

# GREEN ZONES ACTION PLAN BUSINESS QUESTIONNAIRE: SUMMARY

## Introduction

Between March and December 2017, the City of Commerce Business Liaison Office conducted a questionnaire of the City's businesses to better understand the needs of the business community and provide high-quality services. The questionnaire is part of an effort by the City of Commerce to work with businesses, residents, and community groups to develop a program to help businesses improve their bottom line and to be more clean and green.

The City provided the questionnaire online and a paper version was distributed through a city-wide business mailing, during business events such as the Industrial Council State of the City event, and through canvassing. The questionnaire contains 36 questions which ask about business type, business operations, employee characteristics, location decisions, and sustainability. Eighty-nine businesses responded to the questionnaire.

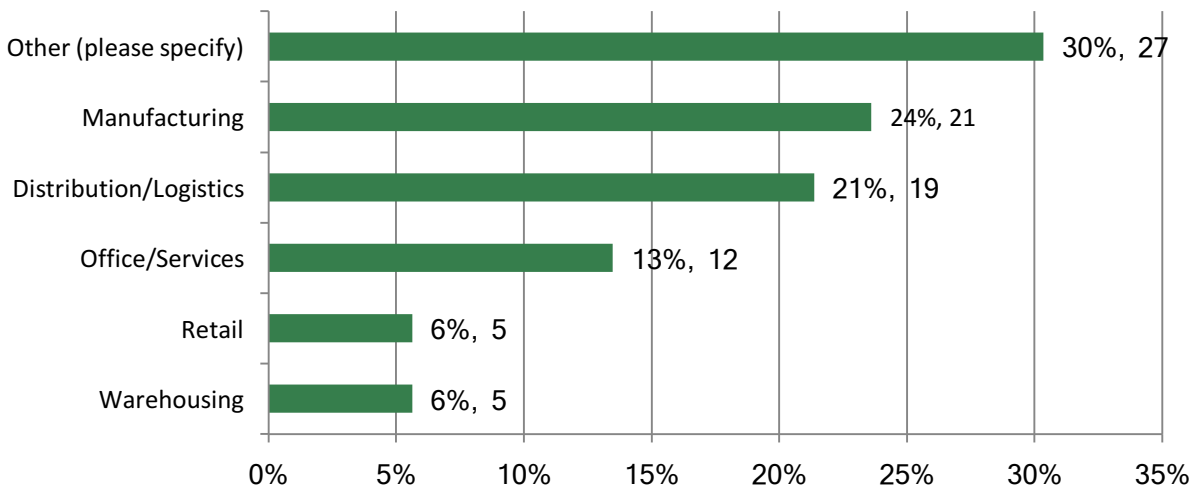
The following section summarizes the responses to each question. If the question contained a fill-in-the-blank "other" option, responses repeated two more or more times are recorded.

## Response Summary

### Q1: What is the nature of your business? (Select one)

Answered: 89

Skipped: 0



### Write-in responses to "Other (please specify)"

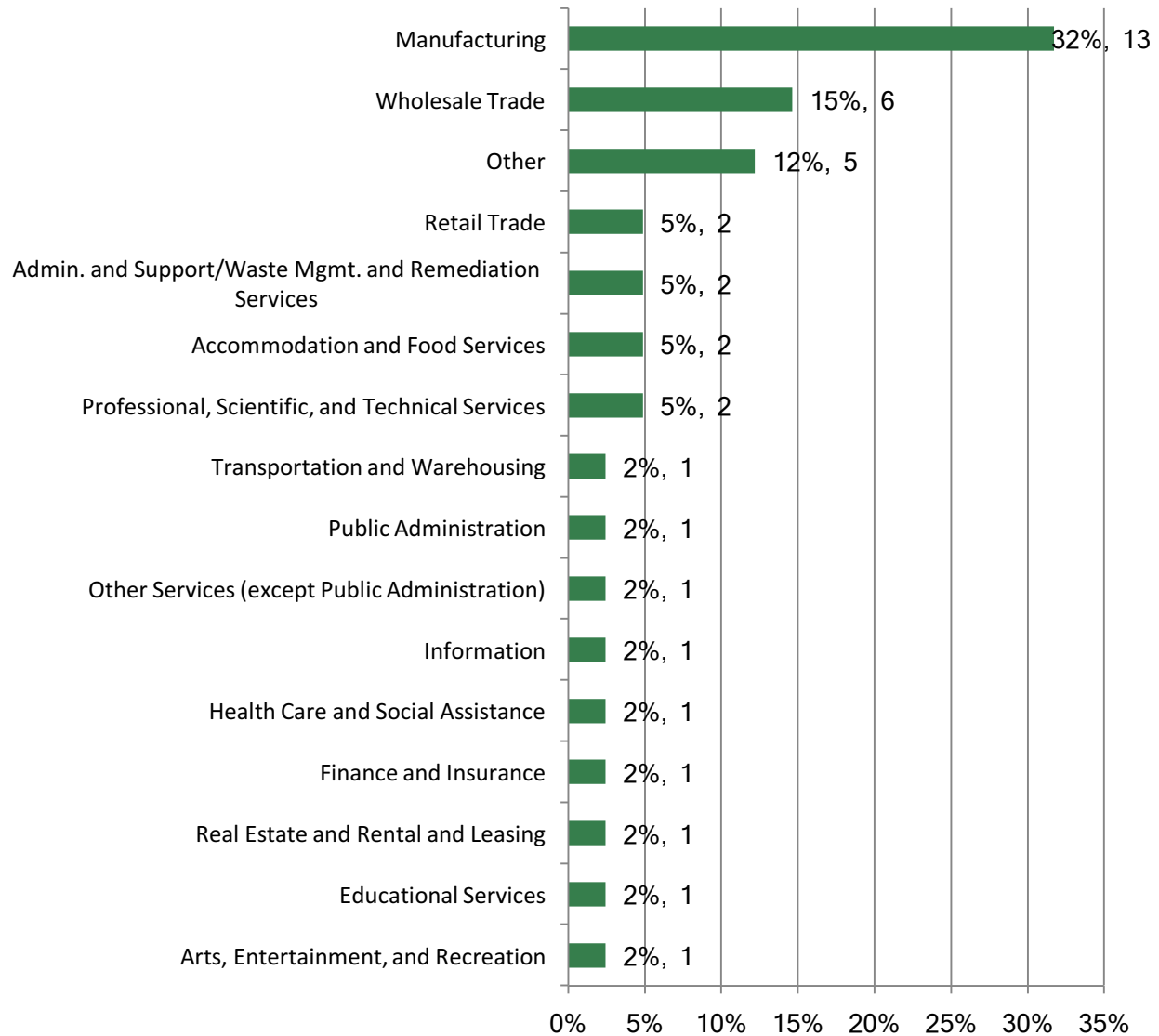
Responses repeated two more or more times are recorded here.

- Wholesale, 4
- Services, 3
- Non-Profit, 3
- Food Services, 2
- Hotel, 2

## Question 2: What is your NAICS Code?

Answered: 41

Skipped: 48

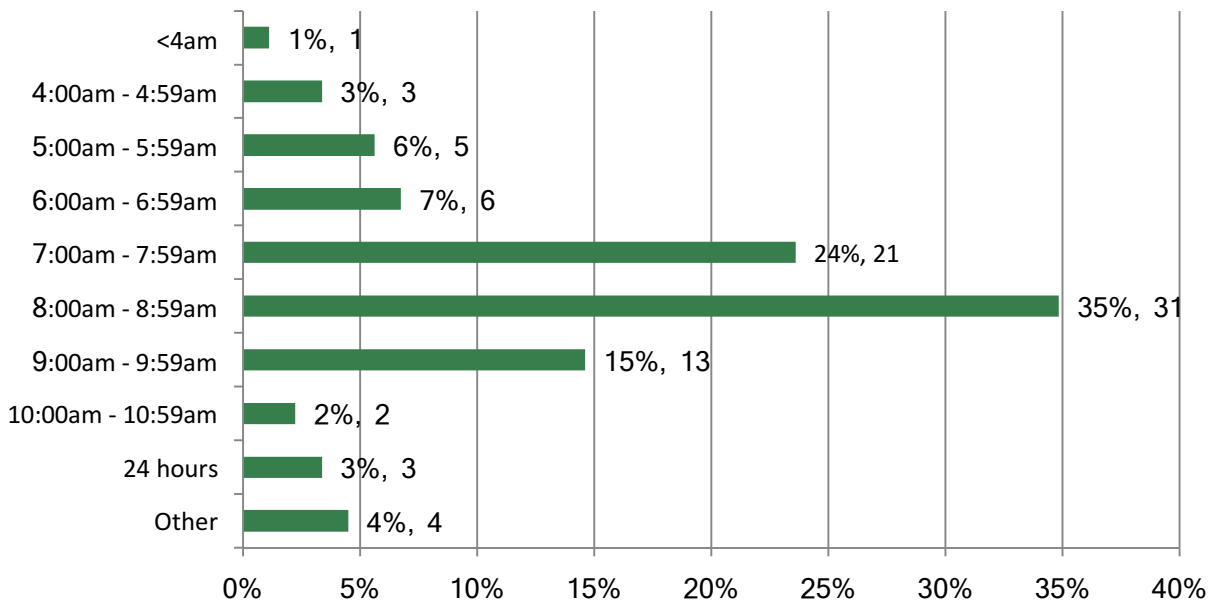


### Question 3A: What are your business operation hours: Operating Hours?

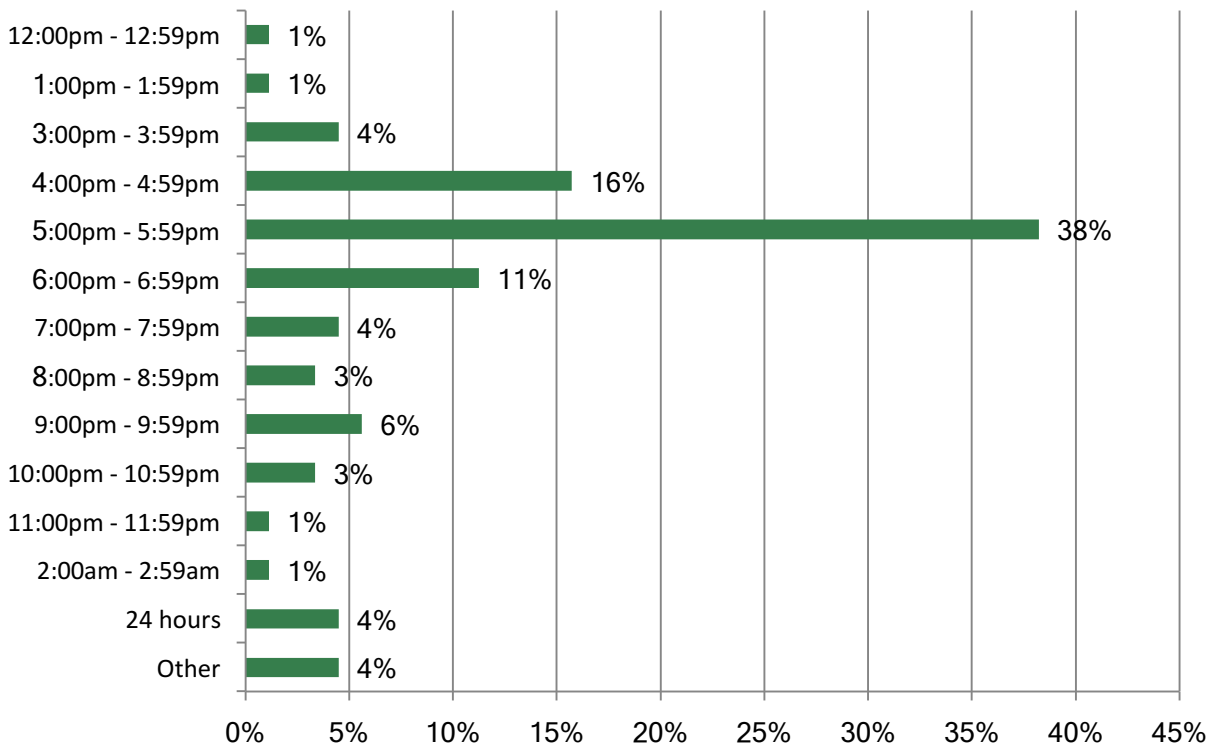
Answered: 88

Skipped: 1

#### Opening Hour (Weekday)



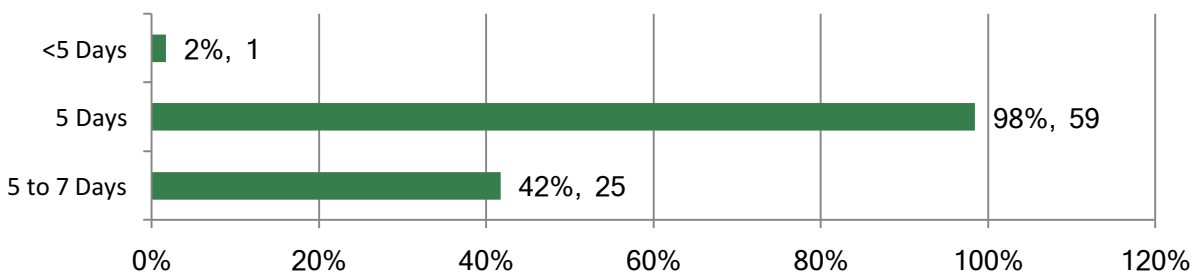
#### Closing Hour (Weekday)



