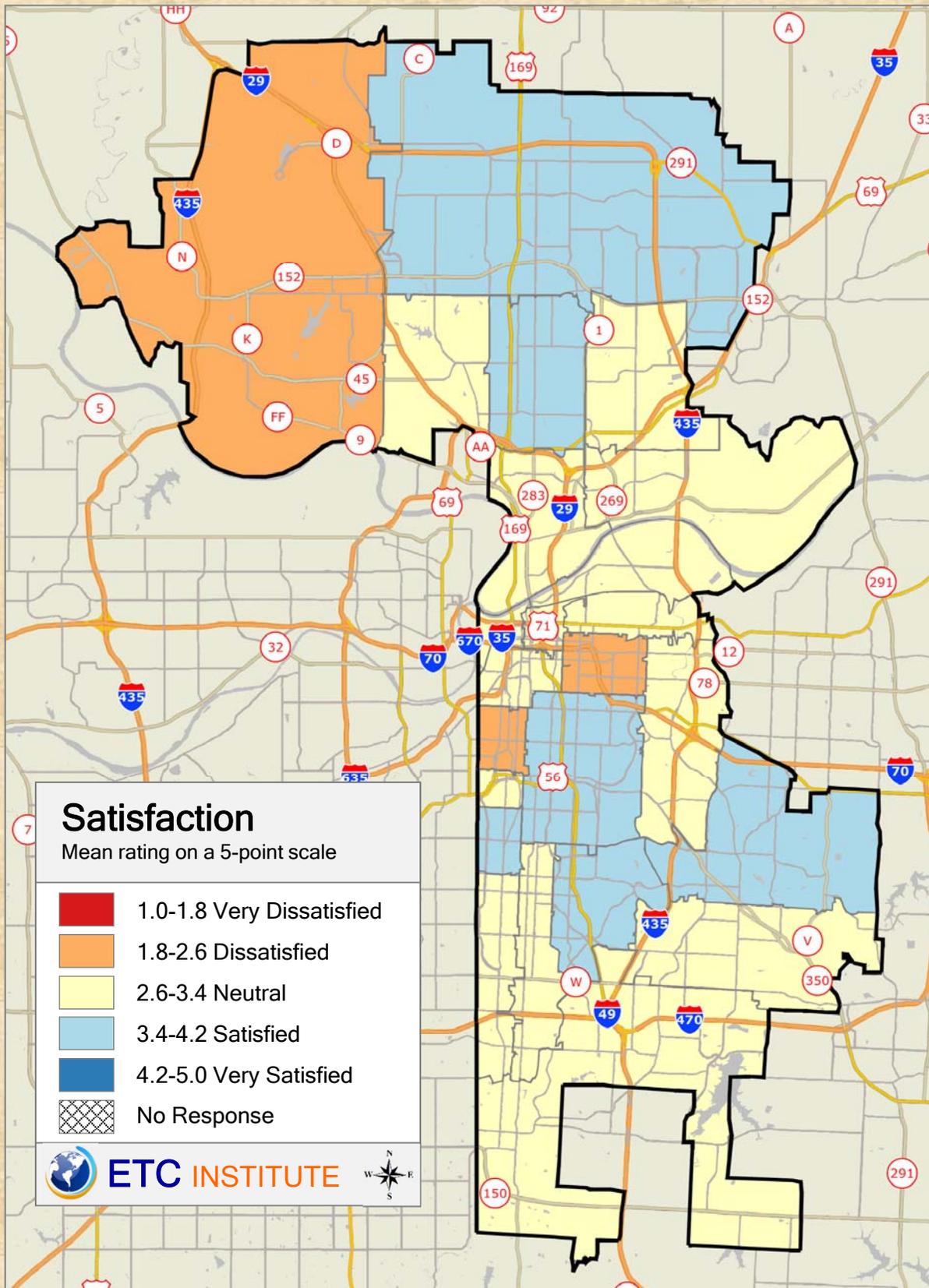
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

# Q4-17 Has your business used stormwater drainage over the past two years?



2017 Kansas City, MO Employer Survey

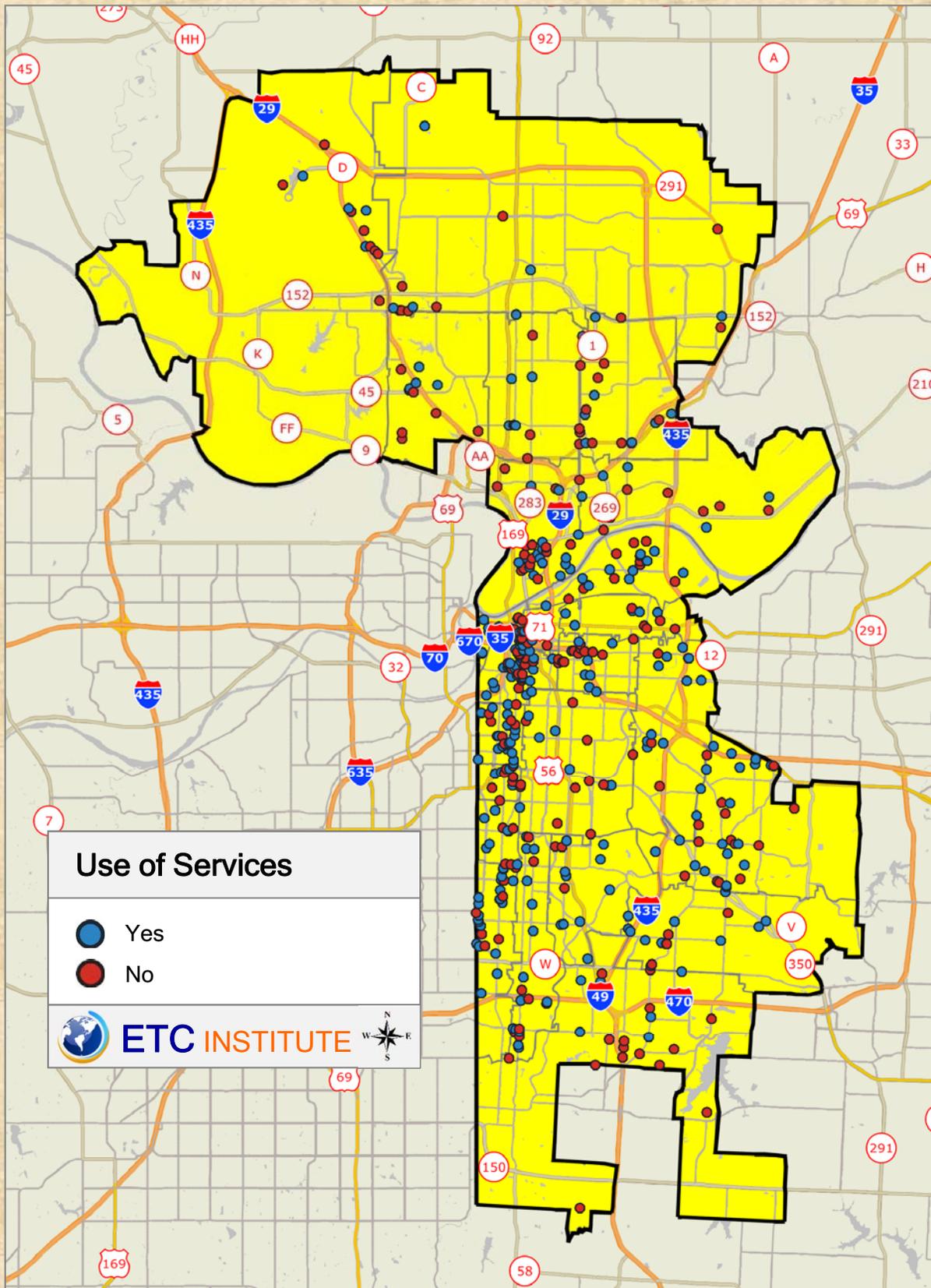
# Q4-17 Satisfaction with stormwater drainage



## 2017 Kansas City, MO Employer Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

# Q4-18 Has your business used street maintenance over the past two years?

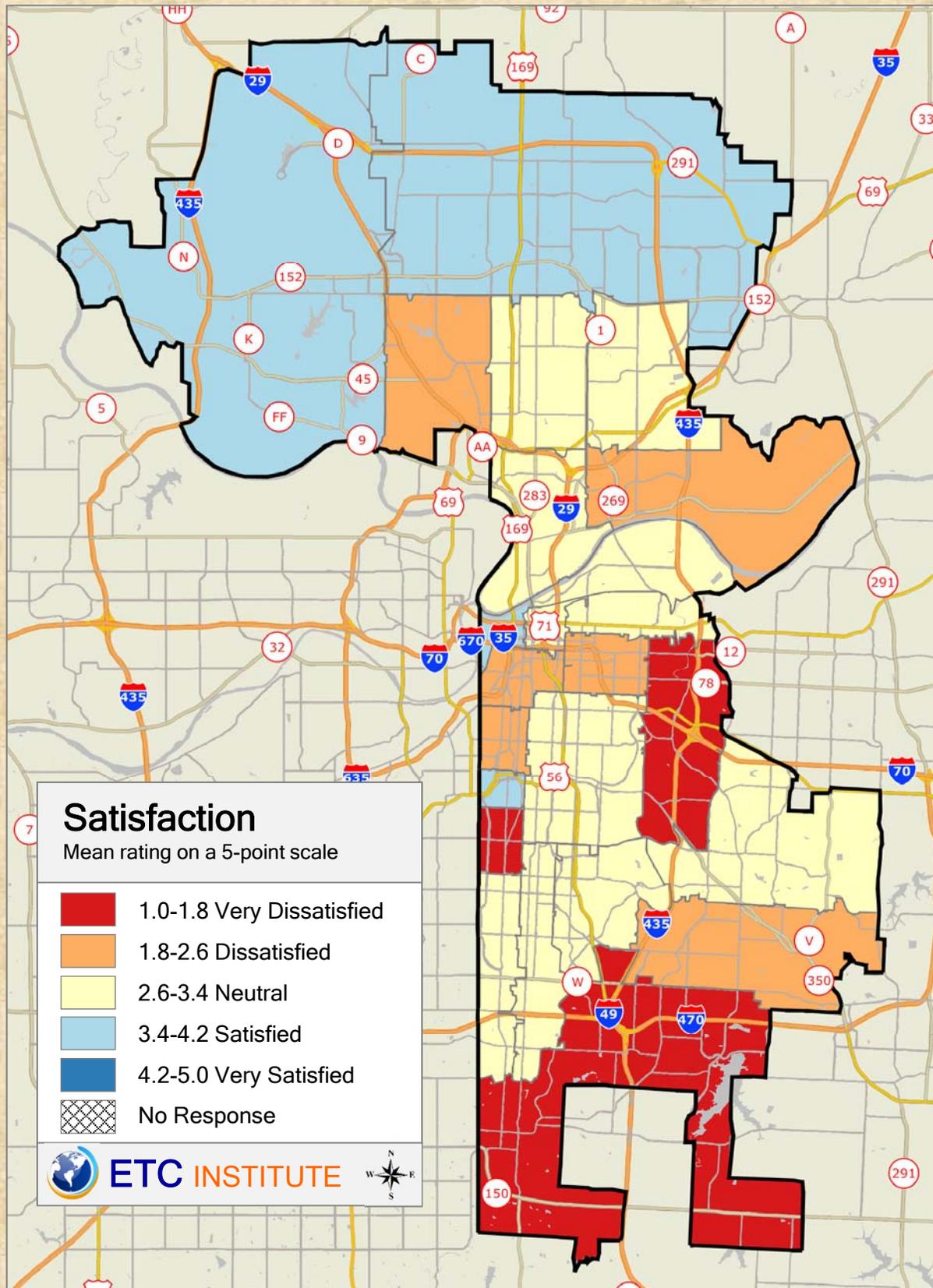


2017 Kansas City, MO Employer Survey





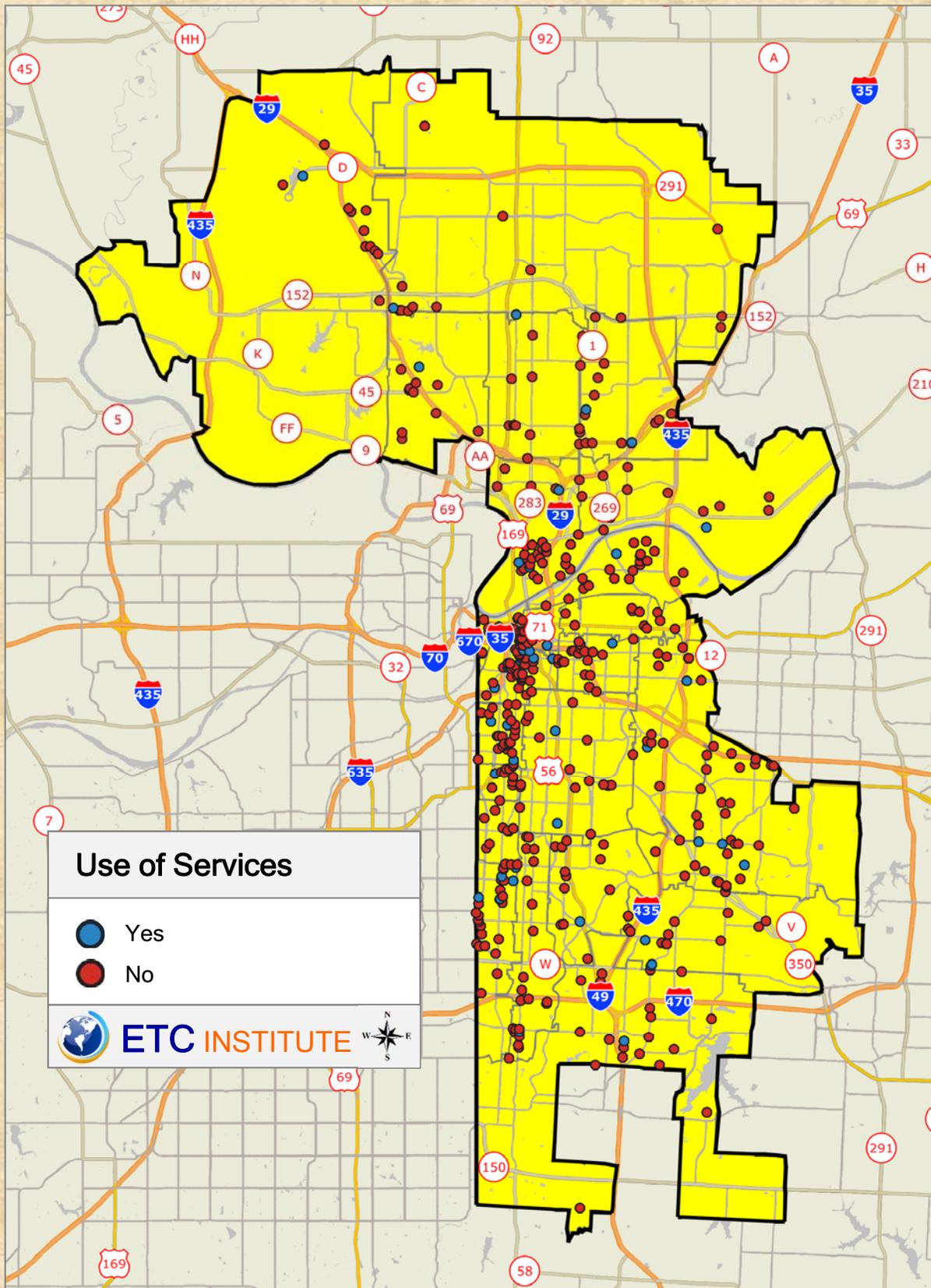
# Q4-19 Satisfaction with sidewalk maintenance



## 2017 Kansas City, MO Employer Survey

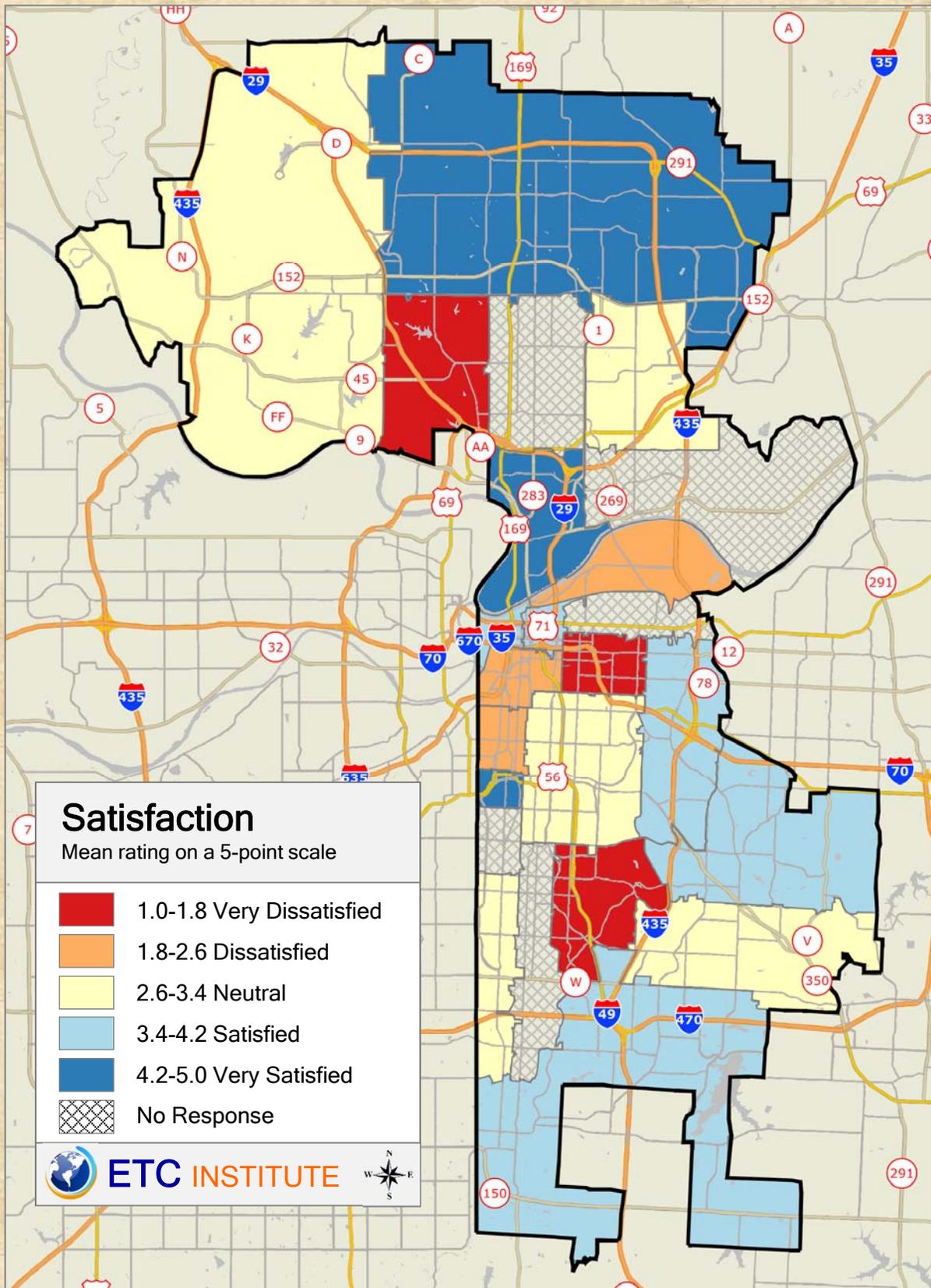
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

