LETTERHEAD

NOTE: Highlighted sections need to be customized to local community

[enter today's date]

Dear City X Business Owner:

This is an exciting time for the City X area. Many of you know that we became part of the [enter state] Main Street Program in [enter year]. The mission for our Main Street Program is, "[enter mission]". That's where we need your help.

The following pages provide an opportunity for you to tell us about your business and your business assistance needs. Whether you are a longstanding member of the business community, or a recent startup business, you have business assistance needs. We want to revitalize our downtown with your needs in mind. It is a confidential survey, so please feel free to be direct. We will have the survey results analyzed and use the information as the cornerstone of our business retention program.

We appreciate your time and look forward to your responses. Key findings will be reported to you as soon as they are available. If you have additional questions, feel free to call the Main Street office at ###-####.

Thanks again.

Jane or John Doe City X Main Street Manager

Business Name (All future references to "your business" \(\)	will refer exclusively	to the husine	es listed above	<u> </u>	
Business Owner(s)	•			ontact:	
Business Physical Address					
Business Mailing Address					
Business Phone #1					
Email				,	
	EEDS AND OPPO				
1. Please rate the degree to which you are	-	_		• ,	
	Major Challenge (-3) Minor Ch	allenge (-2)	Don't Know (-1)	No Challenge (0)
Conflict with building owner or tenant	A	В		©	D
Difficulty recruiting or retaining employees	A	В		©	D
Expensive or unavailable products	A	В		©	(D)
Expensive or unavailable utilities	A	В		©	(D)
Expensive employee wages or benefits	A	В		©	(D)
Expensive rent		В		©	(D)
Expensive shipping or transportation	_	В		©	(D)
Insufficient financing	A	В		©	(D)
Insufficient parking		В		©	D
In-town competition		В		©	D
Out-of-town competition		В		©	(D)
Language barriers	_	В		©	D
Poor building condition	_	В		©	(D)
Restrictive business regulations	_	В		©	(D)
Shoplifting or theft		В		©	(D)
Unskilled workers		В		©	D
Vandalism	_	В		©	(D)
Other	A	В		©	(D)
2. Could you or your employees use infor	mation on or assist	ance with th	e following to	nice? (mark ONE	answer for each item
		robably (1)	Unsure (0)	- '	·
Business planning		В	© (,	©	E
Financial management	_	В	©	<u>D</u>	E
Inventory management	· _	В	©	<u>D</u>	E
Advertising or marketing	•	В	©	<u>D</u>	E
Employee hiring or training	· _	В	©	<u>D</u>	Œ
Customer service or hospitality		В	©	<u> </u>	Œ
Building improvements		В	©	<u> </u>	Œ
Window displays or interior store design	· _	В	©	<u> </u>	Œ
Business market analysis	-	В	©	<u> </u>	Œ
Internet or E-Commerce	_	В	©	<u> </u>	Œ
Transfer of ownership or selling a business	· _	В	©	<u>©</u>	Œ
Other	. <u>(</u> A)	В	©	<u>D</u>	E

The following two pages should reduce to one page after customizing [then delete this note and the space below]

List up to 8 existing products and services [then delete this note]

3. How useful to your business are these existing Main Street Program	n products and	services? (mark ONE answ	er for <u>each item</u>
	Very Useful (3)	Useful (1)	Don't Know (-1)	Useless (-3)
Free design assistance	A	В	©	D
Free business assistance		В	©	D
Networking events (i.e. breakfast/luncheon meetings, business after hours)		В	©	D
Group business training (i.e. workshops, speakers)	_	В	©	D
Workforce development	_	В	©	D
Cooperative insurance program	_	В	©	(D)
Business expos or trade shows	_	В	©	(D)
Cooperative advertising coordination_		В	©	(D)
Advertising or marketing of Main Street district as shopping destination		В	©	(D)
Low interest business loan program (X% if guidelines met)		В	©	D
Low interest building improvement loan program (X% if guidelines met)	<u> </u>	В	©	D
Façade grant up to \$X (if guidelines met)	<u> </u>	В	©	D
Sign grant up to \$X (if guidelines met)		В	©	D
Landlord-tenant or seller-buyer referral network		В	©	D
Information sharing (i.e. newsletters, flyers, business fact sheets)	<u> </u>	В	©	D
Downtown public improvement projects (list examples)	(A)	В	©	(D)
Business resource library or consultant referrals	(A)	В	©	(D)
Downtown business directories, brochures, maps	(A)	В	©	(D)
Web site or Internet resources	(A)	В	©	(D)
Main Street ambassadors, mentors or sister stores		В	©	(D)
Individual business training (i.e. videotape training programs on loan)	(A)	В	©	D
Business visitation program_	<u></u>	В	©	D
Analysis and reporting of the downtown market / economy	(A)	В	©	D
Retail event coordination (ringing the cash registers – or list examples)	(A)	В	©	(D)
Special event coordination (increasing foot traffic – or list examples)		В	©	(D)
Boilerplate lease agreements or rent subsidies	<u> </u>	В	©	(D)
Arbitration service_	(A)	В	©	(D)
Business planning service	A	В	©	(D)
Buying groups	(A)	В	©	D
List up to 4 proposed products and services [then delete this note]				
4. How useful would these proposed Main Street Program products ar		-	ess?	
(● mark ONE answer for <u>each item</u>)	Very Useful (3)	Useful (1)	Don't Know (-1)	Useless (-3)
Customize lists for questions 3 & 4 using examples above + your own	(A)	В	©	(D)

