

Siena College Research Institute

Sponsored by The Business Council of New York State

2017: 462 Upstate NY, 68 Syracuse CEOs; 2016: 440 Upstate NY, 72 Syracuse CEOs

2015: 531 Upstate NY, 79 Syracuse CEOs; 2014: 524 Upstate NY, 76 Syracuse CEOs

Q1. Which of the following industry categories best describes the type of business your company is engaged in?										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017	Syracuse 2016	Upstate Total 2016	Other MSAs 2016	Syracuse 2015	Upstate Total 2015	Syracuse 2014	Upstate Total 2014
Engineering and Construction	25%	17%	16%	22%	18%	17%	14%	16%	24%	17%
Food and Beverage	1%	3%	4%	4%	5%	5%	4%	5%	0%	3%
Financial	6%	6%	6%	8%	7%	7%	5%	5%	7%	8%
Manufacturing	21%	19%	19%	17%	18%	18%	22%	24%	22%	21%
Retail	9%	10%	10%	8%	11%	11%	14%	12%	12%	12%
Service	29%	36%	37%	31%	32%	32%	29%	25%	21%	23%
Wholesale and Distribution	9%	8%	8%	10%	10%	9%	13%	11%	14%	15%
Other	0%	0%	0%	0%	0%	0%	0%	2%	NA	NA
Refused	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%

Q2. As you think about the current business or economic conditions in New York State as compared to six months ago, would you say they are considerably better, a little better, about the same, a little worse, or considerably worse?

	Syracuse 2017	Upstate Total 2017	Other MSAs 2017	Syracuse 2016	Upstate Total 2016	Other MSAs 2016	Syracuse 2015	Upstate Total 2015	Syracuse 2014	Upstate 2014
Considerably better	7%	4%	3%	1%	1%	1%	1%	2%	1%	4%
A little better	22%	23%	24%	21%	26%	27%	27%	24%	32%	32%
About the same	43%	47%	48%	56%	48%	46%	38%	44%	41%	44%
A little worse	18%	20%	21%	18%	21%	22%	25%	22%	20%	16%
Considerably worse	10%	5%	4%	4%	4%	3%	9%	8%	7%	4%
Prefer not to answer	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Q3. Looking forward from today through next year, that is, the entire 2018 year, how would you describe your expectations for the economy in New York State?

	Syracuse 2017	Upstate Total 2017	Other MSAs 2017	Syracuse 2016	Upstate Total 2016	Other MSAs 2016	Syracuse 2015	Upstate Total 2015	Syracuse 2014	Upstate 2014
Considerably better	12%	5%	3%	4%	5%	5%	3%	3%	4%	5%
A little better	29%	29%	29%	42%	37%	36%	25%	27%	41%	37%
About the same	25%	36%	38%	35%	37%	37%	37%	40%	37%	39%
A little worse	25%	24%	24%	17%	19%	20%	25%	24%	12%	15%
Considerably worse	9%	6%	6%	3%	3%	3%	10%	6%	7%	4%
Prefer not to answer	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Q4. Now thinking specifically about your industry, how would you describe the current business or economic conditions in New York State as compared with six months ago?										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017	Syracuse 2016	Upstate Total 2016	Other MSAs 2016	Syracuse 2015	Upstate Total 2015	Syracuse 2014	Upstate Total 2014
Considerably better	6%	3%	3%	3%	2%	2%	4%	3%	5%	4%
A little better	16%	18%	19%	7%	18%	20%	23%	21%	21%	24%
About the same	47%	45%	44%	56%	47%	45%	35%	39%	46%	42%
A little worse	18%	27%	28%	32%	27%	25%	33%	29%	21%	24%
Considerably worse	13%	7%	6%	3%	7%	8%	5%	8%	7%	6%
Prefer not to answer	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Q5. And looking forward from today through the next year, how would you describe your expectations for your industry here in New York?										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017	Syracuse 2016	Upstate Total 2016	Other MSAs 2016	Syracuse 2015	Upstate Total 2015	Syracuse 2014	Upstate Total 2014
Considerably better	12%	5%	4%	3%	5%	5%	4%	3%	5%	5%
A little better	24%	24%	24%	28%	30%	31%	24%	24%	30%	30%
About the same	28%	35%	37%	43%	35%	32%	37%	41%	37%	36%
A little worse	24%	27%	27%	24%	24%	25%	25%	25%	20%	24%
Considerably worse	12%	8%	8%	3%	6%	6%	10%	7%	8%	5%
Prefer not to answer	1%	1%	1%	0%	0%	0%	0%	0%	0%	0%
Q6. Now thinking specifically about your company, what are your expectations for revenue through the year 2018? Do you believe your revenue will...?										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017	Syracuse 2016	Upstate Total 2016	Other MSAs 2016	Syracuse 2015	Upstate Total 2015	Syracuse 2014	Upstate Total 2014
Grow substantially	4%	4%	4%	1%	3%	3%	0%	3%	8%	4%
Grow moderately	38%	44%	45%	46%	48%	48%	44%	42%	42%	45%
Stay about the same	41%	35%	34%	42%	33%	31%	34%	36%	39%	33%
Decrease moderately	13%	13%	13%	11%	14%	15%	20%	17%	8%	16%
Decrease substantially	3%	3%	3%	0%	2%	3%	1%	2%	3%	1%
Prefer not to answer	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