**Question 3B: What are your business operation hours: Days per Week?**

Answered: 85

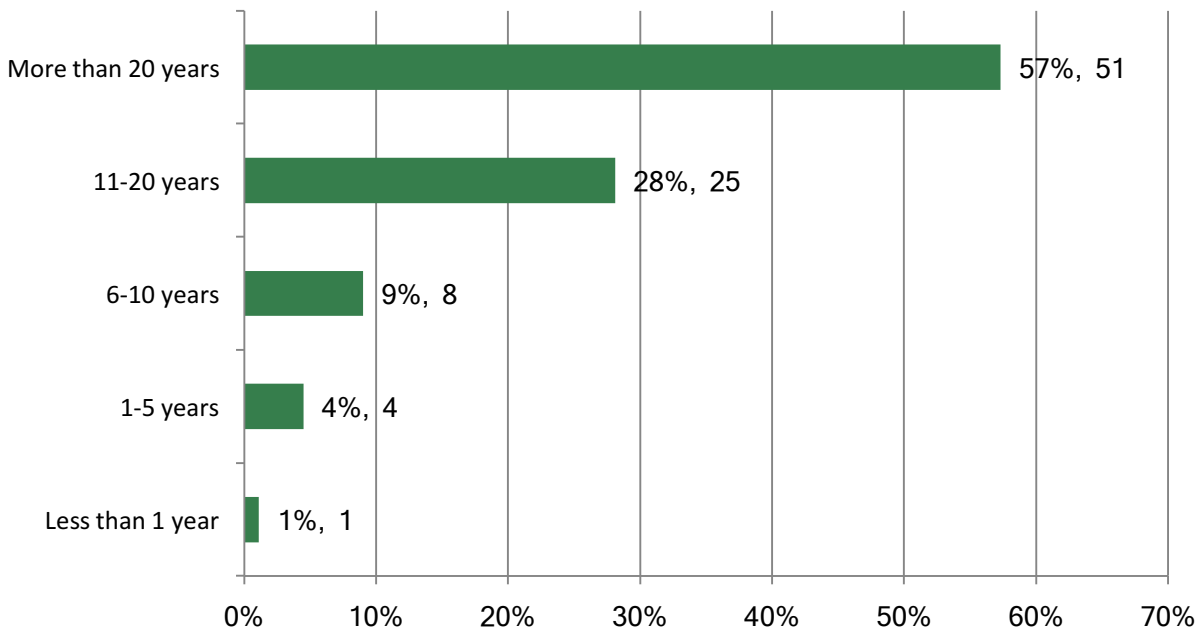
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#### Question 4: How long has your business been in operation?

Answered: 89

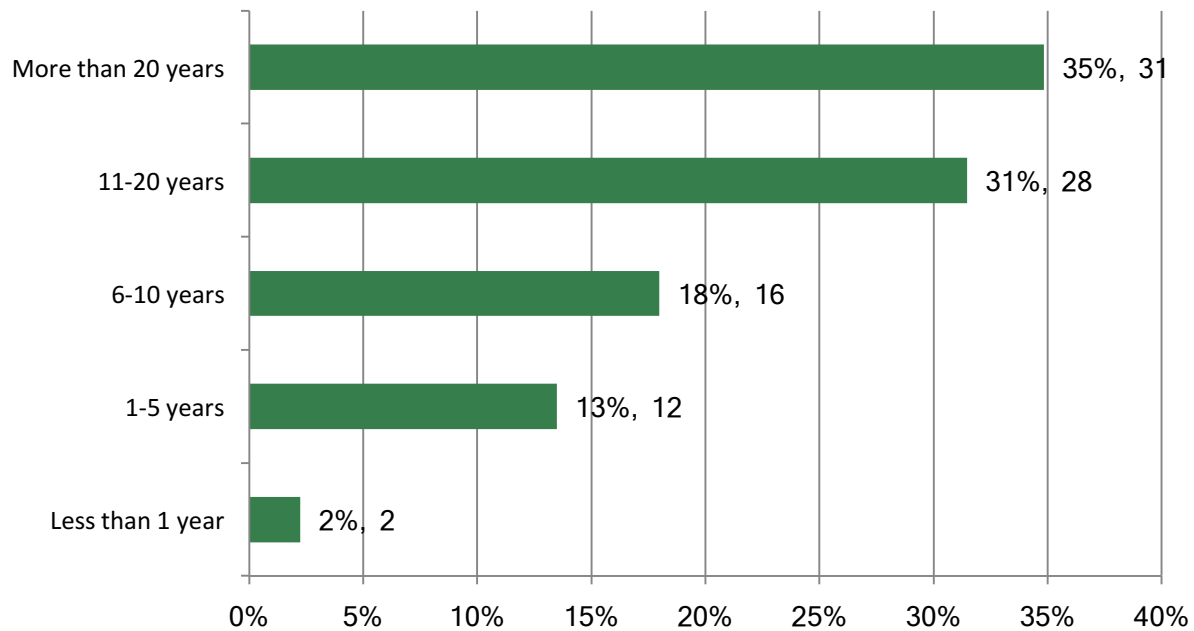
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### Question 5: How long has your business been in operation in the City of Commerce?

Answered: 89

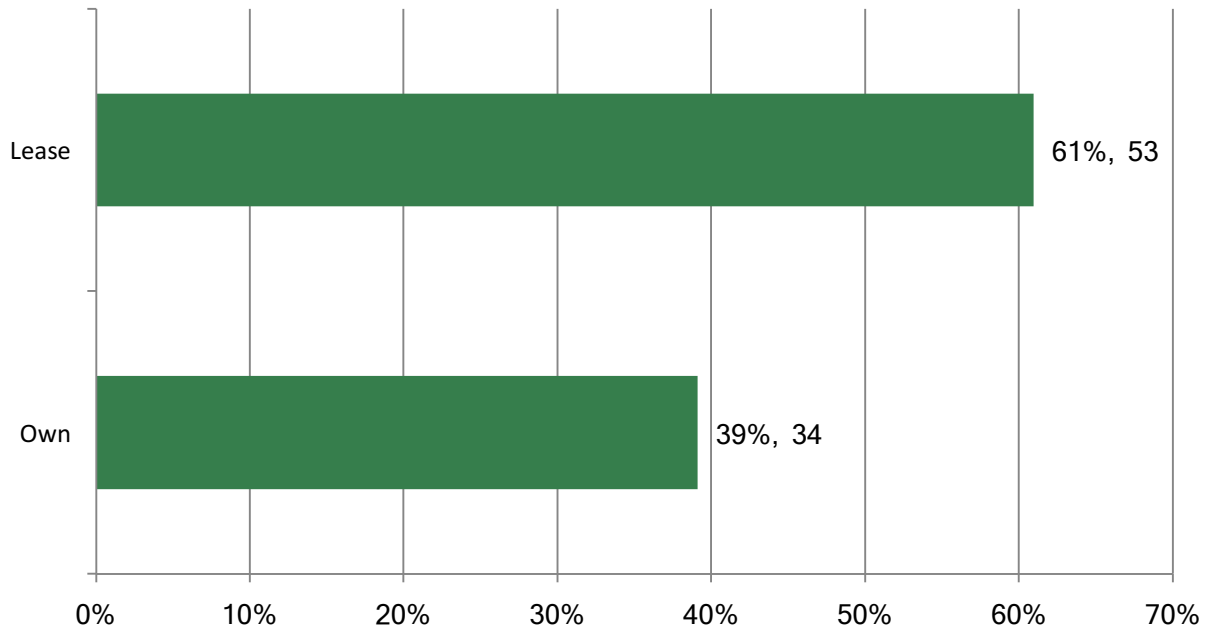
Skipped: 0



## Q6: Do you own or lease?

Answered: 87

Skipped: 2

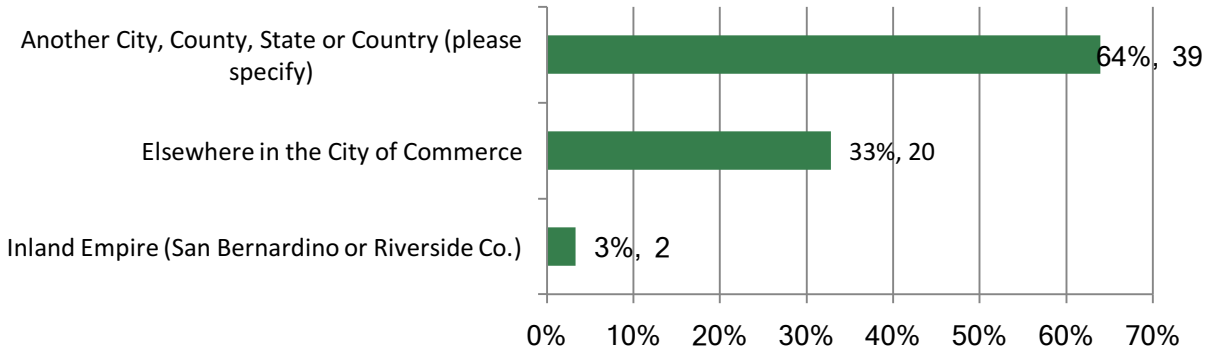




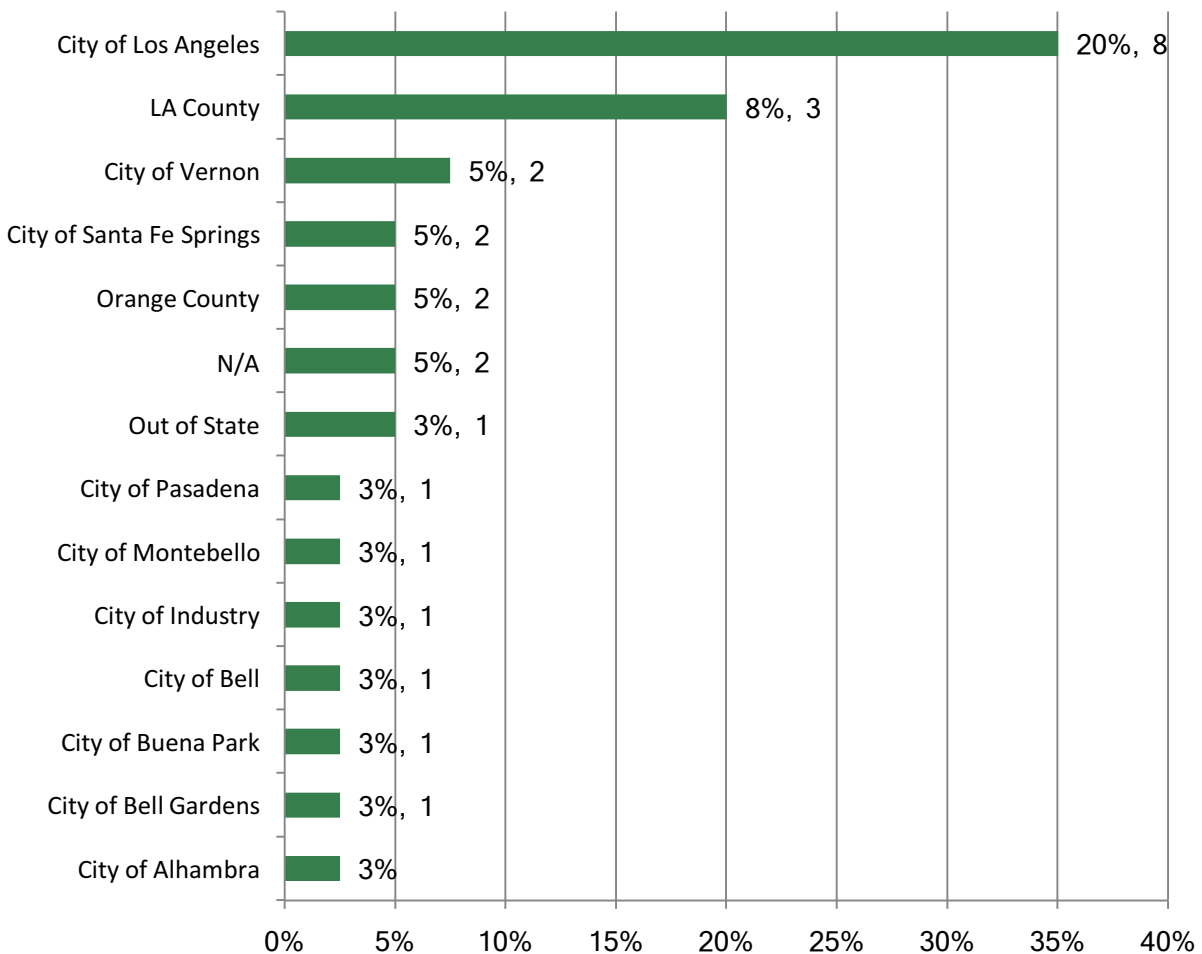
**Q7: If applicable, where did your business relocate from?**

Answered: 61

Skipped: 28



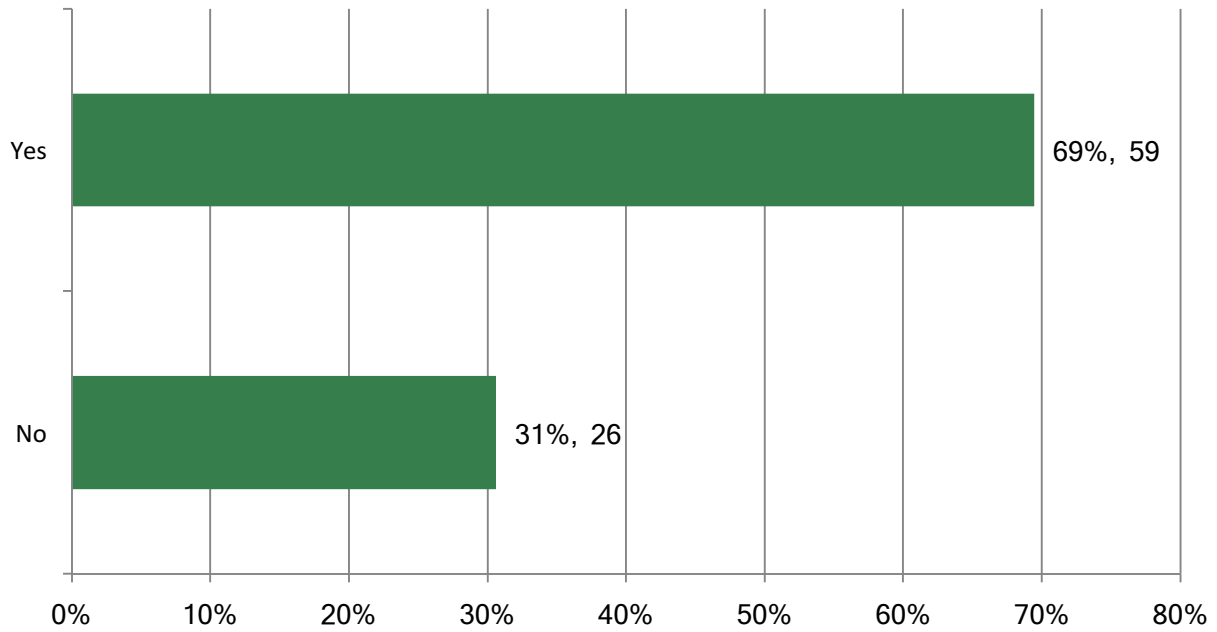
**Write-in Responses to "Another City, County, State or Country (please specify)."**



