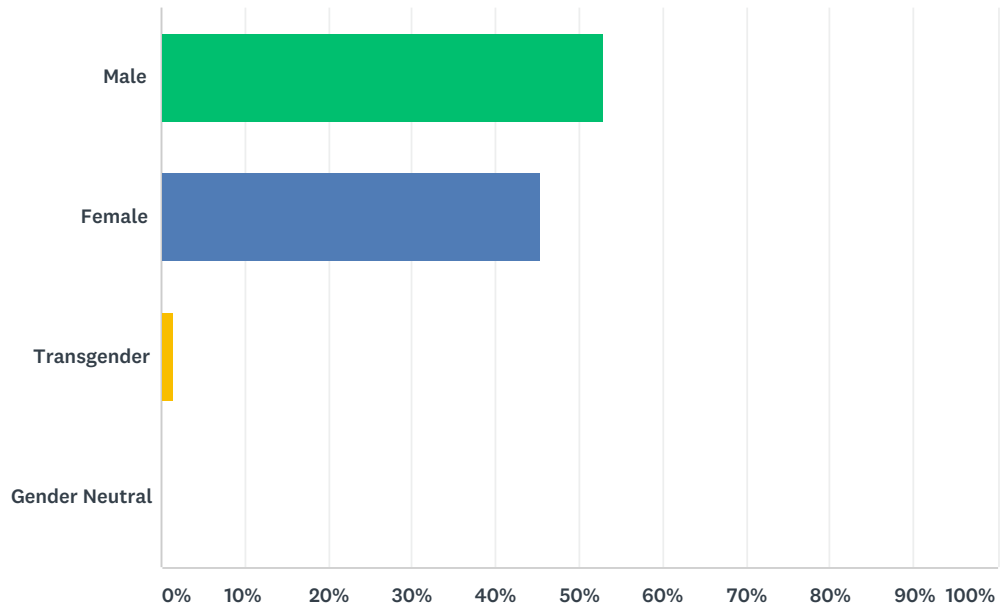


### Q1 What is your gender? (optional)

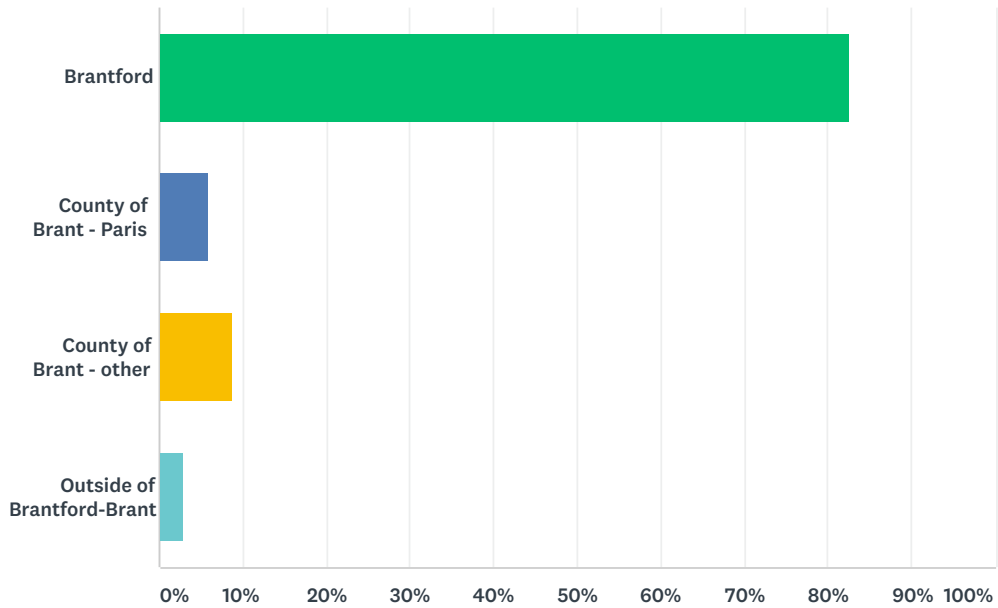
Answered: 66 Skipped: 3



ANSWER CHOICES	RESPONSES
Male	53.03% 35
Female	45.45% 30
Transgender	1.52% 1
Gender Neutral	0.00% 0
<b>TOTAL</b>	<b>66</b>

## Q2 Please indicate where your business is located?

Answered: 69 Skipped: 0

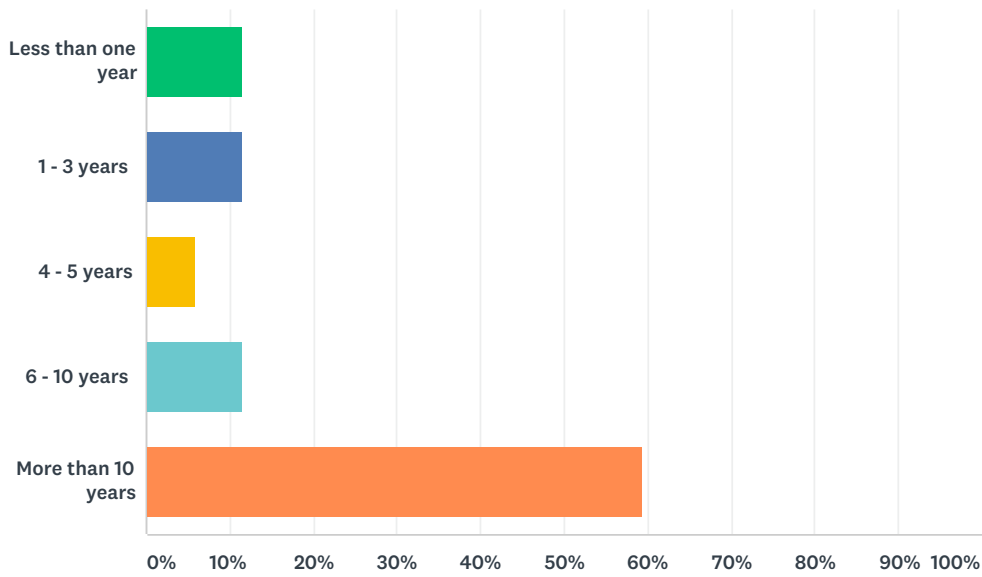


ANSWER CHOICES	RESPONSES
Brantford	82.61% 57
County of Brant - Paris	5.80% 4
County of Brant - other	8.70% 6
Outside of Brantford-Brant	2.90% 2
<b>TOTAL</b>	<b>69</b>

#	OUTSIDE OF BRANTFORD-BRANT	DATE
1	Six Nations	8/29/2017 2:08 PM
2	Brantford, Caledonia, Dunnville	8/29/2017 2:05 PM

### Q3 How long has your organization been a member of the Chamber of Commerce Brantford-Brant?

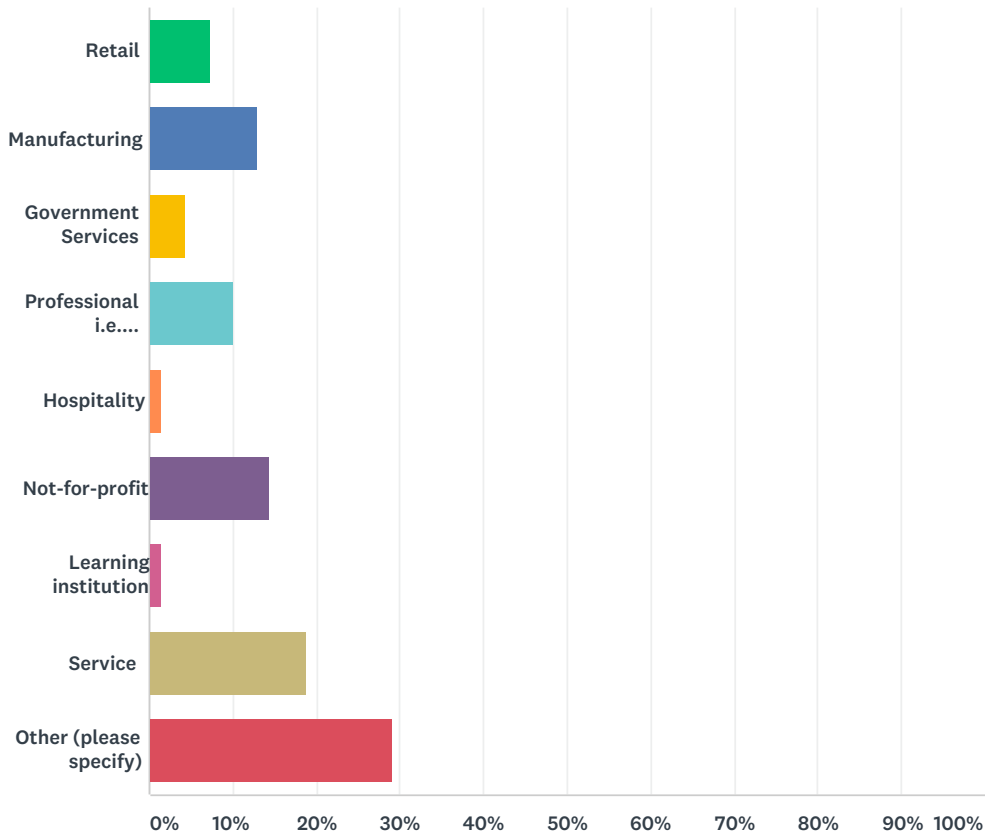
Answered: 69 Skipped: 0



ANSWER CHOICES	RESPONSES
Less than one year	11.59% 8
1 - 3 years	11.59% 8
4 - 5 years	5.80% 4
6 - 10 years	11.59% 8
More than 10 years	59.42% 41
<b>TOTAL</b>	<b>69</b>

### Q4 Which of the following sectors best describes your organization:

Answered: 69 Skipped: 0



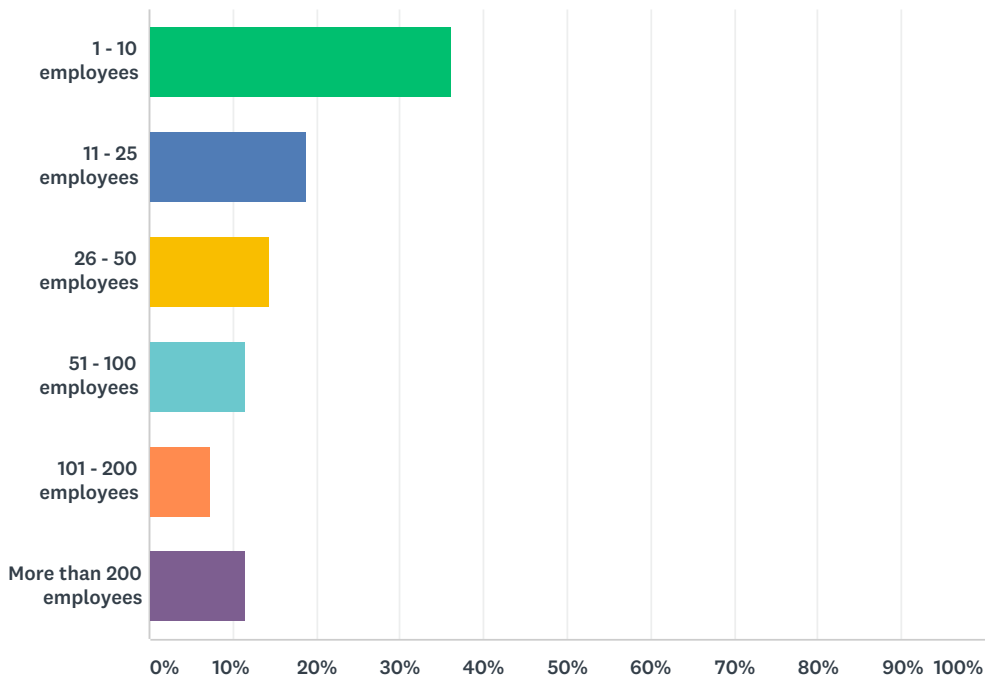
ANSWER CHOICES	RESPONSES
Retail	7.25% 5
Manufacturing	13.04% 9
Government Services	4.35% 3
Professional i.e. accounting, engineering or law practice	10.14% 7
Hospitality	1.45% 1
Not-for-profit	14.49% 10
Learning institution	1.45% 1
Service	18.84% 13
Other (please specify)	28.99% 20
<b>TOTAL</b>	<b>69</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	Real Estate	9/3/2017 9:23 AM
2	Financial Institution	8/29/2017 3:38 PM
3	Distribution	8/29/2017 2:14 PM
4	Employment and Training	8/29/2017 2:08 PM

5	banking	8/29/2017 1:58 PM
6	Education	8/29/2017 1:48 PM
7	Warehouse and Distribution	8/29/2017 12:23 PM
8	Arts - graphic design	8/29/2017 12:16 PM
9	Business to but barter network	8/29/2017 12:14 PM
10	Education	8/29/2017 11:40 AM
11	Financial	8/29/2017 11:30 AM
12	Home Based Travel Agent	8/29/2017 11:12 AM
13	Warehouse and distribution	8/29/2017 10:48 AM
14	HR Training, Development and Coaching	8/29/2017 10:37 AM
15	construction	8/29/2017 10:31 AM
16	Library	7/18/2017 11:59 AM
17	Insurance	7/17/2017 6:38 PM
18	Government services Not for profits for urban aboriginal youth	7/17/2017 3:11 PM
19	Sales and Service	7/17/2017 2:22 PM
20	Promotions	7/17/2017 2:18 PM

**Q5 Please indicate the size of your organization. (For the purpose of this survey, please consider two part-time employees as one employee.)**

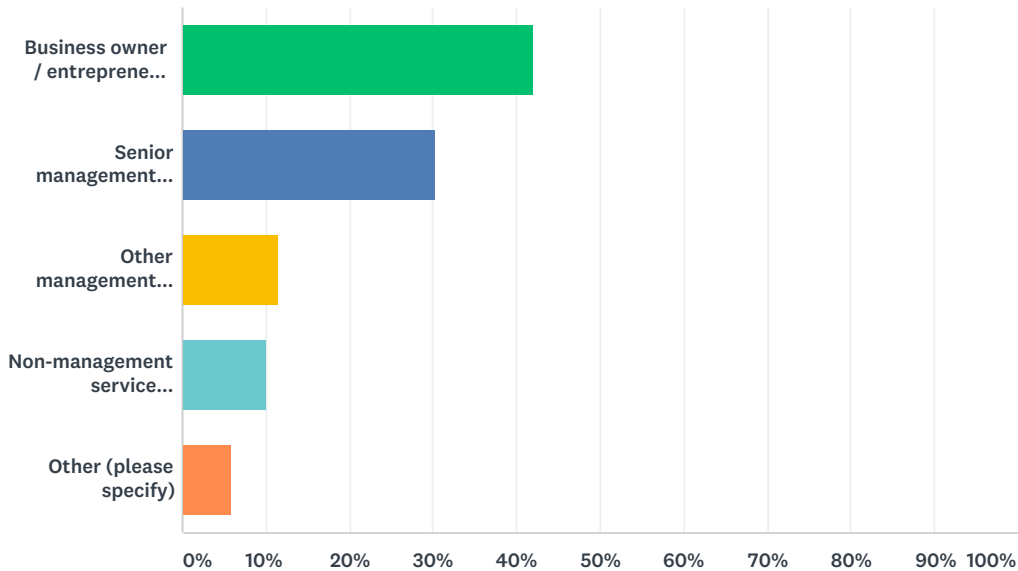
Answered: 69 Skipped: 0



ANSWER CHOICES	RESPONSES	
1 - 10 employees	36.23%	25
11 - 25 employees	18.84%	13
26 - 50 employees	14.49%	10
51 - 100 employees	11.59%	8
101 - 200 employees	7.25%	5
More than 200 employees	11.59%	8
<b>TOTAL</b>		<b>69</b>

### Q6 Please indicate your position in the company/organization.

Answered: 69 Skipped: 0

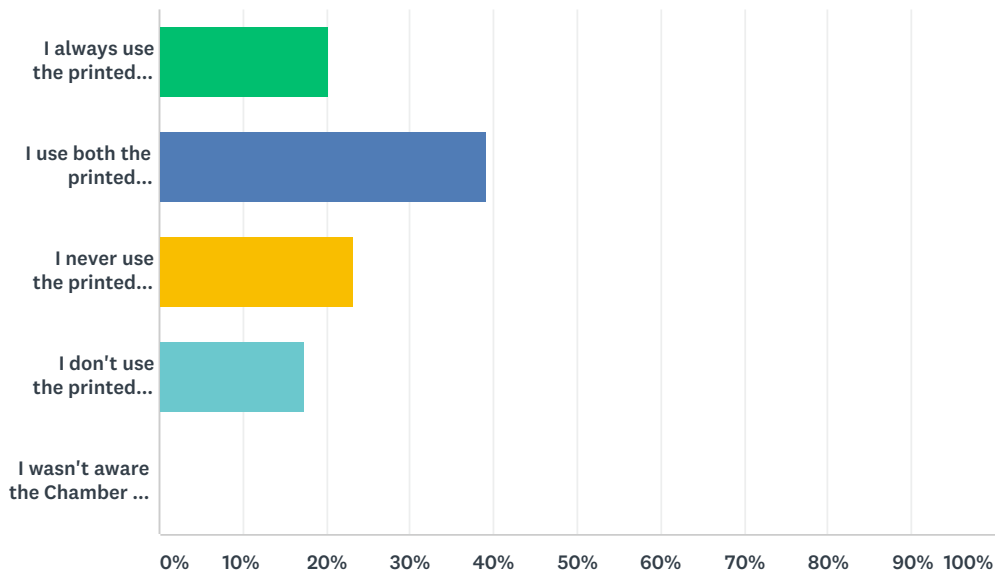


ANSWER CHOICES	RESPONSES
Business owner / entrepreneur (e.g. Owner, Co-Owner, Proprietor, President, etc.)	42.03% 29
Senior management (e.g. Director, Vice President, CEO, CFO, COO, Superintendent, Partner, etc.)	30.43% 21
Other management (e.g. Supervisor, Manager, Sales Manager, Foreman, etc.)	11.59% 8
Non-management service provider (e.g. Developer, Analyst, Salesperson, Technician, Administrator, Coordinator, Clerk, etc.)	10.14% 7
Other (please specify)	5.80% 4
<b>TOTAL</b>	<b>69</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	Contract project facilitator	9/5/2017 12:26 PM
2	HR Manager	8/29/2017 2:14 PM
3	Employer Services Officer	8/29/2017 2:08 PM
4	100 % commission/fee professional	8/29/2017 11:30 AM

## Q7 How often do you refer to the printed Chamber directory for business contact info?

Answered: 69 Skipped: 0



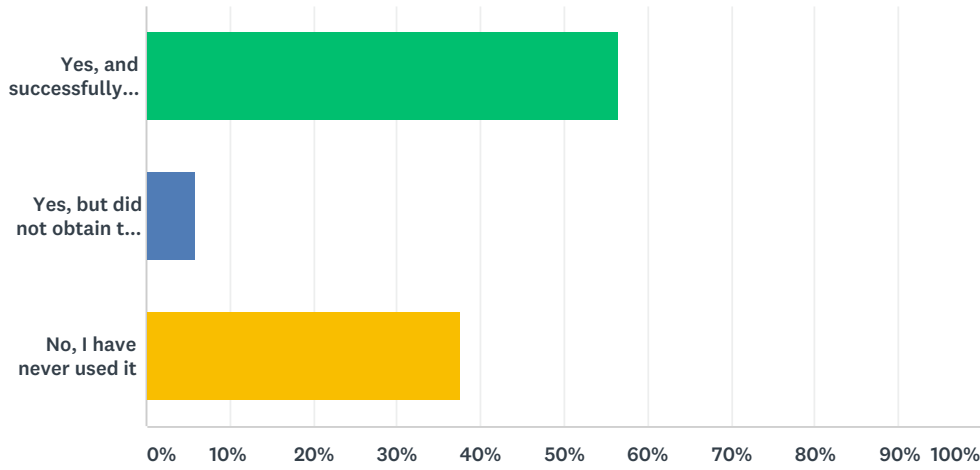
ANSWER CHOICES	RESPONSES
I always use the printed directory when I want to find a business' information	20.29% 14
I use both the printed directory and the online directory	39.13% 27
I never use the printed directory. I use your online directory	23.19% 16
I don't use the printed directory or the online directory	17.39% 12
I wasn't aware the Chamber had a printed directory	0.00% 0
<b>TOTAL</b>	<b>69</b>