List up to 4 other incentives [then delete this note]

(● mark ONE answer for <u>each item</u>)	Have Used (3)	Will Use (1)	Don't Know (-1)	Won't Use (-3)
Historic Preservation Tax Credits	(A)	В	©	D
Free assistance from COMMERCE Area Development Managers (ADI	VI) A	В	©	D
COMMERCE Early Planning Grant (EPG) Program	(A)	В	©	D
COMMERCE Economic Impact Early Planning Grant (EI-EPG) Progra	m A	В	©	D
COMMERCE Economic Diversification Loan (EDL) Program	(A)	В	©	D
COMMERCE Technology Development Fund (TDF) and Loan (TDL)	(A)	В	©	D
COMMERCE Rural Economic Development (RML) Microloan Program	ı <u>.</u> (A)	В	©	D
WHEDA Affordable Housing Tax Credits	(A)	В	©	D
WHEDA Small Business Guarantee		В	©	D
Free assistance from Small Business Development Center (SBDC)	_	В	©	D
Free counseling from SCORE (Service Corps of Retired Executives)	(A)	В	©	D
US Small Business Administration (SBA) loan guarantee	(A)	В	©	D

List up to 16 statements [then delete this note]

6. How strongly do you agree or disagree with the following statements? (● mark ONE answer for each statement)

	Strongly Agree (2)	Somewhat Agree (1)	Neutral (0)	Somewhat Disagree (-1)	Strongly (-2) Disagree
Local police protection is outstanding.	(A)	В	©	D	E
I feel safe downtown, even at night.	_	В	©	D	E
Local fire protection is outstanding.	(A)	В	©	D	E
Local waste management service is outstanding.	A	В	©	D	E
Local municipal services are well worth the level of local taxation.	(A)	В	©	D	E
I always try to buy products and services locally.	A	В	©	D	E
I always direct customers to other downtown businesses.	<u>A</u>	В	©	D	E
I seek ways to cooperate with complementary downtown businesses	. A	В	©	D	E
The existing downtown business mix helps my business.	(A)	В	©	D	E
The look and feel of downtown helps my business.	(A)	В	©	D	E
My building façade draws customers into my business.	(A)	В	©	D	E
My window and store displays help my business.	(A)	В	©	D	E
My advertising helps my business.	(A)	В	©	D	E
My business is open when customers want to shop.	(A)	В	©	D	E
Employees of my business show great customer service.	(A)	В	©	D	E
Housing for employees is readily available.	A	В	©	D	E
Childcare for employees and customers is readily available.	(A)	В	©	D	E
Downtown City X is an excellent place to have a business.	(A)	В	©	D	E