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Q7. Continuing to focus on your company, please think quickly about profitability. Between today and the end of the calendar year 2018 do you expect your profits to...?										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017	Syracuse 2016	Upstate Total 2016	Other MSAs 2016	Syracuse 2015	Upstate Total 2015	Syracuse 2014	Upstate Total 2014
Grow substantially	4%	3%	3%	1%	2%	2%	1%	2%	7%	3%
Grow moderately	38%	36%	36%	38%	41%	42%	29%	33%	38%	38%
Stay about the same	32%	35%	36%	40%	34%	32%	30%	36%	36%	35%
Decrease moderately	21%	20%	20%	21%	20%	20%	35%	25%	17%	22%
Decrease substantially	4%	4%	4%	0%	3%	4%	4%	4%	3%	3%
Prefer not to answer	0%	1%	1%	0%	0%	0%	0%	1%	0%	0%
Q8. Businesses and the executives that direct them strive to enhance profitability in many ways. Through which of the following strategies do you plan to MOST enhance your company's profitability over the next year?										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017	Syracuse 2016	Upstate Total 2016	Other MSAs 2016	Syracuse 2015	Upstate Total 2015	Syracuse 2014	Upstate Total 2014
Market/demand growth	34%	42%	43%	39%	48%	50%	41%	39%	39%	43%
Cost reduction	22%	25%	26%	35%	25%	23%	37%	31%	24%	29%
Price increase	21%	13%	12%	14%	13%	12%	11%	12%	16%	15%
New technology	9%	11%	11%	10%	9%	9%	6%	9%	9%	7%
Other	13%	8%	8%	3%	4%	4%	4%	7%	11%	6%
Prefer not to answer	1%	1%	1%	0%	1%	1%	1%	1%	1%	1%
Q9. Please indicate which of the following are major areas of concentration for your company now and through 2018.										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017	Syracuse 2016	Upstate Total 2016	Other MSAs 2016	Syracuse 2015	Upstate Total 2015	Syracuse 2014	Upstate Total 2014
Expansion of existing markets	46%	57%	59%	43%	53%	55%	53%	54%	50%	56%
Growth in existing products	47%	54%	56%	50%	58%	60%	56%	52%	50%	54%
Entry into new markets	24%	28%	29%	26%	32%	33%	34%	30%	30%	33%
New product lines	21%	24%	24%	21%	23%	24%	20%	27%	29%	25%
Acquisition of new businesses	7%	15%	16%	8%	15%	17%	15%	15%	18%	14%
Technology innovation	34%	34%	34%	21%	28%	30%	24%	27%	26%	26%
Construction of new locations	6%	8%	9%	6%	10%	10%	4%	9%	12%	10%
Internal restructuring	24%	28%	28%	24%	25%	25%	28%	28%	25%	25%
Expansion into export markets	3%	5%	5%	1%	4%	4%	NA	NA	NA	NA
Other	7%	5%	5%	4%	4%	4%	6%	0%	3%	3%
Prefer not to answer	0%	0%	0%	6%	2%	1%	0%	1%	0%	1%

