



# Bennington Business/Employer Climate Survey

July 2015

# Survey Demographics

**45** Completed Responses

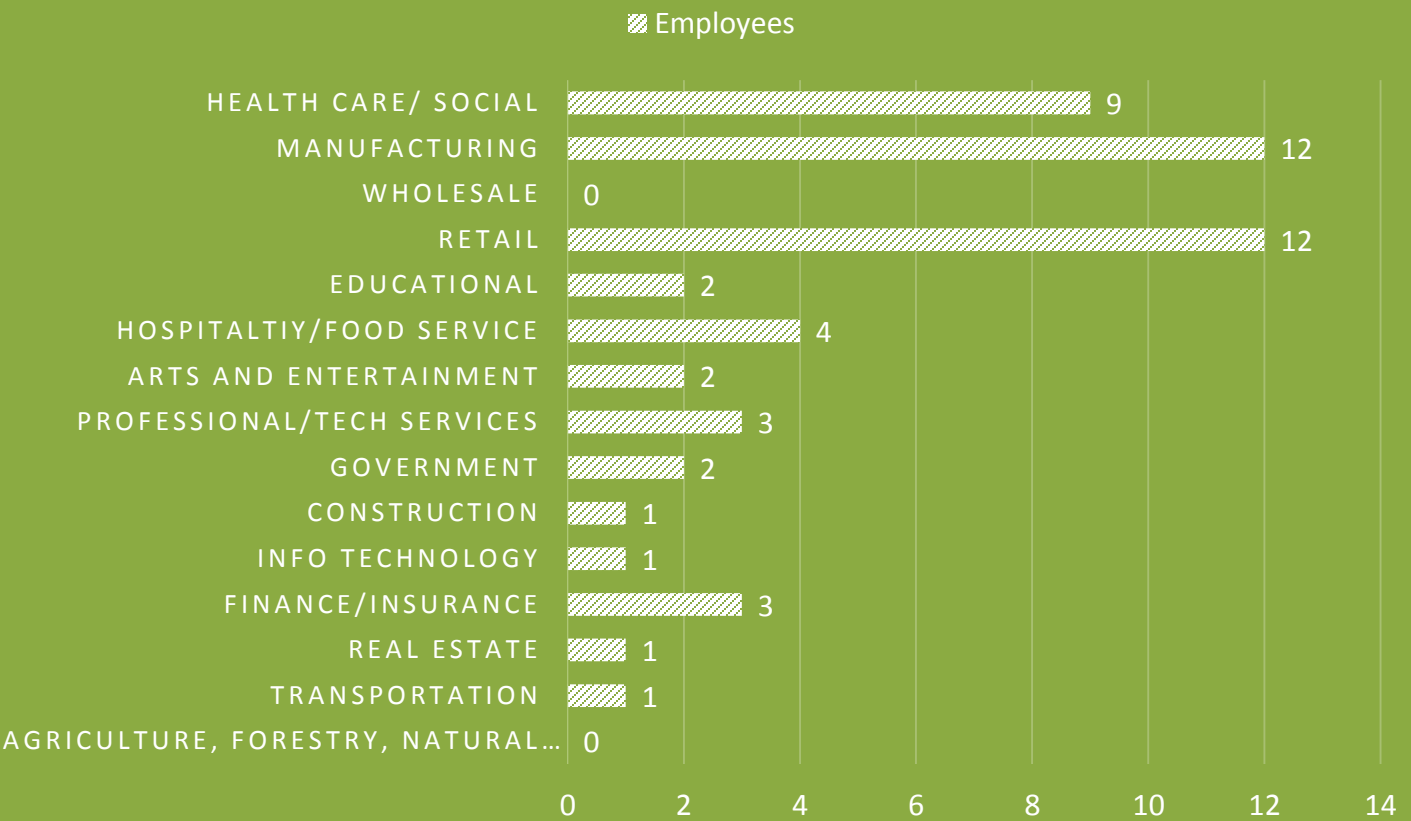
**34/yrs** Average longevity of responding businesses

# Purpose of Survey

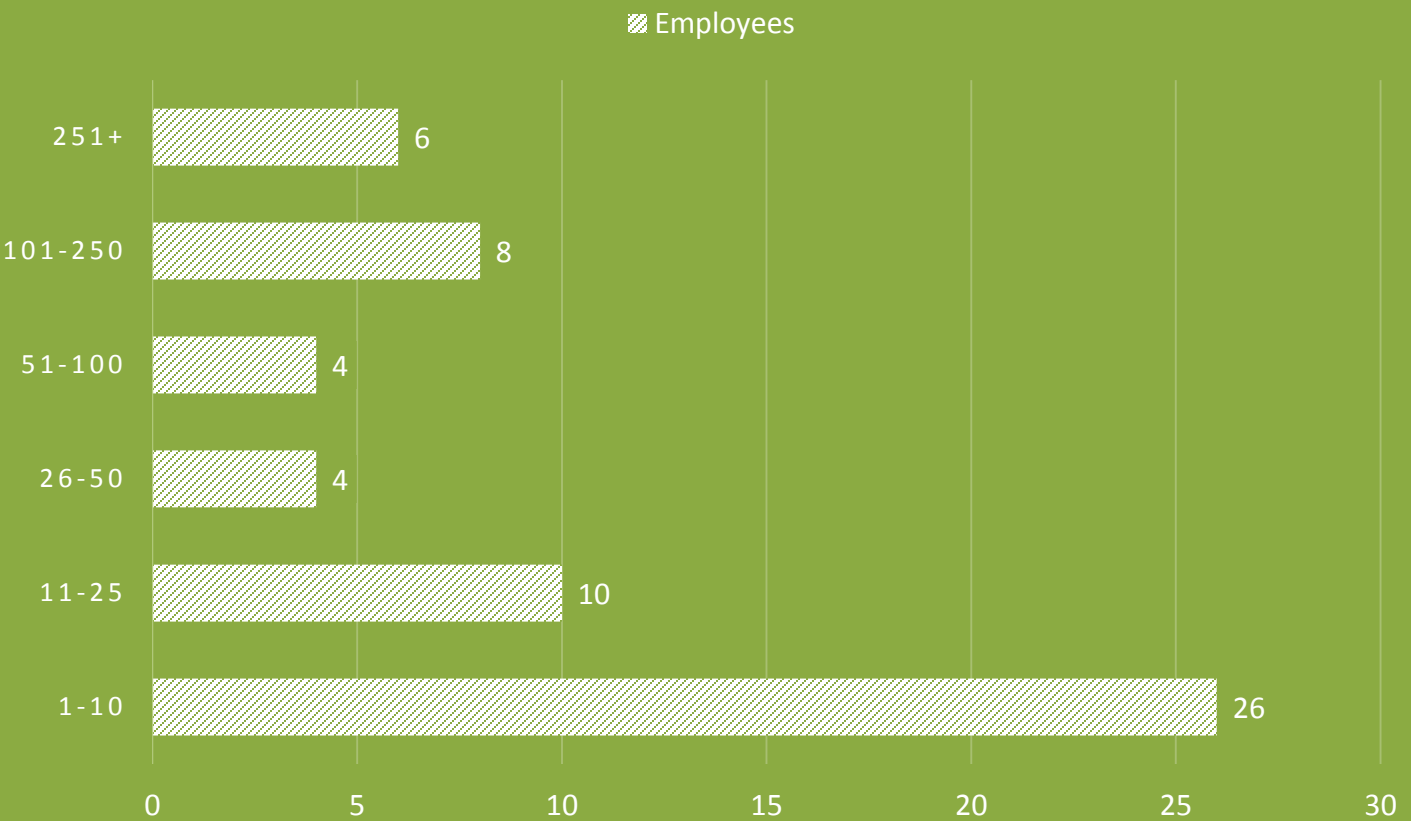
The Bennington Employer Climate Survey will be an annual evaluation tool used to:

- Obtain employers' opinions on what's working or not working in our town.
- Improve the municipality's ability to respond to the needs of businesses
- Identify ways to encourage business recruitment

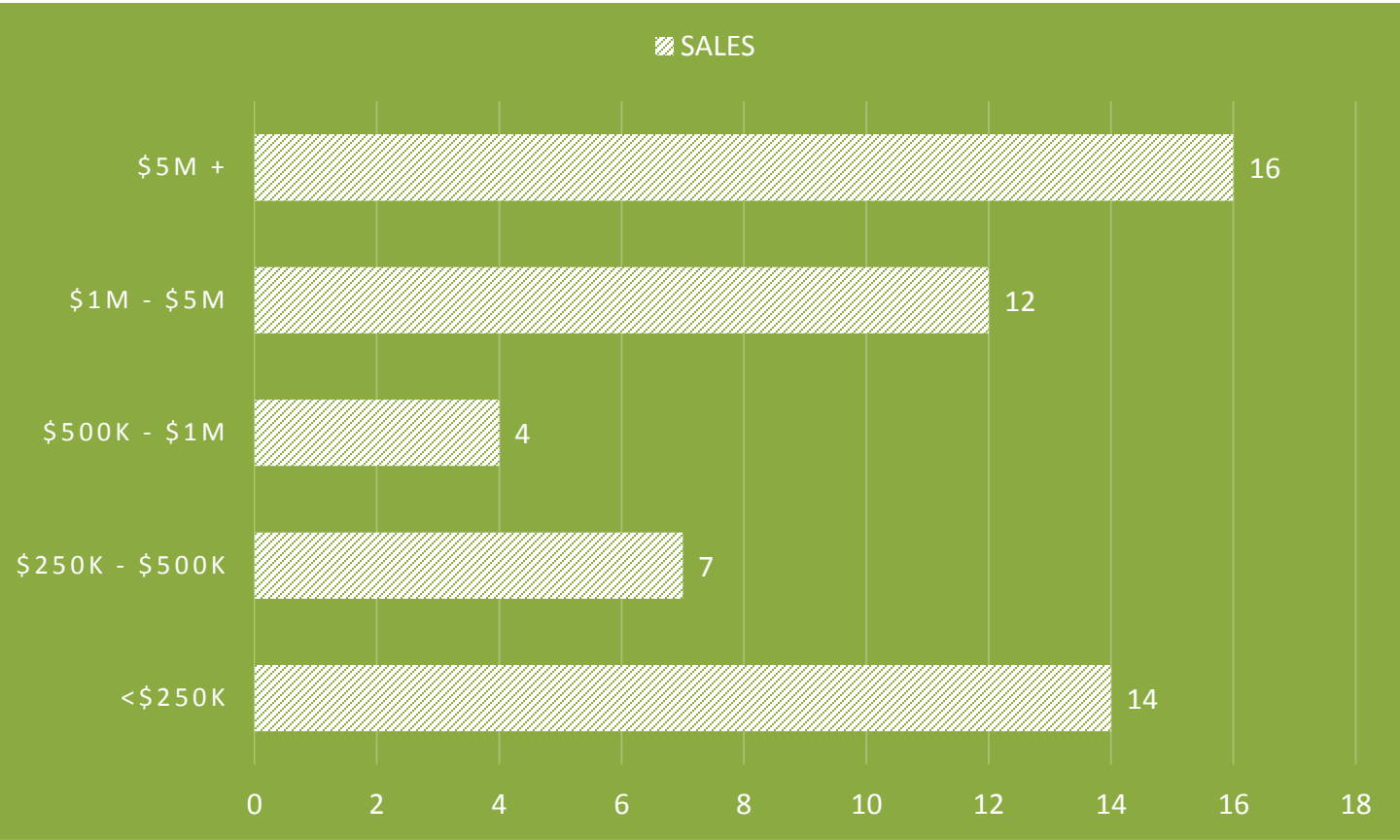
## Q2: What industry category best describes your organization?



