

## Business Survey

In the decision to locate your business in Auburn how important was:

	Very	Somewhat	Minimally	Not at All
Location:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tax Rate:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Permitting Requirements:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

When contacting Town staff how would you rate the experience?

Very Positive	Somewhat Positive	Neutral	Somewhat Negative	Very Negative
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Which offices have you interacted with? Check All That Apply

- |   |   |
|---|---|
| <input type="radio"/> Town Manager's Office | <input type="radio"/> Assessors' Office       |
| <input type="radio"/> Treasurer/Collector   | <input type="radio"/> Recreation & Culture    |
| <input type="radio"/> Public Health         | <input type="radio"/> Building Division       |
| <input type="radio"/> Planning Office       | <input type="radio"/> Conservation Commission |
| <input type="radio"/> DPW                   | <input type="radio"/> Town Clerk              |

How would you rate their:

	Very Good	Good	Fair	Poor	Very Poor
Timeliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Thoroughness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Demeanor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Which Boards or Commission have you interacted with? Check All That Apply

- |   |   |
|---|---|
| <input type="radio"/> Conservation Commission | <input type="radio"/> Board of Selectmen      |
| <input type="radio"/> Planning Board          | <input type="radio"/> Zoning Board of Appeals |
| <input type="radio"/> Board of Health         |   |

How would you rate their:

	Very Good	Good	Fair	Poor	Very Poor
Timeliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Thoroughness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Demeanor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Have you visited the Town's website?  Yes  No

How would rate it for:

	Very Good	Good	Fair	Poor	Very Poor
Content	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
User Friendliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How would you rate:

	Very Good	Good	Fair	Poor	Very Poor
The time it took to get a permit issued	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responsiveness to permit inquiries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inspection requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Permitting Board Decision Issuance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How did this process fit into your construction schedule?

Very Well	Somewhat Well	Neutral	Somewhat Poorly	Very Poorly
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How long did it take to move through the permitting process?

- Less than 30 days
- 30 to 90 Days
- 90 to 120 Days
- 120 to 180 days
- More than 180 days

Would you recommend locating in Auburn to a fellow business?  Yes  No

Why: \_\_\_\_\_  
\_\_\_\_\_

Was Auburn recommended to you?  Yes  No

Why: \_\_\_\_\_  
\_\_\_\_\_

Has your business considered moving out of Auburn?  Yes  No

When? \_\_\_\_\_

Why? \_\_\_\_\_  
\_\_\_\_\_

Has your business considered expanding?  Yes  No

Where?  Current Location  Elsewhere in Auburn

Other: \_\_\_\_\_

How did you make your business a success? Did you join the Chamber of Commerce or serve on committees? If so which committees and organizations do you belong?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

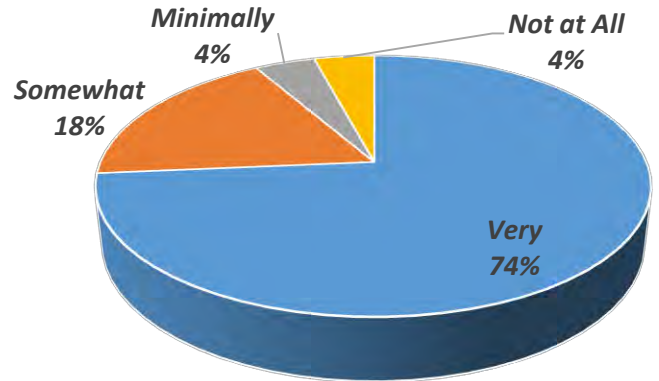
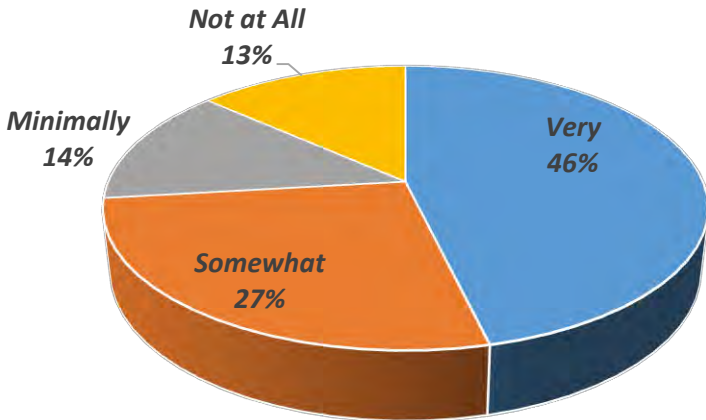
Would you be willing to further discuss your business and this survey with a member of the Economic Development Committee?  Yes  No

