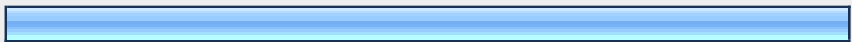
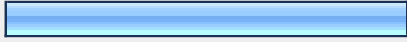
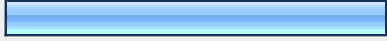



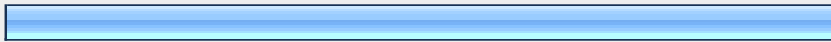
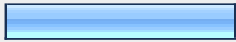


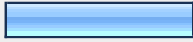
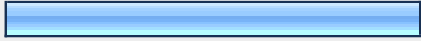
Hanover Area Chamber of Commerce 2009 Membership Survey

1. Please take a moment to fill in the following information (Optional):			Response Percent	Response Count
Name:	<input type="text"/>		96.3%	104
Company:	<input type="text"/>		96.3%	104
Address:	<input type="text"/>		95.4%	103
Address 2:	<input type="text"/>		16.7%	18
City/Town:	<input type="text"/>		96.3%	104
State:	<input type="text"/>		97.2%	105
ZIP/Postal Code:	<input type="text"/>		96.3%	104
Email Address:	<input type="text"/>		89.8%	97
Phone Number:	<input type="text"/>		88.0%	95
		answered question		108
		skipped question		20

2. How long has your business been a member of the Hanover Chamber?

		Response Percent	Response Count
1-5 years		38.1%	40
6-10 years		18.1%	19
11-20 years		17.1%	18
21 years and longer		26.7%	28
answered question			105
skipped question			23

3. How many employees does your business have?

		Response Percent	Response Count
1-5		37.4%	40
6-10		10.3%	11
11-20		12.1%	13
21-50		13.1%	14
51-100		8.4%	9
101 and over		18.7%	20
answered question			107
skipped question			21

4. I am a Chamber member because of the following (check all that apply):

		Response Percent	Response Count
Community development (Downtown Revitalization)		27.1%	29
Chamber workshops and educational opportunities		33.6%	36
Communications and news from the Chamber		68.2%	73
Employee recruitment assistance		8.4%	9
Health and business insurance options		14.0%	15
Legislative advocacy on business issues		26.2%	28
Marketing opportunities (advertising, membership directory, sponsorships)		61.7%	66
Networking		79.4%	85
Workforce development and school-to-work programs		18.7%	20
	Other (please specify)		15
		answered question	107
		skipped question	21

5. Please rate each of the Chamber's communications from 1 to 4 with 1 being the highest possible score:

	1	2	3	4	Response Count
Membership Directory	47.7% (52)	14.7% (16)	18.3% (20)	19.3% (21)	109
E-Mail blasts	45.4% (49)	22.2% (24)	19.4% (21)	13.0% (14)	108
Newsletter	46.8% (51)	22.0% (24)	15.6% (17)	15.6% (17)	109
Web site (www.hanoverchamber.com)	37.5% (39)	28.8% (30)	15.4% (16)	18.3% (19)	104
	answered question				110
	skipped question				18


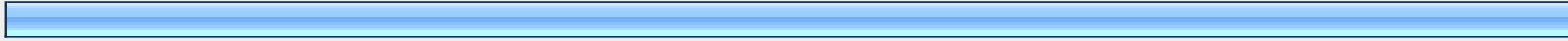
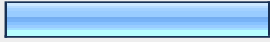

6. What programs/events have you and/or your staff attended in the last 12-24 months? (P-participated, NP-did not participate)

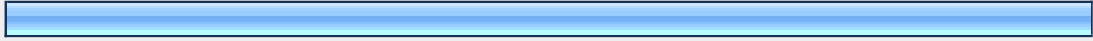
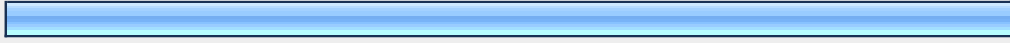
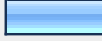

	P	NP	Response Count
Eye Opener Breakfasts	67.3% (70)	32.7% (34)	104
Christmas Luncheon	37.9% (39)	62.1% (64)	103
Golf Tournament	24.3% (25)	75.7% (78)	103
Mixers	69.5% (73)	30.5% (32)	105
Seminars and workshops	40.2% (41)	59.8% (61)	102
	answered question		107
	skipped question		21

7. Please rate each of the following Chamber programs and services for effectiveness. On a scale of 1-11 with 1 being the highest score: (leave blank if you are not familiar with the program)

