

SULLIVAN COUNTY EMPLOYER SURVEY

INSTRUCTIONS: Please complete this survey based upon your experience in Sullivan County. Where questions ask for a numerical rating of your opinion, select the whole number that best describes your experience for the given issue for each line of the question. Half-number choices will be recorded as the lower value. If a question does not apply to your business, please leave the answer blank; do not add zeros, dashes, or "N/A," except where the N/A option is provided.

Your responses are for research only, and will be kept absolutely confidential by Wadley-Donovan GrowthTech and the County of Sullivan. Information specific to your firm will not be divulged at any time, nor will it be used for any commercial purpose. Report data will be aggregated from all survey data.

We encourage you to complete this survey using the on-line form available at <http://www.surveymonkey.com/s/sullivan-county>.

Please respond by August 15, 2012. If you prefer, you may fax your completed form to 619-682-1058 or 973-379-7771. If you choose not to participate, please e-mail us to that effect at nleissing@wadley-donovan.com. Do not return a blank questionnaire.

BACKGROUND INFORMATION

1. Company Name: _____
2. Primary industry code (if known): SIC _____ or NAICS _____
3. Please describe your primary product or service: _____
4. Please indicate the town, village or hamlet, and zip code in which your facility is located. (If you have multiple locations, indicate the location of the primary or largest facility.)
TOWN, VILLAGE OR HAMLET _____ ZIP CODE: _____
5. How long has your company had operations in Sullivan County? _____
6. Why is your operation located in Sullivan County? _____

EMPLOYMENT PROFILE

7. Please provide the following data for your Sullivan County facility/facilities (approximations acceptable):
_____ Current number of full-time employees
_____ Current number of part-time-time employees
_____ Current number of temporary employees
_____ Percentage of workers represented by one or more labor unions
_____ Number of workers at your facility that are employed by an outside contractor or as direct contract labor
8. What is your anticipated full-time employment growth in the next 12 months?
☐ Layoffs ☐ None ☐ Less than 2% increase ☐ Between 2-5% ☐ Over 5%

EMPLOYEE TURNOVER AND ABSENTEEISM

Please select the category that best describes your experience with employee turnover and absenteeism.

9. Average annual turnover rate 0-5% 6-9% 10-14% Over 15%
10. Average daily absenteeism rate 0-5% 6-9% 10-14% Over 15%
11. Annual percent retiring (2011-2012) 0-5% 6-9% 10-14% Over 15%

RETIRING RESIDENTS WITHIN THE WORKFORCE

12. Approximately what percent of your employees are eligible for retirement now or will become eligible for retirement over the next five years? _____%
13. Does your company or organization have a strategy to replace these employees lost to retirement, and/or have knowledge-transfer, or phased/delayed-retirement strategies?
☐ Yes ☐ No

BASIC SKILLS OF JOB APPLICANTS

14. Please rate these basic skill levels you see among your non-managerial and non-professional job applicants.

	Excellent	Good	Satisfactory	Fair	Poor
Written communication	5	4	3	2	1
Reading comprehension.....	5	4	3	2	1
Math.....	5	4	3	2	1
Thinking and judgment/problem solving	5	4	3	2	1
Verbal communication/comprehension.....	5	4	3	2	1
Team and cooperative skills	5	4	3	2	1
15. How important to your recruiting needs is the availability of these basic skills among your applicants?

Critical	Strong	Moderate	Low	No Importance
5	4	3	2	1

PRODUCTIVITY AND WORK ETHIC OF COMPANY EMPLOYEES

16. Please select the number that best describes your experience with the following issues within the local labor force.

	<u>Excellent</u>	<u>Good</u>	<u>Satisfactory</u>	<u>Fair</u>	<u>Poor</u>
Work ethic.....	5.....	4.....	3.....	2.....	1.....
Productivity.....	5.....	4.....	3.....	2.....	1.....
Productivity compared to that of company's other sites.....	5.....	4.....	3.....	2.....	1.....
Punctuality.....	5.....	4.....	3.....	2.....	1.....

LABOR AVAILABILITY/DEMAND/COST

17. AVAILABILITY: In the "Availability" column, please rate your experiences in recruiting qualified applicants from the local workforce DURING THE PAST SIX MONTHS for any occupations that apply to your company. Please rate on a scale of one to five, where 5=plentiful, 4=good, 3=satisfactory, 2=fair, and 1=unavailable.

18. DEMAND In the two columns under "Demand," please provide an estimated number of positions you will be seeking to fill.

IF AN OCCUPATION DOES NOT APPLY TO YOUR COMPANY, PLEASE LEAVE THE SPACES BLANK; IT IS NOT NECESSARY TO FILL A COLUMN WITH ZEROS, DASHES, ARROWS, LINES, OR "N/A."