If yes: Name: \_\_\_\_\_ Phone #: \_\_\_\_\_

# Question 1 – In the decision to locate your business in Auburn...

## how important was location?

1 out of 73 respondents didn't answer this question

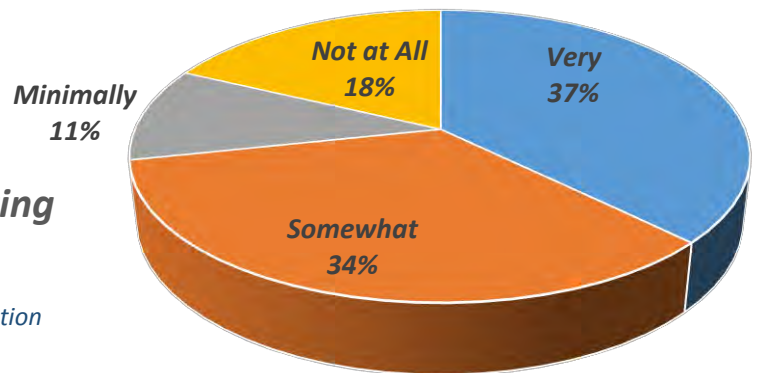


## how important was tax rate?

6 out of 73 respondents didn't answer this question

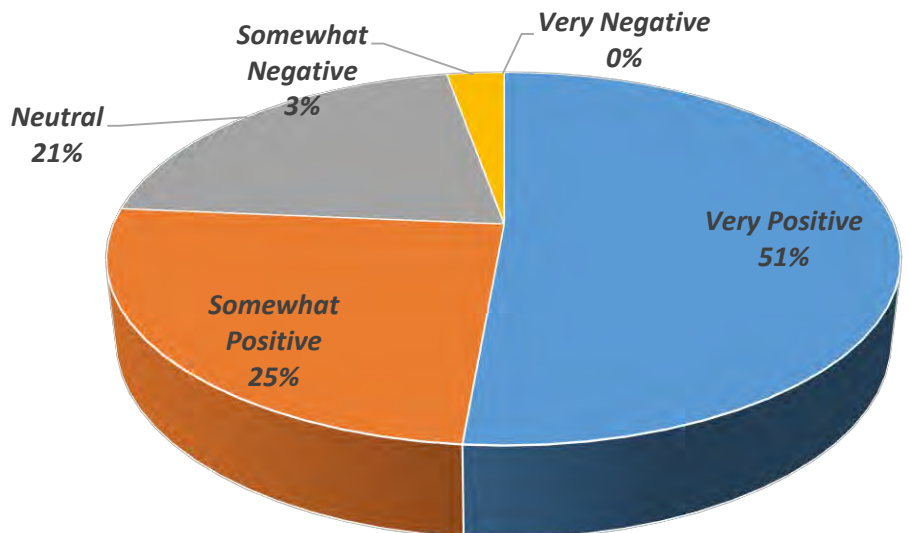
## how important was permitting requirements?

6 out of 73 respondents didn't answer this question

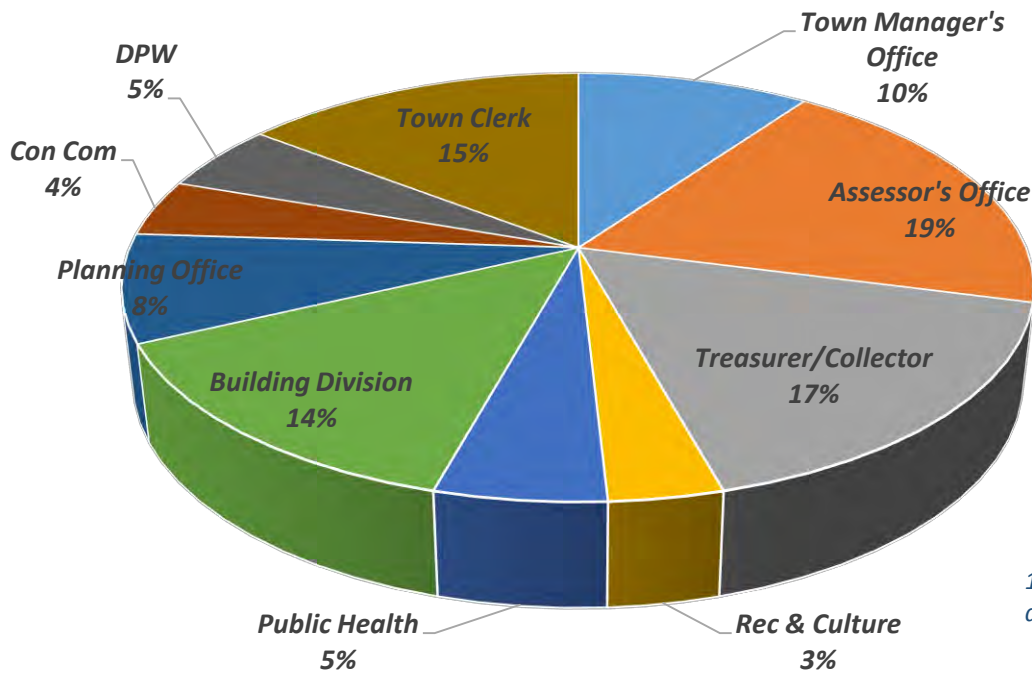


# Question 2 – When contacting Town staff, how would you rate the experience?

1 out of 73 respondents didn't answer this question



## Question 3 – Which offices have you interacted with?

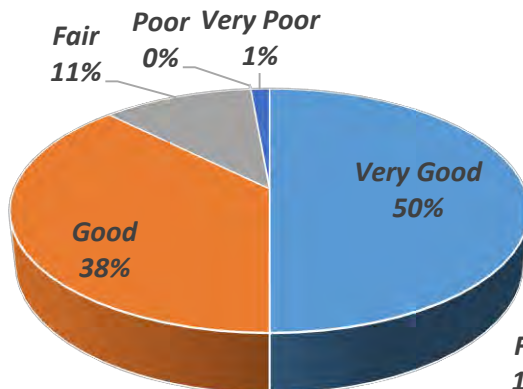


1 out of 73 respondents didn't answer this question

## Question 4 – How would you rate their...

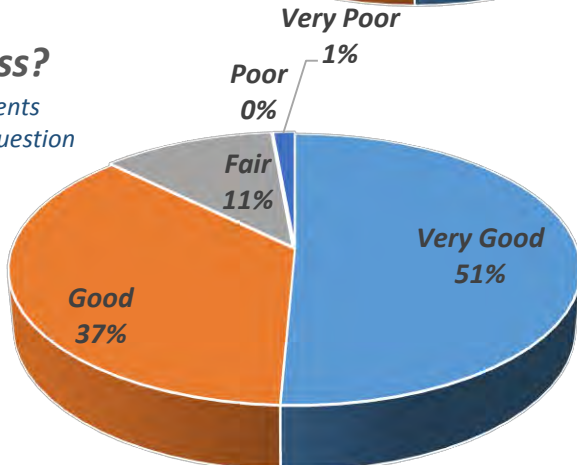
### timeliness?

