



MACCE

The Maine Association of
Chamber of Commerce Executives

2021 Moving Forward Business Survey

The Maine Association of Chamber of Commerce Executives (MACCE), in partnership with the Maine State Chamber of Commerce, and the Maine Tourism Association (MTA), have created the following survey for Maine business leaders called the 2021 Moving Forward Business Survey.

The goal of this survey is to capture the thoughts, concerns and ideas from our small, medium and large businesses in Maine, in order to get a full picture view at where we stand heading into a new year. This survey will give us critical insights into the state of business in Maine as it currently stands and should also capture a collective outlook for what is needed to help our businesses succeed, and how you think we can get there.

The timing and intent of this survey is to produce a full report in the early weeks of January that we can share with the incoming State Legislature to say, 'this is what the businesses of Maine are saying they need right now.' It will be an essential tool for our organizations to use in the coming months as policies are being created to solve our biggest business needs.

With that, this survey will take **22-28 minutes to complete the 30 questions and 6 identifying questions**. On the surface that may seem like a large commitment, but with the future of Maine business being critically important to all of us, we would hope that you can make the time to give us the feedback needed. To that end, there are six open-ended questions in the survey, and we would encourage you to use that space to be as pragmatic as possible. We want to know how you would solve the critical issues that are identified.

The survey will close on **December 23 at 5PM**, which will give us 10 days or so to analyze the results and create a report with the findings. There is a spot at the end of the survey to leave your e-mail address should you want a copy of the final report.

If we receive a statistically-significant amount of responses in specific industries or from specific regions of the state, we should be able to drill down even further into those sub-groups to get even more valuable data. Should this happen we would then share the results with county and municipal leaders to make even more lasting change. With that being said we encourage you to share this survey with your industry colleagues, and other businesses in your region.

Thank you in advance for investing your time into this vital survey. If you have any questions please send them to Cory King at the Southern Midcoast Maine Chamber who formatted the survey on behalf of the collaborators. Cory can be reached at executivedirector@midcoastmaine.com



MACCE

The Maine Association of
Chamber of Commerce Executives

2021 Moving Forward Business Survey

Categorization Questions

1. Name of organization (will not be shared, for categorization only)

2. Number of Employees (please include all FT and PT employees as a full number) as you are currently staffed

3. County of Organization. If you cover a broader area please select more than one or region. If you cover the entire state please select ENTIRE STATE only

- Androscoggin County
- Aroostook County
- Cumberland County
- Franklin County
- Hancock County
- Kennebec County
- Knox County
- Lincoln County
- Oxford County
- Penobscot County
- Piscataquis County
- Sagadahoc County
- Somerset County
- Waldo County

- Washington County
- York County
- Entire State
- Northern Maine
- Eastern Maine
- Western Maine
- Southern Maine

4. For ease in reviewing the results, what is the primary chamber of commerce, business association or CVB you identify with (please limit answers at 3 maximum; leave blank if you are not associated with any Chamber, Association or CVB)

5. What Industry are you in? (Select All That Apply)

- Arts, Theater, A/V technology and communications
- Boating, Marine, Marina
- Childcare/ Daycare
- Cleaning/Janitorial
- Construction incl. In-Home Service: Contractors, plumb., elec., landscaping
- Education
- Entertainment
- Events/Event Planning & Weddings
- Farming, Agriculture & Commercial Fishing
- Finance & Insurance (Bank, Credit Unions, CPAs, Insurance)
- Fitness
- Government/Municipal
- Healthcare
- Housing/Property Management
- Lodging & Campgrounds
- Manufacturing
- Marketing, media, sales and services


- Museums/Historical
- Nature & charter based tourism, including excursions
- Non-profit: Charitable, Libraries, Community Organizations
- Pet Care
- Photography
- Professional Services- Legal, Consulting etc.
- Recreation
- Restaurants/Bars/Bakeries/Coffee Shops/Caterers
- Retail- including grocery
- Realtors/ Real Estate
- Salons/Stylists: cosmetology services, spa, tattoo, massage and nails
- Senior Living/Retirement Homes, Assisted Living
- Technology- IT and computers
- Tours/Tourism
- Transportation and automotive services
- Utilities (Gas and electric services)
- Wholesale trade/sales
- Other

6. Is your business seasonal? Please classify your organization from the following options:

- Primarily Summer (over 65% of your work/income happens in Summer)
- Primarily Winter (over 65% of your work/income happens in Winter)
- Year-Round

Prev

Next

Powered by
 **SurveyMonkey**
See how easy it is to [create a survey](#).