Occupation	17. Availability	18. Demand	
	Experience Recruiting Quality Applicants 5=plentiful, 4=good, 3=satisfactory, 2=fair, 1=unavailable	# Currently Needed	# Needed In 1 year
Construction and Building Trades			
Carpenters			
Electricians			
Heating and air conditioning mechanics and installers			
Plumbers			
Farming, Agriculture			
Agricultural equipment operators			
Farm workers and laborers			
Food Preparation			
Chefs and Head Cooks			
Chefs, institution and cafeteria			
Tourism Related Occupations			
Amusement and recreation attendants			
Hotel, motel and resort desk clerks			
Maids and housekeeping cleaners			
Recreation workers			
Waiters and waitresses (food servers)			
Retail			
Cashiers			
Retail clerks			
Computer and Information Technology			
Computer and information systems managers			
Computer support specialists, technicians			
Computer systems analysts			
Database, network and computer systems administrators			
Management, Marketing and Public Relations Occupations			
Financial analysts			
General and operations managers			
Public relations and fund raising managers and specialists			
Sales managers			
Office and Administrative Support			
Bookkeeping, accounting and auditing clerks			
Customer service representatives			
Executive secretaries and administrative assistants			
Office clerks			
Professional/Technical			
Accountants/auditors			
Engineering technicians (all disciplines)			
Engineers (all disciplines)			
Financial managers			
Paralegals and legal assistants			
Lawyers			
Veterinarians			

TABLE CONTINUES NEXT PAGE

LABOR AVAILABILITY/DEMAND/COST, *continued*

**IF AN OCCUPATION DOES NOT APPLY TO YOUR COMPANY, PLEASE LEAVE THE SPACES BLANK;
IT IS NOT NECESSARY TO FILL A COLUMN WITH ZEROS, DASHES, ARROWS, LINES, OR "N/A."**

Occupation	17. Availability	18. Demand	
	Experience Recruiting Quality Applicants 5=plentiful, 4=good, 3=satisfactory, 2=fair, 1=unavailable	# Currently Needed	# Needed In 1 year
Production/Technical			
Assemblers and fabricators			
General unskilled labor			
Laborers & freight, stock and material movers			
Industrial truck & tractor (forklift) operators			
Machine operators, no set-up			
Machine setters, operators, and tenders			
Skilled machine trades, general			
Technicians, general			
Installation, Maintenance, Repair and Security			
Maintenance and repair workers, general			
Welders/cutters			
Transportation and Material Moving			
Truck drivers, heavy and tractor trailer			
Other (please specify):			
1 other			

19. What impact have labor shortages had on your ability to do business? Very High High Moderate Little None
..... 5 4 3 2 1

20. Please approximate the sales volume lost due to these shortages.
_____ % (percentage of volume lost) and \$ _____ (dollar-value of lost sales)

RECRUITING METHODS

21. Please indicate the THREE most frequently used recruiting methods employed by your company or organization.

- | | | |
|---|---|--|
| <input type="checkbox"/> Walk-ins/unsolicited resumes | <input type="checkbox"/> State employment office | <input type="checkbox"/> Radio/TV advertising |
| <input type="checkbox"/> Referrals | <input type="checkbox"/> Newspaper advertising | <input type="checkbox"/> Job Fairs |
| <input type="checkbox"/> Employment agencies | <input type="checkbox"/> Colleges/universities | <input type="checkbox"/> Center for Workforce Development: |
| <input type="checkbox"/> "Temp to perm" | <input type="checkbox"/> Boces | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> "Word of Mouth" | <input type="checkbox"/> Internet /company website/
social media | <input type="checkbox"/> Other _____ |

22. Please list any high schools, technical schools, colleges, or universities where you recruit.

EASE OF LOCATING AND RELOCATING MANAGEMENT AND PROFESSIONALS

23. Please indicate your experience with recruiting/transferring employees from outside the area requiring relocation.

	<u>Frequently</u>	<u>Often</u>	<u>Occasionally</u>	<u>Seldom</u>	<u>Never</u>
How often do you recruit employees from outside the area?	5	4	3	2	1
	<u>Excellent</u>	<u>Good</u>	<u>Satisfactory</u>	<u>Fair</u>	<u>Poor</u>
Ease of relocating/transferring employees from outside area	5	4	3	2	1
Ease of recruiting young professionals (25-34 yrs) from outside area	5	4	3	2	1

24. Please indicate how the following issues affect relocating or recruiting workers from outside the area.

	<u>Strong Asset</u>	<u>Neutral</u>	<u>Strong Liability</u>
Availability of alternative job opportunities	5	4	3
Employment opportunities for "trailing" spouses	5	4	3
Quality of life as perceived by job candidates from outside area	5	4	3
Quality of schools as an impact on personnel relocations	5	4	3
Public schools	5	4	3
Private schools	5	4	3
Housing	5	4	3

TRAINING AND EDUCATIONAL RESOURCES

25. Do you currently use – or have you used – area schools for employee training; or for co-ops, apprenticeships, internships, or similar programs?

☐ Yes, currently ☐ Yes, in the past, but not currently ☐ No

If you answered YES to question 25, please complete questions 26 and 27. If NO, please proceed to question 28.

26. If yes, please indicate the value to your company of the program used. Very High High Satisfactory Poor No Value
..... 5 4 3 2 1

27. How frequently have you worked, or do you work, with each of the following for training programs, apprenticeships, co-op, internships, or other programs?