1 out of 73 respondents didn't answer this question



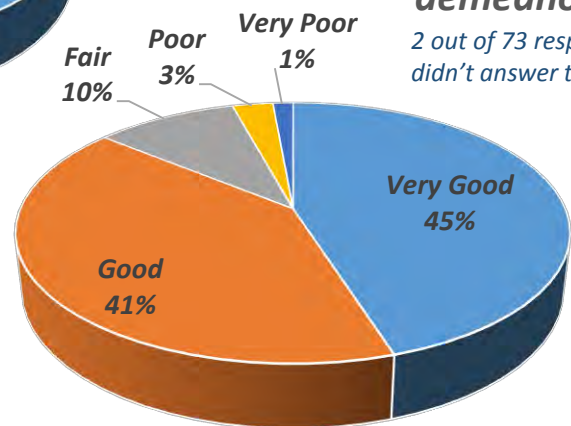
### thoroughness?

2 out of 73 respondents didn't answer this question

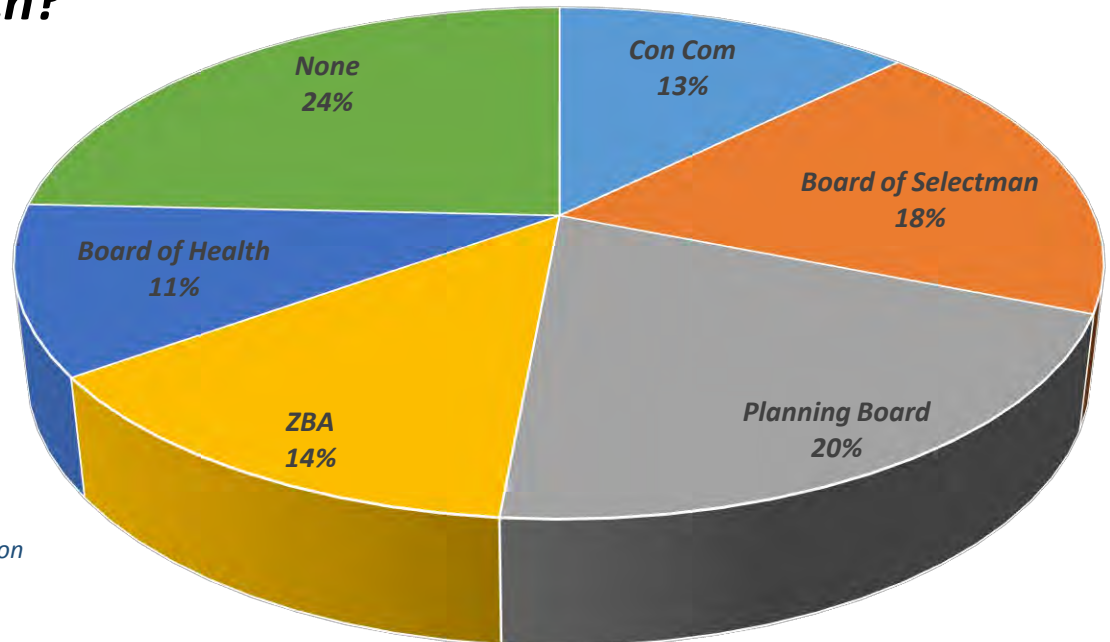


### demeanor?

2 out of 73 respondents didn't answer this question



## Question 5 – Which Boards or Commissions have you interacted with?

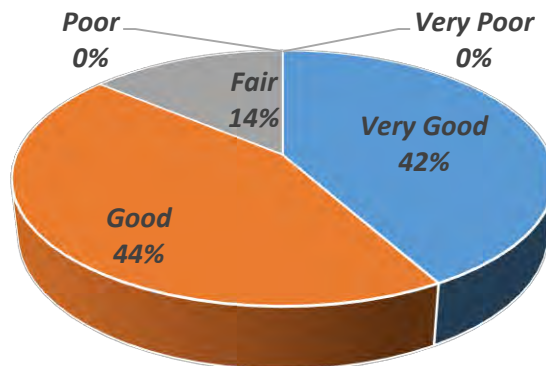


4 out of 73 respondents didn't answer this question

## Question 6 – How would you rate their...

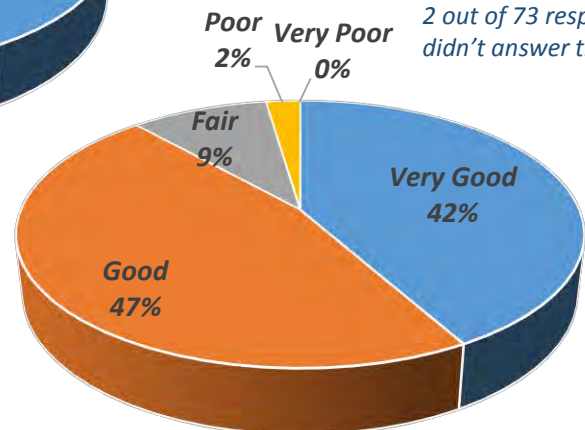
### timeliness?

30 out of 73 respondents didn't answer this question



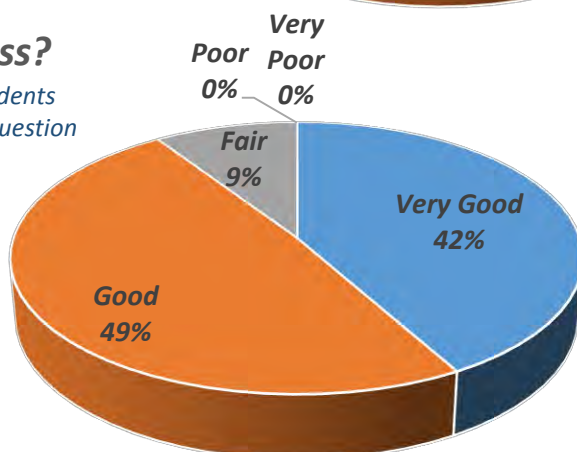
### demeanor?