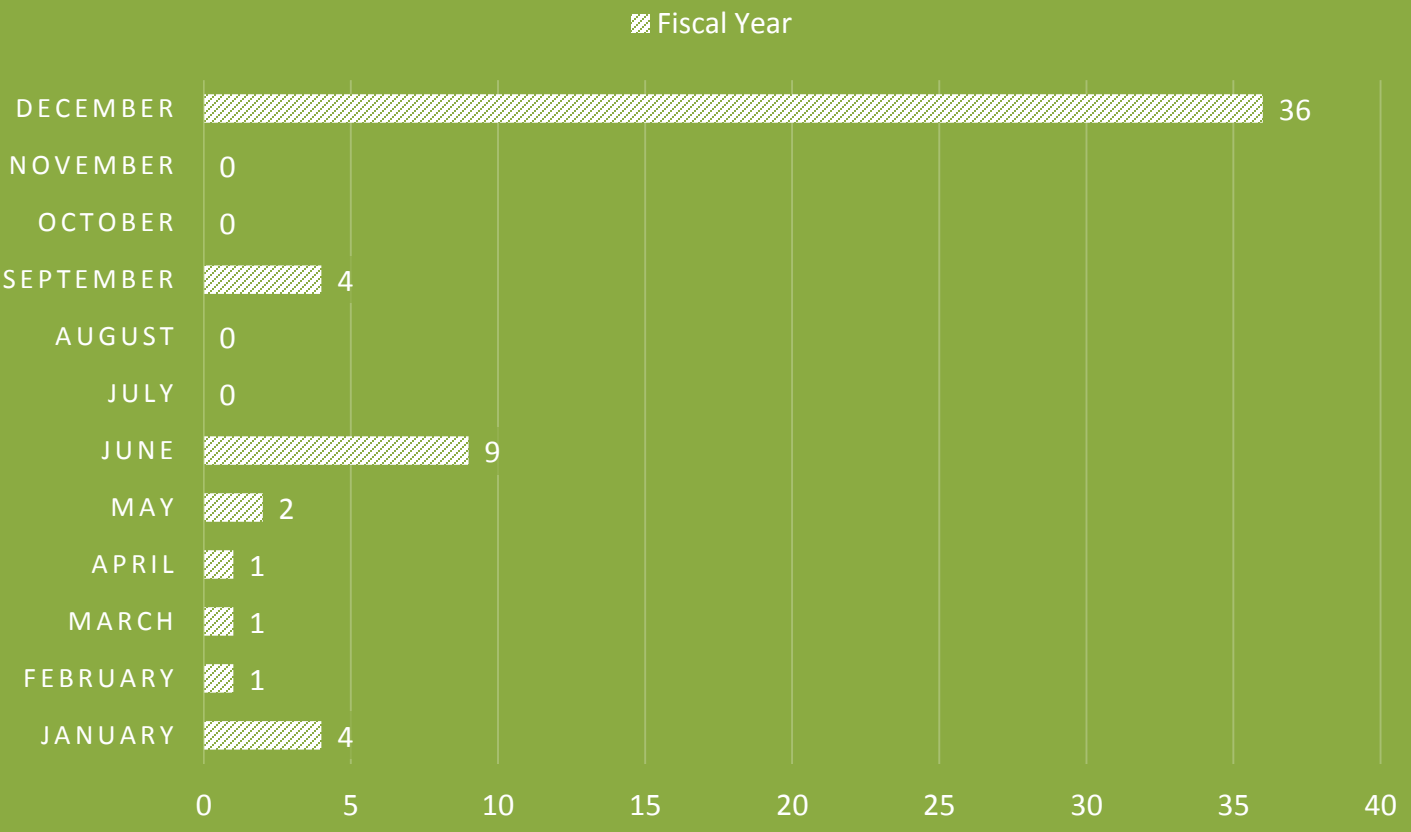
### Q3: How many employees do you have?



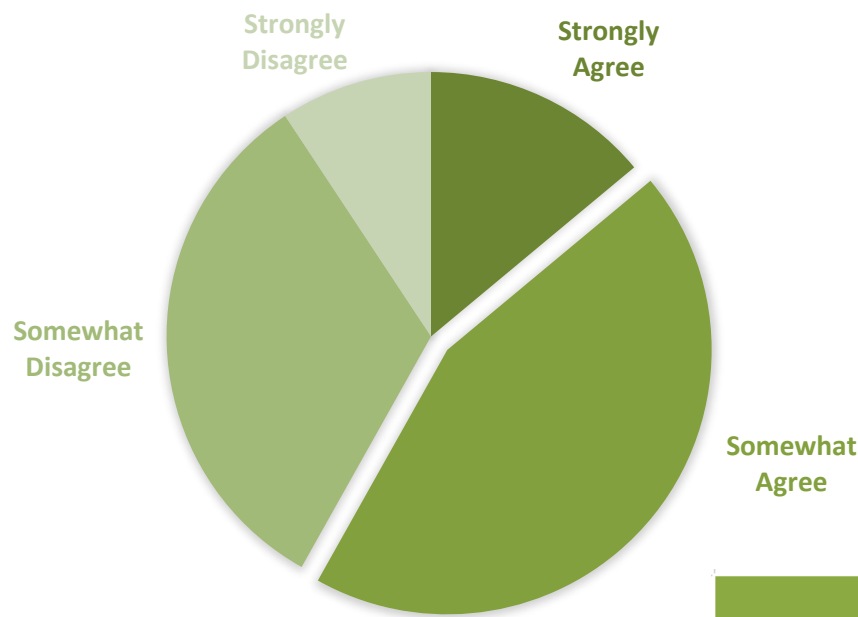
# Q4: What are your annual sales or revenues?



# Q5: When does your fiscal year end?



Q7: In general, I believe the Town of Bennington is doing a good job.

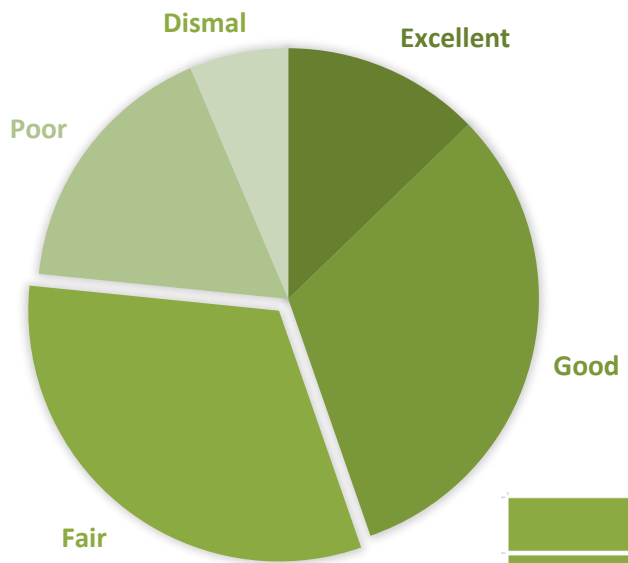


Average  
Satisfaction Rate  
**SOMEWHAT  
AGREE**  
2.59/4.00

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	TOTAL
Scale	(3.251+)	(2.51-3.25)	(1.751-2.5)	(1.0-1.75)	
Weight	4	3	2	1	
Response %	13.64%	43.18%	31.82%	11.36%	
Response #	6	19	14	5	44
Weighted Total	24	57	28	5	114
					2.59



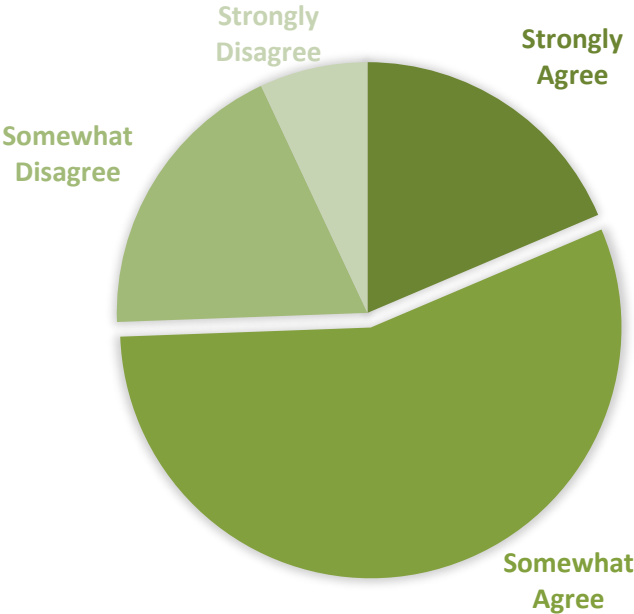
Q8: Overall, how would you rate Bennington as a place to operate a business?



Average  
Satisfaction Rate  
**FAIR**  
3.13/5.00

	Excellent	Good	Fair	Poor	Dismal	TOTAL
Scale	4.21-5.0	3.41-4.2	2.61-3.4	1.81-2.6	0.0-1.8	
Weight	5	4	3	2	1	
Response %	8.89%	33.33%	33.33%	17.78%	6.67%	
Response #	4	15	15	8	3	45
Weighted Total	20	60	45	16		141
						3.13

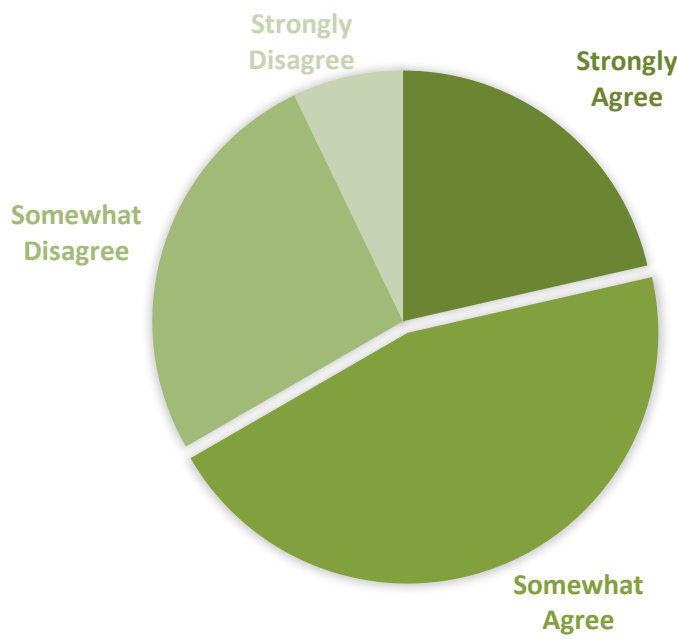
Q11: Please agree or disagree with the following statements.  
Bennington’s regulatory environment is fair to businesses and organizations.



Average  
Satisfaction Rate  
**SOMEWHAT  
AGREE**  
2.86/4.00

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	TOTAL
Scale	(3.251+)	(2.51-3.25)	(1.751-2.5)	(1.0-1.75)	
Weight	4	3	2	1	
Response %	18.60%	55.81%	18.60%	6.98%	
Response #	8	24	8	3	43
Weighted Total	32	72	16	3	123
					2.86

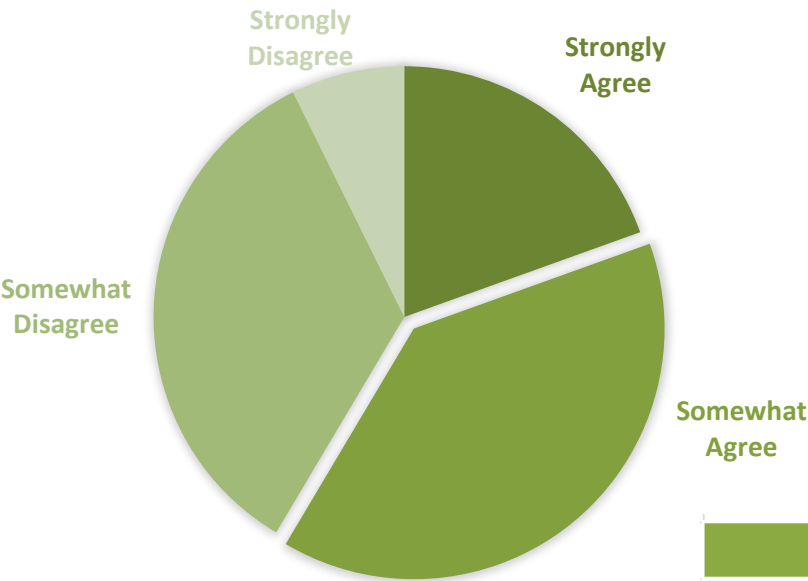
Q12: Bennington’s rules and regulations for businesses are readily accessible.