#	COMMENTS	DATE
1	I keep printed directory on my desk.	9/3/2017 9:23 AM
2	rarely	8/29/2017 2:08 PM
3	I already have contacts that I deal with that I know are chamber members , they are a priority to deal with . Didn't know about the online listing	8/29/2017 12:24 PM
4	rarely but used	8/29/2017 12:02 PM
5	1-2x per year	8/29/2017 11:13 AM



### Q8 Have you ever used the online membership directory that is available on the Chamber website?

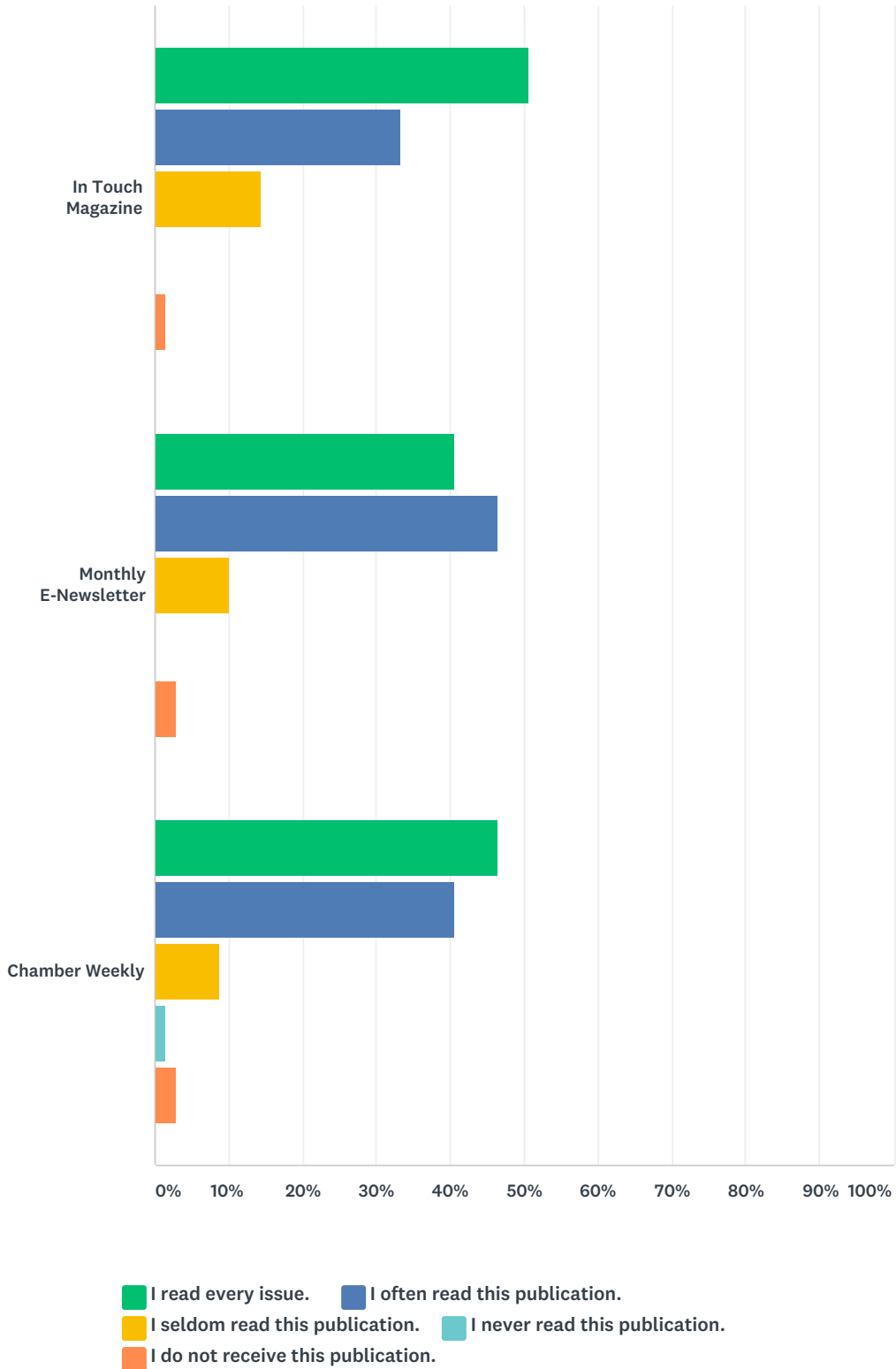
Answered: 69 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes, and successfully obtained the information I was seeking	56.52%	39
Yes, but did not obtain the information I was seeking	5.80%	4
No, I have never used it	37.68%	26
<b>TOTAL</b>		<b>69</b>

### Q9 Please indicate the frequency at which you read the following Chamber publications.

Answered: 69 Skipped: 0

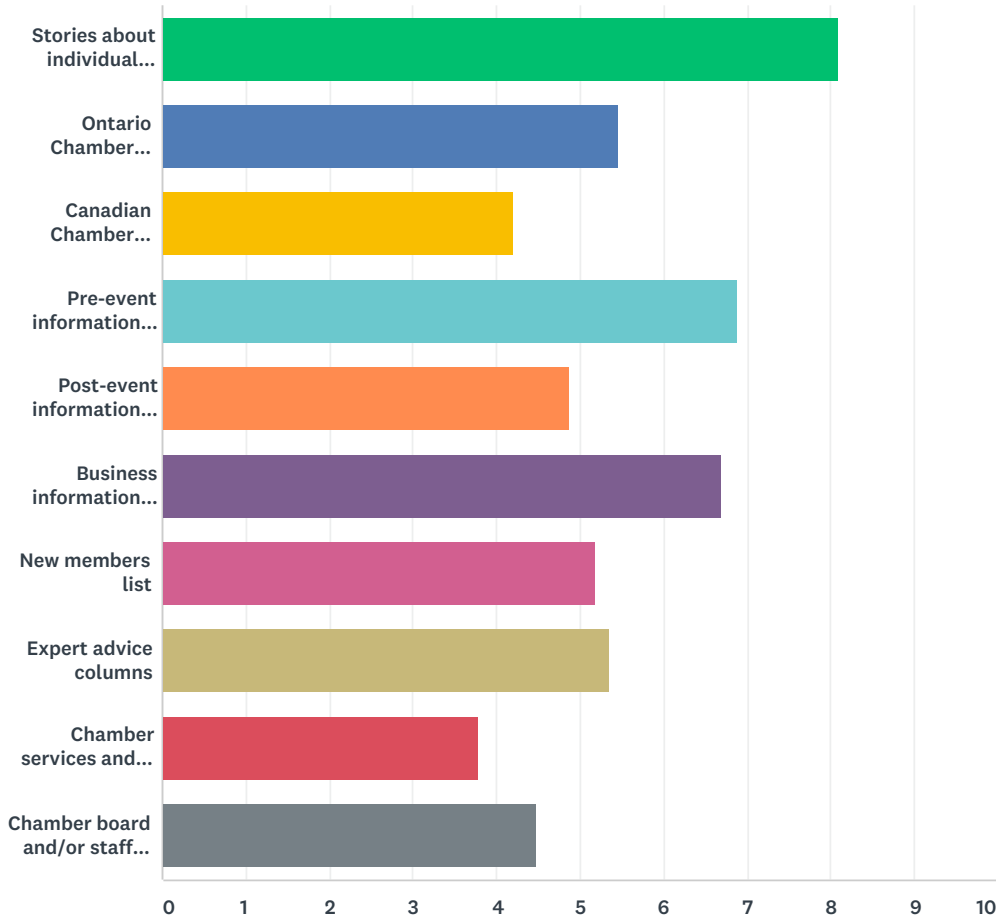


	I READ EVERY ISSUE.	I OFTEN READ THIS PUBLICATION.	I SELDOM READ THIS PUBLICATION.	I NEVER READ THIS PUBLICATION.	I DO NOT RECEIVE THIS PUBLICATION.	TOTAL
In Touch Magazine	50.72% 35	33.33% 23	14.49% 10	0.00% 0	1.45% 1	69
Monthly E-Newsletter	40.58% 28	46.38% 32	10.14% 7	0.00% 0	2.90% 2	69
Chamber Weekly	46.38% 32	40.58% 28	8.70% 6	1.45% 1	2.90% 2	69

#	IF YOU HAVE NEVER READ ANY OF THESE PUBLICATIONS, PLEASE TELL US WHY. (OPTIONAL)	DATE
1	Though I seldom read the e-newsletter now if there were no Chamber Weekly i would read it more.	9/5/2017 10:58 AM
2	Time and I don't look at email later. the magazine I can carry and browse at my leisure	8/29/2017 12:02 PM
3	I generally skim through the articles however.	7/17/2017 2:18 PM

### Q10 Of the following ten areas of content from our In Touch magazine, please rank your favourites with 1 being the most favoured and 10 being the least favoured.

Answered: 69 Skipped: 0



	1	2	3	4	5	6	7	8	9	10	TOTAL	SCORE
Stories about individual businesses	52.17% 36	8.70% 6	7.25% 5	8.70% 6	2.90% 2	8.70% 6	4.35% 3	1.45% 1	1.45% 1	4.35% 3	69	8.00
Ontario Chamber articles	8.70% 6	15.94% 11	8.70% 6	4.35% 3	10.14% 7	14.49% 10	2.90% 2	10.14% 7	14.49% 10	10.14% 7	69	5.40
Canadian Chamber articles	0.00% 0	4.35% 3	11.59% 8	13.04% 9	10.14% 7	5.80% 4	8.70% 6	4.35% 3	17.39% 12	24.64% 17	69	4.20
Pre-event information (registration info, pricing, etc.)	11.59% 8	15.94% 11	18.84% 13	24.64% 17	4.35% 3	7.25% 5	5.80% 4	4.35% 3	0.00% 0	7.25% 5	69	6.80

Post-event information (photos, written summary, prize winners, etc.)	0.00% 0	5.80% 4	5.80% 4	10.14% 7	24.64% 17	7.25% 5	18.84% 13	10.14% 7	11.59% 8	5.80% 4	69	4.81
Business information articles (grant information, business legislation changes, international trade, etc.)	13.04% 9	14.49% 10	15.94% 11	13.04% 9	10.14% 7	15.94% 11	5.80% 4	5.80% 4	2.90% 2	2.90% 2	69	6.71
New members list	5.80% 4	13.04% 9	7.25% 5	8.70% 6	8.70% 6	10.14% 7	14.49% 10	7.25% 5	17.39% 12	7.25% 5	69	5.14
Expert advice columns	2.90% 2	10.14% 7	13.04% 9	7.25% 5	11.59% 8	5.80% 4	21.74% 15	21.74% 15	2.90% 2	2.90% 2	69	5.31
Chamber services and benefits information	0.00% 0	5.80% 4	4.35% 3	5.80% 4	8.70% 6	4.35% 3	14.49% 10	21.74% 15	18.84% 13	15.94% 11	69	3.71
Chamber board and/or staff articles	5.80% 4	5.80% 4	7.25% 5	4.35% 3	8.70% 6	20.29% 14	2.90% 2	13.04% 9	13.04% 9	18.84% 13	69	4.41

## Q11 If you have suggestions for additional content you'd like to see in the InTouch magazine, please list them below.

Answered: 69 Skipped: 0

ANSWER CHOICES	RESPONSES
1.	100.00% 69
2.	34.78% 24
3.	27.54% 19

#	1.	DATE
1	all good	9/26/2017 1:44 PM
2	stories about successful partnerships	9/5/2017 12:26 PM
3	?	9/5/2017 10:58 AM
4	I have no suggestions at this time	9/3/2017 9:23 AM
5	none	9/1/2017 11:45 AM
6	More expert advice column	9/1/2017 10:07 AM
7	Not sure	8/31/2017 6:02 PM
8	none	8/31/2017 12:00 PM
9	NA	8/30/2017 11:33 AM
10	Increased upcoming events information	8/30/2017 10:05 AM
11	No	8/30/2017 8:58 AM
12	no sure	8/30/2017 8:44 AM
13	no suggestions at this time	8/30/2017 7:48 AM
14	not sure	8/30/2017 7:31 AM
15	n/a	8/30/2017 6:24 AM
16	I do not have other suggestions to add	8/29/2017 6:18 PM
17	n/a	8/29/2017 3:38 PM
18	N/A	8/29/2017 3:18 PM
19	Additional Branford in the News Aritcles	8/29/2017 2:14 PM
20	not at this time	8/29/2017 2:08 PM
21	no suggestions	8/29/2017 2:05 PM
22	n/A	8/29/2017 1:58 PM
23	na	8/29/2017 1:52 PM
24	None	8/29/2017 1:48 PM
25	Who Makes What Page in Brantford-Brant	8/29/2017 1:04 PM
26	none	8/29/2017 12:54 PM
27	Personal input from individual small enterprise owners	8/29/2017 12:48 PM
28	don't have any	8/29/2017 12:33 PM
29	local business reviews	8/29/2017 12:24 PM
30	NA	8/29/2017 12:23 PM
31	none	8/29/2017 12:17 PM

32	Photo page of local events with short cutlines	8/29/2017 12:16 PM
33	x	8/29/2017 12:16 PM
34	None	8/29/2017 12:14 PM
35	don't know	8/29/2017 12:02 PM
36	More community works of the Chamber- helping not for profit	8/29/2017 11:40 AM
37	Struggling, over taxed upper middle class	8/29/2017 11:30 AM
38	n/a	8/29/2017 11:18 AM
39	-	8/29/2017 11:14 AM
40	.	8/29/2017 11:13 AM
41	No suggestions at this time	8/29/2017 11:12 AM
42	None	8/29/2017 11:09 AM
43	none	8/29/2017 10:55 AM
44	City news	8/29/2017 10:51 AM
45	No suggestions	8/29/2017 10:48 AM
46	not at this time	8/29/2017 10:48 AM
47	no suggestions at this time	8/29/2017 10:44 AM
48	Employee recruitment	8/29/2017 10:38 AM
49	no suggestions at this time	8/29/2017 10:37 AM
50	More post event pics and comments	8/29/2017 10:31 AM
51	none	8/29/2017 10:31 AM
52	I would like to see more coverage of initiatives like Smart Brantford	8/1/2017 10:37 AM
53	y	7/25/2017 10:28 AM
54	n/a	7/24/2017 10:20 AM
55	-	7/18/2017 11:59 AM
56	nothing to add	7/18/2017 9:04 AM
57	no suggestions	7/18/2017 8:47 AM
58	Committee reports	7/17/2017 6:38 PM
59	fgsfads	7/17/2017 4:45 PM
60	N/A	7/17/2017 3:16 PM
61	NIL	7/17/2017 3:11 PM
62	N/a	7/17/2017 2:40 PM
63	Diversity, which includes LGBTQ as well as Indigenous and newcomers to Canada	7/17/2017 2:30 PM
64	none	7/17/2017 2:22 PM
65	N/A	7/17/2017 2:21 PM
66	quit being politically correct. Take a position	7/17/2017 2:19 PM
67	More business spotlights?	7/17/2017 2:18 PM
68	History of commerce in the area article - old businesses	7/17/2017 2:17 PM
69	n/a	7/17/2017 2:14 PM
<b>#</b>	<b>2.</b>	<b>DATE</b>
1	the value in sharing facilities and resources	9/5/2017 12:26 PM
2	?	9/5/2017 10:58 AM
3	No	9/3/2017 9:23 AM

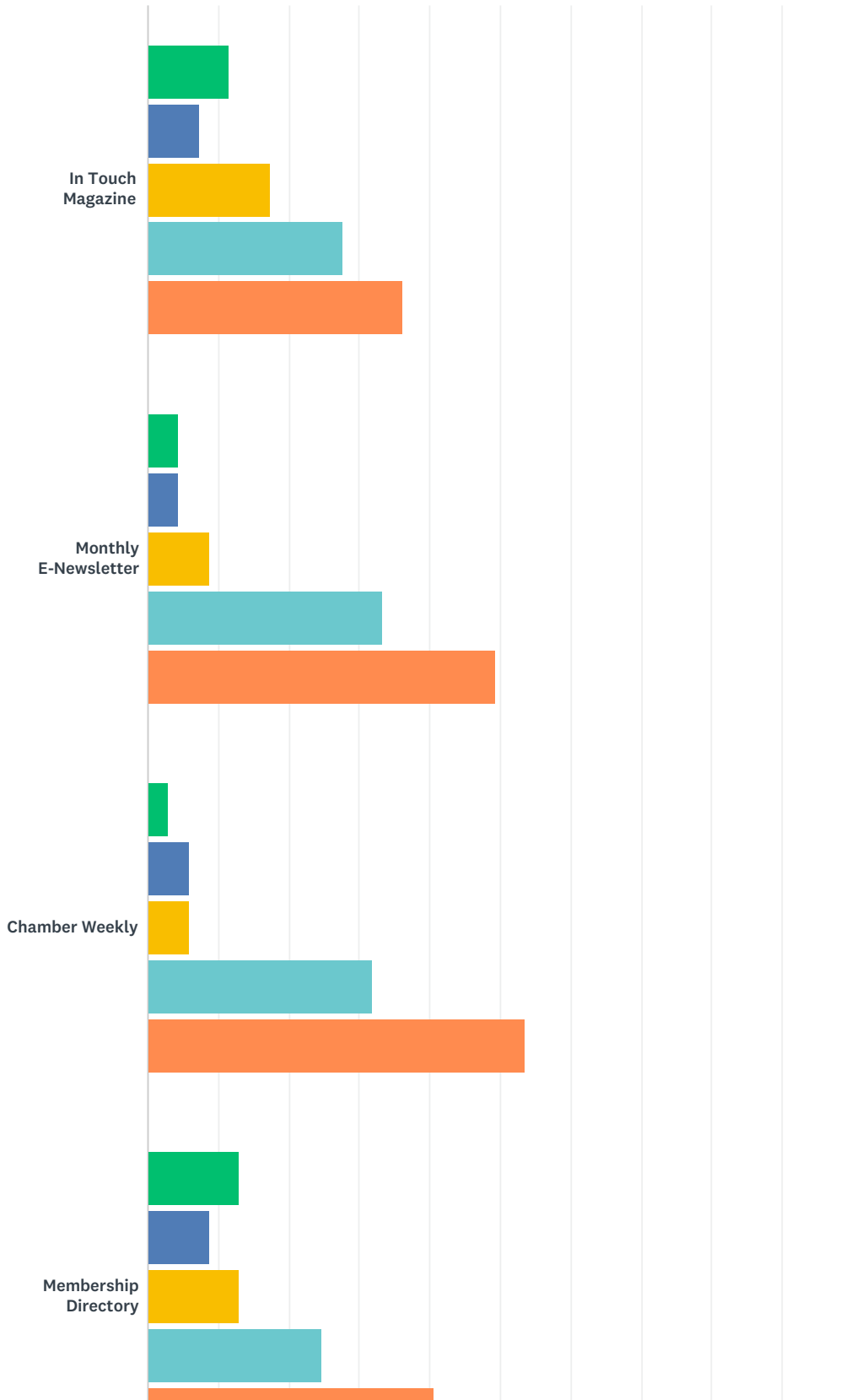
4	Volunteer opportunities	8/30/2017 10:05 AM
5	No	8/30/2017 8:58 AM
6	N/A	8/29/2017 3:18 PM
7	Historical Brantford Content	8/29/2017 2:14 PM
8	not at this time	8/29/2017 2:08 PM
9	Government resources - esp.post secondary staffing	8/29/2017 1:04 PM
10	How people got to where they're at now	8/29/2017 12:48 PM
11	More short stories, professionally written, about local businesses	8/29/2017 12:16 PM
12	x	8/29/2017 12:16 PM
13	don't know	8/29/2017 12:02 PM
14	Indicating how employees can become engaged in the Chamber when their organization is a member	8/29/2017 11:40 AM
15	Property taxes, local pressure to reduce	8/29/2017 11:30 AM
16	Economic Development activity	8/29/2017 10:51 AM
17	Employee development	8/29/2017 10:38 AM
18	Updates on municipal gov. agenda	8/29/2017 10:31 AM
19	a	7/25/2017 10:28 AM
20	n/a	7/24/2017 10:20 AM
21	adfafasfa	7/17/2017 4:45 PM
22	N/A	7/17/2017 2:21 PM
23	Community info	7/17/2017 2:18 PM
24	rankings to other municipalities - comparison	7/17/2017 2:17 PM
<b>#</b>	<b>3.</b>	<b>DATE</b>
1	?	9/5/2017 10:58 AM
2	No	9/3/2017 9:23 AM
3	Increased local business stories (history, startups, etc.)	8/30/2017 10:05 AM
4	No	8/30/2017 8:58 AM
5	N/A	8/29/2017 3:18 PM
6	Current Brantford Development - New Building Projects	8/29/2017 2:14 PM
7	not at this time	8/29/2017 2:08 PM
8	What are members looking for? (services/products)	8/29/2017 1:04 PM
9	Awareness articles with useful business information regarding small business taxes, accounting, grants, etc.	8/29/2017 12:16 PM
10	x	8/29/2017 12:16 PM
11	don't know	8/29/2017 12:02 PM
12	Technology savvy businesses that are bursting at the seams, older generation know who to tap into	8/29/2017 11:40 AM
13	Cost of time	8/29/2017 11:30 AM
14	Employee retention	8/29/2017 10:38 AM
15	y	7/25/2017 10:28 AM
16	n/a	7/24/2017 10:20 AM
17	afdads	7/17/2017 4:45 PM
18	N/A	7/17/2017 2:21 PM