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Q10. Do you intend to invest between today through 2018 in any fixed assets for your company designed to meet growing demand, reduce costs or enhance productivity?										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017	Syracuse 2016	Upstate Total 2016	Other MSAs 2016	Syracuse 2015	Upstate Total 2015	Syracuse 2014	Upstate Total 2014
Yes	56%	56%	56%	46%	51%	52%	53%	55%	59%	58%
No	28%	28%	28%	40%	36%	36%	37%	34%	28%	31%
Not sure	16%	16%	16%	14%	13%	12%	10%	11%	13%	11%
Q11. Now thinking about the people that work for your company, between today and the end of 2018, do you plan to...?										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017	Syracuse 2016	Upstate Total 2016	Other MSAs 2016	Syracuse 2015	Upstate Total 2015	Syracuse 2014	Upstate Total 2014
Substantially increase your workforce	1%	2%	2%	1%	2%	2%	0%	1%	3%	2%
Moderately increase your workforce	34%	35%	35%	32%	37%	38%	27%	32%	28%	30%
Remain about the same	54%	53%	53%	60%	52%	51%	58%	57%	63%	59%
Decrease your workforce	7%	9%	9%	6%	8%	8%	15%	9%	5%	9%
Prefer not to answer	3%	1%	1%	1%	1%	1%	0%	1%	1%	1%
Q12. And thinking about other challenges that your company faces, which of the following are you concerned with?										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017	Syracuse 2016	Upstate Total 2016	Other MSAs 2016	Syracuse 2015	Upstate Total 2015	Syracuse 2014	Upstate Total 2014
Existing U.S. competition	24%	24%	24%	18%	27%	29%	23%	25%	30%	29%
Governmental regulation	63%	61%	61%	68%	68%	69%	71%	68%	63%	69%
Taxation	69%	61%	60%	53%	57%	58%	66%	65%	61%	65%
Foreign competition	7%	10%	10%	7%	9%	10%	8%	11%	9%	12%
Energy costs	22%	18%	18%	26%	24%	23%	24%	19%	32%	30%
Risk management	21%	26%	26%	21%	22%	23%	19%	26%	25%	22%
Adverse economic conditions	40%	37%	37%	35%	42%	43%	53%	48%	49%	46%
Health care costs	81%	78%	78%	82%	79%	79%	76%	78%	70%	77%
Global political instability	15%	15%	15%	7%	12%	13%	10%	15%	9%	16%
Rising supplier costs	35%	32%	32%	31%	27%	26%	22%	25%	33%	35%
Human resources	35%	43%	45%	40%	36%	36%	28%	38%	30%	30%
Cash flow	26%	27%	27%	33%	28%	26%	27%	26%	32%	29%
Ability to obtain suitable financing	10%	10%	10%	11%	8%	8%	10%	8%	11%	8%
U.S. trade agreements	7%	9%	9%	7%	8%	8%	NA	NA	NA	NA
Don't know/None of the Above	1%	2%	2%	0%	1%	1%	0%	0%	0%	0%

Q13. Thinking specifically about New York and the relationship between the state government and businesses like yours, overall would you say the government of the State of New York is doing an excellent, good, fair or poor job of creating a business climate in which companies like yours will succeed?

	Syracuse 2017	Upstate Total 2017	Other MSAs 2017	Syracuse 2016	Upstate Total 2016	Other MSAs 2016	Syracuse 2015	Upstate Total 2015	Syracuse 2014	Upstate Total 2014
Excellent	1%	1%	1%	0%	1%	1%	0%	1%	0%	1%
Good	7%	7%	7%	8%	8%	7%	4%	4%	5%	4%
Fair	25%	25%	25%	31%	29%	29%	33%	29%	32%	30%
Poor	60%	64%	64%	61%	61%	62%	58%	64%	62%	63%
Don't know	6%	3%	2%	0%	1%	1%	5%	2%	1%	2%

Q14. Of the following, what would you like to see the Governor and Legislature of New York focus on?

	Syracuse 2017	Upstate Total 2017	Other MSAs 2017	Syracuse 2016	Upstate Total 2016	Other MSAs 2016	Syracuse 2015	Upstate Total 2015	Syracuse 2014	Upstate Total 2014
Personal Income Tax Reform	57%	58%	59%	47%	55%	56%	52%	54%	NA	NA
Business Income Tax Reform	60%	63%	63%	60%	62%	62%	63%	63%	NA	NA
Estate Tax Reform	18%	29%	31%	24%	31%	33%	37%	34%	NA	NA
Sales Tax Reform	28%	24%	24%	22%	22%	22%	20%	25%	NA	NA
Infrastructure Development	51%	52%	52%	35%	43%	46%	49%	42%	38%	42%
Energy Infrastructure	32%	24%	23%	NA	NA	NA	NA	NA	NA	NA
Business Development Incentives	41%	31%	29%	35%	36%	37%	43%	36%	39%	38%
Ethics Reform	38%	43%	44%	36%	52%	55%	42%	42%	42%	40%
Spending Cuts	57%	53%	53%	44%	51%	53%	54%	58%	63%	64%
Other	19%	16%	16%	15%	13%	13%	19%	14%	12%	16%
Prefer not to answer	0%	0%	0%	1%	1%	1%	0%	0%	0%	0%