# Q4-20 Has your business used MBE/WBE certification over the past two years?



2017 Kansas City, MO Employer Survey

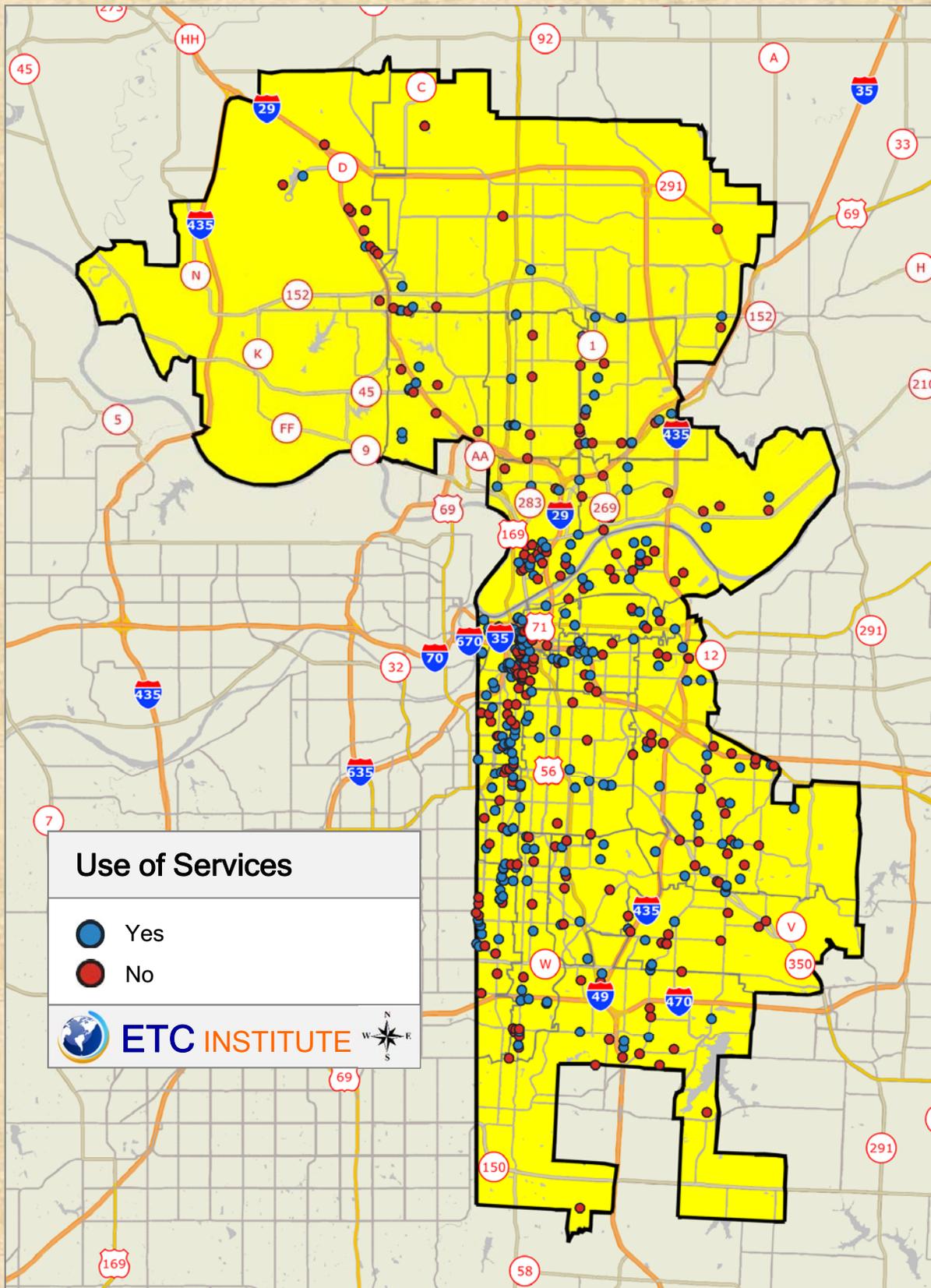
# Q4-20 Satisfaction with MBE/WBE certification



## 2017 Kansas City, MO Employer Survey

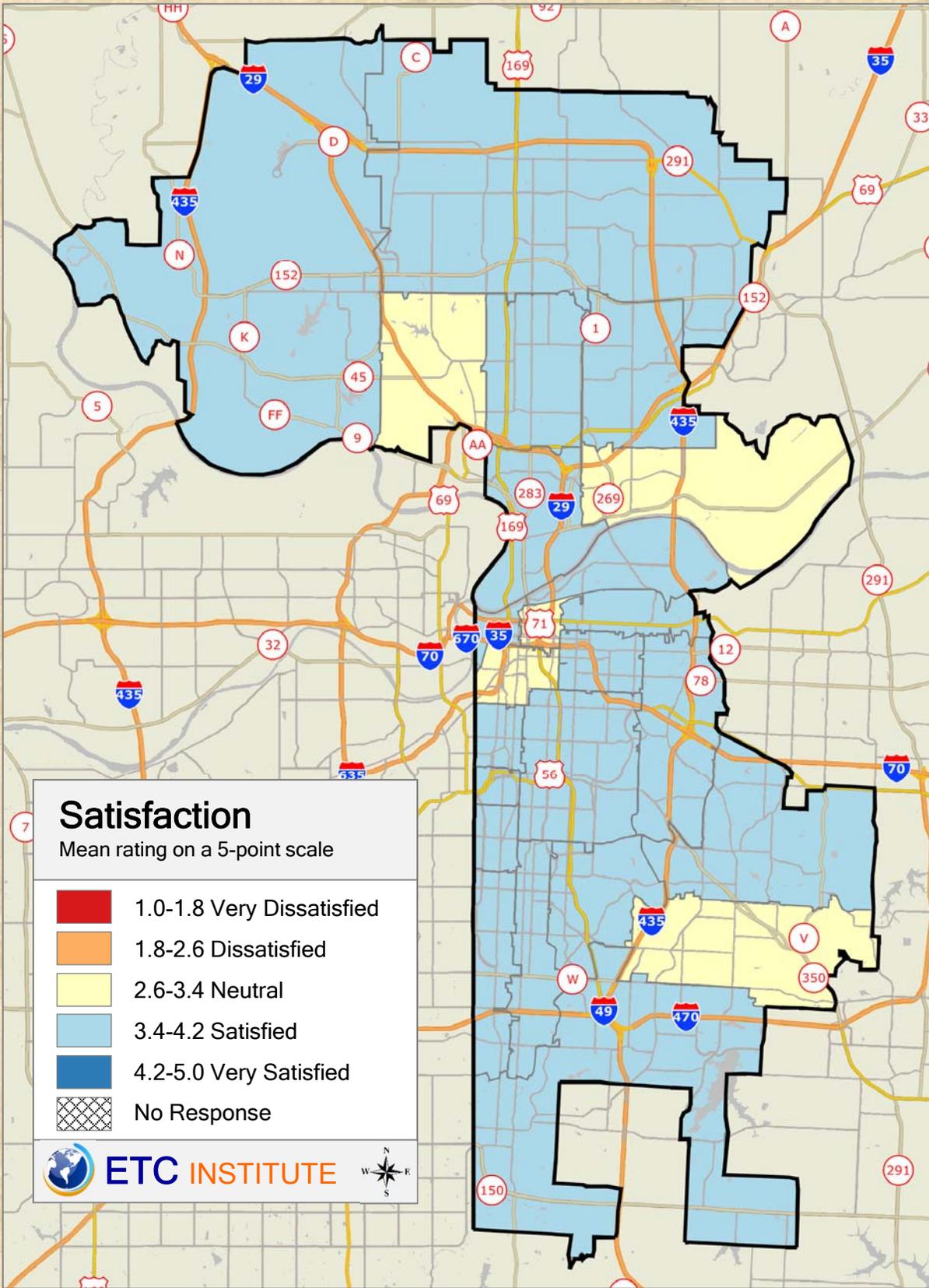
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

# Q4-21 Has your business used website usefulness (kcmo.gov) over the past two years?



2017 Kansas City, MO Employer Survey

# Q4-21 Satisfaction with website usefulness (kcmo.gov)

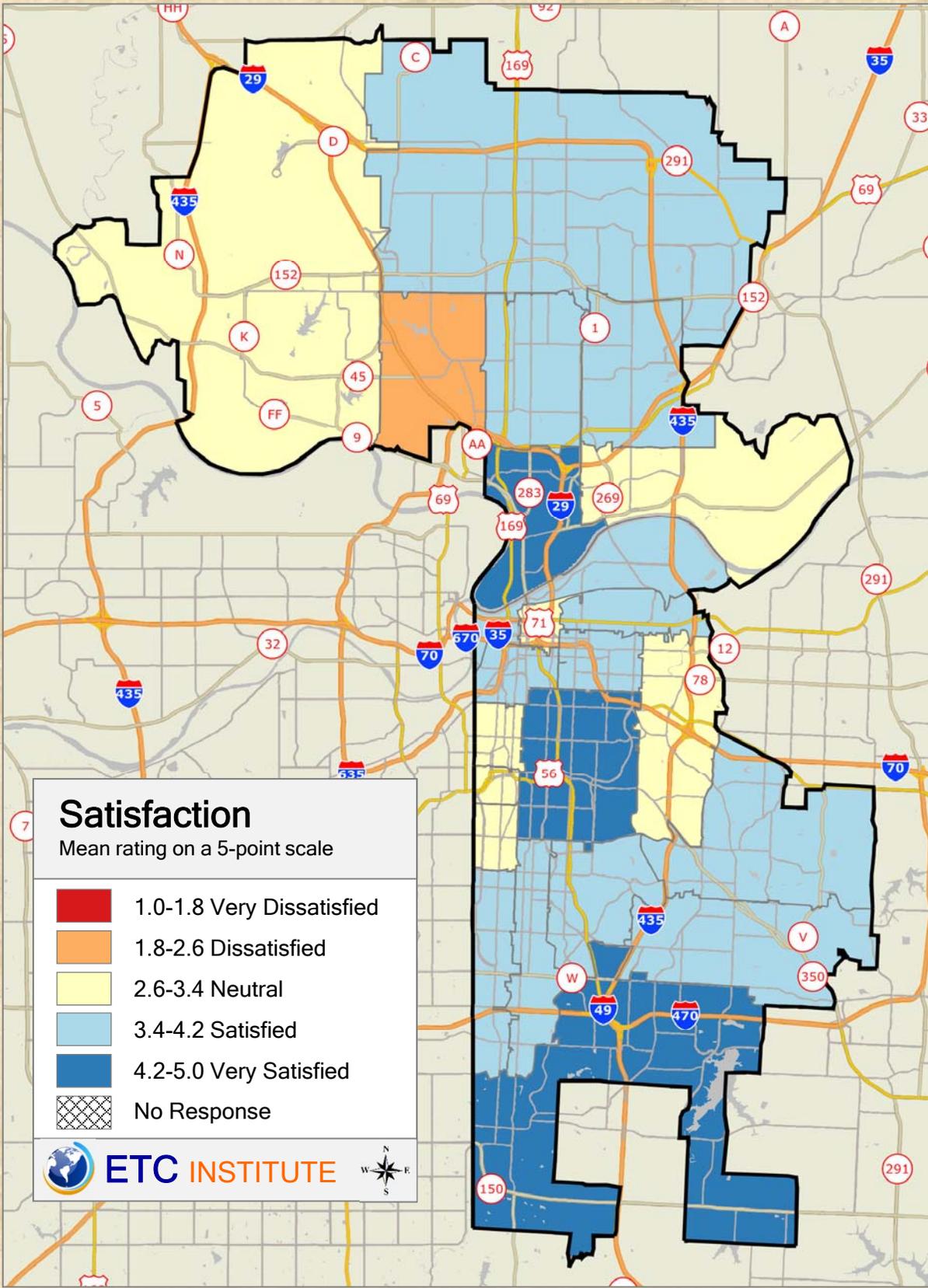


## 2017 Kansas City, MO Employer Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)



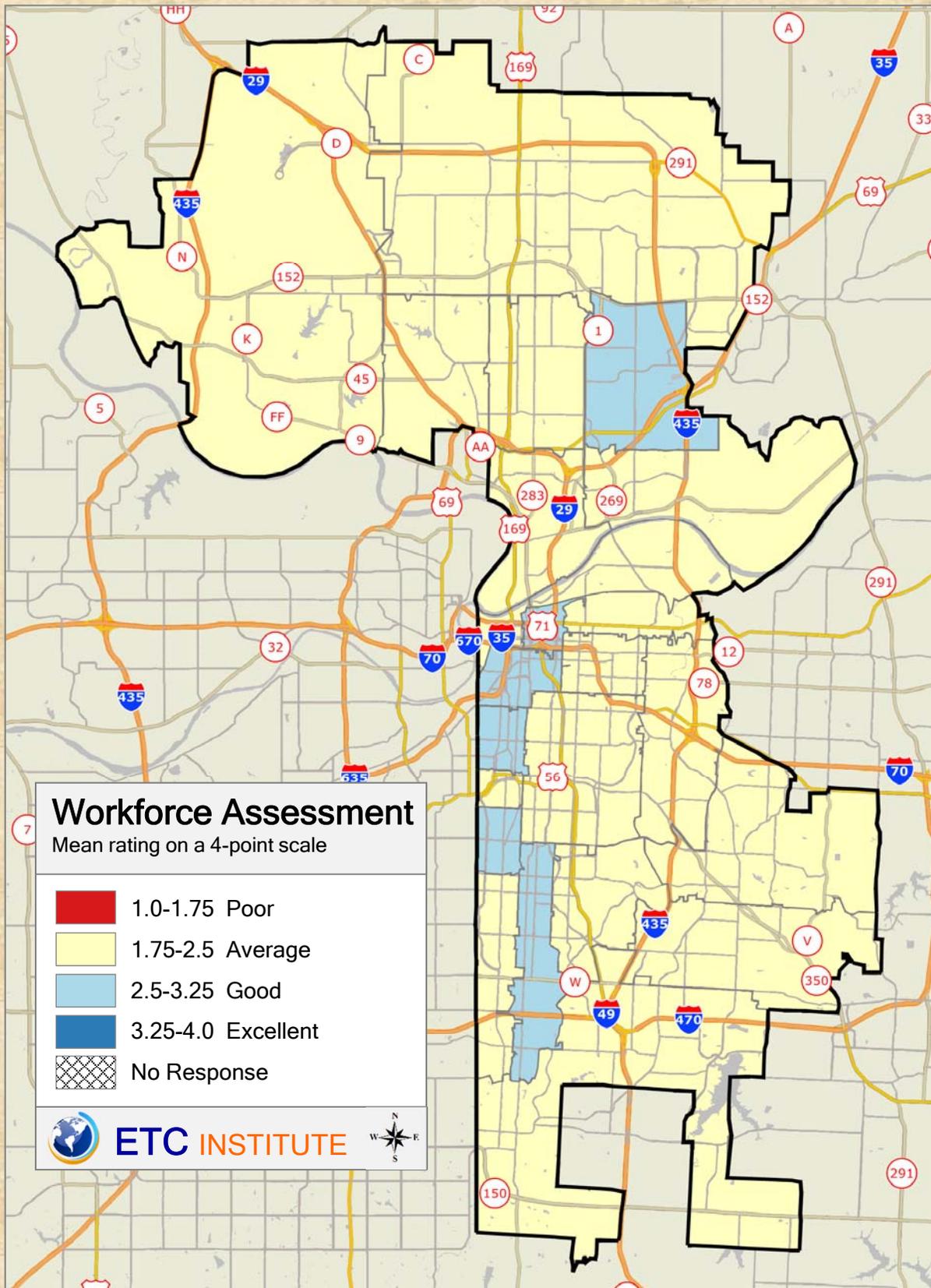
# Q4-22 Satisfaction with public transportation



## 2017 Kansas City, MO Employer Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

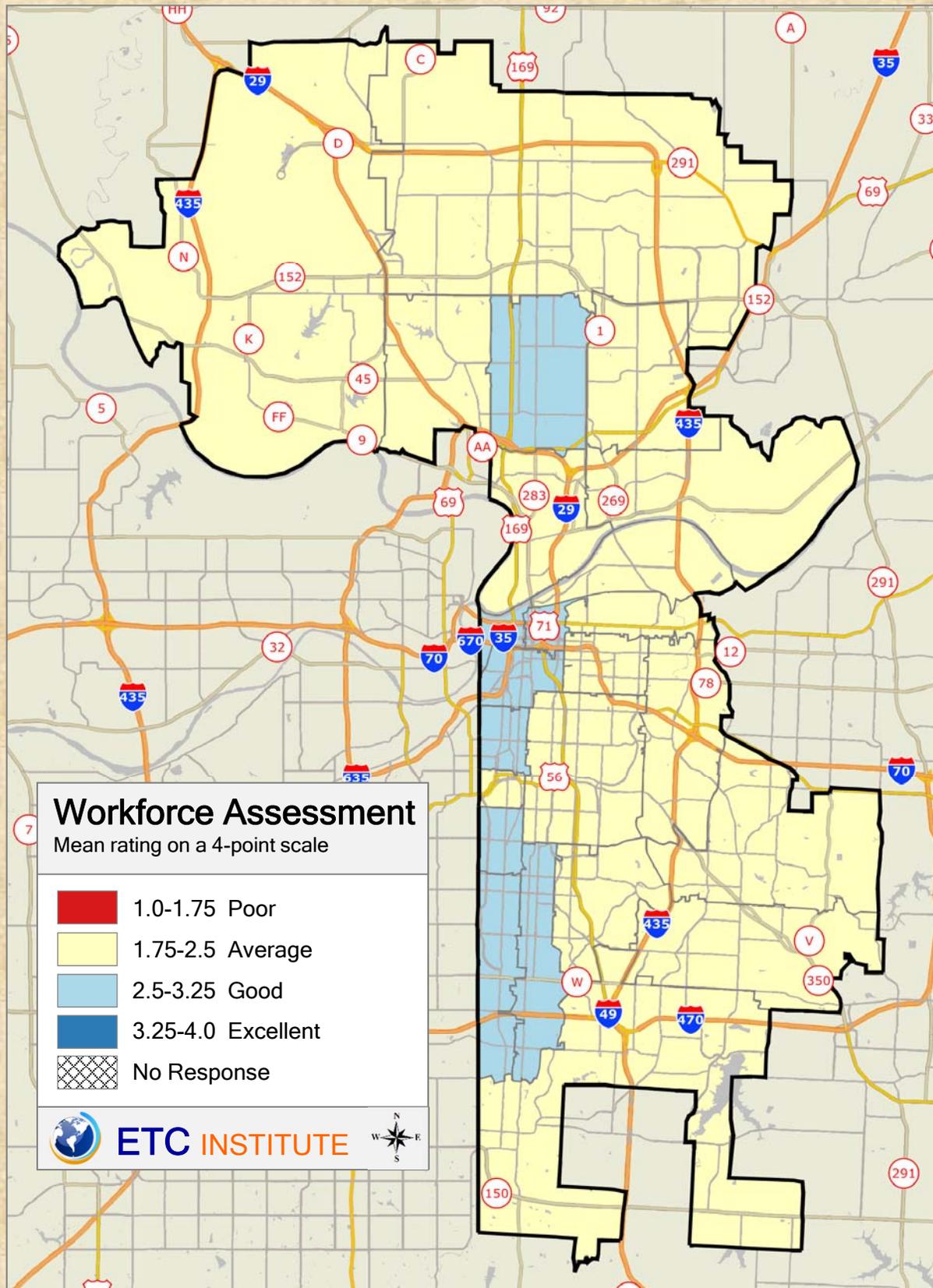
# Q6-1 Ratings of the availability of workers