Average  
Satisfaction Rate  
**SOMEWHAT  
AGREE**  
2.81/4.00

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	TOTAL
Scale	(3.251+)	(2.51-3.25)	(1.751-2.5)	(1.0-1.75)	
Weight	4	3	2	1	
Response %	21.43%	45.24%	26.19%	7.14%	
Response #	9	19	11	3	42
Weighted Total	36	57	22	3	118
					2.81

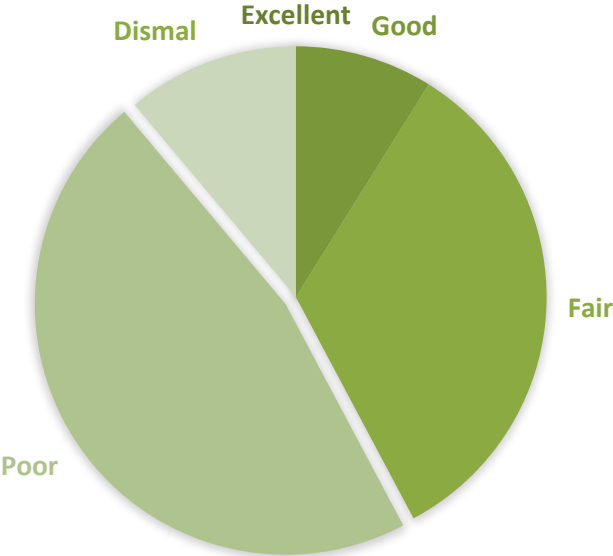
Q13: Bennington’s rules and regulations for businesses and organizations are easy to understand.



Average  
Satisfaction Rate  
**SOMEWHAT  
AGREE**  
2.71/4.00

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	TOTAL
Scale	(3.251+)	(2.51-3.25)	(1.751-2.5)	(1.0-1.75)	
Weight	4	3	2	1	
Response %	19.51%	39.02%	34.15%	7.32%	
Response #	8	16	14	3	41
Weighted Total	32	48	28	3	111
					2.71

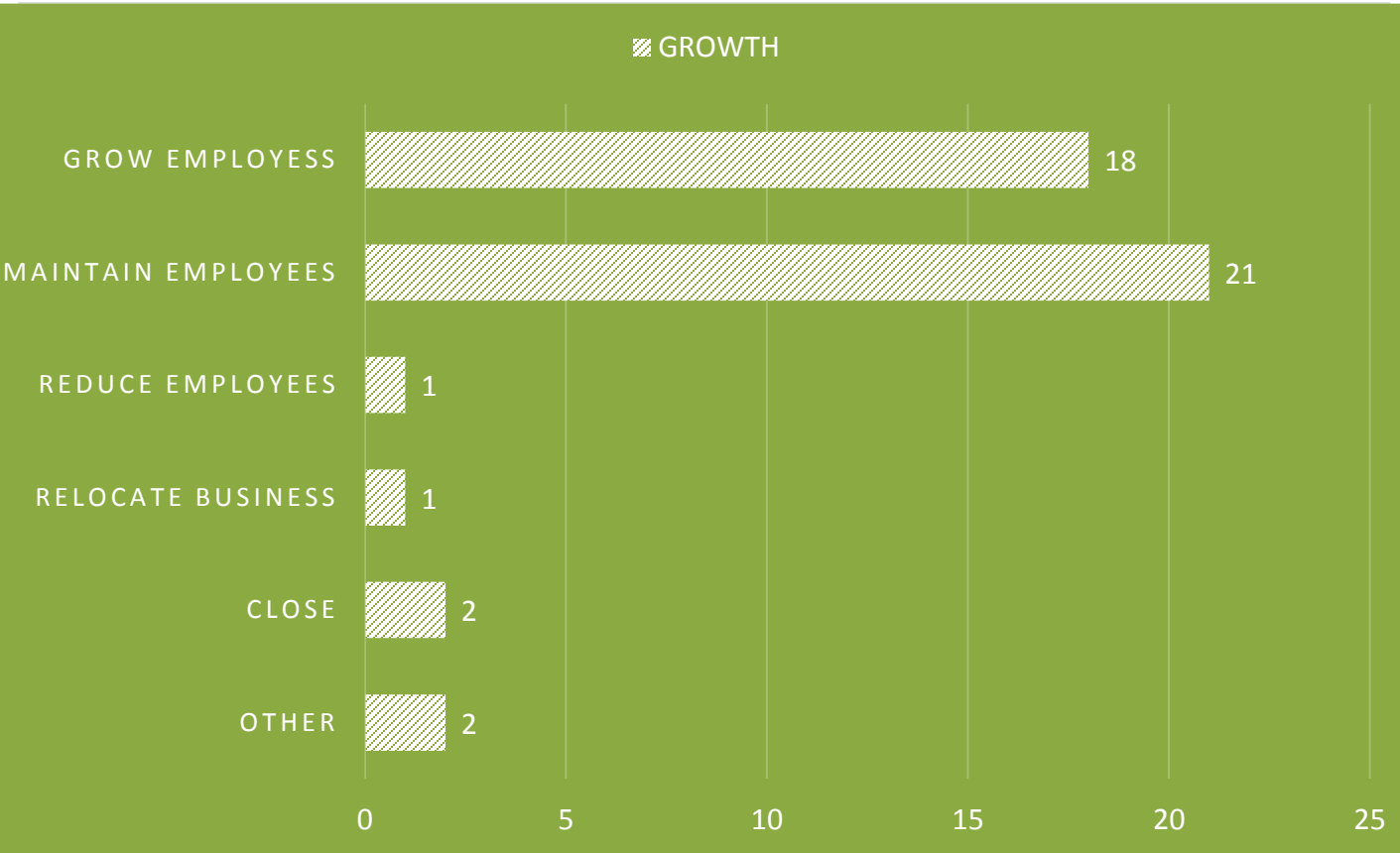
# Q14: How would you rate the health of Bennington's local economy?



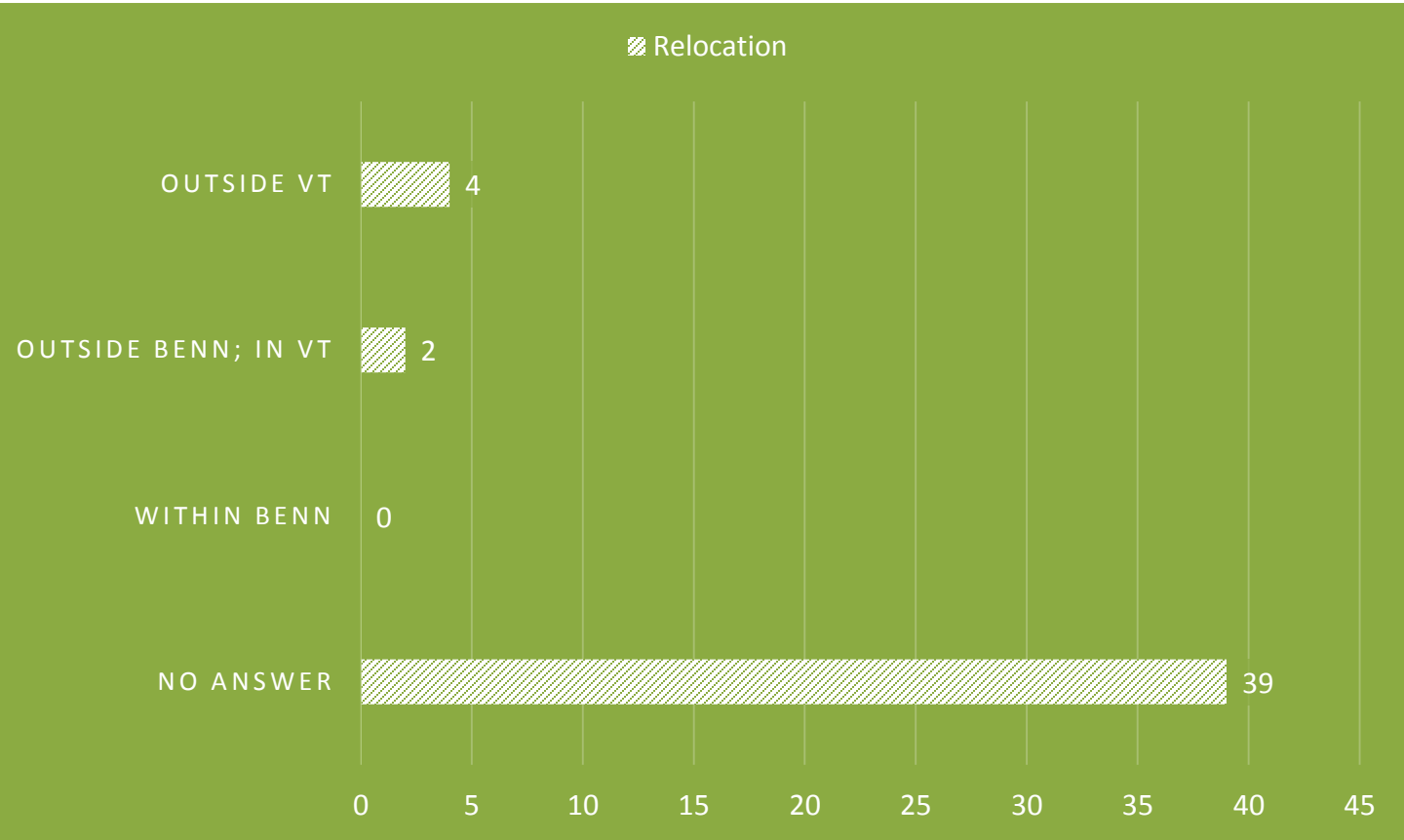
Average  
Satisfaction Rate  
**POOR**  
2.40/5.00

	Excellent	Good	Fair	Poor	Dismal	TOTAL
Scale	4.21-5.0	3.41-4.2	2.61-3.4	1.81-2.6	0.0-1.8	
Weight	5	4	3	2	1	
Response %	0.00%	8.89%	33.33%	46.67%	11.11%	
Response #	0	4	15	21	5	45
Weighted Total	0	16	45	42	5	108
						2.40

Q15: Over the next 12 months, my business or organization is most likely to.....

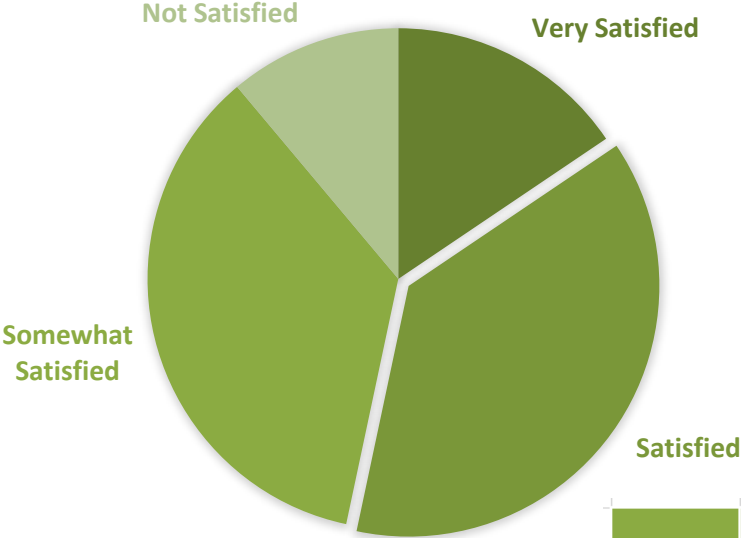


**Q16: If your business or organization is planning on relocating, to where will it be moving?**



Q18: How satisfied are you with the overall level and quality of services provided by the Town of Bennington?