Q15. How confident are you in the ability of the government of the State of New York to improve the business climate for businesses like yours here in New York over the next year? Are you...?

	Syracuse 2017	Upstate Total 2017	Other MSAs 2017	Syracuse 2016	Upstate Total 2016	Other MSAs 2016	Syracuse 2015	Upstate Total 2015	Syracuse 2014	Upstate Total 2014
Very confident	1%	1%	1%	3%	1%	1%	1%	1%	0%	1%
Somewhat confident	21%	15%	14%	13%	14%	14%	13%	12%	14%	12%
Not very confident	43%	48%	49%	53%	48%	48%	53%	50%	43%	47%
Not at all confident	32%	35%	35%	32%	36%	37%	32%	37%	42%	38%
Prefer not to answer	3%	2%	1%	0%	1%	0%	1%	1%	0%	1%

Q16. And thinking about the efforts of the federal government, overall would you say the federal government is doing an excellent, good, fair or poor job of creating a business climate in which companies like yours will succeed?

	Syracuse 2017	Upstate Total 2017	Other MSAs 2017	Syracuse 2016	Upstate Total 2016	Other MSAs 2016	Syracuse 2015	Upstate Total 2015	Syracuse 2014	Upstate Total 2014
Excellent	1%	6%	6%	0%	1%	1%	0%	0%	0%	0%
Good	28%	22%	20%	6%	6%	6%	0%	2%	3%	4%
Fair	35%	35%	35%	32%	29%	28%	19%	22%	24%	21%
Poor	32%	33%	33%	58%	59%	61%	77%	73%	74%	72%
Don't know	3%	5%	5%	4%	5%	4%	4%	2%	0%	2%

Q17. How confident are you in the ability of the federal government to improve the business climate for businesses like yours here in New York over the next year? Are you:

	Syracuse 2017	Upstate Total 2017	Other MSAs 2017	Syracuse 2016	Upstate Total 2016	Other MSAs 2016	Syracuse 2015	Upstate Total 2015	Syracuse 2014	Upstate Total 2014
Very confident	4%	3%	3%	4%	5%	5%	0%	0%	0%	1%
Somewhat confident	38%	36%	36%	25%	27%	28%	4%	7%	4%	8%
Not very confident	34%	42%	43%	40%	44%	44%	53%	50%	53%	45%
Not at all confident	22%	18%	17%	28%	22%	21%	41%	41%	43%	44%
Prefer not to answer	1%	1%	1%	3%	2%	1%	3%	1%	0%	2%

Consider each of the following national issues. Indicate whether over the last year you think the country has been on the right track, moved in the wrong direction or is neither on the right track nor moving in the wrong direction.

Q18A. The cost of health care

	Syracuse 2017	Upstate Total 2017	Other MSAs 2017
Right track	18%	16%	16%
Wrong direction	68%	61%	60%
Neither	12%	18%	19%
Don't know	3%	6%	6%

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Q18B. Our immigration system										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017							
Right track	37%	38%	38%							
Wrong direction	43%	46%	46%							
Neither	15%	12%	11%							
Don't know	6%	4%	4%							
Q18C. The federal budget deficit										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017							
Right track	24%	15%	14%							
Wrong direction	59%	59%	59%							
Neither	15%	18%	18%							
Don't know	3%	8%	9%							
Q18D. The taxes businesses pay										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017							
Right track	50%	43%	42%							
Wrong direction	31%	32%	32%							
Neither	13%	18%	19%							
Don't know	6%	7%	7%							
Q18E. The health of our economy										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017							
Right track	46%	48%	49%							
Wrong direction	31%	27%	26%							
Neither	21%	18%	18%							
Don't know	3%	7%	7%							

