

ACTON BUSINESS SURVEY

Comprehensive Community Plan, Outreach

The Town of Acton would like to hear from you about how you would like the Town to further evolve over the next 5 to 10 years. **We want to know the features, services and characteristics of the Town you value and would like to preserve and enhance.** This survey is designed to help town officials better understand how business owners and managers feel about Acton and its future. We encourage you to take this opportunity to inform us how the Town can improve its services and general conditions for businesses.

This **business survey** is intended to supplement, not duplicate, information in the resident goals and objectives survey now being conducted for the Town Comprehensive Community Plan.

There will be no identification of individual businesses or people in the survey. Data will be tabulated and aggregated and used for Town management and development of an updated Comprehensive Community Plan.

Thank you!



Please return this survey no later than April 11, 2008:
**Town of Acton
 Planning Office
 Town Hall
 472 Main Street
 Acton, MA 01720**

Or take the survey online at:
<http://www.ActonOutreach.com>

To BEGIN the survey, please read INSTRUCTIONS below

INSTRUCTIONS

- Turn over to begin survey.
- Begin with Question 1 and fill out all 14 Questions.
- When finished, please place in the mail or drop off at:
**Town of Acton
 Planning Office
 Town Hall
 472 Main Street
 Acton, MA 01720**
- You may also take this survey online. It is available by going to the website:
<http://www.ActonOutreach.com>
 Follow the link on the homepage to the online survey.
- Responses are due no later than April 11, 2008.
- Thank you for your participation.

BEGIN

1 How satisfied are you with your dealings with the Town and services of the Town? Please circle one.	Highly Satisfied	Satisfied	No Opinion	Unsatisfied	Highly Unsatisfied
The permitting process (excluding signs)	1	2	3	4	5
Sign permits	1	2	3	4	5
Provide information you need	1	2	3	4	5
Police Department services	1	2	3	4	5
Fire Department services	1	2	3	4	5
Traffic control facilities and services	1	2	3	4	5
Town bylaws (zoning, health, etc.)	1	2	3	4	5
Value received for your tax dollars	1	2	3	4	5
Other: _____	1	2	3	4	5

2 What can the Town do to improve business conditions?
 (Open ended question)

3 What would you identify as being assets to Acton?

(qualities you appreciate)

4 What would you identify as being challenges to Acton?

(qualities you do not like)

5 What makes Acton unique?

6 What type of business do you operate in Acton?

Please circle one

- Automotive Sales and Services Retail Wholesale Restaurant Entertainment
 Professional Service Personal Service Health Service Lodging Manufacturing
 Transportation Construction Education Communications
- Other: _____

7 Please circle one.

Are you satisfied with your current location?	Yes	No	No Opinion
Are you satisfied with your current building and premises?	Yes	No	No Opinion
Are you satisfied with your current parking and access conditions?	Yes	No	No Opinion
Do you reach adequate markets for your business activities?	Yes	No	No Opinion
Are you able to find the type of employees you need?	Yes	No	Somewhat
Are you satisfied with the current business mix in Acton?	Yes	No	No Opinion
Do you have plans for business expansion in Acton in the next few years?	Yes	No	Possibly
Are you interested in using "green" construction techniques in your future improvements? (For example, solar energy and/or water saving fixtures)	Yes	No	Possibly
Would you be interested in increased connections and cooperation between existing businesses? (For example, contributing to a joint fund for aesthetic improvements and/or increased services in commercial areas)	Yes	No	Possibly

8 Do you participate in any local business organizations? (circle) Yes No

9 If yes, which ones? (circle)

- MetroWest Chamber of Commerce Middlesex Chamber of Commerce Rotary Club Other: _____

10 How long has your business been in Acton? (in years)

- 1-5 6-10 11-20 21+

11 How much do you feel your business is a part of the Acton community? (circle)

- Very Much Some-what Very Little Not at All

12 How should Acton evolve in the future?

13 How does your business contribute to the community?

(e.g., team or other sponsorships, scholarship programs, award programs, providing space for public announcements, fund raising drives)

14 What would help to make your business feel more a part of Acton?
