

# 2009 Annual Membership Survey

984 responses, 3.2% margin of error

\*Sample size will vary from question to question

## GENERAL

Please indicate your role in the organization.

Owner	38%
President/COO	16%
Chairman of the Board/CEO	3%
CFO	5%
Government affairs representative	3%
Human Resource manager	15%
Office/General manager	12%
VP	2%
Controller	1%
Other	5%

1. How would you rate the performance of ...

	<u>Gov. Rell</u>	<u>State legislature</u>
Excellent	9%	0%
Good	41%	7%
Average	31%	24%
Fair	13%	20%
Poor	7%	49%

2. Generally speaking, do you think the state of Connecticut is going in the right direction, or in the wrong direction?

Right direction	9%
Wrong direction	70%
Not sure	21%

3. What is the most important legislative issue facing the state of Connecticut?

Taxes and state spending	73%
Economic development programs/initiatives	10%
Education and workforce	4%
Health care	5%
Labor and employment policy	5%
Energy	1%
Transportation	1%
Environment	1%

4. What single change could the state make to encourage business growth and investment in Connecticut? (Open-ended)

Reduce taxes and/or spending	63%
Create a better business climate/more friendly legislature	28%
Infrastructure improvements including energy	3%
Not sure	2%
Other	4%

5. If you were to expand or relocate your business, where would you do so?

Connecticut	32%
Northeast (outside CT)	14%
Another region of the U.S.	51%
Outside the U.S.	3%

**ISSUE AREA**

Which issue area is the single greatest concern related to your company's ability to operate in the state of Connecticut?

	<u>First choice</u>	<u>Second choice</u>	<u>Third choice*</u>
Taxes and state spending	55%	23%	4%
Economic development programs/initiatives	13%	14%	13%
Education and training	2%	3%	7%
Health care	14%	27%	26%
Labor and employment policy	9%	9%	11%
Energy	3%	19%	19%
Transportation	1%	3%	14%
Environment	3%	2%	6%

\*Note: 37% of all respondents answered with a third choice

**TAXES and STATE SPENDING**

1. What is your greatest concern related to state tax and spending policy in the state of Connecticut? (Open-ended)

Cut/reduce state spending	49%
Overall tax burden	35%
Other	16%

2. What changes to state tax and spending policy would you like to see made by our state government? (Open-ended)

Cut/reduce state spending	32%
Lower costs/taxes	22%
Reduce size of state government	16%
Other	9%
Balance budget	6%
Eliminate specific tax	5%
Long term planning/strategy for state	4%
Prioritize spending	3%
Tax credit for biz investment	2%
Accountability for legislators	2%

3. What type of business entity are you?

C-corporation	35%
S-corporation	34%
Limited Liability Partnership	3%
Limited Liability Corporation	23%
Sole proprietorship	3%
Don't know	2%
Other, please specify	1%

4. Specifically, what aspects of Connecticut tax law does your business find most troublesome? (Open-ended)

Overall complexity of state tax system	23%
Personal income tax	18%
Corporate income taxes	12%
Property taxes	12%
Not sure	8%
Sales tax	8%
Unemployment compensation taxes	7%
Other	6%
Business entity tax	5%

## ECONOMIC DEVELOPMENT and INITIATIVES

### 1. What is your greatest concern related to economic development and initiatives in the state of Connecticut? (Open-ended)

state ineffective	44%
poor operating environment	13%
high costs	11%
lack of incentives	8%
loss of key (manufacturing) industries	8%
Other	8%
Lending climate	7%
Housing market	1%
Transportation-related	1%

### 2. What changes to economic development and initiatives would you like to see made by state government?

Have the state become more effective	38%
Correct the loss of key (manufacturing) industries	20%
Improve lending climate	15%
other	15%
Improve housing market	8%
Improve transportation	5%

## EDUCATION AND TRAINING

### 1. What is your greatest concern related to education and employment training policy in the state of Connecticut? (open-ended)

Workforce readiness	59%
Industry needs not being met	28%
Other	14%

### 2. What changes to education and employment training policy would you like to see made by state government? (open-ended)

More funding/investment in education	35%
Early childhood education programs	4%
Better preparation of workforce	31%
Other	31%

### 3. Do you support high school reform to strengthen core curriculum and enhance graduation requirements?

Yes	94%
No	6%

### 4. What employee skill sets are you most in need of for your workforce?

Employability skills: punctuality, interpersonal skills, team work, leadership work ethic	36%
Basic skills (math, reading, writing and problem-solving)	19%
Technical skills (e.g., manufacturing-specific, job-specific, vocational skills)	21%
Advanced skills (scientific, engineering, advanced computing/programming)	24%

## HEALTH CARE

### 1. What is your greatest concern related to health care policy in the state of Connecticut? (Open-ended)

Cost too high, out of control	80%
No government run health care including Sustinet	7%
Other	13%

### 2. What changes to the health care system would you like to see made by our state government? (Open-ended)

Lower;control costs	65%
Other	13%
Provide government run health care	7%
Provide universal health care	6%
Do not implement government run health care including Sustinet	4%
Address insurance company practices	1%
Create a business pool for buying insurance	1%
Reduce number of uninsured	1%
Individual mandate, business mandate, wellness efforts support	1%
Provide coverage for 1-2 people company needed	1%