	Continuously	Often	Occasional	Seldom	Never
Area high schools	5	4	3	2	1
SUNY Sullivan	5	4	3	2	1
SUNY Orange	5	4	3	2	1
BOCES	5	4	3	2	1
Center of Workforce Development	5	4	3	2	1
Other	5	4	3	2	1
Private vendors (e.g., training/development consultants)	5	4	3	2	1

28. Please select the number that best indicates your opinion of the value of the educational programs and graduates at the following institutions or agencies to your operation or business.

	<u>Very High</u>	<u>High</u>	<u>Satisfactory</u>	<u>Low</u>	<u>Very Low</u>	<u>No Experience</u>
Area high schools	5	4	3	2	1	N/E
SUNY Sullivan	5	4	3	2	1	N/E
SUNY Orange	5	4	3	2	1	N/E
BOCES	5	4	3	2	1	N/E
Center of Workforce Development	5	4	3	2	1	N/E
Other	5	4	3	2	1	N/E
Private vendors (e.g., training/development consultants)	5	4	3	2	1	N/E

29. Do you have current training needs that are not available locally? ☐ Yes ☐ No

30. If yes, please describe the training needed. _____

TELECOMMUTING

31. Do you allow your employees to telecommute? ☐ Yes ☐ No

32. Have your experiences been satisfactory? ☐ Yes ☐ No

33. If you do not allow for telecommuting, would you offer telecommuting if you had internet access

QUALITY OF LIFE

34. Please select the number that best describes your experience.

	<u>Excellent</u>	<u>Good</u>	<u>Satisfactory</u>	<u>Fair</u>	<u>Poor</u>
Quality of public education (K-12)	5	4	3	2	1
Availability of affordable homes	5	4	3	2	1
Availability of childcare services	5	4	3	2	1
Healthcare services	5	4	3	2	1
Safety from crime	5	4	3	2	1
Shopping and services	5	4	3	2	1
Recreational opportunities	5	4	3	2	1
Cultural opportunities, including the arts	5	4	3	2	1

LOCAL BUSINESS CLIMATE

35. Please select the number that best describes your experience for conducting business in Sullivan County.

	<u>Excellent</u>	<u>Good</u>	<u>Satisfactory</u>	<u>Fair</u>	<u>Poor</u>
Overall cost of doing business	5	4	3	2	1
Local property taxes	5	4	3	2	1
Local construction-related permitting	5	4	3	2	1

36. Please circle the number that best describes your experience.

	<u>Excellent</u>	<u>Good</u>	<u>Satisfactory</u>	<u>Fair</u>	<u>Poor</u>	<u>Not Applicable</u>
Rail freight service	5	4	3	2	1	N/A
Rail freight costs	5	4	3	2	1	N/A
Intermodal rail center	5	4	3	2	1	N/A
Trucking service.....	5	4	3	2	1	N/A
Trucking costs	5	4	3	2	1	N/A
Air freight service	5	4	3	2	1	N/A
Airfreight costs	5	4	3	2	1	N/A
Overnight mail and package delivery services	5	4	3	2	1	N/A
Overnight mail and package delivery costs	5	4	3	2	1	N/A
Electric power reliability	5	4	3	2	1	N/A
Electric power costs	5	4	3	2	1	N/A
Availability of broadband services	5	4	3	2	1	N/A
Quality of broadband services	5	4	3	2	1	N/A
Quality of advanced telecom services (voice and data)	5	4	3	2	1	N/A
Availability of cell phone services	5	4	3	2	1	N/A
Quality of cell phone service	5	4	3	2	1	N/A
Costs of advanced telecom services (voice and data)	5	4	3	2	1	N/A
Water supply capacity	5	4	3	2	1	N/A
Water quality	5	4	3	2	1	N/A
Water costs.....	5	4	3	2	1	N/A
Sewer treatment capacity	5	4	3	2	1	N/A
Sewer systems acceptance of industrial waste	5	4	3	2	1	N/A
Sewer costs	5	4	3	2	1	N/A
Solid waste disposal services	5	4	3	2	1	N/A
Solid waste disposal costs	5	4	3	2	1	N/A
Available sites for business construction	5	4	3	2	1	N/A
Costs of sites for business construction	5	4	3	2	1	N/A
Available buildings for business occupancy	5	4	3	2	1	N/A
Costs of buildings for business occupancy	5	4	3	2	1	N/A
Costs of construction	5	4	3	2	1	N/A
Availability of financing for construction or business operations	5	4	3	2	1	N/A
Availability of business assistance and incentives	5	4	3	2	1	N/A
County economic development services	5	4	3	2	1	N/A
Town or village economic development services	5	4	3	2	1	N/A

37. If you have any additional comments or detailed information, please add them here or attach a separate sheet.

[illegible]

Please PRINT your contact information (if we have questions regarding your responses):

Name _____ Title _____

Best way to contact: Phone # _____ E-mail _____

Thank you for your time and cooperation with this project!

You may address any questions concerning this survey and/or study to:

Sullivan County Division of Planning
Luiz Aragon, Commissioner (Luiz.Aragon@co.sullivan.ny.us)
845-807-0527

Wadley-Donovan GrowthTech
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