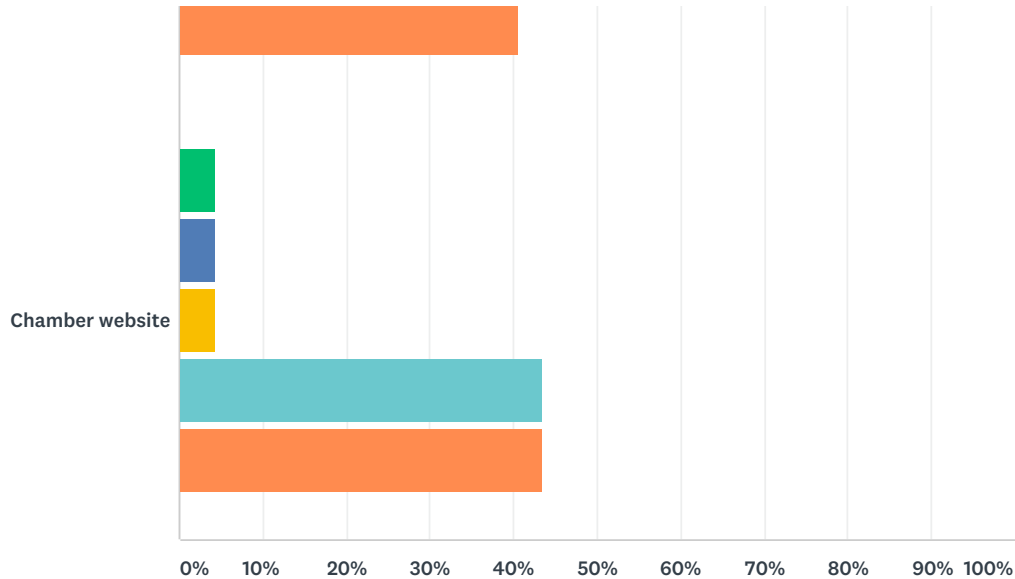




# Q12 Would you consider advertising in the following printed and online publications?

Answered: 69 Skipped: 0





- I presently advertise in this publication
- I have advertised in the past but have no plans to advertise in the near future
- I sometimes advertise in this publication
- I haven't advertised but I would consider advertising in this publication in the futu...
- I have no interest in advertising in this publication

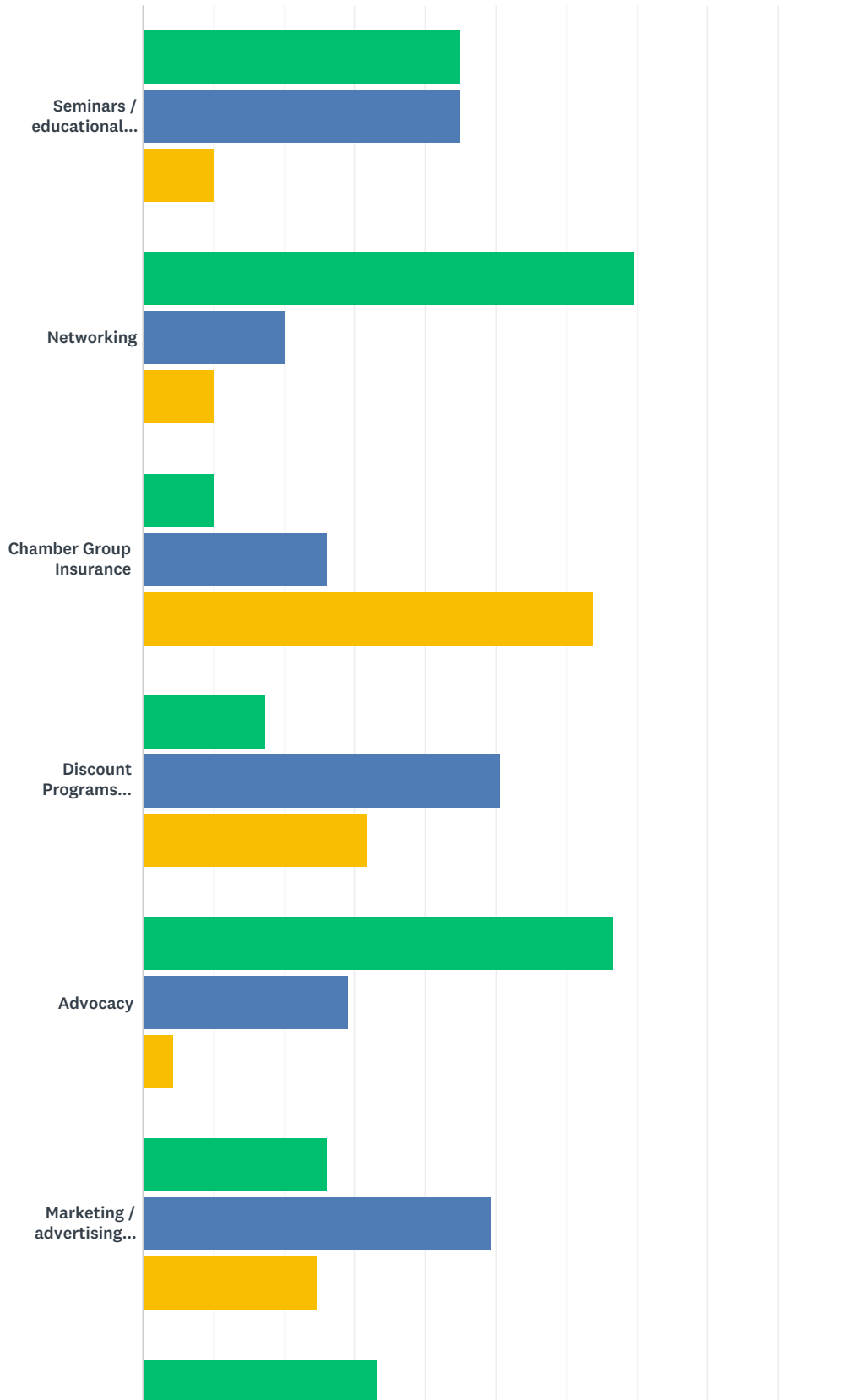
	I PRESENTLY ADVERTISE IN THIS PUBLICATION	I HAVE ADVERTISED IN THE PAST BUT HAVE NO PLANS TO ADVERTISE IN THE NEAR FUTURE	I SOMETIMES ADVERTISE IN THIS PUBLICATION	I HAVEN'T ADVERTISED BUT I WOULD CONSIDER ADVERTISING IN THIS PUBLICATION IN THE FUTURE	I HAVE NO INTEREST IN ADVERTISING IN THIS PUBLICATION	TOTAL
In Touch Magazine	11.59% 8	7.25% 5	17.39% 12	27.54% 19	36.23% 25	69
Monthly E-Newsletter	4.35% 3	4.35% 3	8.70% 6	33.33% 23	49.28% 34	69
Chamber Weekly	2.90% 2	5.80% 4	5.80% 4	31.88% 22	53.62% 37	69
Membership Directory	13.04% 9	8.70% 6	13.04% 9	24.64% 17	40.58% 28	69
Chamber website	4.35% 3	4.35% 3	4.35% 3	43.48% 30	43.48% 30	69

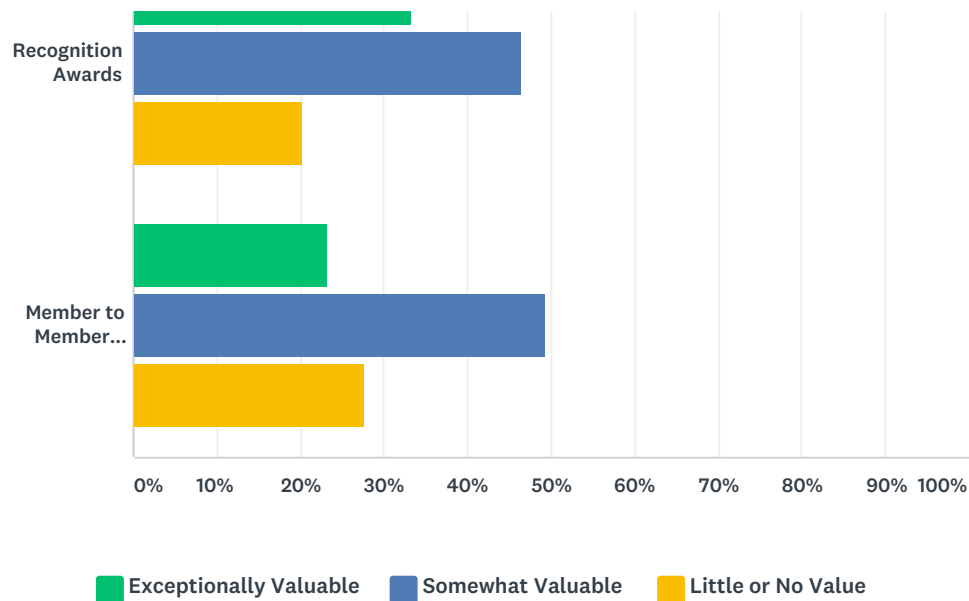
#	IF YOU DO NOT WISH TO ADVERTISE IN ONE OR ANY OF THESE PUBLICATIONS, PLEASE TELL US WHY. (OPTIONAL)	DATE
1	As a non profit on a very tight budget, it simply isn't feasible	9/5/2017 12:26 PM
2	our non-profit charitable budget precludes paid advertising except in rare circumstances	9/1/2017 11:45 AM
3	Our business is mostly export.	9/1/2017 10:07 AM
4	Cost	8/31/2017 6:02 PM
5	Most of our business is outside Canada.	8/31/2017 12:00 PM
6	Cost	8/30/2017 8:58 AM
7	We are spending our advertising dollars in the digital space	8/30/2017 7:48 AM
8	Not relevant to our business	8/29/2017 2:14 PM

9	but not yet, it's not in our budget	8/29/2017 12:33 PM
10	ads would not reach a market suitable for our services.	8/29/2017 12:17 PM
11	Cost	8/29/2017 12:14 PM
12	I am not sure if it would hit our target market	8/29/2017 12:02 PM
13	Im not the decision make for this.	8/29/2017 11:40 AM
14	limited value in advertising, poor quality of reader	8/29/2017 11:30 AM
15	limited funding - government services	8/29/2017 11:14 AM
16	My business is more "word of mouth"	8/29/2017 10:37 AM
17	My Customer base in not in our local region so there are limited benefits available to me from this type of advertising.	7/18/2017 9:04 AM
18	I have advertised in the past and would consider advertising again	7/17/2017 2:22 PM
19	Not applicable for my business	7/17/2017 2:18 PM

### Q13 How much do you value each of the following benefits of membership?

Answered: 69 Skipped: 0



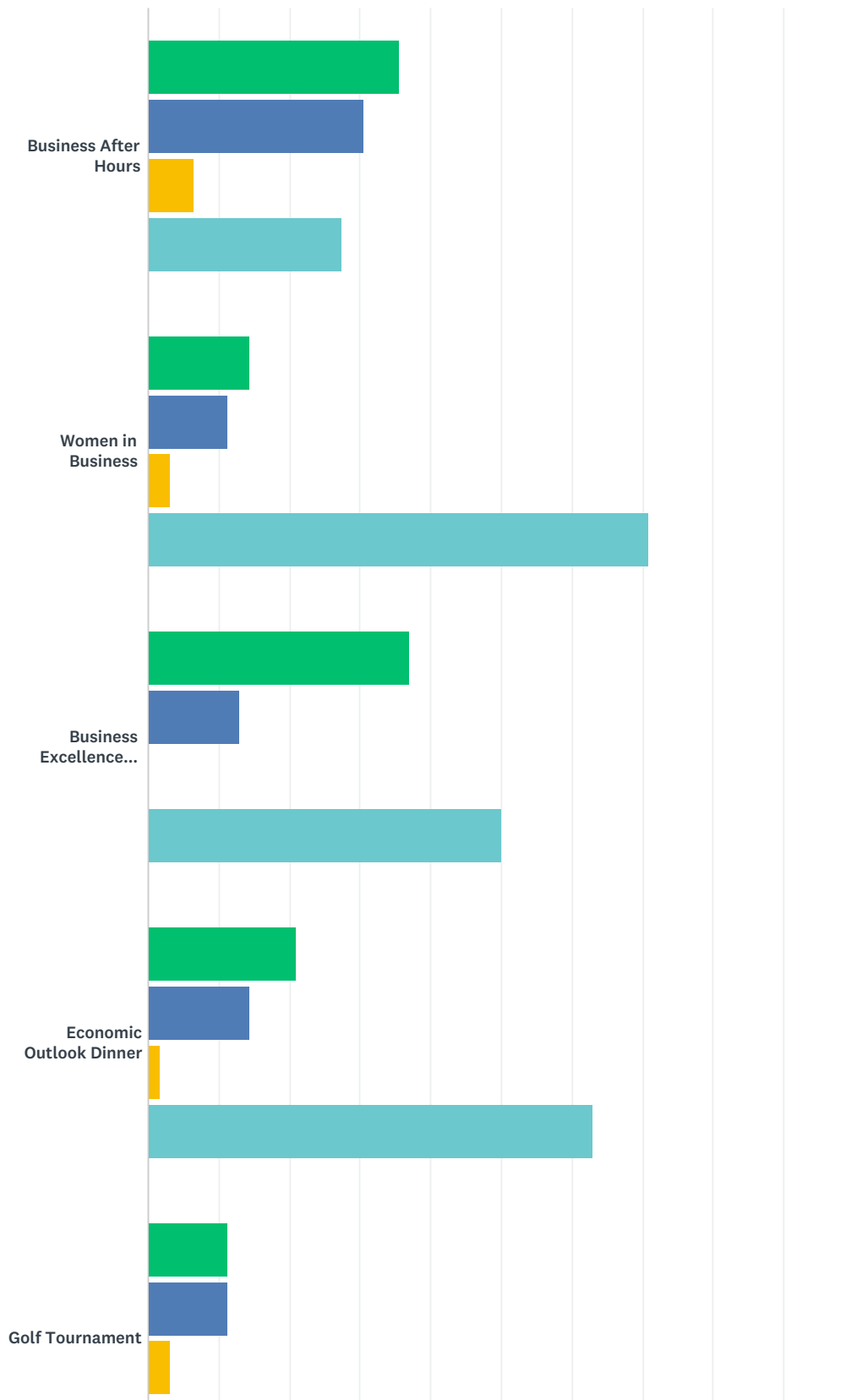


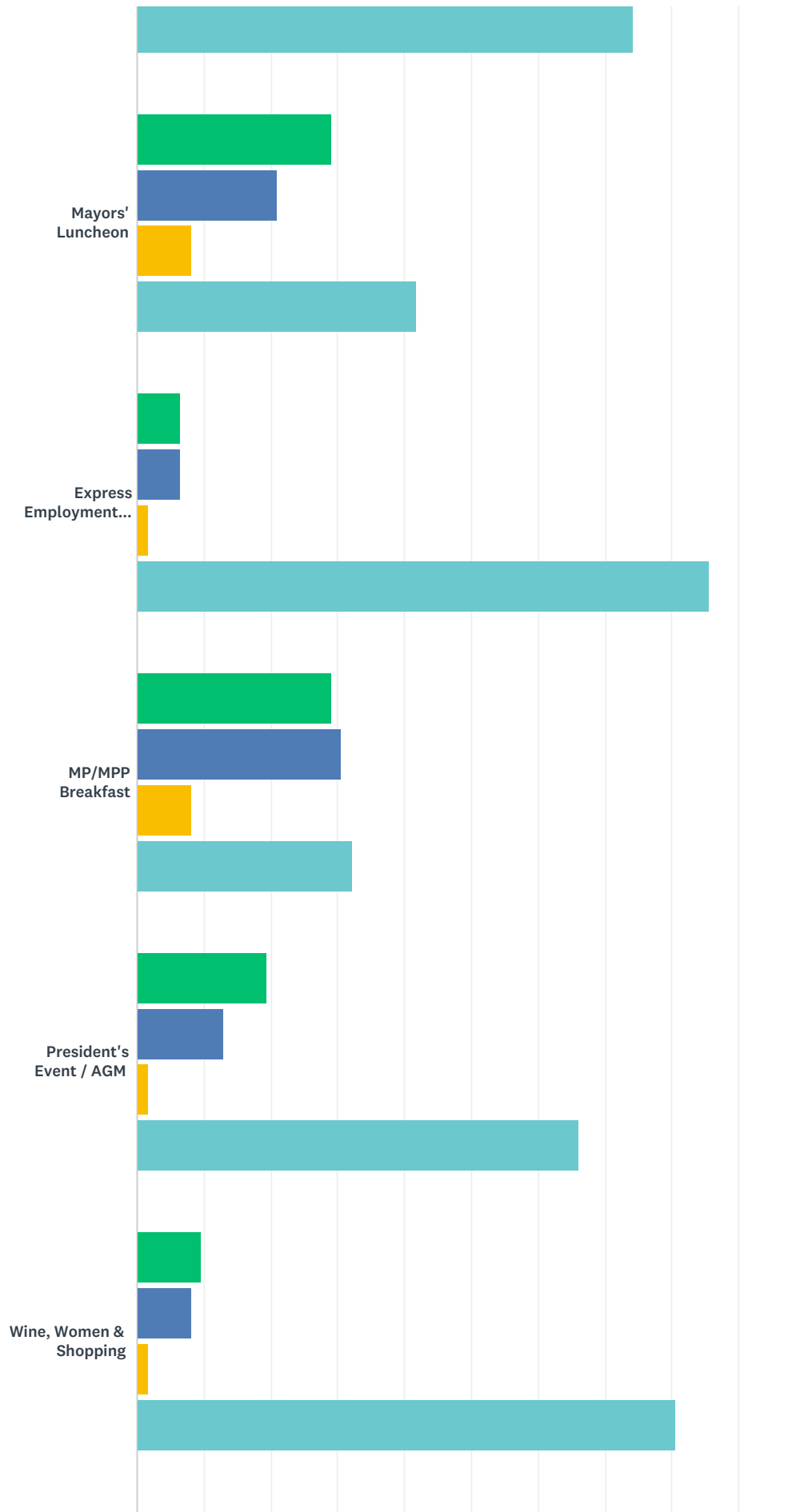
	EXCEPTIONALLY VALUABLE	SOMEWHAT VALUABLE	LITTLE OR NO VALUE	TOTAL
Seminars / educational offerings	44.93% 31	44.93% 31	10.14% 7	69
Networking	69.57% 48	20.29% 14	10.14% 7	69
Chamber Group Insurance	10.14% 7	26.09% 18	63.77% 44	69
Discount Programs (special reduced rates from our affinity partners)	17.39% 12	50.72% 35	31.88% 22	69
Advocacy	66.67% 46	28.99% 20	4.35% 3	69
Marketing / advertising opportunities	26.09% 18	49.28% 34	24.64% 17	69
Recognition Awards	33.33% 23	46.38% 32	20.29% 14	69
Member to Member discounts	23.19% 16	49.28% 34	27.54% 19	69

