

2016 City of Spring Hill Business Survey

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Final Report

Submitted to the City of Spring Hill, Kansas

by:

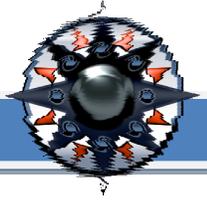
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Purpose and Methodology

ETC Institute administered a business survey for the City of Spring Hill for the second time in the summer of 2016; the first survey was conducted in the fall of 2013. The survey was administered as part of the City's effort to assess business satisfaction with the quality of services. The information gathered from the survey will help the City understand and prioritize policy decisions for the City's businesses.

Business Survey. A five-page survey was mailed to all businesses on the City-provided list of businesses in Spring Hill. A total of 36 businesses responded to the survey by mail. The random nature of the responses provides the City with a good sampling of the City's businesses.

The percentage of "don't know" responses has been excluded from many of the graphs shown in this report. Since the number of "don't know" responses often reflects the utilization and awareness of city services, the percentage of "don't know" responses has been provided in the tabular data section of this report. When the "don't know" responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase "*who had an opinion.*"

This report contains:

- a summary of the methodology for administering the survey and major findings
- charts and graphs of each question on the survey
- tables that show the results for each question on the survey
- a copy of the survey instrument

Major Findings

- **Overall City Services.** Ninety-six percent (96%) of the businesses surveyed *who had an opinion* were satisfied (rating of 4 or 5 on a 5-point scale) with the quality of the City's fire services; 95% were satisfied with police services, 90% were satisfied with the quality of ambulance services, and 88% were satisfied with the cleanliness of public areas. Businesses were least satisfied with street maintenance (9% were dissatisfied).

- **Services that businesses thought would be most important to their business.** The services that businesses thought were be most important were: 1) the quality of police services, and 2) street maintenance.
- **Reasons Why Businesses Located in Spring Hill and the Factors Most Likely to Impact their Decision to Stay in Spring Hill over the Next 10 Years.** Eighty-nine percent (89%) of the businesses surveyed *who had an opinion* indicated that the availability of telecommunications, utilities and infrastructure was the most important reason for locating in Spring Hill. Eighty-six percent (86%) of the businesses surveyed also indicated the attitude of local government toward business as another reason for locating in Spring Hill. The overall image of the City would have the most impact on their decision to stay over the next 10 years.
- **Change Expected Over the Next 12 Months.** Sixty-nine percent (69%) of businesses surveyed are not expecting a major change in business over the next 12 months. Twenty-two percent (22%) expected to expand their business in Spring Hill, 11% expected to relocate to another location outside Spring Hill, and 8% expected to relocate to another location in Spring Hill. Three percent (3%) expected to downsize and 3% were expecting to close.
- **Communications.** Businesses received most of their information about the City from three sources; 1) City newsletter, 2) word of mouth, and 3) City website. Their preferred method was through the City newsletter
- **Perception of Spring Hill.** Ninety-seven percent (97%) of the businesses *who had an opinion* were satisfied (rating of 4 or 5 on a 5-point scale) with the overall feeling of safety in the City; 91% were satisfied with the overall quality of services provided by the City, and 90% were satisfied with the quality of public education in Spring Hill. Businesses were least satisfied with how well the City is planning growth (58%).

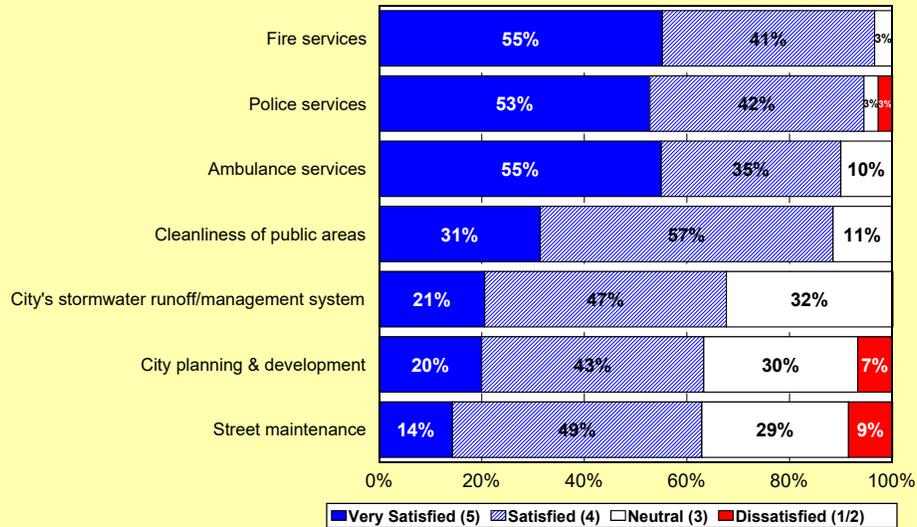
Other Issues

- **58% of businesses rated the appearance of the area where their business was located as excellent or good.**
- **64% were satisfied with the City's efforts to improve the physical appearance of the City.**
- **72% said that Spring Hill was a business friendly community.**
- **86% were current members of the Spring Hill Chamber of Commerce.**
- **89% are supportive of the City's efforts to redevelop Spring Hill's downtown corridor.**

Section 1:
Charts and Graphs

Q1. Overall Satisfaction With City Services Based on How the Services Affect Business

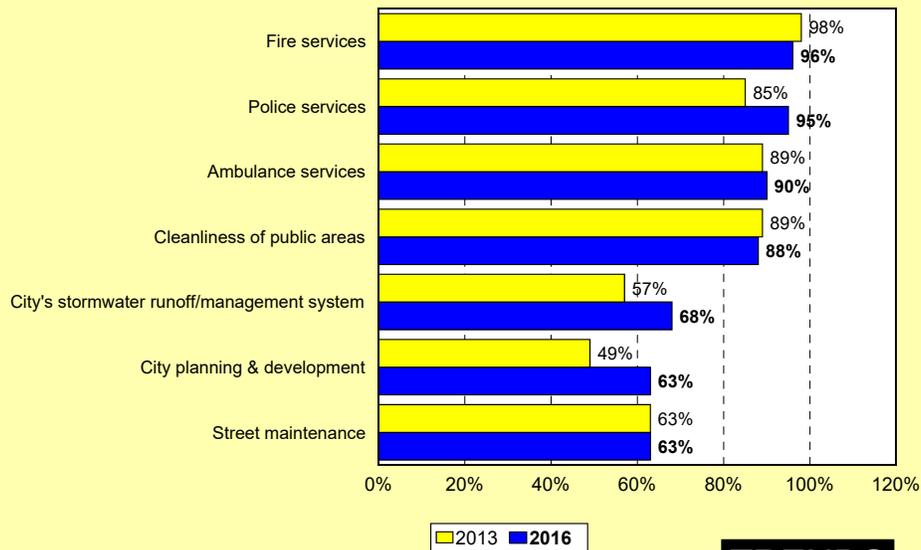
by percentage of business respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2016 - Spring Hill Business)

Overall Satisfaction With City Services Based on How the Services Affect Business - 2013 vs. 2016

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

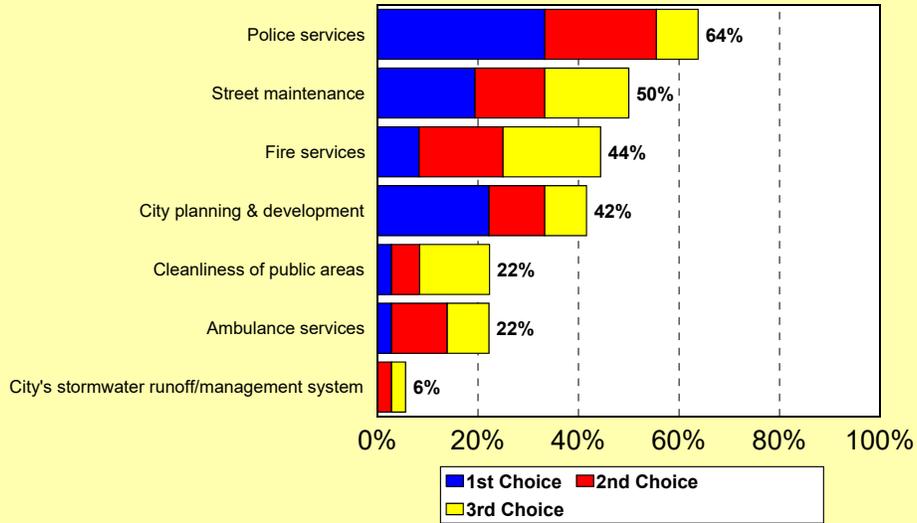


Source: ETC Institute DirectionFinder (2016 - Spring Hill Business)

TRENDS

Q2. City Services That Are Most Important to Businesses

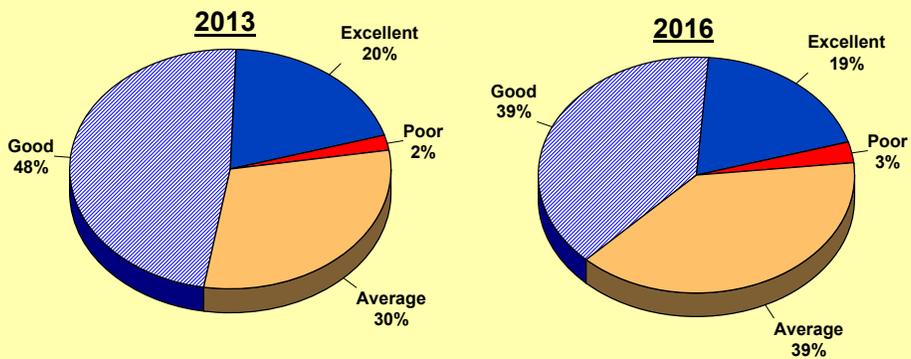
by percentage of business respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2016 - Spring Hill Business)

Q3. How would you rate the physical appearance of the areas where your business is located?

by percentage of business respondents

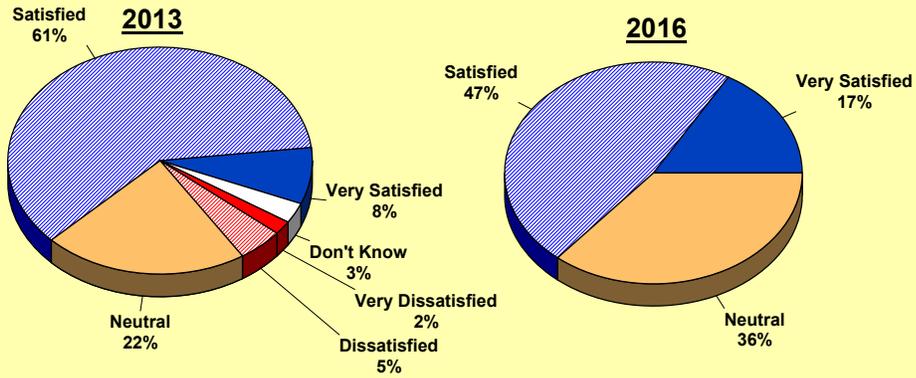


Source: ETC Institute DirectionFinder (2016 - Spring Hill Business)

TRENDS

Q4. How satisfied are you with the City's effort to improve the physical appearance of the City?

by percentage of business respondents

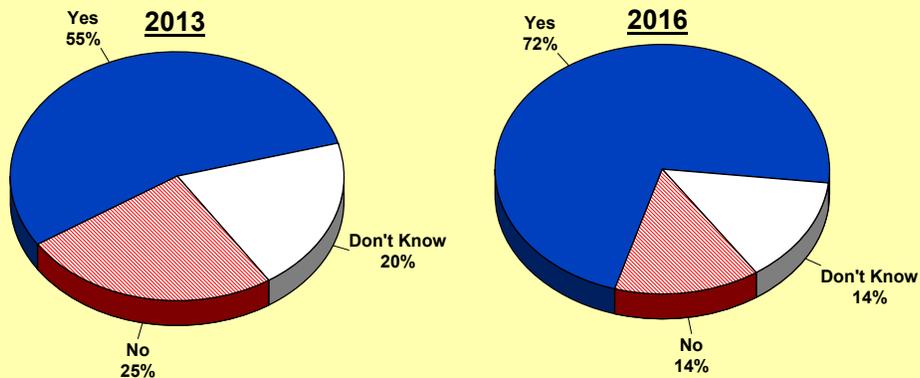


Source: ETC Institute DirectionFinder (2016 - Spring Hill Business)

