

Thank you for taking the time to complete the Lawrence Business Development Survey, a joint project of the Lawrence Chamber of Commerce, the City of Lawrence, and two units of the KU School of Business—the KU Small Business Development Center and the Center for Applied Economics. The Center for Applied Economics is managing the survey and will analyze the results.

All survey responses will be held in strict confidence. Your anonymity is guaranteed.

Not every survey respondent will necessarily have adequate knowledge of every survey question. Please respond based on your actual experience and not hearsay.

By using the unique link you received to access the survey, you will be able to pause and resume as much as you wish until you hit the Submit Final Survey Responses button. To pause, just close your browser. To resume at the point where you paused, just re-click the unique link you received.



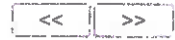
Which of the following best describes your business (or business experience)?

- Located in the City of Lawrence.
- Attempted to start or locate a business in the City of Lawrence but abandoned the effort.
- Provide services/goods to or in the City of Lawrence, but not located in the City of Lawrence.
- Neither located in nor provides services/goods to customers in the City of Lawrence.



Which of the following best describes your role in the business?

- Owner
- Officer/Executive
- Employee with managerial duties (but not an Officer/Executive)
- Investor
- Other



**Does your business in the City of Lawrence require government licensing (including professional licensing)?
Please select all that apply:**

- My business requires a federal designated license.
- My business requires a state designated license.
- My business requires a City of Lawrence designated license.
- My business requires a Douglas County designated license.

**What market(s) does your business in the City of Lawrence serve?
Please select all that apply:**

- Local (Predominantly the City of Lawrence or Douglas County)
- State (Kansas counties other than Douglas County)
- National (States other than Kansas)
- International (exports or imports internationally from the City of Lawrence operation)



Based on your own personal experience, please judge how challenging or easy it is to do each of the following:

	1 Extremely Challenging	2	3	4	5 Extremely Easy	Do Not Know/ Cannot Judge
Start a business in the City of Lawrence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Grow a business in City of Lawrence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Operate a business in City of Lawrence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Again, based on your own personal experience, please indicate the extent to which you agree or disagree with each of the following statements

	1 Disagree Completely	2	3	4	5 Agree Completely	Do Not Know/ Cannot Judge
<u>Compared to 10 years ago</u> , the City of Lawrence has become a much better place to start/grow/operate a business.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<u>Compared to 5 years ago</u> , the City of Lawrence has become a much better place to start/grow/operate a business.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Please complete the following sentence:

(You may enlarge answer boxes by placing your cursor on the bottom-right corner of the box and “pulling” with your mouse.)

Doing business in the City of Lawrence is better now than it was _____(time frame)_____ because _____(reason)_____

Time frame

Reason

Please complete the following sentence:

The most pressing challenge for my business in the City of Lawrence over the next five (5) years will be:



Have you conducted business in other cities?

Yes

No



For the next series of questions, please think about how the City of Lawrence compares to other places in which you have conducted business.

	1 Disagree Completely	2	3	4	5 Agree Completely	Do Not Know/ Cannot Judge
Lawrence has a better workforce than other cities in which I have conducted business.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lawrence has a better permitting process than other cities in which I have conducted business.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lawrence has a better K-12 education system than other cities in which I have conducted business.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lawrence has a better package of public services than other cities in which I have conducted business.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lawrence has a lower business tax burden than other cities in which I have conducted business.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lawrence has better prospects for business opportunities than other cities in which I have conducted business.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lawrence has a less burdensome business regulatory structure than other cities in which I have conducted business.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lawrence has a better business support network of peers and colleagues than other cities in which I have conducted business.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Based on your experience with conducting business in cities other than the City of Lawrence, which city would you recommend that Lawrence seek to emulate when it comes to the ease of starting, growing, or operating a business? Please provide an explanation for your choice, if you wish.



This section of the survey invites your open-ended responses.