## 2017 Kansas City, MO Employer Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

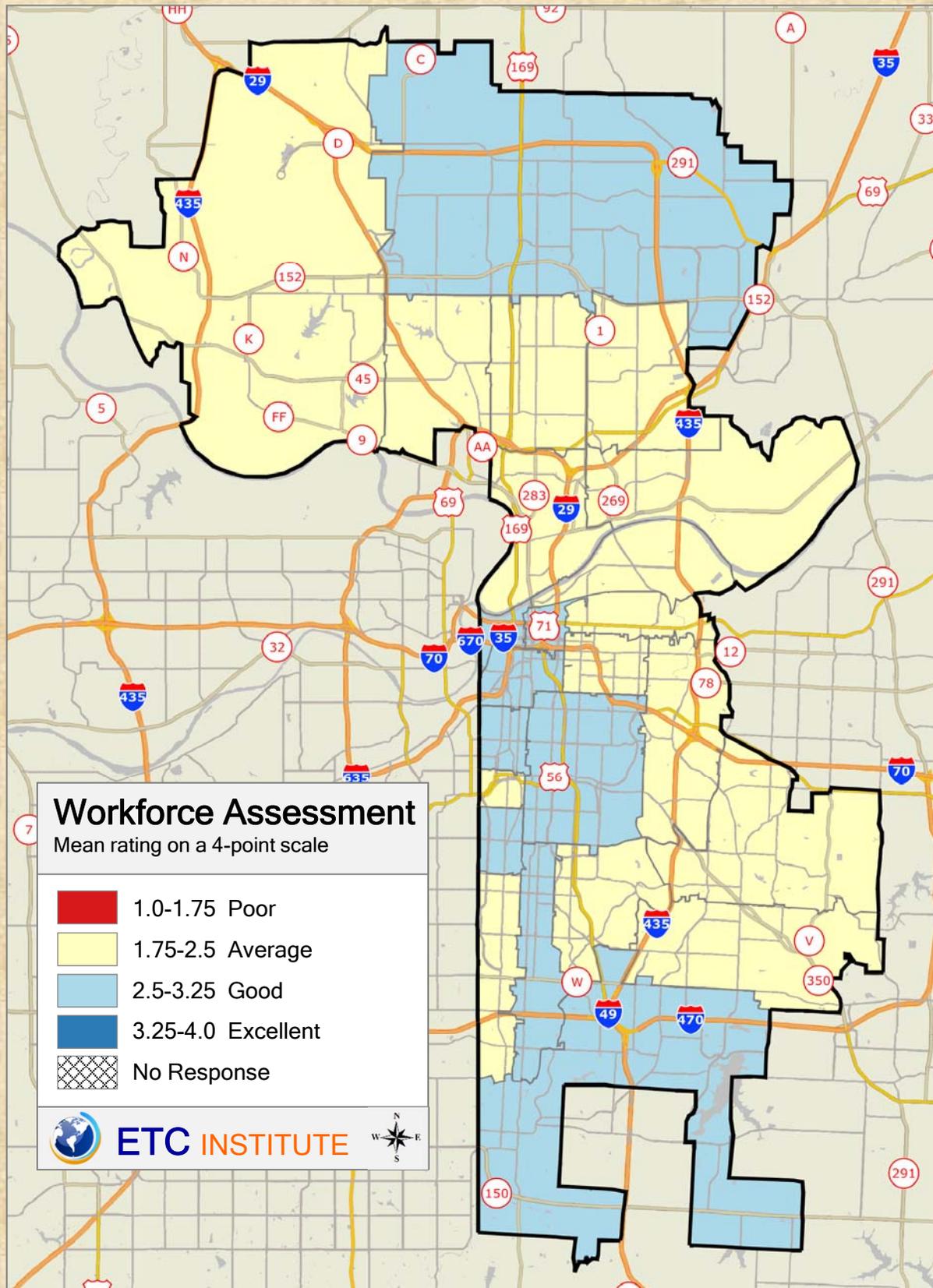
# Q6-2 Ratings of the quality of workers



## 2017 Kansas City, MO Employer Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

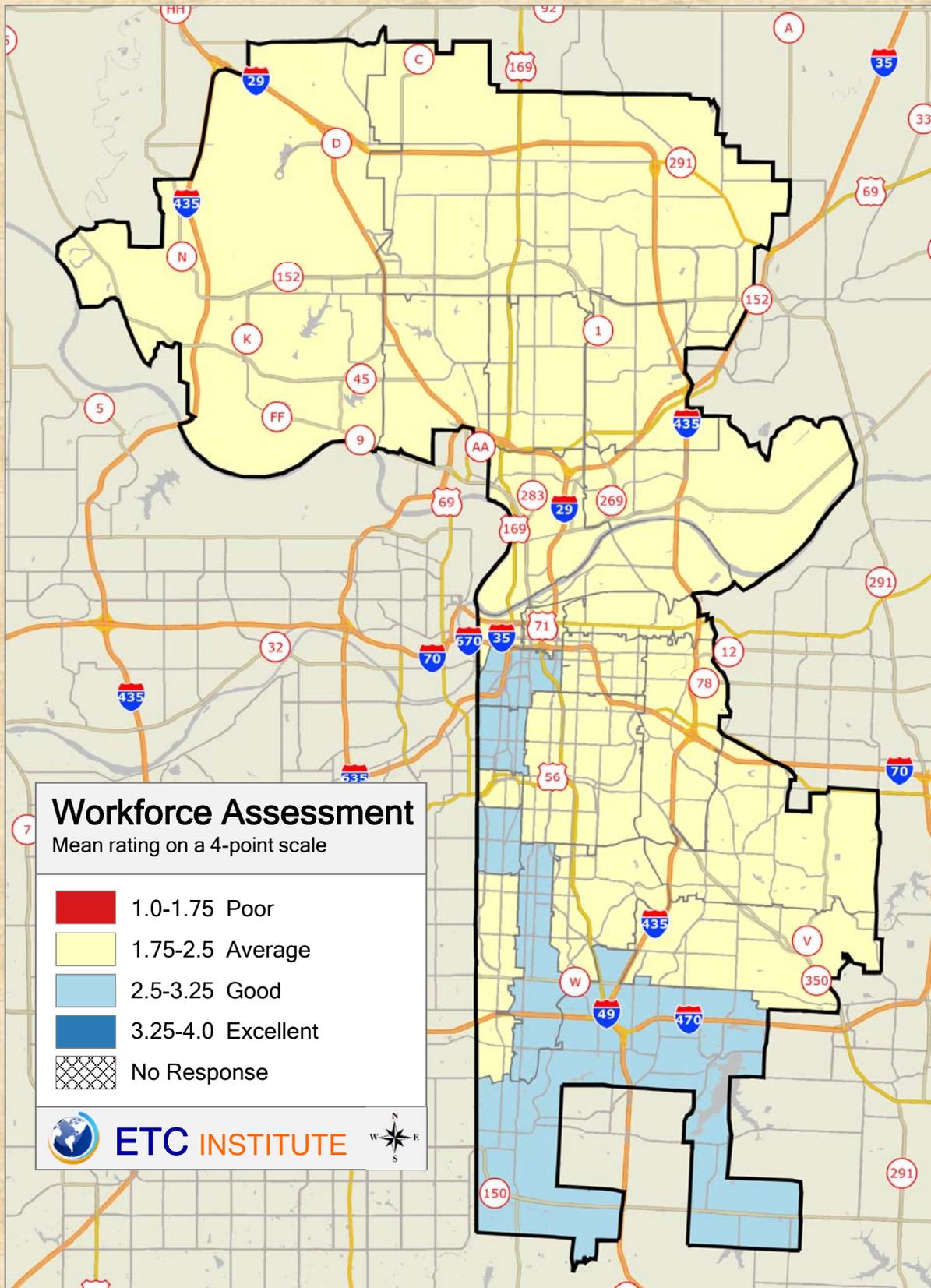
# Q6-3 Ratings of the stability of workers



## 2017 Kansas City, MO Employer Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

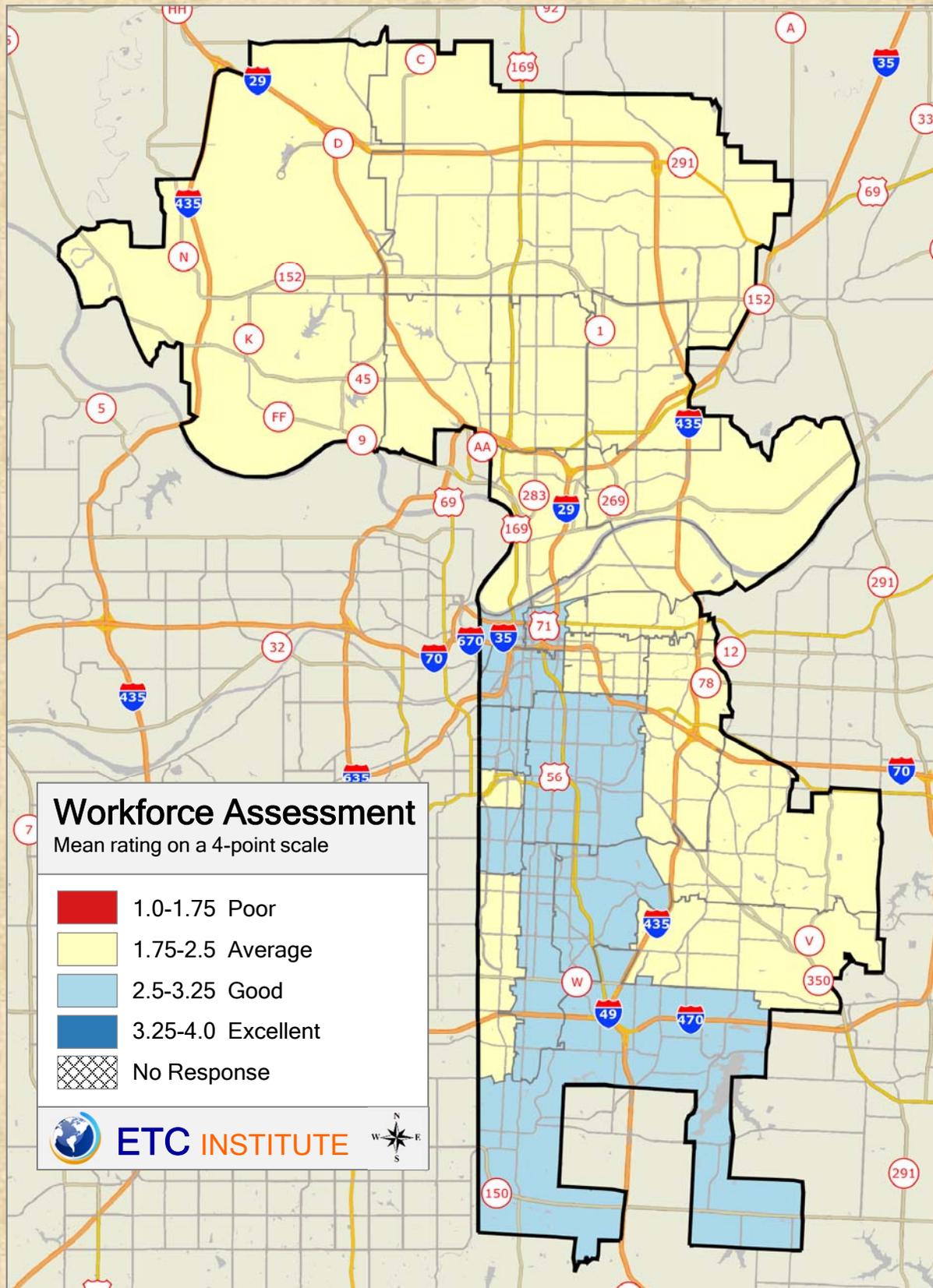
# Q6-4 Ratings of the education/technical skills of workers



## 2017 Kansas City, MO Employer Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

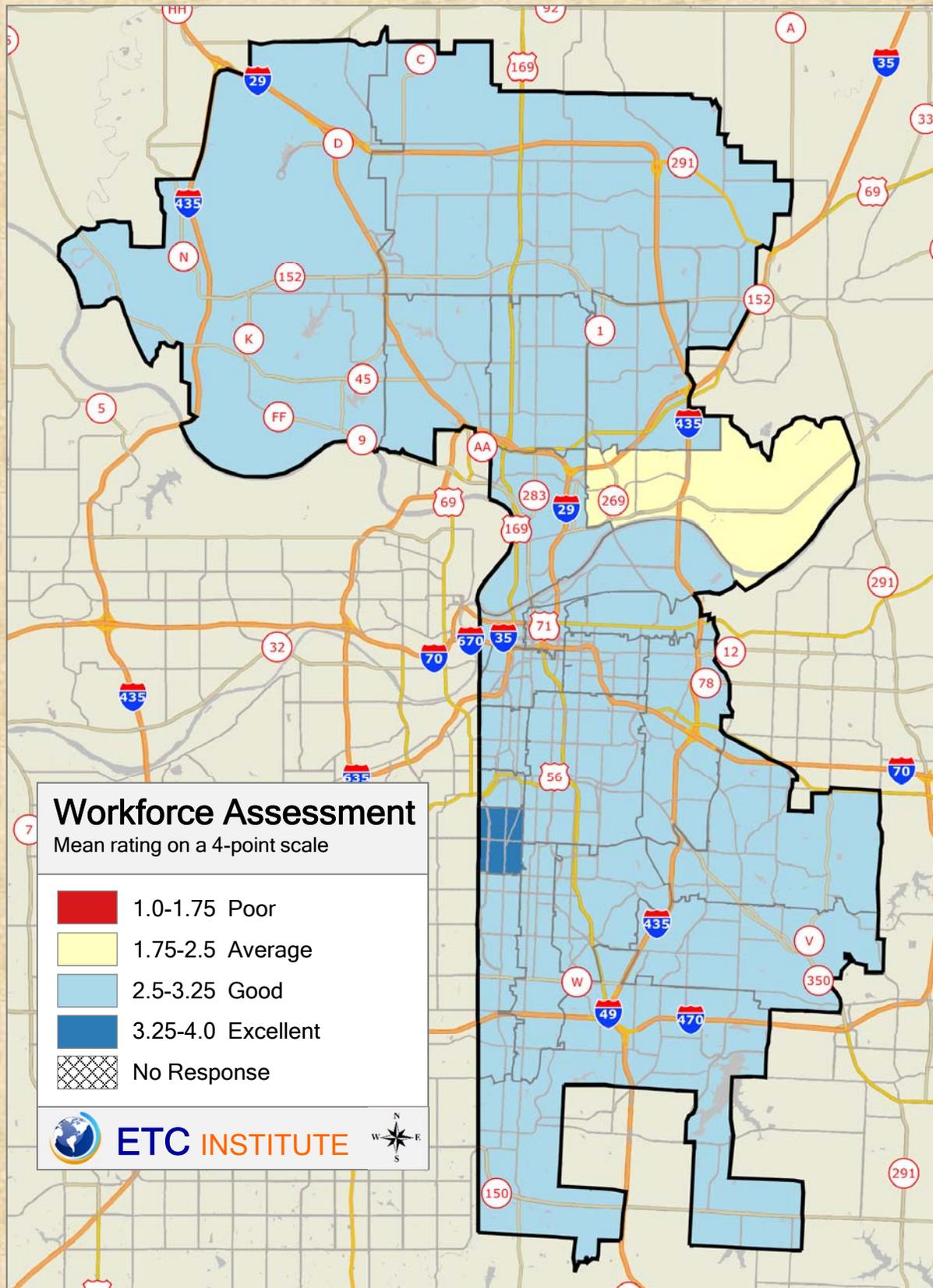
# Q6-5 Ratings of the productivity of workers