#	ARE THERE OTHER BENEFITS THAT YOU WOULD LIKE TO SEE OFFERED?	DATE
1	no	9/1/2017 11:45 AM
2	I tried to get a quote from the debit machine company, and once I sent them a copy of what i was currently paying they never contacted me back. Horrible	8/29/2017 12:33 PM
3	More programs covering small business development, start-up focuses and information sessions, social media marketing orientation opportunities and seminars from proven business success stories. Some past events involved individuals with imperfect credentials.	8/29/2017 12:16 PM
4	more advocacy for successful business owners related to all taxes (income, property, HST, etc.)	8/29/2017 11:30 AM
5	-	8/29/2017 11:14 AM
6	No - not at this time	8/29/2017 10:37 AM
7	nothing comes to mind	7/17/2017 2:22 PM
8	Currently there is not much in the organization that I value but that may be a product of my age. I never felt need to be part of the rah! rah! team but just feel ok making a monetary contribution.	7/17/2017 2:19 PM

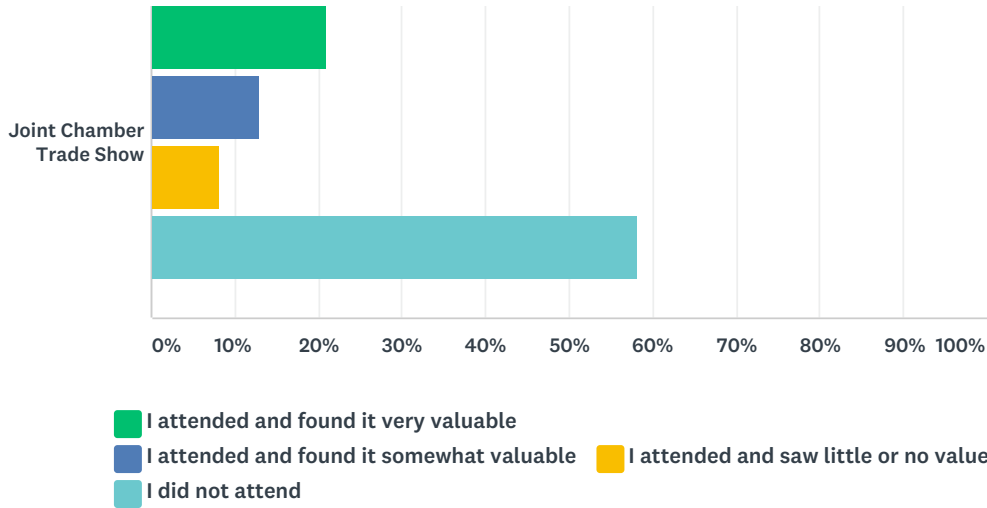
### Q14 Please indicate whether or not you attended the following events in the past 12 months, also indicating the value you received from each.

Answered: 62 Skipped: 7









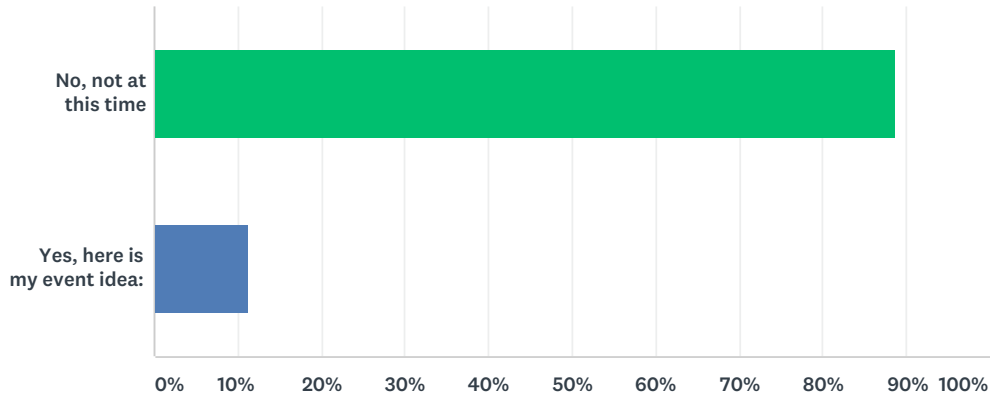
	I ATTENDED AND FOUND IT VERY VALUABLE	I ATTENDED AND FOUND IT SOMEWHAT VALUABLE	I ATTENDED AND SAW LITTLE OR NO VALUE	I DID NOT ATTEND	TOTAL
Business After Hours	35.48% 22	30.65% 19	6.45% 4	27.42% 17	62
Women in Business	14.52% 9	11.29% 7	3.23% 2	70.97% 44	62
Business Excellence Awards	37.10% 23	12.90% 8	0.00% 0	50.00% 31	62
Economic Outlook Dinner	20.97% 13	14.52% 9	1.61% 1	62.90% 39	62
Golf Tournament	11.29% 7	11.29% 7	3.23% 2	74.19% 46	62
Mayors' Luncheon	29.03% 18	20.97% 13	8.06% 5	41.94% 26	62
Express Employment Leadership Seminars	6.45% 4	6.45% 4	1.61% 1	85.48% 53	62
MP/MPP Breakfast	29.03% 18	30.65% 19	8.06% 5	32.26% 20	62
President's Event / AGM	19.35% 12	12.90% 8	1.61% 1	66.13% 41	62
Wine, Women & Shopping	9.68% 6	8.06% 5	1.61% 1	80.65% 50	62
Joint Chamber Trade Show	20.97% 13	12.90% 8	8.06% 5	58.06% 36	62

#	I DID NOT ATTEND ANY OF THE LISTED EVENTS FOR THE FOLLOWING REASON:	DATE
1	as a group of volunteers, find it difficult to allocate sufficient time to attend events, even though they are a valuable community resource.	9/5/2017 12:30 PM
2	Busy with other business matters.	9/1/2017 10:16 AM
3	Focus has been on business start up and operations. Planning to attend more events as time permits.	8/31/2017 6:08 PM
4	bad timing	8/29/2017 2:08 PM
5	I will be attending the chamber trade show, not yet	8/29/2017 12:39 PM
6	Time, over busy schedule, and lack of awareness	8/29/2017 12:28 PM
7	Scheduling conflicts	8/29/2017 12:17 PM

8	Not an inclusive format for the general public or members ... shopping evenings perhaps could be open to men and women that enjoy an evening out for shopping and socializing. The Chamber Trade Show is not well advertised to the community, therefore the turn out ends up poor and is a networking event for member trade show participants.	8/29/2017 11:46 AM
9	no value	8/29/2017 11:36 AM
10	relevance, scheduling conflicts	8/29/2017 11:17 AM
11	Usually attend "Outlook",but a conflict this year..	8/29/2017 11:13 AM
12	timing conflicts	8/29/2017 10:51 AM
13	I do not care for the trainer from Express Employment and will not attend any of the seminars he facilitates. I feel he is negative and I left a presentation he was facilitating a few years ago. He does not embody my philosophy.	7/17/2017 2:37 PM
14	Male, or too expensive	7/17/2017 2:25 PM
15	No perceived value	7/17/2017 2:24 PM

### Q15 Is there an event we are not currently offering that you would like to see offered? If so, please tell us about it.

Answered: 62 Skipped: 7

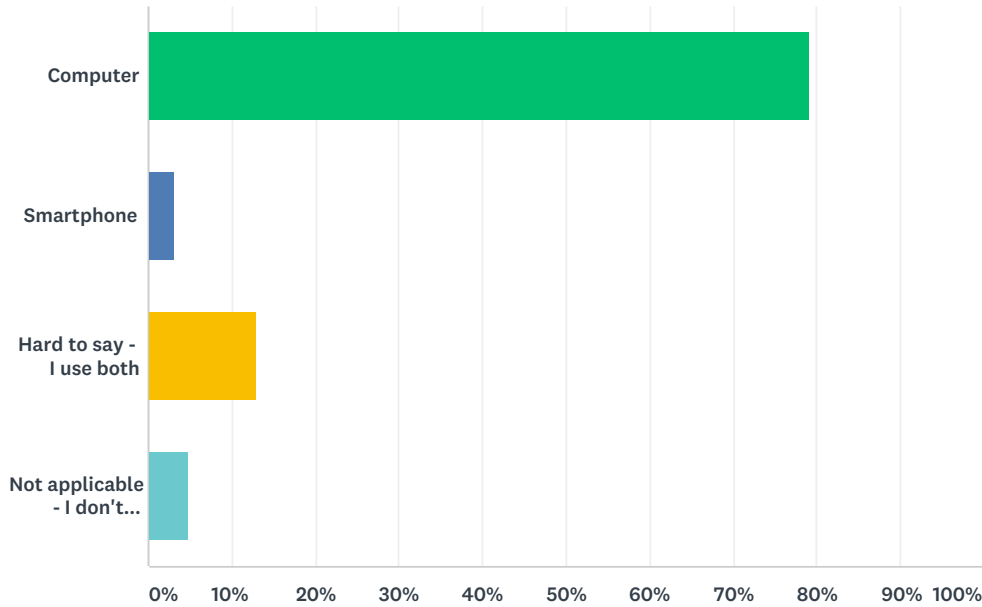


ANSWER CHOICES	RESPONSES
No, not at this time	88.71% 55
Yes, here is my event idea:	11.29% 7
<b>TOTAL</b>	<b>62</b>

#	YES, HERE IS MY EVENT IDEA:	DATE
1	Young Member Events - Members under 45 or such meeting for a drink after work.... didn't you used to offer this?	8/30/2017 7:37 AM
2	Additional seminars with key speakers regarding employment law and standards, as well as HR specific business after hours	8/29/2017 2:24 PM
3	Social media marketing workshops	8/29/2017 12:20 PM
4	Bringing in a healthy aspect to a busy professional, finding way to help professionals become more well rounded ... perhaps a ToastMasters style of connectors to offer pre=networking.	8/29/2017 11:46 AM
5	event for top management, business owners, professionals, politicians (no public and no MLM / 1 person businesses	8/29/2017 11:36 AM
6	More not for profit booths at Trade Show	7/17/2017 3:17 PM
7	I believe there should be more "Business After Hours"... This is our first year as members, and I found out that they stopped during the summer.	7/17/2017 2:28 PM

### Q16 When you register online for an event, do you most often use your computer or your smartphone?

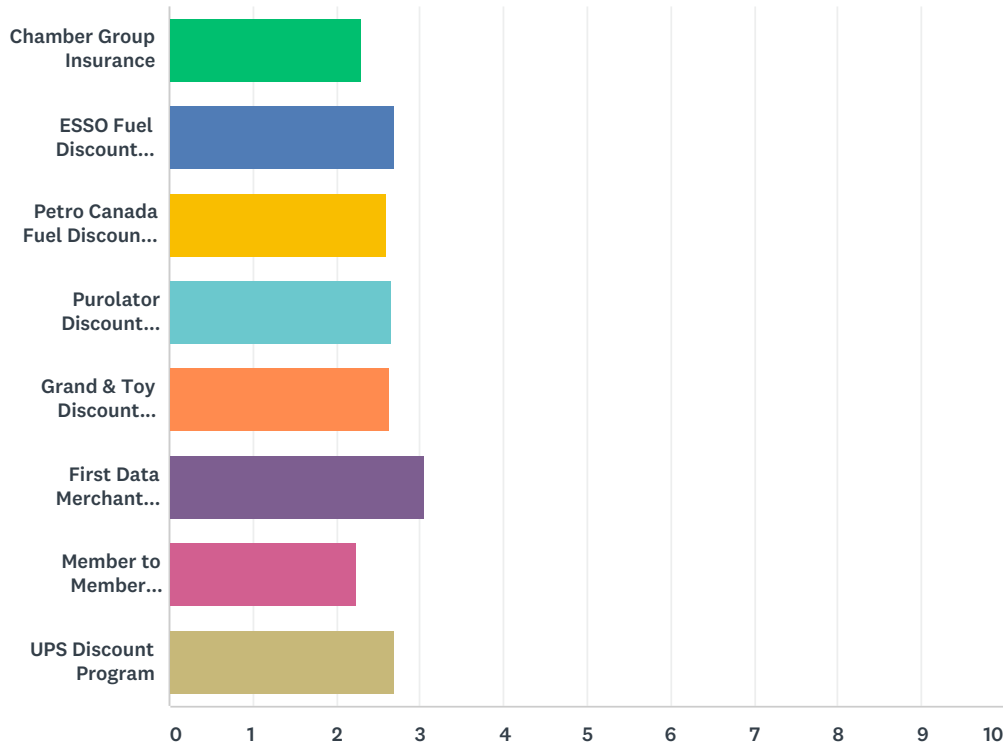
Answered: 62 Skipped: 7



ANSWER CHOICES	RESPONSES	
Computer	79.03%	49
Smartphone	3.23%	2
Hard to say - I use both	12.90%	8
Not applicable - I don't attend Chamber events	4.84%	3
<b>TOTAL</b>		<b>62</b>

### Q17 Are you familiar with the cost-saving benefits and discounts offered through the Chamber?

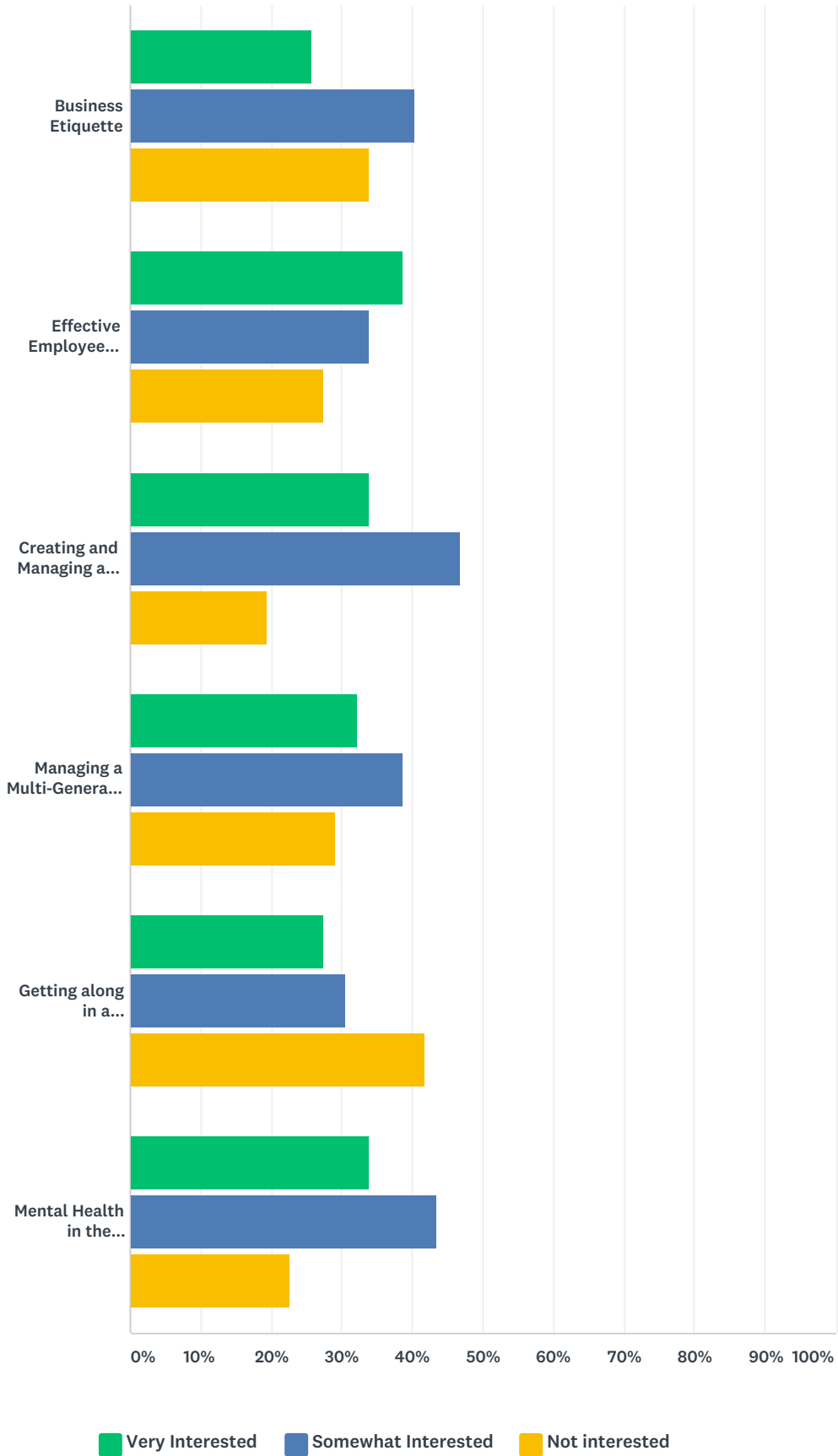
Answered: 62 Skipped: 7



	YES	SOMEWHAT	NO	CURRENTLY TAKING ADVANTAGE OF	NOT APPLICABLE TO MY BUSINESS	TOTAL	WEIGHTED AVERAGE
Chamber Group Insurance	47.54% 29	19.67% 12	8.20% 5	3.28% 2	21.31% 13	61	2.31
ESSO Fuel Discount Program for Business	25.81% 16	12.90% 8	43.55% 27	1.61% 1	16.13% 10	62	2.69
Petro Canada Fuel Discount Program for Business	30.65% 19	11.29% 7	41.94% 26	0.00% 0	16.13% 10	62	2.60
Purolator Discount Program	25.81% 16	14.52% 9	41.94% 26	3.23% 2	14.52% 9	62	2.66
Grand & Toy Discount Program	26.23% 16	13.11% 8	44.26% 27	3.28% 2	13.11% 8	61	2.64
First Data Merchant Services Point-of-sale	19.35% 12	9.68% 6	43.55% 27	1.61% 1	25.81% 16	62	3.05
Member to Member Discounts	35.48% 22	29.03% 18	20.97% 13	4.84% 3	9.68% 6	62	2.24
UPS Discount Program	24.19% 15	12.90% 8	45.16% 28	4.84% 3	12.90% 8	62	2.69

**Q18 Below are specific topics for HR-related learning seminars. Please indicate your level of interest in attending a seminar based on these subjects.**

Answered: 62 Skipped: 7



■ Very Interested   
 ■ Somewhat Interested   
 ■ Not interested

	VERY INTERESTED	SOMEWHAT INTERESTED	NOT INTERESTED	TOTAL
--	-----------------	---------------------	----------------	-------

