Syracuse 2017 25% 1% 6% 21% 9%	Upstate Total 2017 17% 3% 6%	Other MSAs 2017 16% 4%	Syracuse 2016 22%	Upstate Total 2016	Other MSAs 2016	Syracuse 2015	Upstate	Syracuse	Upstate
25% 1% 6% 21% 9%	17% 3%	16%			2016	2015	Total 201E	2044	
1% 6% 21% 9%	3%		22%	100/		2013	Total 2015	2014	Total 2014
6% 21% 9%		4%		18%	17%	14%	16%	24%	17%
21% 9%	6%		4%	5%	5%	4%	5%	0%	3%
9%		6%	8%	7%	7%	5%	5%	7%	8%
	19%	19%	17%	18%	18%	22%	24%	22%	21%
	10%	10%	8%	11%	11%	14%	12%	12%	12%
29%	36%	37%	31%	32%	32%	29%	25%	21%	23%
9%	8%	8%	10%	10%	9%	13%	11%	14%	15%
0%	0%	0%	0%	0%	0%	0%	2%	NA	NA
0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
omic conditio	ns in New Yo	ork State as co	mpared to six	a months ago	, would you sa	y they are co	onsiderably be	etter, a little k	etter, abou
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
									4%
22%	23%	24%	21%	26%	27%	27%	24%	32%	32%
43%	47%	48%	56%	48%	46%	38%	44%	41%	44%
18%	20%	21%	18%	21%	22%	25%	22%	20%	16%
10%	5%	4%	4%	4%	3%	9%	8%	7%	4%
0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
hat is, the en	tire 2018 yea	ar, how would	you describe	your expecta	ations for the e	economy in N	New York Stat	e?	
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
12%	5%	3%	4%	5%	5%	3%	3%	4%	5%
29%	29%	29%	42%	37%	36%	25%	27%	41%	37%
25%	36%	38%	35%	37%	37%	37%	40%	37%	39%
25%	24%	24%	17%	19%	20%	25%	24%	12%	15%
9%	6%	6%	3%	3%	3%	10%	6%	7%	4%
0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0% pmic condition Syracuse 2017 7% 22% 43% 18% 10% 0% hat is, the end Syracuse 2017 12% 29% 25% 25% 9%	0% 0% omic conditions in New Yo Syracuse Upstate 2017 Total 2017 7% 4% 22% 23% 43% 47% 18% 20% 10% 5% 0% 0% task 20% 10% 5% 0% 0% 12% 5% 29% 29% 25% 36% 25% 24% 9% 6%	0% 0% 0% omic conditions in New York State as conditions in New York State as conditions Other MSAs Syracuse Upstate Other MSAs 2017 Total 2017 2017 7% 4% 3% 22% 23% 24% 43% 47% 48% 18% 20% 21% 10% 5% 4% 0% 0% 0% 18% 20% 21% 10% 5% 4% 0% 0% 0% 12% 5% 3% 29% 29% 29% 25% 36% 38% 25% 24% 24% 9% 6% 6%	0% 0% 0% 0% omic conditions in New York State as compared to six Syracuse Upstate Other MSAs Syracuse 2017 Total 2017 2017 2016 7% 4% 3% 1% 22% 23% 24% 21% 43% 47% 48% 56% 18% 20% 21% 18% 10% 5% 4% 4% 0% 0% 0% 0% 10% 5% 4% 4% 10% 5% 4% 4% 0% 0% 0% 0% 0% 12% 5% 3% 4% 4% 29% 29% 29% 29% 42% 25% 36% 38% 35% 25% 24% 24% 17% 9% 6% 6% 3%	0% 0% 0% 0% 0% omic conditions in New York State as compared to six months ago, ommet conditions in New York State as compared to six months ago, Syracuse Upstate Other MSAs Syracuse Upstate 2017 Total 2017 2016 Total 2016 7% 4% 3% 1% 1% 22% 23% 24% 21% 26% 43% 47% 48% 56% 48% 18% 20% 21% 18% 21% 10% 5% 4% 4% 0% 0% 0% 0% 0% 0% 10% 5% 4% 4% 4% 0% 0% 0% 0% 0% 10% 5% 3% 4% 5% 2017 Total 2017 2016 Total 2016 12% 5% 3% 4% 5% 2017 Total 2017 2016 Total 2016 12% </td <td>0% 0% 0% 0% 0% 0% omic conditions in New York State as compared to six months ago, would you sate Other MSAs Syracuse Upstate Other MSAs Syracuse Upstate Other MSAs Syracuse Upstate Other MSAs 2017 Total 2017 2017 2016 Total 2016 2016 7% 4% 3% 1% 1% 1% 22% 