TRENDS

Q5. Is Spring Hill a business friendly community?

by percentage of business respondents

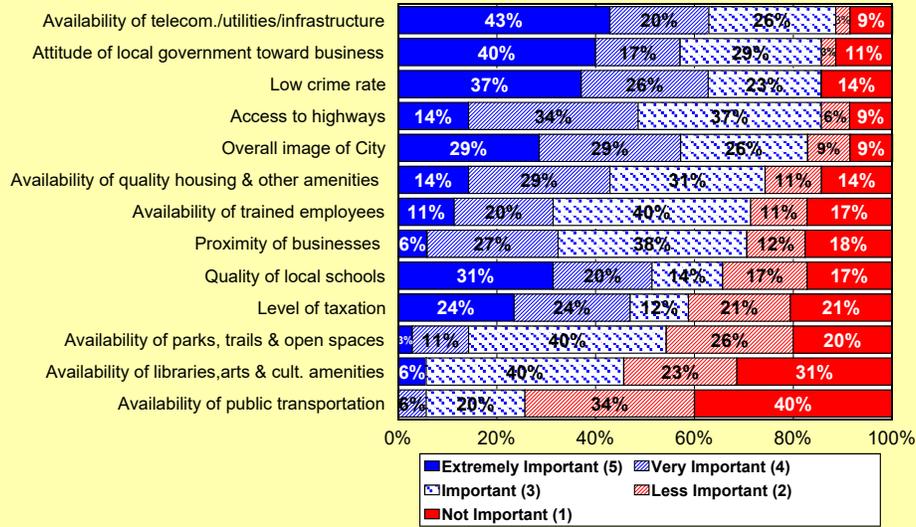


Source: ETC Institute DirectionFinder (2016 - Spring Hill Business)

TRENDS

Q6. Importance of Various Reasons For Deciding to Locate Business in Spring Hill

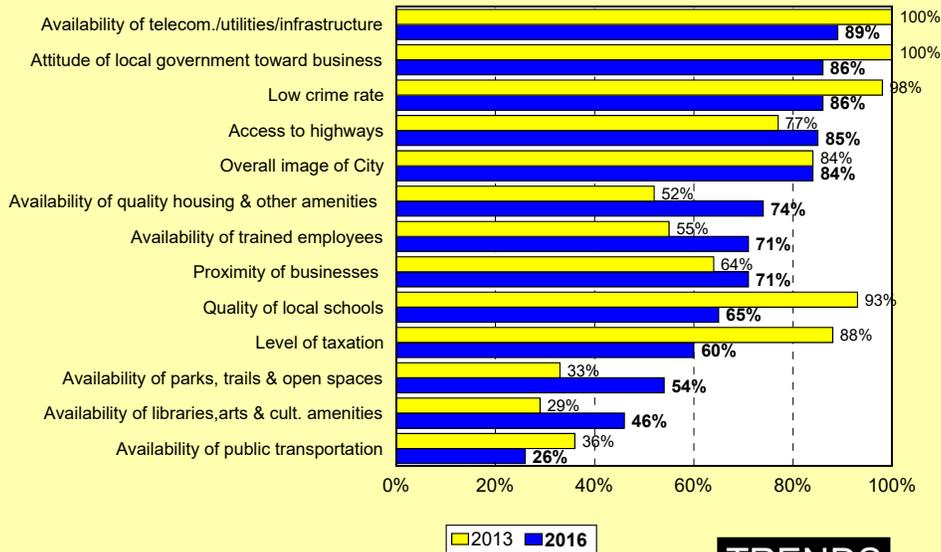
by percentage of business respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2016 - Spring Hill Business)

Importance of Various Reasons For Deciding to Locate Business in Spring Hill - 2013 vs. 2016

by percentage of respondents who rated the item as a 3, 4, or 5 on a 5-point scale (excluding don't knows)

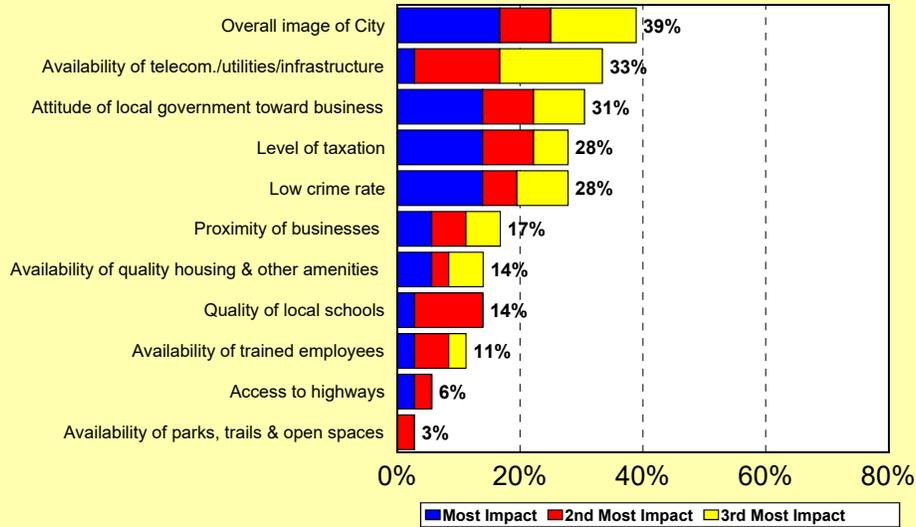


Source: ETC Institute DirectionFinder (2016 - Spring Hill Business)

TRENDS

Q7. Reasons that Have the Most Impact on Decision to Stay in Spring Hill for the Next 10 Years

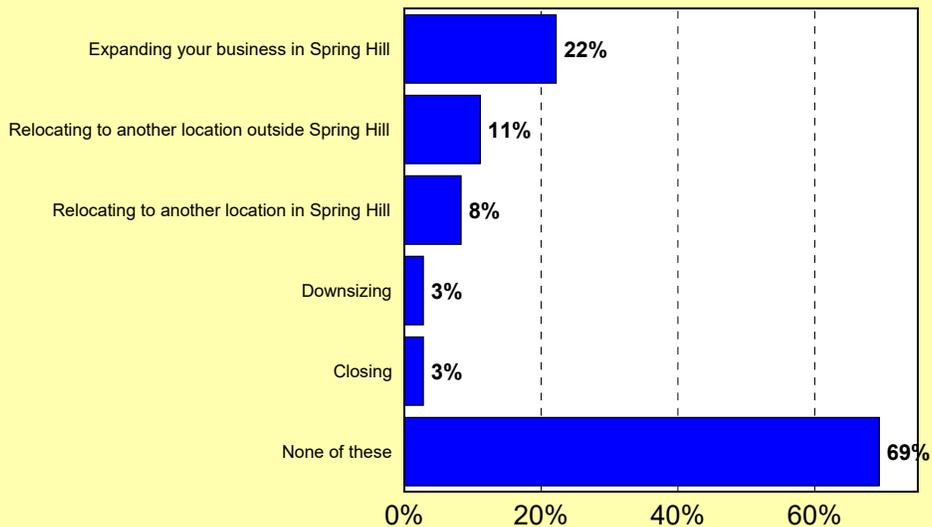
by percentage of business respondents (based on the sum of top 3 choices)
(excluding none chosen)



Source: ETC Institute DirectionFinder (2016 - Spring Hill Business)

Q8. In the next 12 months, is your business considering any of the following?

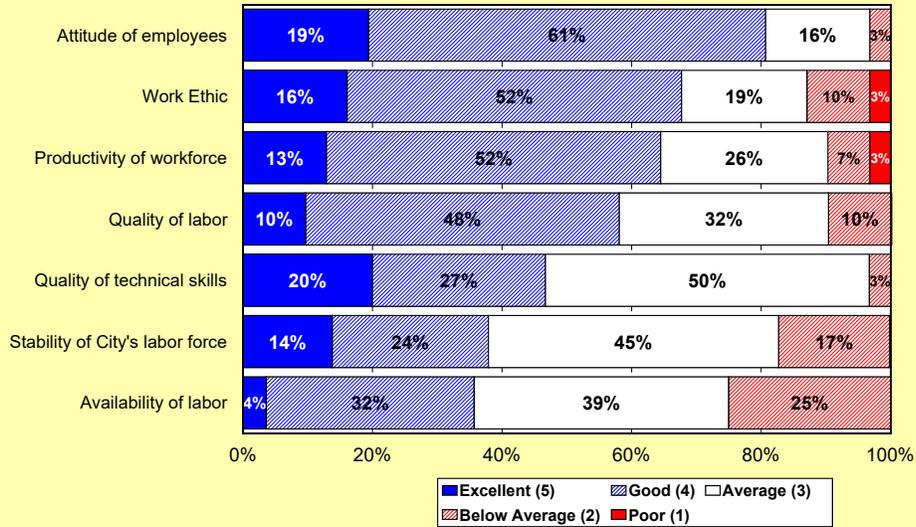
by percentage of business respondents (multiple selections could be made)



Source: ETC Institute DirectionFinder (2016 - Spring Hill Business)

Q9. How Businesses Rate the Labor Pool in the City of Spring Hill

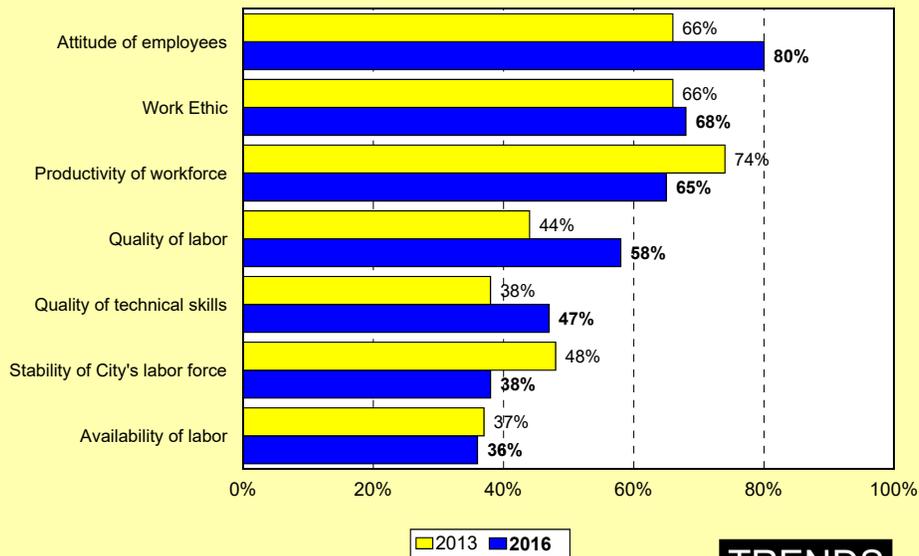
by percentage of business respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2016 - Spring Hill Business)