7. ł	How satisfied are y	ou wit	h the preser	nt locati	on of you	r busin	ness? (● ma	ark ONE)					
A	Very Satisfied	В	Satisfied	©	Neutral	D	Unsatisfied	d Œ	Very Unsatis	sfied	F	Plai	n to Move
	Why?												
8. [Do you have plans	to exp	and or redu	ce oper	ations for	your b	ousiness in	the forese	eable future	? (● ma	ark ON	E)	
(A) (B) (C) (D)	I plan to expand p I plan to expand p I plan to reduce pr I don't have any pl	roducts	s/services or s/services or	square	footage at	a locati	ion outside t	he downtov	wn.				
9. /	Are you, or the buil	lding o	wner, consi	dering	any buildi	ng imp	rovement p	orojects?	A Yes	B	No	©	Don't Know
<u>BU</u>	SINESS AND WO	RKFC	RCE DATA	<u>.</u>									
10.	What is the busine (Use the key provi		•		•	•		` '					
11.	How long has you	ır busi	ness been ir	n opera	tion? (● n	nark ON	NE, include t	ime at this	& any previou	ıs locati	ions)		
A	under 1 year	В	1-5 years		© 6-10	years	D	11-20 yea	irs (E)	over	20 yea	rs	
			If you	know t	he date yo	our bus	siness was	establishe	d, please list	it here	(MM /	YY) _	
12.	How long have yo	u beer	the owner	of your	business	? (● m	ark ONE)						
A	under 1 year	В	1-5 years		© 6-10	years	D	11-20 yea	irs (E)	over	20 year	rs	
13.	Does your busine	ss owi	n or lease th	e space	in which	it is lo	cated? (A Own	[®] Lease	©	Lease	e, wa	nt to purchase
14.	For your business (The total should a		•				_	?	c d e	sq. sq. sq. sq.	ft. Prod ft. Offic ft. Stor	duction ce Sp rage (used (on Space pace Space Space
15.	Where do your cu (● mark ONE)	stome	rs typically	park?				/here do y o ● mark ON	ou and your o	employ	ees typ	picall	y park?
(A) (B)	On the street In a public parking	lot	_		parking lo		_	n the stree a public p		© (D)			e parking lot
	How far do custo business? (● ma			e to pa	rk from yo	our			you and you our busines				ally have to
	A Near entryB ½ block awayC 1 block away		€ 3	blocks a blocks a blocks o	iway		(i	Near er ½ block 1 block	away	(1	2 blo 3 blo 4 blo	ocks	•
	If you own a pa are available fo					s			n a parking l able for empl				

17. What percentage of employe	ees of your business live	here in <mark>City X</mark> ?	%			
18. How many people, including (Full-time = 32 or more hours/		ness employ in eac	h of the follo	wing categor	ies?	
Full-time year-round	Part-time year-round	Seasonal _				
MARKET AND MARKETING D	<u>ATA</u>					
19. What are the hours of operate	tion for your business?		• •	k, what are the		
Monday from to		-	Before	11:00 a.m	2:00 p.m	After
Tuesday from to			11:00 a.m.	2:00 p.m.	•	5:00 p.m.
Wednesday from to		Monday	A	В	©	(D)
Thursday from to		Tuesday	_	F	G	(H)
Friday from to		Wednesday		J	K	L
Saturday from to		Thursday	M	N	0	P
Sunday from to		Friday	0	R	S	T
Sunday Ironi to		Saturday	Ü	V	W	X
What are your thoughts on store	e hours?	Sunday	\bigcirc	Z	1	2
A I am open all the hours I needB I can't be open more hours fo				usiest months up to THREE)	s of the year f	or this
© I should be open more hours,	but can't afford the staff	A January	(B)	February	© Mar	ch
I should be open more hours,	but can't find good staff	April	_	May	F June	
I would be open more hours in	f I were sure of sales	G July	_	August	_	tember
F I would be open more hours in	f everyone else were	① October	· (K)	November	L Dec	ember
22. How many customers/clients	s visit your business per	week during the su	mmer montl	hs of May to C	october? (● m	nark ONE)
(A) none, all business via phone,	Internet, etc. B less	s than 50 © 50	-250 ©	250-500	© Over 500	
How many customers/client	ts visit your business per	week during the w	inter months	s of Novembe	r to April? (●	mark ONE)
none, all business via ph	one, Internet, etc.	less than 50 ©	50-250	© 250-500	© Over	500
23. Which of the following event few days or weeks? (● mark		r sales volume for y	our busines	ss, either durii	ng the event o	or in the next
Event A	Event D	G Ever	<mark>it G</mark>	(Event J	
B Event B	E Event E	H Ever		(○ Other	
© Event C	F Event F	Ever	nt I	(□ None	