Average  
Satisfaction Rate  
**SATISFIED**  
2.58/4.00



	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	N/A	TOTAL
Scale	(3.251+)	(2.51-3.25)	(1.75-2.5)	(1.0-1.75)		
Weight	4	3	2	1		
Response %	15.56%	37.78%	35.56%	11.11%		
Response #	7	17	16	5		45
Weighted Total	28	51	32	5		116
						2.58



Q19: Please rate how satisfied you are with each of the following services: Lighting, condition, and maintenance of streets and sidewalks.

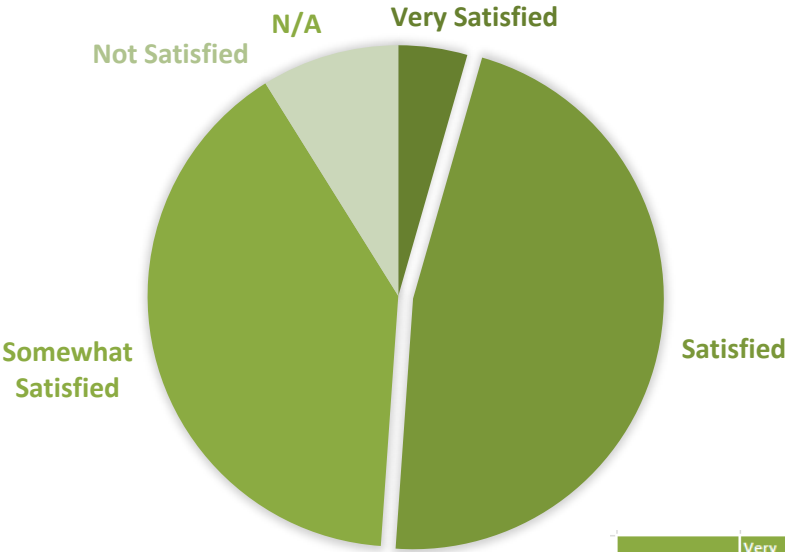


Average  
Satisfaction Rate  
**SOMEWHAT  
SATISFIED**  
2.49/4.00

	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	N/A	TOTAL
Scale	(3.251+)	(2.51-3.25)	(1.75-2.5)	(1.0-1.75)		
Weight	4	3	2	1		
Response %	8.89%	42.22%	37.78%	11.11%		
Response #	4	19	17	5		45
Weighted Total	16	57	34	5		112
						2.49

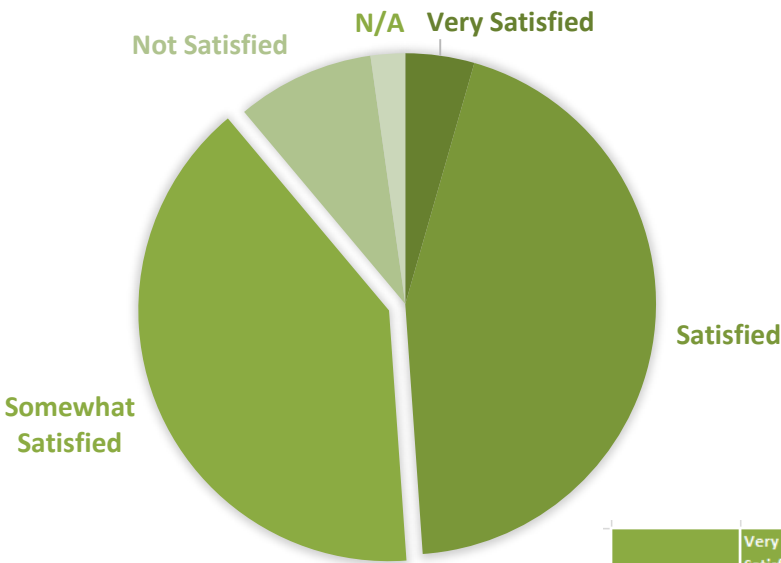
Q20: Enforcement of ordinances for issues such as property and noise.

Average  
Satisfaction Rate  
**SATISFIED**  
2.61/4.00



	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	N/A	TOTAL
Scale	(3.251+)	(2.51-3.25)	(1.75-2.5)	(1.0-1.75)		
Weight	4	3	2	1		
Response %	4.88%	51.22%	43.90%	0.00%		
Response #	2	21	18	0	4	41
Weighted Total	8	63	36	0		107
						2.61

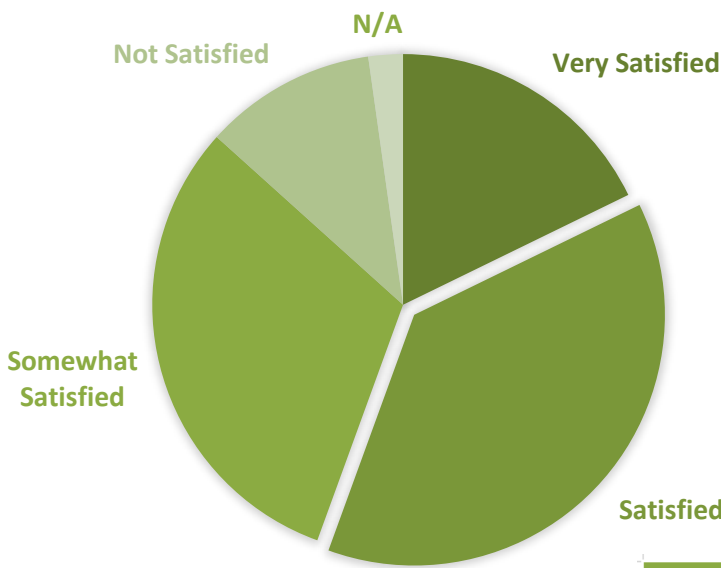
Q21: Design of streets, public spaces, and roads (Design refers to both the functionality and aesthetics).



Average  
Satisfaction Rate  
**SOMEWHAT  
SATISFIED**  
2.45/4.00

	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	N/A	TOTAL
Scale	(3.25-4)	(2.51-3.25)	(1.75-2.5)	(1.0-1.75)		
Weight	4	3	2	1		
Response %	4.55%	45.45%	40.91%	9.09%		
Response #	2	20	18	4	1	44
Weighted Total	8	60	36	4		108
						2.45

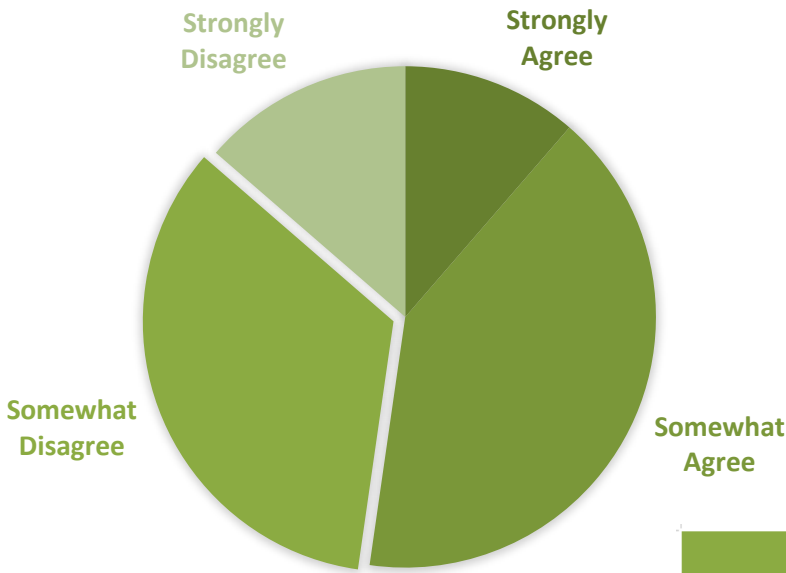
Q22: Town beautification such as signage, landscaping, public art, and street banners.



Average  
Satisfaction Rate  
**SATISFIED**  
2.64/4.00

	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	N/A	TOTAL
Scale	(3.251+)	(2.51-3.25)	(1.75-2.5)	(1.0-1.75)		
Weight	4	3	2	1		
Response %	18.18%	38.64%	31.82%	11.36%		
Response #	8	17	14	5	1	44
Weighted Total	32	51	28	5		116
						2.64

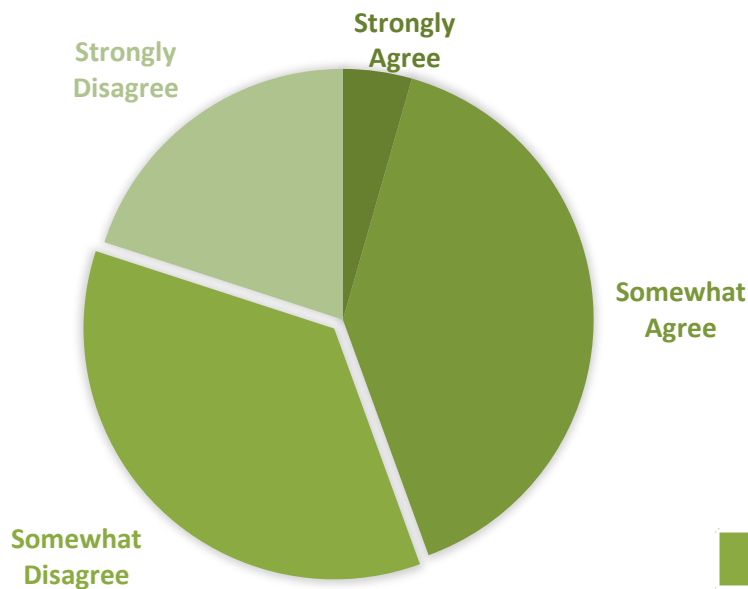
Q27: I am pleased with the overall direction that the Town is taking.



Average  
Satisfaction Rate  
**SOMEWHAT  
DISAGREE**  
2.50/4.00

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	TOTAL
Scale	(3.251+)	(2.51-3.25)	(1.751-2.5)	(1.0-1.75)	
Weight	4	3	2	1	
Response %	11.36%	40.91%	34.09%	13.64%	
Response #	5	18	15	6	44
Weighted Total	20	54	30	6	110
					2.50

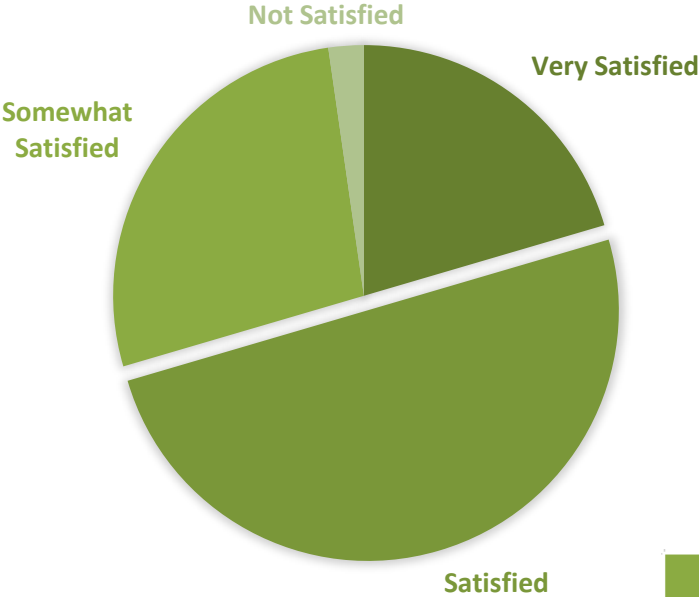
Q28: The Town keeps me informed.