## 2017 Kansas City, MO Employer Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

# Q6-6 Ratings of Kansas City as a place to work

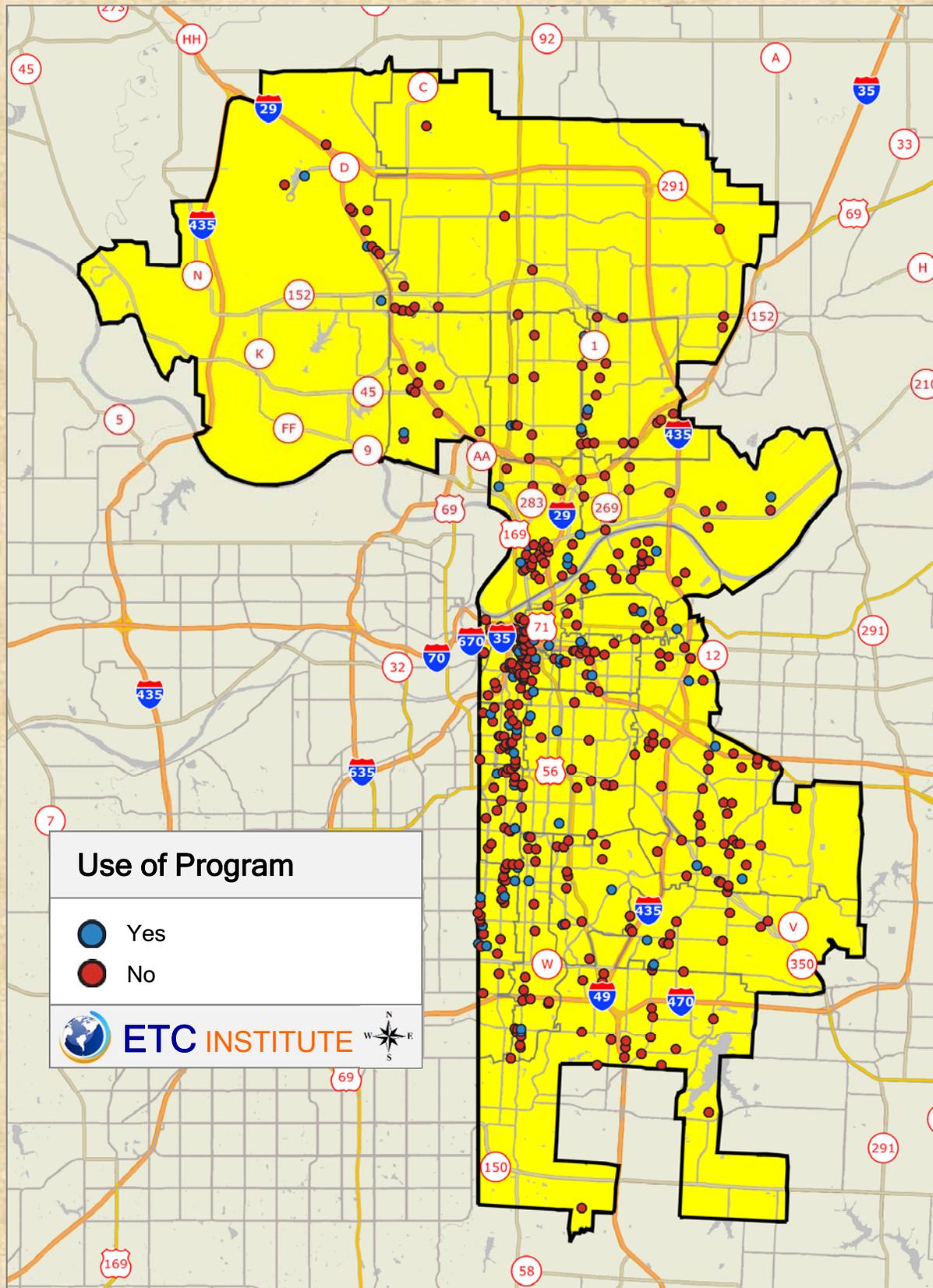


## 2017 Kansas City, MO Employer Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

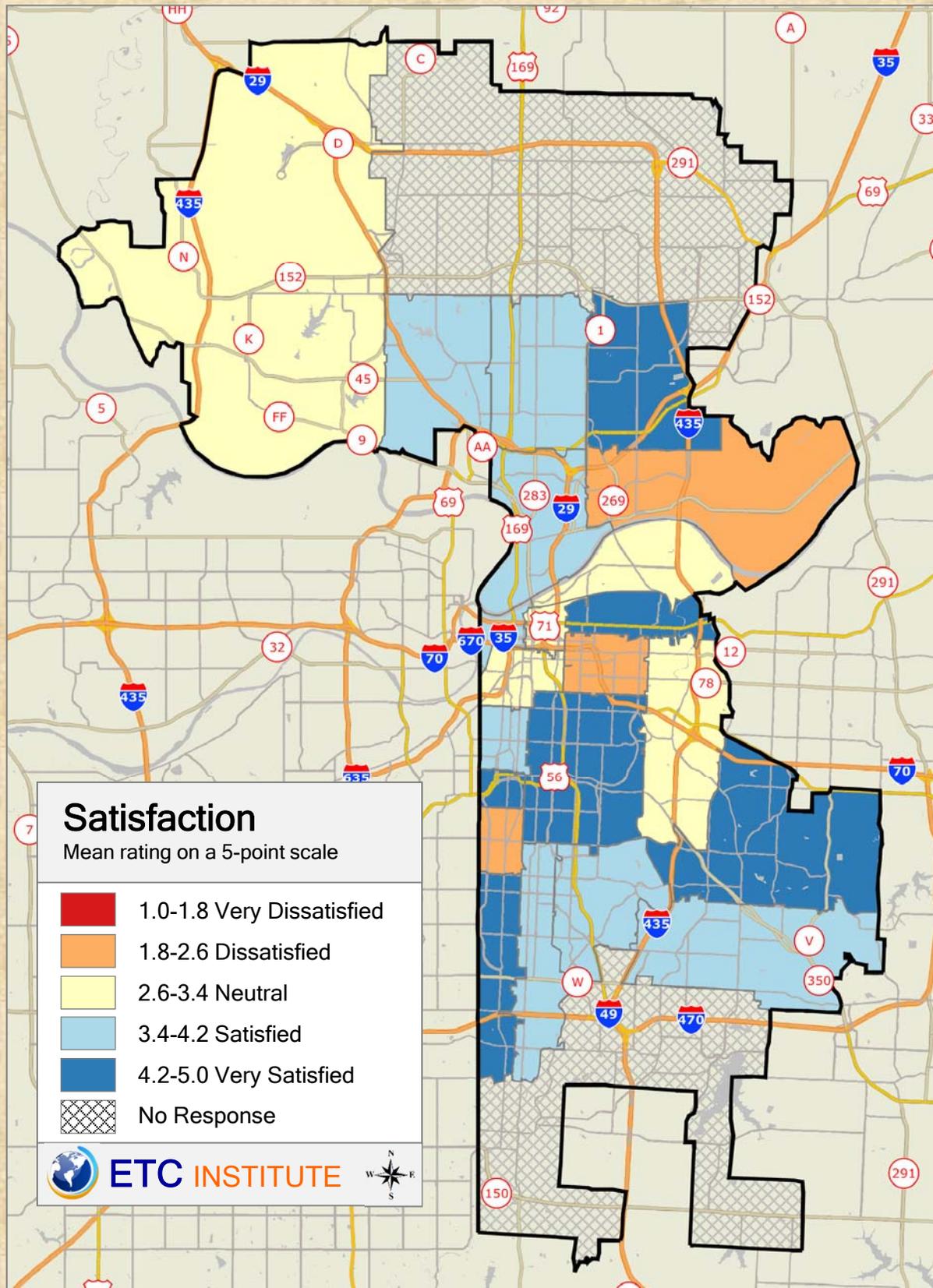


# Q18-1 Has your company used the Economic Development Corporation of Kansas City?



2017 Kansas City, MO Employer Survey

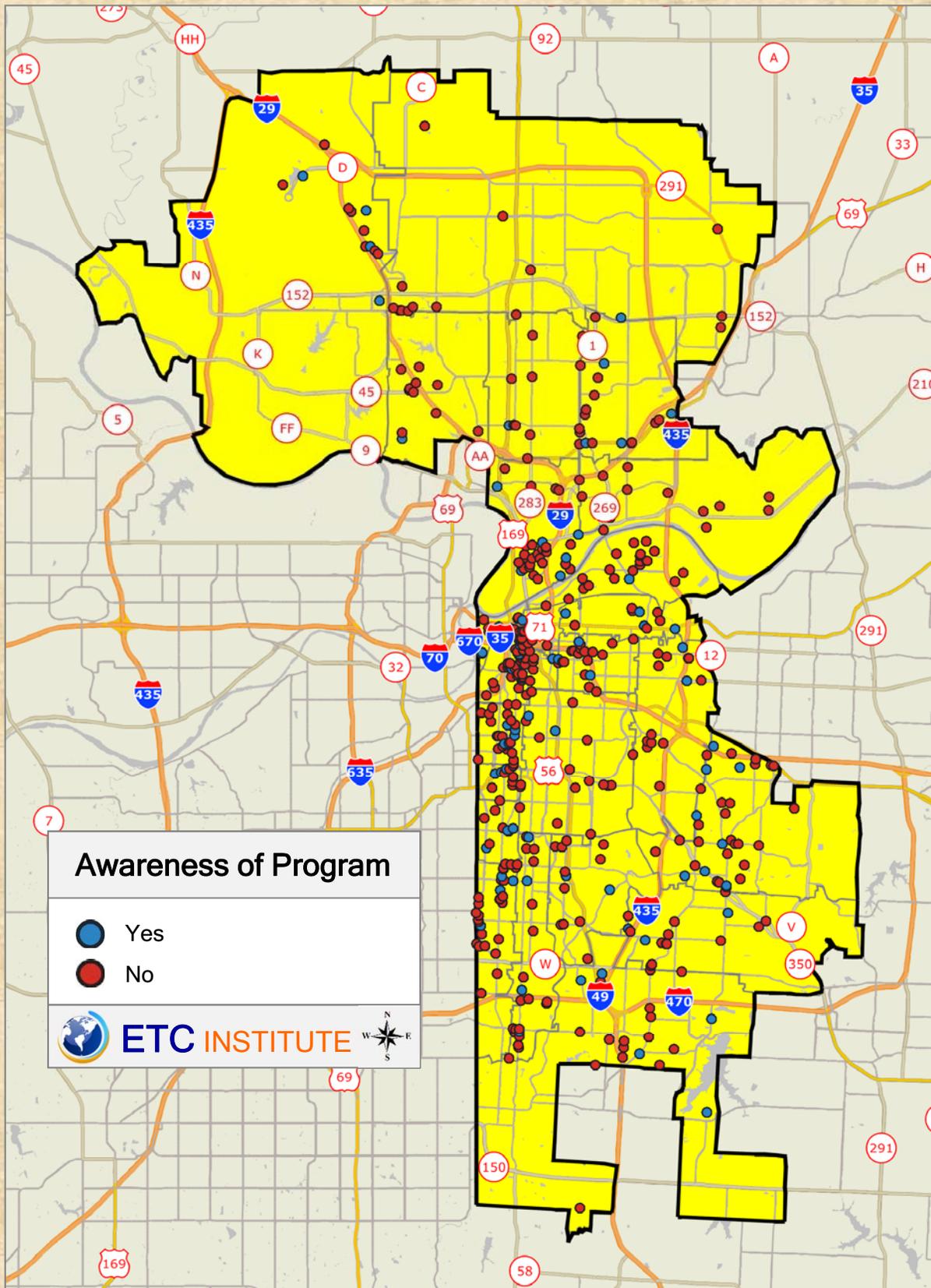
# Q18-1 Satisfaction with the Economic Development Corporation of Kansas City



## 2017 Kansas City, MO Employer Survey

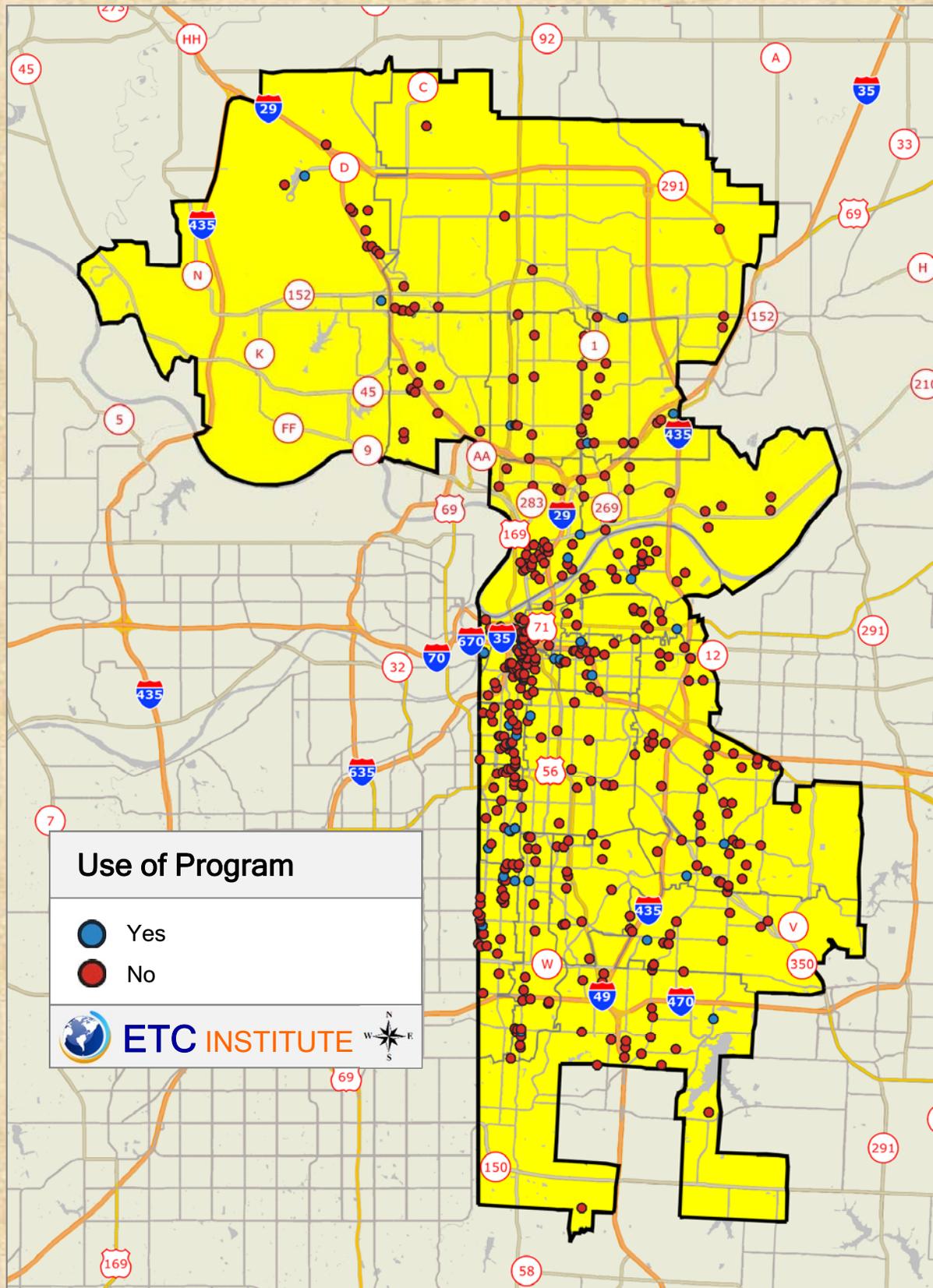
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

# Q18-2 Are you aware of KC Bizcare?



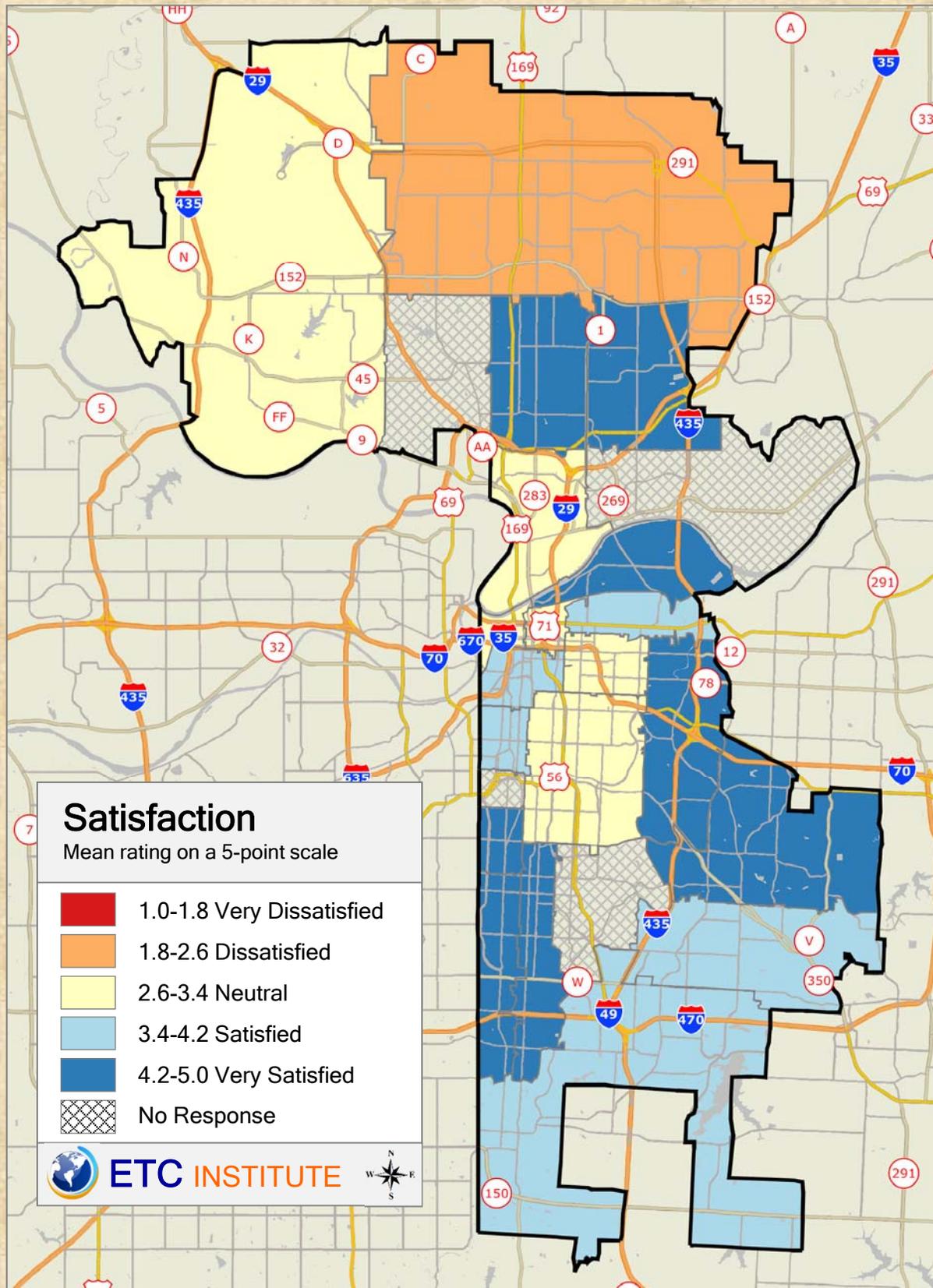
2017 Kansas City, MO Employer Survey

# Q18-2 Has your company used KC Bizcare?



2017 Kansas City, MO Employer Survey

# Q18-2 Satisfaction with KC Bizcare



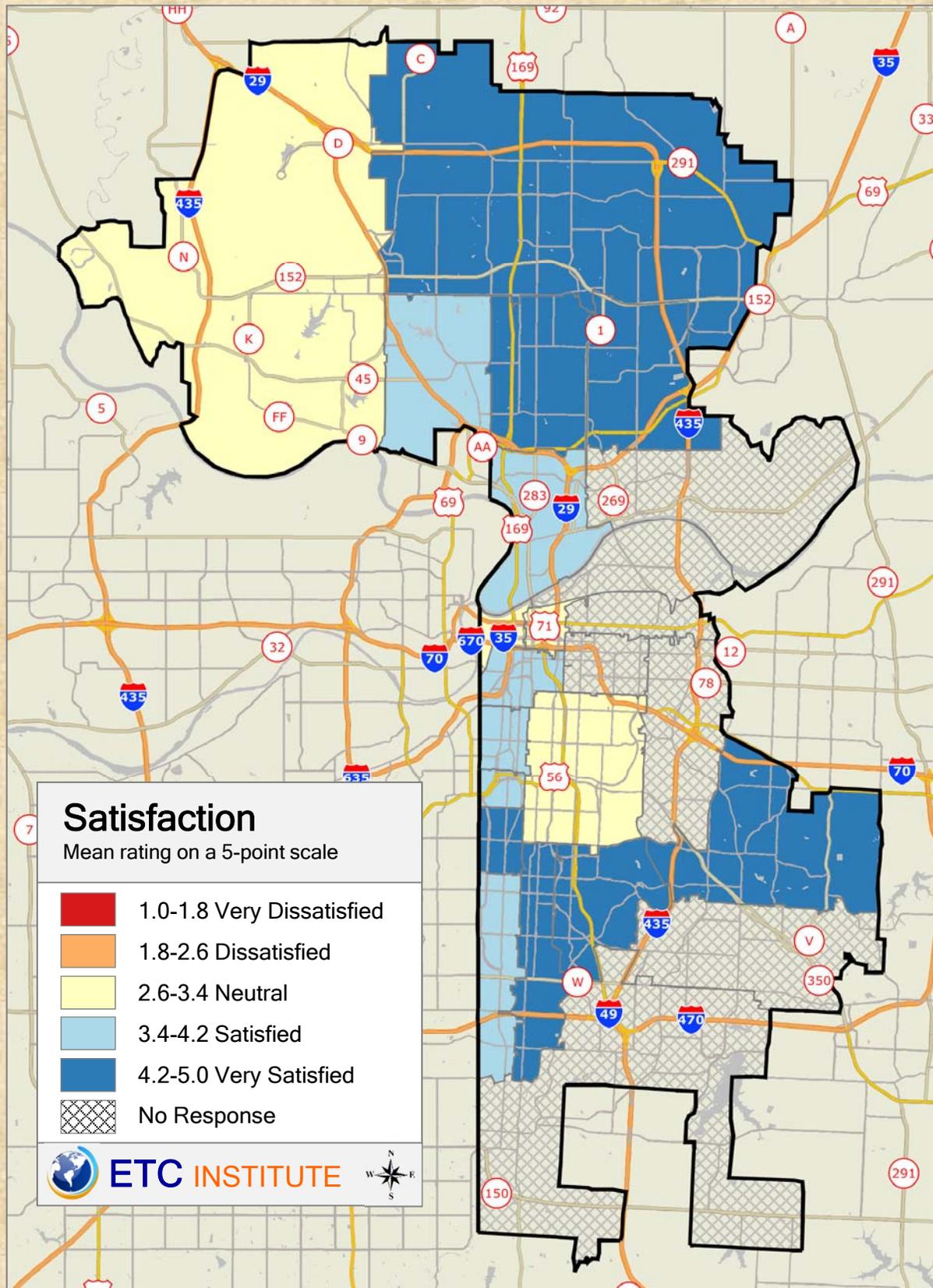
## 2017 Kansas City, MO Employer Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)





