Appendix F

Q.1 To begin, which ONE of the following is your company's primary line of business? **READ LIST**

	[HEQUIRE ANSWER]	
	Building Construction (general contractor) – Specify Special Trade Contractor (electrical, plumbing, heavy construction, etc.) – Specify: Professional Services – Specify: General/Personal Services (security, training, maintenance, etc.) – Specify: Supplies and Equipment – Specify: No Response	. 2 . 3 . 4 . 5
	[S - IF THE ANSWER IS 2, THEN SKIP TO QUESTION 3] [S - IF THE ANSWER IS 3, THEN SKIP TO QUESTION 4] [S - IF THE ANSWER IS 4, THEN SKIP TO QUESTION 5] [S - IF THE ANSWER IS 5, THEN SKIP TO QUESTION 6] [S - IF THE ANSWER IS 6, THEN SKIP TO QUESTION 7]	
Q.2	Building Construction (general contractor) [REQUIRE ANSWER]	
		(6-155)
	[A - IF THE ANSWER TO QUESTION 1 IS NOT 2, THEN SKIP TO QUESTIC	N 7]
Q.3	Special Trade Contractors (electrical, painting, et	c.)
		(156-305)
	[A - IF THE ANSWER TO QUESTION 1 IS NOT 3, THEN SKIP TO QUESTIC	N 7]
Q.4	Professional Services [REQUIRE ANSWER]	(306-455)

[A - IF THE ANSWER TO QUESTION 1 IS NOT 4, THEN SKIP TO QUESTION 7]

Q.5	General/Personal Services (security, training, maintenance, etc.) [REQUIRE ANSWER]	
	(456-605)	
	[A - IF THE ANSWER TO QUESTION 1 IS NOT 5, THEN SKIP TO QUESTION 7]	
Q.6	Supplies and Equipment (small procurement items) [REQUIRE ANSWER]	
	(606-755)	
Q.7	In what year was your company established? 9999-No Response (Don't Know) [REQUIRE ANSWER]	
	(756-759)	
Q.8	Is your company a sole proprietor, partnership, corporation or other?	
	[REQUIRE ANSWER] Sole proprietor)
Q.9	Excluding yourself, (if owner), on average, how many employees does your company keep on the payroll, including full-time and part-time staff? (Number of Employees)	
	9999999= No Response (Don't Know) 7 digits [REQUIRE ANSWER]	
	(761-767)	

Q.10 Excluding yourself, (if owner), on average, how many minority employees does your company keep on the payroll, including full-time and part-time staff? (Minority Employees)

9999999= No Response (Don't Know) 7 digits
[REQUIRE ANSWER]

Q.11 Excluding yourself, (if owner), on average, how many women employees does your company keep on the payroll, including full-time and part-time staff? (Women Employees)

999999=No Response (Don't Know) 7 digits
[REQUIRE ANSWER]

Q.12 On average, how many disabled employees does your company keep on the payroll, including full-time and part-time staff? (Disabled Employees)

999999=No Response (Don't Know) 7 digits [REQUIRE ANSWER]

Q.13 Which of the following categories would you consider to be the race or ethnic origin of the owner or controlling party? Would you say:

NOTE: IF RESPONDENT HAS A BI-RACIAL OR MULTI-RACIAL BACKGROUND, HAVE THEM IDENTIFY THE CATEGORY TO WHICH THEY MOST CLOSELY IDENTIFY.

READ LIST

	Caucasian 1 African American 2 Asian 3 Hispanic American 4 American Indian or Alaska Native 5 Native Hawaiian or Other Pacific Islander 6 No Response 7 Other 8
	[A - IF THE ANSWER TO QUESTION 13 IS NOT 8, THEN SKIP TO QUESTION 15]
Q.14	Other: [REQUIRE ANSWER]
	(790-864)
Q.15	Is more than 50% of your company owned and controlled by someone who is disabled?
	[REQUIRE ANSWER]
	Yes 1 No 2 DK 3
Q.16	Is more than 50 percent of your company owned and controlled by a woman or women? [REQUIRE ANSWER]
	Yes 1 No 2 DK 3
Q.17	What is the highest level of education completed by the owner of your company? Would you say:
	READ LIST
	[REQUIRE ANSWER] (867) Some High School 1 High School graduate 2 Some College 3 College Graduate 4 Post Graduate Degree 5 Trade or Technical Certificate 6 No Response 7

Q.18 How many years of experience in your company's business line does the primary owner of your firm have?