Business Etiquette	25.81% 16	40.32% 25	33.87% 21	62
Effective Employee Supervision and Review	38.71% 24	33.87% 21	27.42% 17	62
Creating and Managing a Culture of Customer Service throughout your Organization	33.87% 21	46.77% 29	19.35% 12	62
Managing a Multi-Generational Workplace	32.26% 20	38.71% 24	29.03% 18	62
Getting along in a Multi-Generational Workplace	27.42% 17	30.65% 19	41.94% 26	62
Mental Health in the Workplace	33.87% 21	43.55% 27	22.58% 14	62



## Q19 Please share with us your ideas for other HR-related learning seminars not mentioned above.

Answered: 38 Skipped: 31

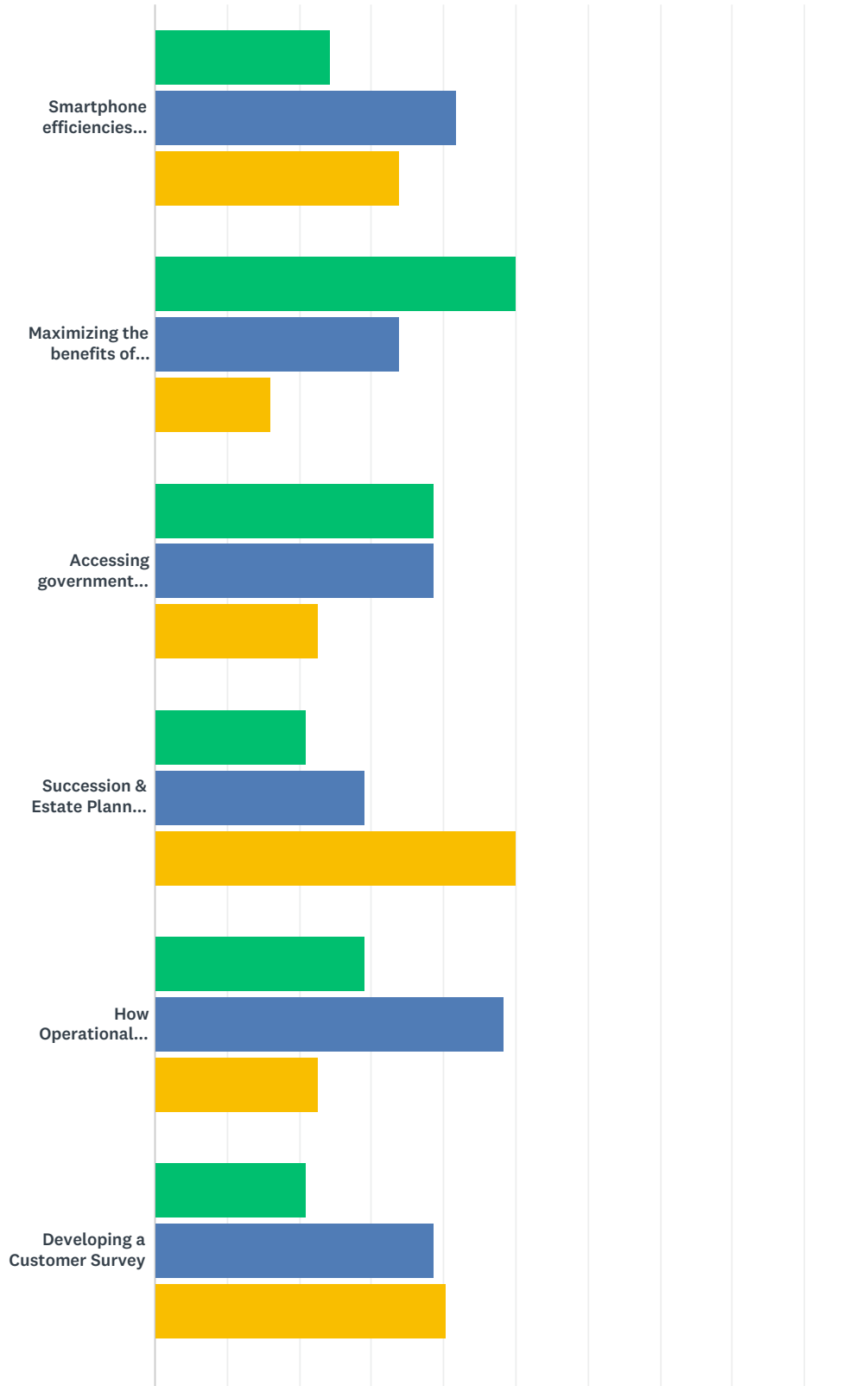
ANSWER CHOICES	RESPONSES	
1.	100.00%	38
2.	23.68%	9
3.	21.05%	8

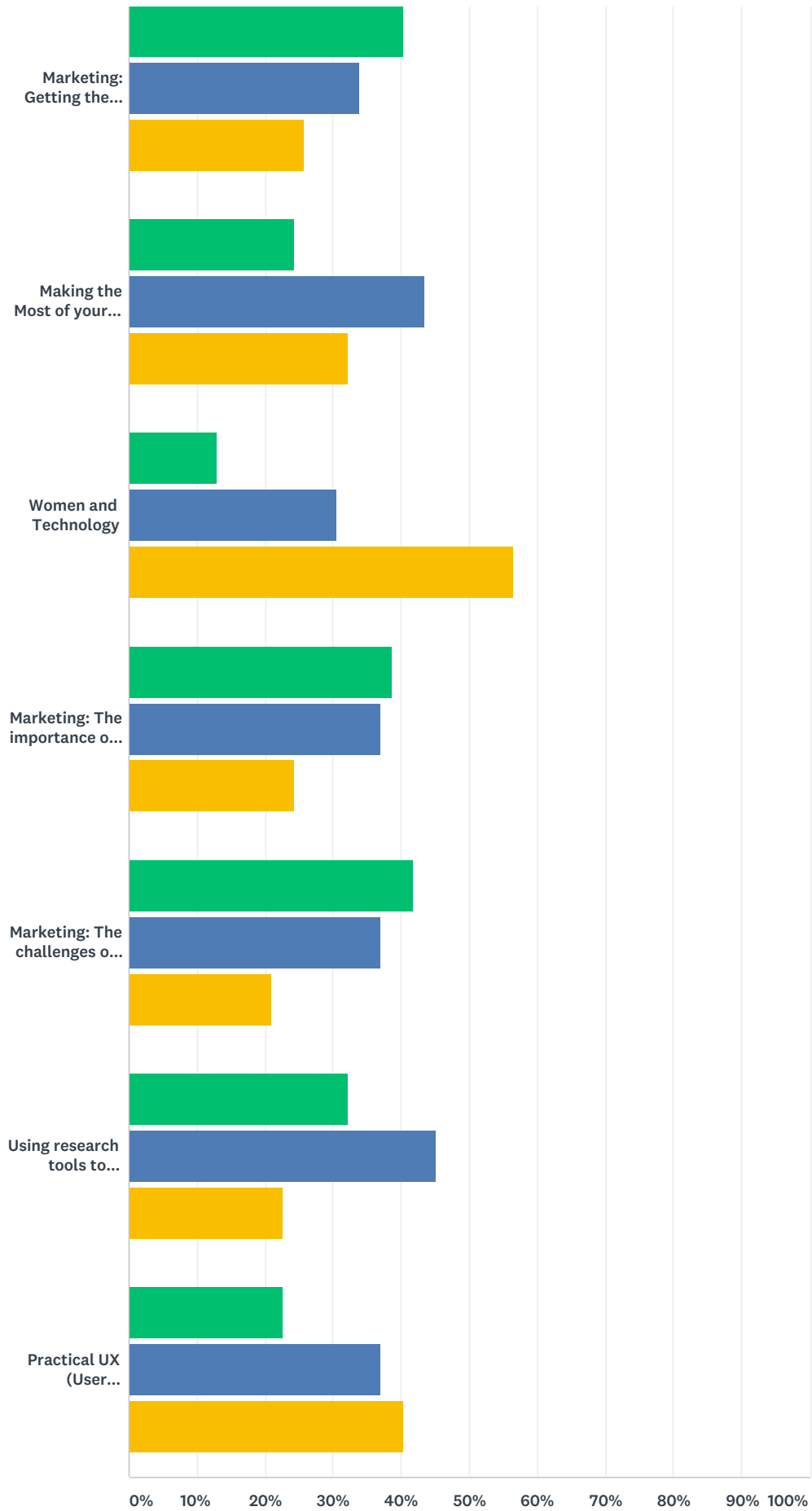
#	1.	DATE
1	Motivational leadership	9/5/2017 11:08 AM
2	accessibility and accommodation in the workplace	9/1/2017 11:51 AM
3	employee retention	9/1/2017 10:16 AM
4	Not sure	8/31/2017 6:08 PM
5	Best practices in hiring / recruiting new staff	8/31/2017 12:07 PM
6	NA	8/30/2017 11:39 AM
7	none	8/30/2017 8:53 AM
8	I'm a one-person show so HR topics aren't a top priority for me.	8/30/2017 7:37 AM
9	I do not have an ideas at the moment	8/29/2017 6:22 PM
10	N/A	8/29/2017 3:23 PM
11	Employment Standards	8/29/2017 2:24 PM
12	n/a	8/29/2017 2:02 PM
13	none	8/29/2017 12:56 PM
14	I have none at this time.	8/29/2017 12:53 PM
15	don't have any	8/29/2017 12:39 PM
16	Refining the Hiring process , how to find good staff	8/29/2017 12:28 PM
17	NA	8/29/2017 12:26 PM
18	compensation topics - paying your employees/pay equity/benefits etc	8/29/2017 12:23 PM
19	None	8/29/2017 12:17 PM
20	How to hire good people at a reasonable cost	8/29/2017 11:36 AM
21	staff engagement; morale	8/29/2017 11:17 AM
22	Creating & maintaining an employee-centric culture	8/29/2017 11:16 AM
23	HR issues do not pertain to my business directly - they are handled by my head office.	8/29/2017 11:15 AM
24	None	8/29/2017 11:13 AM
25	Recruitment tools	8/29/2017 11:11 AM
26	none	8/29/2017 10:58 AM
27	No suggestions at this time	8/29/2017 10:48 AM
28	accessibility	7/25/2017 10:29 AM
29	n/a	7/24/2017 10:23 AM
30	nothing to add	7/18/2017 9:10 AM
31	none	7/18/2017 8:52 AM

32	N/A	7/17/2017 2:45 PM
33	Diversity, as previously stated.	7/17/2017 2:37 PM
34	N/A	7/17/2017 2:28 PM
35	employment vs contractor	7/17/2017 2:25 PM
36	none	7/17/2017 2:24 PM
37	Ethics Policies	7/17/2017 2:22 PM
38	n/a	7/17/2017 2:17 PM
<b>#</b>	<b>2.</b>	<b>DATE</b>
1	?	9/5/2017 11:08 AM
2	N/A	8/29/2017 3:23 PM
3	Business After Hours - Key Speaker, Open Discussion, Question /Answer	8/29/2017 2:24 PM
4	any HR/legal topics - accommodation, AODA, annual law updates, etc.	8/29/2017 12:23 PM
5	Development tools	8/29/2017 11:11 AM
6	accessibility	7/25/2017 10:29 AM
7	n/a	7/24/2017 10:23 AM
8	N/A	7/17/2017 2:28 PM
9	WSIB - insurable injuries suffered at company sponsored events - i.e. Mud Run	7/17/2017 2:22 PM
<b>#</b>	<b>3.</b>	<b>DATE</b>
1	?	9/5/2017 11:08 AM
2	N/A	8/29/2017 3:23 PM
3	HR Various Policy / Procedure - sharing ideas relating to Standards	8/29/2017 2:24 PM
4	HR/people metrics - what data HR can provide and how to use it in your business	8/29/2017 12:23 PM
5	Retention tools	8/29/2017 11:11 AM
6	accessibility	7/25/2017 10:29 AM
7	n/a	7/24/2017 10:23 AM
8	N/A	7/17/2017 2:28 PM

Q20 Below are additional topics for learning seminars we are considering. Please indicate your level of interest in attending a seminar based on these subjects.

Answered: 62 Skipped: 7





■ Very Interested   
 ■ Somewhat Interested   
 ■ Not interested

	VERY INTERESTED	SOMEWHAT INTERESTED	NOT INTERESTED	TOTAL
Smartphone efficiencies - using Blackberry or iPhone features and apps to stay organized and connect to customers	24.19% 15	41.94% 26	33.87% 21	62
Maximizing the benefits of social media	50.00% 31	33.87% 21	16.13% 10	62
Accessing government grant money	38.71% 24	38.71% 24	22.58% 14	62
Succession & Estate Planning for your Business	20.97% 13	29.03% 18	50.00% 31	62
How Operational Efficiencies Can Dramatically Improve your Bottom Line	29.03% 18	48.39% 30	22.58% 14	62
Developing a Customer Survey	20.97% 13	38.71% 24	40.32% 25	62
Marketing: Getting the most from your website	40.32% 25	33.87% 21	25.81% 16	62
Making the Most of your Chamber Benefits	24.19% 15	43.55% 27	32.26% 20	62
Women and Technology	12.90% 8	30.65% 19	56.45% 35	62
Marketing: The importance of a clearly defined brand.	38.71% 24	37.10% 23	24.19% 15	62
Marketing: The challenges of marketing & advertising in this region.	41.94% 26	37.10% 23	20.97% 13	62
Using research tools to generate, refine, evaluate and implement plans for growth, competitive intelligence and/or marketing.	32.26% 20	45.16% 28	22.58% 14	62
Practical UX (User Experience) techniques for designing better products, websites and/or social media platforms.	22.58% 14	37.10% 23	40.32% 25	62

## Q21 Please share with us your ideas for other learning seminars not mentioned above.

Answered: 30 Skipped: 39

ANSWER CHOICES	RESPONSES	
1.	100.00%	30
2.	16.67%	5
3.	16.67%	5

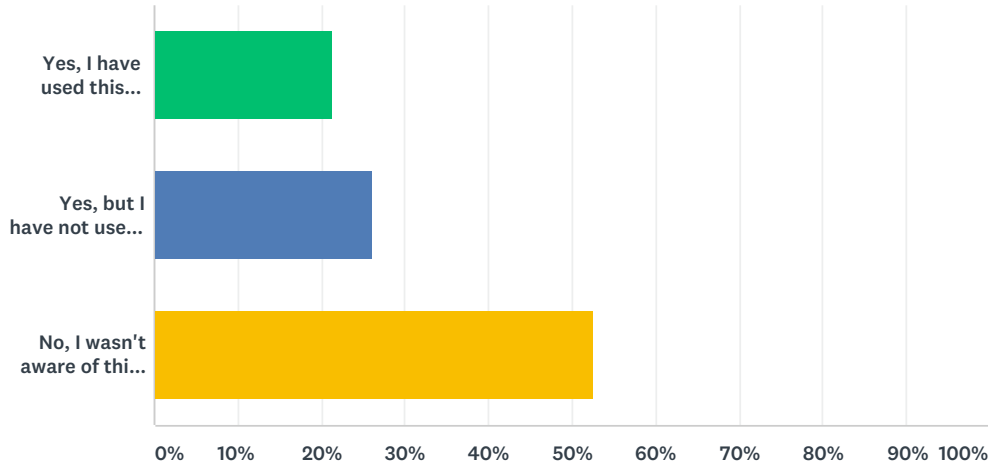
#	1.	DATE
1	Nothing	9/3/2017 9:30 AM
2	none	9/1/2017 11:51 AM
3	introducing a new product to market	9/1/2017 10:16 AM
4	Not sure	8/31/2017 6:08 PM
5	Managing Change and Company Culture	8/31/2017 12:07 PM
6	none	8/30/2017 8:53 AM
7	Sales-related. Most of the people I've met at networking events are in sales.	8/30/2017 7:37 AM
8	At this moment, I am not willing to add ideas	8/29/2017 6:22 PM
9	N/A	8/29/2017 3:23 PM
10	New and Current Hiring Platforms	8/29/2017 2:24 PM
11	n/a	8/29/2017 2:02 PM
12	none	8/29/2017 12:56 PM
13	I have none at this time.	8/29/2017 12:53 PM
14	currently don't have any	8/29/2017 12:39 PM
15	NA	8/29/2017 12:26 PM
16	None	8/29/2017 12:17 PM
17	Please do not exclude the men from women events... needs to be gender neutral. Women and Technology?	8/29/2017 11:46 AM
18	cyber security	8/29/2017 11:17 AM
19	None	8/29/2017 11:13 AM
20	none	8/29/2017 10:58 AM
21	No suggestions at this time	8/29/2017 10:48 AM
22	none at this time	8/29/2017 10:43 AM
23	accessibility	7/25/2017 10:29 AM
24	n/a	7/24/2017 10:23 AM
25	nothing to add	7/18/2017 9:10 AM
26	none	7/18/2017 8:52 AM
27	n/A	7/17/2017 2:45 PM
28	N/A	7/17/2017 2:28 PM
29	making the sale	7/17/2017 2:25 PM
30	none	7/17/2017 2:24 PM

#	2.	DATE
1	N/A	8/29/2017 3:23 PM
2	The Changing Workforce - what they are looking for in todays job market	8/29/2017 2:24 PM
3	accessibility	7/25/2017 10:29 AM
4	n/a	7/24/2017 10:23 AM
5	N/A	7/17/2017 2:28 PM

#	3.	DATE
1	N/A	8/29/2017 3:23 PM
2	New and Upcoming Technology as they relate to HR Practices	8/29/2017 2:24 PM
3	accessibility	7/25/2017 10:29 AM
4	n/a	7/24/2017 10:23 AM
5	N/A	7/17/2017 2:28 PM

## Q22 Did you know you can subscribe to a number of email distribution lists from our website at <http://www.brantfordbrantchamber.com/join-mailing-lists> ?

Answered: 61 Skipped: 8

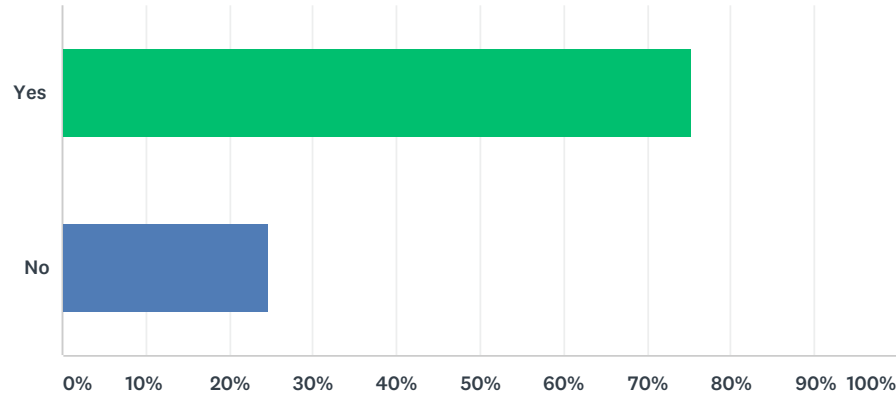


ANSWER CHOICES	RESPONSES	
Yes, I have used this service	21.31%	13
Yes, but I have not used this service	26.23%	16
No, I wasn't aware of this service	52.46%	32
<b>TOTAL</b>		<b>61</b>



### Q23 Did you know you can nominate someone for a Business Excellence Award by completing a fillable form on our website at <http://www.brantfordbrantchamber.com/nominate> ?