2 out of 73 respondents didn't answer this question



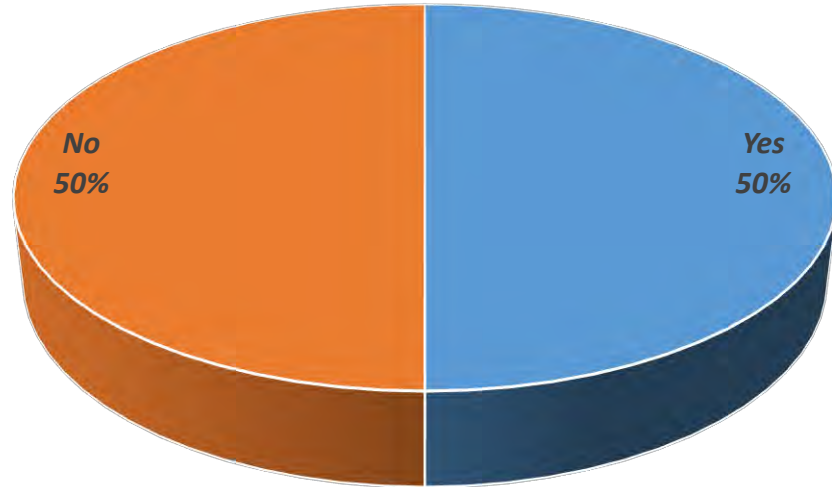
### thoroughness?

30 out of 73 respondents didn't answer this question



# Question 7 – Have you visited the Town’s website?

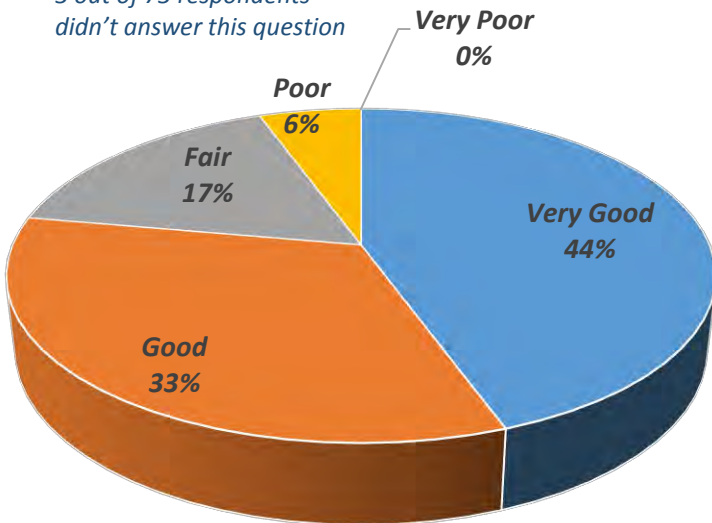
3 out of 73 respondents didn't answer this question



## For those who said 'yes,' how would you rate the...

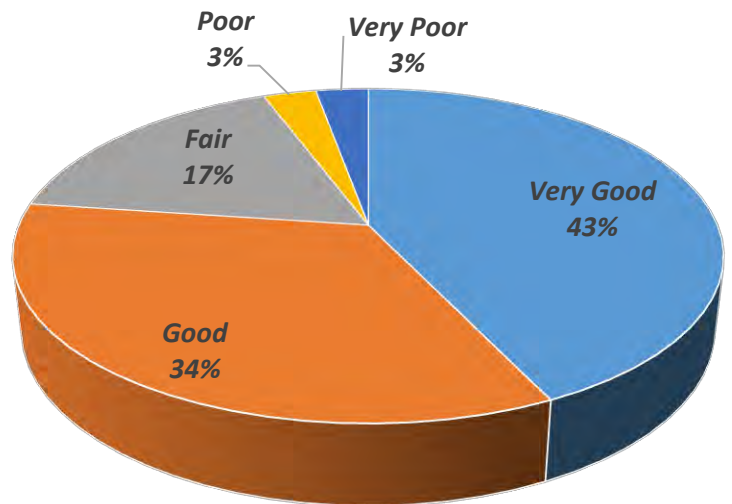
### content?

3 out of 73 respondents didn't answer this question



### User-friendliness?

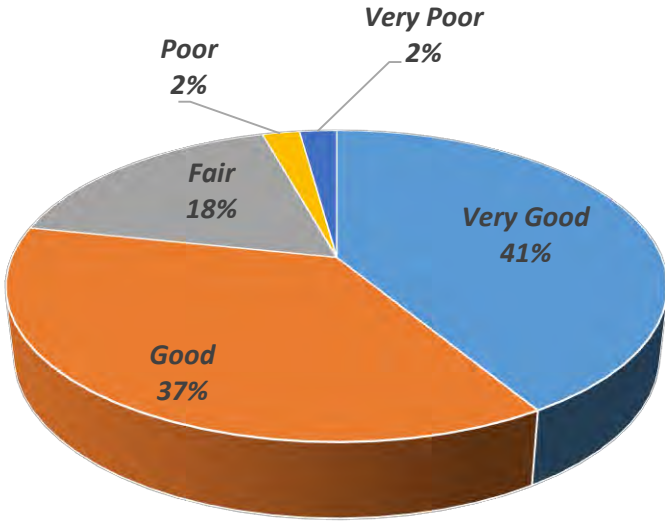
4 out of 73 respondents didn't answer this question