No response is too trivial or too grand. All input matters—provided that it would help you (or would have helped you) based on your business experience in the City of Lawrence. The more specific you can make your responses, the more it will inform a productive, actionable agenda for improving the business environment of the City of Lawrence.

For your convenience, please remember that you may enlarge all answer boxes by placing your cursor on the bottom-right corner of the box and “pulling” with your mouse.



Please be as specific as possible when completing this sentence:

The best thing about running a business in the City of Lawrence is:

And, please be as specific as possible when completing this sentence:

The worst thing about running a business in the City of Lawrence is:



For the next series of questions, based on your personal experience, please complete the following sentences, indicating what would make it easier to start/grow/operate a business in the City of Lawrence.

It would be easier to start a business in the City of Lawrence if:

It would be easier to grow a business in the City of Lawrence if:

It would be easier to operate a business in the City of Lawrence if:



Next, you will read a series of statements about doing business in the City of Lawrence. Using the given scales of one to five, please rank your experience with each statement.

After each question, you will have an opportunity to provide an open-ended comment.

1
Extremely
Challenging

2

3

4

5
Extremely
Easy

Do Not
Know/
Cannot
Judge

If you wish, please provide open-ended comments related to any or all of the questions.

The time it takes to obtain a **site plan, preliminary plat, or final plat permit** from the City of Lawrence is:

1 2 3 4 5 Do Not Know/ Cannot Judge

The time it takes to obtain a **rezoning, special use, or change of use permit** from the City of Lawrence is:

1 2 3 4 5 Do Not Know/ Cannot Judge

The time it takes to obtain a business-related **signage permit** from the City of Lawrence is:

1 2 3 4 5 Do Not Know/ Cannot Judge

The time it takes to obtain a **building or occupancy permit** from the City of Lawrence is:

1 2 3 4 5 Do Not Know/ Cannot Judge

The time it takes to obtain a decision on a **variance request** from the City of Lawrence is:

1 2 3 4 5 Do Not Know/ Cannot Judge



Next, you will read a series of statements about doing business in the City of Lawrence. Using the given scales of one to five, please rank your experience with each statement. After each of the following sequence of questions, you will have an opportunity to provide open-ended comments for any or all of the questions.

1
Extremely
Challenging

2

3

4

5
Extremely
Easy

Do Not
Know/
Cannot
Judge

If you wish, please provide open-ended comments related to any or all of the questions.

The time it takes to obtain a decision on a **tax abatement** from the City of Lawrence is:

1 2 3 4 5

My business-related interaction with the **Public Works Department** of the City of Lawrence has been:

1 2 3 4 5

My business-related interaction with the **Utilities Department** of the City of Lawrence has been:

1 2 3 4 5

My business-related interaction with the **Police Department** of the City of Lawrence has been:

1 2 3 4 5

My business-related interaction with the **Fire Department** of the City of Lawrence has been:

1 2 3 4 5

Open-ended comment input area with multiple text boxes and scrollbars.



Next, you will read a series of statements about doing business in the City of Lawrence. Using the given scales of one to five, please rank your experience with each statement. After each of the following sequence of questions, you will have an opportunity to provide open-ended comments for any or all of the questions.

1
Extremely
Challenging

2

3

4

5
Extremely
Easy

Do Not
Know/
Cannot
Judge

If you wish, please provide open-ended comments related to any or all of the questions.

My business-related interaction with the **Planning and Development Service Department** of the City of Lawrence has been:

1 2 3 4 5 Do Not Know/ Cannot Judge

Open-ended comment field for Planning and Development Service Department

Hiring qualified employees for my business in the City of Lawrence has been:

1 2 3 4 5 Do Not Know/ Cannot Judge

Open-ended comment field for Hiring qualified employees

Retaining qualified employees for my business in the City of Lawrence has been:

1 2 3 4 5 Do Not Know/ Cannot Judge

Open-ended comment field for Retaining qualified employees

Acquiring quality physical space (office, retail, wholesale, production) for my business in the City of Lawrence has been:

1 2 3 4 5 Do Not Know/ Cannot Judge

Open-ended comment field for Acquiring quality physical space

Acquiring adequate capital financing for my business in the City of Lawrence has been:

1 2 3 4 5 Do Not Know/ Cannot Judge

Open-ended comment field for Acquiring adequate capital financing



Still thinking about the City of Lawrence, but with a different ranking scale...