Average  
Satisfaction Rate  
**SOMEWHAT  
DISAGREE**  
2.29/4.00

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	TOTAL
Scale	(3.251+)	(2.51-3.25)	(1.751-2.5)	(1.0-1.75)	
Weight	4	3	2	1	
Response %	4.44%	40.00%	35.56%	20.00%	
Response #	2	18	16	9	45
Weighted Total	8	54	32	9	103
					2.29

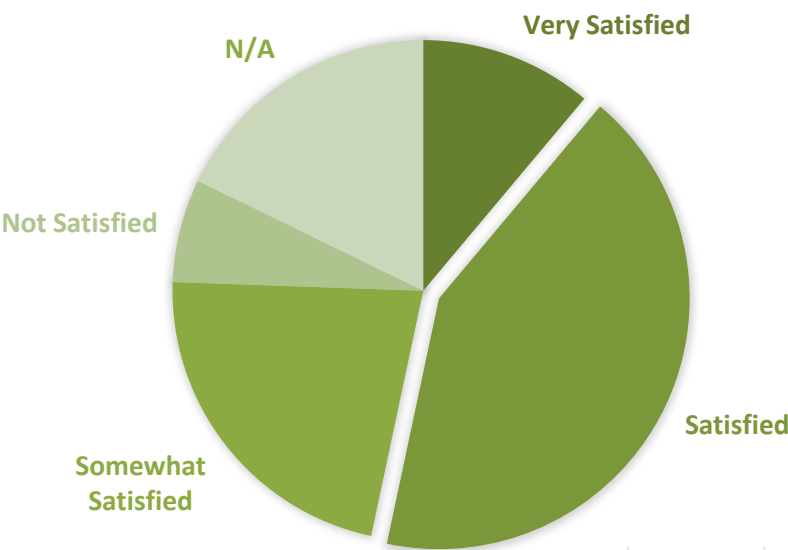
Q23: Public safety services.



Average  
Satisfaction Rate  
**SATISFIED**  
2.89/4.00

	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	N/A	TOTAL
Scale	(3.251+)	(2.51-3.25)	(1.75-2.5)	(1.0-1.75)		
Weight	4	3	2	1		
Response %	20.45%	50.00%	27.27%	2.27%		
Response #	9	22	12	1	0	44
Weighted Total	36	66	24	1		127
						2.89

Q24: Building permits and inspections.



Average  
Satisfaction Rate  
**SATISFIED**  
2.70/4.00

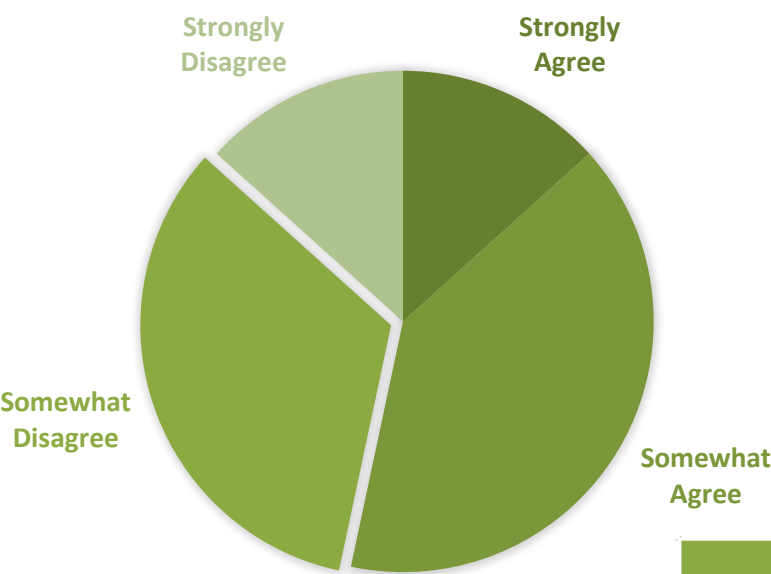
	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	N/A	TOTAL
Scale	(3.251+)	(2.51-3.25)	(1.75-2.5)	(1.0-1.75)		
Weight	4	3	2	1		
Response %	13.51%	51.35%	27.03%	8.11%		
Response #	5	19	10	3	8	37
Weighted Total	20	57	20	3		100
						2.70



Q25: Town website.



Q26: Please agree or disagree with the following statements.The Town listens to businesses.



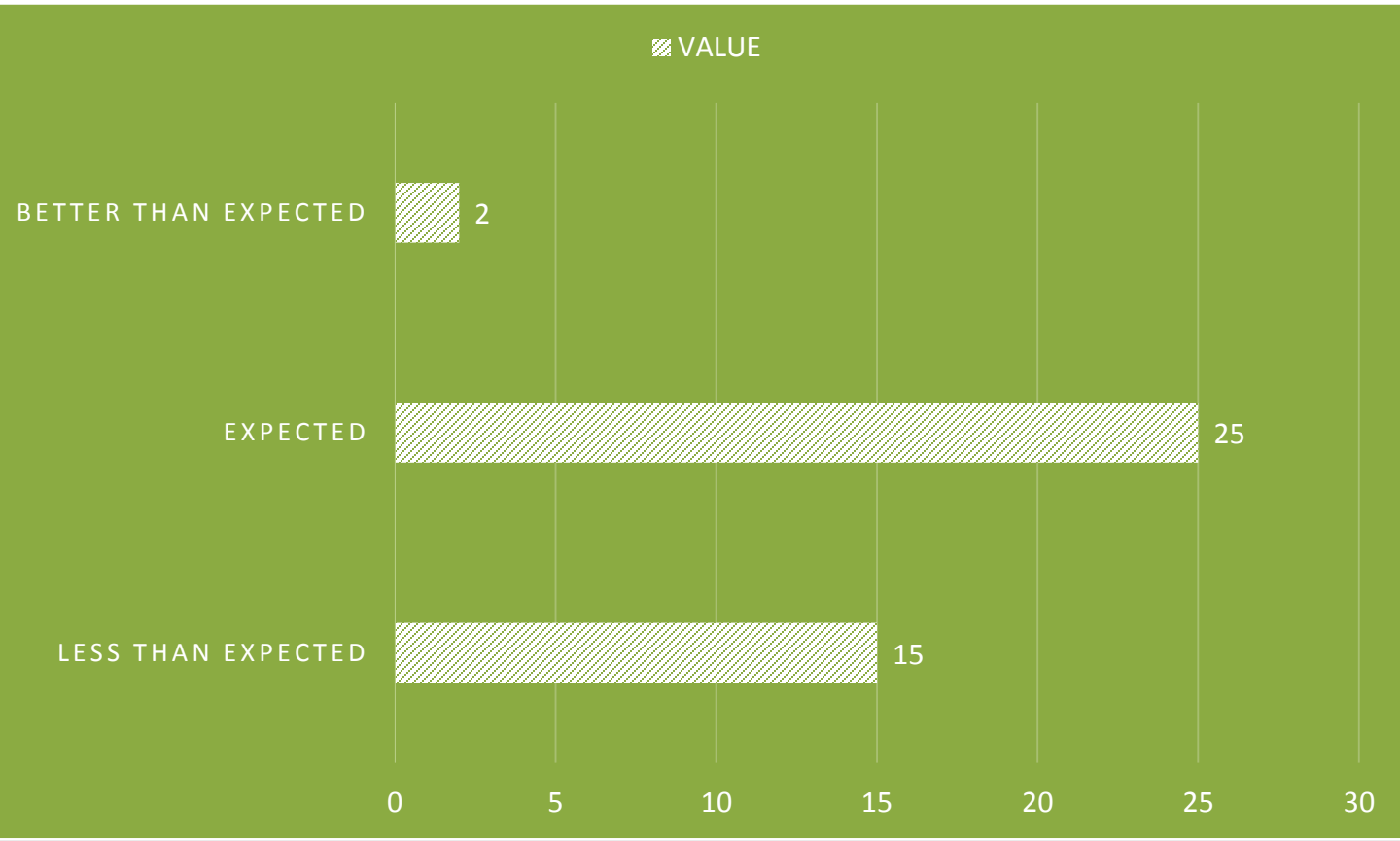
Average  
Satisfaction Rate

**SOMEWHAT  
AGREE**

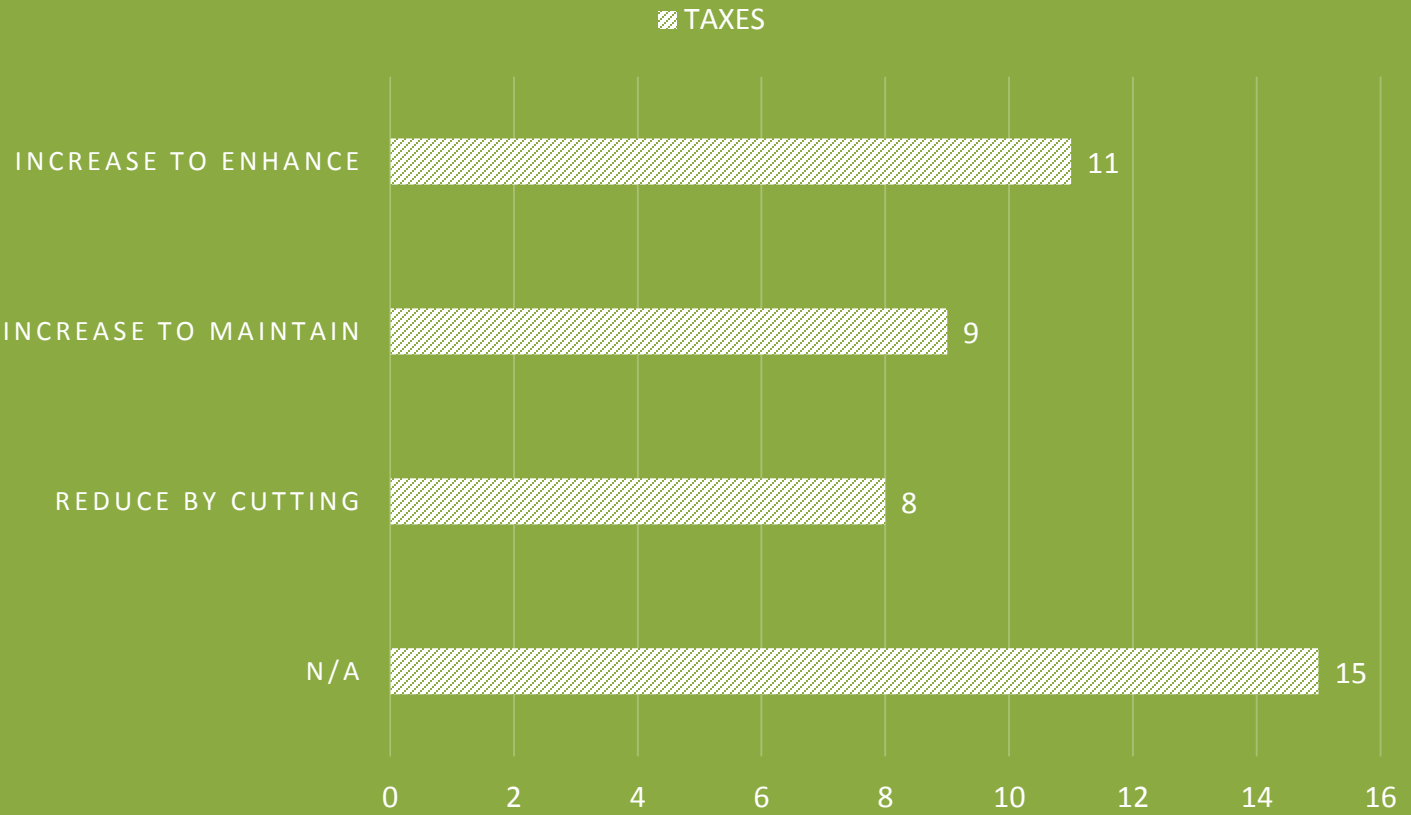
2.53/4.00

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	TOTAL
Scale	(3.251+)	(2.51-3.25)	(1.751-2.5)	(1.0-1.75)	
Weight	4	3	2	1	
Response %	13.33%	40.00%	33.33%	13.33%	
Response #	6	18	15	6	45
Weighted Total	24	54	30	6	114
					2.53