# Q18-3 Satisfaction with KC Sourcelink

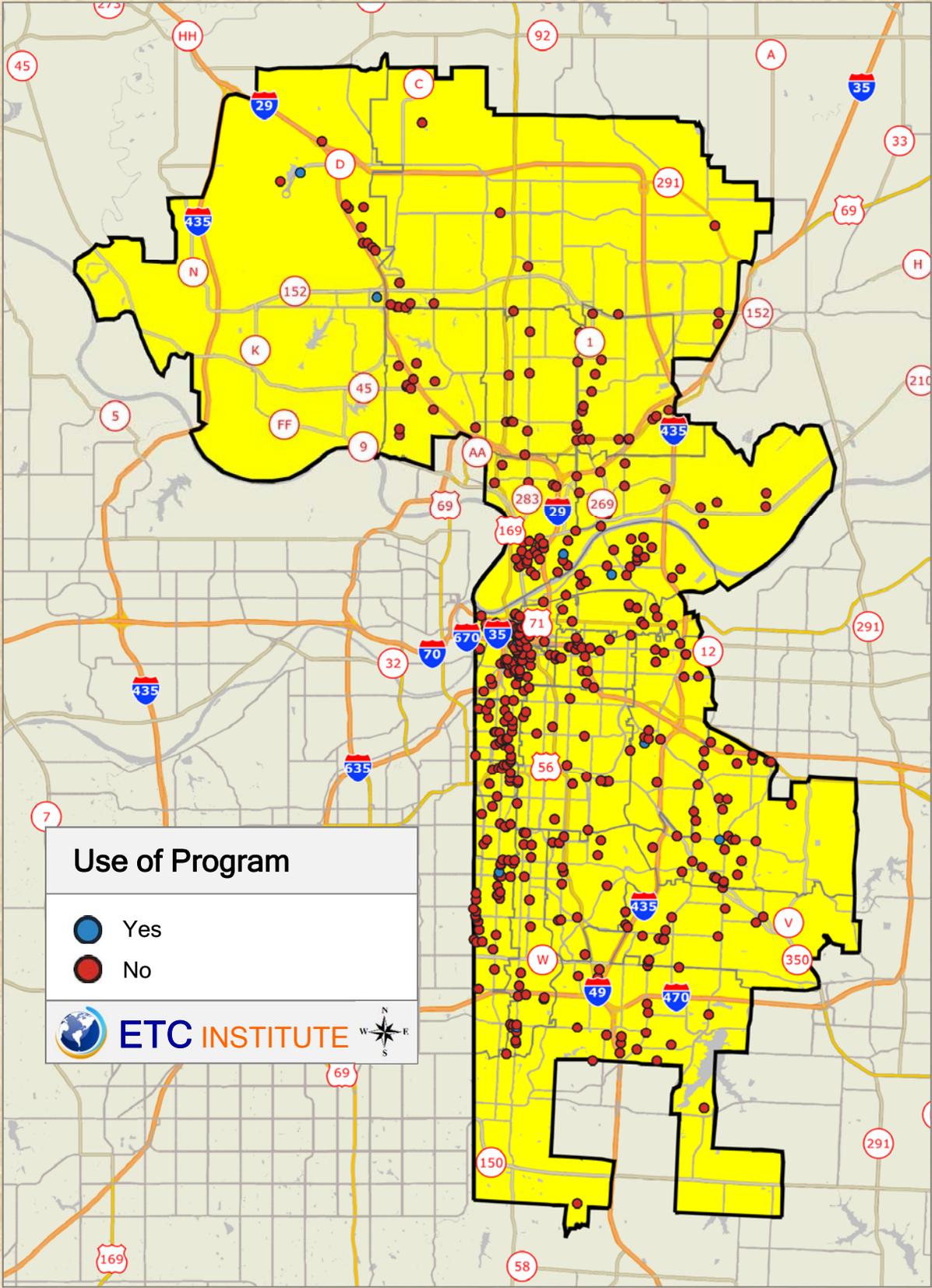


## 2017 Kansas City, MO Employer Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

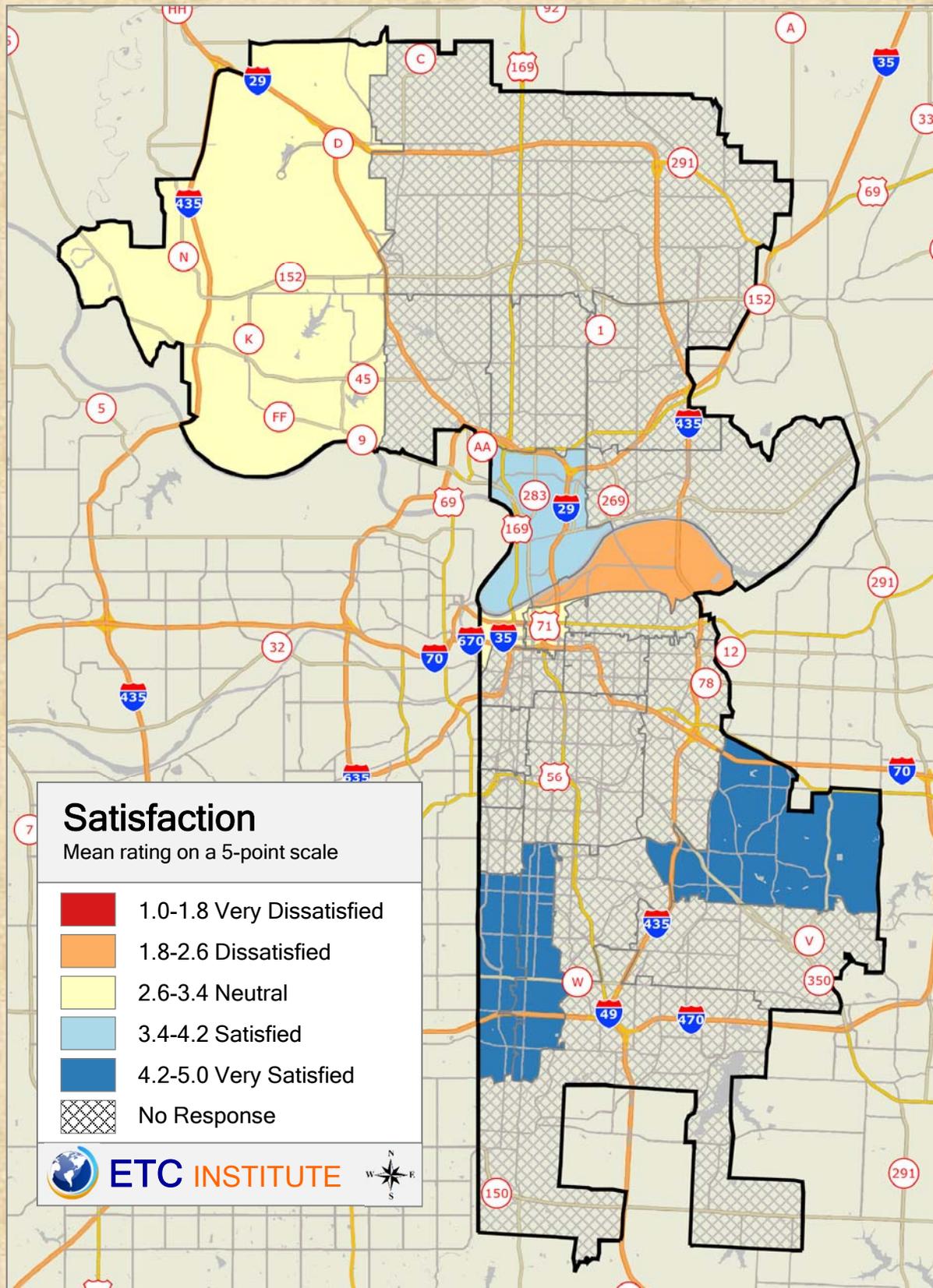


# Q18-4 Has your company used Justine Petersen Small Business Loans?



2017 Kansas City, MO Employer Survey

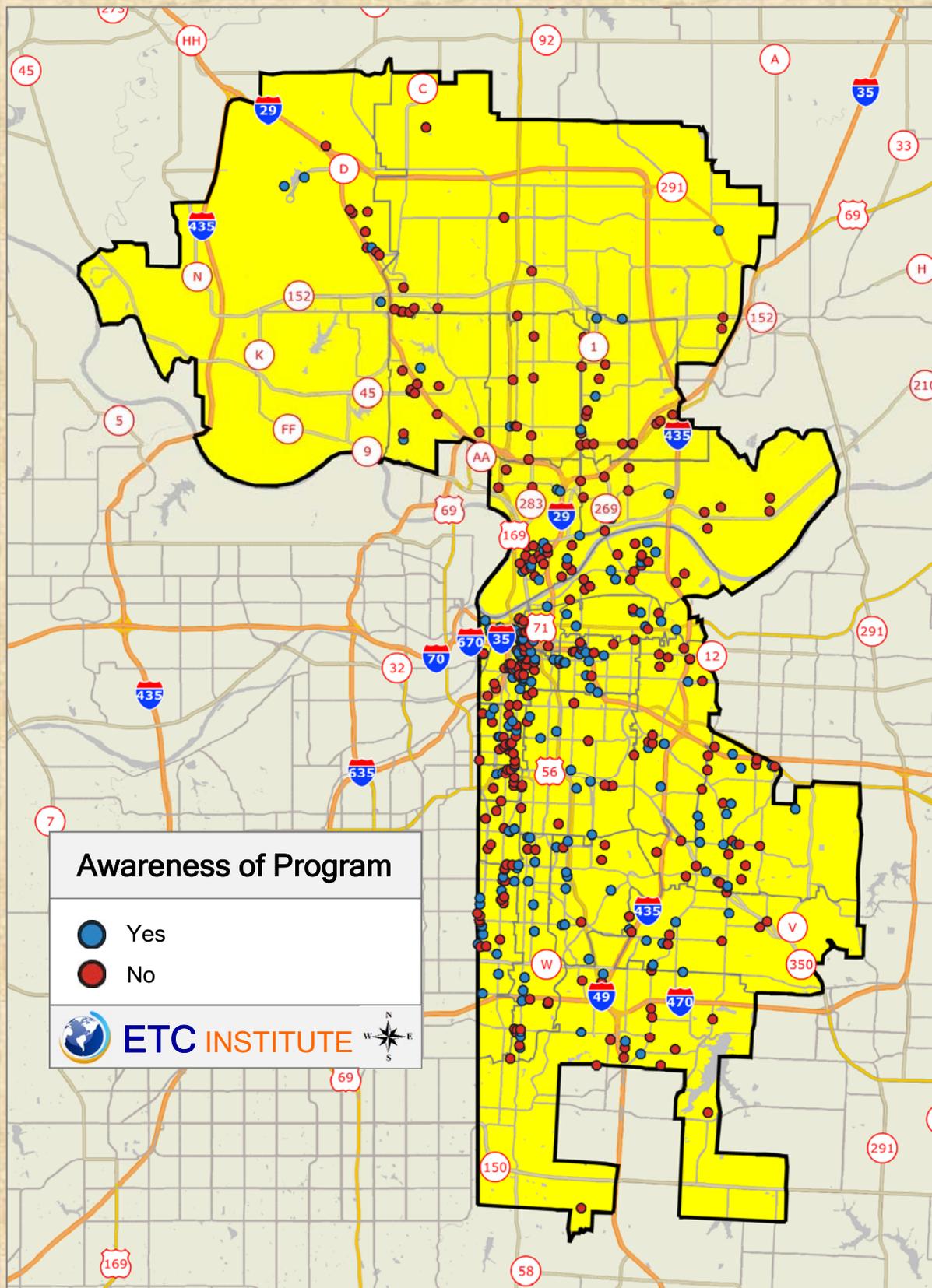
# Q18-4 Satisfaction with Justine Petersen Small Business Loans



## 2017 Kansas City, MO Employer Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

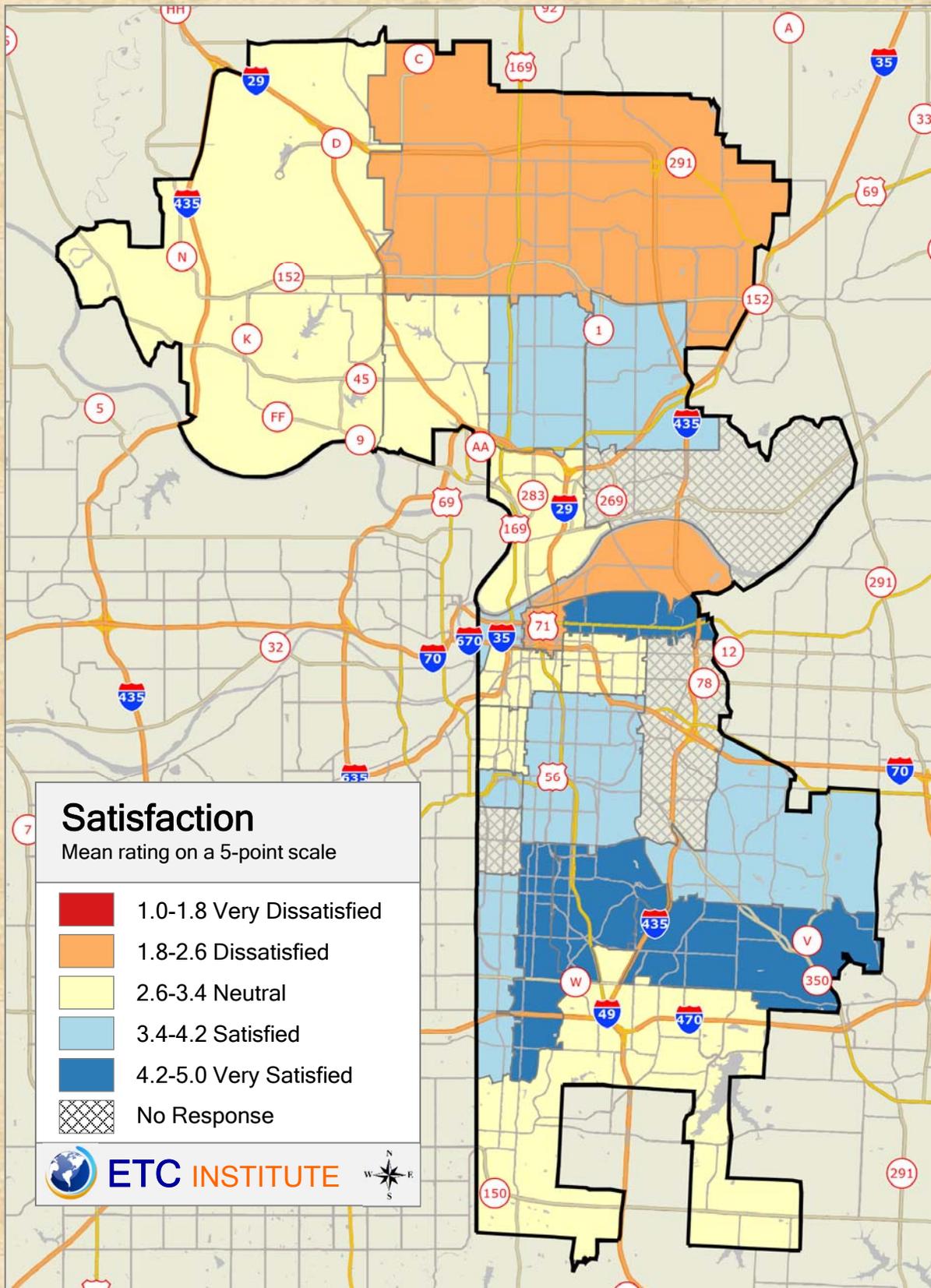
# Q18-5 Are you aware of the Full Employment Council?



2017 Kansas City, MO Employer Survey



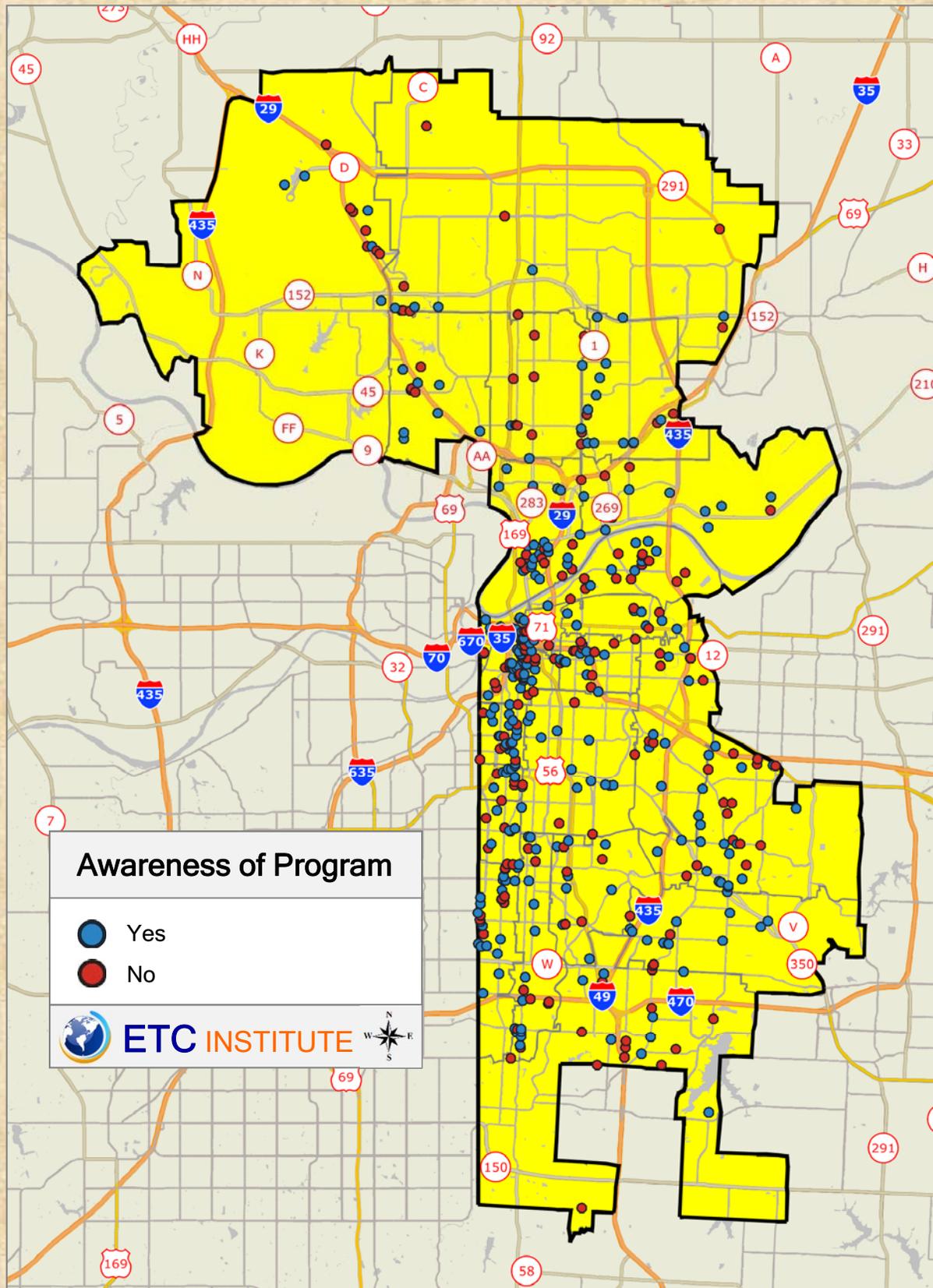
# Q18-5 Satisfaction with the Full Employment Council