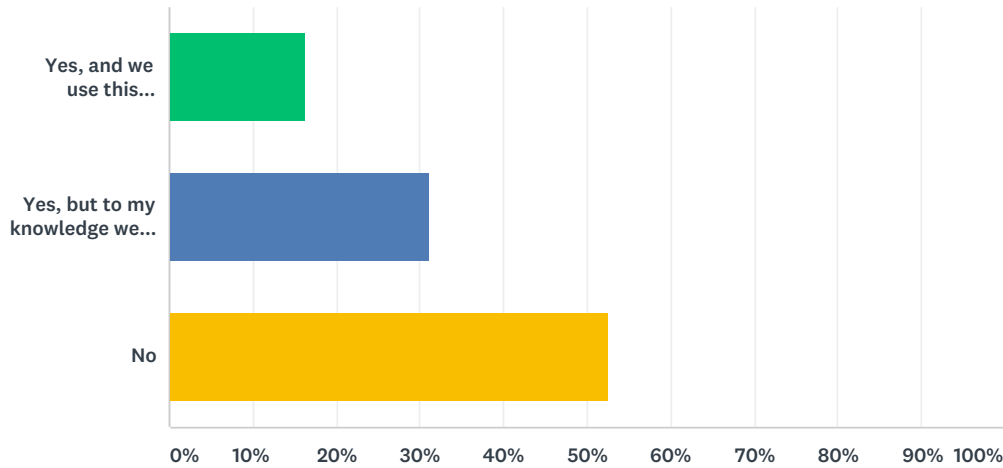
Answered: 61 Skipped: 8



ANSWER CHOICES	RESPONSES	
Yes	75.41%	46
No	24.59%	15
TOTAL		61

**Q24 The Chamber website has a Member Log-in area where you can add photos of your building, pictures of staff members, create links to Facebook and Twitter accounts, and these additions will automatically appear in your online directory listing. Were you aware of this feature?**

Answered: 61 Skipped: 8

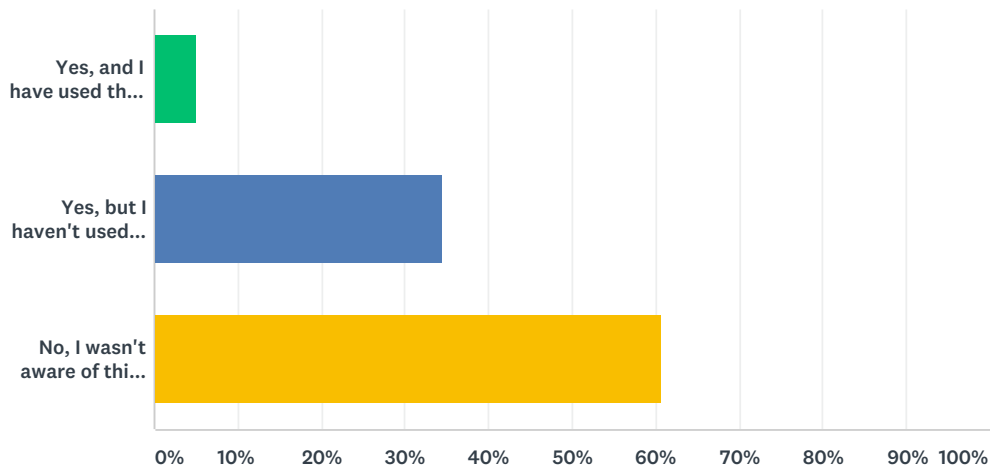


ANSWER CHOICES	RESPONSES
Yes, and we use this feature	16.39% 10
Yes, but to my knowledge we haven't set this up	31.15% 19
No	52.46% 32
<b>TOTAL</b>	<b>61</b>

#	COMMENTS	DATE
1	I will ensure we do this!	7/17/2017 2:39 PM

## Q25 Did you know you can create a free Member to Member discount to appear online with your directory listing on the Chamber Website?

Answered: 61 Skipped: 8

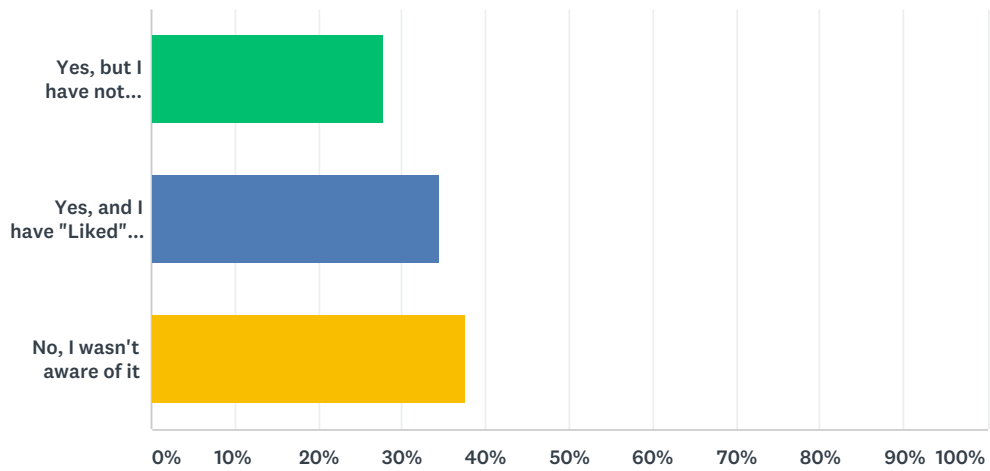


ANSWER CHOICES	RESPONSES
Yes, and I have used this feature	4.92% 3
Yes, but I haven't used this feature yet	34.43% 21
No, I wasn't aware of this feature	60.66% 37
<b>TOTAL</b>	<b>61</b>

#	COMMENTS	DATE
1	We are a not-for-profit, so this would not apply to us.	7/17/2017 2:39 PM

## Q26 Are you aware of the Chamber's Facebook page, accessible from the homepage of the Chamber website?

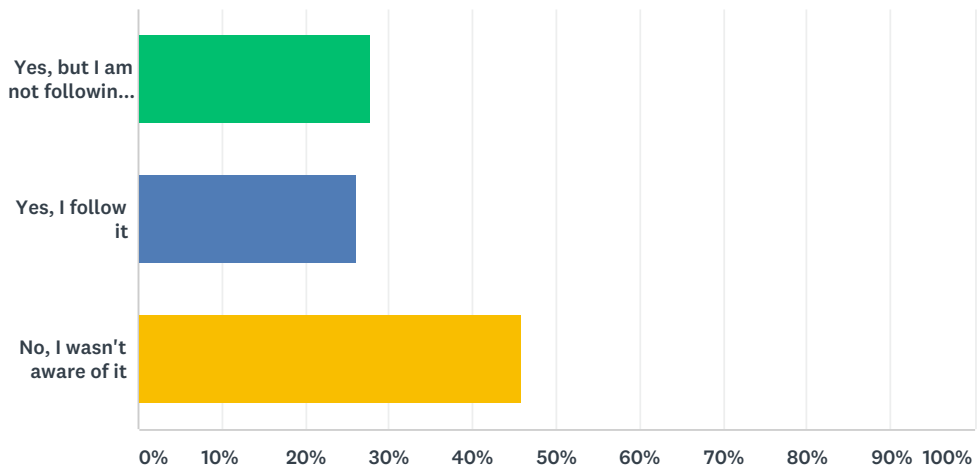
Answered: 61 Skipped: 8



ANSWER CHOICES	RESPONSES	
Yes, but I have not "Liked" it and therefore do not receive notifications of postings	27.87%	17
Yes, and I have "Liked" it and receive notifications of new postings to the page	34.43%	21
No, I wasn't aware of it	37.70%	23
<b>TOTAL</b>		<b>61</b>

### Q27 Are you aware of the Chamber's Twitter feed accessible from the homepage of the Chamber website?

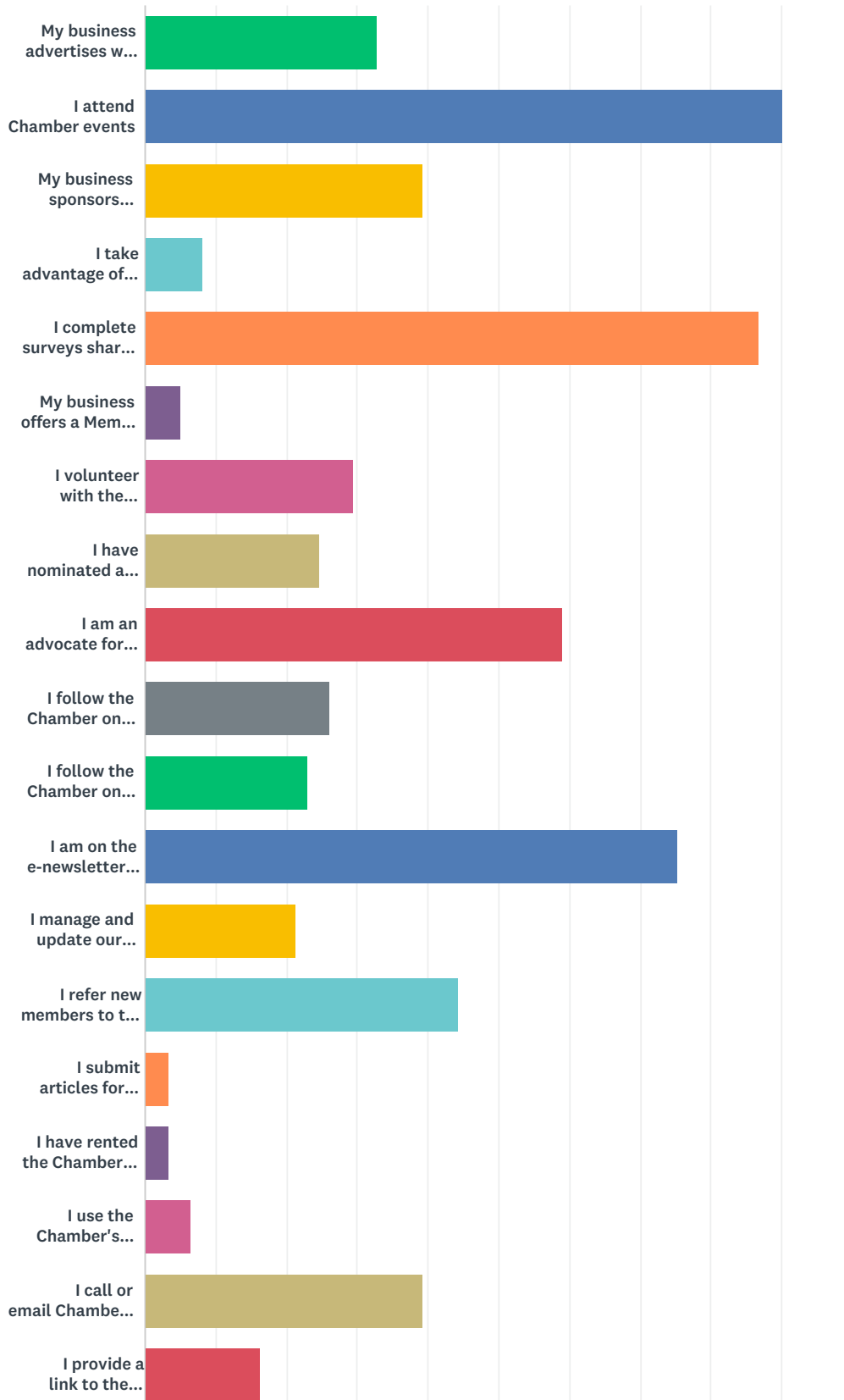
Answered: 61 Skipped: 8

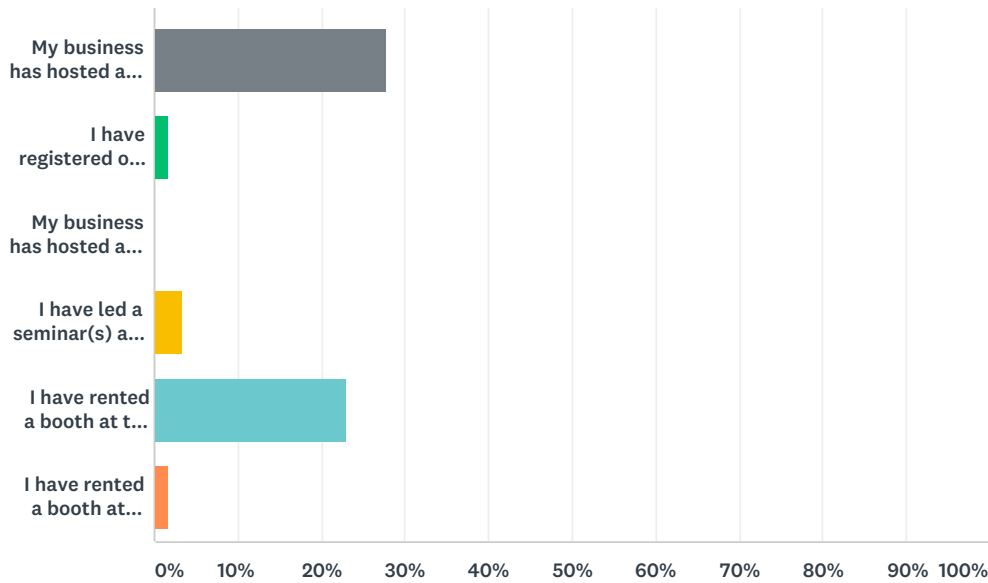


ANSWER CHOICES	RESPONSES
Yes, but I am not following it	27.87% 17
Yes, I follow it	26.23% 16
No, I wasn't aware of it	45.90% 28
<b>TOTAL</b>	<b>61</b>

### Q28 I am engaged with the Chamber in the following ways: (Select all that apply)

Answered: 61 Skipped: 8





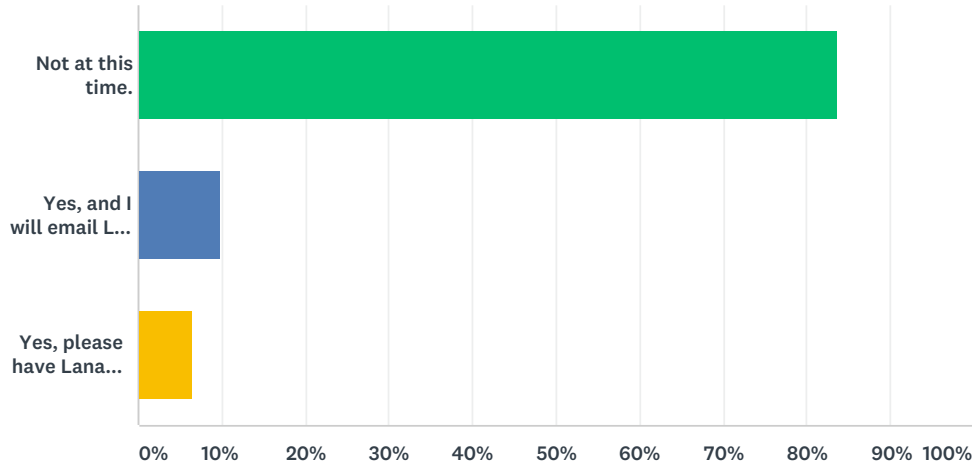
ANSWER CHOICES	RESPONSES
My business advertises with the Chamber	32.79% 20
I attend Chamber events	90.16% 55
My business sponsors Chamber events	39.34% 24
I take advantage of Chamber affinity programs (group Insurance, etc.)	8.20% 5
I complete surveys shared by the Chamber	86.89% 53
My business offers a Member to Member discount	4.92% 3
I volunteer with the Chamber (Board, Committee, Ambassador, events)	29.51% 18
I have nominated a business for a Business Excellence Award	24.59% 15
I am an advocate for the Chamber in the community	59.02% 36
I follow the Chamber on Facebook	26.23% 16
I follow the Chamber on Twitter	22.95% 14
I am on the e-newsletter and Chamber weekly distribution list	75.41% 46
I manage and update our Chamber directory listing	21.31% 13
I refer new members to the Chamber	44.26% 27
I submit articles for the Member Profile feature and the Members in the News feature in the Chamber's In Touch magazine	3.28% 2
I have rented the Chamber boardroom for off-site meetings	3.28% 2
I use the Chamber's commissioning services for Certificates of Origin or other documents	6.56% 4
I call or email Chamber staff when I have a community or business-related question	39.34% 24
I provide a link to the Chamber's website on our website	16.39% 10
My business has hosted a Business After Hours event	27.87% 17
I have registered our organization on the School To Business portal	1.64% 1
My business has hosted a Women In Business event	0.00% 0
I have led a seminar(s) at the Chamber	3.28% 2

I have rented a booth at the Chamber Trade Show	22.95%	14
I have rented a booth at Wine, Women and Shopping	1.64%	1
Total Respondents: 61		



## Q29 Would you like a visit from the Chamber's Business Development Coordinator, Lana Lang, to discuss member benefits such as member discounts, advertising, marketing and sponsorship opportunities?

Answered: 61 Skipped: 8



ANSWER CHOICES	RESPONSES
Not at this time.	83.61% 51
Yes, and I will email Lana separately at lana@brcc.ca to keep my survey responses anonymous.	9.84% 6
Yes, please have Lana contact me using the following contact information. I understand this choice means my survey responses are no longer anonymous.	6.56% 4
<b>TOTAL</b>	<b>61</b>

#	YES, PLEASE HAVE LANA CONTACT ME USING THE FOLLOWING CONTACT INFORMATION. I UNDERSTAND THIS CHOICE MEANS MY SURVEY RESPONSES ARE NO LONGER ANONYMOUS.	DATE
1	some time in the fall , in the middle of back to school at the moment .	8/29/2017 12:31 PM
2	Please contact our GM,Laura Purkiss,on this.	8/29/2017 11:16 AM
3	info@kidscanfly.ca	8/1/2017 10:42 AM
4	kgoodhue@brantford.library.on.ca	7/18/2017 12:05 PM