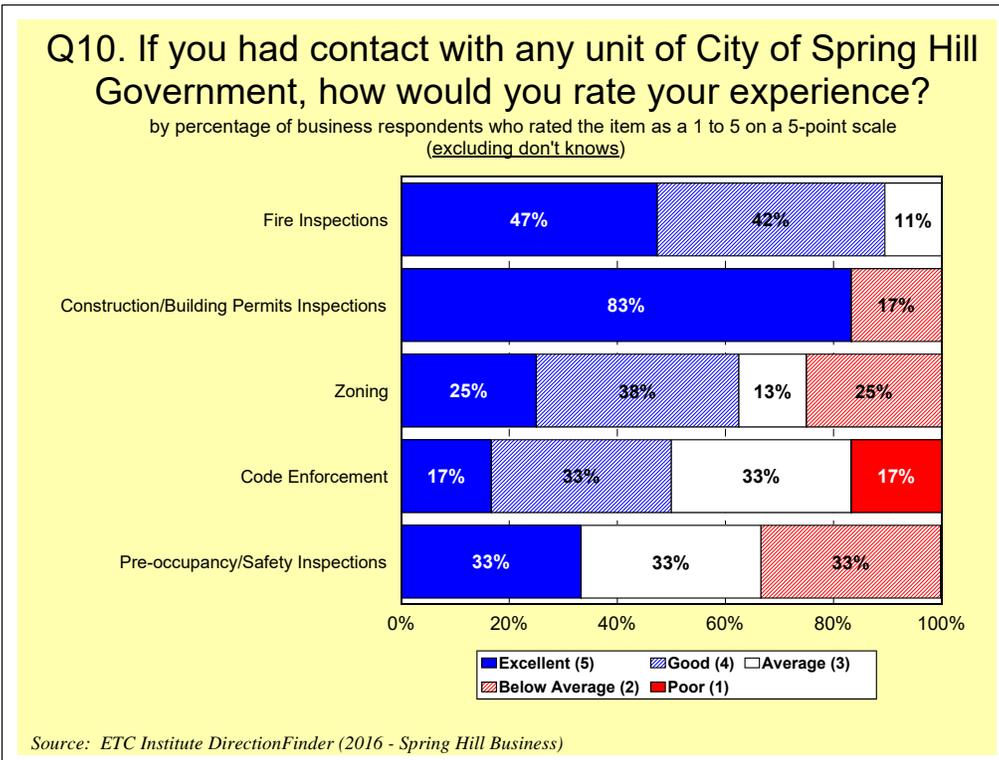
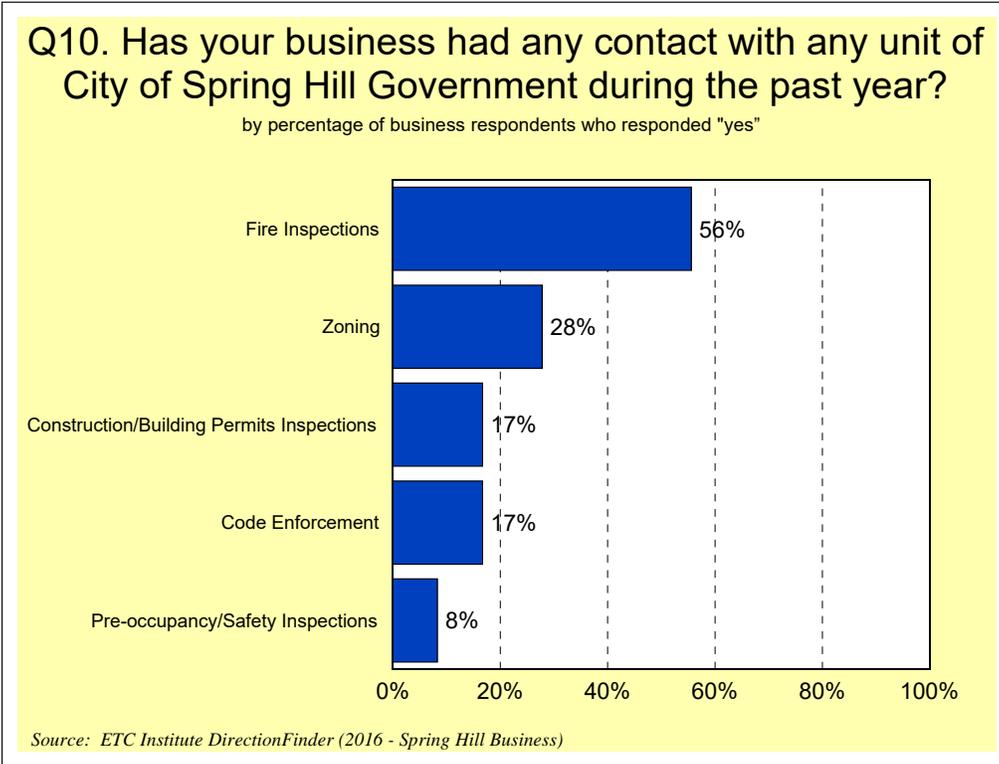
How Businesses Rate the Labor Pool in the City of Spring Hill - 2013 vs. 2016

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



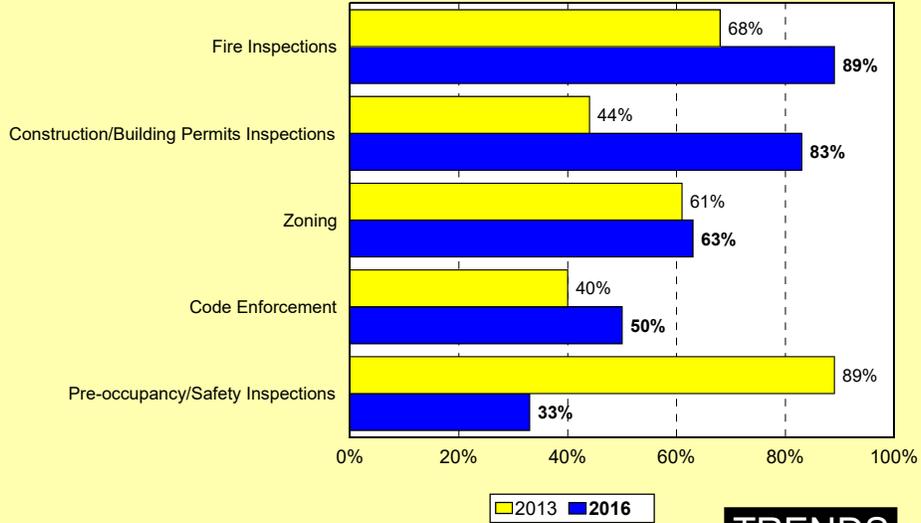
Source: ETC Institute DirectionFinder (2016 - Spring Hill Business)

TRENDS



If you had contact with any unit of City of Spring Hill Government, how would you rate your experience? 2013 vs. 2016

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

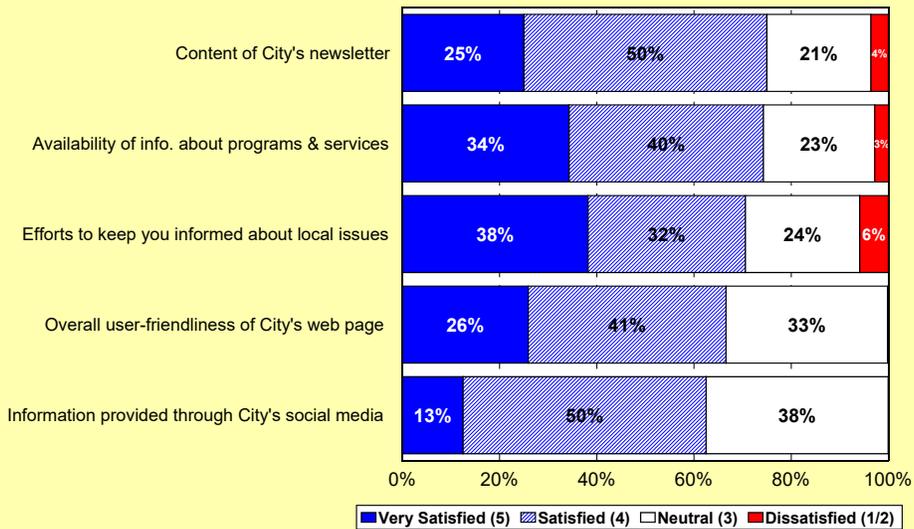


Source: ETC Institute DirectionFinder (2016 - Spring Hill Business)

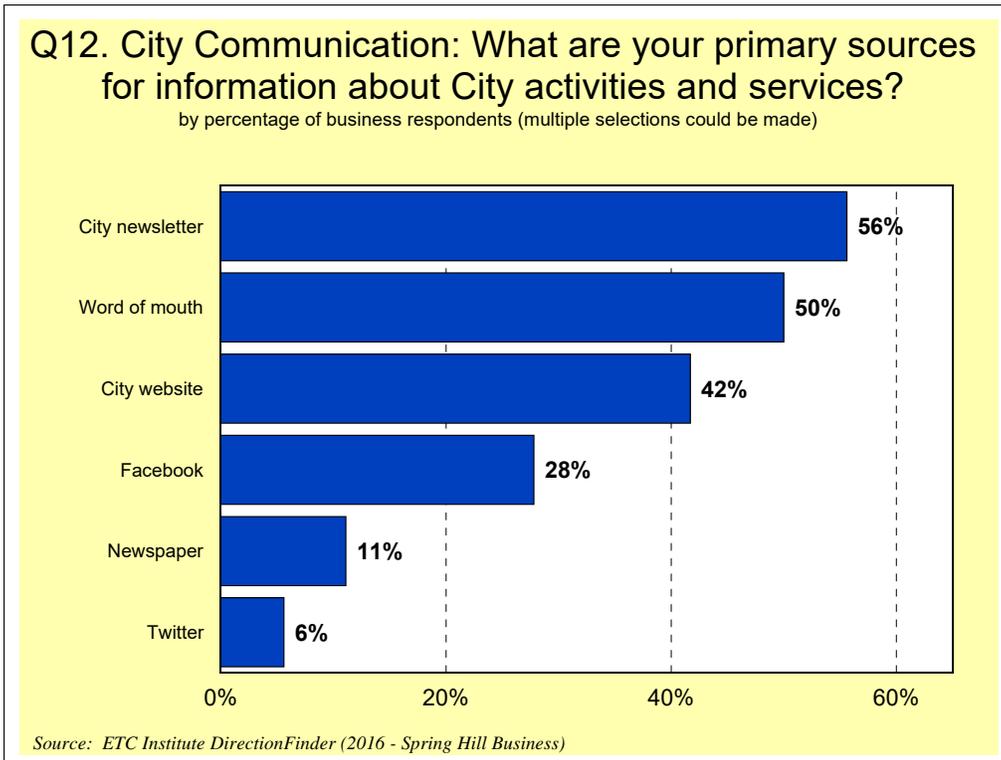
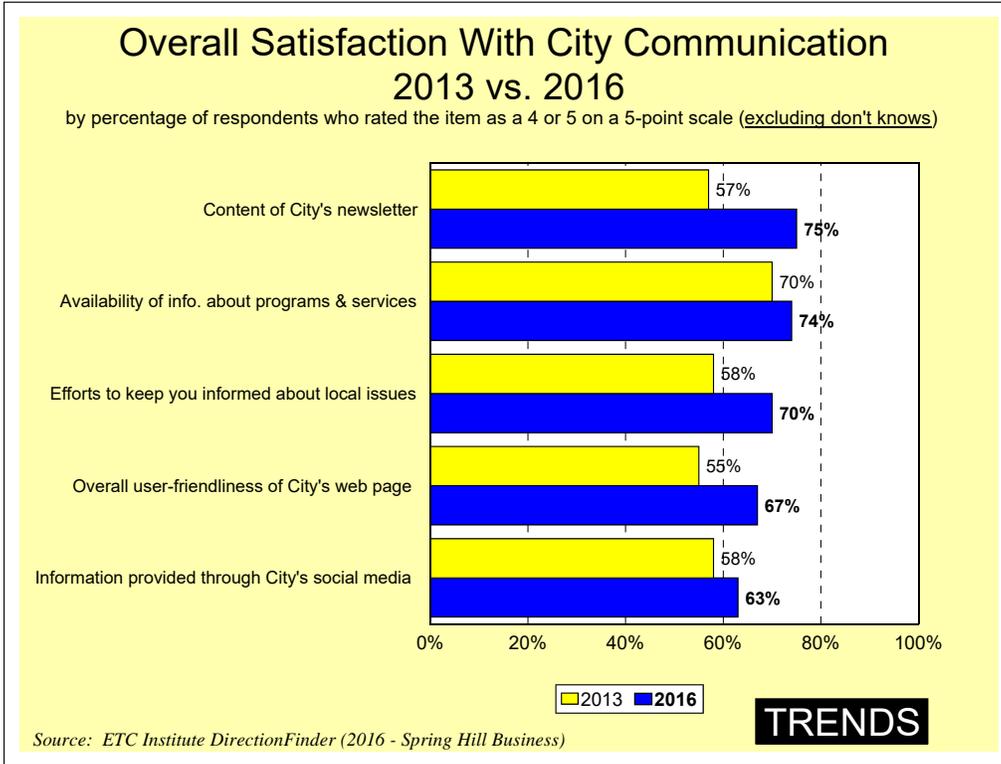
TRENDS