[REQUIRE ANSWER]

Q.19 Which of the following categories best approximates your company's gross revenues for calendar year 2010?

READ LIST

[REQUIRE ANSWER]

	(872)
\$50,000 or less	1
\$50,001 - \$100,000	2
\$100,001 - \$300,000	3
\$300,001 - \$500,000	4
\$500,001 - \$1,000,000	5
\$1,000,001 - \$3,000,000	6
\$3,000,001 - \$5,000,000	7
\$5,000,001 to \$10,000,000	8
over \$10 million	9
No Response	10

Q.20 Which of the following categories best approximates your company's public sector gross (government) revenues for calendar year 2010?

[REQUIRE ANSWER]

\$50,000 or less 1
\$50,001 - \$100,000 2
\$100,001 - \$300,000 3
\$300,001 - \$500,000 4
\$500,001 - \$1,000,000 5
\$1,000,001 - \$3,000,000 6
\$3,000,001 - \$5,000,000 7
\$5,000,001 to \$10,000,000 8
over \$10,000,000 9
No Response 10

Q.21 Are you required to have bonding for the type of work your company bids?

[REQUIRE ANSWER]

Yes 1 No 2 DK 3

[S - IF THE ANSWER IS NOT 1, THEN SKIP TO QUESTION 24]

Q.22 What is your current aggregate bonding limit?

	(875)
Below \$100,000	1
\$100,001 to \$500,000	2
\$500,001 to \$1,000,000	3
\$1,000,001 to \$1,500,000	4
Over \$1,500,000	5
No Applicable	6

Q.23 What is your current single project bonding limit?

	(876)
Below \$100,000	1
\$100,001 to \$500,000	2
\$500,001 to \$1,000,000	3
\$1,000,001 to \$1,500,000	4
Over \$1,500,000	5
No Applicable	6

Q.24 READ THE FOLLOWING:

This study is to capture information over a nine-year period from July 1, 2007 through June 30, 2012. The next set of questions I will ask refer to those time frames and concern your company's attempts to do business with the Montgomery County, Maryland, other public sector (government) entities, and private sector (non-government) entities.

Since July 1, 2007, how many times has your company submitted bids or proposals for projects as prime contractor on:

[REQUIRE ANSWER]

Montgomery County Public Projects	None 1	1-10	11-25 3	26-50 4	51-100 5	Over 100	DK/NA 7 (877)
Private Sector Projects	1	2	3	4	5	6	7 (878)
Other Public Sector (non-County Projects)	1	2	3	4	5	6	7 (879)

Q.25 Since July 1, 2007, has your company performed any work as a prime contractor for:

[REQUIRE ANSWER]

Yes	No	DK/NA
1	2	3 (880)
1	2	3 (881)
1	2	3 (882)
	Yes 1	Yes No 1 2 1 2

Q.26 Since July 1, 2007, has your company used a subcontractor or sub-consultant on projects in:

[REQUIRE ANSWER] [READ ONLY ANSWERS CORRESPONDING TO SUB-QUESTIONS ANSWERED 1 IN QUESTION 25]

	Yes	No	DK/NA
Montgomery County Public Projects	1	2	3 (883)
Private Sector Projects	1	2	3 (884)
Other Public Sector (non-County Projects)	1	2	3 (885)

Q.27 How frequently do you use minority or disabled-owned subcontractors or subconsultants on:

[REQUIRE ANSWER] [READ ONLY ANSWERS CORRESPONDING TO SUB-QUESTIONS ANSWERED 1 IN QUESTION 25]

Montgomery County Public Projects	Very Often	Often 2	Seldom 3	Never 4	DK/NA 5 (886)
Private Sector Projects	1	2	3	4	5 (887)
Other Public Sector (non-County Projects)	1	2	3	4	5 (888)

[A - IF THE ANSWER TO SUB-QUESTION 1 OF QUESTION 25 IS NOT 1, THEN SKIP TO QUESTION 29] [A - IF THE ANSWER TO SUB-QUESTION 2 OF QUESTION 25 IS NOT 1, THEN SKIP TO QUESTION 29] [A - IF THE ANSWER TO SUB-QUESTION 3 OF QUESTION 25 IS NOT 1, THEN SKIP TO QUESTION 29]