1 5
Very Very
Unreasonable Reasonable
2 3 4 Do Not
 Know/
 Cannot
 Judge

If you wish, please provide open-ended comments related to any or all of the questions.

The level of fees for permits is:

1 2 3 4 5

When all time and auxiliary costs (like attorney fees, consulting fees, and time delays) are included, the total cost to obtain a **site plan, preliminary plat, or final plat permit** is:

1 2 3 4 5

When all time and auxiliary costs (like attorney fees, consulting fees, and time delays) are included, the total cost to obtain a **rezoning, special use, or change of use permit** is:

1 2 3 4 5

Open-ended comment input area with three text boxes and a vertical scrollbar on the right.



Still thinking about the City of Lawrence, but with a different ranking scale...

1
Very
Unreasonable

2

3

4

5
Very
Reasonable

Do Not
Know/
Cannot
Judge

If you wish, please provide open-ended
comments related to any or all of the questions.

When all time and auxiliary costs (like attorney fees, consulting fees, and time delays) are included, the total cost to obtain a **permit for business-related signage** is:

1 2 3 4 5 Do Not Know/ Cannot Judge

When all time and auxiliary costs (like attorney fees, consulting fees, and time delays) are included, the total cost to obtain a **building or occupancy permit** is:

1 2 3 4 5 Do Not Know/ Cannot Judge

When all time and auxiliary costs (like attorney fees, consulting fees, and time delays) are included, the total cost to obtain a **decision on a variance request** is:

1 2 3 4 5 Do Not Know/ Cannot Judge



Thinking about the City of Lawrence, please indicate how challenging or easy it is to understand the written words of the codes and regulations.

1
Confusing/Hard to Interpret

2 3

4

5
Clear and Concise/Easy to Interpret

Do Not Know/ Cannot Judge

If you wish, please provide open-ended comments related to any or all of the questions.

With regard to land use issues, the **written word** of the codes and regulations administered by the City of Lawrence are:

1 2 3 4 5

With regard to construction issues, the **written word** of the codes and regulations administered by the City of Lawrence are:

1 2 3 4 5

Thinking about the City of Lawrence, please indicate how challenging or easy it is to understand government personnel's interpretation of the written words of the codes and regulations.

1
Confusing/Hard to Interpret

2 3 4

5
Clear and Concise/Easy to Interpret

Do Not Know/ Cannot Judge

If you wish, please provide open-ended comments related to any or all of the questions.

With regard to land use issues, the **interpretations** by city personnel of the written word of the codes and regulations administered by the City of Lawrence are:

1 2 3 4 5

With regard to construction issues, the **interpretations** by city personnel of the written word of the codes and regulations administered by the City of Lawrence are:

1 2 3 4 5



Thinking about the City of Lawrence, please indicate how challenging or easy it is to understand the written words of the codes and regulations.

1 Confusing/Hard to Interpret 2 3 4 5 Clear and Concise/Easy to Interpret Do Not Know/ Cannot Judge

If you wish, please provide open-ended comments related to any or all of the questions.

With regard to land use issues, the written word of the codes and regulations administered by the City of Lawrence are:



Open-ended comment field for land use issues. The field is currently empty.

With regard to construction issues, the written word of the codes and regulations administered by the City of Lawrence are:



Open-ended comment field for construction issues. The field is currently empty.

Thinking about the City of Lawrence, please indicate how challenging or easy it is to understand government personnel's interpretation of the written words of the codes and regulations.