Q11. Overall Satisfaction With City Communication

by percentage of business respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)

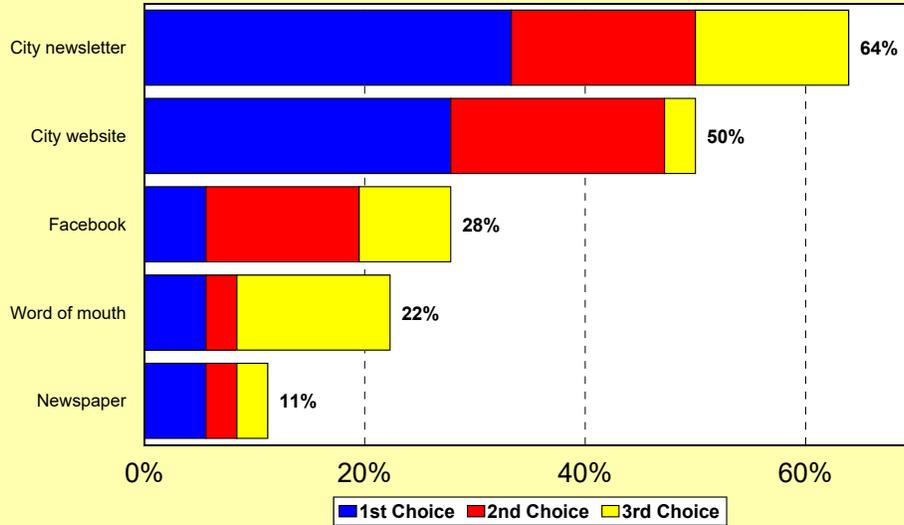


Source: ETC Institute DirectionFinder (2016 - Spring Hill Business)



Q13. Which THREE methods of communication do you prefer?

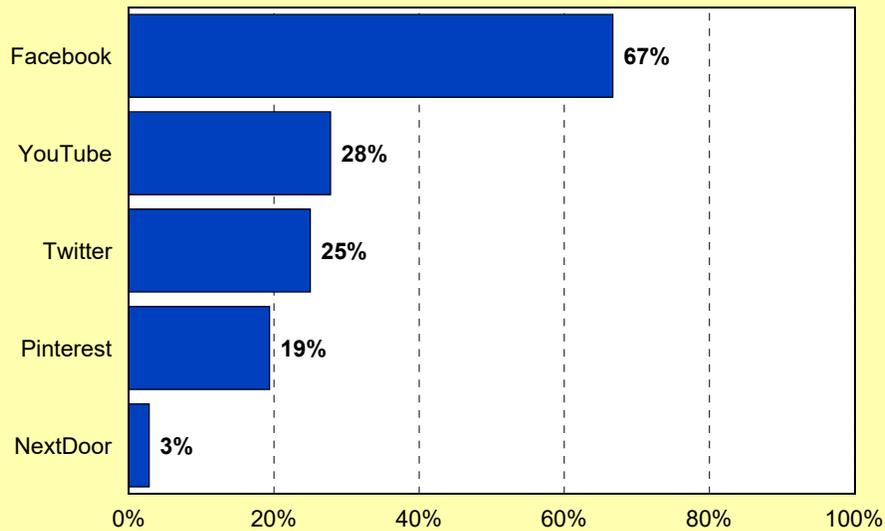
by percentage of business respondents who selected the item as one of their top three choices



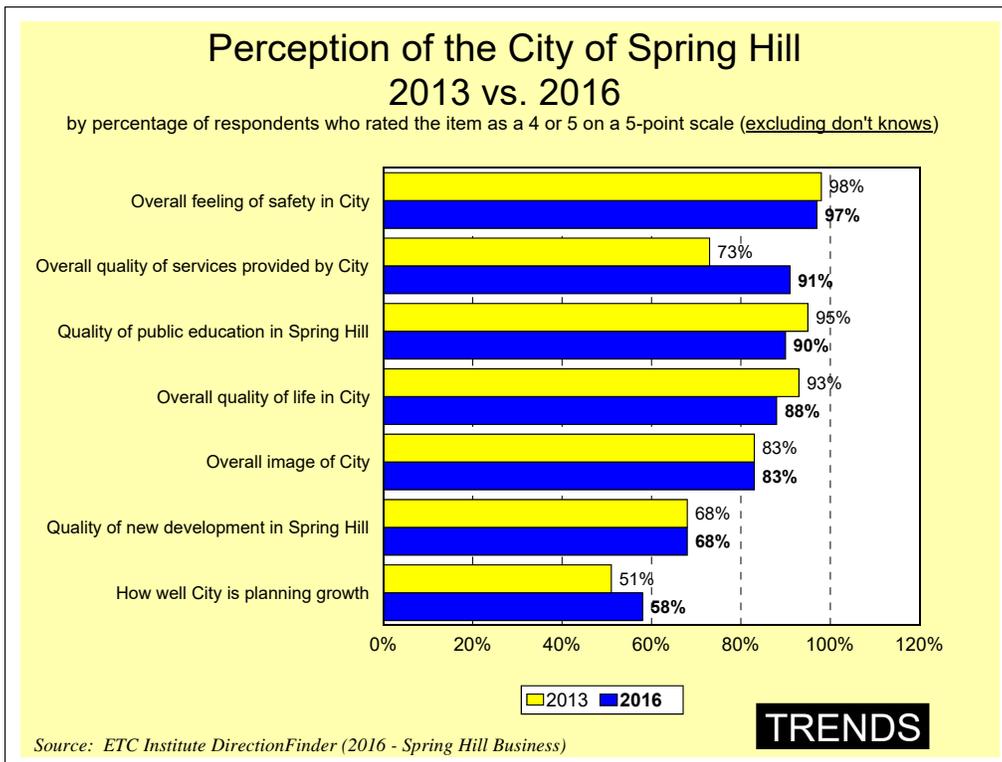
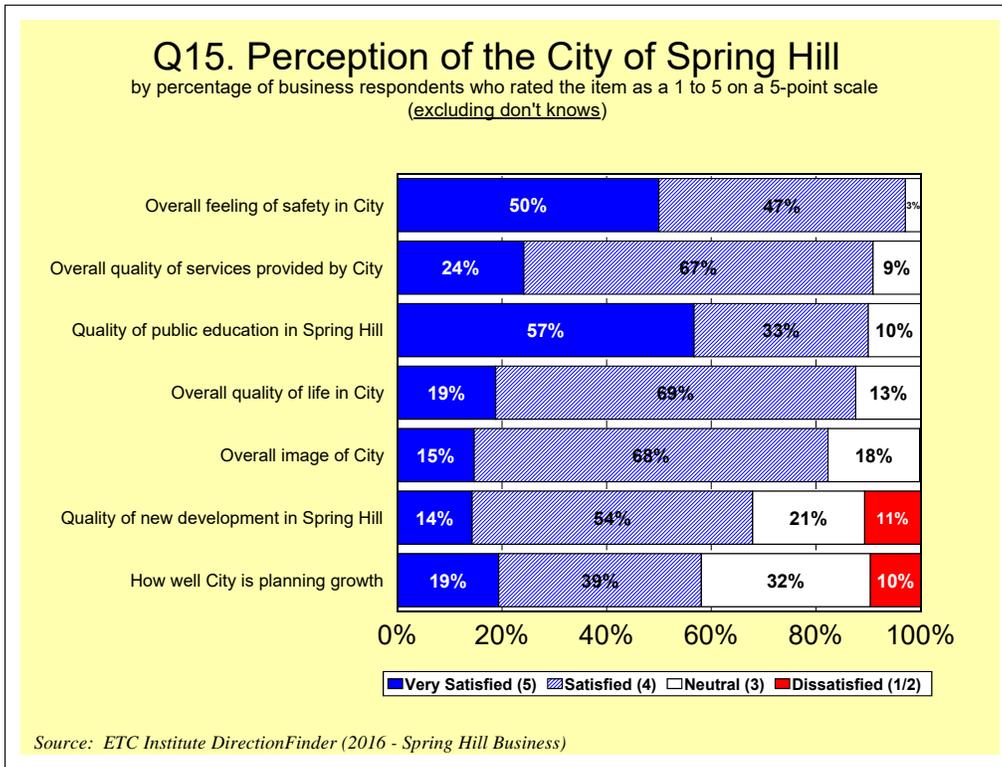
Source: ETC Institute DirectionFinder (2016 - Spring Hill Business)

Q14. Do you use any of the following social network sites?

by percentage of business respondents (multiple selections could be made)

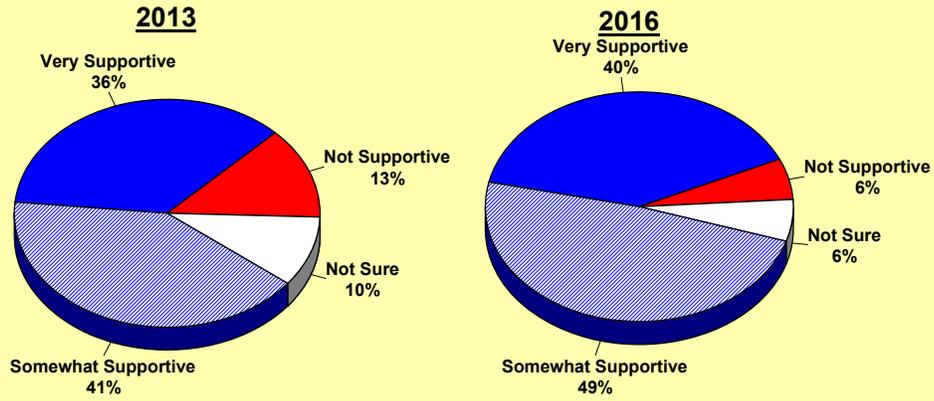


Source: ETC Institute DirectionFinder (2016 - Spring Hill Business)



Q16. In general, how supportive are you of the City's efforts to redevelop Spring Hill's downtown corridor?

by percentage of business respondents (excluding "not provided")

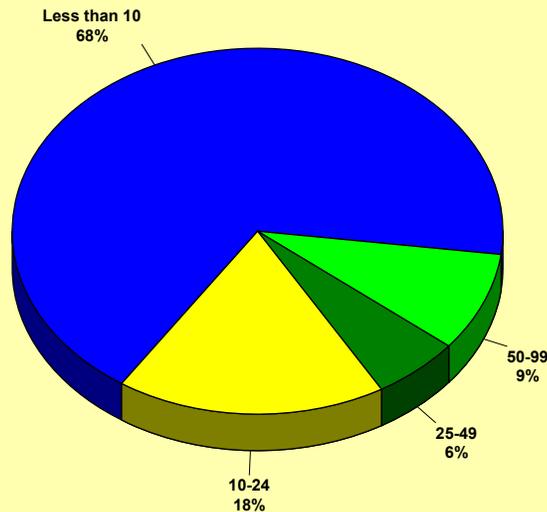


Source: ETC Institute DirectionFinder (2016 - Spring Hill Business)

TRENDS

Q17. Approximately how many employees do you employ in Spring Hill?