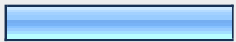
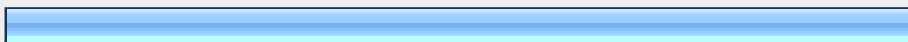
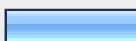
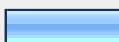
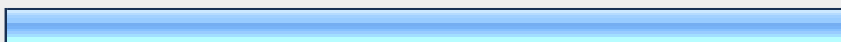
	1	2	3	4	5	6	7	8	9	10	11	Response Count
Awards and recognition programs (including ribbon cuttings, Best and Brightest)	34.6% (28)	13.6% (11)	14.8% (12)	7.4% (6)	2.5% (2)	6.2% (5)	4.9% (4)	2.5% (2)	2.5% (2)	3.7% (3)	7.4% (6)	81
Chamber Healthcare Plan	9.4% (3)	6.3% (2)	12.5% (4)	12.5% (4)	9.4% (3)	15.6% (5)	6.3% (2)	12.5% (4)	0.0% (0)	6.3% (2)	9.4% (3)	32
Customer service (Information resources, maps, demographic information)	42.4% (36)	14.1% (12)	11.8% (10)	3.5% (3)	0.0% (0)	1.2% (1)	4.7% (4)	9.4% (8)	1.2% (1)	5.9% (5)	5.9% (5)	85
Community development (Downtown Revitalization)	21.9% (14)	20.3% (13)	12.5% (8)	14.1% (9)	14.1% (9)	4.7% (3)	3.1% (2)	3.1% (2)	1.6% (1)	3.1% (2)	1.6% (1)	64
Educational opportunities (workshops, seminars)	24.0% (18)	24.0% (18)	5.3% (4)	9.3% (7)	6.7% (5)	8.0% (6)	6.7% (5)	6.7% (5)	2.7% (2)	1.3% (1)	5.3% (4)	75
Government affairs/advocacy	20.8% (11)	18.9% (10)	13.2% (7)	5.7% (3)	9.4% (5)	1.9% (1)	7.5% (4)	9.4% (5)	5.7% (3)	5.7% (3)	1.9% (1)	53
Civil War Trails/Local History	22.2% (10)	20.0% (9)	17.8% (8)	2.2% (1)	13.3% (6)	0.0% (0)	0.0% (0)	8.9% (4)	6.7% (3)	4.4% (2)	4.4% (2)	45
Marketing opportunities (directory, newsletter, sponsorships, Web site)	34.0% (32)	22.3% (21)	10.6% (10)	4.3% (4)	8.5% (8)	2.1% (2)	1.1% (1)	4.3% (4)	0.0% (0)	7.4% (7)	5.3% (5)	94
Networking opportunities (mixers, breakfasts, special events)	54.7% (52)	14.7% (14)	5.3% (5)	1.1% (1)	2.1% (2)	1.1% (1)	1.1% (1)	3.2% (3)	5.3% (5)	6.3% (6)	5.3% (5)	95
Workforce development programs (Hanover Center for Workforce Excellence, Introduction to Manufacturing and Healthcare)	38.3% (23)	11.7% (7)	16.7% (10)	3.3% (2)	5.0% (3)	3.3% (2)	3.3% (2)	5.0% (3)	1.7% (1)	5.0% (3)	6.7% (4)	60
Penn National Business Insurance Program, Members Advantage Program	27.6% (8)	13.8% (4)	3.4% (1)	3.4% (1)	6.9% (2)	10.3% (3)	3.4% (1)	10.3% (3)	6.9% (2)	0.0% (0)	13.8% (4)	29

	<i>answered question</i>	105
	<i>skipped question</i>	23

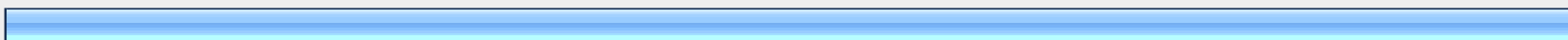
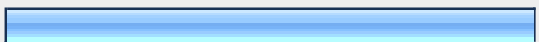

8. How well is the Chamber meeting your expectations?		
		Response Percent
		Response Count
Exceeding expectations		16.4%
Meeting expectations		70.9%
Meeting some expectations		11.8%
Not meeting expectations		0.9%
	<i>answered question</i>	110
	<i>skipped question</i>	18

9. Are you likely to continue to be a member of the Chamber?		
		Response Percent
		Response Count
Yes, for as long as I am in business		49.1%
Yes, as far as I know		45.5%
Probably, though I will wait and see		4.5%
No, I will probably drop my membership within a year or two		0.9%
	<i>answered question</i>	110
	<i>skipped question</i>	18

10. What is your primary business concern?

		Response Percent	Response Count
The cost of health insurance		10.2%	10
The economy and people's willingness to buy		40.8%	40
Energy costs		6.1%	6
Finding/retaining employees		5.1%	5
Marketing my business		37.8%	37
		Other (please specify)	12
		answered question	98
		skipped question	30

11. How optimistic are you about your business or organization's future?

		Response Percent	Response Count
Very optimistic		75.2%	82
Somewhat optimistic		23.9%	26
Not very optimistic		0.9%	1
Not optimistic at all		0.0%	0
		answered question	109
		skipped question	19

12. What are the most valuable programs offered by the Chamber? Please explain:

		Response Count
		55
	<i>answered question</i>	55
	<i>skipped question</i>	73

13. Please name and explain three programs that should be added or improved:

		Response Count
		30
	<i>answered question</i>	30
	<i>skipped question</i>	98

14. In your opinion, what areas of Chamber management (Board and staff) need improvement? Please explain:

		Response Count
		31
	<i>answered question</i>	31
	<i>skipped question</i>	97

15. Other comments:

		Response Count
		24
	<i>answered question</i>	24
	<i>skipped question</i>	104