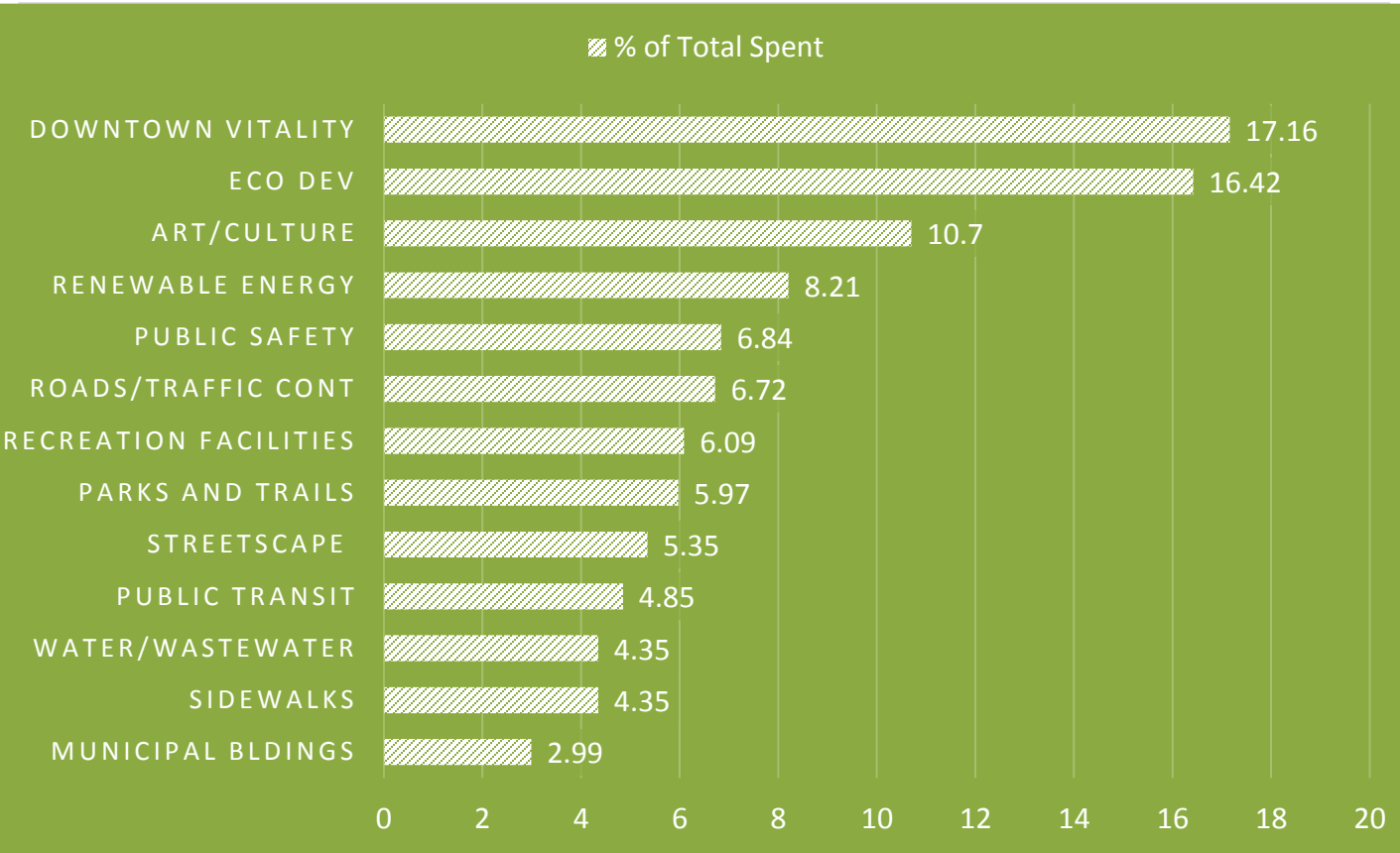
**Q31: Thinking about the programs and services you receive from the Town of Bennington, would you say that overall you get good value or poor value for your tax dollars?**



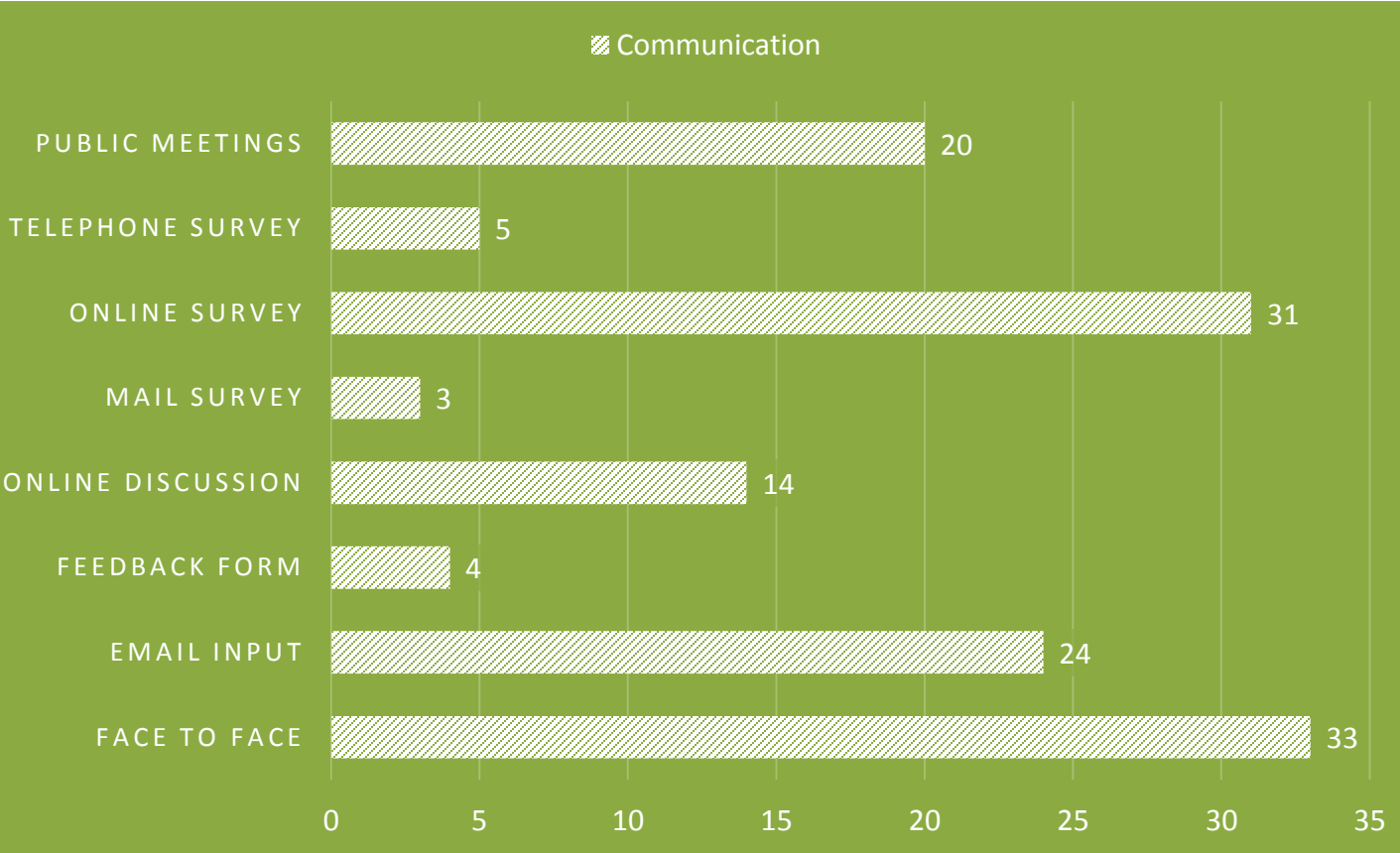
**Q32: Municipal property taxes are the primary way to pay for services provided by the Town of Bennington. Due to the increased cost of maintaining current service levels and infrastructure, the Town must balance taxation and service delivery levels.**



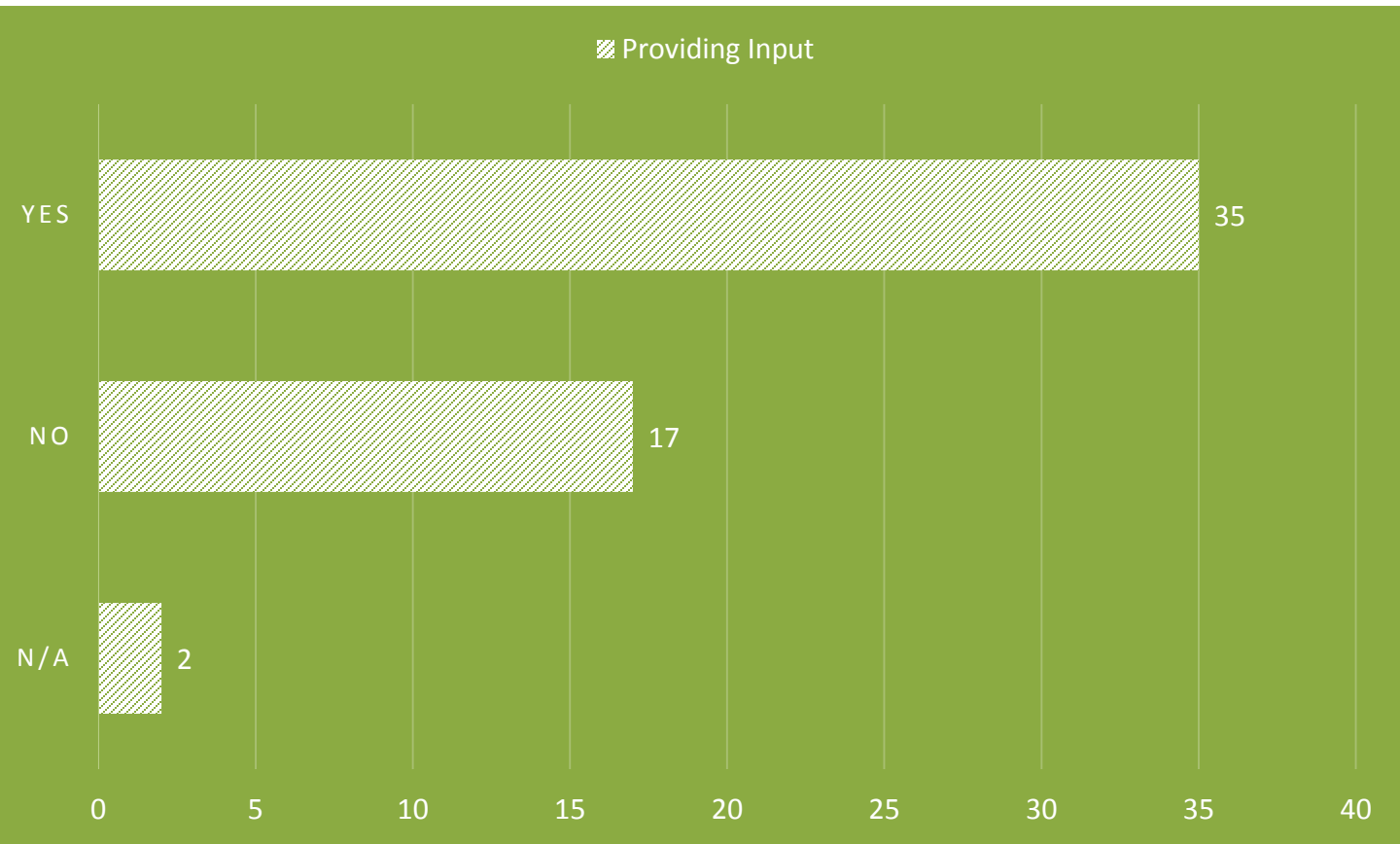
**Q34: Imagine you had \$100 to spend on the following capital projects. How would you spend it? Please use \$5 increments equaling \$100.**