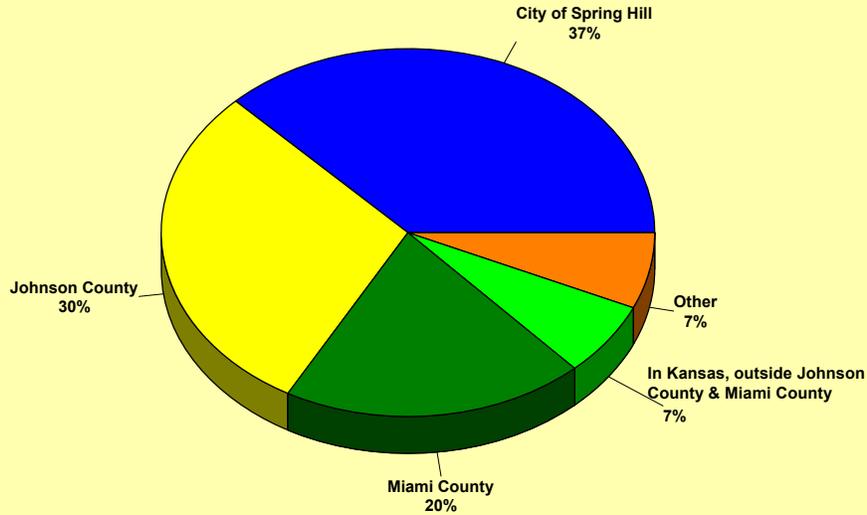
by percentage of business respondents (excluding "not provided")



Source: ETC Institute DirectionFinder (2016 - Spring Hill Business)

Q18. What percentage of your employees is represented by these areas?

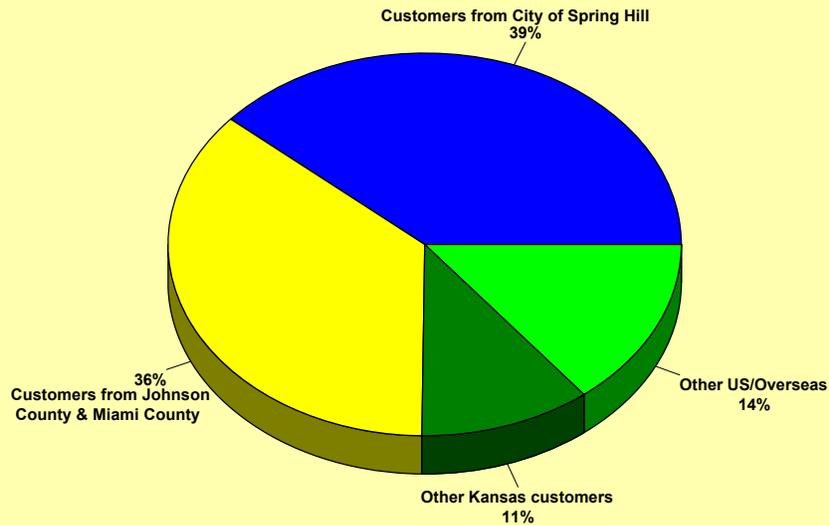
based on mean distribution reported by respondents to the business survey



Source: ETC Institute DirectionFinder (2016 - Spring Hill Business)

Q19. What percentage of your customer base is represented by these areas?

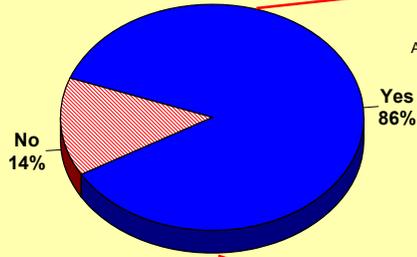
based on mean distribution reported by respondents to the business survey



Source: ETC Institute DirectionFinder (2016 - Spring Hill Business)

Q20. Is your business a member of the Spring Hill Chamber of Commerce?

by percentage of business respondents

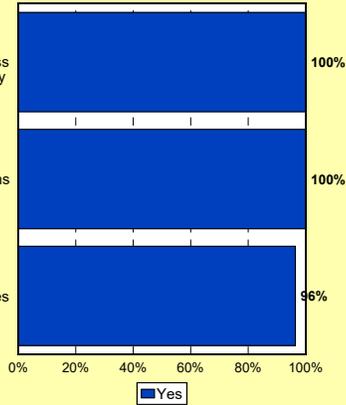


Q20-2. IF YES: Are you satisfied with the....?

Ability to promote your business in the community

Lunch programs

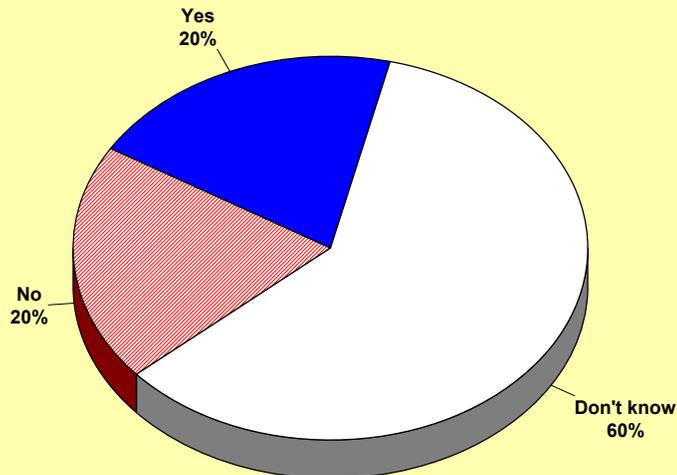
Networking opportunities



Source: ETC Institute DirectionFinder (2016 - Spring Hill Business)

Q21. If you are not currently a member of the Chamber, are you planning to become a member?

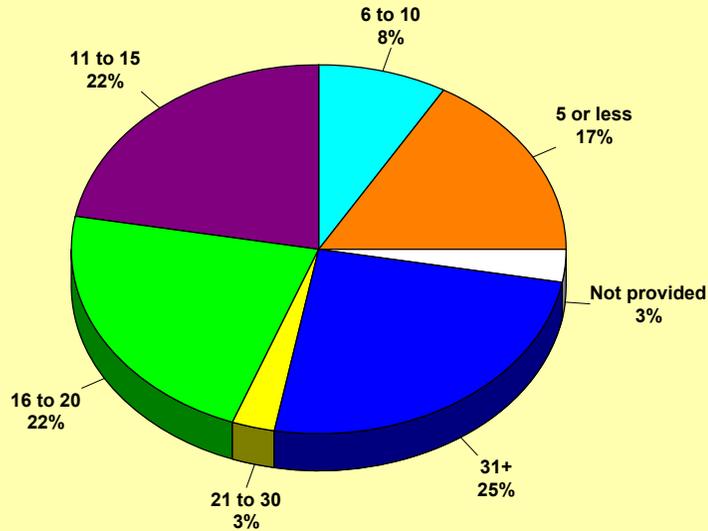
by percentage of business respondents



Source: ETC Institute DirectionFinder (2016 - Spring Hill Business)

Q22. Number of Years Business Has Been Operating in Spring Hill

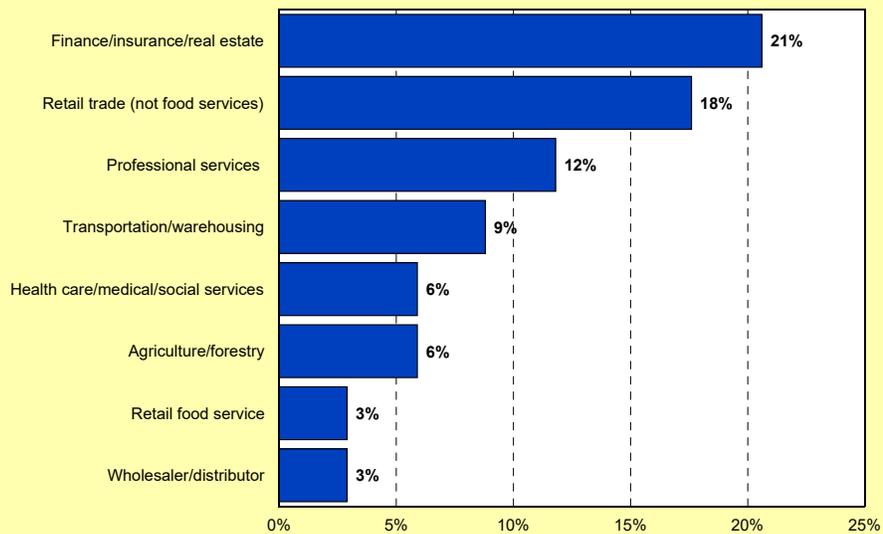
by percentage of business respondents



Source: ETC Institute DirectionFinder (2016 - Spring Hill Business)

Q23. How would you best describe your business?

by percentage of business respondents (without "not provided")

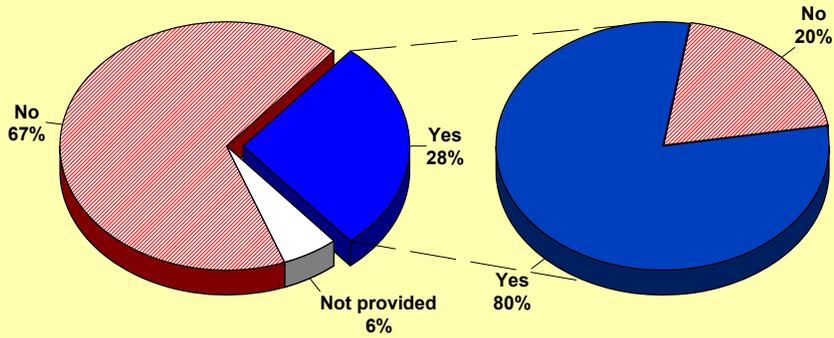


Source: ETC Institute DirectionFinder (2016 - Spring Hill Business)

Q24. Does your business have occasion to use hotel and/or conference services?

by percentage of business respondents

Q24-2. IF YES: Would you utilize these services if they were available within the City of Spring Hill?



Source: ETC Institute DirectionFinder (2016 - Spring Hill Business)

Section 2:
Tabular Data

Q1. Please rate your overall satisfaction with several City services with regard to how the services affect your business's ability to operate. Please rate each service on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=36)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q1-1. Police services	52.8%	41.7%	2.8%	0.0%	2.8%	0.0%
Q1-2. Ambulance services	30.6%	19.4%	5.6%	0.0%	0.0%	44.4%
Q1-3. Fire services	44.4%	33.3%	2.8%	0.0%	0.0%	19.4%
Q1-4. Street maintenance	13.9%	47.2%	27.8%	8.3%	0.0%	2.8%
Q1-5. City's stormwater runoff/management system	19.4%	44.4%	30.6%	0.0%	0.0%	5.6%
Q1-6. City planning & development	16.7%	36.1%	25.0%	5.6%	0.0%	16.7%
Q1-7. Cleanliness of public areas	30.6%	55.6%	11.1%	0.0%	0.0%	2.8%

WITHOUT DON'T KNOW

Q1. Please rate your overall satisfaction with several City services with regard to how the services affect your business's ability to operate. Please rate each service on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=36)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1-1. Police services	52.8%	41.7%	2.8%	0.0%	2.8%
Q1-2. Ambulance services	55.0%	35.0%	10.0%	0.0%	0.0%
Q1-3. Fire services	55.2%	41.4%	3.4%	0.0%	0.0%
Q1-4. Street maintenance	14.3%	48.6%	28.6%	8.6%	0.0%
Q1-5. City's stormwater runoff/management system	20.6%	47.1%	32.4%	0.0%	0.0%
Q1-6. City planning & development	20.0%	43.3%	30.0%	6.7%	0.0%
Q1-7. Cleanliness of public areas	31.4%	57.1%	11.4%	0.0%	0.0%

Q2. Which THREE City services listed in Question #1 are most important to your business?

<u>Q2. 1st choice</u>	<u>Number</u>	<u>Percent</u>
Police services	12	33.3 %
Ambulance services	1	2.8 %
Fire services	3	8.3 %
Street maintenance	7	19.4 %
City planning & development	8	22.2 %
Cleanliness of public areas	1	2.8 %
None chosen	4	11.1 %
Total	36	100.0 %

Q2. Which THREE City services listed in Question #1 are most important to your business?