Q.28 How would you rate your experience with subcontractors or subconsultants owned by:

[REQUIRE ANSWER]

	Excellent	Good	Fair	Poor	DK/NA
Minority Men and Women	1	2	3	4	5 (889)
Non-minority Men	1	2	3	4	5 (890)
Disabled Men and Women	1	2	3	4	5 (891)

Q.29 Does your company bid or perform as a subcontractor in: [REQUIRE ANSWER]

	Yes	No	DK/NA
Montgomery County Public Projects	1	2	3 (892)
Private Sector Projects	1	2	3 (893)
Other Public Sector (non-County Projects)	1	2	3 (894)

Have you ever served as a subcontractor on a Montgomery County project?

[REQUIRE ANSWER]

Yes 1 No 2 DK 3

[S - IF THE ANSWER IS NOT 1, THEN SKIP TO QUESTION 33]

Q.31 How often have you served as a subcontractor on a Montgomery County project?

[REQUIRE ANSWER]

1-10 1 11-25 2 26-50 3 51-100 4 Over 100 5

(896)DK 6

Q.32 Have you been invited to participate in contracts for public contracts with the same prime contractors that you may have worked with in the public sector?

[REQUIRE ANSWER]

(895)

Yes 1 No 2 DK 3

Q.33 Since July 1, 2007, how many times has your company done the following in the public sector and private sector?

	None	1-10	11-25	26-50	51-100	Over 100	DK/NA
Regularly bid with other public agencies, but not with Montgomery Co.?	1	2	3	4	5	6	7 (898)
Asked to be a subcontractor by a prime contractor or prime consultant?	1	2	3	4	5	6	7 (899)
Hired as a subcontractor by a prime	1	2	3	4	5	6	7 (900)

Q.34 What is the amount of time that it typically takes to receive payment for your services on Montgomery County projects?

[REQUIRE ANSWER]

Q.35 How would you rate the quality of interaction with Montgomery County on contract opportunities on a scale of 1 to 7, where 1 is Extremely Satisfied and 7 is Extremely Dissatisfied?

[REQUIRE ANSWER]

	(902)
Extremely Satisfied	1
Satisfied	2
Somewhat Satisfied	3
Neutral	4
Somewhat Dissatisfied	5
Dissatisfied	6
Extremely Dissatisfied	7
DK/NA ´	8

Q.36 Is there anything that can be done to improve this interaction?

IF YES: What?

[REQUIRE ANSWFR]

(903-1102)

Q.37 I will now read you a list of things that may prevent companies from bidding or obtaining work on a project. In your experience, have any of the following been a barrier to obtaining work on projects for Montgomery County.

Yes=1 No=2 DK=3

[REQUIRE ANSWER]

	Yes	No	DK/NA
a. Pre-qualification requirements?	1	2	3
			(1103)
b. Performance bond requirements?	1	2	3
			(1104)
c. Bid bond requirements	1	2	3
			(1105)
d. Financing?	1	2	3
			(1106)
e. Insurance requirements?	1	2	3
(D) () ()			(1107)
f. Bid specifications?	1	2	3
			(1108)
g. Limited time given to prepare bid package or quote?	1	2	
In Limited to a substant of a	1	2	(1109)
h. Limited knowledge of purchasing / contracting policies and procedures?	1		(1110)
i. Lack of experience?	1	2	3
i. Lack of experience:	' '	_	(1111)
j. Lack of personnel?	1	2	3
J. Edok of porsonner:	'	_	(1112)
k. Contract too large?	1	2	3
in contact too large.		_	(1113)
I. Contract too expensive to bid?	1	2	3
			(1114)
m. Informal networks?	1	2	3
			(1115)
n. Selection process?	1	2	3
·			(1116)
o. Competing with large companies?	1	2	3
			(1117)

Q.38 Is your company a certified business?

[REQUIRE ANSWER]

(1118)

Yes 1 No 2 DK 3

[S - IF THE ANSWER IS 2, THEN SKIP TO QUESTION 40] [S - IF THE ANSWER IS 3, THEN SKIP TO QUESTION 41]

Q.39 What is your certification?