Q18F. Safeguarding the environment										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017							
Right track	31%	23%	21%							
Wrong direction	37%	39%	40%							
Neither	25%	28%	29%							
Don't know	7%	10%	10%							
And consider each of the following New York State issues. Indicate whether over the last year you think the state has been on the right track, moved in the wrong direction or is neither on the right track nor moving in the wrong direction.										
Q19A. Infrastructure development										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017							
Right track	34%	25%	24%							
Wrong direction	31%	37%	39%							
Neither	24%	24%	25%							
Don't know	12%	13%	13%							
Q19B. Ethics reform										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017							
Right track	15%	9%	8%							
Wrong direction	53%	61%	63%							
Neither	18%	19%	19%							
Don't know	15%	10%	10%							
Q19C. State spending										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017							
Right track	18%	9%	8%							
Wrong direction	60%	70%	72%							
Neither	15%	15%	14%							
Don't know	7%	6%	6%							

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Q19D. The regulatory environment										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017							
Right track	16%	8%	7%							
Wrong direction	53%	66%	68%							
Neither	19%	17%	17%							
Don't know	12%	8%	8%							
Q19E. Workers Compensation reform										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017							
Right track	16%	13%	12%							
Wrong direction	40%	56%	59%							
Neither	25%	16%	15%							
Don't know	19%	15%	14%							
Q19F. Energy costs										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017							
Right track	18%	14%	13%							
Wrong direction	25%	36%	38%							
Neither	37%	32%	31%							
Don't know	21%	18%	17%							
Q20A. How would you rate your local area on each of the following - Suitable workforce										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017	Syracuse 2016	Upstate Total 2016	Other MSAs 2016	Syracuse 2015	Upstate Total 2015	Syracuse 2014	Upstate Total 2014
Excellent	9%	9%	9%	4%	9%	10%	14%	12%	8%	12%
Good	40%	37%	37%	35%	39%	39%	48%	42%	54%	50%
Fair	35%	37%	38%	50%	40%	38%	28%	34%	32%	29%
Poor	13%	15%	15%	10%	11%	12%	9%	12%	7%	7%
Refused	3%	2%	2%	1%	2%	1%	1%	1%	0%	2%

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Q20B. How would you rate your local area on each of the following - Consumer confidence										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017	Syracuse 2016	Upstate Total 2016	Other MSAs 2016	Syracuse 2015	Upstate Total 2015	Syracuse 2014	Upstate Total 2014
Excellent	0%	4%	4%	3%	2%	2%	4%	2%	0%	2%
Good	44%	50%	51%	29%	41%	43%	19%	38%	22%	32%
Fair	46%	39%	38%	47%	45%	46%	59%	49%	62%	54%
Poor	7%	5%	5%	18%	9%	7%	15%	9%	14%	11%
Refused	3%	2%	2%	3%	3%	2%	3%	2%	1%	2%

Q20C. How would you rate your local area on each of the following - Transportation infrastructure										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017	Syracuse 2016	Upstate Total 2016	Other MSAs 2016	Syracuse 2015	Upstate Total 2015	Syracuse 2014	Upstate Total 2014
Excellent	1%	4%	5%	1%	3%	3%	3%	4%	4%	4%
Good	34%	38%	39%	36%	39%	40%	19%	40%	39%	44%
Fair	47%	45%	44%	44%	37%	36%	54%	40%	36%	38%
Poor	15%	11%	11%	15%	19%	20%	22%	15%	21%	12%
Refused	3%	2%	2%	3%	3%	2%	3%	2%	0%	2%

Q20D. How would you rate your local area on each of the following - Airline service										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017	Syracuse 2016	Upstate Total 2016	Other MSAs 2016	Syracuse 2015	Upstate Total 2015		
Excellent	3%	8%	8%	0%	7%	8%	4%	8%		
Good	25%	45%	48%	29%	42%	45%	30%	47%		
Fair	40%	34%	33%	42%	35%	35%	25%	31%		
Poor	28%	11%	8%	26%	13%	10%	37%	14%		
Refused	4%	3%	3%	3%	3%	2%	4%	1%		

Q20E. How would you rate your local area on each of the following - Taxi/car service										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017	Syracuse 2016	Upstate Total 2016	Other MSAs 2016	Syracuse 2015	Upstate Total 2015		
Excellent	3%	3%	4%	1%	1%	1%	5%	3%		
Good	35%	34%	34%	21%	15%	14%	25%	27%		
Fair	38%	38%	38%	36%	35%	35%	38%	38%		
Poor	19%	21%	21%	36%	43%	44%	28%	26%		
Refused	4%	4%	4%	6%	6%	5%	4%	5%		