**Q8: Is your corporate headquarters located in the City of Commerce?**

Answered: 85

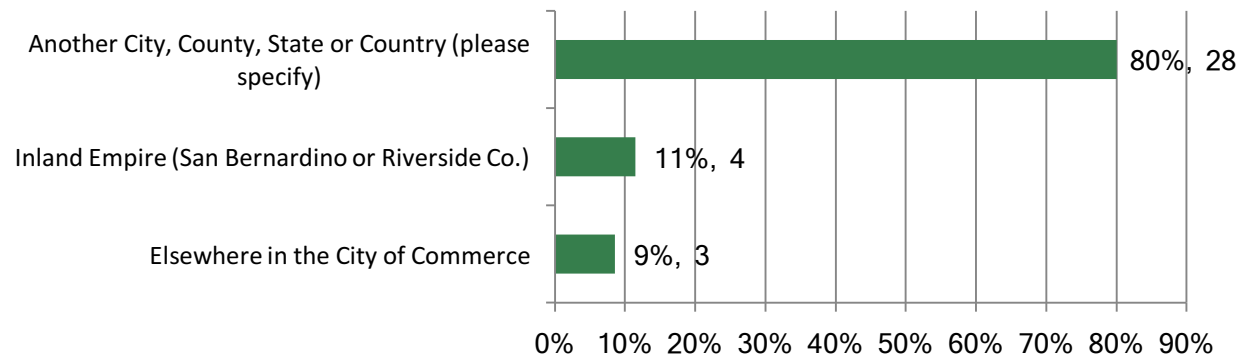
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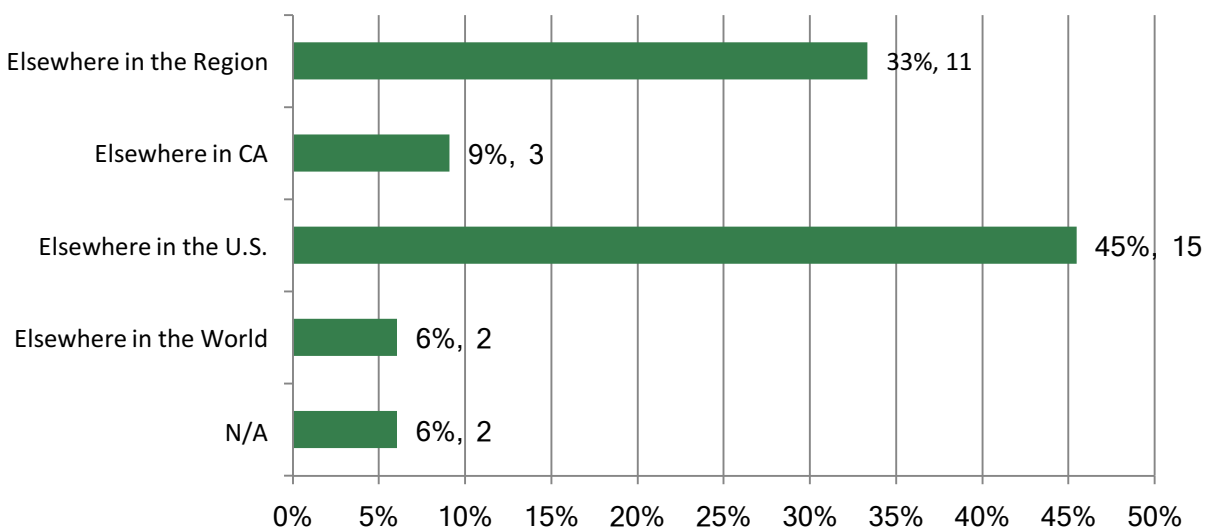
**Q9: If applicable, where else do you have facilities with similar operations?**

Answered: 35

Skipped: 54



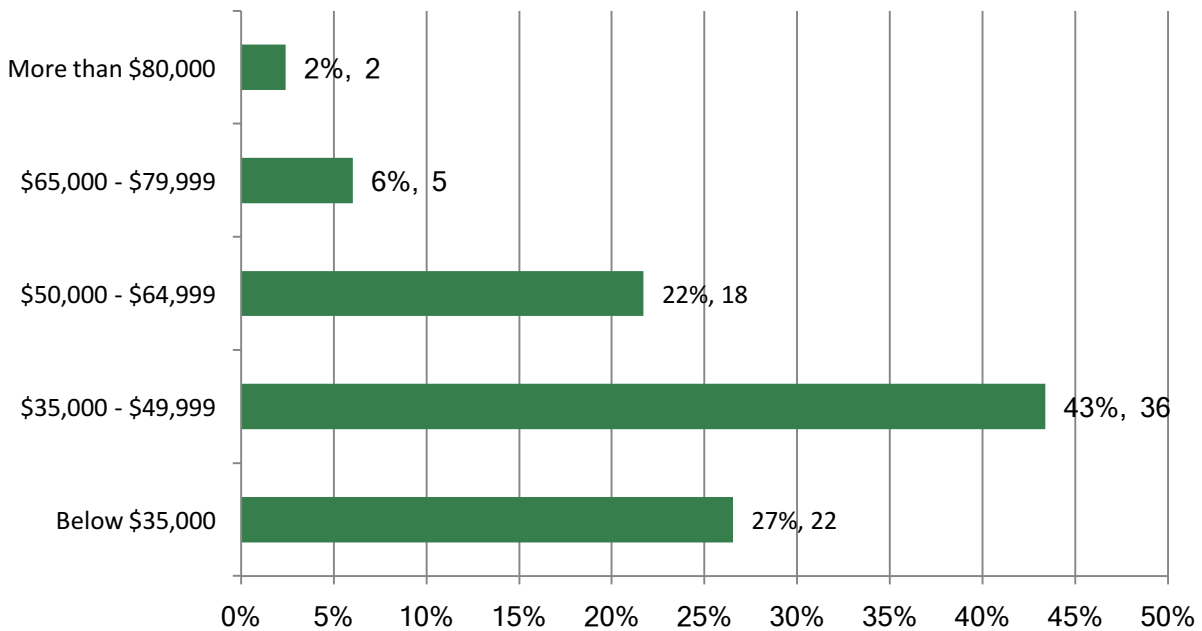
**Write-in Responses to "Another City, County, State or Country (please specify)."**



**Q10: What is the average annual wage per employee at your business within the City of Commerce?**

Answered: 83

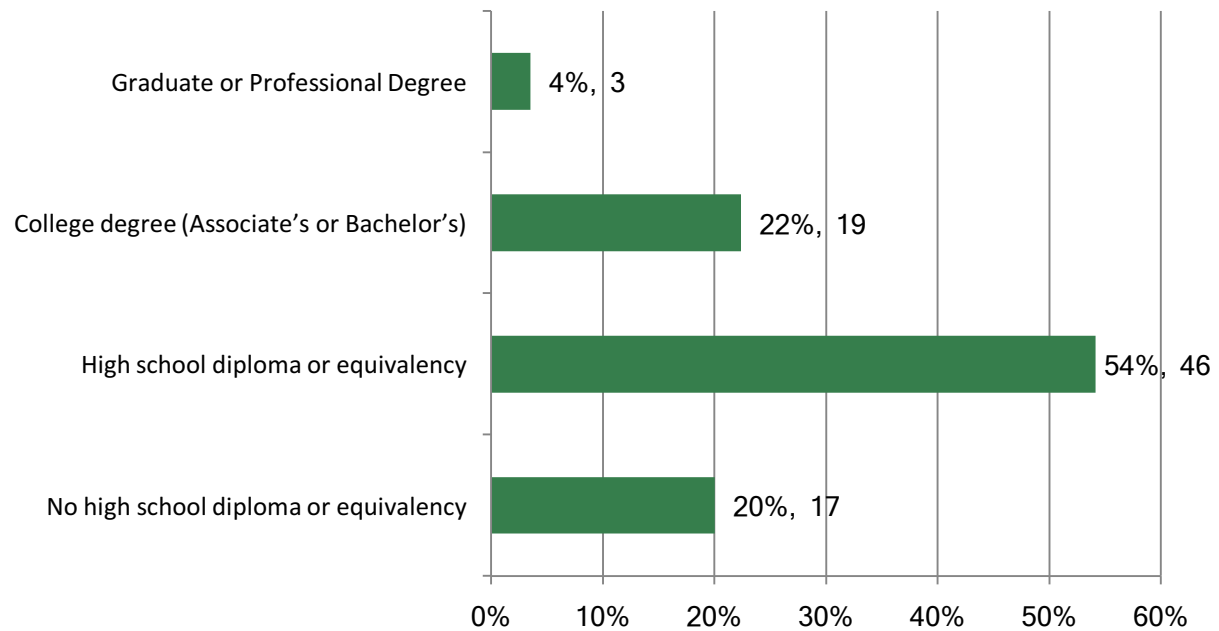
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**Q11: What is the average level of educational attainment required for the majority of your employees?**

Answered: 85

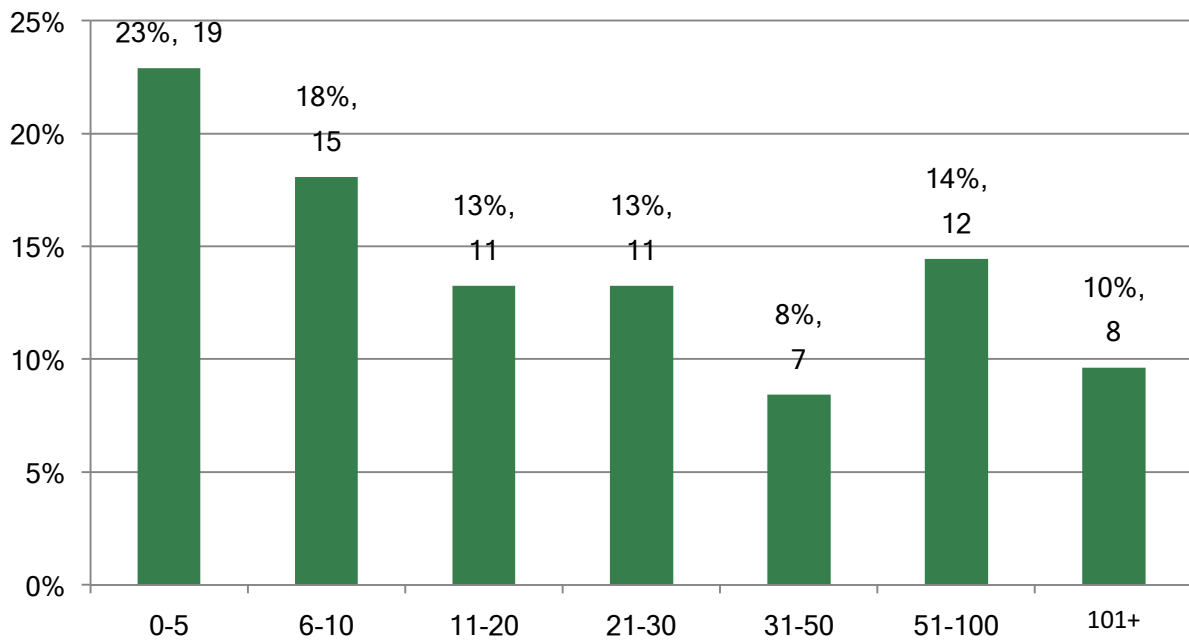
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## Q12: How many full time employees do you have?