[REQUIRE ANSWER]

	Yes	No	DK
MBE (Minority Business Enterprise)	1	. 2	3 (1119)
WBE (Women Business Enterprise)	1	2	3 (1120)
DBE (Diabled Business Enterprise)	1	2	3 (1121)
SBE (Small Business Enterprise)	1	2	3 (1122)

[A - IF THE ANSWER TO QUESTION 38 IS 1, THEN SKIP TO QUESTION 41]

- [A IF THE ANSWER TO SUB-QUESTION 2 OF QUESTION 39 IS 1, THEN SKIP TO QUESTION 42] [A IF THE ANSWER TO SUB-QUESTION 3 OF QUESTION 39 IS 1, THEN SKIP TO QUESTION 42]
- [A IF THE ANSWER TO SUB-QUESTION 4 OF QUESTION 39 IS 1, THEN SKIP TO QUESTION 42]

Q.40 Why is your company not certified?

[REQUIRE ANSWER]

(1123 - 1222)

Q.41 Do you believe that there is favoritism or disparate treatment in the certification process?

[REQUIRE ANSWER]

(1223)

Yes 1 No 2

DK 3

Q.42 Are you certified with one of the following agencies?

[REQUIRE ANSWER]

	Yes	No	DK
Maryland Department of Transportation	1	2	3 (1224)
Virginia Department of Small, Women, and Minority-Owned Business Program	1	2	3 (1225)
Federal Small Business Administration	1	2	3 (1226)
Women's Business Enterprise National Council	1	2	3 (1227)
Maryland/District of Columbia Minority Supplier Development Council	1	2	3 (1228)
City of Baltimore	1	2	3 (1229)

Q.43 Have you ever served as:

[REQUIRE ANSWER]

	Yes	No	DK/NA
Prime Contractor in the private sector?	1	2	3 (1230)
Subcontractor in the private sector?	1	2	3 (1231)

Q.44 Do you feel as though you have experienced discriminatory behavior from the private sector (non-government) in the past?

[REQUIRE ANSWER]

Yes 1 No 2 DK 3

Q.45 Have you applied for a commercial (business) bank loan over the past three years?

[REQUIRE ANSWER]

Yes 1 No 2 DK 3

[S - IF THE ANSWER IS NOT 1, THEN SKIP TO QUESTION 50]

Q.46 How many times have you applied for a commercial (business) bank loan over the past three years?

[REQUIRE ANSWER]

1-10 1 11-25 2 26-50 3 51-100 ... 4 Over 100 5 DK/NA 6

Q.47 How many times have you been approved for a commercial (business) bank loan over the past three years?

[REQUIRE ANSWER]

None1 1-10.... 2 11-25.. 3 26-50 ..4 51-100. 5 Over 100. 6 DK/NA... 7

[S - IF THE ANSWER IS 1, THEN SKIP TO QUESTION 49]

Q.48 What has been the highest amount of a commercial loan you have received over the past 3 years?

[REQUIRE ANSWER]

\$50,000 or less 1 \$50,001 - \$100,000 2 \$100,001 - \$300,000 3 \$300,001 - \$500,000 4 \$500,001 - \$1,000,000 5 \$1,000,001 - \$3,000,000 6 \$3,000,001 - \$5,000,000 7 \$5,000,001 to \$10,000,000 8 over \$10,000,000 9 No Response 10

Q.49 How many times have you been denied a commercial (business) bank loan over the past three years?

[REQUIRE ANSWER]

None1
1-10.... 2
11-25.. 3
26-50 ..4
51-100. 5
Over 100. 6
DK/NA... 7

Q.50 How many times have you sought venture capital over the past three years?

[REQUIRE ANSWER]

None1 1-10.... 2 11-25.. 3 26-50 ..4 51-100. 5 Over 100. 6 DK/NA... 7

Q.51 Since 2010, has your company applied for any of the following?

[REQUIRE ANSWER]

	Yes	No	DK/NA
Business start-up loan?	1	2	3 (1239)
Operating capital loan?	1	2	3 (1240)
Equipment loan?	1	2	3 (1241)
Commercial/Professional liability insurance?	1	2	3 (1242)

Q.52 Since 2010, has your company been approved for any of the following?

[REQUIRE ANSWER] [READ ONLY ANSWERS CORRESPONDING TO SUB-QUESTIONS ANSWERED 1 IN QUESTION 51]

	Yes	No	DK
Business start-up loan?	1	2	3 (1243)
Operating capital loan?	1	2	3 (1244)
Equipment loan?	1	2	3 (1245)
Commerical/Professional liability insurance?	1	2	3 (1246)

Q.53 Since 2010, has your company been denied for any of the following?