## 2017 Kansas City, MO Employer Survey

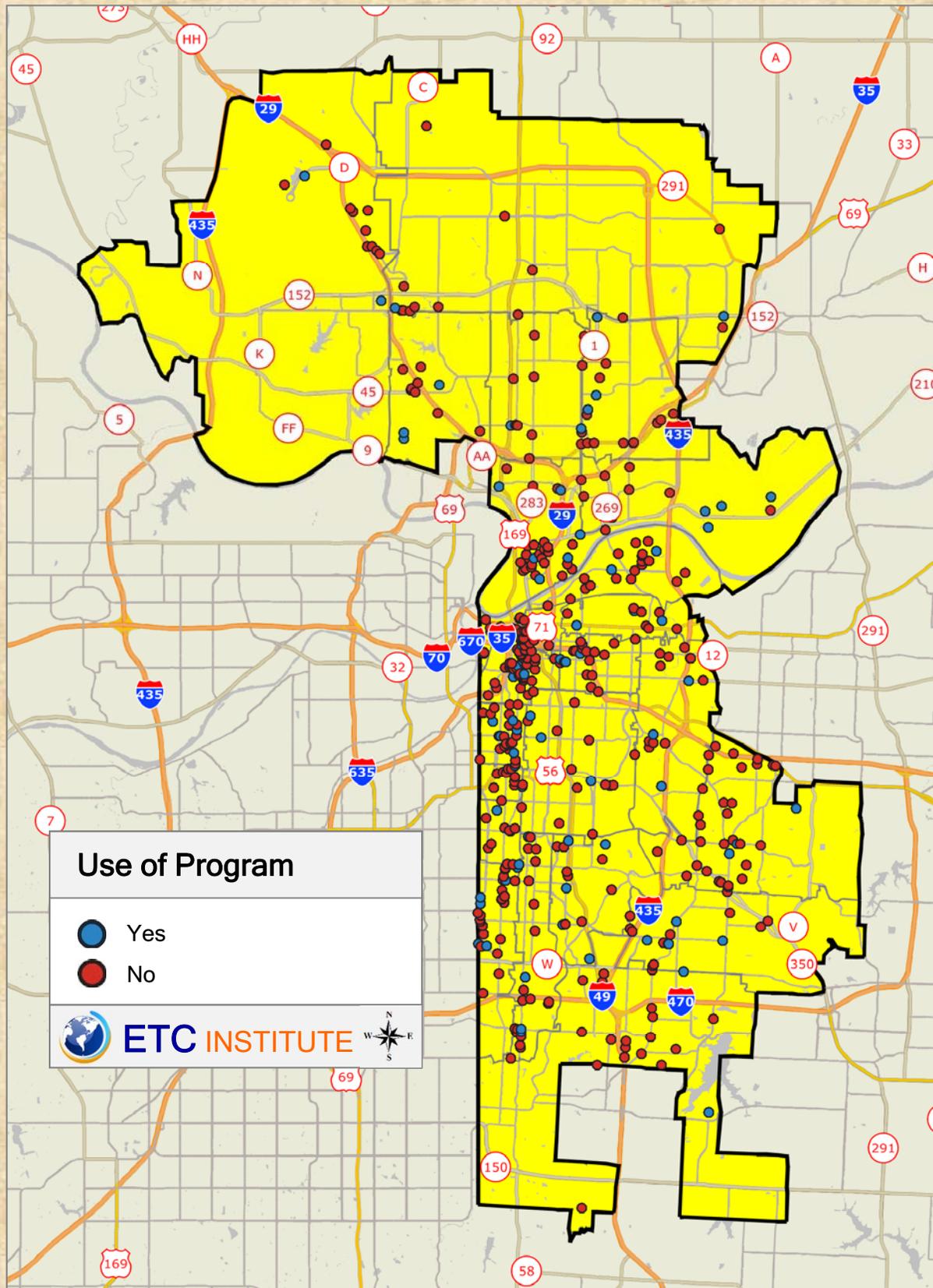
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

# Q18-6 Are you aware of Metropolitan Community College?



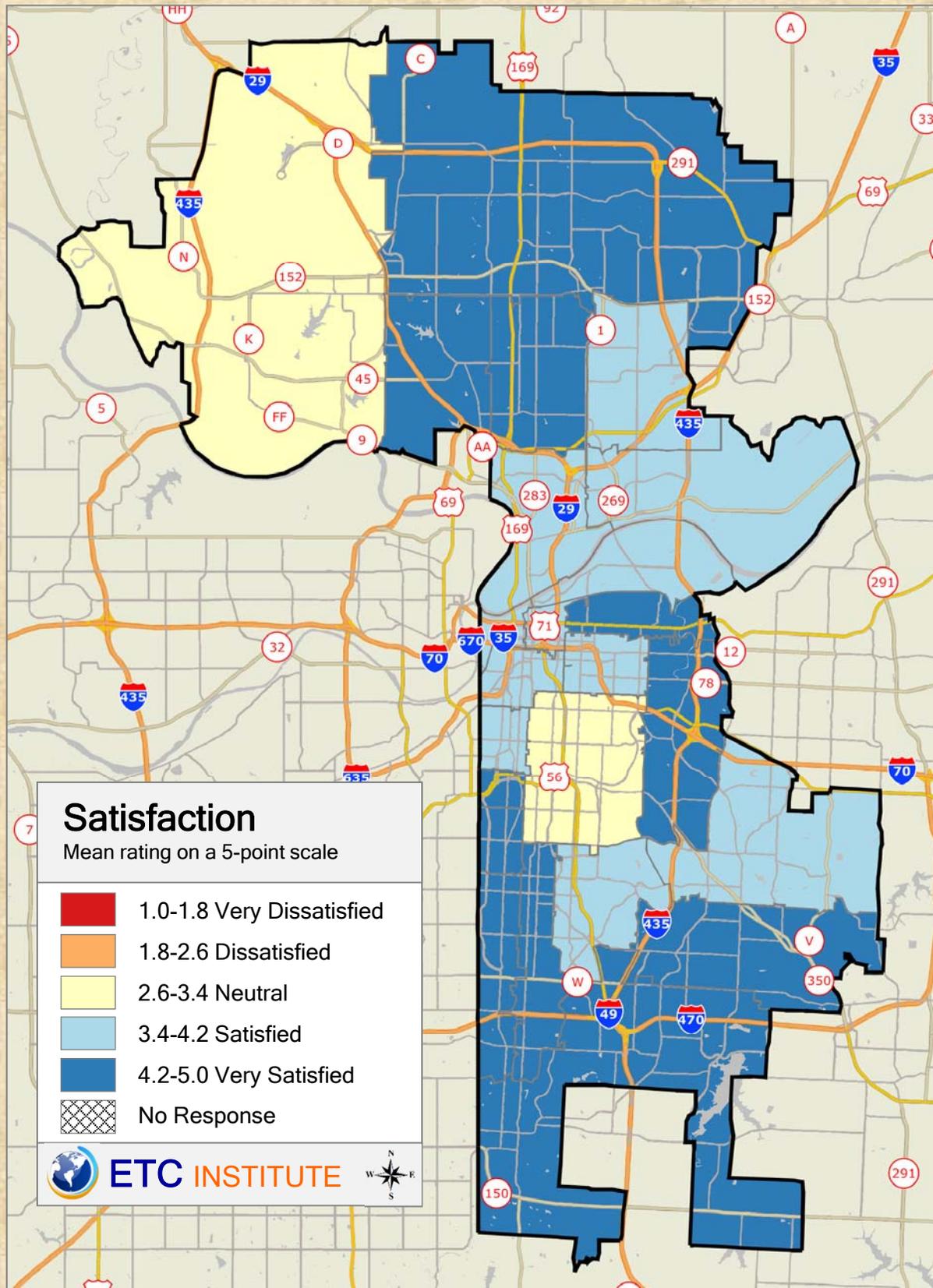
2017 Kansas City, MO Employer Survey

# Q18-6 Has your company used Metropolitan Community College?



2017 Kansas City, MO Employer Survey

# Q18-6 Satisfaction with Metropolitan Community College



## 2017 Kansas City, MO Employer Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

**Section 3:**  
***Tabular Data***

---

**Q1. How would you rate Kansas City, Missouri overall as a place to do business?**

Q1. How would you rate Kansas City, Missouri overall  
as a place to do business

	Number	Percent
Excellent	97	18.9 %
Good	252	49.1 %
Average	121	23.6 %
Below average	21	4.1 %
Poor	9	1.8 %
Don't know	13	2.5 %
Total	513	100.0 %

**WITHOUT "DON'T KNOW"**

**Q1. How would you rate Kansas City, Missouri overall as a place to do business? (without "don't know")**

Q1. How would you rate Kansas City, Missouri overall  
as a place to do business

	Number	Percent
Excellent	97	19.4 %
Good	252	50.4 %
Average	121	24.2 %
Below average	21	4.2 %
Poor	9	1.8 %
Total	500	100.0 %

**Q2. Several items that may influence your perception of the City of Kansas City, Missouri are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=513)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Overall quality of services provided by City	11.1%	47.4%	31.0%	5.8%	2.1%	2.5%
Q2-2. Overall image of City	19.9%	51.9%	20.9%	5.8%	1.0%	0.6%
Q2-3. Overall quality of life in City	20.5%	50.7%	19.7%	6.2%	0.4%	2.5%
Q2-4. Quality of new development in City	20.1%	44.2%	24.0%	7.2%	1.9%	2.5%
Q2-5. Overall quality of education system within City	4.1%	12.3%	27.7%	30.4%	17.2%	8.4%
Q2-6. Overall feeling of safety in City	3.5%	25.5%	35.5%	25.0%	9.7%	0.8%
Q2-7. Overall value that you receive for your City tax & fees	6.0%	26.1%	38.6%	15.4%	7.2%	6.6%

**WITHOUT "DON'T KNOW"**

**Q2. Several items that may influence your perception of the City of Kansas City, Missouri are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=513)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Overall quality of services provided by City	11.4%	48.6%	31.8%	6.0%	2.2%
Q2-2. Overall image of City	20.0%	52.2%	21.0%	5.9%	1.0%
Q2-3. Overall quality of life in City	21.0%	52.0%	20.2%	6.4%	0.4%
Q2-4. Quality of new development in City	20.6%	45.4%	24.6%	7.4%	2.0%
Q2-5. Overall quality of education system within City	4.5%	13.4%	30.2%	33.2%	18.7%
Q2-6. Overall feeling of safety in City	3.5%	25.7%	35.8%	25.1%	9.8%
Q2-7. Overall value that you receive for your City tax & fees	6.5%	28.0%	41.3%	16.5%	7.7%

**Q3. Using a scale of 1 to 5, where a 5 is "Extremely Important" and a 1 is "Not Important," please indicate how important each of the following reasons are in your decision to keep your business in the City of Kansas City.**

(N=513)

	Extremely important	Very important	Important	Less important	Not important	Don't know
Q3-1. Overall image of City	32.7%	31.4%	25.0%	4.9%	4.9%	1.2%
Q3-2. Low crime rate	50.7%	25.0%	16.8%	2.5%	3.9%	1.2%
Q3-3. Quality of local schools	41.1%	22.6%	16.2%	8.2%	9.4%	2.5%
Q3-4. Availability of trained employees	38.0%	31.0%	18.3%	5.5%	5.8%	1.4%
Q3-5. Level of taxation	31.2%	29.8%	25.9%	4.1%	4.9%	4.1%
Q3-6. Access to airports	18.9%	25.5%	23.6%	17.3%	12.9%	1.8%
Q3-7. Availability of workforce housing for employees	15.4%	25.7%	31.0%	10.3%	14.4%	3.1%
Q3-8. Proximity of businesses that are important to your business	20.7%	25.5%	30.0%	11.9%	9.9%	1.9%
Q3-9. Availability of public transportation	21.1%	22.8%	24.0%	18.7%	11.1%	2.3%
Q3-10. Availability of libraries, arts, & cultural amenities	20.9%	22.8%	26.5%	15.0%	12.9%	1.9%
Q3-11. Attitude of local government toward business	44.6%	32.7%	14.0%	2.5%	3.3%	2.7%
Q3-12. Availability of telecommunications, utilities & other infrastructure	44.4%	35.3%	13.6%	1.0%	3.7%	1.9%
Q3-13. Availability of parks & open space	21.8%	22.8%	31.0%	13.8%	8.4%	2.1%

**WITHOUT "DON'T KNOW"**

**Q3. Using a scale of 1 to 5, where a 5 is "Extremely Important" and a 1 is "Not Important," please indicate how important each of the following reasons are in your decision to keep your business in the City of Kansas City. (without "don't know")**

(N=513)

	Extremely important	Very important	Important	Less important	Not important
Q3-1. Overall image of City	33.1%	31.8%	25.2%	4.9%	4.9%
Q3-2. Low crime rate	51.3%	25.2%	17.0%	2.6%	3.9%
Q3-3. Quality of local schools	42.2%	23.2%	16.6%	8.4%	9.6%
Q3-4. Availability of trained employees	38.5%	31.4%	18.6%	5.5%	5.9%
Q3-5. Level of taxation	32.5%	31.1%	27.0%	4.3%	5.1%
Q3-6. Access to airports	19.2%	26.0%	24.0%	17.7%	13.1%
Q3-7. Availability of workforce housing for employees	15.9%	26.6%	32.0%	10.7%	14.9%
Q3-8. Proximity of businesses that are important to your business	21.1%	26.0%	30.6%	12.1%	10.1%
Q3-9. Availability of public transportation	21.6%	23.4%	24.6%	19.2%	11.4%
Q3-10. Availability of libraries, arts, & cultural amenities	21.3%	23.3%	27.0%	15.3%	13.1%
Q3-11. Attitude of local government toward business	45.9%	33.7%	14.4%	2.6%	3.4%
Q3-12. Availability of telecommunications, utilities & other infrastructure	45.3%	36.0%	13.9%	1.0%	3.8%
Q3-13. Availability of parks & open space	22.3%	23.3%	31.7%	14.1%	8.6%

**Q4. Please indicate if your business has used each of the services, departments, and programs listed below over the past TWO years.**

(N=513)

	Yes	No
Q4-1. 311 call center	28.1%	71.9%
Q4-2. Business licensing	69.0%	31.0%
Q4-3. Tax collection	63.2%	36.8%
Q4-4. Municipal court	15.2%	84.8%
Q4-5. Code enforcement	32.9%	67.1%
Q4-6. Police-crime/safety response	59.5%	40.5%
Q4-7. Ambulance-medical emergency response	26.5%	73.5%
Q4-8. Fire incident response	21.2%	78.8%
Q4-9. Fire inspection	67.4%	32.6%
Q4-10. Health inspections	22.4%	77.6%
Q4-11. Regulated Industries licensing/ inspections	30.6%	69.4%
Q4-12. Building permits	28.1%	71.9%
Q4-13. Development review	12.1%	87.9%
Q4-14. Public incentives requests	7.0%	93.0%
Q4-15. Airport services	49.9%	50.1%
Q4-16. Water services	70.6%	29.4%
Q4-17. Stormwater drainage	51.5%	48.5%
Q4-18. Street maintenance	52.4%	47.6%
Q4-19. Sidewalk maintenance	38.8%	61.2%
Q4-20. MBE/WBE certification	10.3%	89.7%
Q4-21. Website usefulness (kcmo.gov)	49.7%	50.3%
Q4-22. Public transportation	34.1%	65.9%

**Q4. Next, rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."**

(N=500)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. 311 call center	22.9%	42.4%	20.8%	6.9%	2.8%	4.2%
Q4-2. Business licensing	16.1%	42.1%	23.2%	5.9%	3.4%	9.3%
Q4-3. Tax collection	8.1%	37.2%	35.6%	7.4%	5.8%	5.8%
Q4-4. Municipal court	12.8%	26.9%	33.3%	11.5%	3.8%	11.5%
Q4-5. Code enforcement	12.4%	24.3%	29.0%	15.4%	13.0%	5.9%
Q4-6. Police-crime/safety response	29.8%	29.8%	15.7%	11.5%	7.2%	5.9%
Q4-7. Ambulance-medical emergency response	41.9%	33.8%	15.4%	2.9%	0.7%	5.1%
Q4-8. Fire incident response	45.9%	29.4%	17.4%	2.8%	0.9%	3.7%
Q4-9. Fire inspection	36.1%	39.0%	15.0%	2.6%	0.6%	6.6%
Q4-10. Health inspections	31.3%	31.3%	17.4%	4.3%	3.5%	12.2%
Q4-11. Regulated Industries licensing/ inspections	20.4%	33.8%	20.4%	8.3%	4.5%	12.7%
Q4-12. Building permits	21.5%	30.6%	25.0%	8.3%	5.6%	9.0%
Q4-13. Development review	11.3%	32.3%	22.6%	12.9%	8.1%	12.9%
Q4-14. Public incentives requests	2.8%	38.9%	36.1%	0.0%	5.6%	16.7%
Q4-15. Airport services	19.5%	41.0%	18.8%	8.2%	4.7%	7.8%
Q4-16. Water services	15.2%	33.4%	26.8%	9.7%	8.3%	6.6%
Q4-17. Stormwater drainage	12.5%	27.7%	22.7%	18.2%	12.5%	6.4%
Q4-18. Street maintenance	11.2%	18.2%	28.3%	21.9%	13.8%	6.7%
Q4-19. Sidewalk maintenance	12.1%	16.6%	29.6%	17.1%	17.6%	7.0%

**Q4. Next, rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-20. MBE/WBE certification	15.1%	22.6%	20.8%	7.5%	15.1%	18.9%
Q4-21. Website usefulness (kcmo.gov)	18.4%	42.7%	22.0%	7.5%	4.3%	5.1%
Q4-22. Public transportation	15.4%	46.3%	20.0%	9.7%	2.9%	5.7%

**WITHOUT "DON'T KNOW"****Q4. Next, rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")**

(N=500)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. 311 call center	23.9%	44.2%	21.7%	7.2%	2.9%
Q4-2. Business licensing	17.8%	46.4%	25.5%	6.5%	3.7%
Q4-3. Tax collection	8.6%	39.5%	37.8%	7.9%	6.2%
Q4-4. Municipal court	14.5%	30.4%	37.7%	13.0%	4.3%
Q4-5. Code enforcement	13.2%	25.8%	30.8%	16.4%	13.8%
Q4-6. Police-crime/safety response	31.7%	31.7%	16.7%	12.2%	7.7%
Q4-7. Ambulance-medical emergency response	44.2%	35.7%	16.3%	3.1%	0.8%
Q4-8. Fire incident response	47.6%	30.5%	18.1%	2.9%	1.0%
Q4-9. Fire inspection	38.7%	41.8%	16.1%	2.8%	0.6%
Q4-10. Health inspections	35.6%	35.6%	19.8%	5.0%	4.0%
Q4-11. Regulated Industries licensing/inspections	23.4%	38.7%	23.4%	9.5%	5.1%
Q4-12. Building permits	23.7%	33.6%	27.5%	9.2%	6.1%
Q4-13. Development review	13.0%	37.0%	25.9%	14.8%	9.3%
Q4-14. Public incentives requests	3.3%	46.7%	43.3%	0.0%	6.7%
Q4-15. Airport services	21.2%	44.5%	20.3%	8.9%	5.1%
Q4-16. Water services	16.3%	35.8%	28.7%	10.4%	8.9%
Q4-17. Stormwater drainage	13.4%	29.6%	24.3%	19.4%	13.4%
Q4-18. Street maintenance	12.0%	19.5%	30.3%	23.5%	14.7%
Q4-19. Sidewalk maintenance	13.0%	17.8%	31.9%	18.4%	18.9%
Q4-20. MBE/WBE certification	18.6%	27.9%	25.6%	9.3%	18.6%
Q4-21. Website usefulness (kcmo.gov)	19.4%	45.0%	23.1%	7.9%	4.5%
Q4-22. Public transportation	16.4%	49.1%	21.2%	10.3%	3.0%