23% 24% 21% 26% 27% 43% 47% 48% 56% 48% 46% 18% 20% 21% 18% 21% 22% 10% 5% 4% 4% 4% 3% 0% 0% 0% 0% 0% 0% 10% 5% 4% 4% 4% 3% 0% 0% 0% 0% 0% 0% 10% 5% 4% 4% 4% 3% 0% 0% 0%</td> <td>0% 0% 0% 0% 0% 0% omic conditions in New York State as compared to six months ago, would you say they are compared to six months ago, would you describe your expectations for the economy in form the site, the entire 2018 year, how would you describe your expectations for the economy in form the site, the entire 2017 2017 2017 2016 Total 2016 2016 2015 2015 2015 2017 2017 2016 Total 2016 2016 2015 2015 2015 2017 2017 2016 Total 2016 2016 2015 2015 2015 2015 2015 2016 2015 2015 2015 2015 2015 2016 2015 2015 2015 2016 2015 2015 2015 2016 2015 2015 2015 2016 2016 2015 2015 2015 2016 2015 2015 2015 2016 2016 2015 2015 2015 2</td> <td>0% 0% 0% 0% 0% 0% 0% 0% omic conditions in New York State as compared to six months ago, would you say they are considerably be Image: Constraint of the second seco</td> <td>0% 0%<</td>	0% 0% 0% 0% 0% 0% omic conditions in New York State as compared to six months ago, would you sate Other MSAs Syracuse Upstate Other MSAs Syracuse Upstate Other MSAs Syracuse Upstate Other MSAs 2017 Total 2017 2017 2016 Total 2016 2016 7% 4% 3% 1% 1% 1% 22% 23% 24% 21% 26% 27% 43% 47% 48% 56% 48% 46% 18% 20% 21% 18% 21% 22% 10% 5% 4% 4% 4% 3% 0% 0% 0% 0% 0% 0% 10% 5% 4% 4% 4% 3% 0% 0% 0% 0% 0% 0% 10% 5% 4% 4% 4% 3% 0% 0% 0%	0% 0% 0% 0% 0% 0% omic conditions in New York State as compared to six months ago, would you say they are compared to six months ago, would you describe your expectations for the economy in form the site, the entire 2018 year, how would you describe your expectations for the economy in form the site, the entire 2017 2017 2017 2016 Total 2016 2016 2015 2015 2015 2017 2017 2016 Total 2016 2016 2015 2015 2015 2017 2017 2016 Total 2016 2016 2015 2015 2015 2015 2015 2016 2015 2015 2015 2015 2015 2016 2015 2015 2015 2016 2015 2015 2015 2016 2015 2015 2015 2016 2016 2015 2015 2015 2016 2015 2015 2015 2016 2016 2015 2015 2015 2	0% 0% 0% 0% 0% 0% 0% 0% omic conditions in New York State as compared to six months ago, would you say they are considerably be Image: Constraint of the second seco	0% 0%<

	Syracuse	Upstate	Other MSAs	Syracuse	Upstate	Other MSAs	Syracuse	Upstate	Syracuse	Upstate
	2017	Total 2017	2017	2016	Total 2016	2016	2015	Total 2015	2014	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 t	hrough the next year, how	l would you de	escribe your ex	pectations for	or your indust	ry here in Nev	v York?			
	Surroqueo	Upstate	Other MSAs	Syracuse	Upstate	Other MSAs	Syracuse	Upstate	Syracuse	Upstate
	Syracuse 2017	Total 2017	2017	2016	Total 2016	2016	2015	Total 2015	2014	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	24%	35%	37%	43%	35%	32%	37%	41%	37%	36%
A little worse	28%	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	12%	1%	1%	0%	0%	0%	0%	0%	0%	0%
Q6. Now thinking specifically about yo	our company, what are you	r expectation	s for revenue t	through the y	/ear 2018? Do	you believe y	our revenue	will?		