MACCE

The Maine Association of
Chamber of Commerce Executives

2021 Moving Forward Business Survey

Workforce Questions

7. Do you have more employees overall, then you had last year, less employees, or approximately the same?

- More Employees
- Less Employees
- About the same

8. If you answered more or less, how many more or how many less? If there was no change, please answer 0. (Please count the total number of FT and PT people as a single number)

If you have MORE employees than last year, please enter a whole number- ex: having 5 more employees than last year would be "5"

If you have LESS please put a minus sign (-) before your answer- ex: having 5 less employees than last year would be "-5"

9. Do you have the number of employees you need, or do you need more?

- Have approximately what I need
- Need more
- Not applicable/Don't know/I don't do the hiring
- Other (please specify)

10. What percentage of your new hires have the training/experience/skills you would want from a typical new hire? (If this question is not applicable, you do not know the answer, or you do not conduct the hiring, please enter N/A in the text box)

11. When looking at the candidates applying for positions with your organization, what would you say are the primary reasons you do not hire them (select all that apply):

- Don't have the skills in their background
- Don't have the experience/licenses required
- Don't have the education/training required
- Don't want to work the hours/shifts available
- Can't find reliable transportation
- Drug Convictions/Can't Pass Background Check
- They did not interview well
- Not applicable/Don't know/I don't do the hiring
- Other (please specify)

Prev

Next

Powered by



See how easy it is to [create a survey](#).



MACCE

The Maine Association of
Chamber of Commerce Executives

2021 Moving Forward Business Survey

Needs Questions

12. Taking into account your anticipated revenues over the next 12 months, with the current business climate, how much in additional funds would you need to safely guarantee your business would be open one year from today?

- \$0
- \$1 - \$5,000
- \$5,001 - \$10,000
- \$10,001 - \$15,000
- \$15,001 - \$20,000
- \$20,001 - \$25,000
- \$25,001 - \$50,000
- \$50,001 - \$75,000
- \$75,001 - \$100,000
- \$100,001 - \$150,000
- \$150,001 - \$200,000
- Over \$200,000

13. If there were a Covid Business Equipment Reimbursement program for businesses who installed sneeze guards, signage, stickers, plexiglass and other physical adjustments to your business work space in order to accommodate the Covid mandates that were required of businesses, how much would you apply for?

Please do not include any funds you have previously been reimbursed through other community or government programs.

14. If there were a Covid Personal Protective Equipment Reimbursement program for businesses who purchased PPE for employees and/or customers such as: masks, face guards, hand sanitizer, antiseptic wipes, protective eyewear, additional gloves, gowns, hair nets, and other personal protective equipment in order to accommodate the Covid mandates that were required of businesses, how much would you apply for?

Please do not include any funds you have previously been reimbursed through other community or government programs.

15. Please select up to three of the following as your most important business needs over the next 3-6 months you are open:

- Injection of Cash
- Personal Protective Equipment (Masks, gloves, sanitizer, etc.)
- Covid Protocol Business Equipment (plexiglass, social distancing equipment)
- More Employees
- Free Training for Employees
- Rent/Mortgage Relief
- Loan Deferrals
- Broad band expansion
- Childcare for Staff
- Lower Utility Rates
- Better Insurance Rates
- More Affordable Inventory/Access to Inventory
- Business Infrastructure Improvements
- Improved Supply Chain
- Other (please specify)

16. Please expand on your business needs here with any other comments you would like to share (300 word max):



MACCE

The Maine Association of
Chamber of Commerce Executives

2021 Moving Forward Business Survey

Covid-19, Government Programs & Communication

17. During Covid-19 did your organization acquire support through any of the following programs that were offered by the State and Federal Government? (Select All That Apply)