Yes=1

No=2

DK=3

[REQUIRE ANSWER] [READ ONLY ANSWERS CORRESPONDING TO SUB-QUESTIONS ANSWERED 1 IN QUESTION 51]

	Yes	No	DK/NA
Business start-up loan?	1	2	3 (1247)
Operating capital loan?	1	2	3 (1248)
Equipment loan?	1	2	3 (1249)
Commercial/Professional liability insurance?	1	2	3 (1250)

Q.54 Of the items your company was denied for, what was the denial reason?

READ CHOICES

Insufficient Documentation (ID) =1

Insufficient Business History (IBH)=2

Confusion about Process (C)=3

Race or Ethnic Origin (RE)=4

Gender of Owner (G)=5

Disability of Owner (D)=6

Other, please specify (O)=7

DK=8

[REQUIRE ANSWER] [READ ONLY ANSWERS CORRESPONDING TO SUB-QUESTIONS ANSWERED 1 IN QUESTION 53]

	ID	IBH	С	RE	G	0	DK
Business start-up loan?	1	2	3	4	5	6	7 (1251)
Operating capital loan?	1	2	3	4	5	6	7 (1252)
Equipment loan?	1	2	3	4	5	6	7 (1253)
Commercial/Professional liability insurance?	1	2	3	4	5	6	7 (1254)

Q.55	Please indicate your agreement or disagreement with the
	following statement: "Some nonminority prime contractors
	change their bidding procedures when they are not
	required to hire minority, women or disabled-owned
	businesses as subcontractors".

[REQUIRE ANSWER]

(1255)

Q.56 Since 2007, has your company experienced discriminatory behavior from Montgomery County?

[REQUIRE ANSWER]

(1256)

Yes 1 No 2 DK 3

[S - IF THE ANSWER IS NOT 1, THEN SKIP TO QUESTION 75]

Q.57 Since 2007, have you experienced discriminatory behavior from Montgomery County due race, ethnicity, or disability of the owner?

[REQUIRE ANSWER]

(1257)

Yes 1 No 2 DK 3

[S - IF THE ANSWER IS NOT 1, THEN SKIP TO QUESTION 63]

Q.58 On a scale of 1 to 4 where 4 represents "Very Often" and 1 represents "Never", do you believe that you have experienced this racial, ethnic, or diability discriminatory behavior from the County:

READ

[REQUIRE ANSWER]

(1258)

Never Seldom Often Very Often DK

Q.59 LIST)	How was the discrimination expressed	to yo	ou: (READ
,	[REQUIRE ANSWER]		
	Verbal comment from the County Written statement from the County Action taken against company from the County DK Other	1 2 3 4 5	(1259)
	[A - IF THE ANSWER TO QUESTION 59 IS NOT 5, THEN SKIP	P TO QU	ESTION 61]
Q.60	Other Response: [REQUIRE ANSWER]		
			(1260-1359)
Q.61	When did discrimination occur: (READ [REQUIRE ANSWER]	LIST)
	During bidding process (before the contract award) After contract awarded DK Other	1 2 3 4	(1360)
	[A - IF THE ANSWER TO QUESTION 61 IS NOT 4, THEN SKIP	P TO QU	ESTION 63]
Q.62	Other Response: [REQUIRE ANSWER]		
			(1361-1460)
Q.63 from N	Since 2007, have you experienced discontgomery County due to the gender of [REQUIRE ANSWER]		-
	Yes 1 No 2 DK 3		(1461)
	[S - IF THE ANSWER IS NOT 1, THEN SKIP TO QUES	STION 69)]

Q.64 On a scale of 1 to 4 where 4 represents "Very Often" and 1 represents "Never", do you believe that you have experienced this gender discriminatory behavior from the County:

READ

IREQU	IIRE	ANSV	VFR1
11111111111	/II IL	AI VOY	4 C I II

Never 1 Seldom 2 Often 3 Very Often 4 DK 5

Q.65 How was the discrimination expressed to you: (READ LIST)

[REQUIRE ANSWER]

Verbal comment from the County 1
Written statement from the County 2
Action taken against company from the County 3
DK 4
Other 5

[A - IF THE ANSWER TO QUESTION 65 IS NOT 5, THEN SKIP TO QUESTION 67]

Q.66 Other Response

[REQUIRE ANSWER]

(1464-1563)

Q.67 When did discrimination occur: (READ LIST)

[REQUIRE ANSWER]

During bidding process (before the contract award) 1
After contract awarded 2
DK 3
Other 4

[A - IF THE ANSWER TO QUESTION 67 IS 4, THEN SKIP TO QUESTION 69]

Q.68 Other Response

[REQUIRE ANSWER]

(1565-1664)

Q.69 Since 2007, have you experienced discriminatory behavior from Montgomery County due to the time in business?