### 3. Do you have health insurance?

Yes	99%
No	1%

### 4. Are you satisfied with your...

	<u>Health Insurance coverage</u>	<u>Medical care</u>
Yes	75%	86%
No	25%	14%

### 5. What do you see as the key problems with health insurance coverage and/or medical care? (Open-ended)

Costs high, out of control	67%
Quality of care	20%
Insurance company practices not good	10%
Want government run health care	2%
Eliminate fraud	2%

### 6. Of the following, which do you most trust to help control cost and provide greater access to quality health care?

Private sector	67%
Federal government	23%
State government	10%

## LABOR AND UNEMPLOYMENT POLICY

### 1. What is your greatest concern related to labor and employment policy in the state of Connecticut? (Open-ended)

Too many restrictions/regulations	46%
UC taxes	20%
WC costs	14%
Lack of skilled labor	11%
Liability/plaintiff law	2%
Other	8%

### 2. What changes to labor and employment policy would you like to see made by state government? (Open-ended)

Reduce regulatory costs/system	47%
Not sure/other	13%
Liability/plaintiff law	2%
Reform UC and WC laws	39%

### 3. Do you support or oppose state legislation in the following areas?

	<u>Support</u>	<u>Oppose</u>
Mandatory paid sick leave	12%	88%
Workers' compensation benefit increases	6%	94%
Restricting employer-employee communications	6%	94%
Union card check/eliminating secret ballot	11%	89%

### 4. Does your company operate in states other than Connecticut?

Yes (continue to 5)	44%
No	56%

### 5. How does Connecticut labor and employment law compare to other states? (Open-ended)

More restrictive/worse than other states	65%
Better than some, worse than others	12%
Unsure	12%
Equal to others	10%

### 6. How has the downturn in the economy impacted your labor costs or practices?

Permanent reduction in workforce (i.e. layoffs)	20%
Temporary reduction in workforce (i.e. furloughs)	14%
Hiring freeze	20%
Wage and/or compensation freeze	29%
Reduction in paid time off	4%
Replacing some workforce functions with automation	6%
Other, please specify	7%

## ENERGY

### 1. What is your greatest concern related to energy policy in the state of Connecticut? (Open-ended)

Cost	74%
Regulatory concerns	12%
Lack of sustainable sources	4%
Demand concerns	2%
Other	8%

### 2. What changes to energy policy would you like to see made by state government? (open-ended)

Reduce/address costs	36%
Streamline regulatory issues	7%
Create incentives for alternative energy	27%
Create multi-state plan to lower costs	5%
Back to regulated/Utility owned generation	11%
Other	14%

### 3. Do you support...?

	<u>Yes</u>	<u>No</u>
A state-run public power authority owned and operated by the state to generate consumers' electricity.	16%	84%
The ability of business/commercial consumers to choose their electrical supplier	97%	3%

## TRANSPORTATION

### 1. What is your greatest concern related to transportation policy in the state of Connecticut? (Open-ended)

Infrastructure improvements	64%
Lack of public transportation	17%
Lack of transportation funding	3%
Transportation impedes economic growth	6%
Other	11%

### 2. What changes to the transportation policy would you like to see made by state government? (Open-ended)

Better public transportation alternatives/mass transit	63%
More oversight DOT	6%
Improve roads	9%
Alternative cars (electric/hydrogen)	6%
Other	17%

### 3. Do you support implementing an electronic tolling system in Connecticut as a means to raise state revenues for transportation improvements?

Yes	55%
No	44%

## ENVIRONMENT

### 1. What is your greatest concern related to environmental policy in the state of Connecticut? (Open-ended)

DEP concerns	71%
Cost concerns	8%
Other	21%

### 2. What changes to environmental policy would you like to see made by state government? (Open-ended)

Streamline process	48%
Work together with DEP on issues	19%
Examine fiscal impacts before impeding new policy	5%
Other	29%

## MEMBER INFORMATION AND PARTICIPATION

6. I would like to receive e-mail updates during the 2010 legislative session about the following issues of concern to Connecticut businesses.

Taxes and state spending	51%
Environment	21%
Labor (workers compensation, paid sick leave, etc)	45%
Energy	26%
Health care	45%
Education and training	18%
Transportation	15%
Other, please specify	4%

7. I would be willing to contact my local legislators during the 2010 legislative session about the following issues of concern to Connecticut businesses.

Taxes and state spending	48%
Environment	15%
Labor (workers compensation, paid sick leave, etc)	36%
Energy	19%
Health care	38%
Education and training	13%
Transportation	11%
Other, please specify	4%

8. Currently, we are exploring various electronic communication methods related to public policy issues. Which of the following would you prefer to use to follow issues you care about?

E-mail with audio	24%
E-mail with streaming video	22%
Traditional electronic mail	59%
Text messaging	1%
Social media (Facebook, Twitter, LinkedIn)	2%
Other, please specify	2%

9. Are you located in a business or industrial park?

Yes	38%
No	62%