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Q20F. How would you rate your local area on each of the following - Ride sharing services										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017							
Excellent	4%	8%	9%							
Good	32%	48%	51%							
Fair	43%	29%	26%							
Poor	16%	10%	9%							
Refused	4%	5%	5%							
Q20G. How would you rate your local area on each of the following - Local governmental support for business										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017	Syracuse 2016	Upstate Total 2016	Other MSAs 2016	Syracuse 2015	Upstate Total 2015		
Excellent	3%	3%	4%	1%	2%	2%	1%	2%		
Good	26%	26%	26%	18%	17%	18%	14%	17%		
Fair	44%	47%	47%	46%	48%	48%	48%	48%		
Poor	22%	22%	22%	33%	30%	30%	35%	31%		
Refused	4%	2%	2%	1%	3%	2%	1%	2%		
Q20H. How would you rate your local area on each of the following - As an area where businesses can succeed										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017	Syracuse 2016	Upstate Total 2016	Other MSAs 2016	Syracuse 2015	Upstate Total 2015	Syracuse 2014	Upstate Total 2014
Excellent	3%	3%	4%	1%	3%	3%	1%	3%	1%	2%
Good	25%	29%	30%	26%	25%	26%	19%	27%	18%	25%
Fair	54%	48%	47%	44%	51%	52%	47%	49%	55%	49%
Poor	15%	16%	16%	24%	18%	17%	30%	19%	22%	21%
Refused	3%	2%	2%	4%	3%	2%	3%	3%	3%	3%
Q20I. How would you rate your local area on each of the following - As a place where consumers want to live										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017	Syracuse 2016	Upstate Total 2016	Other MSAs 2016	Syracuse 2015	Upstate Total 2015	Syracuse 2014	Upstate Total 2014
Excellent	10%	14%	14%	7%	10%	11%	5%	10%	4%	12%
Good	40%	44%	44%	38%	45%	47%	37%	43%	33%	45%
Fair	40%	35%	34%	40%	34%	33%	35%	33%	49%	30%
Poor	7%	6%	6%	13%	9%	8%	20%	12%	14%	10%
Refused	3%	2%	2%	3%	3%	2%	3%	2%	0%	2%

Q21. Which SINGLE industry sector do you think will have the greatest positive impact on the economic vitality of your geographic area in the next three to five years.										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017	Syracuse 2016	Upstate Total 2016	Other MSAs 2016	Syracuse 2015	Upstate Total 2015	Syracuse 2014	Upstate Total 2014
Education	16%	13%	12%	17%	9%	8%	18%	10%	31%	14%
Tourism	12%	8%	7%	15%	8%	7%	6%	8%	6%	6%
Technology	32%	25%	24%	17%	27%	29%	30%	31%	17%	30%
Transportation	3%	3%	3%	1%	3%	3%	3%	3%	3%	2%
Medical	13%	27%	29%	25%	28%	29%	13%	24%	16%	26%
Green and sustainable energy	1%	3%	4%	1%	5%	5%	6%	7%	4%	4%
Manufacturing	12%	11%	11%	10%	12%	13%	22%	15%	23%	16%
Other	1%	3%	3%	3%	1%	1%	1%	1%	0%	2%
None of the above	9%	7%	7%	11%	7%	6%	0%	0%	0%	1%

Thinking specifically about the workforce here in New York State, how significant a problem would you say each of the following is when you think about our workforce:

Q22A. How technically skilled they are										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017							
Very significant	31%	32%	33%							
Somewhat significant	43%	40%	40%							
Not too significant	19%	22%	23%							
Not at all significant	4%	3%	3%							
Don't know/Refused	3%	2%	2%							

Q22B. Their work ethic										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017							
Very significant	47%	42%	41%							
Somewhat significant	29%	32%	33%							
Not too significant	13%	18%	19%							
Not at all significant	7%	5%	5%							
Don't know/Refused	3%	2%	2%							

Q22C. Having realistic salary and benefit expectations										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017							
Very significant	15%	23%	24%							
Somewhat significant	54%	48%	47%							
Not too significant	24%	25%	26%							
Not at all significant	4%	2%	2%							
Don't know/Refused	3%	2%	2%							
Q22D. Use or abuse of drugs or alcohol										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017							
Very significant	25%	29%	30%							
Somewhat significant	34%	37%	37%							
Not too significant	31%	27%	26%							
Not at all significant	6%	4%	4%							
Don't know/Refused	4%	3%	3%							
Q22E. Their ability to express themselves both verbally and in writing										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017							
Very significant	22%	29%	31%							
Somewhat significant	53%	46%	44%							
Not too significant	19%	20%	20%							
Not at all significant	3%	3%	3%							
Don't know/Refused	3%	2%	2%							
Q23. How prepared is your company for the Paid Family Leave Act that takes effect January 2018? Are you...:										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017							
Very prepared	16%	28%	30%							
Not very prepared	16%	10%	9%							
Somewhat prepared	43%	47%	47%							
Not at all prepared	24%	14%	13%							
Don't know/Refused	1%	1%	1%							

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Q24. Which of the following, if any, have you done to prepare for the Paid Family Leave Act's effect?										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017							
Hired outside legal or consulting help	13%	19%	20%							
Modified your existing company leave policy	34%	44%	45%							
Updated or purchased a new compliance solution	4%	10%	10%							
Modified your existing workforce	1%	4%	5%							
Hired or set a plan to hire temporary employees	9%	6%	5%							
Nothing	50%	39%	38%							
Q25. How would you describe your company's employee scheduling practices?										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017							
Primarily pre-determined fixed schedules/fixed shifts	62%	62%	62%							
Schedules vary, but are provided to employees in advance	25%	23%	23%							
Employees make their own schedules based on business need	13%	10%	10%							
Employees are often called in with little or no notice to cover unexpected business variations	0%	2%	2%							
Other	0%	2%	2%							
Don't know/Refused	0%	1%	1%							
Q26. What does your company do to maintain 'equal pay' by race/ethnicity and gender within the organization?										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017							
Adhere to a formal 'equal pay' policy	37%	39%	39%							
Conduct 'equal pay' assessments	18%	13%	12%							
Hire outside consultants to assess 'equal pay'	3%	2%	2%							
Nothing in particular	43%	44%	45%							
Don't know/Refused	0%	2%	2%							

Q27. Of late, there has been a lot of discussion about what are called 'Disruptive Technologies', how familiar are you with this conversation about Disruptive Technologies?										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017							
Very familiar	13%	18%	19%							
Somewhat familiar	21%	31%	33%							
Not very familiar	31%	24%	23%							
Not at all familiar	32%	24%	23%							
Don't know/Refused	3%	2%	2%							
How innovative would you say your company is in each of the following areas?										
Q28A. Use of the mobile Internet										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017							
Very innovative	19%	25%	26%							
Somewhat innovative	59%	48%	46%							
Not very innovative	15%	18%	19%							
Not at all innovative	3%	6%	7%							
Don't know/Refused	4%	2%	2%							
Q28B. Production										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017							
Very innovative	15%	16%	17%							
Somewhat innovative	49%	49%	49%							
Not very innovative	21%	23%	23%							
Not at all innovative	7%	6%	5%							
Don't know/Refused	9%	6%	5%							

Q28C. Marketing										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017							
Very innovative	15%	18%	19%							
Somewhat innovative	46%	44%	44%							
Not very innovative	25%	31%	32%							
Not at all innovative	10%	5%	4%							
Don't know/Refused	4%	2%	2%							
Q28D. Client services										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017							
Very innovative	21%	28%	30%							
Somewhat innovative	51%	45%	44%							
Not very innovative	19%	21%	22%							
Not at all innovative	4%	3%	3%							
Don't know/Refused	4%	2%	2%							
Q28E. Information processing										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017							
Very innovative	22%	21%	21%							
Somewhat innovative	56%	51%	50%							
Not very innovative	18%	24%	26%							
Not at all innovative	1%	2%	2%							
Don't know/Refused	3%	2%	2%							
Q28F. Physical space utilization										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017							
Very innovative	16%	23%	24%							
Somewhat innovative	49%	45%	44%							
Not very innovative	29%	27%	27%							
Not at all innovative	1%	3%	4%							
Don't know/Refused	4%	2%	2%							

