



Business Survey-2021

This survey is being conducted by the Youngstown/Warren Regional Chamber (YWRC) and the Western Reserve Transit Authority (WRTA) to explore the need for, or interest in, public transportation services for businesses throughout Trumbull and Mahoning counties.

Your cooperation and assistance in completing this survey is appreciated and will help us in planning for routes and to effectively utilize our resources. Be assured that any information you provide will remain confidential and not be shared or sold. All data will be reported in aggregate, and individual responses will not be identified.

If you have any questions, please contact Dean Harris at 330-744-8431 ext. 109 or dharris@wrtaonline.com, or Sarah Boyarko at the Regional Chamber at 330-744-2131 ext. 1108 or sarah@regionalchamber.com.

Please return the survey by mail or email by September 30, 2021 to: Sarah Boyarko, Youngstown/Warren Regional Chamber, 100 East Federal Street, Suite 500, Youngstown, OH 44503 or sarah@regionalchamber.com.

An online version of this survey is available at: <https://www.surveymonkey.com/r/wrta-business>.

1. Please enter your contact information.

Note: All survey responses are confidential. No individual data will be shared, sold, or made publicly available.

Name _____

Title _____

Company _____

Address _____

City/State/Zip _____

County _____

Phone _____

Email address _____

2. Please describe the nature of your business (for example: steel services manufacturing, wholesale industrial supplies, retail clothing store, mental health and social services, restaurant, etc.).

3. How many employees do you have at your location? If you have more than one location, please include the street/city and employee count for each location.

4. Please estimate the percentage of employees that use the following methods of travel to your workplace.

Personal car/vehicle	_____	%
Public transportation	_____	%
Bicycle/walking	_____	%
Family/friends vehicle	_____	%
Vanpool/carpool	_____	%
Ride-sharing (Uber, Lyft, etc)	_____	%
Taxi service	_____	%
Agency or faith-based provider	_____	%
Other (please specify):	_____	

5. Are your employees in need of public transportation services for employment?

Yes
 No
 Not sure/unknown

6. Do you have difficulty recruiting and/or retaining workers because they may lack reliable transportation?

Yes
 No
 Not sure/unknown
 If yes, please explain: _____

7. Would access to public transportation for your employees help to increase the number of applicants?

Yes
 No
 Not sure/unknown
 If yes, please explain: _____

8. In what ways, if any, does lack of transportation impact your business? For example: problems maintaining and/or expanding your workforce, excessive turnover, lack of applicants, etc.

9. Please describe your normal work shifts using start-end times, number of employees on each shift, and percentage of employees without reliable transportation?

Shift	Start-End times	Number of Employees	% Employees without reliable transportation
Weekday 1 st shift:			
Weekday 2 nd shift:			
Weekday 3 rd shift:			
Saturday shifts:			
Sunday shifts:			

Other:

10. Please use the space below to tell us about any special circumstances associated with how you schedule your workers, such as different schedules every week, overtime, special projects, etc.

11. Does your customer/client base use public transportation?

Yes

No

Not sure/unknown

If yes, please estimate the number of customers/clients, times of day, and frequency if possible:

12. Would access to public transportation for your customers/clients help to increase your business revenue or impact your operations?

Yes

No

Not sure/unknown

If yes, please explain: _____

13. Would you be open to a meeting or phone call with the Regional Chamber and WRTA to further discuss your transportation issues?

Yes

No

14. Please use the space below for any additional comments you may wish to share.

Thank you for your time in filling out this survey. Your input is valuable in helping us to develop strategies and improvements to services for both residents and businesses in the Youngstown-Warren region.

Please return this survey by September 30th to sarah@regionalchamber.com.