1 Confusing/Hard to Interpret 2 3 4 5 Clear and Concise/Easy to Interpret Do Not Know/ Cannot Judge

If you wish, please provide open-ended comments related to any or all of the questions.

With regard to land use issues, the interpretations by city personnel of the written word of the codes and regulations administered by the City of Lawrence are:



Open-ended comment field for land use interpretations. The field is currently empty.

With regard to construction issues, the interpretations by city personnel of the written word of the codes and regulations administered by the City of Lawrence are:



Open-ended comment field for construction interpretations. The field is currently empty.



Please indicate the extent to which you disagree or agree with the following statement:

The quality of services offered by the City of Lawrence are worth the price in taxes and fees that my business pays to the City of Lawrence.

1	2	3	4	5	Do Not Know/ Cannot Judge	If you wish, please provide open-ended comments related to any or all of the questions.
Disagree Completely				Agree Completely		

<< >>

The survey may not have covered items that you think are important.

Please provide any additional commentary here.



If you wish, please explain why you abandoned your effort to start or locate a business in the City of Lawrence.

Two faint, illegible lines of text, likely representing a respondent's answer.



Are you aware of the City of Lawrence's pre-application meeting service (encompassing all City departments) that is available to assist your business with City of Lawrence business development projects?

- Yes
- No

Are you aware of the City of Lawrence's Small Business Facilitator service (available since August 2013) that is designed to assist small businesses with the City of Lawrence's permitting requirements?

- Yes
- No

Are you aware of the KU Small Business Development Center (co-located with the Lawrence Chamber of Commerce) being available to assist with the growth of small businesses by providing low-cost training seminars and free one-to-one counseling/consulting services?

- Yes
- No



The following questions will be used for demographic purposes only. Again, rest assured that your information is anonymous and confidential. Your response to these questions will aid the overall understanding of the survey results.



What is the annual revenue of your business in the City of Lawrence?

- Less than \$100,000
- \$100,000-\$249,999
- \$250,000-\$499,999
- \$500,000-\$999,999
- \$1,000,000-\$4,999,999
- More than \$5,000,000
- I do not wish to share this information

How many people does your business employ, both full-time and part-time, as related to the business you conduct in the City of Lawrence?

- 0
- 1-5
- 6-10
- 11-25
- 26-50
- 51-100
- 101-500
- 501+
- I do not wish to share this information

How many years has your business been in operation, as related to the business you conduct in the City of Lawrence?

- Less than one year
- 1-2 years
- 3-5 years
- 6-10 years
- More than 10 years
- I do not wish to share this information



Which one category best describes the commercial activity of your business/organization in the City of Lawrence?

- Retail trade
- Food/beverage
- Construction
- Manufacturing
- Wholesale trade
- Transportation/warehousing
- Finance/Banking
- Professional services (primarily business-to-business)
- Professional services (primarily business-to-consumers)
- Nonprofit organization
- I do not wish to share this information

To which of the following organizations do you or your business/organization belong?

- Lawrence Chamber of Commerce
- Cadre Lawrence
- Downtown Lawrence
- Lawrence Home Builders Association
- Lawrence Board of Realtors
- Lawrence Renters Association
- Others – please specify:
- I do not wish to share this information



Your gender

- Male
- Female
- I do not wish to share this information

Your age

- 18-25
- 26-34
- 35-44
- 45-54
- 55-64
- 65 or older
- I do not wish to share this information



When it comes to politics, would you say that your views are generally:

- Very liberal
- Somewhat liberal
- Moderate
- Somewhat conservative
- Very conservative
- Libertarian
- Other
- I do not wish to share this information

Do you have children under the age of 18 in the home?

- Yes
- No
- I do not wish to share this information



Would you be willing to conduct a follow-up phone or in-person interview with someone from the Center for Applied Economics at the KU School of Business in order to discuss your responses in greater depth?

If so, please complete the entries.

Name:

Phone:

Email:

Business:

