

## Report on Business Questionnaire (results)

As part of the strategic planning process, a questionnaire was developed seeking input from business professionals in the region.

The TCWIB Business & Economic Development Sub-committee elected to have TCWIB executive director Joanna Russell present information about the TCWIB and the workforce system to regional clubs and associations such as Rotary, Kiwanis, and Lion's Clubs where the questionnaire was disseminated. The hope was to gain insight into local professionals' perception of workforce development. Additionally, many of the TCWIB board members and Greater Bangor Convention and Visitor's Bureau board of directors also responded to the business questionnaire.

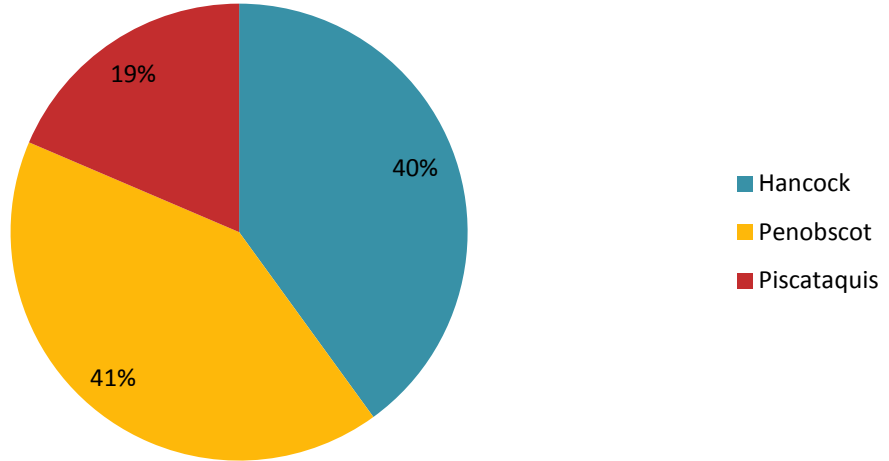
There were 13 meetings (3 in Piscataquis County, 4 in Hancock County, and 6 in Penobscot County) with an estimated 176 questionnaires distributed. The total number of responses was 65. (A 37% return!)

Professional employees\* from the following companies that participated:

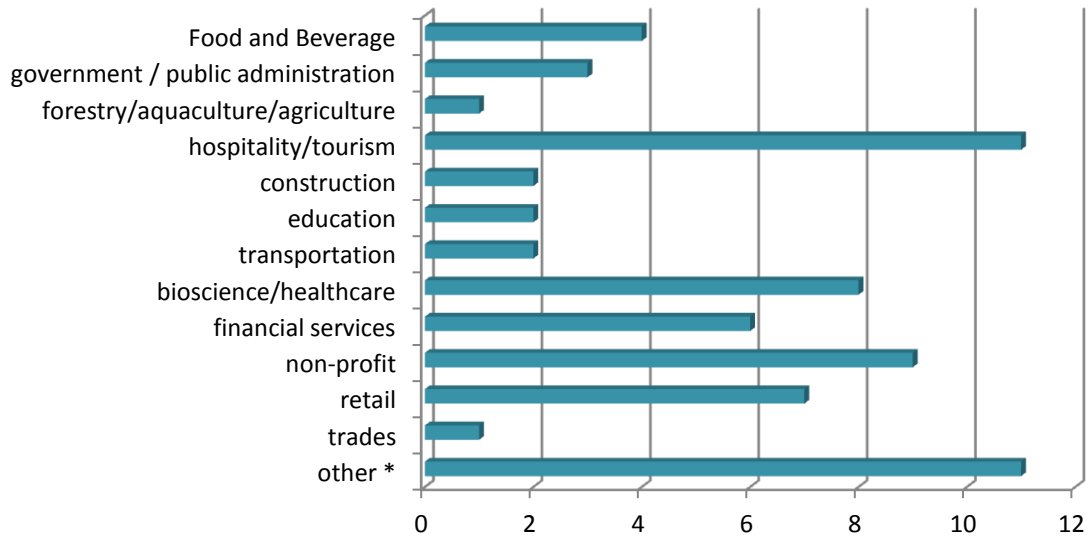
LL Bean	Cigarette Shopper
Cianbro	Ovation Fundraising Counsel
Rowell's Garage	Hannaford
State of Maine / DHHS	Tillson True Value
Holiday Inn	Home Living
Courtyard by Marriott	Charlotte White Center
Cross Insurance Center	Maine Coast Memorial Hospital (2)
Windswept Gardens, LLC	Sargent Real Estate
BIA	The Ellsworth American/Mount Desert Islander
The Brewster Inn	The Grand
Geaghan's Pub & Brewery	Downeast Horizons
Bangor Mall	Child and Family Opportunities, Inc.
Hollywood Casino Hotel & Raceway	Scenic Flights of Acadia
Lafayette Hotels	Blue Hill Memorial Hospital
Shop 'n Save	MDOL Division for the Blind & Visually Impaired
Mayo Regional Hospital	Atlantic Fleet Services
Foxcroft Veterinary Service	MDI Hospital
Foxcroft Academy	Friends of Acadia (2)
Sewall	Bar Harbor Jam Company
WLBZ 2	Asticou Inn
TD Bank (2)	Lynam Insurance
Genesis Healthcare	Jesup Memorial Library
The Lane Construction Corp	Maryanne M. Mattson, CPA
Spectrum Medical Group	Prestigious Events
Eastern Maine Community College	The First, N.A.
Brantner Thibodeau & Associates	Coffee Hound Coffee Bar
Roof Systems of Maine	Lynam Real Estate
Webber Supply, Inc	L.S. Robinson Co.
Phillips-Strickland House	Bar Harbor Chamber of Commerce
DKB Catering	Adirondack Family Practice
C.A. Dean Memorial Hospital	Anonymous

\*Estimated number of employees represented by these companies: **8,422**

## Respondents' County



## Industry Sector



\*Other includes: accounting, audit & tax; consulting services; tour/flights; housing for adults with disabilities; sales; public assembly facilities, conservation, events planning, Real Estate, and news and information

**Consistent feedback:**

Apprenticeship, OJT and professional development opportunities came up as the resources that most respondents would like to use (and learn more about)

Communication methods for regular engagement / feedback:

- Email -- **THIS ONE IS TOP on all groups' survey responses!!!** (50 checked it off)
- Forums -- **multiple business reps indicated this was also a viable option**
- Meetings -
- Print/US Mail -
- Other:

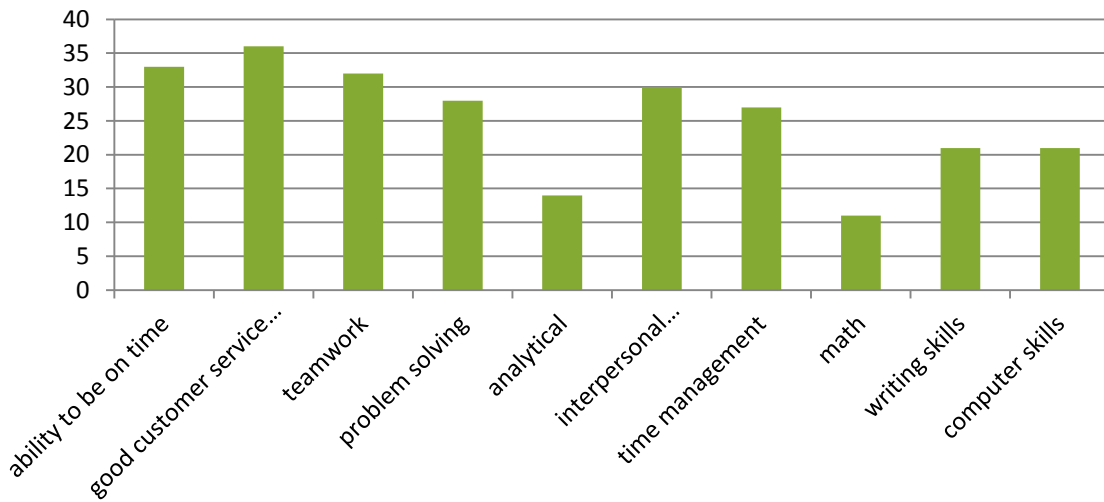
**Most common "HARD" skills and EDUCATION /credentialing lacking from potential employees:**

- Licenses
- Certification
- Practical experience learned as an apprentice

**Common "Work readiness or SOFT" skills lacking (see graph below):**

- Ability to be on time
- Teamwork
- Good customer service skills
- Interpersonal communication skills
- Time management skills

**Common Workreadiness or "Soft" Skill Lacking in Potential Employees**



**Other (handwritten) identified skills lacking in employees that are needed for business success include:**