Answered: 83

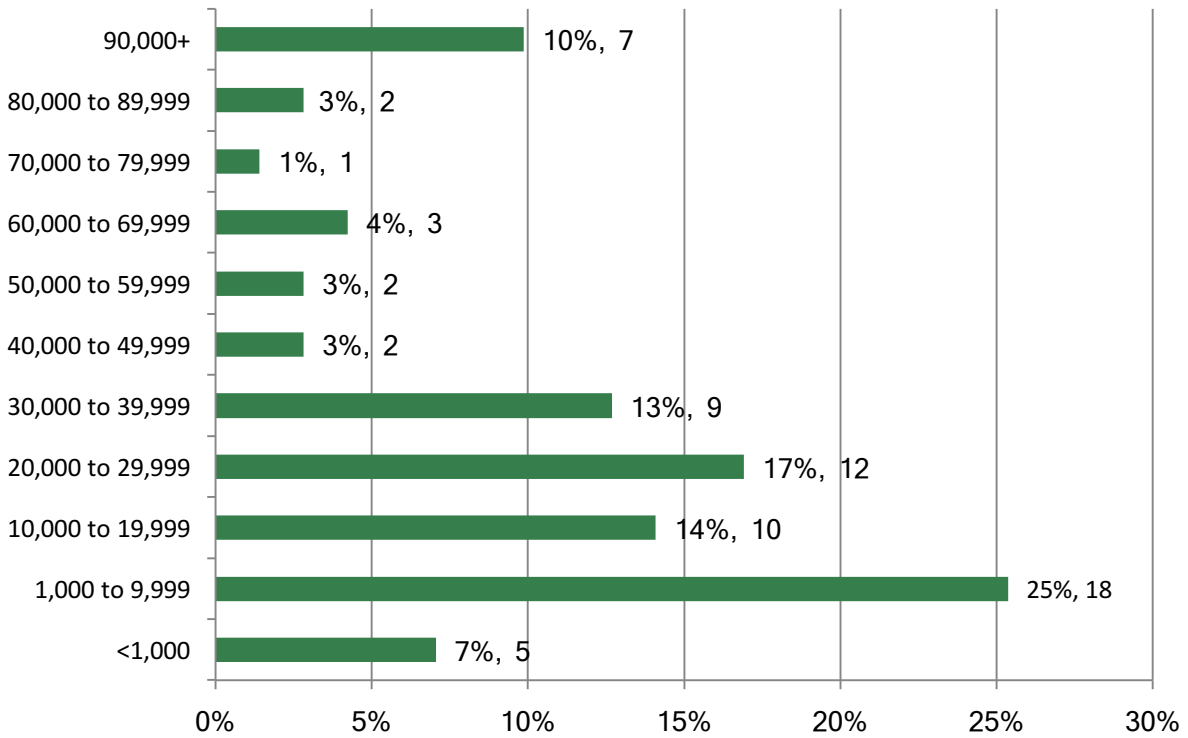
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**Q13: Approximately, how many square feet is your current facility?**

Answered: 71

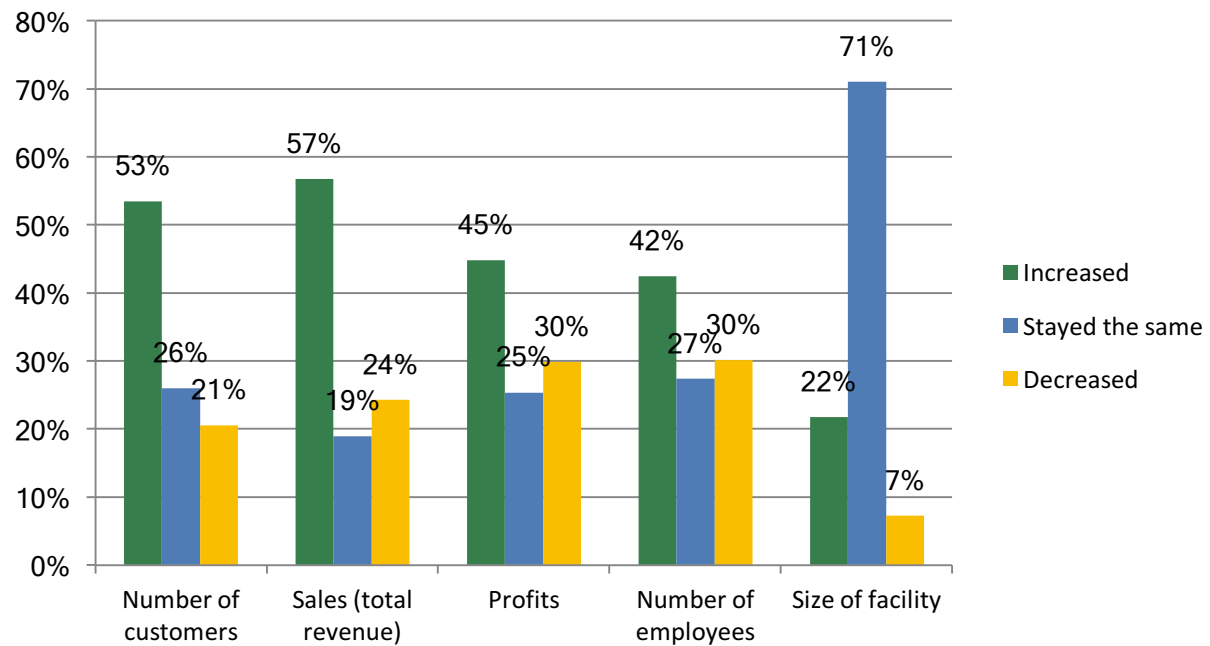
Skipped: 18



**Q14: Over the past 5 years, have the following factors increased, stayed the same, or decreased?**

Answered: 80

Skipped: 9

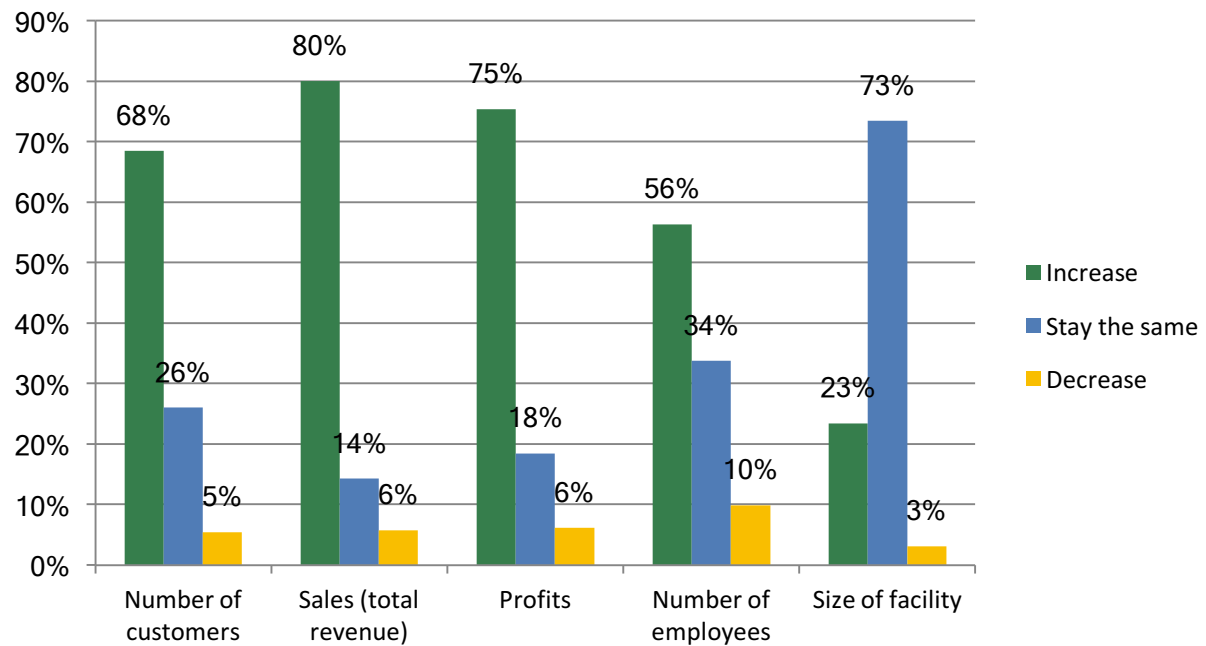




**Q15: Over the next 5 years, do you expect the following factors to increase, stay the same, or decrease?**

Answered: 76

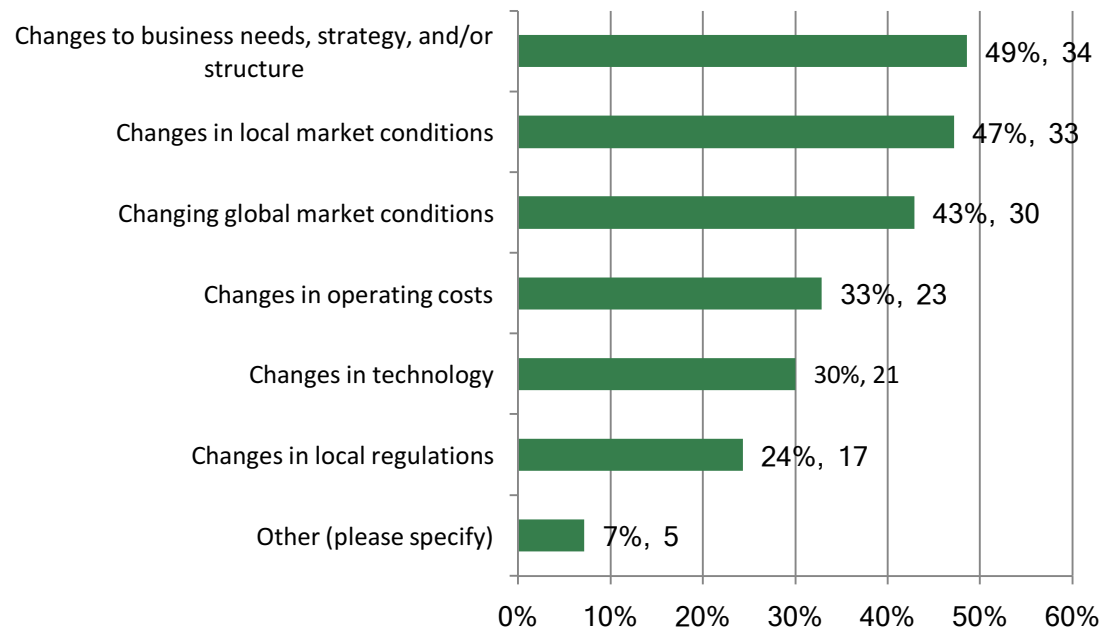
Skipped: 13



**Q16: If you expect any of these factors to increase or decrease, what are the principal reasons for the change? (Select all that apply)**

Answered: 70

Skipped: 19



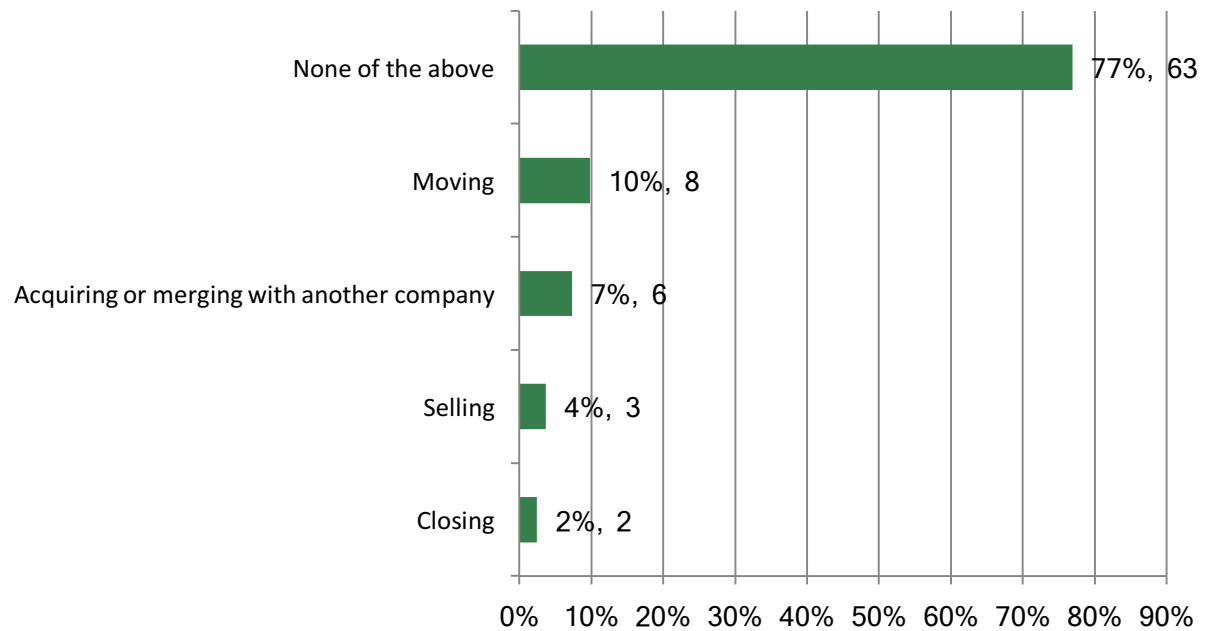
**Write-in responses to "Other (please specify)"**