**Q5. Which THREE of the services, City departments, or programs listed in Question 4 are MOST IMPORTANT to your business?**

<u>Q5. Top choice</u>	<u>Number</u>	<u>Percent</u>
311 call center	4	0.8 %
Business licensing	52	10.1 %
Tax collection	15	2.9 %
Municipal court	3	0.6 %
Code enforcement	11	2.1 %
Police-crime/safety response	135	26.3 %
Ambulance-medical emergency response	10	1.9 %
Fire incident response	4	0.8 %
Fire inspection	12	2.3 %
Health inspections	9	1.8 %
Regulated Industries licensing/inspections	12	2.3 %
Building permits	16	3.1 %
Development review	4	0.8 %
Airport services	17	3.3 %
Water services	26	5.1 %
Stormwater drainage	6	1.2 %
Street maintenance	18	3.5 %
Sidewalk maintenance	4	0.8 %
MBE/WBE certification	6	1.2 %
Website usefulness (kcmo.gov)	13	2.5 %
Public transportation	17	3.3 %
None chosen	119	23.2 %
Total	513	100.0 %

**Q5. Which THREE of the services, City departments, or programs listed in Question 4 are MOST IMPORTANT to your business?**

<u>Q5. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
311 call center	2	0.4 %
Business licensing	27	5.3 %
Tax collection	22	4.3 %
Municipal court	2	0.4 %
Code enforcement	8	1.6 %
Police-crime/safety response	57	11.1 %
Ambulance-medical emergency response	31	6.0 %
Fire incident response	34	6.6 %
Fire inspection	5	1.0 %
Health inspections	15	2.9 %
Regulated Industries licensing/inspections	15	2.9 %
Building permits	14	2.7 %
Development review	7	1.4 %
Public incentives requests	4	0.8 %
Airport services	19	3.7 %
Water services	22	4.3 %
Stormwater drainage	11	2.1 %
Street maintenance	38	7.4 %
Sidewalk maintenance	9	1.8 %
MBE/WBE certification	3	0.6 %
Website usefulness (kcmo.gov)	11	2.1 %
Public transportation	15	2.9 %
<u>None chosen</u>	<u>142</u>	<u>27.7 %</u>
Total	513	100.0 %

**Q5. Which THREE of the services, City departments, or programs listed in Question 4 are MOST IMPORTANT to your business?**

<u>Q5. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
311 call center	10	1.9 %
Business licensing	23	4.5 %
Tax collection	18	3.5 %
Municipal court	2	0.4 %
Code enforcement	8	1.6 %
Police-crime/safety response	33	6.4 %
Ambulance-medical emergency response	24	4.7 %
Fire incident response	30	5.8 %
Fire inspection	11	2.1 %
Health inspections	8	1.6 %
Regulated Industries licensing/inspections	7	1.4 %
Building permits	7	1.4 %
Development review	1	0.2 %
Public incentives requests	3	0.6 %
Airport services	27	5.3 %
Water services	29	5.7 %
Stormwater drainage	15	2.9 %
Street maintenance	37	7.2 %
Sidewalk maintenance	10	1.9 %
MBE/WBE certification	3	0.6 %
Website usefulness (kcmo.gov)	14	2.7 %
Public transportation	19	3.7 %
<u>None chosen</u>	<u>174</u>	<u>33.9 %</u>
Total	513	100.0 %

**SUM OF TOP 3 CHOICES****Q5. Which THREE of the services, City departments, or programs listed in Question 4 are MOST IMPORTANT to your business? (top 3)**

<u>Q5. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
311 call center	16	3.1 %
Business licensing	102	19.9 %
Tax collection	55	10.7 %
Municipal court	7	1.4 %
Code enforcement	27	5.3 %
Police-crime/safety response	225	43.9 %
Ambulance-medical emergency response	65	12.7 %
Fire incident response	68	13.3 %
Fire inspection	28	5.5 %
Health inspections	32	6.2 %
Regulated Industries licensing/inspections	34	6.6 %
Building permits	37	7.2 %
Development review	12	2.3 %
Public incentives requests	7	1.4 %
Airport services	63	12.3 %
Water services	77	15.0 %
Stormwater drainage	32	6.2 %
Street maintenance	93	18.1 %
Sidewalk maintenance	23	4.5 %
MBE/WBE certification	12	2.3 %
Website usefulness (kcmo.gov)	38	7.4 %
Public transportation	51	9.9 %
None chosen	119	23.2 %
Total	1223	

**Q6. Please rate the following several issues about the work force in Kansas City using a scale of 1 to 4, where 4 means "Excellent" and 1 means "Poor."**

(N=513)

	Excellent	Good	Average	Poor	Don't know
Q6-1. Availability of workers	8.8%	32.6%	34.3%	15.4%	9.0%
Q6-2. Quality of workers	9.6%	32.0%	34.3%	16.0%	8.2%
Q6-3. Stability of workers	9.2%	32.0%	31.6%	18.1%	9.2%
Q6-4. Education/technical skills of workers	8.6%	29.2%	37.0%	15.0%	10.1%
Q6-5. Productivity of workers	9.9%	33.5%	34.5%	13.3%	8.8%
Q6-6. Kansas City as a place to work	21.4%	46.2%	24.4%	3.3%	4.7%

**WITHOUT "DON'T KNOW"**

**Q6. Please rate the following several issues about the work force in Kansas City using a scale of 1 to 4, where 4 means "Excellent" and 1 means "Poor." (without "don't know")**

(N=513)

	Excellent	Good	Average	Poor
Q6-1. Availability of workers	9.6%	35.8%	37.7%	16.9%
Q6-2. Quality of workers	10.4%	34.8%	37.4%	17.4%
Q6-3. Stability of workers	10.1%	35.2%	34.8%	20.0%
Q6-4. Education/technical skills of workers	9.5%	32.5%	41.2%	16.7%
Q6-5. Productivity of workers	10.9%	36.8%	37.8%	14.5%
Q6-6. Kansas City as a place to work	22.5%	48.5%	25.6%	3.5%

**Q7. Which TWO of the issues listed in Question 6 are MOST IMPORTANT in your decision to stay in Kansas City, Missouri?**

<u>Q7. Top choice</u>	<u>Number</u>	<u>Percent</u>
Availability of workers	104	20.3 %
Quality of workers	77	15.0 %
Stability of workers	21	4.1 %
Education/technical skills of workers	40	7.8 %
Productivity of workers	23	4.5 %
Kansas City as a place to work	61	11.9 %
None chosen	187	36.5 %
Total	513	100.0 %

**Q7. Which TWO of the issues listed in Question 6 are MOST IMPORTANT in your decision to stay in Kansas City, Missouri?**

<u>Q7. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Availability of workers	47	9.2 %
Quality of workers	113	22.0 %
Stability of workers	45	8.8 %
Education/technical skills of workers	44	8.6 %
Productivity of workers	41	8.0 %
Kansas City as a place to work	21	4.1 %
None chosen	202	39.4 %
Total	513	100.0 %

**SUM OF TOP 2 CHOICES**

**Q7. Which TWO of the issues listed in Question 6 are MOST IMPORTANT in your decision to stay in Kansas City, Missouri? (top 2)**

<u>Q7. Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
Availability of workers	151	29.4 %
Quality of workers	190	37.0 %
Stability of workers	66	12.9 %
Education/technical skills of workers	84	16.4 %
Productivity of workers	64	12.5 %
Kansas City as a place to work	82	16.0 %
None chosen	187	36.5 %
Total	824	

**Q8. Which of the following best describes your business/organization's sector?**

Q8. What best describes your business/organization's sector	Number	Percent
Agriculture, Forestry, Fishing & Hunting	4	0.8 %
Utilities	1	0.2 %
Construction	39	7.6 %
Communications	6	1.2 %
Manufacturing	44	8.6 %
Wholesale Trade	25	4.9 %
Retail Trade	70	13.6 %
Transportation & Warehousing	13	2.5 %
Information	5	1.0 %
Finance & Insurance	26	5.1 %
Real Estate & Rental Leasing	22	4.3 %
Professional, Scientific & Technical Services	46	9.0 %
Administrative, Support, Waste Management, Remediation Services	3	0.6 %
Educational Services	10	1.9 %
Health Care & Social Assistance	40	7.8 %
Arts, Entertainment, & Recreation	31	6.0 %
Accommodation & Food Services	25	4.9 %
Public Administration	30	5.8 %
Other Services	73	14.2 %
Total	513	100.0 %

**Q9. How long has your business/organization been located in Kansas City, Missouri?**

Q9. How long has your business/organization been located in Kansas City, Missouri	Number	Percent
Less than one year	7	1.4 %
1-2 years	14	2.7 %
3-5 years	37	7.2 %
6-10 years	45	8.8 %
11-20 years	107	20.9 %
21+ years	292	56.9 %
Not provided	11	2.1 %
Total	513	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q9. How long has your business/organization been located in Kansas City, Missouri? (without "not provided")**

Q9. How long has your business/organization been located in Kansas City, Missouri	Number	Percent
Less than one year	7	1.4 %
1-2 years	14	2.8 %
3-5 years	37	7.4 %
6-10 years	45	9.0 %
11-20 years	107	21.3 %
21+ years	292	58.2 %
Total	502	100.0 %

**Q10. Do you lease or own your facility?**

<u>Q10. Do you lease or own your facility</u>	<u>Number</u>	<u>Percent</u>
Own	255	49.7 %
Lease	242	47.2 %
Not provided	16	3.1 %
Total	513	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q10. Do you lease or own your facility? (without "not provided")**

<u>Q10. Do you lease or own your facility</u>	<u>Number</u>	<u>Percent</u>
Own	255	51.3 %
Lease	242	48.7 %
Total	497	100.0 %

**Q11. Is your business/organization currently a member of a local business/trade association?**

<u>Q11. Is your business/organization currently a member of a local business/trade association</u>	<u>Number</u>	<u>Percent</u>
Yes	223	43.5 %
No	258	50.3 %
Not provided	32	6.2 %
Total	513	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q11. Is your business/organization currently a member of a local business/trade association? (without "not provided")**

<u>Q11. Is your business/organization currently a member of a local business/trade association</u>	<u>Number</u>	<u>Percent</u>
Yes	223	46.4 %
No	258	53.6 %
Total	481	100.0 %

**Q12. Is your personal residence in KCMO?**

Q12. Is your personal residence in KCMO	Number	Percent
Yes	242	47.2 %
No	261	50.9 %
Not provided	10	1.9 %
Total	513	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q12. Is your personal residence in KCMO? (without "not provided")**

Q12. Is your personal residence in KCMO	Number	Percent
Yes	242	48.1 %
No	261	51.9 %
Total	503	100.0 %

**Q13. Approximately how many employees does your organization employ at the location where you received this survey?**

Q13. How many employees does your organization employ at the location where you received this survey	Number	Percent
Less than 10	218	42.5 %
10-24	141	27.5 %
25-49	89	17.3 %
50-99	31	6.0 %
100-249	19	3.7 %
250-499	6	1.2 %
500+	4	0.8 %
Not provided	5	1.0 %
Total	513	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q13. Approximately how many employees does your organization employ at the location where you received this survey? (without "not provided")**

Q13. How many employees does your organization employ at the location where you received this survey	Number	Percent
Less than 10	218	42.9 %
10-24	141	27.8 %
25-49	89	17.5 %
50-99	31	6.1 %
100-249	19	3.7 %
250-499	6	1.2 %
500+	4	0.8 %
Total	508	100.0 %

**Q14. Does your company have employees at other locations in the metropolitan Kansas City area?**

Q14. Does your company have employees at other locations in metropolitan Kansas City area	Number	Percent
Yes	125	24.4 %
No	381	74.3 %
Not provided	7	1.4 %
Total	513	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q14. Does your company have employees at other locations in the metropolitan Kansas City area? (without "not provided")**

Q14. Does your company have employees at other locations in metropolitan Kansas City area	Number	Percent
Yes	125	24.7 %
No	381	75.3 %
Total	506	100.0 %

**Q14-1. (If YES to Question 14) How many employees do you have at other locations in the Kansas City area?**

Q14-1. How many employees do you have at other locations in Kansas City area

	<u>Number</u>	<u>Percent</u>
Less than 10	28	22.4 %
10-24	17	13.6 %
25-49	24	19.2 %
50-99	6	4.8 %
100-249	11	8.8 %
250-499	9	7.2 %
500+	10	8.0 %
Not provided	20	16.0 %
Total	125	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q14-1. (If YES to Question 14) How many employees do you have at other locations in the Kansas City area? (without "not provided")**

Q14-1. How many employees do you have at other locations in Kansas City area

	<u>Number</u>	<u>Percent</u>
Less than 10	28	26.7 %
10-24	17	16.2 %
25-49	24	22.9 %
50-99	6	5.7 %
100-249	11	10.5 %
250-499	9	8.6 %
500+	10	9.5 %
Total	105	100.0 %

**Q15. For the last FIVE years, please indicate the sources of funding for your business needs.**

<u>Q15. Sources of funding for your business needs</u>	<u>Number</u>	<u>Percent</u>
Personal savings	107	20.9 %
Loans-family/friends	19	3.7 %
Bank loans	142	27.7 %
Working capital	156	30.4 %
Asset backed loans	37	7.2 %
Credit cards	75	14.6 %
Government grants/funding/incentives	47	9.2 %
Equity financing	14	2.7 %
<u>Not needed</u>	<u>138</u>	<u>26.9 %</u>
Total	735	

**WITHOUT "NOT NEEDED"**

**Q15. For the last FIVE years, please indicate the sources of funding for your business needs. (without "not needed")**

<u>Q15. Sources of funding for your business needs</u>	<u>Number</u>	<u>Percent</u>
Personal savings	107	28.5 %
Loans-family/friends	19	5.1 %
Bank loans	142	37.9 %
Working capital	156	41.6 %
Asset backed loans	37	9.9 %
Credit cards	75	20.0 %
Government grants/funding/incentives	47	12.5 %
<u>Equity financing</u>	<u>14</u>	<u>3.7 %</u>
Total	597	

**Q16. In the next THREE years, is your organization planning to do any of the following?**

Q16. What is your organization planning to do in next three years	Number	Percent
Expanding/renovating your facility in its current location	124	24.2 %
Relocating to another location in Kansas City, Missouri	40	7.8 %
Relocating to another location outside Kansas City, Missouri	33	6.4 %
Decreasing employment	10	1.9 %
Increasing employment	129	25.1 %
Closing	22	4.3 %
No plans at present to do any of these	247	48.1 %
Total	605	

**Q16-2. Where do you plan on moving to another location in Kansas City?**

Q16-2. Where do you plan on moving to another location in Kansas City	Number	Percent
Don't know	16	51.6 %
A few blocks away from current location	1	3.2 %
North of River	1	3.2 %
Raytown, MO	1	3.2 %
Will purchase facility in the Northland	1	3.2 %
Northeast	1	3.2 %
Crossroads	1	3.2 %
Northland	1	3.2 %
Out of Jackson	1	3.2 %
Airport	1	3.2 %
8351 Berrybrooke KCMO	1	3.2 %
Rivermarket area	1	3.2 %
Blue Ridge area	1	3.2 %
Crossroads, Brookside	1	3.2 %
31 & Troost	1	3.2 %
Tiffany Springs area or Legends area	1	3.2 %
Total	31	100.0 %

**Q16-2. Why do you plan on moving to another location in Kansas City?**

Q16-2. Why do you plan on moving to another location in Kansas City	Number	Percent
Need more space	8	27.6 %
Need another facility because of growth	1	3.4 %
Sale of building	1	3.4 %
Lower crime	1	3.4 %
Lease expires	1	3.4 %
Reduce amount paid in rent	1	3.4 %
Somewhere cheaper	1	3.4 %
Convenience	1	3.4 %
Health Dept license	1	3.4 %
Expand programming	1	3.4 %
Bigger building	1	3.4 %
Like to have a location in new airport	1	3.4 %
Robberies next door	1	3.4 %
Pricing and close to light rail and convenience for employees	1	3.4 %
Better size office and warehouse	1	3.4 %
Structural salvage	1	3.4 %
Reimaging	1	3.4 %
2018 is a growth year	1	3.4 %
Combine businesses	1	3.4 %
Sold building	1	3.4 %
Better accomodation	1	3.4 %
Maxed out current space	1	3.4 %
Total	29	100.0 %

**Q16-3. Where do you plan on moving to another location outside of Kansas City?**

Q16-3. Where do you plan on moving to another location outside of Kansas City	Number	Percent
Don't know	9	30.0 %
Kansas	3	10.0 %
Overland Park	2	6.7 %
KCK	2	6.7 %
North Kansas City/Paseo Industrial Park	1	3.3 %
Lenexa	1	3.3 %
Lawrence KS	1	3.3 %
North KC or Riverside	1	3.3 %
North KC	1	3.3 %
Johnson County	1	3.3 %
Blue Springs	1	3.3 %
KCK OR NORTH KC	1	3.3 %
Raymore	1	3.3 %
Riverside	1	3.3 %
Prairie Village	1	3.3 %
Austin, TX	1	3.3 %
Independence	1	3.3 %
Kansas City	1	3.3 %
Total	30	100.0 %

**Q16-3. Why do you plan on moving to another location outside of Kansas City?**

Q16-3. Why do you plan on moving to another location outside of Kansas City	Number	Percent
Need more space	3	10.3 %
Crime	2	6.9 %
Expansion	2	6.9 %
Taxes	2	6.9 %
Tax incentives offered	1	3.4 %
Expansion, new business opportunity	1	3.4 %
Taxes and licensing fees	1	3.4 %
Earning tax	1	3.4 %
Airport, trash, crime	1	3.4 %
Need larger space	1	3.4 %
Escape City taxes	1	3.4 %
More business friendly taxes	1	3.4 %
Safety of employees, customers and vendors	1	3.4 %
Fewer hassels	1	3.4 %
Better government	1	3.4 %
Own the property	1	3.4 %
Very dissatisfied with city government and politics	1	3.4 %
Access to highways	1	3.4 %
Nicer area with more to do	1	3.4 %
Better sized office and warehouse	1	3.4 %
Business stability	1	3.4 %
Government contract	1	3.4 %
Merging with another union	1	3.4 %
Airport division would not work with our company	1	3.4 %
Total	29	100.0 %

**Q16-4. Please indicate the anticipated number of layoffs:**

Q16-4. Anticipated number of layoffs	Number	Percent
3	1	33.3 %
6	1	33.3 %
20	1	33.3 %
Total	3	100.0 %

**Q16-5. Please indicate the anticipated number of new hires:**

Q16-5. Anticipated number of new hires	Number	Percent
5 or less	64	66.0 %
6-10	16	16.5 %
11-20	6	6.2 %
21-30	4	4.1 %
31-50	4	4.1 %
51+	3	3.1 %
Total	97	100.0 %