	Syracuse	Upstate	Other MSAs	Syracuse	Upstate	Other MSAs	Syracuse	Upstate	Syracuse	Upstate
	2017	Total 2017	2017	2016	Total 2016	2016	2015	Total 2015	2014	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%
		1								

	Syracuse	Upstate	Other MSAs	Syracuse	Upstate	Other MSAs	Syracuse	Upstate	Syracuse	Upstate
	2017	Total 2017	2017	2016	Total 2016	2016	2015	Total 2015	2014	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 the 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 r	najor areas of con	centration fo	r your compar	iy now and th	hrough 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%
	6%	8%	9%	6%	10%	10%	4%	9%	12%	10%
Construction of new locations	24%	28%	28%	24%	25%	25%	28%	28%	25%	25%
Construction of new locations Internal restructuring	- 1/0				4%	4%	NA	NA	NA	NA
	3%	5%	5%	1%	470	-770				
Internal restructuring		5% 5%	5% 5%	1% 4%	4%	4%	6%	0%	3%	3%

Q10. Do you intend to invest between today throu	gh 2018 in any	fixed assets	for your comp	any designed	to meet grow	wing demand,			nouuctivity:	1
	Syracuse	Upstate	Other MSAs	Syracuse	Upstate	Other MSAs	Syracuse	Upstate	Syracuse	Upstate
	2017	Total 2017	2017	2016	Total 2016	2016	2015	Total 2015	2014	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 to	day and the er	nd of 2018, d	o you plan to	?				T
	Gundania	Unstate	Other MSAs	<u>Suma auto a</u>	Upstate	Other MSAs	<u>Currentian</u>	Upstate	<u>Currentee</u>	Unstate
	Syracuse	Upstate		Syracuse	-		Syracuse	-	Syracuse 2014	Upstate
	2017	Total 2017	2017	2016	Total 2016	2016	2015	Total 2015	-	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%
-		10/	1%	1%	1%	1%	0%	1%	1%	1%
Prefer not to answer	3%	1%	170	1/0						
					rned with?					
Prefer not to answer Q12. And thinking about other challenges that you					rned with?					
					rned with? Upstate	Other MSAs	Syracuse	Upstate	Syracuse	Upstate
	r company fac	es, which of t	he following a	re you conce					Syracuse 2014	Upstate Total 2014
Q12. And thinking about other challenges that you	r company faco Syracuse	es, which of t Upstate	he following a Other MSAs	re you conce Syracuse	Upstate	Other MSAs	Syracuse	Upstate	-	-
	r company face Syracuse 2017	es, which of t Upstate Total 2017	he following a Other MSAs 2017	re you conce Syracuse 2016	Upstate Total 2016	Other MSAs 2016	Syracuse 2015	Upstate Total 2015	2014	Total 2014
Q12. And thinking about other challenges that you Existing U.S. competition	r company fact Syracuse 2017 24%	es, which of t Upstate Total 2017 24%	he following a Other MSAs 2017 24%	re you conce Syracuse 2016 18%	Upstate Total 2016 27%	Other MSAs 2016 29%	Syracuse 2015 23%	Upstate Total 2015 25%	2014 30%	Total 2014 29%
Q12. And thinking about other challenges that you Existing U.S. competition Governmental regulation	r company face Syracuse 2017 24% 63%	es, which of the Upstate Upstate Total 2017	he following a Other MSAs 2017 24% 61%	re you conce Syracuse 2016 18% 68%	Upstate Total 2016 27% 68%	Other MSAs 2016 29% 69%	Syracuse 2015 23% 71%	Upstate Total 2015 25% 68%	2014 30% 63%	Total 2014 29% 69%
Q12. And thinking about other challenges that you Existing U.S. competition Governmental regulation Taxation	r company fact Syracuse 2017 24% 63% 69%	es, which of the set o	he following a Other MSAs 2017 24% 61% 60%	re you conce Syracuse 2016 18% 68% 53%	Upstate Total 2016 27% 68% 57%	Other MSAs 2016 29% 69% 58%	Syracuse 2015 23% 71% 66%	Upstate Total 2015 25% 68% 65%	2014 30% 63% 61%	Total 2014 29% 69% 65%