- Politics, 2

**Q17: Are you currently considering moving, closing, selling, acquiring or merging with another company?**

Answered: 82

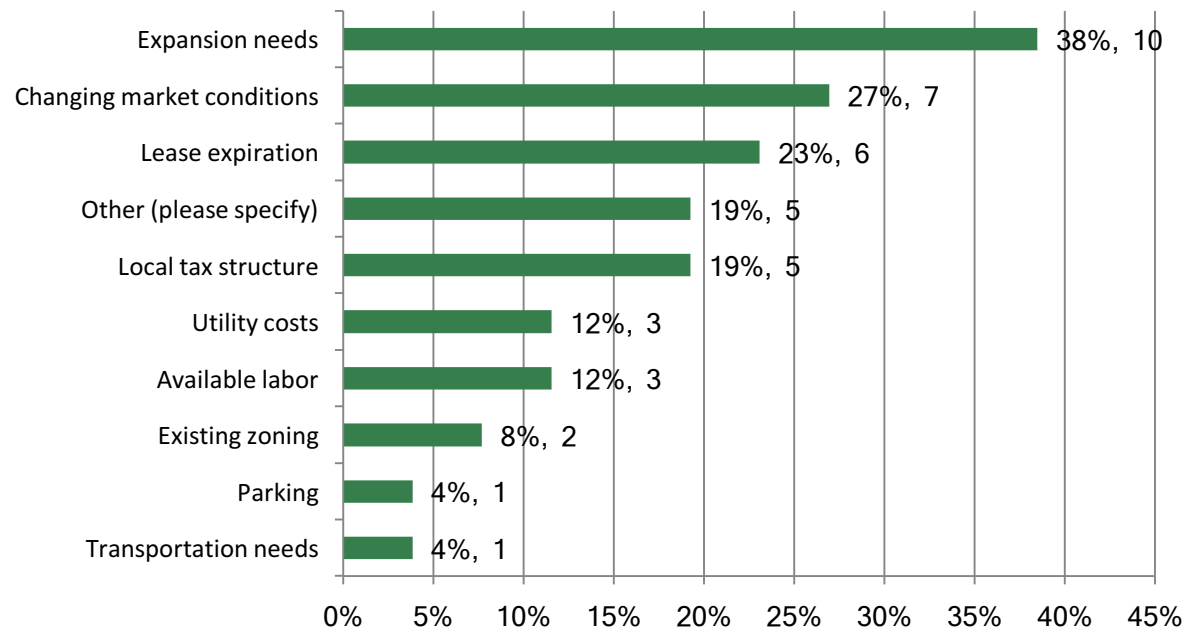
Skipped: 7



**Q18: If you are considering moving, what are the reasons motivating you to move? (Select all that apply)**

Answered: 26

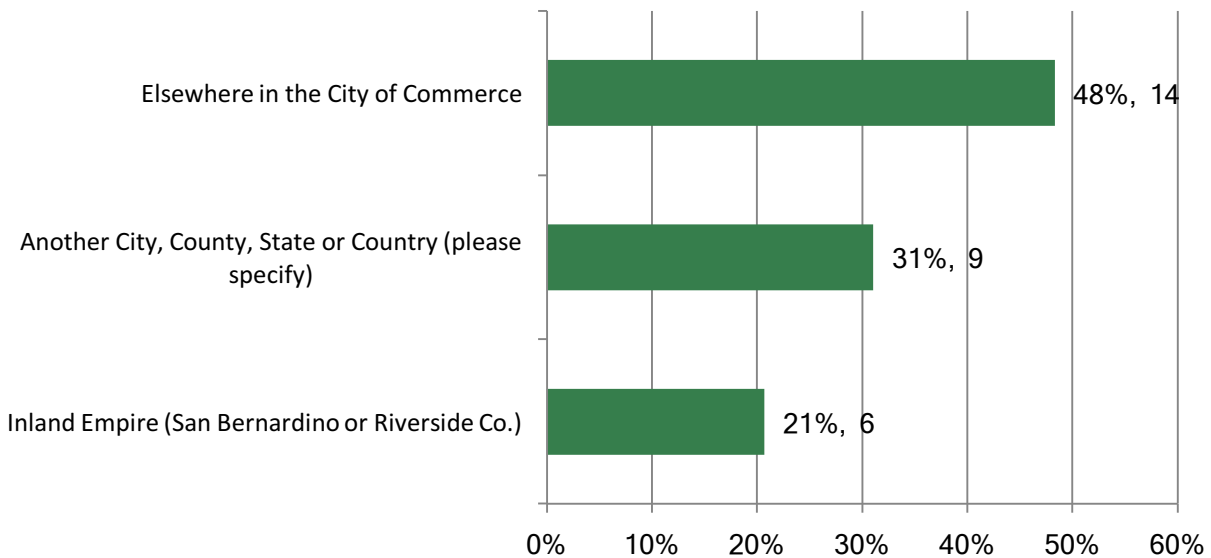
Skipped: 63



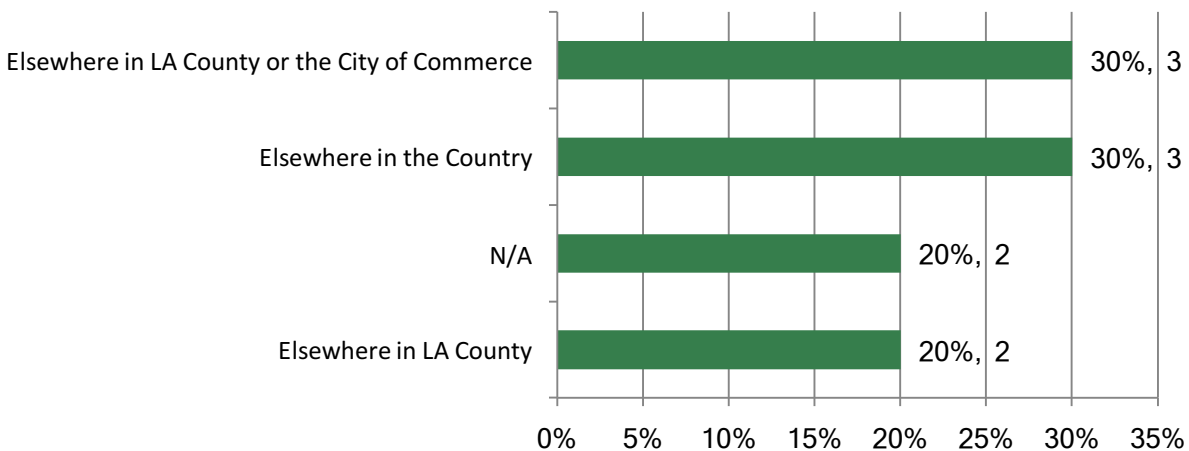
**Q19: If you are considering moving, to what extent would you consider the following areas?**

Answered: 29

Skipped: 60



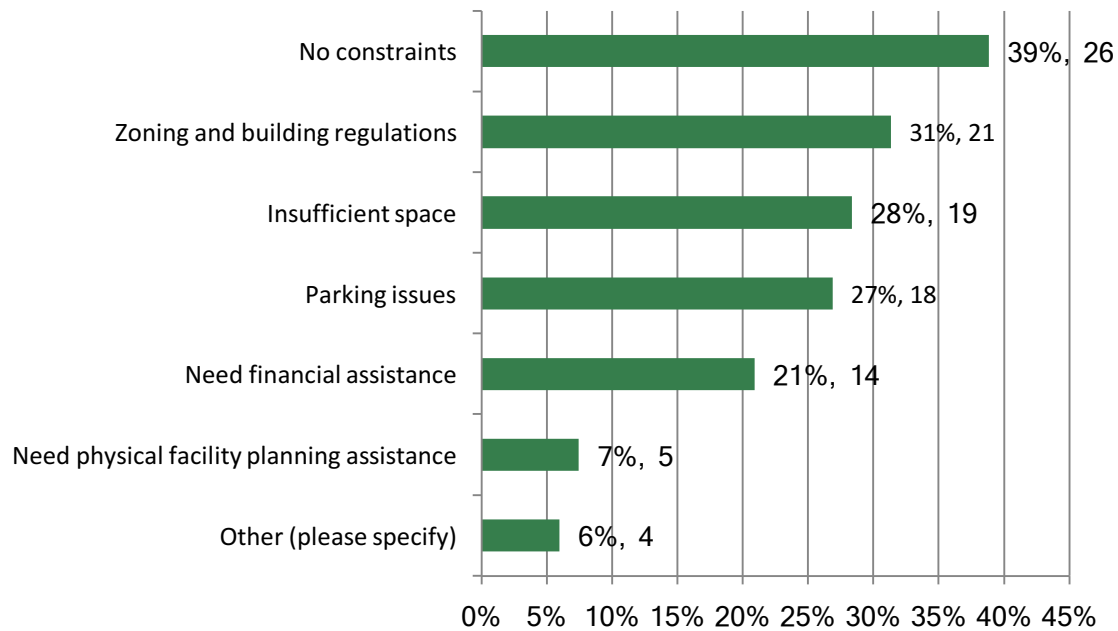
**Write-in Responses to "Another City, County, State or Country (please specify)."**



**Q20: If you were to expand your business in the City of Commerce, would you face any constraints? (Select all that apply)**

Answered: 67

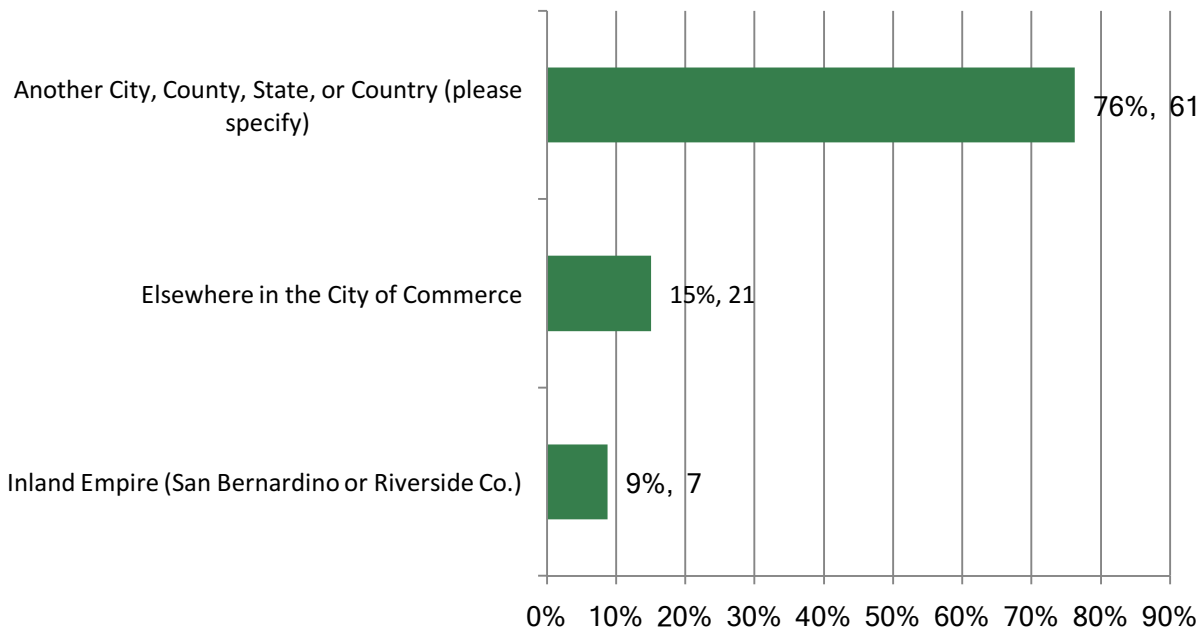
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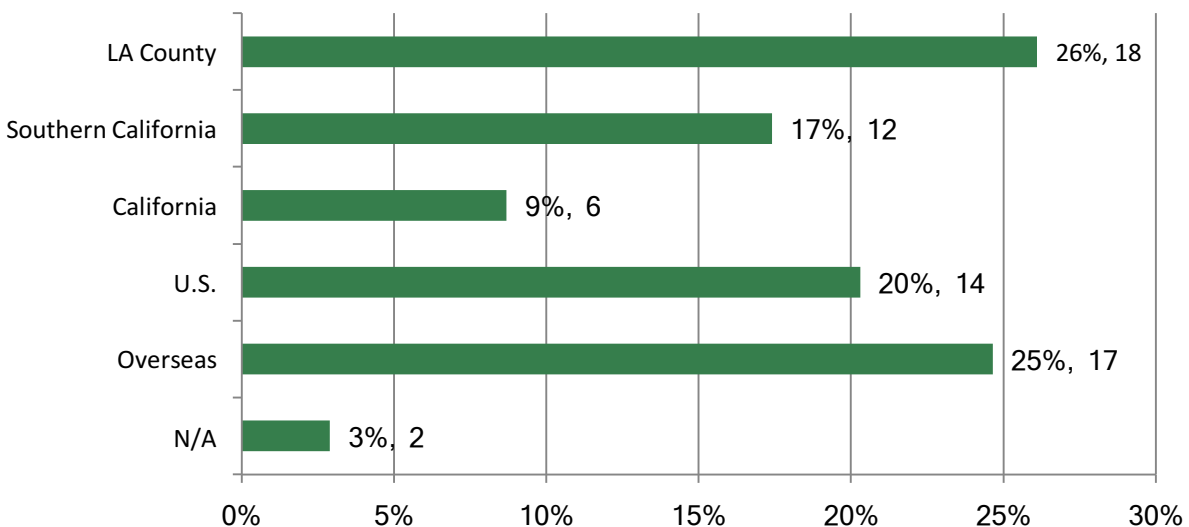
## Q21: Where are the majority of your suppliers located?

Answered: 80

Skipped: 9



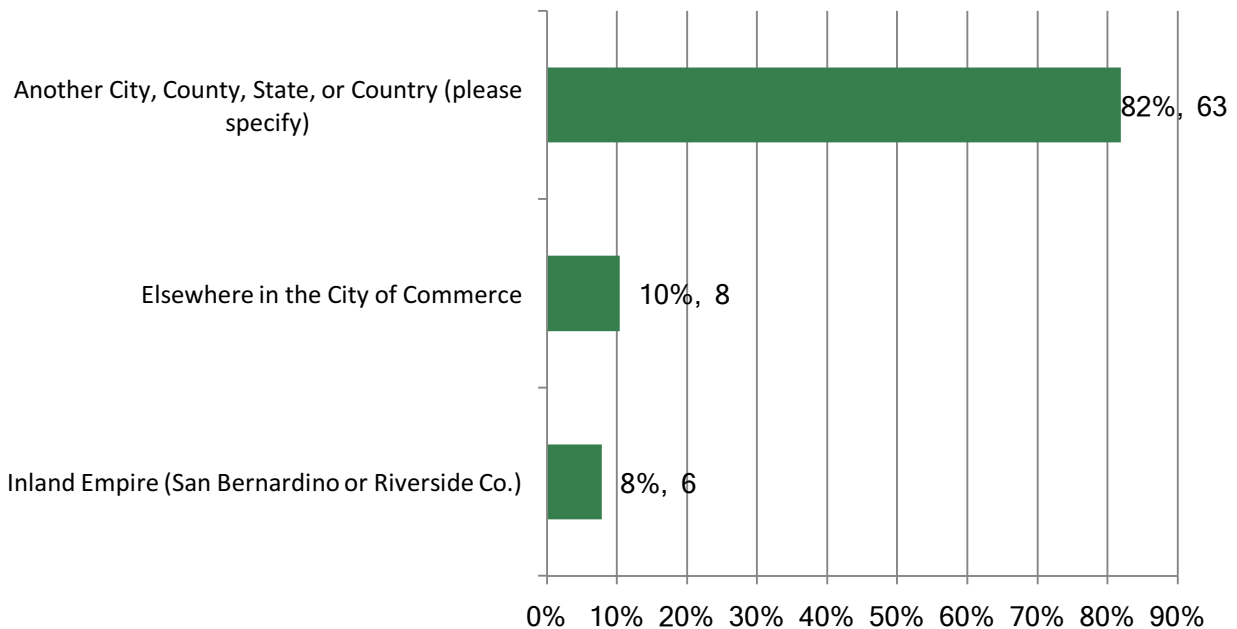
## Write-in Responses to "Another City, County, State or Country (please specify)."



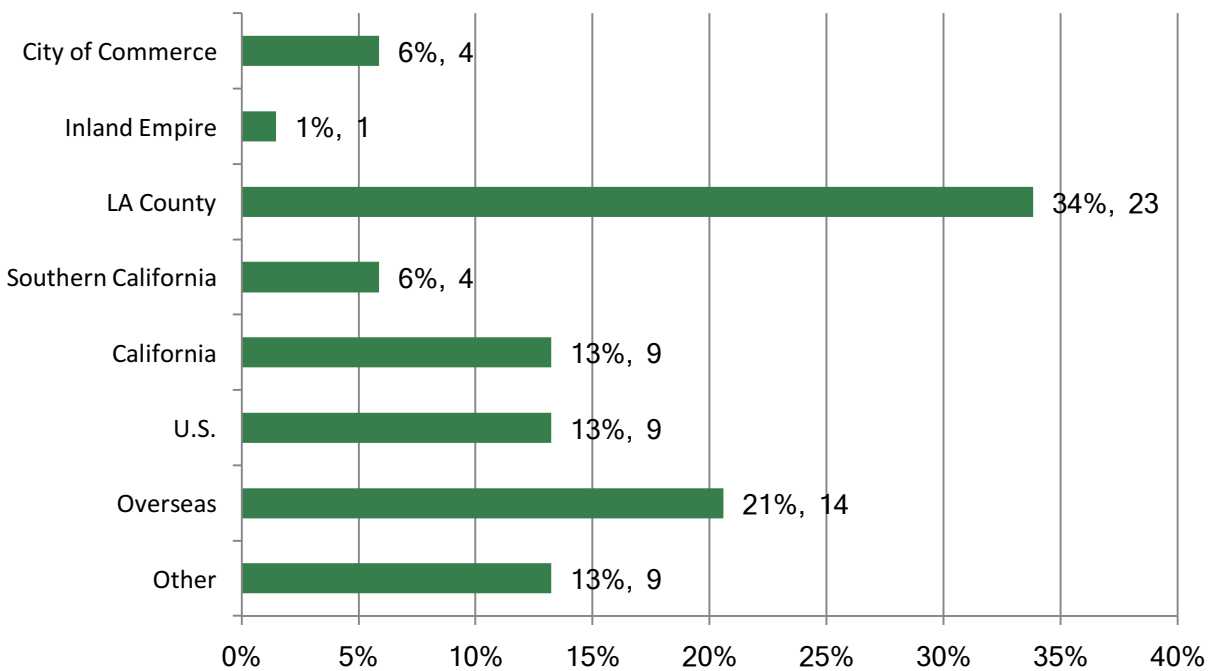
## Q22: Where are the majority of your vendors located?

Answered: 77

Skipped: 12



## Write-in Responses to "Another City, County, State or Country (please specify)."

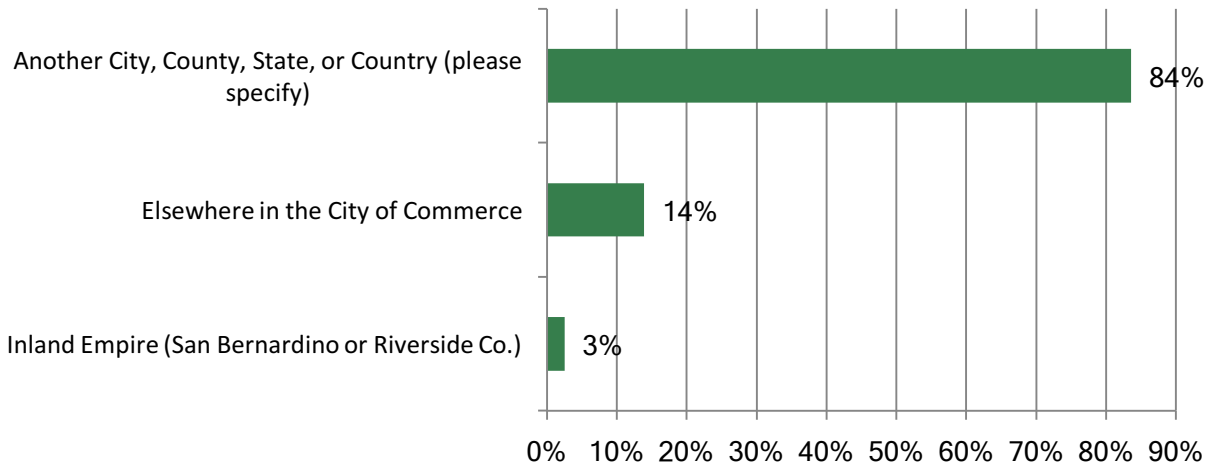




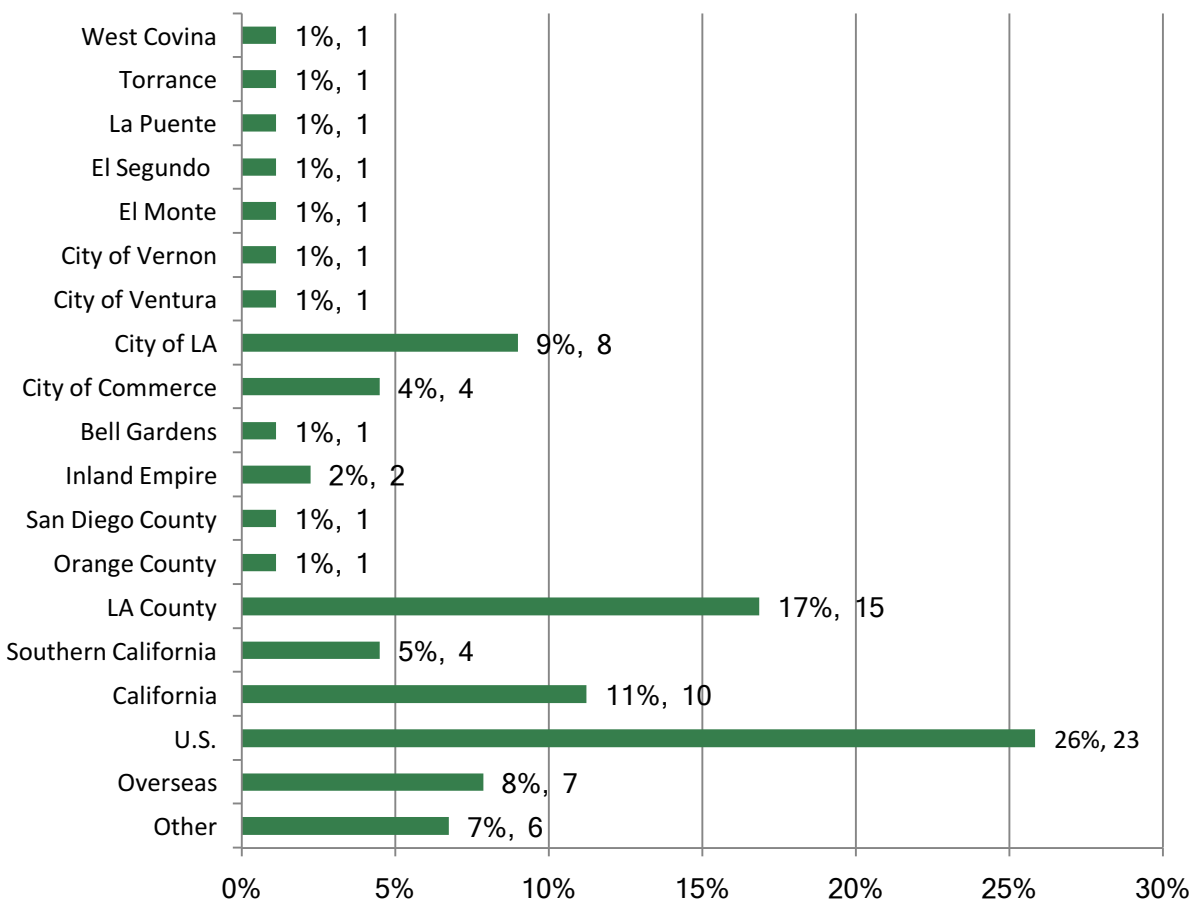
### Q23: To what region do you provide the majority of your supplies and services?

Answered: 79

Skipped: 10



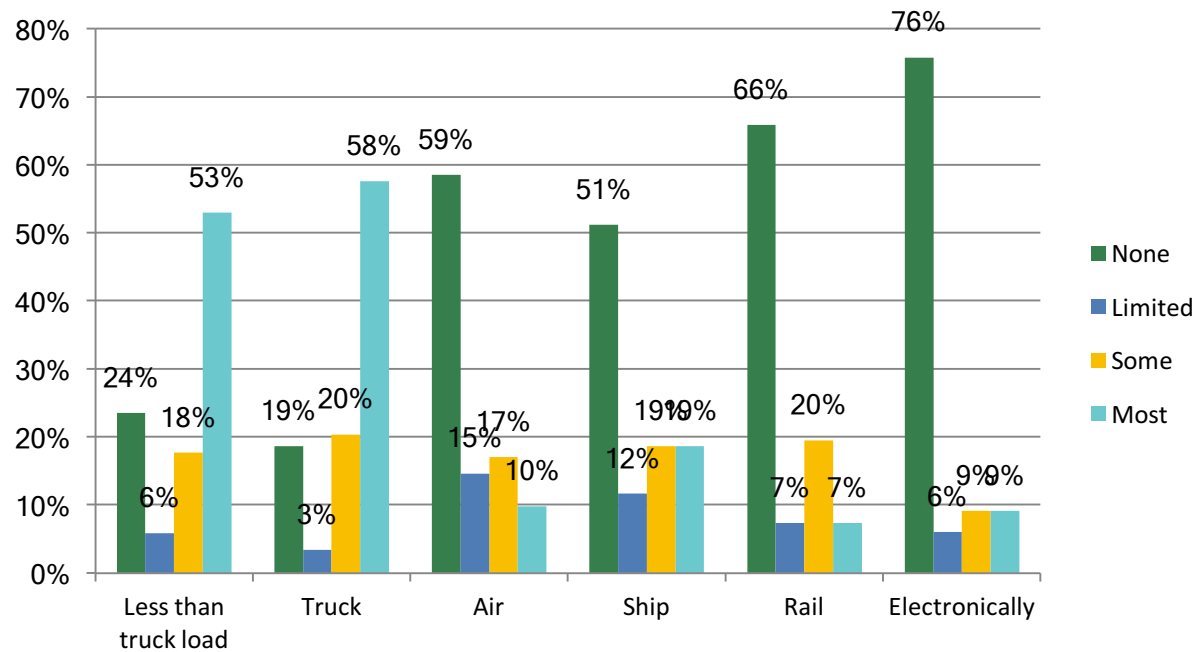
### Write-in Responses to "Another City, County, State or Country (please specify)."



**Q24: For each of the distribution methods listed below, mark the box that reflects the extent to which you distribute your products or services (none, limited, some, most).**

Answered: 69

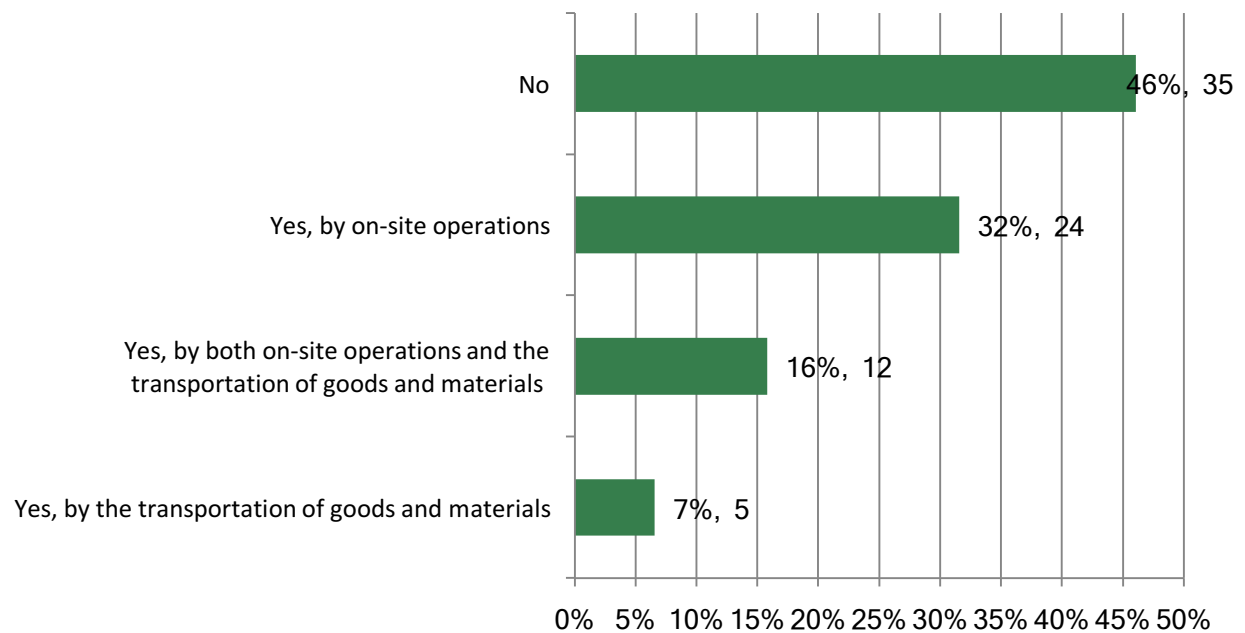
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**Q25: Has your business made any efforts in the past 5 years to reduce nonrenewable energy and/or water usage through on-site operations or by the transportation of goods and materials?**