- Paycheck Protection Program (PPP)
- Economic and Injury Disaster Loan (EIDL)
- Keep Maine Healthy Grants
- Small Business Recover Grants (State of Maine)
- Enhanced Unemployment
- We did not try to acquire support through these programs
- We tried to acquire support but were unsuccessful
- We didn't know enough about these programs to apply
- Other (please specify)

18. If you utilized any of the programs listed in Question 17, are there any changes you would propose to any of those programs so they would be more effective (in case they were to re-emerge in the future)? (300 word max)

19. Are there positive business changes that you made to accommodate the Covid-19 requirements that you will likely end up continuing with? Please select those positive changes from the list below:

- Flexible Scheduling
- Remote Work Spaces

- New Cleaning/ Sanitizing Protocols
- Streamlined Agendas for Meetings
- More Zoom/Remote Meetings
- Other (please specify)

20. Is there anything else you would like to add about positive Covid-19 changes that you will use going forward? (300 word max)

21. In looking at how the State of Maine communicated Covid regulations and changes to Covid protocols for businesses since the pandemic began, how would you rate the effectiveness of that communication from State of Maine? We are trying to evaluate how clearly the State communicated the message rather than how the message positively or negatively impacted your business. (50 Word Max)

22. In terms of the State of Maine communicating Covid regulation changes, which of the following statements are most accurate to your feelings (select all that apply)

- The State of Maine had to do whatever was necessary to keep our citizens safe and healthy
- I believe the State is doing the best they can in a tough situation
- I'm unclear on what metrics were used and what the thresholds there were for the State to initiate new changes
- I like how the State specifically worked with industry leaders to help with the decisions they needed to make
- The guidance the State laid out is very clear and businesses should accept it for the health of everyone
- The State had some good plans for some industries but I believe they over-reached on others
- In a capitalist society the business owner should be able to say what happens in their business, not the State
- The State let us know clearly how and why they were making their decisions
- I'd like a better understanding of how decisions got made for my industry

- The regulations were fair to all industries, for the most part
- I felt like there was inconsistencies in which industries were allowed to open first
- Other (please specify)

Prev

Next

Powered by



See how easy it is to [create a survey](#).



MACCE
 The Maine Association of
 Chamber of Commerce Executives

2021 Moving Forward Business Survey

Economic Effects of COVID-19 on Key Business Issues

Over the last five years, there have been 10-15 specific business issues that have been repeatedly identified by Maine business leaders as key indicators to success and growth. The questions in this section will discuss 12 of the key issues that were identified in multiple business surveys to see what effect COVID-19 has had on these specific issues, if any.

23. Covid-19 effect on: Availability of finding workforce

Please rate the following using the scale below

	COVID-19 made it easier to find these workers	COVID-19 did not affect this	COVID-19 made it harder to find these workers	Not applicable/Don't know
Finding available entry level workers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding available professional level workers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding available skilled technical workers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

24. Covid-19 effect on: Taxation

Please rate the following using the scale below:

	COVID-19 had a positive impact on this tax	COVID-19 did not affect this issue	COVID-19 had a negative impact on this issue	Not applicable/Don't know
Property Taxes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal Income Taxes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

25. Covid-19 effect on: Natural Resources & Regulation

Please rate the following using the scale below:

	COVID-19 had a positive impact on this issue	COVID-19 did not affect this issue	COVID-19 had a negative impact on this issue	Not applicable/Don't know
Availability of Natural Resources for Production Purposes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Effective State Regulations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

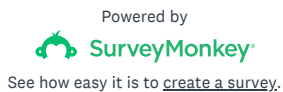
26. Covid-19 effect on: Business Costs & Availability

Please rate the following using the scale below:

	COVID-19 had a positive impact on this issue	COVID-19 did not affect his issue	COVID-19 had a negative impact on this issue	Not applicable/Don't know
Cost of Healthcare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Energy Costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of High Speed Internet Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to Maine-based research and development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of Maine's transportation system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Prev

Next





MACCE
 The Maine Association of
 Chamber of Commerce Executives

2021 Moving Forward Business Survey

Economic Effects of COVID-19 on Key Business Issues

The following three questions are about prioritizing which of those key issues listed above are most in need of policy changes. When ranking the issues below please keep in mind the impact of Covid-19 and the current state of business in the State of Maine as it is right now.