### Q30 What are the two biggest issues facing your business?

Answered: 56 Skipped: 13

ANSWER CHOICES	RESPONSES
1.	100.00% 56
2.	100.00% 56

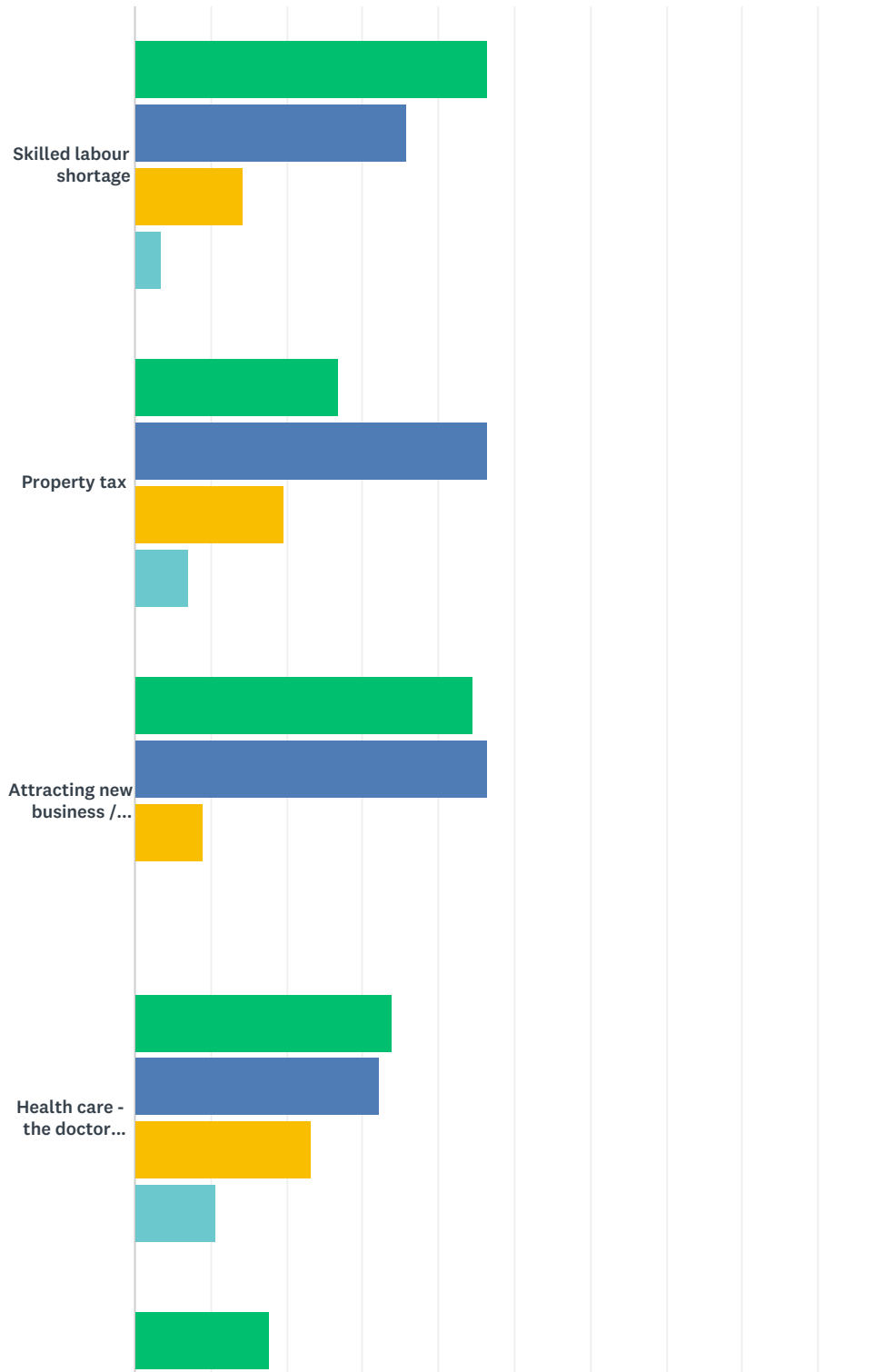
#	1.	DATE
1	Community awareness of the value our organization contributes	9/5/2017 12:35 PM
2	Current biggest struggle is recruiting qualified volunteers.	9/5/2017 11:19 AM
3	Getting new clients as I am new to area	9/3/2017 9:38 AM
4	-	9/1/2017 12:00 PM
5	utilities costs	9/1/2017 10:42 AM
6	The increase in minimum wage and impact to business success.	8/31/2017 6:18 PM
7	Expanding sales globally	8/31/2017 12:26 PM
8	Bill 148	8/30/2017 11:51 AM
9	Applicability to local market for unique products	8/30/2017 10:12 AM
10	Labour shortage	8/30/2017 9:25 AM
11	Keeping up with technology	8/30/2017 8:07 AM
12	Skilled labour shortage	8/30/2017 7:57 AM
13	Gaining Customers	8/29/2017 6:31 PM
14	Increasing sales	8/29/2017 3:29 PM
15	Inventory level control	8/29/2017 2:48 PM
16	Finding and retaining customers in a world of cut-throat international vendors	8/29/2017 2:44 PM
17	funding	8/29/2017 2:18 PM
18	.	8/29/2017 2:16 PM
19	attracting quality staff	8/29/2017 2:09 PM
20	Intellectual Property Protections	8/29/2017 1:12 PM
21	High and lows	8/29/2017 1:05 PM
22	Trudeau	8/29/2017 1:01 PM
23	Advertising Costs/Getting our name out there	8/29/2017 12:44 PM
24	finding good employees	8/29/2017 12:37 PM
25	Reliable labour	8/29/2017 12:30 PM
26	Supply management in the Canadian Dairy industry	8/29/2017 12:28 PM
27	students attending classes	8/29/2017 12:26 PM
28	Government plans to change small business taxes	8/29/2017 12:24 PM
29	x	8/29/2017 12:20 PM
30	hiring good people that want to work and be successful	8/29/2017 11:45 AM
31	attracting new business	8/29/2017 11:27 AM
32	lack of government funding	8/29/2017 11:24 AM
33	minimum wage	8/29/2017 11:23 AM

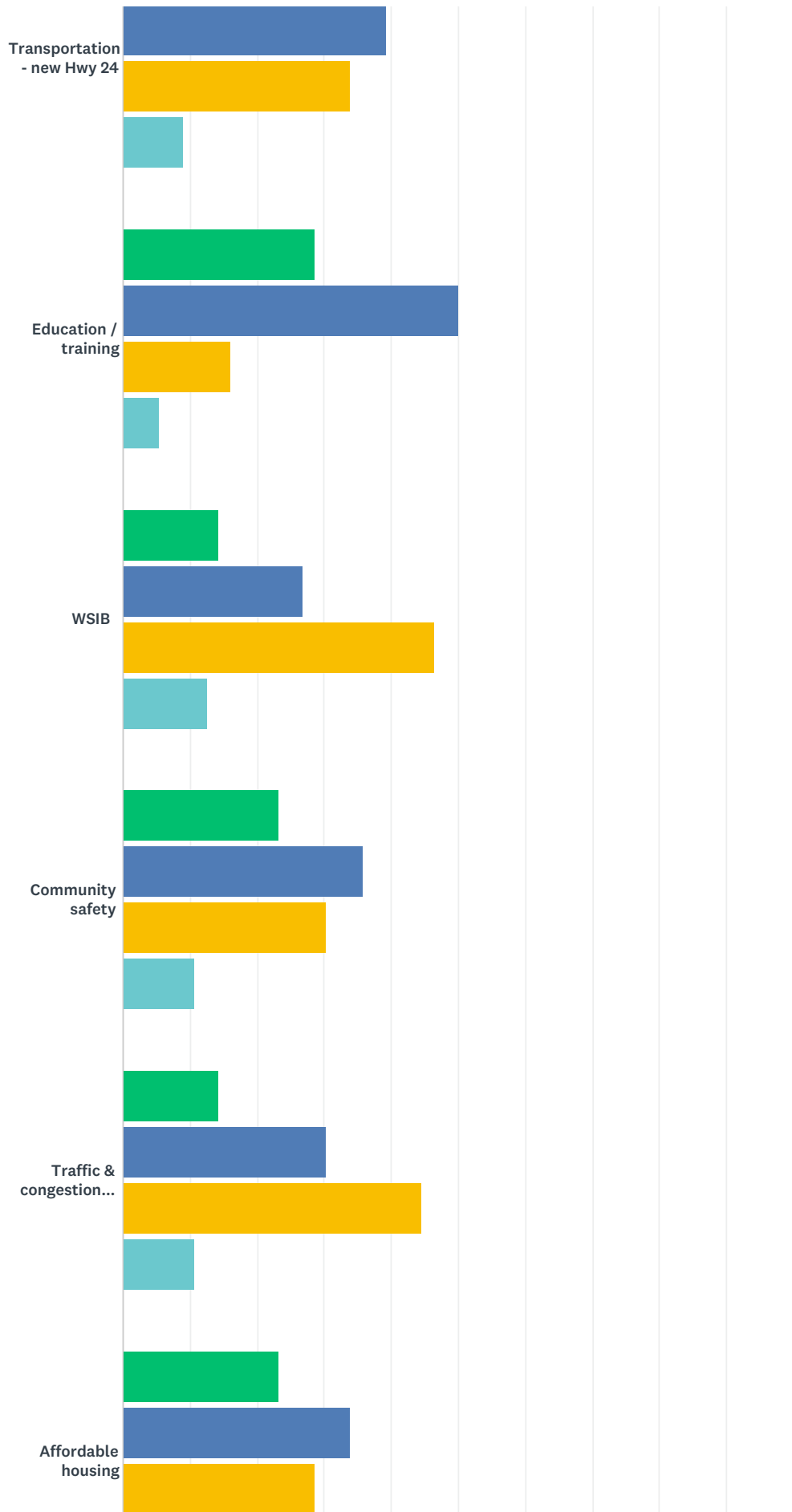
34	Skilled Labour Shortage	8/29/2017 11:23 AM
35	Excessive taxation at every level,including for our customers.	8/29/2017 11:21 AM
36	Ontario Bill 148 and its negative impact on the finances of the business	8/29/2017 11:12 AM
37	minimum wage increase	8/29/2017 11:03 AM
38	High cost of utilities	8/29/2017 10:55 AM
39	increasing business	8/29/2017 10:53 AM
40	Constant changes in provincial govt legislation and compliance	8/29/2017 10:41 AM
41	Lack of coordination between business resources in the Region	8/29/2017 10:38 AM
42	Keeping the community aware of our work and the need for financial support	8/1/2017 10:46 AM
43	Legislation	7/24/2017 10:26 AM
44	change	7/18/2017 12:08 PM
45	recruitment	7/18/2017 10:53 AM
46	Recruiting Skilled Trades	7/18/2017 9:19 AM
47	Prospecting	7/17/2017 6:56 PM
48	Prospective leads	7/17/2017 3:25 PM
49	Community Awareness	7/17/2017 3:24 PM
50	Generating more business	7/17/2017 3:18 PM
51	Quality people	7/17/2017 2:49 PM
52	The rapid increase in minimum wage	7/17/2017 2:43 PM
53	nothing at this time	7/17/2017 2:43 PM
54	Bill 148	7/17/2017 2:33 PM
55	low revenue	7/17/2017 2:31 PM
56	minimum wage increase and inherint increased benefit costs i.e. sick days	7/17/2017 2:26 PM
<b>#</b>	<b>2.</b>	<b>DATE</b>
1	Sustainable funding	9/5/2017 12:35 PM
2	Second biggest struggle is acquiring donors	9/5/2017 11:19 AM
3	Getting my name out there	9/3/2017 9:38 AM
4	-	9/1/2017 12:00 PM
5	minimum wage increase and it's effect on current workforce	9/1/2017 10:42 AM
6	Finding and keeping qualified employees.	8/31/2017 6:18 PM
7	Rising costs	8/31/2017 12:26 PM
8	Federal Tax reforms	8/30/2017 11:51 AM
9	Hiring needs are not being met with local skills available	8/30/2017 10:12 AM
10	Keeping up with advances in technology	8/30/2017 9:25 AM
11	Time management	8/30/2017 8:07 AM
12	Taxes	8/30/2017 7:57 AM
13	Service Expansion	8/29/2017 6:31 PM
14	N/A	8/29/2017 3:29 PM
15	Gross Margin control	8/29/2017 2:48 PM
16	Keeping my rates competitive relative to online vendors	8/29/2017 2:44 PM
17	administrative hoops	8/29/2017 2:18 PM
18	.	8/29/2017 2:16 PM

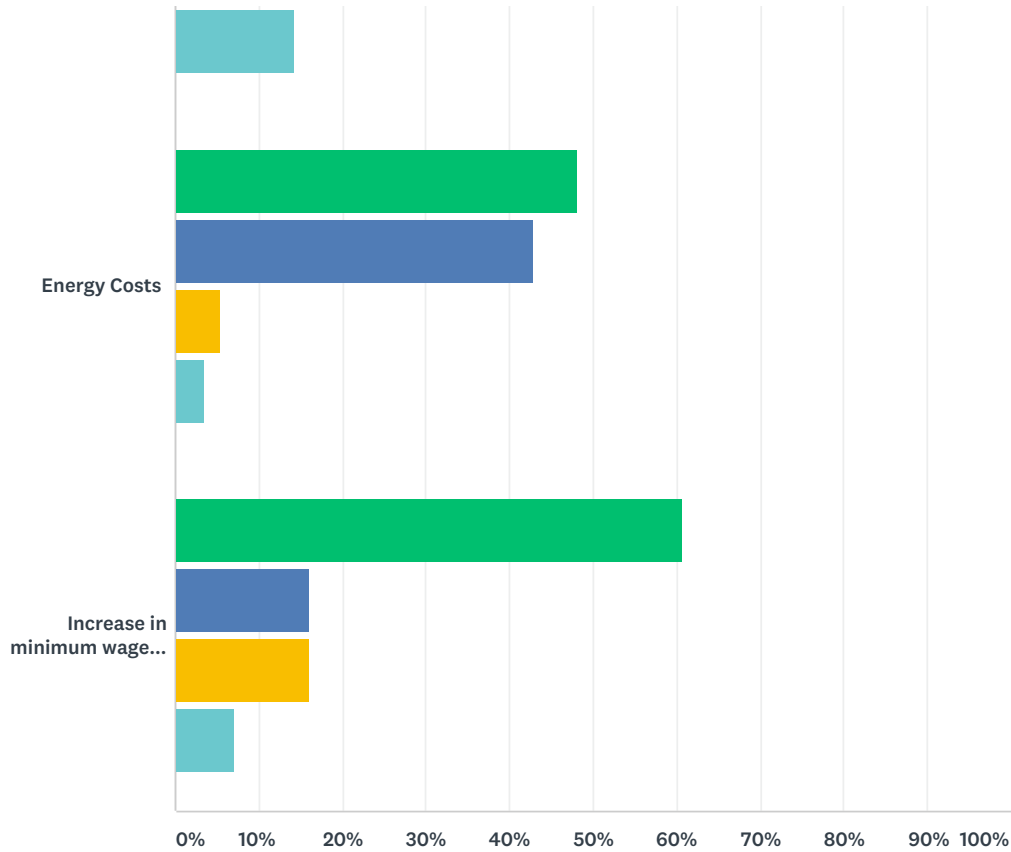
19	n/a	8/29/2017 2:09 PM
20	Managing growth	8/29/2017 1:12 PM
21	Keeping up with invoicing	8/29/2017 1:05 PM
22	Wynne	8/29/2017 1:01 PM
23	Employee taxes	8/29/2017 12:44 PM
24	finding more good clients	8/29/2017 12:37 PM
25	Bill 148	8/29/2017 12:30 PM
26	catching up our technology after years of not developing our systems	8/29/2017 12:28 PM
27	recruiting	8/29/2017 12:26 PM
28	Minimum wage hike	8/29/2017 12:24 PM
29	x	8/29/2017 12:20 PM
30	taxes	8/29/2017 11:45 AM
31	affordable advertising for a small business	8/29/2017 11:27 AM
32	infrastructure	8/29/2017 11:24 AM
33	federal tax changes	8/29/2017 11:23 AM
34	Skilled Labour Retention	8/29/2017 11:23 AM
35	Morneau /CRA proposals,which negate just about every estate plan done in the last fifty years.	8/29/2017 11:21 AM
36	Managing in a Unionized Environment	8/29/2017 11:12 AM
37	property taxes	8/29/2017 11:03 AM
38	shortage of skilled labor	8/29/2017 10:55 AM
39	seasonal issues	8/29/2017 10:53 AM
40	Federal changes to taxation of holdco and dividends	8/29/2017 10:41 AM
41	Adapting to a rapidly growing and changing economy	8/29/2017 10:38 AM
42	Securing volunteers	8/1/2017 10:46 AM
43	Competition	7/24/2017 10:26 AM
44	funding	7/18/2017 12:08 PM
45	skilled labour	7/18/2017 10:53 AM
46	Volatile Steel Prices	7/18/2017 9:19 AM
47	Keeping up with regulatory changed	7/17/2017 6:56 PM
48	Retention	7/17/2017 3:25 PM
49	Awareness Employment possibilities within Business	7/17/2017 3:24 PM
50	Blending in with the new community	7/17/2017 3:18 PM
51	n/a	7/17/2017 2:49 PM
52	Finding suitable workers for the jobs available in our community	7/17/2017 2:43 PM
53	nothing at this time	7/17/2017 2:43 PM
54	Skilled labour shortage	7/17/2017 2:33 PM
55	even higher employment costs	7/17/2017 2:31 PM
56	property taxes	7/17/2017 2:26 PM

Q31 The Chamber hosts annual events where municipal, provincial, and federal leaders make presentations about priority issues for business. To help us determine topics for discussion, please indicate the level of urgency you would give to each of the issues below using the choices provided.

Answered: 56 Skipped: 13







■ Critical   
 ■ Important   
 ■ Somewhat Important   
 ■ Not Important

	CRITICAL	IMPORTANT	SOMEWHAT IMPORTANT	NOT IMPORTANT	TOTAL
Skilled labour shortage	46.43% 26	35.71% 20	14.29% 8	3.57% 2	56
Property tax	26.79% 15	46.43% 26	19.64% 11	7.14% 4	56
Attracting new business / retaining existing business in our community	44.64% 25	46.43% 26	8.93% 5	0.00% 0	56
Health care - the doctor shortage	33.93% 19	32.14% 18	23.21% 13	10.71% 6	56
Transportation - new Hwy 24	17.86% 10	39.29% 22	33.93% 19	8.93% 5	56
Education / training	28.57% 16	50.00% 28	16.07% 9	5.36% 3	56
WSIB	14.29% 8	26.79% 15	46.43% 26	12.50% 7	56
Community safety	23.21% 13	35.71% 20	30.36% 17	10.71% 6	56
Traffic & congestion within Brantford-Brant	14.29% 8	30.36% 17	44.64% 25	10.71% 6	56
Affordable housing	23.21% 13	33.93% 19	28.57% 16	14.29% 8	56
Energy Costs	48.21% 27	42.86% 24	5.36% 3	3.57% 2	56

Increase in minimum wage rate	60.71% 34	16.07% 9	16.07% 9	7.14% 4	56
-------------------------------	--------------	-------------	-------------	------------	----

#	PLEASE LIST BELOW ANY ISSUE(S) OF PRIORITY TO YOU NOT MENTIONED ABOVE:	DATE
1	Trump administration and it's effect on export.	9/1/2017 10:42 AM
2	Why isn't there a spot in this survey to express our overall satisfaction with the Chamber, how the Chamber could better position itself in the community or how we could get more members to attend network events? From my experience the majority of members who join or who go to networking events are there to meet and help other businesses... but it's the same people going to the network meetings. How can we get the manufacturers and other businesses to attend events? It should be noted that the CEO of the Chamber has never even spoken to me to welcome me to the Chamber. Before joining I was shocked how many people had mentioned to me (from within Brantford and surrounding areas) their negative views of the Brantford-Brant Chamber leadership, how reserved and cliquy the CEO is... but now I see it. The other staff have been terrific, very welcoming and wanting to help in anyway. Maybe it's time for a change in leadership?	8/30/2017 8:07 AM
3	Brant Avenue Congestion - linking the North End and West End of city.	8/29/2017 2:48 PM
4	.No GO Trains .Presently roads need fixing	8/29/2017 1:05 PM
5	none	8/29/2017 1:01 PM
6	The increase in the minimum wage needs to be addressed asap before irreparable damage is done to the Ontario economy and job market . This is the most important issue that faces us . Secondly is the horrendous price for Ontario Hydro . All others are secondary to these two issues .	8/29/2017 12:37 PM
7	NA	8/29/2017 12:30 PM
8	Na	8/29/2017 12:24 PM
9	lower tax rates by: decreasing cost of government increasing efficiency of government reducing government programs	8/29/2017 11:45 AM
10	health care facilities	8/29/2017 11:24 AM
11	none	7/18/2017 10:53 AM
12	N/A	7/17/2017 3:18 PM
13	N/A	7/17/2017 2:49 PM
14	The City of Kingston has a new slogan " Open for Business" but unfortunately Brantford has no new vision. We have not had a visionary mayor for years and the Chamber should try and create a vision that any self respecting politician could steal. The city today is very much like the city fifty years ago and probably going to get worse unless someone creates the vision and then makes sure it happens. We cannot even compete with the closest municipal government and that is the County of Brant.	7/17/2017 2:43 PM



## Q32 What do you believe is the single biggest municipal issue in our community?

Answered: 56 Skipped: 13

#	RESPONSES	DATE
1	Shortage of skilled workers to fill critical positions	9/5/2017 12:35 PM
2	Many people are without hope and purpose	9/5/2017 11:19 AM
3	No extensive re cycling program. Too much stuff going to landfill	9/3/2017 9:38 AM
4	infrastructure	9/1/2017 12:00 PM
5	taxes	9/1/2017 10:42 AM
6	Not able to answer	8/31/2017 6:18 PM
7	Increasing the supply of skilled labour to our community.	8/31/2017 12:26 PM
8	- Leadership - Lack of developable lands	8/30/2017 11:51 AM
9	Property tax and energy costs	8/30/2017 10:12 AM
10	Available lands	8/30/2017 9:25 AM
11	not sure	8/30/2017 8:07 AM
12	Lack of quality leadership	8/30/2017 7:57 AM
13	Poverty	8/29/2017 6:31 PM
14	We are new to the community so cannot speak of issues currently.	8/29/2017 3:29 PM
15	Property tax	8/29/2017 2:48 PM
16	Healthcare. Or lack thereof. More doctors are needed and that needs to happen immediately. We're a rapidly growing community and we don't have enough doctors to service the population.	8/29/2017 2:44 PM
17	n/a	8/29/2017 2:18 PM
18	.	8/29/2017 2:16 PM
19	Skilled labour shortages	8/29/2017 2:09 PM
20	Supporting our own businesses in Brantford-Brant	8/29/2017 1:12 PM
21	Energy costs	8/29/2017 1:05 PM
22	Property tax rates	8/29/2017 1:01 PM
23	low-income	8/29/2017 12:44 PM
24	Minimum wage hikes	8/29/2017 12:37 PM
25	Affordable Housing	8/29/2017 12:30 PM
26	?	8/29/2017 12:28 PM
27	work shortage	8/29/2017 12:26 PM
28	Commercial rental rates are too high and driving small businesses out of town.	8/29/2017 12:24 PM
29	x	8/29/2017 12:20 PM
30	property tax rates	8/29/2017 11:45 AM
31	Downtown business development	8/29/2017 11:27 AM
32	regional governance and planning	8/29/2017 11:24 AM
33	taxation & spending	8/29/2017 11:23 AM
34	Under employed citizens	8/29/2017 11:23 AM
35	Taking on every issue that arises	8/29/2017 11:21 AM

36	skilled labour shortage	8/29/2017 11:12 AM
37	increasing taxes	8/29/2017 11:03 AM
38	n/a	8/29/2017 10:55 AM
39	Business taxes - and new minimum wage policy	8/29/2017 10:53 AM
40	developing land to locate new businesses	8/29/2017 10:41 AM
41	servicing land	8/29/2017 10:38 AM
42	Educational shortfalls	8/1/2017 10:46 AM
43	a	7/24/2017 10:26 AM
44	Sustained growth	7/18/2017 12:08 PM
45	skilled labour	7/18/2017 10:53 AM
46	Shortage of skilled trades	7/18/2017 9:19 AM
47	Taxes	7/17/2017 6:56 PM
48	Lack of Trades	7/17/2017 3:25 PM
49	No comment	7/17/2017 3:24 PM
50	Too early to assess as we have just moved into this community 3 months ago.	7/17/2017 3:18 PM
51	N/A	7/17/2017 2:49 PM
52	Lack of available skilled workers.	7/17/2017 2:43 PM
53	Taxes	7/17/2017 2:43 PM
54	Council not appreciating business when making decisions or policy changes	7/17/2017 2:33 PM
55	the new higher min wage	7/17/2017 2:31 PM
56	taxes	7/17/2017 2:26 PM

### Q33 What single action by your municipality in the past two years has been the most positive for your business?

Answered: 56 Skipped: 13

#	RESPONSES	DATE
1	Expansion/addition of post secondary partners in Brantford-Brant	9/5/2017 12:35 PM
2	?	9/5/2017 11:19 AM
3	No idea	9/3/2017 9:38 AM
4	advocacy for kids	9/1/2017 12:00 PM
5	not applicable	9/1/2017 10:42 AM
6	Support for the Brantford-Brant Business Resource Enterprise Centre. Taken advantage of training and resources.	8/31/2017 6:18 PM
7	Attracting new businesses and jobs	8/31/2017 12:26 PM
8	- boundary	8/30/2017 11:51 AM
9	Hiring changes with temporary agencies	8/30/2017 10:12 AM
10	Continuing to attract new business	8/30/2017 9:25 AM
11	not sure	8/30/2017 8:07 AM
12	-	8/30/2017 7:57 AM
13	location	8/29/2017 6:31 PM
14	N/A	8/29/2017 3:29 PM
15	Highway access	8/29/2017 2:48 PM
16	I don't think anything that the local municipality has done has radically impacted my business over the past two years.	8/29/2017 2:44 PM
17	n/a	8/29/2017 2:18 PM
18	.	8/29/2017 2:16 PM
19	N/A	8/29/2017 2:09 PM
20	?	8/29/2017 1:12 PM
21	Cannot recall	8/29/2017 1:05 PM
22	nothing	8/29/2017 1:01 PM
23	We haven't been open for a year yet	8/29/2017 12:44 PM
24	government grant to help train new employees	8/29/2017 12:37 PM
25	None	8/29/2017 12:30 PM
26	?	8/29/2017 12:28 PM
27	nothing	8/29/2017 12:26 PM
28	Don't know	8/29/2017 12:24 PM
29	x	8/29/2017 12:20 PM
30	increased residential construction	8/29/2017 11:45 AM
31	Nothing has actually affected my business personally	8/29/2017 11:27 AM
32	transfer boundaries with Brant	8/29/2017 11:24 AM
33	support of downtown & laurier	8/29/2017 11:23 AM
34	New development has made Brantford more attractive for new employees to want to move here.	8/29/2017 11:23 AM

35	Can't think of one!	8/29/2017 11:21 AM
36	Continued focus on affordable housing	8/29/2017 11:12 AM
37	none	8/29/2017 11:03 AM
38	n/a	8/29/2017 10:55 AM
39	not sure	8/29/2017 10:53 AM
40	purchase of development lands	8/29/2017 10:41 AM
41	n/a	8/29/2017 10:38 AM
42	Smart Brantford	8/1/2017 10:46 AM
43	a	7/24/2017 10:26 AM
44	Continued support	7/18/2017 12:08 PM
45	attracting new business	7/18/2017 10:53 AM
46	Can't think of one	7/18/2017 9:19 AM
47	N/A	7/17/2017 6:56 PM
48	Not aware of any	7/17/2017 3:25 PM
49	No comment	7/17/2017 3:24 PM
50	N/A	7/17/2017 3:18 PM
51	N/A	7/17/2017 2:49 PM
52	I am not certain.	7/17/2017 2:43 PM
53	none	7/17/2017 2:43 PM
54	boundary adjustment	7/17/2017 2:33 PM
55	not sure	7/17/2017 2:31 PM
56	boundary adjustment	7/17/2017 2:26 PM

## Q34 What do you believe is the single biggest provincial issue in our community?

Answered: 56 Skipped: 13

#	RESPONSES	DATE
1	Energy costs	9/5/2017 12:35 PM
2	?	9/5/2017 11:19 AM
3	No idea	9/3/2017 9:38 AM
4	minimum wage and compression	9/1/2017 12:00 PM
5	utilities	9/1/2017 10:42 AM
6	Fair wages proposed legislation	8/31/2017 6:18 PM
7	None	8/31/2017 12:26 PM
8	- Bill 148	8/30/2017 11:51 AM
9	Cost of living	8/30/2017 10:12 AM
10	Escalating costs...energy, increased minimum wage, etc.	8/30/2017 9:25 AM
11	not sure	8/30/2017 8:07 AM
12	-	8/30/2017 7:57 AM
13	grants	8/29/2017 6:31 PM
14	We are new to the community so cannot speak of issues currently.	8/29/2017 3:29 PM
15	Keeping good jobs in Brantford	8/29/2017 2:48 PM
16	The amount of local physicians and the size and funding of local hospitals.	8/29/2017 2:44 PM
17	n/a	8/29/2017 2:18 PM
18	pending minimum wage increase	8/29/2017 2:16 PM
19	Minimum wage increase and the impact to businesses. Increasing energy costs	8/29/2017 2:09 PM
20	Energy costs	8/29/2017 1:12 PM
21	Training older workers with new technology so that they can contribute more in their place of employment and in turn so that they can feel personally fulfilled and proud of their achievements.	8/29/2017 1:05 PM
22	energy costs	8/29/2017 1:01 PM
23	electrical costs	8/29/2017 12:44 PM
24	Kathleen Wynne	8/29/2017 12:37 PM
25	Bill 148	8/29/2017 12:30 PM
26	Minimum wage	8/29/2017 12:28 PM
27	schooling and education	8/29/2017 12:26 PM
28	Hydro rates/squandered tax dollars	8/29/2017 12:24 PM
29	x	8/29/2017 12:20 PM
30	hydro and minimum wage	8/29/2017 11:45 AM
31	Doctor accessibility / energy costs	8/29/2017 11:27 AM
32	integrated health system planning - programs and facilities	8/29/2017 11:24 AM
33	out of touch and incompetent Premier & government. Minimum wage, green energy, etc, etc	8/29/2017 11:23 AM
34	Lack of adequate skills development	8/29/2017 11:23 AM
35	Hydro	8/29/2017 11:21 AM

36	Bill 148	8/29/2017 11:12 AM
37	minimum wage	8/29/2017 11:03 AM
38	n/a	8/29/2017 10:55 AM
39	Minimum wage increase	8/29/2017 10:53 AM
40	new fairwork legislation,	8/29/2017 10:41 AM
41	Infrastructure	8/29/2017 10:38 AM
42	Need for more child care	8/1/2017 10:46 AM
43	a	7/24/2017 10:26 AM
44	A growing level of legislative compliance	7/18/2017 12:08 PM
45	no comment	7/18/2017 10:53 AM
46	Energy Costs	7/18/2017 9:19 AM
47	Hydro	7/17/2017 6:56 PM
48	Wynn	7/17/2017 3:25 PM
49	No comment	7/17/2017 3:24 PM
50	Too early to assess as we have just moved into this community 3 months ago.	7/17/2017 3:18 PM
51	New proposed min. wage increases	7/17/2017 2:49 PM
52	Rapid increase in minimum wage.	7/17/2017 2:43 PM
53	electricity	7/17/2017 2:43 PM
54	possible impact of Bill 148	7/17/2017 2:33 PM
55	wage increase	7/17/2017 2:31 PM
56	taxes	7/17/2017 2:26 PM

## Q35 What single action by the Province of Ontario in the past two years has been the most positive for your business?

Answered: 56 Skipped: 13

#	RESPONSES	DATE
1	unsure	9/5/2017 12:35 PM
2	?	9/5/2017 11:19 AM
3	Mortgage rules	9/3/2017 9:38 AM
4	ending CCACs	9/1/2017 12:00 PM
5	not applicable	9/1/2017 10:42 AM
6	Not able to answer	8/31/2017 6:18 PM
7	N/A	8/31/2017 12:26 PM
8	- none, it has been a constant drain	8/30/2017 11:51 AM
9	Employer health tax exemption limit has been frozen	8/30/2017 10:12 AM
10	Good question...	8/30/2017 9:25 AM
11	not sure	8/30/2017 8:07 AM
12	-	8/30/2017 7:57 AM
13	business education	8/29/2017 6:31 PM
14	N/A	8/29/2017 3:29 PM
15	Unable to single out an action - but any benefit to improve overall health care or aboriginal rights and standard living improvements would be on my list	8/29/2017 2:48 PM
16	None.	8/29/2017 2:44 PM
17	n/a	8/29/2017 2:18 PM
18	.	8/29/2017 2:16 PM
19	N/a	8/29/2017 2:09 PM
20	?	8/29/2017 1:12 PM
21	Cannot recall	8/29/2017 1:05 PM
22	They've done nothing positive	8/29/2017 1:01 PM
23	none	8/29/2017 12:44 PM
24	Nothing	8/29/2017 12:37 PM
25	NONE	8/29/2017 12:30 PM
26	supporting dairy supply management	8/29/2017 12:28 PM
27	don't know	8/29/2017 12:26 PM
28	Nothing, Kathleen Wynne is destroying our province.	8/29/2017 12:24 PM
29	x	8/29/2017 12:20 PM
30	none	8/29/2017 11:45 AM
31	Nothing has directly affected my business	8/29/2017 11:27 AM
32	modest increase in healthcare funding	8/29/2017 11:24 AM
33	nothing	8/29/2017 11:23 AM
34	Access to funding	8/29/2017 11:23 AM
35	None	8/29/2017 11:21 AM

36	Increase in funding	8/29/2017 11:12 AM
37	hydro rate reduction	8/29/2017 11:03 AM
38	n/a	8/29/2017 10:55 AM
39	Not going forward with the Ontario Pension Plan	8/29/2017 10:53 AM
40	updating the construction lien act	8/29/2017 10:41 AM
41	n/a	8/29/2017 10:38 AM
42	Streamlining funding for child care into the ministry of Ed	8/1/2017 10:46 AM
43	a	7/24/2017 10:26 AM
44	-	7/18/2017 12:08 PM
45	no comment	7/18/2017 10:53 AM
46	Nothing	7/18/2017 9:19 AM
47	N/A	7/17/2017 6:56 PM
48	Not aware of any	7/17/2017 3:25 PM
49	No comment	7/17/2017 3:24 PM
50	N/A	7/17/2017 3:18 PM
51	n?a	7/17/2017 2:49 PM
52	I am not certain.	7/17/2017 2:43 PM
53	none	7/17/2017 2:43 PM
54	nothing comes to mind of a positive nature	7/17/2017 2:33 PM
55	not sure	7/17/2017 2:31 PM
56	boundary adjustment	7/17/2017 2:26 PM



## Q36 What do you believe is the biggest federal issue in our community?

Answered: 56 Skipped: 13

#	RESPONSES	DATE
1	unsure	9/5/2017 12:35 PM
2	?	9/5/2017 11:19 AM
3	Nothing	9/3/2017 9:38 AM
4	aligning health policy with provincial oversight	9/1/2017 12:00 PM
5	NAFTA	9/1/2017 10:42 AM
6	Discussion on holding companies and proposed changes.	8/31/2017 6:18 PM
7	None	8/31/2017 12:26 PM
8	- Income Tax Reform	8/30/2017 11:51 AM
9	Carbon taxes, and cap and trade implementation	8/30/2017 10:12 AM
10	Increasing deficit	8/30/2017 9:25 AM
11	not sure	8/30/2017 8:07 AM
12	-	8/30/2017 7:57 AM
13	wage increases	8/29/2017 6:31 PM
14	We are new to the community so cannot speak of issues currently.	8/29/2017 3:29 PM
15	Education and sustainability	8/29/2017 2:48 PM
16	Healthcare funding.	8/29/2017 2:44 PM
17	not enough funding	8/29/2017 2:18 PM
18	.	8/29/2017 2:16 PM
19	N/a	8/29/2017 2:09 PM
20	?	8/29/2017 1:12 PM
21	Cannot recall	8/29/2017 1:05 PM
22	The attack on small business	8/29/2017 1:01 PM
23	not sure	8/29/2017 12:44 PM
24	Mr Trudeau	8/29/2017 12:37 PM
25	Too many tolist	8/29/2017 12:30 PM
26	?	8/29/2017 12:28 PM
27	education	8/29/2017 12:26 PM
28	Not sure	8/29/2017 12:24 PM
29	x	8/29/2017 12:20 PM
30	native issues	8/29/2017 11:45 AM
31	I'm not sure that I have a single answer that stands out more than anything else.	8/29/2017 11:27 AM
32	indigenous peoples issues	8/29/2017 11:24 AM
33	aboriginal issues	8/29/2017 11:23 AM
34	Resolution to land claim issues so that the community can complete transportation projects to connect West Brant to the rest of the city.	8/29/2017 11:23 AM
35	Excessive taxation	8/29/2017 11:21 AM
36	Skills and Immigration	8/29/2017 11:12 AM

37	land claims	8/29/2017 11:03 AM
38	n/a	8/29/2017 10:55 AM
39	not sure	8/29/2017 10:53 AM
40	changes in taxation of dividends and holdcos and land settlements.	8/29/2017 10:41 AM
41	n/a	8/29/2017 10:38 AM
42	Land claims	8/1/2017 10:46 AM
43	a	7/24/2017 10:26 AM
44	-	7/18/2017 12:08 PM
45	Labour shortage	7/18/2017 10:53 AM
46	Lack of skilled trades in many sectors. Overall lack of effort convincing young people that trades are still good paying, secure jobs.	7/18/2017 9:19 AM
47	Lack of budget restrain	7/17/2017 6:56 PM
48	Not aware of what the biggest is	7/17/2017 3:25 PM
49	No comment	7/17/2017 3:24 PM
50	Too early to assess as we have just moved into this community 3 months ago.	7/17/2017 3:18 PM
51	N/A	7/17/2017 2:49 PM
52	I am not certain.	7/17/2017 2:43 PM
53	We are non-existent	7/17/2017 2:43 PM
54	infrastructure funding and land claims	7/17/2017 2:33 PM
55	fewer grants	7/17/2017 2:31 PM
56	taxes	7/17/2017 2:26 PM

### Q37 What single action by the federal government in the past two years has been the most positive for your business?

Answered: 56 Skipped: 13

#	RESPONSES	DATE
1	unsure	9/5/2017 12:35 PM
2	?	9/5/2017 11:19 AM
3	Nothing	9/3/2017 9:38 AM
4	unable to say	9/1/2017 12:00 PM
5	not applicable	9/1/2017 10:42 AM
6	Not able to answer	8/31/2017 6:18 PM
7	N/A	8/31/2017 12:26 PM
8	- infrastructure spending	8/30/2017 11:51 AM
9	n/a	8/30/2017 10:12 AM
10	Another good question...	8/30/2017 9:25 AM
11	not sure	8/30/2017 8:07 AM
12	-	8/30/2017 7:57 AM
13	security	8/29/2017 6:31 PM
14	N/A	8/29/2017 3:29 PM
15	Grants and initiatives from SaveOnEnergy	8/29/2017 2:48 PM
16	None.	8/29/2017 2:44 PM
17	n/a	8/29/2017 2:18 PM
18	.	8/29/2017 2:16 PM
19	N/a	8/29/2017 2:09 PM
20	?	8/29/2017 1:12 PM
21	Cannot recall	8/29/2017 1:05 PM
22	They've done nothing positive	8/29/2017 1:01 PM
23	none yet	8/29/2017 12:44 PM
24	Nothing	8/29/2017 12:37 PM
25	NONE	8/29/2017 12:30 PM
26	supporting dairy supply management	8/29/2017 12:28 PM
27	don't know	8/29/2017 12:26 PM
28	Nothing	8/29/2017 12:24 PM
29	x	8/29/2017 12:20 PM
30	none	8/29/2017 11:45 AM
31	Nothing has directly affected my business	8/29/2017 11:27 AM
32	-	8/29/2017 11:24 AM
33	tax reductions of former Conservative gov.	8/29/2017 11:23 AM
34	Access to funding	8/29/2017 11:23 AM
35	None.	8/29/2017 11:21 AM

36	Private Members Motion M-430	8/29/2017 11:12 AM
37	none	8/29/2017 11:03 AM
38	n/a	8/29/2017 10:55 AM
39	not sure	8/29/2017 10:53 AM
40	they haven't started any wars yet.	8/29/2017 10:41 AM
41	n/a	8/29/2017 10:38 AM
42	Do not have an opinion	8/1/2017 10:46 AM
43	a	7/24/2017 10:26 AM
44	-	7/18/2017 12:08 PM
45	no comment	7/18/2017 10:53 AM
46	Starting to lay the ground work to save NAFTA from Trump. We export most of what we produce so this is very important for the long term survival of our company!	7/18/2017 9:19 AM
47	N/A	7/17/2017 6:56 PM
48	Not aware of what is most positive	7/17/2017 3:25 PM
49	No comment	7/17/2017 3:24 PM
50	N/A	7/17/2017 3:18 PM
51	n/A	7/17/2017 2:49 PM
52	I am not certain.	7/17/2017 2:43 PM
53	none	7/17/2017 2:43 PM
54	nothing comes to mind here either	7/17/2017 2:33 PM
55	not sure	7/17/2017 2:31 PM
56	grant money	7/17/2017 2:26 PM