

— 2018 —

# MEMBER PULSE REPORT

Findings from The Partnership's Annual Advocacy & Member Survey

## SURVEY RESULTS & HIGHLIGHTS

### Impediments to Growth

#### TOP 5 CONCERNS

**#1** REGULATIONS

**#2** MARKET CONDITIONS

**#3** DIFFICULTY FINDING/  
RETAINING QUALIFIED TALENT

**#4** TAXES

**#5** LABOR COSTS

Only a few percentage points separated the top three responses, underscoring the fact that Buffalo Niagara employers are facing a series of challenges impacting competitiveness and growth.

### Cost of Providing Employee Healthcare

ONLY

1

RESPONDENT SAID THE COST OF PROVIDING EMPLOYEE HEALTHCARE DROPPED OVER THE LAST YEAR.

75%

SAW COSTS INCREASE.

### Workforce Development

70%

SAY WORKFORCE DEVELOPMENT IS A SIGNIFICANT PAIN POINT, EITHER RIGHT NOW OR IN THE NEXT 2 TO 5 YEARS.

44%

STRUGGLE TO ACHIEVE A DIVERSE WORKFORCE, UP FROM APPROXIMATELY 25% LAST YEAR.

### Facilities & Infrastructure

75%

SAY THEIR CURRENT FACILITY/ REAL ESTATE MEETS THE NEEDS OF THE COMPANY.

CLEAR MAJORITIES

FEEL ACCESS TO THEIR FACILITIES FOR BICYCLES, PEDESTRIANS AND EMPLOYEES NEEDING PUBLIC TRANSPORTATION WAS MEDIOCRE OR POOR.

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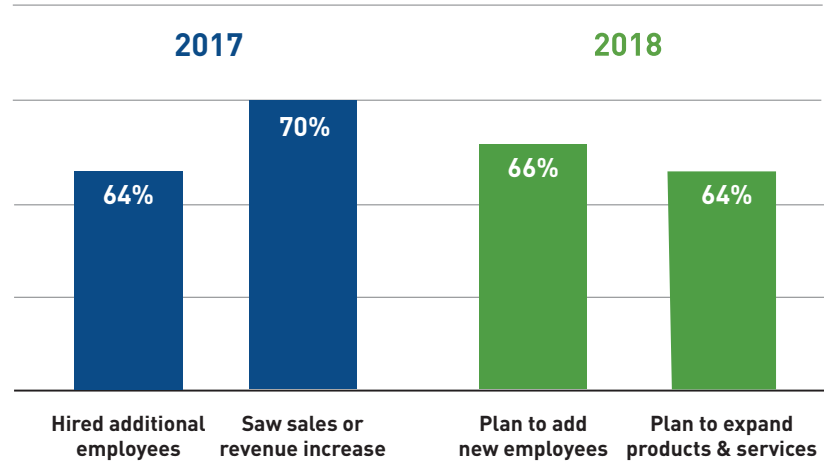
## SURVEY RESULTS & HIGHLIGHTS

### Business Climate

More than 80% have a favorable or very favorable perception of Buffalo Niagara's business climate, but a majority (~60%) feel New York State's business climate has either not changed or is becoming less business friendly.



### Buffalo Niagara Business Hiring & Revenue Trends



## ABOUT THE SURVEY

The Buffalo Niagara Partnership surveys its membership each year to gauge pain points, areas of concern and obstacles to growth. As the regional chamber of commerce, the Partnership uses this information to inform and shape our government affairs and economic development work. Each of the Partnership's Economic Councils reviews the

survey results and uses the information as a lens in which to develop its specific advocacy priorities. Those priorities become the foundation of the Partnership's annual Advocacy Agenda which details the federal, state and local policy priorities of Buffalo Niagara employers.

Advocacy  
& Member  
Survey

Council  
Action  
Plans

Advocacy  
Agenda