**Q16-5. Please indicate the hourly wage level:**

<u>Q16-5. Hourly wage level</u>	<u>Number</u>	<u>Percent</u>
8	3	3.7 %
9	3	3.7 %
10	7	8.5 %
11	2	2.4 %
12	4	4.9 %
13	4	4.9 %
14	1	1.2 %
15	15	18.3 %
16	2	2.4 %
17	3	3.7 %
18	6	7.3 %
20	12	14.6 %
21	3	3.7 %
25	7	8.5 %
28	1	1.2 %
30	4	4.9 %
35	4	4.9 %
40	1	1.2 %
Total	82	100.0 %

**Q16-6. Why are you planning on closing?**

<u>Q16-6. Why are you planning on closing</u>	<u>Number</u>	<u>Percent</u>
Retirement	11	55.0 %
Not profitable	2	10.0 %
Can't get workers	1	5.0 %
Too expensive to do business, rent!!	1	5.0 %
Taxes on small business	1	5.0 %
Too many hoops to jump thru City issues	1	5.0 %
Sales are terrible losing savings	1	5.0 %
Changing concept	1	5.0 %
Merging with other location	1	5.0 %
Total	20	100.0 %

**Q17. Are you aware of the following services provided by the Economic Development Corporation of KCMO?**

Q17. Are you aware of services provided by Economic Development Corporation of KCMO	Number	Percent
Financing	93	18.1 %
Job/investment incentives	104	20.3 %
Redevelopment incentives	103	20.1 %
Property tax abatement	116	22.6 %
Tax increment financing	100	19.5 %
Training funds	58	11.3 %
Regulatory aid	55	10.7 %
City service aid	55	10.7 %
Real estate aid	57	11.1 %
Total	741	

**Q18. Please indicate if you are aware of each of the following business assistance programs.**

(N=513)

	Yes	No
Q18-1. Economic Development Corporation of KCMO	44.8%	55.2%
Q18-2. KC Bizcare	17.9%	82.1%
Q18-3. KCSOURCELINK	18.1%	81.9%
Q18-4. Justine Petersen Small Business Loans	8.2%	91.8%
Q18-5. Full Employment Council	35.5%	64.5%
Q18-6. Metropolitan Community College	58.7%	41.3%

**Q18. Please indicate if you have used of each of the following business assistance programs.**

(N=368)

	Yes	No
Q18-1. Economic Development Corporation of KCMO	33.9%	66.1%
Q18-2. KC Bizcare	46.7%	53.3%
Q18-3. KCSOURCELINK	33.3%	66.7%
Q18-4. Justine Petersen Small Business Loans	26.2%	73.8%
Q18-5. Full Employment Council	36.3%	63.7%
Q18-6. Metropolitan Community College	29.2%	70.8%

**Q18. Next, please rate your overall satisfaction with these programs using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=176)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q18-1. Economic Development Corporation of KCMO	30.8%	28.2%	24.4%	7.7%	5.1%	3.8%
Q18-2. KC Bizcare	32.6%	25.6%	30.2%	4.7%	0.0%	7.0%
Q18-3. KCSOURCELINK	35.5%	29.0%	32.3%	0.0%	0.0%	3.2%
Q18-4. Justine Petersen Small Business Loans	27.3%	9.1%	45.5%	9.1%	0.0%	9.1%
Q18-5. Full Employment Council	18.2%	27.3%	34.8%	13.6%	4.5%	1.5%
Q18-6. Metropolitan Community College	32.1%	45.2%	19.0%	1.2%	0.0%	2.4%

**WITHOUT "NOT PROVIDED"**

**Q18. Next, please rate your overall satisfaction with these programs using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=176)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q18-1. Economic Development Corporation of KCMO	32.0%	29.3%	25.3%	8.0%	5.3%
Q18-2. KC Bizcare	35.0%	27.5%	32.5%	5.0%	0.0%
Q18-3. KCSOURCELINK	36.7%	30.0%	33.3%	0.0%	0.0%
Q18-4. Justine Petersen Small Business Loans	30.0%	10.0%	50.0%	10.0%	0.0%
Q18-5. Full Employment Council	18.5%	27.7%	35.4%	13.8%	4.6%
Q18-6. Metropolitan Community College	32.9%	46.3%	19.5%	1.2%	0.0%

**Q19. Does your company currently sell any products/services outside of the United States?**

Q19. Does your company currently sell any products/ services outside of United States	Number	Percent
Yes	69	13.5 %
No	429	83.6 %
Not currently but would like to	6	1.2 %
Not provided	9	1.8 %
Total	513	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q19. Does your company currently sell any products/services outside of the United States? (without "not provided")**

Q19. Does your company currently sell any products/ services outside of United States	Number	Percent
Yes	69	13.7 %
No	429	85.1 %
Not currently but would like to	6	1.2 %
Total	504	100.0 %

**Q20. Which of the following are your TWO preferred methods of getting information about business assistance programs?**

Q20. Your preferred methods of getting information about business assistance programs	Number	Percent
Email	244	47.6 %
Personal visit	51	9.9 %
Newsletter (mailed)	166	32.4 %
EDC website	64	12.5 %
Social media	62	12.1 %
Newsletter (emailed)	108	21.1 %
Total	695	

**Q21. Please indicate if you are interested in assistance in any of the following areas.**

Q21. Are you interested in assistance in following areas	Number	Percent
Financial assistance	28	5.5 %
Workforce training	46	9.0 %
Real estate development assistance	28	5.5 %
Government services/regulations	20	3.9 %
Exports	7	1.4 %
Other	10	1.9 %
Total	139	

**Q21. Other**

<u>Q21. Other</u>	<u>Number</u>	<u>Percent</u>
None	3	30.0 %
Not interested	1	10.0 %
Repair sidewalks & streets	1	10.0 %
Summer workforce	1	10.0 %
repair the lights in our area	1	10.0 %
Grants	1	10.0 %
Finding workers	1	10.0 %
<u>Recruiting</u>	<u>1</u>	<u>10.0 %</u>
Total	10	100.0 %

**Section 4:**  
***Survey Instrument***

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November 2017

Dear Kansas City Employer:

Thank you for choosing Kansas City as a place to do business!

The City of Kansas City, Missouri and the Economic Development Corporation (EDC) of Kansas City value your company and recognize its importance in making Kansas City a great place. Your perspective is important to us. We would like to offer an opportunity for you to provide feedback about operating a business in Kansas City, Missouri.

We kindly request your participation in the 2017 Annual Kansas City Employer Survey. Now in its seventh year, the survey helps the EDC and City leadership identify issues that affect businesses and guides solutions to problems so you receive services more effectively.

Please complete and return the survey at your earliest convenience. A postage-paid envelope -- addressed to ETC Institute, the contracting agency that conducts this survey -- is enclosed. You may also complete the survey online at [kcmo2017bizsurvey.com](http://kcmo2017bizsurvey.com).

Your responses will remain confidential. If you have a specific need for EDC or City services, please indicate that need in the space provided on the last page of the survey.

We plan to have the survey results completed and available by January 2018. A copy of the 2017 results will be accessible on the EDC website at [www.edckc.com](http://www.edckc.com) and the City of Kansas City, Missouri website at [www.kcmo.gov](http://www.kcmo.gov).

If you have any questions concerning the process, please call Gary Sage at the EDC at 816-691-2119 or at [gsage@edckc.com](mailto:gsage@edckc.com).

Thank you for taking the time to help us improve the business climate in Kansas City, Missouri.

Sincerely,

Sylvester "Sly" James  
Mayor  
Kansas City, Missouri

Robert Langenkamp  
President & CEO  
Economic Development Corporation of Kansas City

# 2017 Kansas City, Missouri Employer Survey

This survey is sponsored by the City of Kansas City, Missouri and the Economic Development Corporation of Kansas City, Missouri and is designed to improve the services to Kansas City, Missouri's businesses. If you have questions, please call Gary Sage at phone 816-691-2119 or email at gsage@edckc.com for clarification. Your responses are confidential unless you indicate a need for a response at the end of this survey.

**1. How would you rate Kansas City, Missouri overall as a place to do business?**

(5) Excellent       (3) Average       (1) Poor  
 (4) Good       (2) Below Average       (9) Don't Know

**2. Several items that may influence your perception of the City of Kansas City, Missouri are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of services provided by the City	5	4	3	2	1	9
2. Overall image of the City	5	4	3	2	1	9
3. Overall quality of life in the City	5	4	3	2	1	9
4. Quality of new development in the City	5	4	3	2	1	9
5. Overall quality of education system within the City	5	4	3	2	1	9
6. Overall feeling of safety in the City	5	4	3	2	1	9
7. Overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9

**3. Using a scale of 1 to 5, where a 5 is "Extremely Important" and a 1 is "Not Important", please indicate how important each of the following reasons are in your decision to keep your business in the City of Kansas City.**

Reason	Extremely Important	Very Important	Important	Less Important	Not Important
01. Overall image of the City	5	4	3	2	1
02. Low crime rate	5	4	3	2	1
03. Quality of local schools	5	4	3	2	1
04. Availability of trained employees	5	4	3	2	1
05. Level of taxation	5	4	3	2	1
06. Access to airports	5	4	3	2	1
07. Availability of workforce housing for employees	5	4	3	2	1
08. Proximity of businesses that are important to your business	5	4	3	2	1
09. Availability of public transportation	5	4	3	2	1
10. Availability of libraries, arts, and cultural amenities	5	4	3	2	1
11. Attitude of local government toward business	5	4	3	2	1
12. Availability of telecommunications, utilities and other infrastructure	5	4	3	2	1
13. Availability of parks and open space	5	4	3	2	1

4. Please indicate if your business has used each of the services, departments, and programs listed below over the past TWO years. Next, rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied".

Department/Service/Program	Has your business used this service over the past 2 years?		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
	Yes	No						
01. 311 call center	Yes	No	5	4	3	2	1	9
02. Business licensing	Yes	No	5	4	3	2	1	9
03. Tax collection	Yes	No	5	4	3	2	1	9
04. Municipal court	Yes	No	5	4	3	2	1	9
05. Code enforcement	Yes	No	5	4	3	2	1	9
06. Police – crime/safety response	Yes	No	5	4	3	2	1	9
07. Ambulance – medical emergency response	Yes	No	5	4	3	2	1	9
08. Fire incident response	Yes	No	5	4	3	2	1	9
09. Fire inspection	Yes	No	5	4	3	2	1	9
10. Health inspections	Yes	No	5	4	3	2	1	9
11. Regulated Industries licensing/inspections	Yes	No	5	4	3	2	1	9
12. Building permits	Yes	No	5	4	3	2	1	9
13. Development review	Yes	No	5	4	3	2	1	9
14. Public incentives requests	Yes	No	5	4	3	2	1	9
15. Airport services	Yes	No	5	4	3	2	1	9
16. Water services	Yes	No	5	4	3	2	1	9
17. Stormwater drainage	Yes	No	5	4	3	2	1	9
18. Street maintenance	Yes	No	5	4	3	2	1	9
19. Sidewalk maintenance	Yes	No	5	4	3	2	1	9
20. MBE/WBE certification	Yes	No	5	4	3	2	1	9
21. Website usefulness ( <a href="http://kcmo.gov">kcmo.gov</a> )	Yes	No	5	4	3	2	1	9
22. Public transportation	Yes	No	5	4	3	2	1	9

5. Which THREE of the services, City departments, or programs listed in Question 4 are MOST IMPORTANT to your business? [Write-in your answers below using the numbers from the list in Question 4, or circle "NONE".]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ NONE

6. Please rate the following several issues about the workforce in Kansas City using a scale of 1 to 4, where 4 means "Excellent" and 1 means "Poor".

Workforce	Excellent	Good	Average	Poor	Don't Know
1. The availability of workers	4	3	2	1	9
2. The quality of workers	4	3	2	1	9
3. The stability of workers	4	3	2	1	9
4. The education/technical skills of workers	4	3	2	1	9
5. The productivity of workers	4	3	2	1	9
6. Kansas City as a place to work	4	3	2	1	9

7. Which TWO of the issues listed in Question 6 are MOST IMPORTANT in your decision to stay in Kansas City, Missouri? [Write-in your answers below using the numbers from the list in Question 6, or circle "NONE".]

1st: \_\_\_\_ 2nd: \_\_\_\_ NONE

**8. Which of the following best describes your business/organization's sector?**

- |  |   |
|--|---|
| <input type="checkbox"/> (01) Agriculture, Forestry, Fishing & Hunting | <input type="checkbox"/> (12) Real Estate and Rental Leasing                                  |
| <input type="checkbox"/> (02) Mining                                   | <input type="checkbox"/> (13) Professional, Scientific & Technical Services                   |
| <input type="checkbox"/> (03) Utilities                                | <input type="checkbox"/> (14) Management of Companies and Enterprises                         |
| <input type="checkbox"/> (04) Construction                             | <input type="checkbox"/> (15) Administrative, Support, Waste Management, Remediation Services |
| <input type="checkbox"/> (05) Communications                           | <input type="checkbox"/> (16) Educational Services  |
| <input type="checkbox"/> (06) Manufacturing                            | <input type="checkbox"/> (17) Health Care and Social Assistance                               |
| <input type="checkbox"/> (07) Wholesale Trade                          | <input type="checkbox"/> (18) Arts, Entertainment, and Recreation                             |
| <input type="checkbox"/> (08) Retail Trade                             | <input type="checkbox"/> (19) Accommodation and Food Services                                 |
| <input type="checkbox"/> (09) Transportation and Warehousing           | <input type="checkbox"/> (20) Public Administration   |
| <input type="checkbox"/> (10) Information                              | <input type="checkbox"/> (21) Other Services  |
| <input type="checkbox"/> (11) Finance and Insurance                    |   |

**9. How long has your business/organization been located in Kansas City, Missouri?**

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> (1) Less than one year | <input type="checkbox"/> (3) 3-5 years  | <input type="checkbox"/> (5) 11-20 years      |
| <input type="checkbox"/> (2) 1-2 years          | <input type="checkbox"/> (4) 6-10 years | <input type="checkbox"/> (6) 21 or more years |

**10. Do you lease or own your facility?**  (1) Own  (2) Lease

**11. Is your business/organization currently a member of a local business/trade association?**

- (1) Yes  (2) No

**12. Is your personal residence in KCMO?**  (1) Yes  (2) No

**13. Approximately how many employees does your organization employ at the location where you received this survey? [Do not include employees who work at other locations that are owned/operated by your organization.]**

- |   |                                    |                                      |  |
|---|------------------------------------|--------------------------------------|--|
| <input type="checkbox"/> (1) Less than 10 | <input type="checkbox"/> (3) 25-49 | <input type="checkbox"/> (5) 100-249 | <input type="checkbox"/> (7) 500 or more |
| <input type="checkbox"/> (2) 10-24        | <input type="checkbox"/> (4) 50-99 | <input type="checkbox"/> (6) 250-499 |  |

**14. Does your company have employees at other locations in the metropolitan Kansas City area?**

- (1) Yes (How many employees do you have at other locations in the Kansas City area? \_\_\_\_\_)  
 (2) No

**15. For the last FIVE years, please indicate the sources of funding for your business needs. [Check all that apply.]**

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> (1) Personal Savings     | <input type="checkbox"/> (5) Asset Backed Loans                       | <input type="checkbox"/> (8) Equity Financing |
| <input type="checkbox"/> (2) Loans-Family/Friends | <input type="checkbox"/> (6) Credit Cards                             | <input type="checkbox"/> (9) Not Needed       |
| <input type="checkbox"/> (3) Bank Loans           | <input type="checkbox"/> (7) Government Grants/<br>Funding/Incentives |   |
| <input type="checkbox"/> (4) Working Capital      |   |   |

**16. In the next THREE years, is your organization planning to do any of the following? [Check all that apply.]**

- (1) Expanding/renovating your facility in its current location  
 (2) Relocating to another location in Kansas City, Missouri?  
Where? \_\_\_\_\_ Why? \_\_\_\_\_  
 (3) Relocating to another location outside Kansas City, Missouri?  
What city/where? \_\_\_\_\_ Why? \_\_\_\_\_  
 (4) Decreasing employment? Please indicate the anticipated number of layoffs: \_\_\_\_\_  
 (5) Increasing employment?  
Please indicate the anticipated number of new hires: \_\_\_\_\_ HOURLY Wage Level: \_\_\_\_\_  
 (6) Closing? Why? \_\_\_\_\_  
 (7) No plans at present to do any of these

**17. Are you aware of the following services provided by the Economic Development Corporation of KCMO? [Check all that apply.]**

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> (1) Financing                 | <input type="checkbox"/> (4) Property tax abatement  | <input type="checkbox"/> (7) Regulatory aid   |
| <input type="checkbox"/> (2) Job/Investment Incentives | <input type="checkbox"/> (5) Tax Increment Financing | <input type="checkbox"/> (8) City service aid |
| <input type="checkbox"/> (3) Redevelopment Incentives  | <input type="checkbox"/> (6) Training funds          | <input type="checkbox"/> (9) Real estate aid  |

**18. Please indicate if you are aware of and if you have used each of the following business assistance programs. Next, please rate your overall satisfaction with these programs using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".**

Business Assistance Programs	Are you aware of this program?		Have you used this program?		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
	Yes	No	Yes	No						
1. Economic Development Corporation of KCMO	Yes	No	Yes	No	5	4	3	2	1	9
2. KC Bizcare	Yes	No	Yes	No	5	4	3	2	1	9
3. KCSOURCELINK	Yes	No	Yes	No	5	4	3	2	1	9
4. Justine Petersen Small Business Loans	Yes	No	Yes	No	5	4	3	2	1	9
5. Full Employment Council	Yes	No	Yes	No	5	4	3	2	1	9
6. Metropolitan Community College	Yes	No	Yes	No	5	4	3	2	1	9

**19. Does your company currently sell any products/services outside of the United States?**

- (1) Yes     (2) No     (3) Not currently but would like to

**20. Which of the following are your TWO preferred methods of getting information about business assistance programs? [Check only TWO.]**

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> (1) Email          | <input type="checkbox"/> (3) Newsletter (mailed) | <input type="checkbox"/> (5) Social media         |
| <input type="checkbox"/> (2) Personal visit | <input type="checkbox"/> (4) EDC Website         | <input type="checkbox"/> (6) Newsletter (emailed) |

**21. Please indicate if you are interested in assistance in any of the following areas. [Check all that apply.]**

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> (1) Financial Assistance | <input type="checkbox"/> (3) Real estate development assistance | <input type="checkbox"/> (5) Exports      |
| <input type="checkbox"/> (2) Workforce training   | <input type="checkbox"/> (4) Government services/regulations    | <input type="checkbox"/> (6) Other: _____ |

**If you would like to discuss the survey, or have a need to be contacted by an Economic Development Corporation of Kansas City, Missouri representative on one of the above issues, please add your contact information below.**

Your Name: \_\_\_\_\_ Telephone #: \_\_\_\_\_  
 Title: \_\_\_\_\_ Email: \_\_\_\_\_  
 Company Name: \_\_\_\_\_

**This concludes the survey – Thank you for your time!**  
 Please return your completed survey in the enclosed return-reply envelope addressed to:  
 P.O. Box 480320, Kansas City, Missouri 64148-9902.

Your responses will remain completely confidential. The information printed to the right will ONLY be used to help identify which areas of the City are having problems. If your address is not correct, please provide the correct information. Thank you.