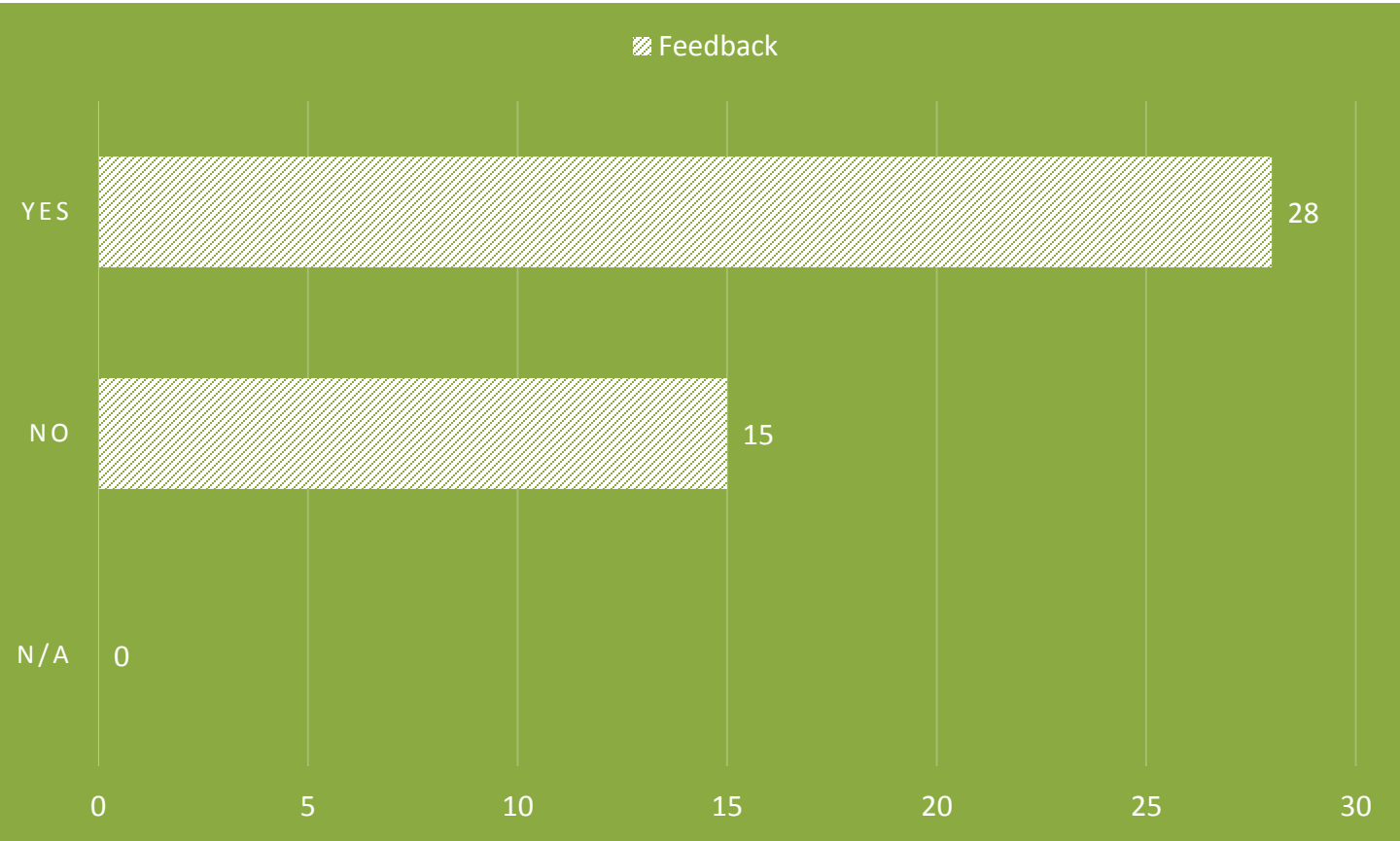
**Q36: For you and your business or organization, what form(s) of communication are most likely to ensure your participation?**



**Q37: Prior to this survey, have you been aware of opportunities to provide input to the Town of Bennington on various topics?**

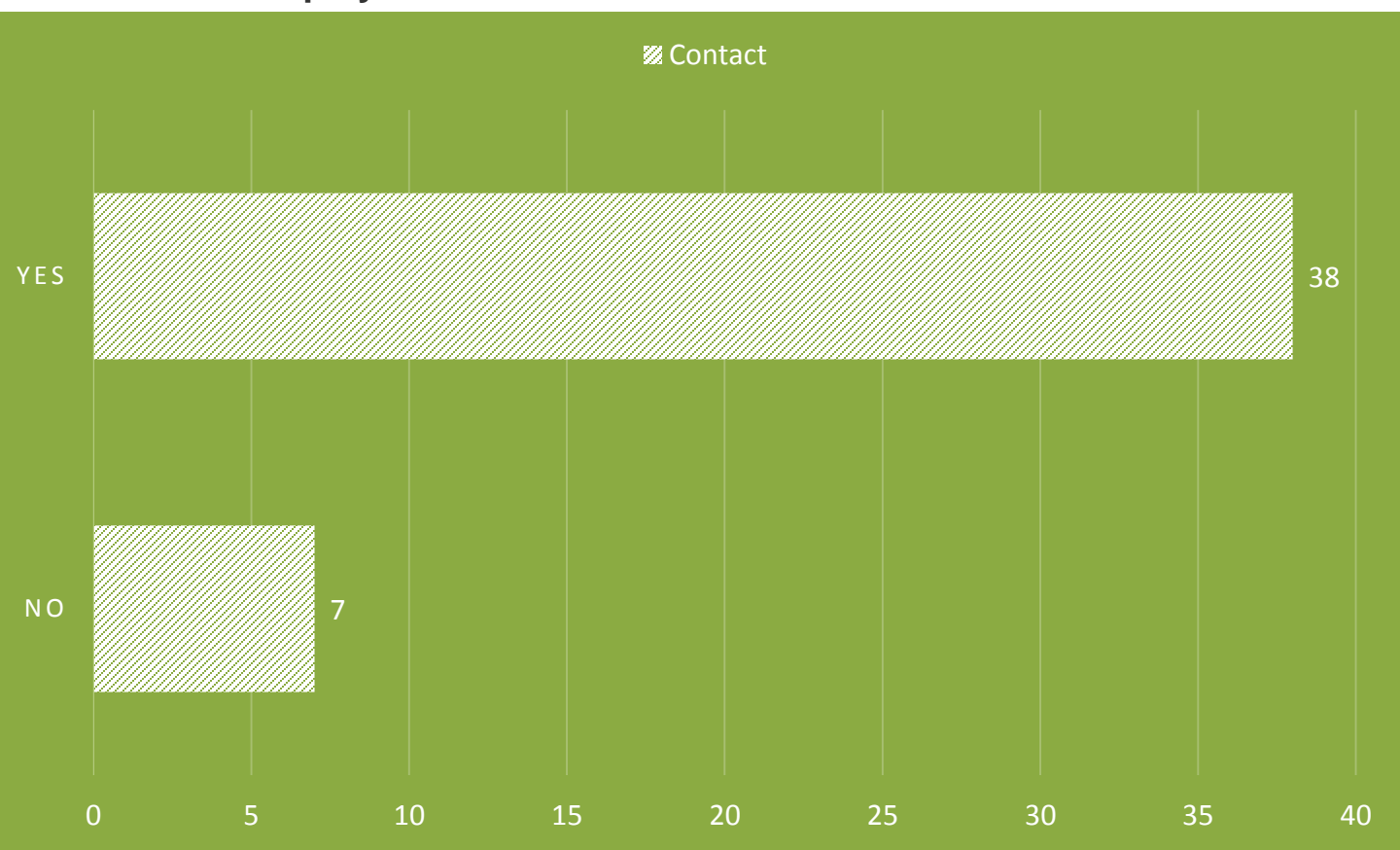


Q38: Have you ever provided your feedback to the Town of Bennington?

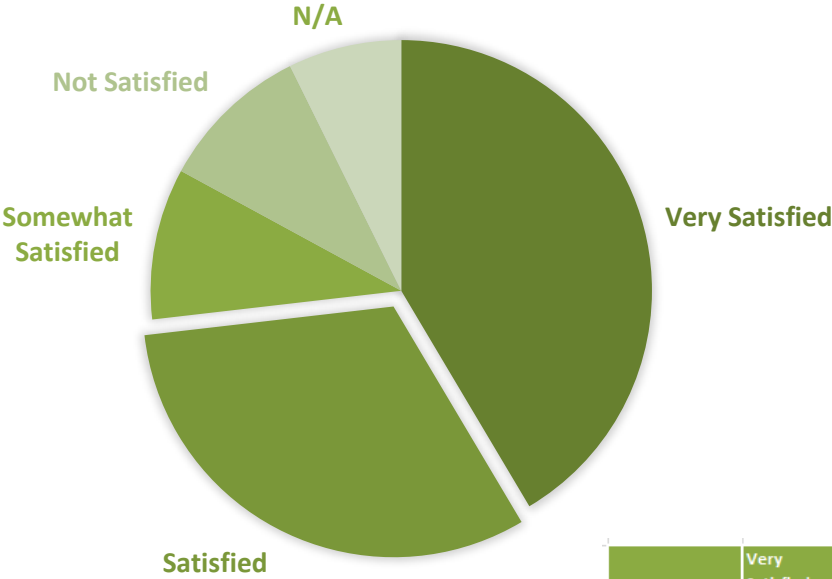




**Q40: In the last twelve months, have you personally contacted or dealt with a Town employee?**



Q41: Thinking of the last time you contacted a Town employee, how satisfied were you with.....Staff's knowledge?