Answered: 76

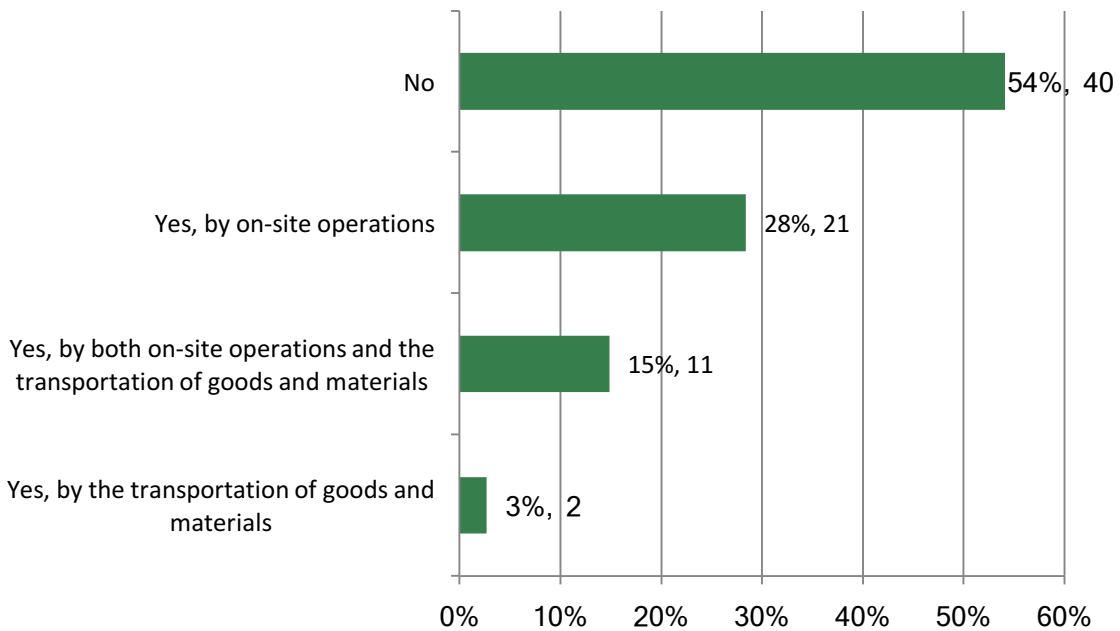
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**Q26: Has your business made any efforts in the past 5 years to reduce carbon and other emissions through on-site operations or by the transportation of goods and materials?**

Answered: 74

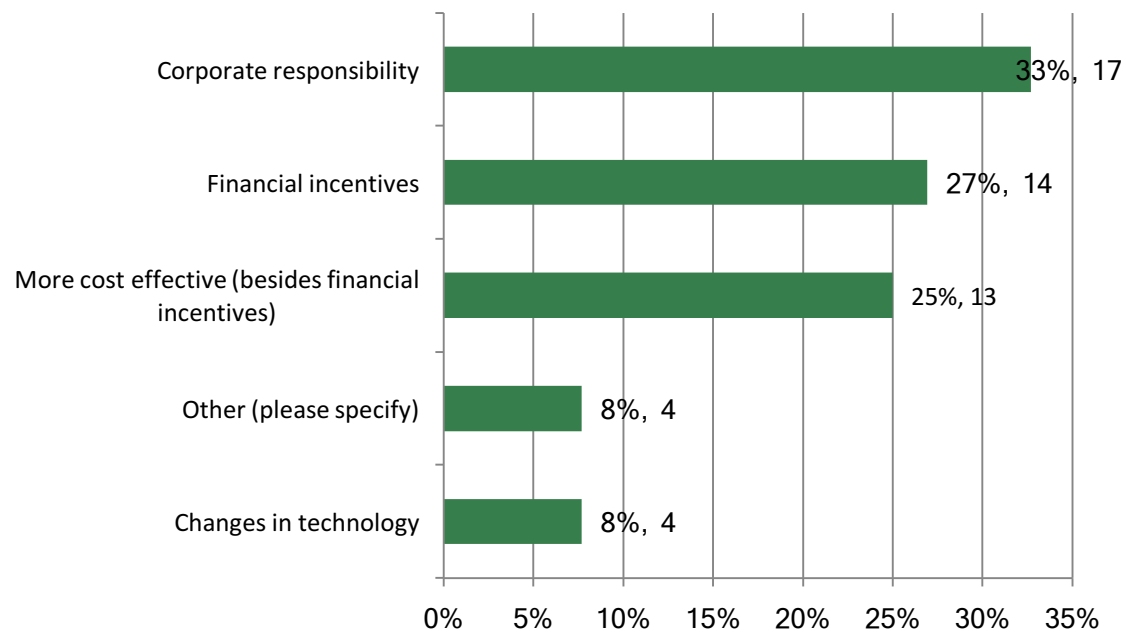
Skipped: 15



**Q27: If your business has made changes that have reduced carbon or other emissions, and/or nonrenewable energy and/or water usage, please check all applicable reasons why your business decided to do so.**

Answered: 52

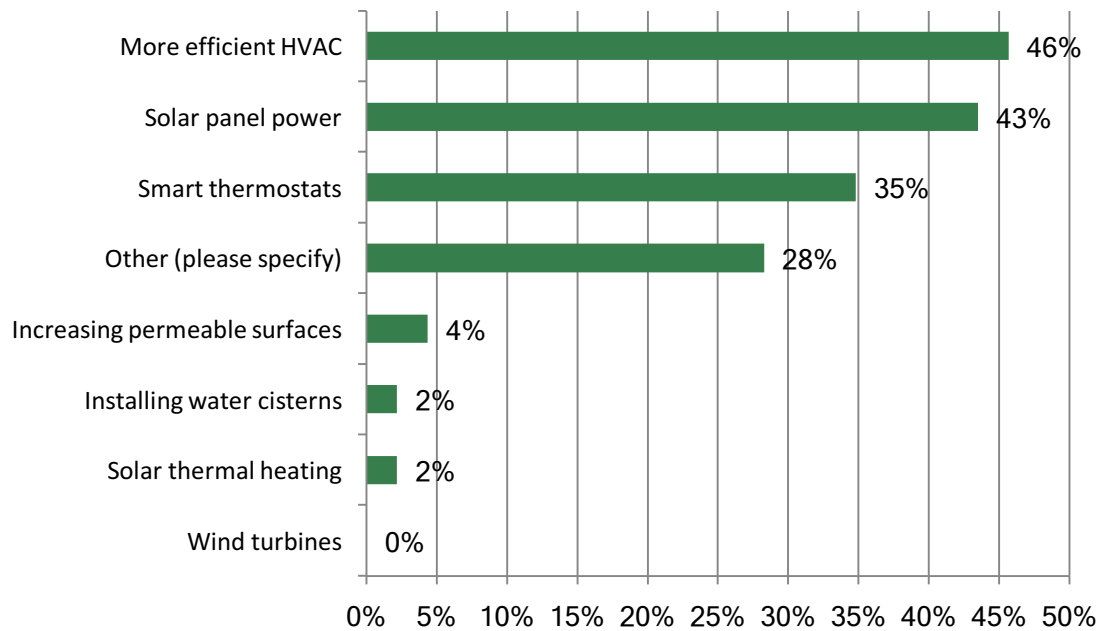
Skipped: 37



**Q28: If your business is planning to make changes to improve environmental sustainability in the next 5 years, please check all interventions that apply.**

Answered: 46

Skipped: 43



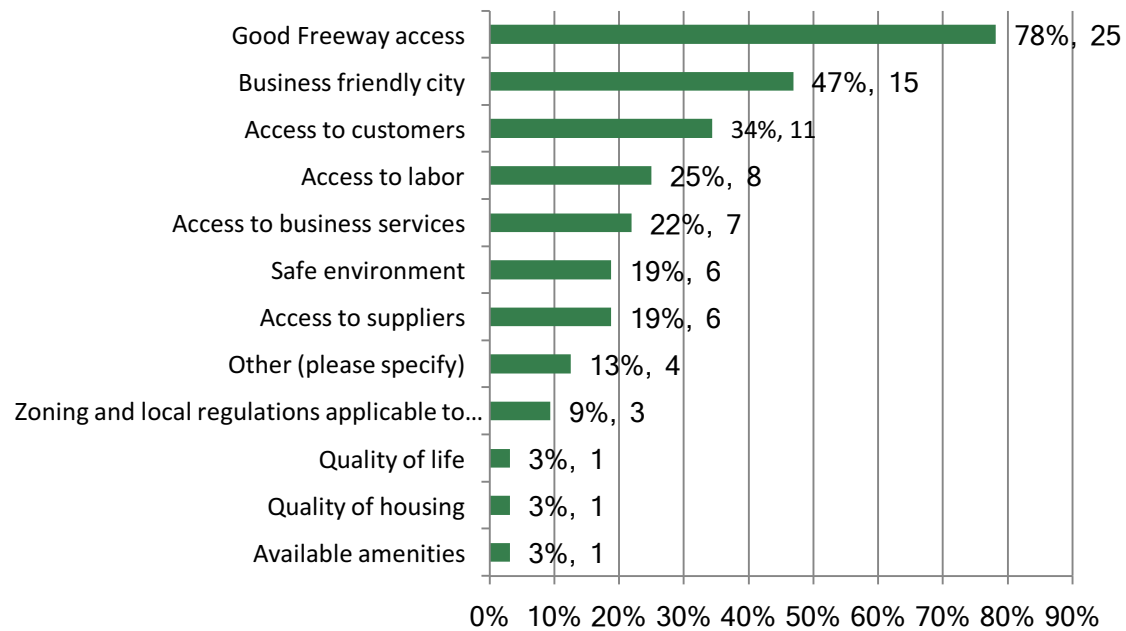
**Write-in responses to "Other (please specify)"**

- None, 7

**Q29: What are the top 3 reasons for locating or keeping your business in the City of Commerce?**

Answered: 32

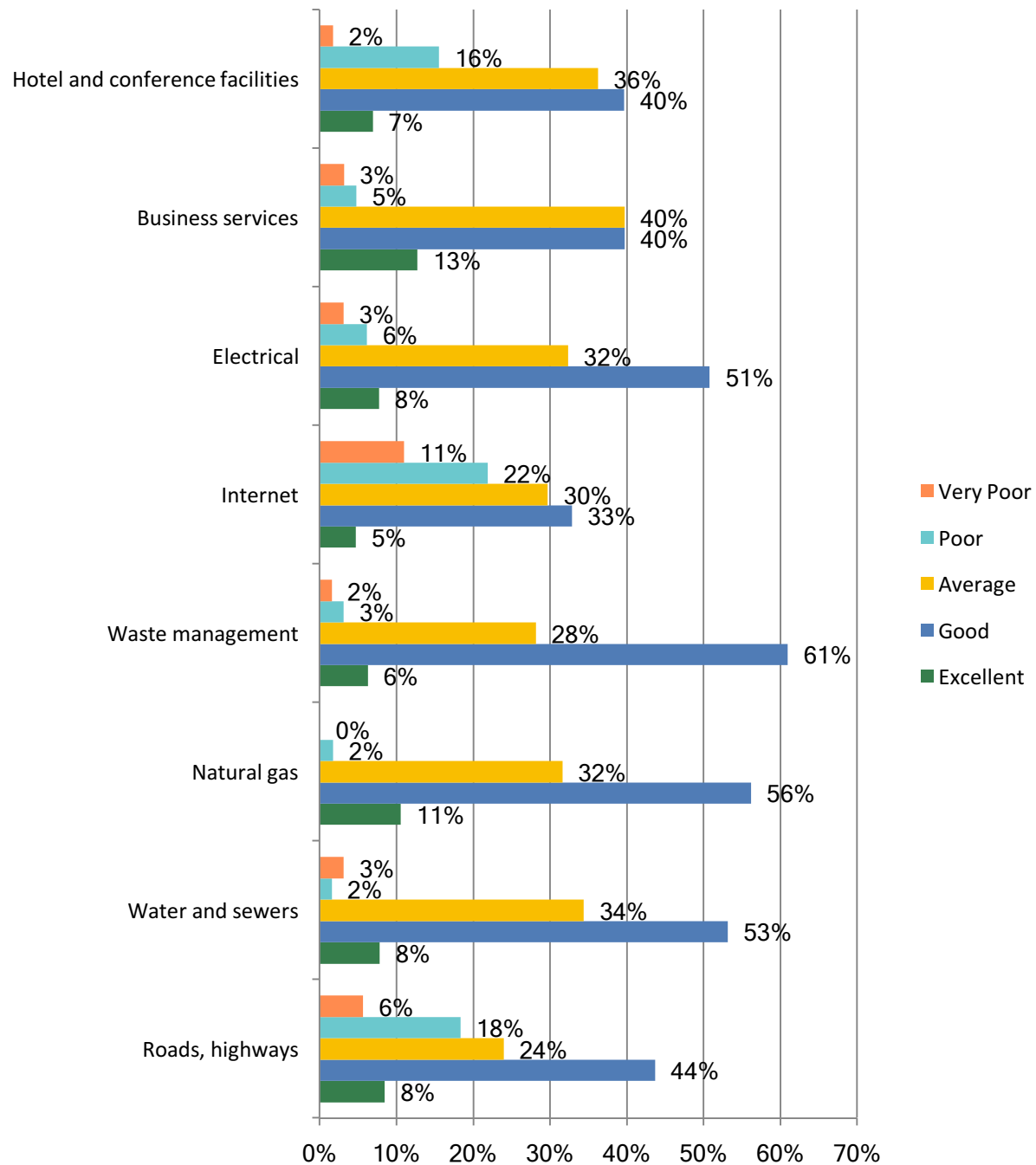
Skipped: 57



**Q30: From your perspective as a business person, rate the following in the City of Commerce as it relates to business operations (Excellent, Good, Average, Poor, Very Poor).**