Page 6	Inset your logo here >
24. Approximately what percentage of your customers come from each of the following zip codes?	25. What percentage of the annual advertising budget for you business is spent with each of the following media?
(Total should = 100%)	(Total should = 100%)
a%	a% Newspapers
b%	b% Magazines
c%	c% Radio
d%	d% Television
e%	e% Direct Mail/Catalogs
f%	f% Window Displays
g% <mark>City G #####</mark>	g% Billboards
h% <mark>City H #####</mark>	h% Internet
i% <mark>City I #####</mark>	i% Local Service Organizations
j% <mark>City J #####</mark>	j% Other(specify)
k% Other(specify)	100 %
I% Other(specify)	
100 %	
26. Please describe the target market of your business. (● mark	CONE for each category)
Gender A Male B Female	AF FA (F) FF CA (F) Over CA
Age A under 18 B 18-24 © 25-44 D	45-54 © 55-64 © Over 64
Annual household	© \$35,000 - \$49,999
income B \$15,000 - \$24,999	© \$50,000 - \$74,999
© \$25,000 – 34,999	© \$75,000 - \$99,999
27. Which radio stations are included in the annual advertising	budget for your business? (● mark ALL that apply)
A CALL LETTERS, dial number © CALL LETTER	RS, dial number Other
B CALL LETTERS, dial number CALL LETTER	
© CALL LETTERS, dial number © CALL LETTER	·
© CALL LETTERS, dial number	
O'ALL LETTERO, diditioninosi	
Which local or network television stations are included in the	he annual advertising budget for your business?
(● mark ALL that apply)	
CALL LETTERS, dial number CALL LETT	TERS, dial number © Other
	TERS, dial number
	TERS, dial number
Which publications are included in the annual advertisi	ing budget for your business? (● mark ALL that apply)
A Periodical A D Periodical D	Periodical G Other
Periodical B Periodical E	Other Other
© Periodical C	① Other ② None
O TOTOGRAFIA	
28. Please list the six products and/or services that best different	ntiate your business from the competition.

l	b			C	
60. To what degree do the following traits	help make y	our business m	ore competitive v	ersus the	OFFICE USE ONLY
competitors listed above? (● mark ONE answer for each item)	A Lot	A Little	Not At All		0 0 0
					① ① ① ② ② ②
our Location	_	B B	© ©		2 2 2 3 3 3
our Parking	• _	B	©		4 4 4
our Hours	• _	B	©		5 5 5
our Service	•		_		6 6 6
our Name Brands	•	(B)	© (a)		7 7 7
our Quality		B	©		8 8 8
our Selection		В	©		9 9 9
our Price	. A	В	©		
1. Relative to other businesses in your t	rade, what p	rice point do you	ı target? (● mark	ONE)	
low-end	® averag	je	©	high-end	
2. What three downtown businesses cor	nplement yo	ur business the	most? (specify up	to THREE busin	esses by name)
					, ,
			0 //		(' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' '
		•	, .		•,
-		•	, .		• •
		b			
,	· businesses	b brom the follow		most like to se	e available downtown?
4. With your business in mind, what four (● mark up to FOUR) Business A	businesses Busi	bb. from the follow		most like to se	e available downtown?
4. With your business in mind, what four (● mark up to FOUR) Business A Business B	E Busi	from the followiness Eness F		most like to se Busines Busines	e available downtown? s I s J
I. With your business in mind, what four (● mark up to FOUR) Business A Business B Business C	E Busi E Busi Busi Busi Busi	bb. from the followiness Eness Follows		most like to se 1 Busines 2 Busines 6 Busines	e available downtown? s I s J s K
I. With your business in mind, what four (● mark up to FOUR) Business A Business B Business C	E Busi E Busi Busi Busi Busi	from the followiness Eness F		most like to se 1 Busines 2 Busines 6 Busines	e available downtown? s I s J s K
4. With your business in mind, what four (● mark up to FOUR) Business A Business B Business C	E Busi F Busi G Busi H Busi	from the followiness Eness Foness Gness H	ing list would you	I Busines Busines Busines Busines Other Other	e available downtown? s I s J s K
4. With your business in mind, what four (● mark up to FOUR) Business A Business B Business C Business D	E Busi E Busi E Busi Busi Busi Busi	from the followiness Eness Foness Gness H	ing list would you	1 Busines 2 Busines 3 Busines 6 Busines 1 Other	e available downtown? s I s J s K anchise).
4. With your business in mind, what four (mark up to FOUR) Business A Business B Business C Business D Name two businesses you would most a	E Busi E Busi Busi Busi Busi Busi	from the following the followi	ing list would you	1 Busines 2 Busines 3 Busines 6 Busines 1 Other	e available downtown? s I s J s K anchise).
4. With your business in mind, what four (mark up to FOUR) Business A Business B Business C Business D Name two businesses you would most a	E Busi E Busi E Busi Busi Busi Busi E Busi	from the following the followi	own City X. (i.e. spour most like to se	I most like to se I Busines I Busines I Busines I Other Decific chain or fra e developed? (e available downtown? s I s J s K anchise).
4. With your business in mind, what four (mark up to FOUR) Business A Business B Business C Business D Name two businesses you would most a	Businesses Busi Busi Busi Busi Busi Community Exar	from the following ness Eness Foness Homess Homes to downton b.	own City X. (i.e. spou most like to se	I most like to se I Busines I Busines I Busines I Other Decific chain or fra e developed? (e available downtown? s I s J s K anchise). mark up to FOUR) e: expanded public parkin