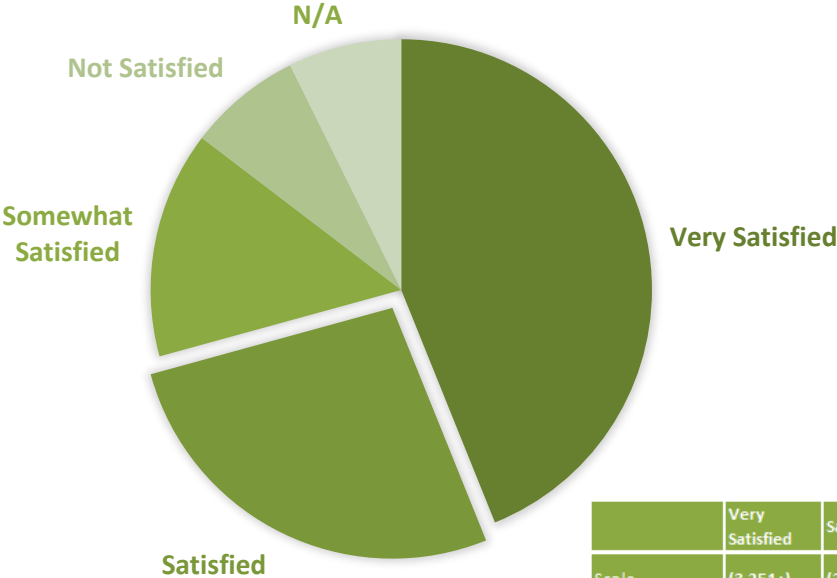


Average  
Satisfaction Rate  
**SATISFIED**  
3.13/4.00

	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	N/A	TOTAL
Scale	(3.251+)	(2.51-3.25)	(1.75-2.5)	(1.0-1.75)		
Weight	4	3	2	1		
Response %	44.74%	34.21%	10.53%	10.53%		
Response #	17	13	4	4	3	38
Weighted Total	68	39	8	4		119
						3.13

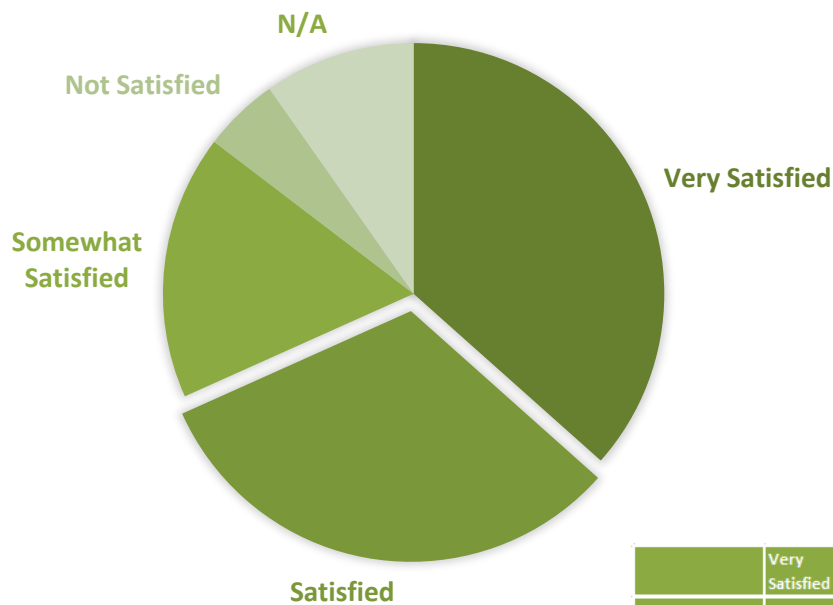
# Q42: Staff's helpfulness?

Average  
Satisfaction Rate  
**SATISFIED**  
3.16/4.00



	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	N/A	TOTAL
Scale	(3.251+)	(2.51-3.25)	(1.75-2.5)	(1.0-1.75)		
Weight	4	3	2	1		
Response %	47.37%	28.95%	15.79%	7.89%		
Response #	18	11	6	3	3	38
Weighted Total	72	33	12	3		120
						3.16

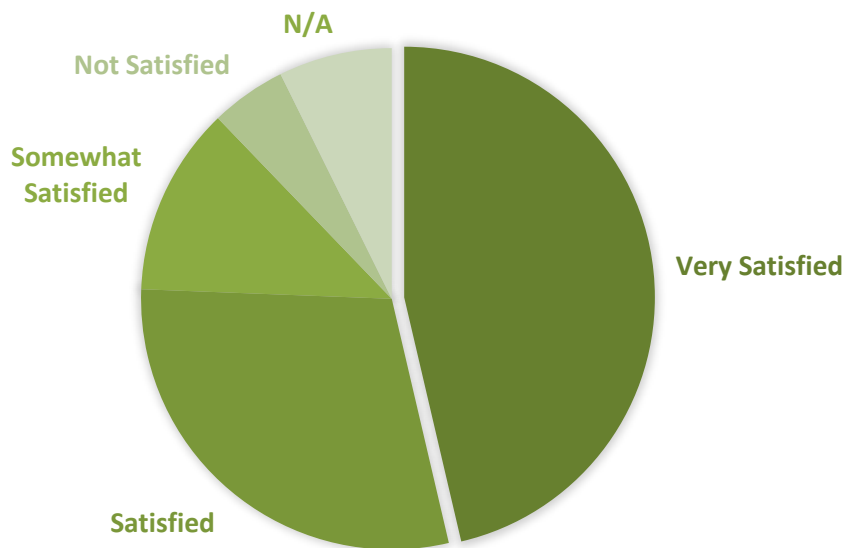
Q43: Staff’s ability to resolve your issue or explain the options if they could not resolve your issue?



Average  
Satisfaction Rate  
**SATISFIED**  
3.11/4.00

	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	N/A	TOTAL
Scale	(3.251+)	(2.51-3.25)	(1.75-2.5)	(1.0-1.75)		
Weight	4	3	2	1		
Response %	40.54%	35.14%	18.92%	5.41%		
Response #	15	13	7	2	4	37
Weighted Total	60	39	14	2		115
						3.11

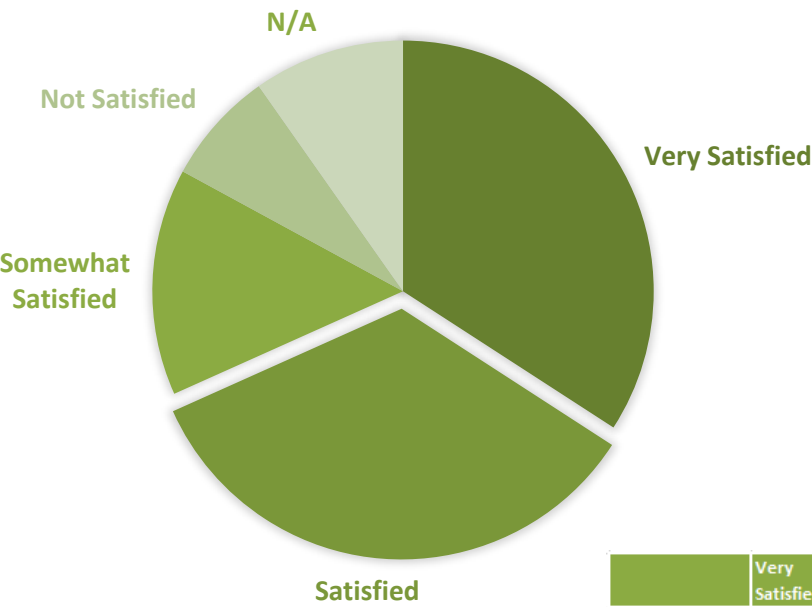
# Q44: Staff's courteousness?



Average  
Satisfaction Rate  
**VERY  
SATISFIED**  
3.26/4.00

	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	N/A	TOTAL
Scale	(3.251+)	(2.51-3.25)	(1.75-2.5)	(1.0-1.75)		
Weight	4	3	2	1		
Response %	50.00%	31.58%	13.16%	5.26%		
Response #	19	12	5	2	3	38
Weighted Total	76	36	10	2		124
						3.26

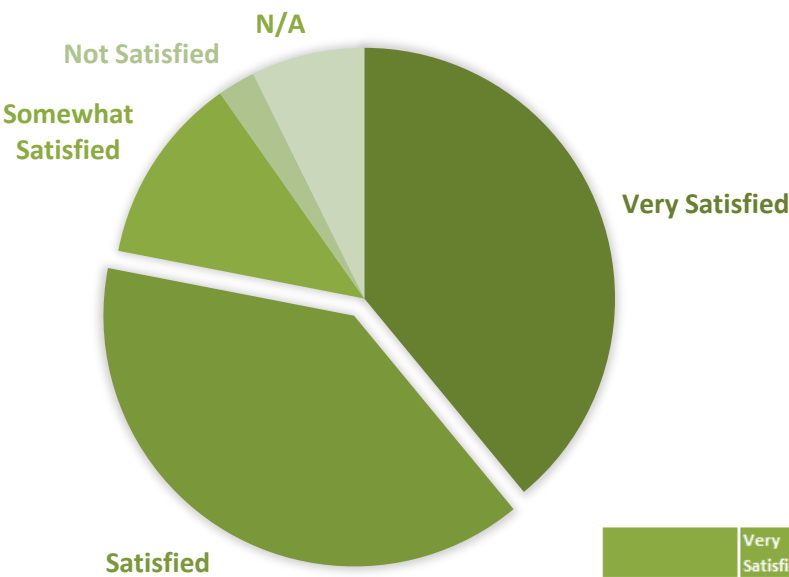
# Q45: The speed and timeliness of service?



Average  
Satisfaction Rate  
**SATISFIED**  
3.05/4.00

	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	N/A	TOTAL
Scale	(3.251+)	(2.51-3.25)	(1.75-2.5)	(1.0-1.75)		
Weight	4	3	2	1		
Response %	37.84%	37.84%	16.22%	8.11%		
Response #	14	14	6	3	4	37
Weighted Total	56	42	12	3		113
						3.05

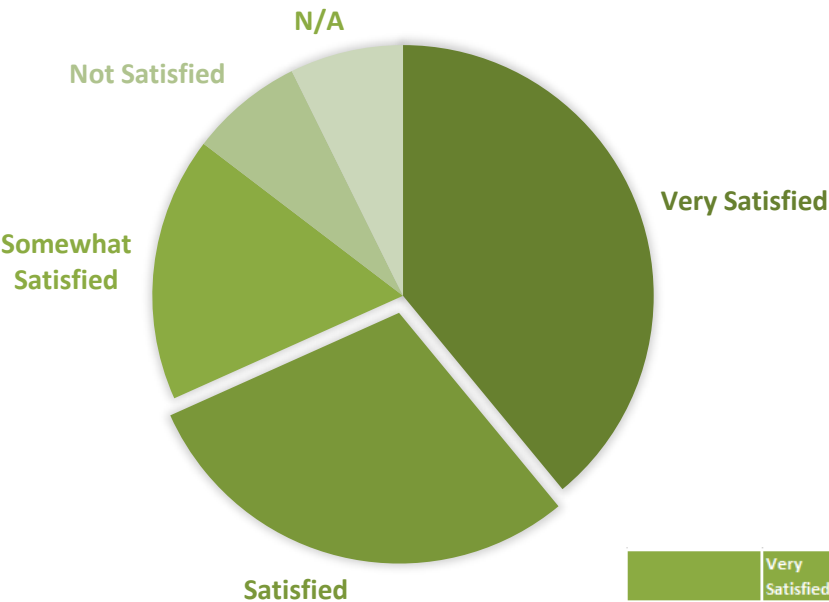
# Q46: Ease of reaching staff?



Average  
Satisfaction Rate  
**SATISFIED**  
3.24/4.00

	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	N/A	TOTAL
Scale	(3.251+)	(2.51-3.25)	(1.75-2.5)	(1.0-1.75)		
Weight	4	3	2	1		
Response %	42.11%	42.11%	13.16%	2.63%		
Response #	16	16	5	1	3	38
Weighted Total	64	48	10	1		123
						3.24

# Q47: How satisfied were you with the overall service you received?



Average  
Satisfaction Rate  
**SATISFIED**  
3.08/4.00

	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	N/A	TOTAL
Scale	(3.251+)	(2.51-3.25)	(1.75-2.5)	(1.0-1.75)		
Weight	4	3	2	1		
Response %	42.11%	31.58%	18.42%	7.89%		
Response #	16	12	7	3	3	38
Weighted Total	64	36	14	3		117
						3.08



**Q48: On a scale of 1-10, with 1 being extremely low and 10 being extremely high, how would you rate the overall performance of the Town?**

**AVERAGE SCORE**

**5.5/10**

**Respondents**