(1665)

Yes 1 No 2 DK 3 Q.70 On a scale of 1 to 4 where 4 represents "Very Often" and 1 represents "Never", do you believe that you have experienced this time in business discriminatory behavior from the County:

	READ	[REQ	UIRE ANSWER]		
		\	Never 1 Seldom 2 Often 3 /ery Often 4 DK 5		(1666)
Q.71	How was the discrimination expressed to you LIST)				u: (READ
	,	[REQ	UIRE ANSWER]		
	\ , !	Verbal comment from the Written statement from the Action taken against com OK Other	ne County	1 2 3 4 5	(1667)
	[A - IF THE ANS	WER TO QUESTION	N 71 IS NOT 5, THEN SK	(IP TO QUE	ESTION 73]
Q.72	Other Respons		UIRE ANSWER]		(1668-1767)
Q.73	When did o		n occur: (READ	LIST)	
		During bidding process After contract awarded DK Other	(before the contract award)	1 2 3 4	(1768)
	[A - IF THE ANS	WER TO QUESTION	N 73 IS NOT 4, THEN SK	IP TO QUE	STION 75]
Q.74	Other Respons		UIRE ANSWER]		/1960 - 2060
					(1769-1868)

Q.75 Please indicate your level of agreement or disagreement, on a scale of 1 to 5, where 1 is Strongly Agree and 5 is Strongly Disagree.

There is an informal network of prime and subcontractors in Montgomery County.

Q.76 Exclusion from this network has kept my company from bidding or has interfered with our ability to contract in the public (government) or private sector.

[REQUIRE ANSWER]

DK 6

Strongly Agree.... 1
Agree 2
Neither...... 3
Disagree 4
Strongly Disagree . 5
DK 6

Q.77 Although exclusion from this informal network adversely affects a majority of small businesses, the adverse impact is probably felt the greatest among women-, disabled-, and minority-owned businesses.

[REQUIRE ANSWER]

Strongly Agree.... 1
Agree 2
Neither....... 3
Disagree 4
Strongly Disagree . 5
DK 6

Q.78 Double standards in qualification and performance make it more difficult for minority, women, and disabled-owned businesses to win bids or contracts.

[REQUIRE ANSWER]

Strongly Agree	1
Agree	2
Neither	3
Disagree	4
Strongly Disagree .	į
DK	6

Q.79 Sometimes, a prime contractor will include a minority, women, and disabled subcontractor on a bid to meet the "good faith effort" requirement, then drop the company as a subcontractor after winning the award.

[REQUIRE ANSWER]

Strongly Agree.... 1
Agree 2
Neither...... 3
Disagree 4
Strongly Disagree . 5
DK 6

Q.80 In general, minority, women, and disabled-owned businesses tend to be viewed by the general public as less competent than non-minority male businesses.

Q.81 Some non-minority (male) prime contractors change their bidding procedures when they are not required to hire minority, women, and/or disabled-owned businesses

(1875)

Strongly Agree.... 1 Agree 2

		Neither	
	Is there anything the helpful to this study	nat we have not covered the /?	nat you feel
	Or		
	Do you have any adhelpful to this study	ddition comments that you? [REQUIRE ANSWER]	feel will be
		Yes 1 No 2 DK 3	(1876)
	[S - IF THE ANSWE	ER IS NOT 1, THEN SKIP TO QUESTION 84]	
Q.83	What are your com	ments? [REQUIRE ANSWER]	
			(1877-2176)
Q.84	What is your title?	[REQUIRE ANSWER]	
	Owner/CEO/President Manager/Financial Officer Other		(2177) 1 2 3
Q.85	May I have your na further questions?	nme or initials just in case	we have any

Q.86 That completes the survey. On behalf of the research team we thank you for your participation and valuable comments.

[REQUIRE ANSWER]

(2178-2202)