Answered: 73

Skipped: 16

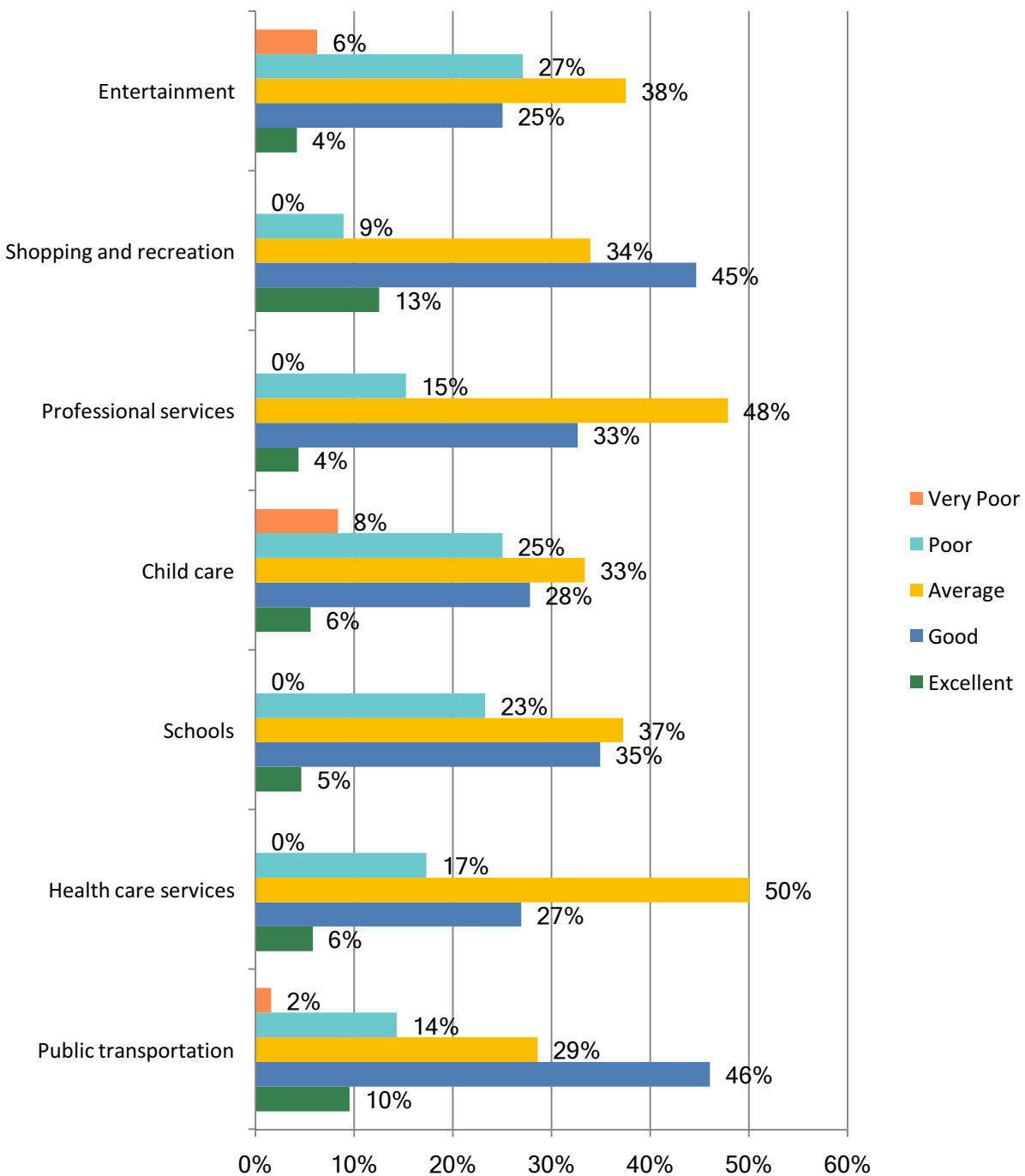




**Q31: From your perspective as a business person, rate the following in the City of Commerce as it relates to employee satisfaction (Excellent, Good, Average, Poor, Very Poor).**

Answered: 66

Skipped: 23



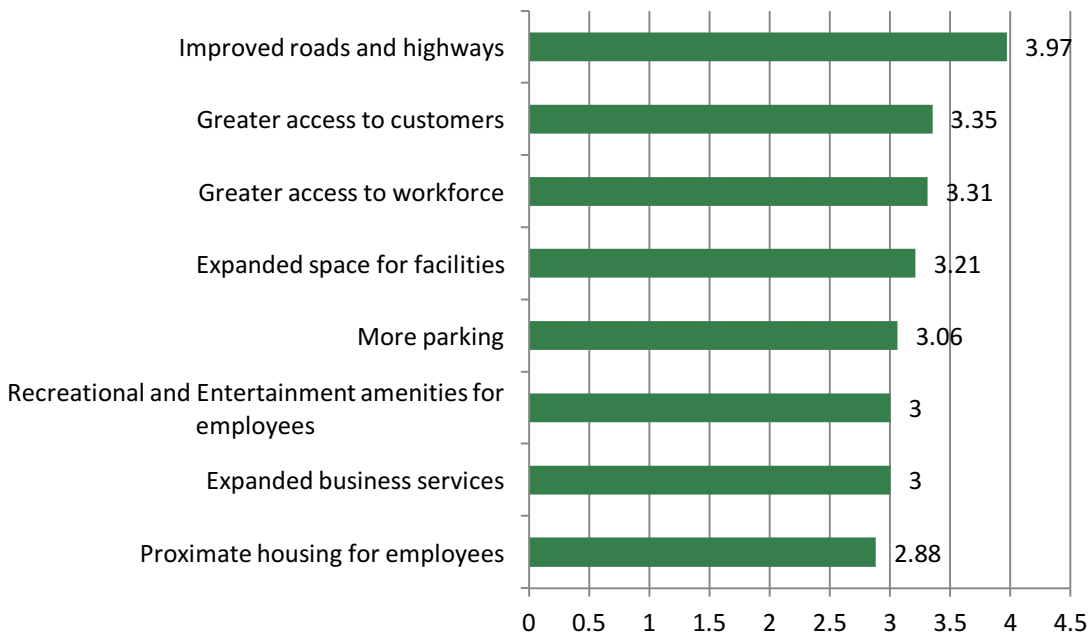


**Q32: Please rate your particular business needs on a scale of 1-5 (5 as the highest need; 1 as the lowest need)**

Weighted average provided for each business need.

Answered: 66

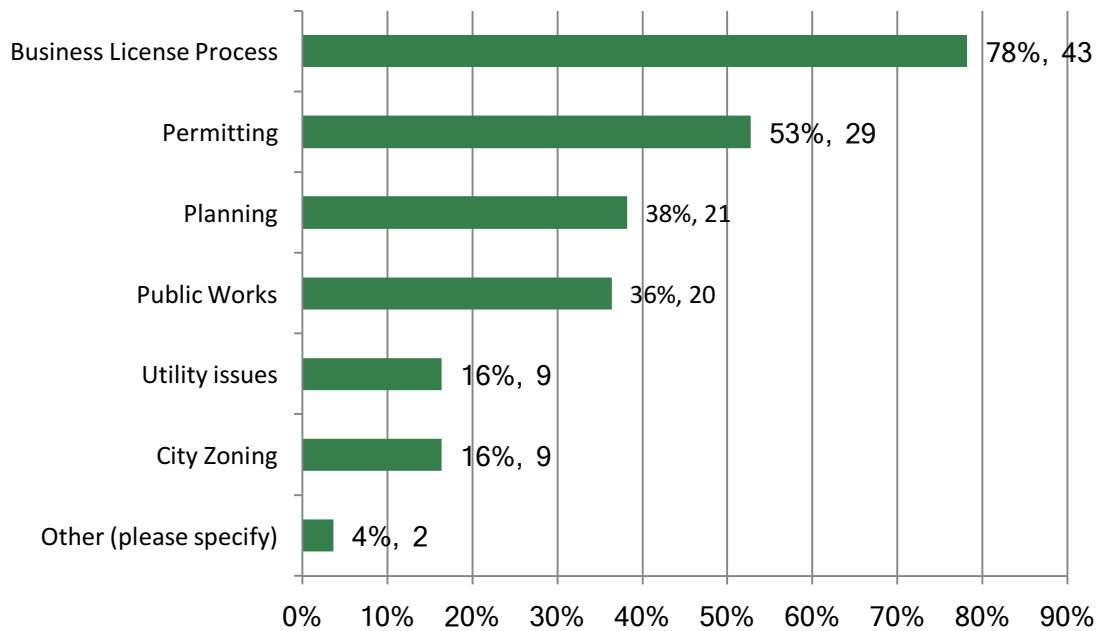
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**Q33: Have you accessed City Services/worked with City Staff? If so, in which department(s)? (Select all that apply)**

Answered: 55

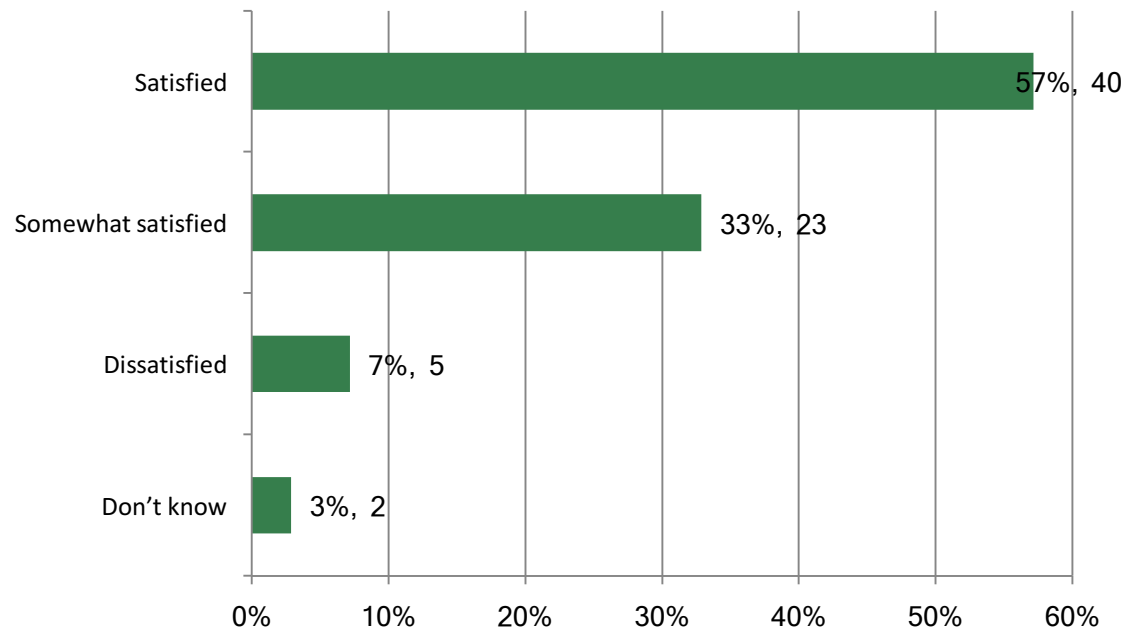
Skipped: 34



**Q34: Are you happy with the level of services available from the City of Commerce?**

Answered: 70

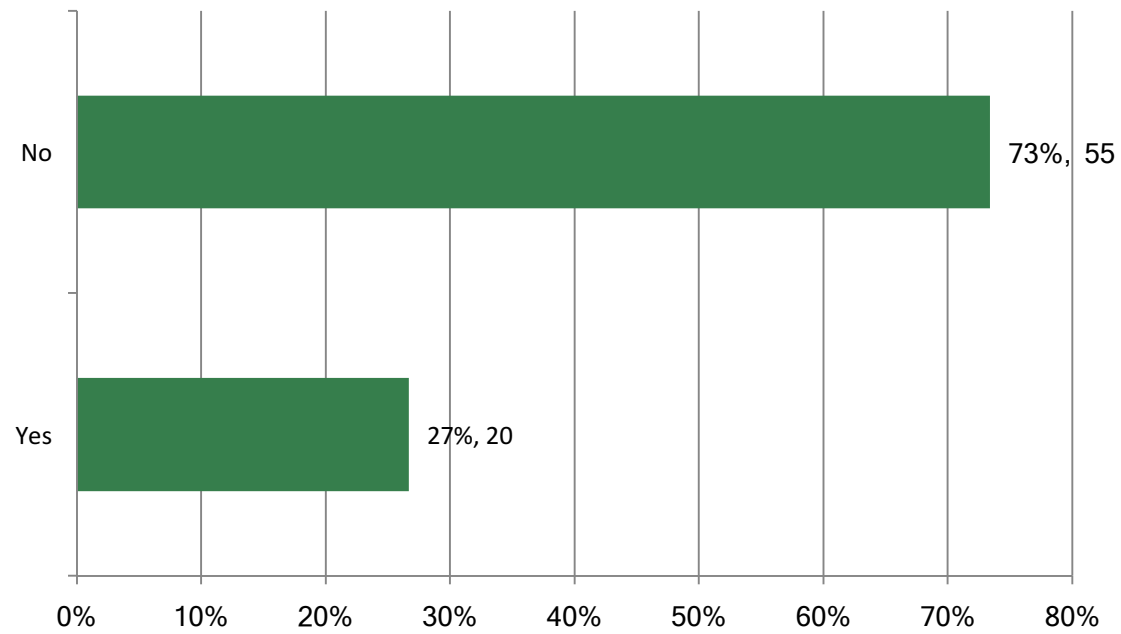
Skipped: 19



### Q35: Are you a member of the Commerce Industrial Council?

Answered: 75

Skipped: 14



**Q36: If you are a member, how satisfied are you with the level of services you receive from the Commerce Industrial Council?**

Answered: 35

Skipped: 54