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Q28G. Employee benefits										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017							
Very innovative	25%	22%	21%							
Somewhat innovative	46%	50%	51%							
Not very innovative	26%	23%	22%							
Not at all innovative	1%	3%	3%							
Don't know/Refused	1%	3%	3%							
Q28H. Employment arrangements										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017							
Very innovative	22%	16%	15%							
Somewhat innovative	43%	50%	52%							
Not very innovative	29%	27%	27%							
Not at all innovative	4%	3%	3%							
Don't know/Refused	1%	3%	3%							
Which of the following disruptive technologies do you currently use or do you see your company using in the near future?										
Q29A. The Internet										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017							
Currently use	85%	89%	90%							
Future use	1%	2%	2%							
No plans to use	4%	3%	3%							
Don't know/Refused	9%	5%	5%							
Q29B. Automation of knowledge (including artificial intelligence)										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017							
Currently use	13%	14%	14%							
Future use	21%	27%	28%							
No plans to use	59%	54%	53%							
Don't know/Refused	7%	5%	5%							

Q29C. The Internet of things (computing devices embedded in everyday objects)										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017							
Currently use	24%	25%	26%							
Future use	32%	32%	31%							
No plans to use	37%	39%	39%							
Don't know/Refused	7%	4%	4%							
Q29D. The cloud										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017							
Currently use	56%	66%	68%							
Future use	22%	16%	15%							
No plans to use	18%	15%	14%							
Don't know/Refused	4%	3%	3%							
Q29E. Advanced robotics										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017							
Currently use	7%	6%	5%							
Future use	9%	16%	17%							
No plans to use	76%	74%	73%							
Don't know/Refused	7%	5%	4%							
Q29F. Autonomous or near autonomous vehicles										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017							
Currently use	1%	2%	2%							
Future use	7%	11%	12%							
No plans to use	84%	83%	83%							
Don't know/Refused	7%	4%	3%							

Q29G. 3-D Printing										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017							
Currently use	13%	8%	8%							
Future use	19%	19%	19%							
No plans to use	62%	69%	70%							
Don't know/Refused	6%	4%	4%							
Q29H. Renewable energy										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017							
Currently use	9%	15%	15%							
Future use	35%	36%	36%							
No plans to use	47%	45%	45%							
Don't know/Refused	9%	4%	4%							
Q29I. Cyber security										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017							
Currently use	56%	61%	61%							
Future use	21%	22%	22%							
No plans to use	19%	15%	14%							
Don't know/Refused	4%	3%	3%							
Q29J. Digital analytics										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017							
Currently use	26%	32%	33%							
Future use	32%	31%	30%							
No plans to use	35%	33%	33%							
Don't know/Refused	6%	4%	4%							

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Q30. Do you tend to see these disruptive technologies more as an opportunity for your business or as a threat to your business?										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017							
Opportunity	81%	73%	72%							
Threat	10%	19%	21%							
Don't know/Refused	9%	7%	7%							
Q31. Which of the following state funded ideas do you support in order to recruit and retain businesses that use disruptive technologies in Upstate New York?										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017							
Tax incentives	49%	45%	44%							
Funding Industry/University Partnerships	35%	31%	30%							
Offering operational support and training for entrepreneurs	37%	36%	36%							
Providing financial support including loans and grants	53%	39%	36%							
None of the above	25%	24%	24%							
Q32. Do you think your company will be in business in New York ten years from today or not?										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017	Syracuse 2016	Upstate Total 2016	Other MSAs 2016				
Yes	65%	65%	65%	67%	64%	65%				
No	13%	12%	12%	10%	10%	11%				
Don't know	22%	23%	23%	24%	25%	25%				
Q33. If you had it all to do all over again, considering all factors, would you locate your business in New York or someplace else?										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017	Syracuse 2016	Upstate Total 2016	Other MSAs 2016	Syracuse 2015	Upstate Total 2015	Syracuse 2014	Upstate Total 2014
New York	40%	41%	41%	40%	39%	39%	28%	29%	26%	28%
Someplace else	56%	56%	56%	60%	56%	56%	68%	67%	72%	69%
Prefer not to answer	4%	4%	4%	0%	5%	4%	4%	3%	1%	4%

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Q34. Do you offer a pension or 401K to your employees?										
	Syracuse 2017	Upstate Total 2017	Other MSAs 2017	Syracuse 2016	Upstate Total 2016	Other MSAs 2016				
Yes	85%	83%	82%	79%	82%	85%				
No	10%	14%	14%	21%	15%	14%				
Don't know	4%	3%	3%	0%	3%	2%				