# Question 8 – How would you rate...

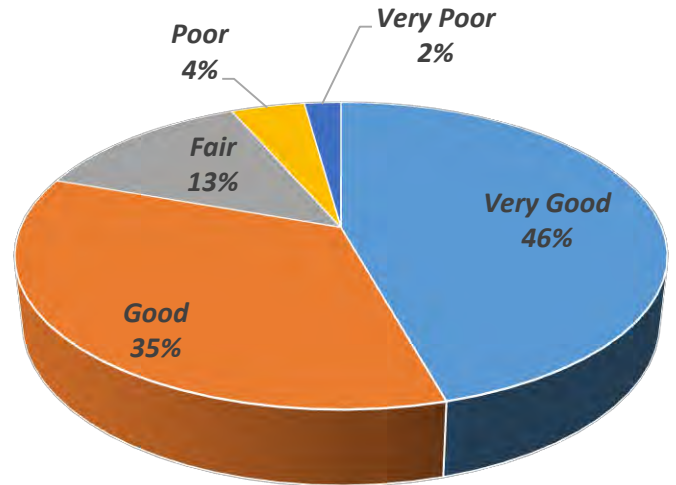
*the time it took to get a permit issued?*

27 out of 73 respondents didn't answer this question



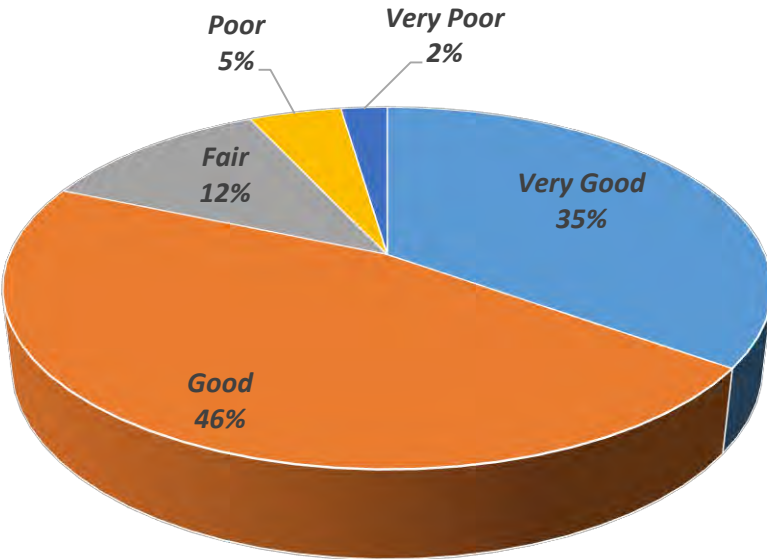
*responsiveness to permit inquiries?*

27 out of 73 respondents didn't answer this question



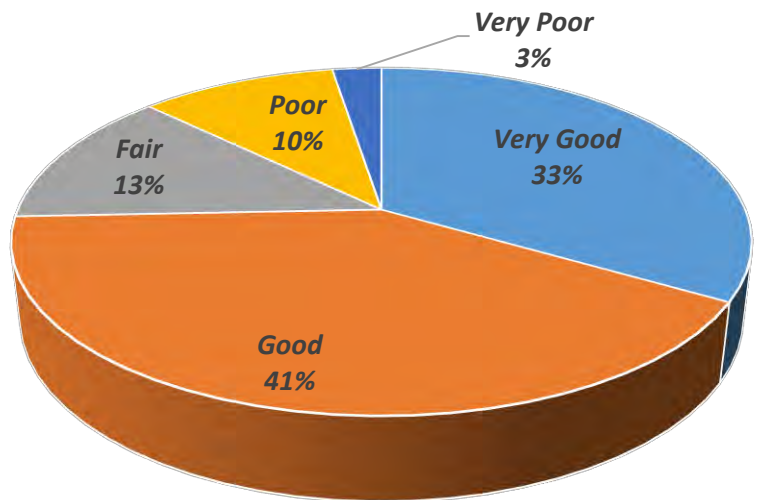
*how would you rate inspection requests?*

30 out of 73 respondents didn't answer this question



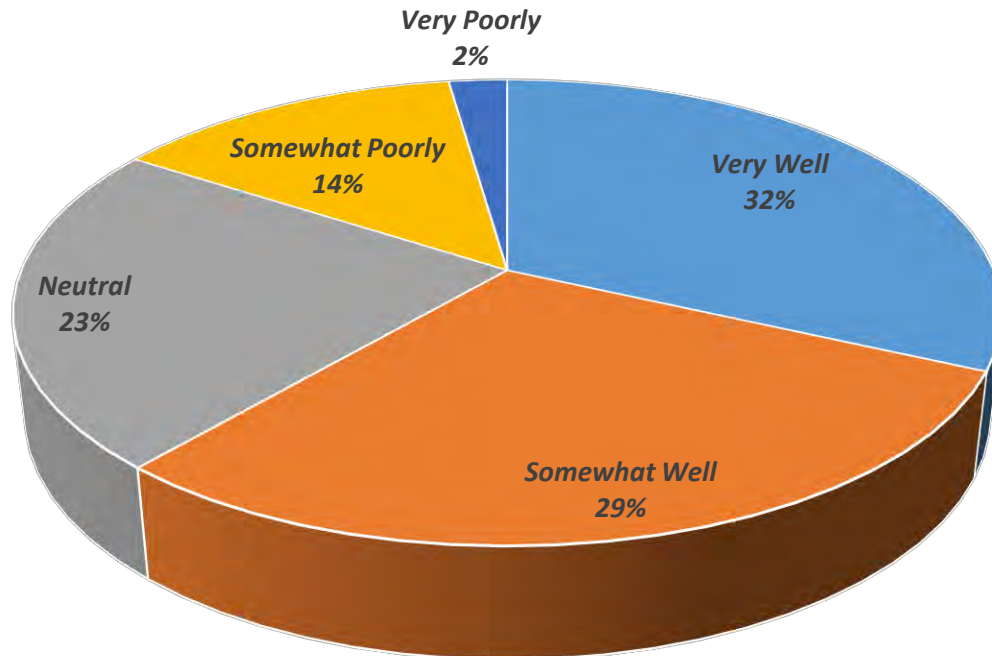
*how would you rate permitting board decision issuances?*

34 out of 73 respondents didn't answer this question



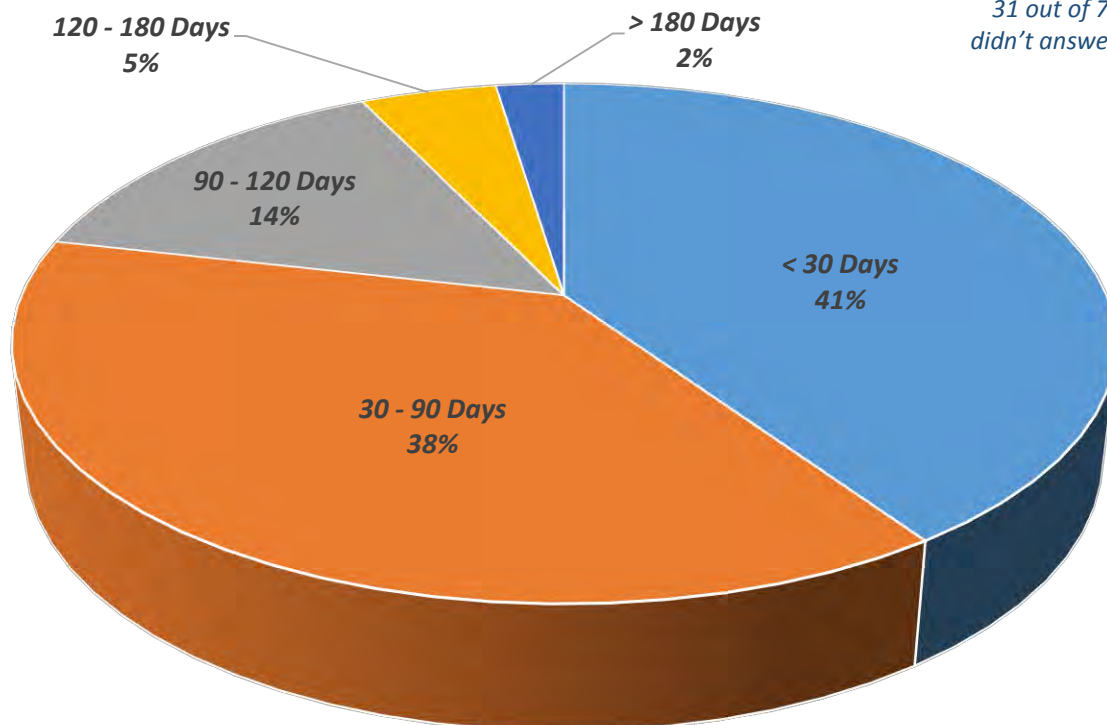
## Question 9 – How did the process fit into your construction schedule?

29 out of 73 respondents didn't answer this question



## Question 10 – How long did it take to move through the permitting process?

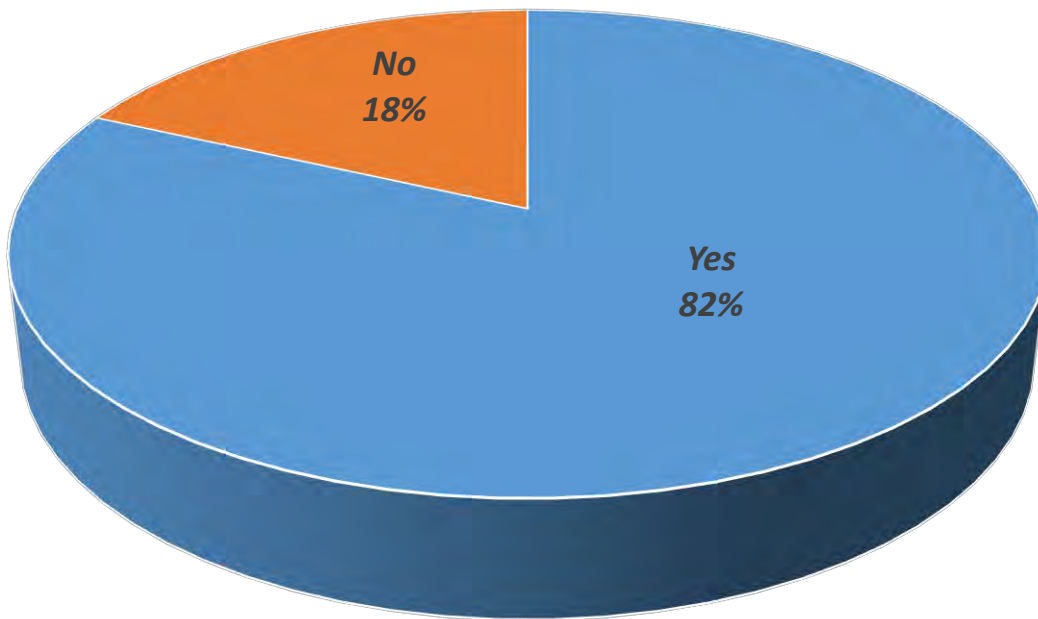
31 out of 73 respondents didn't answer this question





## Question 11 - Would you recommend locating in Auburn to a fellow business?

7 out of 73 respondents didn't answer this question



### Reasons 'yes':

- Business friendliness
- Location to highways
- Well maintained roads
- Easy to do business
- Nice people
- Safe town
- Great fire/police force
- Access to a good work force and customer base

### Reasons 'no':

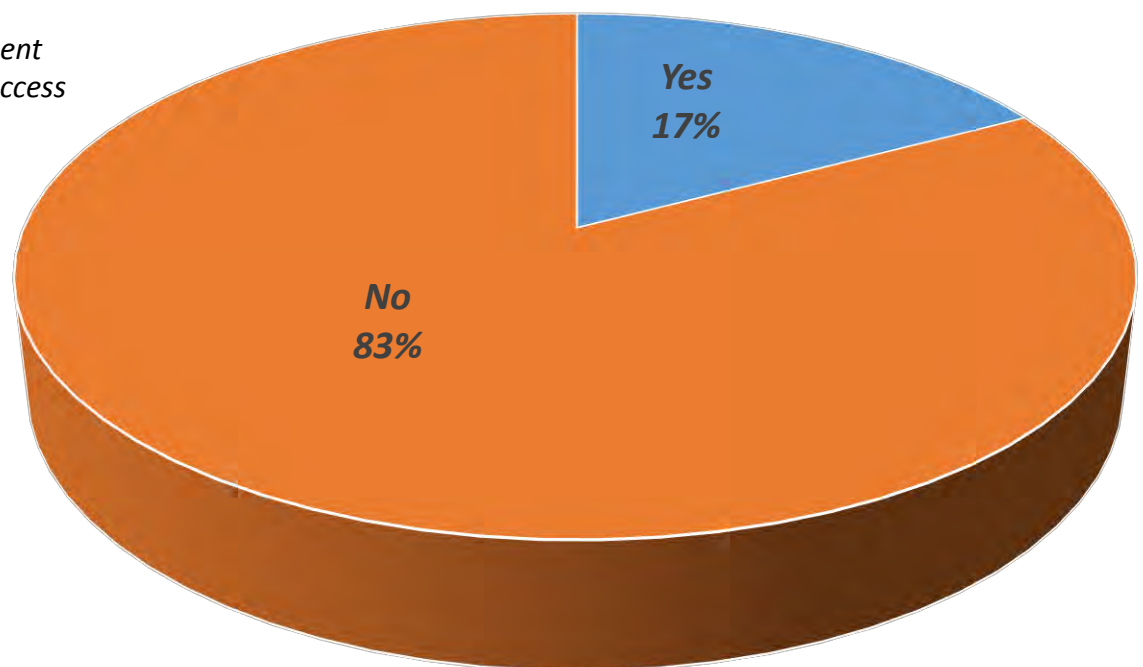
- High taxes for business
- Not business friendly
- Small town politics
- Rude inspectors (building & fire)
- Signage restrictions

## Question 12 – Was Auburn recommended to you?

9 out of 73 respondents didn't answer this question

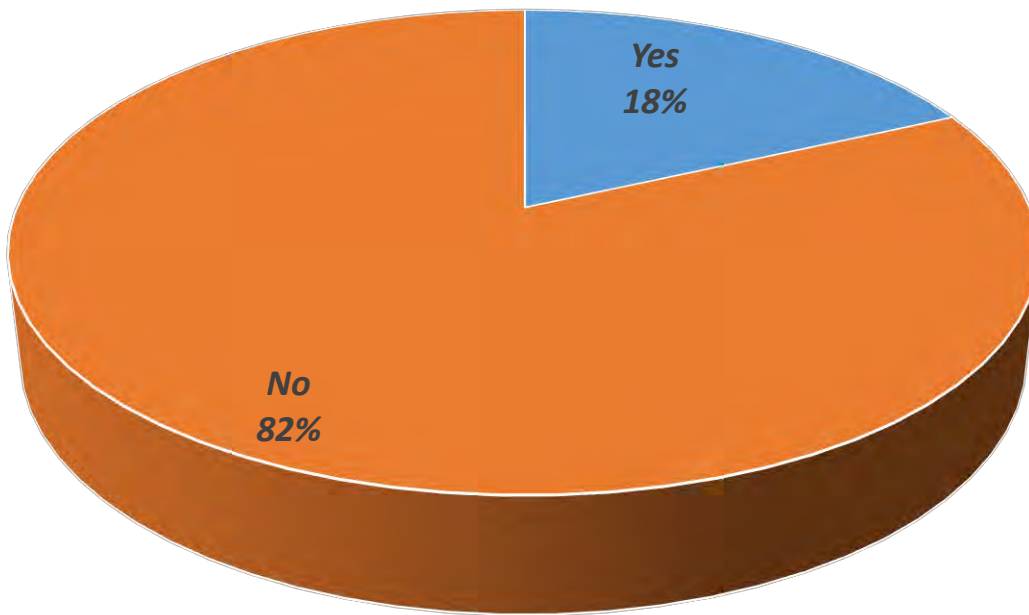
### Reasons:

- Low crime rate
- Responsive law enforcement
- Good location/highway access
- Nice schools
- Town staff
- Available real estate



## Question 13 – Has your business considered moving out of Auburn?

7 out of 73 respondents  
didn't answer this question



### Reasons 'yes':

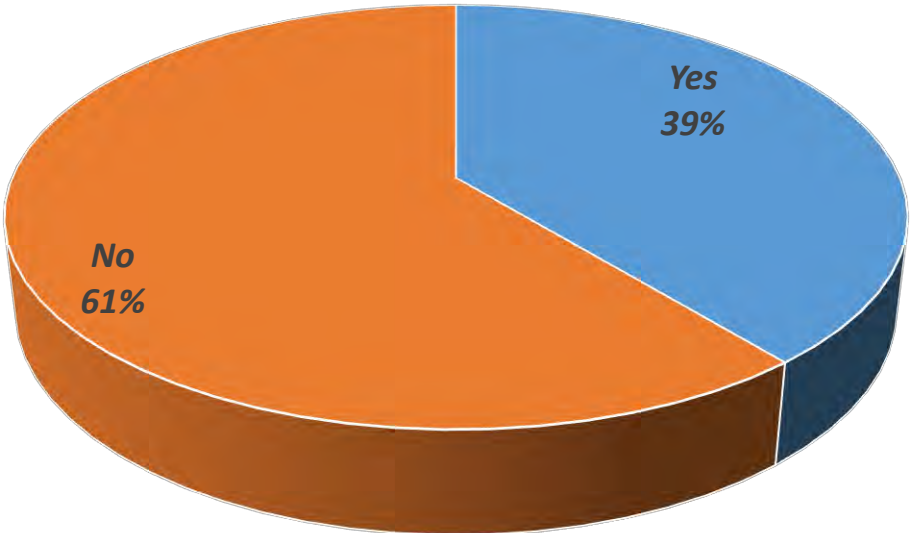
- Real estate availability
- Ability to grow
- Public schools do not support local business
- Economy
- Retirement/downsizing
- Split tax rate/high taxes
- Town departments

### Reasons 'no':

- Proximity to highway
- Home business

# Question 14 – Has your business considered expanding?

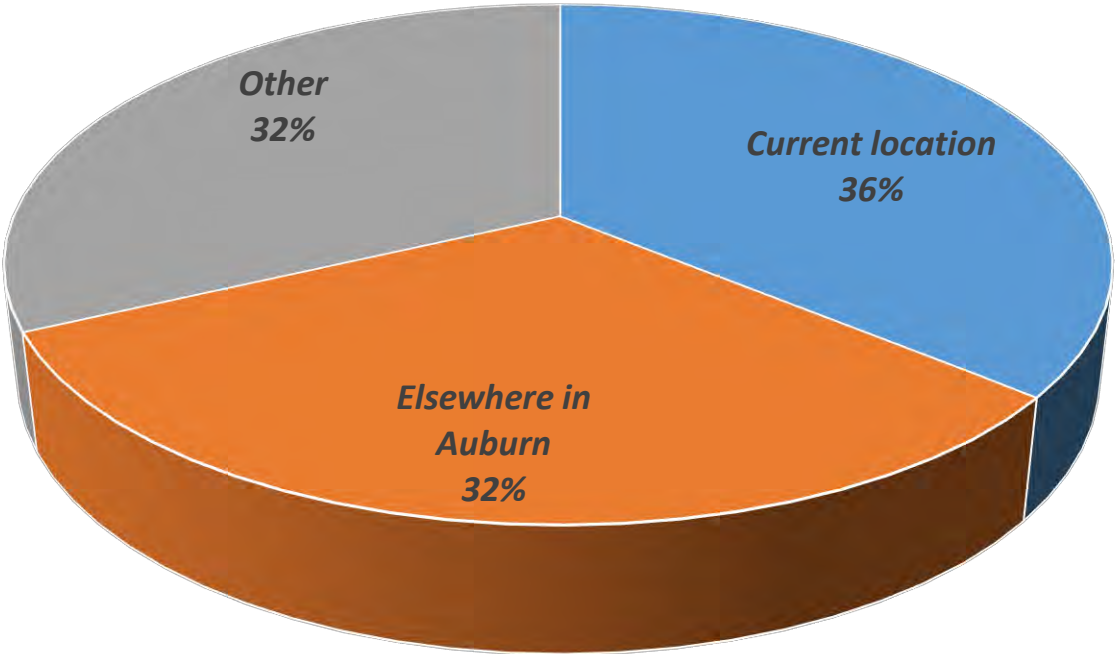
8 out of 73 respondents  
didn't answer this question



## If so where?

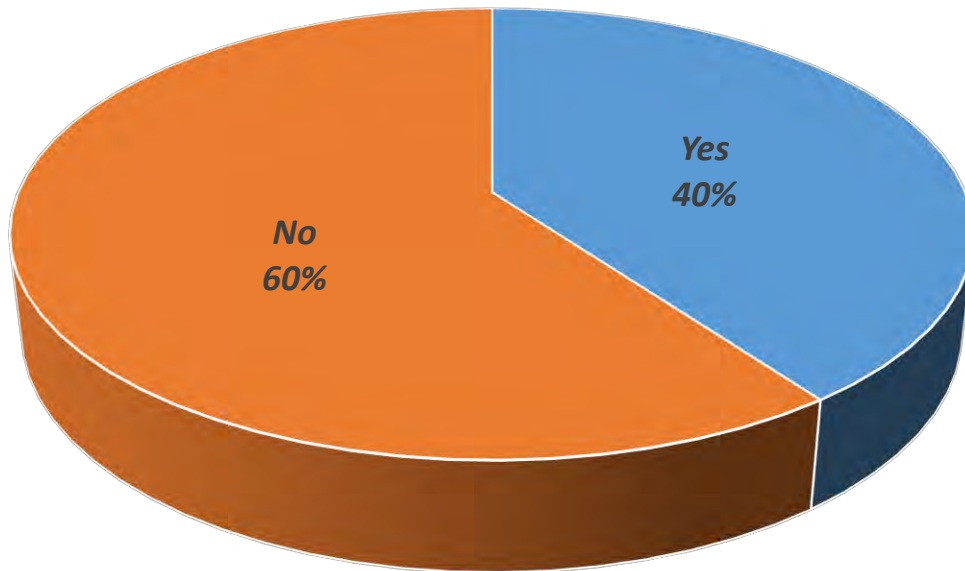
Other locations:

- Milford CT
- North Boston MA
- Sturbridge MA
- Uxbridge/Webster MA
- Worcester MA



## Question 15 – Has your business joined the Auburn Chamber of Commerce?

52 out of 73 respondents didn't answer this question



## Question 16 – Would you be willing to further discuss your business and this survey with a member of the Economic Development Committee?

Ann Marie Weber	508.756.4290	
Barbara Prokopovich	508.832.7600	Wow Dancewear
Brian LaForte	508.641.8873	
Chkro Kahdo	508.450.2083	
David White	508.832.3295	
Derek Brigham	508.407.8361	
Jay Kapur	508.832.5035	
Jim Langway	508.832.6261	Langway Ford Inc.
Michael Perro	508.721.1444; 508.641.8197	
Nancy Temple	508.865.5280	
Neil Patrick	508.847.0520	
Paul Raps	508.407.8203 xt 2	
Reich Laurence	508.832.2409	Reich Laurence DDS
Stephen Fosalo	508.832.9636	
Steve Scott	508.407.8630	
Tom Holland	508.832.7010	Creative Form Graphics
Tony Penny	508.832.6100 ext 106	
Vin Virge	774.287.9459	
Vivek Mehta DMD	508.832.3205	Welcom Smiles
Will Duford	508.832.3883	
Michael Wilson	508.752.7694; 508.752.7674	Wilson Associates Consulting LLC