27. Prioritizing The Most Essential Issues in Need of Policy Changes for Your Organization

Please select the five most important issues from the following list of key issues, and rank that top five in order of importance with the highest ranking going to the issue you feel is most in need of policy changes. Your top ranking should illustrate the issue that would have the most amount of positive effect on your organization should a positive policy change be implemented in the next 18 months.

*The highest priority should be ranked “1”; the second highest priority should be ranked “2” and so on

	1	2	3	4	5
Finding available entry level workers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding available professional level workers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding available skilled technical workers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Property Taxes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal Income Taxes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of Natural Resources for Production Purposes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Effective State Regulations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cost of Healthcare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	1	2	3	4	5
Energy Costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of High Speed Internet Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to Maine-based research and development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of Maine's transportation system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

28. Prioritizing The Most Essential Issues in Need of Policy Changes for Maine Businesses

Please select the five most important issues from the following list of key issues, and rank that top five in order of importance with the highest ranking going to the issue you feel is most in need of policy changes. Your top ranking should illustrate the issue that would have the most amount of positive effect on ALL Maine Businesses should a positive policy change be implemented in the next 18 months.

*The highest priority should be ranked "1"; the second highest priority should be ranked "2" and so on

	1	2	3	4	5
Finding available entry level workers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding available professional level workers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding available skilled technical workers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Property Taxes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal Income Taxes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of Natural Resources for Production Purposes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Effective State Regulations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cost of Healthcare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Energy Costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of High Speed Internet Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	1	2	3	4	5
Access to Maine-based research and development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of Maine's transportation system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

29. Recommended Policy Change

Please select one of the key issues listed in Q28 or Q29 and tell us what would be a recommended policy change you would like to see. Be as specific as possible. (300 word max)

//

Prev

Next

Powered by



See how easy it is to [create a survey](#).



MACCE

The Maine Association of
Chamber of Commerce Executives

2021 Moving Forward Business Survey

Concerns & Future Outlook

30. Given your current situation, what is the likelihood you will be open one year from today?

For seasonal businesses, instead of one year from today, consider the question as 'for your next opening day'.

- Extremely Unlikely
- Somewhat Unlikely
- Can't Say One Way or the Other
- Somewhat Likely
- Extremely Likely

31. Please rank the following business concerns you have from most important to least important. Ranking of 1 means most important, 2 means second most important, and so on.

- ☰ Cash Flow
- ☰ Having Enough Employees
- ☰ Work-Family Balance
- ☰ Having Enough Customers
- ☰ Keep Employees & Customers Healthy
- ☰ Making Investments in the Future
- ☰ The Survival of Fellow Businesses
- ☰ Being Open for Tourists As Soon As Possible
- ☰ Better Tax Environment
- ☰ Lower Utility Costs

32. Please rank the following societal concerns you have from most important to least important. Ranking of 1 means most important, 2 means second most important, and so on.

- School Closings/Re-opening
- Health & Safety of my Family
- Health & Safety of our Community
- Daycare/Childcare Needs and Affordability
- Having a Strong Economy
- Having Adequate Healthcare
- Racial Equality
- Affordable Housing
- Liveable Wages
- Robust Public Transportation

33. Which of the following describes your feeling towards the business climate in Maine 12 months from today?

- Optimistic
- Pessimistic
- Unsure

34. Are there any other concerns not addressed in the questions above that you would like legislators in Augusta to be aware of as they head into session?

/

35. Please enter your email address if you would you like to receive these results when the survey is completed (your e-mail will not be shared for any other purpose).

36. Would you like to leave an e-mail address to be contacted in case your local Chamber, association or CVB wants to follow-up with you on any of your answers? We will disclose your e-mail only to those you noted in Question #4. If yes, please enter your email address below.