<u>Q2. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Police services	8	22.2 %
Ambulance services	4	11.1 %
Fire services	6	16.7 %
Street maintenance	5	13.9 %
City's stormwater runoff/management system	1	2.8 %
City planning & development	4	11.1 %
Cleanliness of public areas	2	5.6 %
None chosen	6	16.7 %
Total	36	100.0 %

Q2. Which THREE City services listed in Question #1 are most important to your business?

<u>Q2. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Police services	3	8.3 %
Ambulance services	3	8.3 %
Fire services	7	19.4 %
Street maintenance	6	16.7 %
City's stormwater runoff/management system	1	2.8 %
City planning & development	3	8.3 %
Cleanliness of public areas	5	13.9 %
None chosen	8	22.2 %
Total	36	100.0 %

SUM OF TOP 3 CHOICES

Q2. Which THREE City services listed in Question #1 are most important to your business? (top 3)

<u>Q2. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Police services	23	63.9 %
Ambulance services	8	22.2 %
Fire services	16	44.4 %
Street maintenance	18	50.0 %
City's stormwater runoff/management system	2	5.6 %
City planning & development	15	41.7 %
Cleanliness of public areas	8	22.2 %
None chosen	4	11.1 %
Total	94	

Q3. How would you rate the physical appearance of the area where your business is located?

Q3. Rate physical appearance of where your business is located	Number	Percent
Excellent	7	19.4 %
Good	14	38.9 %
Average	14	38.9 %
Poor	1	2.8 %
Total	36	100.0 %

WITHOUT DON'T KNOW

Q3. How would you rate the physical appearance of the area where your business is located? (without "don't know")

Q3. Rate physical appearance of where your business is located	Number	Percent
Excellent	7	19.4 %
Good	14	38.9 %
Average	14	38.9 %
Poor	1	2.8 %
Total	36	100.0 %

Q4. How satisfied are you with the City's efforts to improve the physical appearance of the City?

Q4. How satisfied are you with City's efforts to improve physical appearance	Number	Percent
Very Satisfied	6	16.7 %
Satisfied	17	47.2 %
Neutral	13	36.1 %
Total	36	100.0 %

WITHOUT DON'T KNOW

Q4. How satisfied are you with the City's efforts to improve the physical appearance of the City? (without "don't know")

Q4. How satisfied are you with City's efforts to improve physical appearance	Number	Percent
Very Satisfied	6	16.7 %
Satisfied	17	47.2 %
Neutral	13	36.1 %
Total	36	100.0 %

Q5. Do you think that the City of Spring Hill is a "Business Friendly" community?

<u>Q5. Is Spring Hill a "Business Friendly" community</u>	<u>Number</u>	<u>Percent</u>
Yes	26	72.2 %
No	5	13.9 %
Don't Know	5	13.9 %
Total	36	100.0 %

WITHOUT DON'T KNOW

Q5. Do you think that the City of Spring Hill is a "Business Friendly" community? (without "don't know")

<u>Q5. Is Spring Hill a "Business Friendly" community</u>	<u>Number</u>	<u>Percent</u>
Yes	26	83.9 %
No	5	16.1 %
Total	31	100.0 %

Q5-2. If NO: Why not?

Q5-2 Why not?

bedroom community too close to olathe ks for business to succeed
 Past city leaders were difficult to work with, now we have a reputation.
 police dept. harassment
 regulations
 Residents don't know about local stuff, city marginally promotes.

Q6. Using a scale from 1 to 5 where 5 is "Extremely Important" and 1 is "Not Important", please indicate how important each of the following reasons were in your decision to locate your business in Spring Hill?

(N=36)

	Extremely Important	Very Important	Important	Less Important	Not Important	Don't Know
Q6-1. Overall image of City	27.8%	27.8%	25.0%	8.3%	8.3%	2.8%
Q6-2. Quality of local schools	30.6%	19.4%	13.9%	16.7%	16.7%	2.8%
Q6-3. Low crime rate	36.1%	25.0%	22.2%	0.0%	13.9%	2.8%
Q6-4. Availability of trained employees	11.1%	19.4%	38.9%	11.1%	16.7%	2.8%
Q6-5. Level of taxation	22.2%	22.2%	11.1%	19.4%	19.4%	5.6%
Q6-6. Access to highways	13.9%	33.3%	36.1%	5.6%	8.3%	2.8%
Q6-7. Availability of quality housing & other amenities for senior managers	13.9%	27.8%	30.6%	11.1%	13.9%	2.8%
Q6-8. Proximity of businesses that are important to your business	5.6%	25.0%	36.1%	11.1%	16.7%	5.6%
Q6-9. Availability of public transportation	0.0%	5.6%	19.4%	33.3%	38.9%	2.8%
Q6-10. Availability of libraries, arts & cultural amenities	5.6%	0.0%	38.9%	22.2%	30.6%	2.8%
Q6-11. Attitude of local government toward business	38.9%	16.7%	27.8%	2.8%	11.1%	2.8%
Q6-12. Availability of telecommunications, utilities & other infrastructure	41.7%	19.4%	25.0%	2.8%	8.3%	2.8%
Q6-13. Availability of parks, trails & open spaces	2.8%	11.1%	38.9%	25.0%	19.4%	2.8%

WITHOUT DON'T KNOW

Q6. Using a scale from 1 to 5 where 5 is "Extremely Important" and 1 is "Not Important", please indicate how important each of the following reasons were in your decision to locate your business in Spring Hill? (without "don't know")

(N=36)

	Extremely Important	Very Important	Important	Less Important	Not Important
Q6-1. Overall image of City	28.6%	28.6%	25.7%	8.6%	8.6%
Q6-2. Quality of local schools	31.4%	20.0%	14.3%	17.1%	17.1%
Q6-3. Low crime rate	37.1%	25.7%	22.9%	0.0%	14.3%
Q6-4. Availability of trained employees	11.4%	20.0%	40.0%	11.4%	17.1%
Q6-5. Level of taxation	23.5%	23.5%	11.8%	20.6%	20.6%
Q6-6. Access to highways	14.3%	34.3%	37.1%	5.7%	8.6%
Q6-7. Availability of quality housing & other amenities for senior managers	14.3%	28.6%	31.4%	11.4%	14.3%
Q6-8. Proximity of businesses that are important to your business	5.9%	26.5%	38.2%	11.8%	17.6%
Q6-9. Availability of public transportation	0.0%	5.7%	20.0%	34.3%	40.0%
Q6-10. Availability of libraries, arts & cultural amenities	5.7%	0.0%	40.0%	22.9%	31.4%
Q6-11. Attitude of local government toward business	40.0%	17.1%	28.6%	2.9%	11.4%
Q6-12. Availability of telecommunications, utilities & other infrastructure	42.9%	20.0%	25.7%	2.9%	8.6%
Q6-13. Availability of parks, trails & open spaces	2.9%	11.4%	40.0%	25.7%	20.0%

Q7. Which THREE of these reasons listed in Question #6 will have the most impact on your decision to stay in the City of Spring Hill for the next 10 years?

Q7. 1st choice	Number	Percent
Overall image of City	6	16.7 %
Quality of local schools	1	2.8 %
Low crime rate	5	13.9 %
Availability of trained employees	1	2.8 %
Level of taxation	5	13.9 %
Access to highways	1	2.8 %
Availability of quality housing & other amenities for senior managers	2	5.6 %
Proximity of businesses that are important to your business	2	5.6 %
Attitude of local government toward business	5	13.9 %
Availability of telecommunications, utilities & other infrastructure	1	2.8 %
None chosen	7	19.4 %
Total	36	100.0 %

Q7. Which THREE of these reasons listed in Question #6 will have the most impact on your decision to stay in the City of Spring Hill for the next 10 years?

Q7. 2nd choice	Number	Percent
Overall image of City	3	8.3 %
Quality of local schools	4	11.1 %
Low crime rate	2	5.6 %
Availability of trained employees	2	5.6 %
Level of taxation	3	8.3 %
Access to highways	1	2.8 %
Availability of quality housing & other amenities for senior managers	1	2.8 %
Proximity of businesses that are important to your business	2	5.6 %
Attitude of local government toward business	3	8.3 %
Availability of telecommunications, utilities & other infrastructure	5	13.9 %
Availability of parks, trails & open spaces	1	2.8 %
None chosen	9	25.0 %
Total	36	100.0 %

Q7. Which THREE of these reasons listed in Question #6 will have the most impact on your decision to stay in the City of Spring Hill for the next 10 years?

Q7. 3rd choice	Number	Percent
Overall image of City	5	13.9 %
Low crime rate	3	8.3 %
Availability of trained employees	1	2.8 %
Level of taxation	2	5.6 %
Availability of quality housing & other amenities for senior managers	2	5.6 %
Proximity of businesses that are important to your business	2	5.6 %
Attitude of local government toward business	3	8.3 %
Availability of telecommunications, utilities & other infrastructure	6	16.7 %
None chosen	12	33.3 %
Total	36	100.0 %

SUM OF TOP 3 CHOICES

Q7. Which THREE of these reasons listed in Question #6 will have the most impact on your decision to stay in the City of Spring Hill for the next 10 years? (top 3)

Q7. Sum of top 3 choices	Number	Percent
Overall image of City	14	38.9 %
Quality of local schools	5	13.9 %
Low crime rate	10	27.8 %
Availability of trained employees	4	11.1 %
Level of taxation	10	27.8 %
Access to highways	2	5.6 %
Availability of quality housing & other amenities for senior managers	5	13.9 %
Proximity of businesses that are important to your business	6	16.7 %
Attitude of local government toward business	11	30.6 %
Availability of telecommunications, utilities & other infrastructure	12	33.3 %
Availability of parks, trails & open spaces	1	2.8 %
None chosen	7	19.4 %
Total	87	

Q8. In the next 12 months, is your business considering any of the following?

<u>Q8. Is your business considering any of following</u>	<u>Number</u>	<u>Percent</u>
Expanding your business in Spring Hill	8	22.2 %
Relocating to another location in Spring Hill	3	8.3 %
Relocating to another location outside Spring Hill	4	11.1 %
Downsizing	1	2.8 %
Closing	1	2.8 %
None of these	25	69.4 %
Total	42	

WITHOUT NONE OF THESE

Q8. In the next 12 months, is your business considering any of the following? (without "none of these")

<u>Q8. Is your business considering any of following</u>	<u>Number</u>	<u>Percent</u>
Expanding your business in Spring Hill	8	22.2 %
Relocating to another location in Spring Hill	3	8.3 %
Relocating to another location outside Spring Hill	4	11.1 %
Downsizing	1	2.8 %
Closing	1	2.8 %
Total	17	

Q9. Please rate the labor pool in the City of Spring Hill in the following areas:

(N=36)

	Excellent	Good	Neutral	Below Average	Poor	Don't Know
Q9-1. Quality of labor	8.6%	42.9%	28.6%	8.6%	0.0%	11.4%
Q9-2. Availability of labor	2.9%	25.7%	31.4%	20.0%	0.0%	20.0%
Q9-3. Stability of City's labor force	11.4%	20.0%	37.1%	14.3%	0.0%	17.1%
Q9-4. Attitude of employees	16.7%	52.8%	13.9%	2.8%	0.0%	13.9%
Q9-5. Productivity of workforce	11.4%	45.7%	22.9%	5.7%	2.9%	11.4%
Q9-6. Work Ethic	14.3%	45.7%	17.1%	8.6%	2.9%	11.4%
Q9-7. Quality of technical skills	17.1%	22.9%	42.9%	2.9%	0.0%	14.3%

WITHOUT DON'T KNOW

Q9. Please rate the labor pool in the City of Spring Hill in the following areas: (without "don't know")

(N=36)

	Excellent	Good	Neutral	Below Average	Poor
Q9-1. Quality of labor	9.7%	48.4%	32.3%	9.7%	0.0%
Q9-2. Availability of labor	3.6%	32.1%	39.3%	25.0%	0.0%
Q9-3. Stability of City's labor force	13.8%	24.1%	44.8%	17.2%	0.0%
Q9-4. Attitude of employees	19.4%	61.3%	16.1%	3.2%	0.0%
Q9-5. Productivity of workforce	12.9%	51.6%	25.8%	6.5%	3.2%
Q9-6. Work Ethic	16.1%	51.6%	19.4%	9.7%	3.2%
Q9-7. Quality of technical skills	20.0%	26.7%	50.0%	3.3%	0.0%

Q10. Please indicate whether your business had any contact with any unit of Spring Hill City government during the past year.

(N=36)

	Yes	No
Q10-1. Zoning	27.8%	72.2%
Q10-2. Pre-occupancy/Safety Inspections	8.3%	91.7%
Q10-3. Construction/Building Permits Inspections	16.7%	83.3%
Q10-4. Fire Inspections	55.6%	44.4%
Q10-5. Code Enforcement	16.7%	83.3%
Q10-6. Other	5.6%	94.4%

Q10. If YES, how would you rate your experience?

(N=27)

	Excellent	Good	Average	Below Average	Poor	Don't Know
Q10-1. Zoning	20.0%	30.0%	10.0%	20.0%	0.0%	20.0%
Q10-2. Pre-occupancy/Safety Inspections	33.3%	0.0%	33.3%	33.3%	0.0%	0.0%
Q10-3. Construction/Building Permits Inspections	83.3%	0.0%	0.0%	16.7%	0.0%	0.0%
Q10-4. Fire Inspections	47.4%	42.1%	10.5%	0.0%	0.0%	0.0%
Q10-5. Code Enforcement	16.7%	33.3%	33.3%	0.0%	16.7%	0.0%
Q10-6. Other	50.0%	0.0%	50.0%	0.0%	0.0%	0.0%

WITHOUT DON'T KNOW

Q10. If YES, how would you rate your experience? (without "don't know")

(N=27)

	Excellent	Good	Average	Below Average	Poor
Q10-1. Zoning	25.0%	37.5%	12.5%	25.0%	0.0%
Q10-2. Pre-occupancy/Safety Inspections	33.3%	0.0%	33.3%	33.3%	0.0%
Q10-3. Construction/Building Permits Inspections	83.3%	0.0%	0.0%	16.7%	0.0%
Q10-4. Fire Inspections	47.4%	42.1%	10.5%	0.0%	0.0%
Q10-5. Code Enforcement	16.7%	33.3%	33.3%	0.0%	16.7%
Q10-6. Other	50.0%	0.0%	50.0%	0.0%	0.0%

Q10-6. Other

Q10-6 Other

 Finance
 ISSUE WITH WATER METER

Q11. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following aspects of COMMUNICATION provided by the City of Spring Hill:

(N=36)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Don't Know
Q11-1. Availability of information about City programs & services	33.3%	38.9%	22.2%	2.8%	2.8%
Q11-2. City efforts to keep you informed about local issues	36.1%	30.6%	22.2%	5.6%	5.6%
Q11-3. Overall user-friendliness of City's web page (www.springhillks.com)	19.4%	30.6%	25.0%	0.0%	25.0%
Q11-4. Content of City's newsletter	19.4%	38.9%	16.7%	2.8%	22.2%
Q11-5. Information provided through City's social media sites (blog, Facebook, Twitter, Nixle etc.)	5.6%	22.2%	16.7%	0.0%	55.6%

WITHOUT DON'T KNOW

Q11. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following aspects of COMMUNICATION provided by the City of Spring Hill: (without "don't know")

(N=36)

	Very Satisfied	Satisfied	Neutral	Dissatisfied
Q11-1. Availability of information about City programs & services	34.3%	40.0%	22.9%	2.9%
Q11-2. City efforts to keep you informed about local issues	38.2%	32.4%	23.5%	5.9%
Q11-3. Overall user-friendliness of City's web page (www.springhillks.com)	25.9%	40.7%	33.3%	0.0%
Q11-4. Content of City's newsletter	25.0%	50.0%	21.4%	3.6%
Q11-5. Information provided through City's social media sites (blog, Facebook, Twitter, Nixle etc.)	12.5%	50.0%	37.5%	0.0%

Q12. City Communication: What are your primary sources for information about City activities and services?

Q12. Primary sources for information about City activities & services	Number	Percent
City newsletter	20	55.6 %
City website	15	41.7 %
Twitter	2	5.6 %
Facebook	10	27.8 %
Word of mouth	18	50.0 %
Newspaper	4	11.1 %
Other	8	22.2 %
None chosen	16	44.4 %
Total	93	

WITHOUT NONE CHOSEN

Q12. City Communication: What are your primary sources for information about City activities and services? (without "none chosen")

Q12. Primary sources for information about City activities & services	Number	Percent
City newsletter	20	55.6 %
Word of mouth	18	50.0 %
City website	15	41.7 %
Facebook	10	27.8 %
Other	8	22.2 %
Newspaper	4	11.1 %
Twitter	2	5.6 %
Total	77	

Q12-7. Other

- Q12-7. Other
-
- CHAMBER
 - E-mail
 - EMAIL
 - EMAIL
 - email
 - EMAIL FROM CHAMBER
 - FLYERS
 - UTILITIES BILL INSERT

Q13. Which THREE of the above methods of communication do you prefer?

Q13. 1st choice	Number	Percent
City newsletter	12	33.3 %
City website	10	27.8 %
Twitter	1	2.8 %
Facebook	2	5.6 %
Word of mouth	2	5.6 %
Newspaper	2	5.6 %
Other	3	8.3 %
None chosen	4	11.1 %
Total	36	100.0 %

Q13. Which THREE of the above methods of communication do you prefer?

Q13. 2nd choice	Number	Percent
City newsletter	6	16.7 %
City website	7	19.4 %
Twitter	3	8.3 %
Facebook	5	13.9 %
Word of mouth	1	2.8 %
Newspaper	1	2.8 %
Other	4	11.1 %
None chosen	9	25.0 %
Total	36	100.0 %

Q13. Which THREE of the above methods of communication do you prefer?

Q13. 3rd choice	Number	Percent
City newsletter	5	13.9 %
City website	1	2.8 %
Twitter	4	11.1 %
Facebook	3	8.3 %
Word of mouth	5	13.9 %
Newspaper	1	2.8 %
Other	1	2.8 %
None chosen	16	44.4 %
Total	36	100.0 %

SUM OF TOP 3 CHOICES

Q13. Which THREE of the above methods of communication do you prefer? (top 3)

Q13. Sum of top 3 choices	Number	Percent
City newsletter	23	63.9 %
City website	18	50.0 %
Twitter	8	22.2 %
Facebook	10	27.8 %
Word of mouth	8	22.2 %
Newspaper	4	11.1 %
Other	8	22.2 %
None chosen	4	11.1 %
Total	83	

Q14. Do you use any of the following social network sites?

Q14. Do you use any of social network sites	Number	Percent
Twitter	9	25.0 %
Facebook	24	66.7 %
YouTube	10	27.8 %
Pinterest	7	19.4 %
NextDoor	1	2.8 %
None of these	10	27.8 %
Total	61	

Q15. Several items that may influence your perception of the City of Spring Hill 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=36)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q15-1. Overall quality of services provided by City	22.9%	62.9%	8.6%	0.0%	0.0%	5.7%
Q15-2. Overall image of City	14.3%	65.7%	17.1%	0.0%	0.0%	2.9%
Q15-3. How well City is planning growth	17.1%	34.3%	28.6%	5.7%	2.9%	11.4%
Q15-4. Overall quality of life in City	17.1%	62.9%	11.4%	0.0%	0.0%	8.6%
Q15-5. Quality of new development in Spring Hill	11.4%	42.9%	17.1%	5.7%	2.9%	20.0%
Q15-6. Quality of public education in Spring Hill	48.6%	28.6%	8.6%	0.0%	0.0%	14.3%
Q15-7. Overall feeling of safety in City	48.6%	45.7%	2.9%	0.0%	0.0%	2.9%

WITHOUT DON'T KNOW

Q15. Several items that may influence your perception of the City of Spring Hill 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=36)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q15-1. Overall quality of services provided by City	24.2%	66.7%	9.1%	0.0%	0.0%
Q15-2. Overall image of City	14.7%	67.6%	17.6%	0.0%	0.0%
Q15-3. How well City is planning growth	19.4%	38.7%	32.3%	6.5%	3.2%
Q15-4. Overall quality of life in City	18.8%	68.8%	12.5%	0.0%	0.0%
Q15-5. Quality of new development in Spring Hill	14.3%	53.6%	21.4%	7.1%	3.6%
Q15-6. Quality of public education in Spring Hill	56.7%	33.3%	10.0%	0.0%	0.0%
Q15-7. Overall feeling of safety in City	50.0%	47.1%	2.9%	0.0%	0.0%

Q16. In general, how supportive are you of the City's efforts to redevelop Spring Hill's downtown corridor?

Q16. How supportive are you of City's efforts to redevelop Spring Hill's downtown corridor?	Number	Percent
Very Supportive	14	38.9 %
Somewhat Supportive	17	47.2 %
Not Sure	2	5.6 %
Not Supportive	2	5.6 %
Not Provided	1	2.8 %
Total	36	100.0 %

WITHOUT NOT PROVIDED

Q16. In general, how supportive are you of the City's efforts to redevelop Spring Hill's downtown corridor? (without "not provided")

Q16. How supportive are you of City's efforts to redevelop Spring Hill's downtown corridor?	Number	Percent
Very Supportive	14	40.0 %
Somewhat Supportive	17	48.6 %
Not Sure	2	5.7 %
Not Supportive	2	5.7 %
Total	35	100.0 %

Q17. Approximately how many employees do you employ in Spring Hill?

Q17. How many employees do you employ in Spring Hill?	Number	Percent
Less than 10	23	63.9 %
10-24	6	16.7 %
25-49	2	5.6 %
50-99	3	8.3 %
Not provided	2	5.6 %
Total	36	100.0 %

WITHOUT NOT PROVIDED

Q17. Approximately how many employees do you employ in Spring Hill? (without "not provided")

Q17. How many employees do you employ in Spring Hill?	Number	Percent
Less than 10	23	67.6 %
10-24	6	17.6 %
25-49	2	5.9 %
50-99	3	8.8 %
Total	34	100.0 %

Q18. What percentage of your employees live in the following areas?

	<u>Mean</u>
City of Spring Hill	42.73
Johnson County	34.00
Miami County	22.66
In Kansas, outside Johnson County & Miami County	7.61
Other	7.54

Q19. Approximately what percentage of your customer base is represented by the following groups?

	<u>Mean</u>
Customers from City of Spring Hill	41.71
Customers from Johnson County & Miami County	39.03
Other Kansas customers	11.62
Other US/Overseas	15.52

Q20. Is your business a member of the Spring Hill Chamber of Commerce?

Q20. Is your business a member of Spring Hill Chamber of Commerce?	<u>Number</u>	<u>Percent</u>
Yes	31	86.1 %
No	5	13.9 %
Total	36	100.0 %

Q20-2. IF YES: Are you satisfied with the...

(N=31)

	<u>Yes</u>	<u>No</u>	<u>Don't Know</u>
Q20-2(1). Lunch programs	62.1%	0.0%	37.9%
Q20-2(2). Networking opportunities	90.0%	3.3%	6.7%
Q20-2(3). Ability to promote your business in community	93.3%	0.0%	6.7%

WITHOUT DON'T KNOW

Q20-2. IF YES: Are you satisfied with the... (without "don't know")

(N=31)

	Yes	No
Q20-2(1). Lunch programs	100.0%	0.0%
Q20-2(2). Networking opportunities	96.4%	3.6%
Q20-2(3). Ability to promote your business in community	100.0%	0.0%

Q21. If you are not currently a member of the Chamber, are you planning to become a member?

Q21. Are you planning to become a member?	Number	Percent
Yes	1	20.0 %
No	1	20.0 %
Don't Know	3	60.0 %
Total	5	100.0 %

WITHOUT DON'T KNOW

Q21. If you are not currently a member of the Chamber, are you planning to become a member? (without "don't know")

Q21. Are you planning to become a member?	Number	Percent
Yes	2	66.7 %
No	1	33.3 %
Total	3	100.0 %

Q22. Approximately how many years has your business been operating in the City of Spring Hill?

Q22. How many years has your business been operating in Spring Hill?	Number	Percent
Not provided	1	2.8 %
5 or less	6	16.7 %
6 to 10	3	8.3 %
11 to 15	8	22.2 %
16 to 20	8	22.2 %
21 to 30	1	2.8 %
31+	9	25.0 %
Total	36	100.0 %

Q23. How would you best describe your business? Are you a manufacturer, wholesaler, etc.?

<u>Q23. How would you best describe your business?</u>	<u>Number</u>	<u>Percent</u>
Agriculture/forestry	2	5.6 %
Retail trade (not food services)	6	16.7 %
Retail food service	1	2.8 %
Transportation/warehousing	3	8.3 %
Finance/insurance/real estate	7	19.4 %
Wholesaler/distributor	1	2.8 %
Health care/medical/social services	2	5.6 %
Professional services (law, consulting, architecture, engineers, etc)	4	11.1 %
Other	8	22.2 %
Not provided	2	5.6 %
Total	36	100.0 %

WITHOUT NOT PROVIDED

Q23. How would you best describe your business? Are you a manufacturer, wholesaler, etc.? (without "not provided")

<u>Q23. How would you best describe your business?</u>	<u>Number</u>	<u>Percent</u>
Agriculture/forestry	2	5.9 %
Retail trade (not food services)	6	17.6 %
Retail food service	1	2.9 %
Transportation/warehousing	3	8.8 %
Finance/insurance/real estate	7	20.6 %
Wholesaler/distributor	1	2.9 %
Health care/medical/social services	2	5.9 %
Professional services (law, consulting, architecture, engineers, etc)	4	11.8 %
Other	8	23.5 %
Total	34	100.0 %

Q23-14. Other

Q23-14. Other

-
- church
 - CONVENIENCE/GAS STATION
 - DIRECT MARKETING SVC
 - IT
 - printing svc
 - RELIGIOUS CHURCH
 - salon
 - self storage
 - townhomes

Q24. Does your business have occasion to use hotel and/or conference center services?

Q24. Does your business have occasion to use hotel and/or conference center services?	Number	Percent
Yes	10	27.8 %
No	24	66.7 %
Not provided	2	5.6 %
Total	36	100.0 %

Q24-2. IF YES: Would you utilize these services if they were available within the City of Spring Hill?

Q24-2. Would you utilize these services if they were available within City of Spring Hill?	Number	Percent
Yes	8	80.0 %
No	2	20.0 %
Total	10	100.0 %

Section 3:
Survey Instrument



July 2016

Dear Local Business Leader:

This summer, the City of Spring Hill has commissioned a community survey through ETC Institute, a national leader in community-based market research. Many of you may recall participating in our last survey, and similarly, completing this survey will take just a few minutes. Your input will provide our community with valuable guidance as we plan for the next several years.

Like you, our city leaders are passionate about our community, and also like you, we want to make sure the direction we are going is consistent with your goals and your values. Your input helps city leaders to understand what we are doing well, which areas we need to improve, and what you think our community's priorities should be over the coming years. These results will help us design short- and long-term plans that support your vision for a vibrant Spring Hill.

Once the survey process is completed, ETC Institute will present its findings later this summer. In addition to results being shared at an upcoming meeting of the City Council, the final report will be available on the City's website and published in a future issue of The Outlook, our City newsletter.

I hope you will have the time to complete this survey – your involvement is what makes Spring Hill great, and your input about our future is incredibly valuable. If you have any questions about the survey, please feel free to contact the City's Public Affairs Specialist at (913) 592-3664, and as always, feel welcome to contact me at (913) 592-2994 or via email at steven.ellis@springhillks.gov.

Sincerely,

A handwritten signature in black ink, appearing to be "SE", with a long horizontal line extending to the right.

Steven M. Ellis
Mayor

2016 City of Spring Hill Business Survey

The City of Spring Hill would like your input as a business leader, about the importance and perceived quality of City Services. Would you please take a few minutes to answer questions about how well the City is meeting your company's needs? Please return your completed survey in the postage-paid envelope provided or fax your responses to ETC Institute, 913-829-1591.

1. Please rate your overall satisfaction with several City services with regard to how the services affect your business's ability to operate. Please rate each service on a scale of 1 to 5 where "5" means "Very Satisfied" and "1" means "Very Dissatisfied." (circle your response)

<i>City Services</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
1. Police Services	5	4	3	2	1	9
2. Ambulance Services	5	4	3	2	1	9
3. Fire Services	5	4	3	2	1	9
4. Street maintenance						
5. City's storm water runoff/stormwater management system	5	4	3	2	1	9
6. City planning and development	5	4	3	2	1	9
7. Cleanliness of public areas	5	4	3	2	1	9

2. Which **THREE** City services listed above are most important to your business? [Use the numbers from the list in Question 1 above].

1st. ____ 2nd. ____ 3rd. ____

3. How would you rate the physical appearance of the area where your business is located?

____(1) Excellent ____ (4) Poor
 ____ (2) Good ____ (9) Don't know
 ____ (3) Average

4. How satisfied are you with the City's efforts to improve the physical appearance of the City?

____ (1) Very satisfied ____ (3) Neutral ____ (5) Very dissatisfied
 ____ (2) Satisfied ____ (4) Dissatisfied ____ (9) Don't know

5. Do you think that the City of Spring Hill is a "Business Friendly" community?

____ (1) Yes ____ (2) No ____ (3) Don't know

5-2. If NO: Why not? _____

6. Using a scale from 1 to 5 where 5 is “Extremely Important” and 1 is “Not Important”, please indicate how important each of the following reasons were in your decision to locate your business in Spring Hill?

<i>Issues that affect your decision To locate your business in Spring Hill:</i>		<i>Extremely Important</i>	<i>Very Important</i>	<i>Important</i>	<i>Less Important</i>	<i>Not Important</i>
1.	Overall image of the City	5	4	3	2	1
2.	Quality of local schools	5	4	3	2	1
3.	Low crime rate	5	4	3	2	1
4.	Availability of trained employees	5	4	3	2	1
5.	Level of taxation	5	4	3	2	1
6.	Access to highways	5	4	3	2	1
7.	Availability of quality housing and other amenities	5	4	3	2	1
8.	Proximity of businesses that are important to your business	5	4	3	2	1
9.	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, trails and open spaces	5	4	3	2	1

7. Which THREE of these reasons listed above will have the most impact on your decision to stay in the City of Spring Hill for the next 10 years? [Use the numbers from the list in Question 6 above].

1st: ____ 2nd: ____ 3rd: ____

8. In the next 12 months, is your business considering any of the following? (check all that apply)

- | | |
|---|--|
| <input type="checkbox"/> (1) Expanding your business in Spring Hill | <input type="checkbox"/> (4) Downsizing |
| <input type="checkbox"/> (2) Relocating to another location in Spring Hill | <input type="checkbox"/> (5) Closing |
| <input type="checkbox"/> (3) Relocating to another location outside Spring Hill | <input type="checkbox"/> (6) Don't know |
| | <input type="checkbox"/> (7) None of these |

9. Please rate the labor pool in the City of Spring Hill in the following areas:

<i>How would you rate The City of Spring Hill:</i>		<i>Excellent</i>	<i>Good</i>	<i>Neutral</i>	<i>Below Average</i>	<i>Poor</i>	<i>Don't Know</i>
1.	Quality of labor	5	4	3	2	1	9
2.	Availability of labor	5	4	3	2	1	9
3.	Stability of City's labor force	5	4	3	2	1	9
4.	Attitude of employees	5	4	3	2	1	9
5.	Productivity of the workforce	5	4	3	2	1	9
6.	Work Ethic	5	4	3	2	1	9
7.	Quality of technical skills	5	4	3	2	1	9

10. Please indicate whether your business had any contact with any unit of Spring Hill City government during the past year related to the following issues.

Have you had this type of contact with the City, and if “yes”, how would you rate your experience?

		<u>Excellent</u>	<u>Good</u>	<u>Average</u>	<u>Below Average</u>	<u>Poor</u>	<u>Don't Know</u>
(1) ___Yes ___No	ZONING.....	5	4	3	2	1	9
(2) ___Yes ___No	PRE-OCCUPANCY/ SAFETY INSPECTIONS	5	4	3	2	1	9
(3) ___Yes ___No	CONSTRUCTION/ BUILDING PERMITS INSPECTIONS	5	4	3	2	1	9
(4) ___Yes ___No	FIRE INSPECTIONS	5	4	3	2	1	9
(5) ___Yes ___No	CODE ENFORCEMENT	5	4	3	2	1	9
(6) ___Yes ___No	Other_____	5	4	3	2	1	9

11. Please rate your satisfaction on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” with the following aspects of COMMUNICATION provided by the City of Spring Hill:

<i>City Communication</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
1. The availability of information about City programs and services	5	4	3	2	1	9
2. City efforts to keep you informed about local issues	5	4	3	2	1	9
3. The overall user-friendliness of the City’s web page (www.springhillks.gov)	5	4	3	2	1	9
4. The content of the City’s newsletter	5	4	3	2	1	9
5. Information provided through the City’s social media sites (blog, Facebook, Twitter, Nixle etc.)	5	4	3	2	1	9

12. City Communication: What are your primary sources for information about City activities and services?

- | | |
|------------------------|----------------------|
| ___(1) City newsletter | ___(5) Word of mouth |
| ___(2) City website | ___(6) Newspaper |
| ___(3) Twitter | ___(7) Other_____ |
| ___(4) Facebook | |

13. Which THREE of the above methods of communication do you prefer? [Use the numbers from the list in Question 12 above].

1st : ___ 2nd : ___ 3rd : ___

14. Do you use any of the following social network sites? (check all that apply)

- | | |
|------------------|--------------------|
| ___(1) Twitter | ___(6) FourSquare |
| ___(2) Facebook | ___(7) My Sidewalk |
| ___(3) YouTube | ___(8) NextDoor |
| ___(4) Pinterest | ___(9) Other_____ |
| ___(5) Nixle | |

20. Is your business a member of the Spring Hill Chamber of Commerce?

____(1) Yes (go to Q20-2) ____ (2) No (go to Q21)

20-2. IF YES: Are you satisfied with the....

(1) Lunch Programs? ____ (1) Yes ____ (2) No ____ (3) Don't know

(2) Networking Opportunities? ____ (1) Yes ____ (2) No ____ (3) Don't know

(3) Ability to promote your business in the community? ____ (1) Yes ____ (2) No ____ (3) Don't know

21. If you are not currently a member of the Chamber, are you planning to become a member?

____ (1) Yes ____ (2) No ____ (3) Don't know

22. Approximately how many years has your business been operating in the City of Spring Hill?

_____years

23. How would you best describe your business? Are you a manufacturer, wholesaler, etc.? [check the most appropriate category; if you don't see a description that matches, write a description in "other"]

____ (01) Manufacturing

____ (08) Finance/insurance/real estate

____ (02) Agriculture/forestry

____ (09) Wholesaler/distributor

____ (03) Retail trade (not food service)

____ (10) Construction

____ (04) Retail food service

____ (11) Health care/medical/social services

____ (05) Transportation/warehousing

____ (12) Arts, entertainment, recreation

____ (06) Communications

____ (13) Professional services (law, consulting, architecture, engineers, etc)

____ (07) Utilities

____ (14) Other: _____

24. Does your business have occasion to use hotel and/or conference center services?

____ (1) Yes ____ (2) No

24-2. IF YES: Would you utilize these services if they were available within the City of Spring Hill?

____ (1) Yes ____ (2) No

If you would be interested in participating in future discussions regarding business and economic development in the City of Spring Hill, please provide the following information:

Your Name: _____ Title: _____

Organization: _____

Street Address: _____

City: _____ State: _____ Phone: _____

E-mail: _____

THIS CONCLUDES THE SURVEY - THANK YOU FOR YOUR TIME!

ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061