Q12. And thinking about other challenges that you Existing U.S. competition Governmental regulation Taxation Foreign competition Energy costs	r company fact Syracuse 2017 24% 63% 69% 7%	es, which of t Upstate Total 2017 24% 61% 61% 10%	he following a Other MSAs 2017 24% 61% 60% 10%	re you conce Syracuse 2016 18% 68% 53% 7%	Upstate Total 2016 27% 68% 57% 9%	Other MSAs 2016 29% 69% 58% 10%	Syracuse 2015 23% 71% 66% 8%	Upstate Total 2015 25% 68% 65% 11%	2014 30% 63% 61% 9%	Total 2014 29% 69% 65% 12%
Q12. And thinking about other challenges that you Existing U.S. competition Governmental regulation Taxation Foreign competition	r company fact Syracuse 2017 24% 63% 69% 7% 22%	es, which of t Upstate Total 2017 24% 61% 61% 10% 18%	he following a Other MSAs 2017 24% 61% 60% 10% 18%	re you conce Syracuse 2016 18% 68% 53% 7% 26%	Upstate Total 2016 27% 68% 57% 9% 24%	Other MSAs 2016 29% 69% 58% 10% 23%	Syracuse 2015 23% 71% 66% 8% 24%	Upstate Total 2015 25% 68% 65% 11% 19%	2014 30% 63% 61% 9% 32%	Total 2014 29% 69% 65% 12% 30%
Q12. And thinking about other challenges that you Existing U.S. competition Governmental regulation Taxation Foreign competition Energy costs Risk management	r company fact Syracuse 2017 24% 63% 69% 7% 22% 21%	es, which of t Upstate Total 2017 24% 61% 61% 10% 18% 26%	he following a Other MSAs 2017 24% 61% 60% 10% 18% 26%	re you conce Syracuse 2016 18% 68% 53% 7% 26% 21%	Upstate Total 2016 27% 68% 57% 9% 24% 22%	Other MSAs 2016 29% 69% 58% 10% 23% 23%	Syracuse 2015 23% 71% 66% 8% 24% 19%	Upstate Total 2015 25% 68% 65% 11% 19% 26%	2014 30% 63% 61% 9% 32% 25%	Total 2014 29% 69% 65% 12% 30% 22%
Q12. And thinking about other challenges that you Existing U.S. competition Governmental regulation Taxation Foreign competition Energy costs Risk management Adverse economic conditions	r company fact Syracuse 2017 24% 63% 69% 7% 22% 21% 40%	es, which of t Upstate Total 2017 24% 61% 61% 10% 18% 26% 37%	he following a Other MSAs 2017 24% 61% 60% 10% 18% 26% 37%	re you conce Syracuse 2016 18% 68% 53% 7% 26% 21% 35%	Upstate Total 2016 27% 68% 57% 9% 24% 22% 42%	Other MSAs 2016 29% 69% 58% 10% 23% 43%	Syracuse 2015 23% 71% 66% 8% 24% 19% 53%	Upstate Total 2015 25% 68% 65% 11% 19% 26% 48%	2014 30% 63% 61% 9% 32% 25% 49%	Total 2014 29% 69% 65% 12% 30% 22% 46%
Q12. And thinking about other challenges that you Existing U.S. competition Governmental regulation Taxation Foreign competition Energy costs Risk management Adverse economic conditions Health care costs Global political instability	r company fact Syracuse 2017 24% 63% 69% 7% 22% 21% 40% 81%	es, which of t Upstate Total 2017 24% 61% 61% 10% 18% 26% 37% 78%	he following a Other MSAs 2017 24% 61% 60% 10% 18% 26% 37% 78%	re you conce Syracuse 2016 18% 68% 53% 7% 26% 21% 35% 82%	Upstate Total 2016 27% 68% 57% 9% 24% 22% 42% 79%	Other MSAs 2016 29% 69% 58% 10% 23% 23% 43% 79%	Syracuse 2015 23% 71% 66% 8% 24% 19% 53% 76%	Upstate Total 2015 25% 68% 65% 11% 19% 26% 48% 78%	2014 30% 63% 61% 9% 32% 25% 49% 70%	Total 2014 29% 69% 65% 12% 30% 22% 46% 77%
Q12. And thinking about other challenges that you Existing U.S. competition Governmental regulation Taxation Foreign competition Energy costs Risk management Adverse economic conditions Health care costs	r company fact Syracuse 2017 24% 63% 69% 7% 22% 21% 40% 81% 15%	es, which of t Upstate Total 2017 24% 61% 61% 10% 18% 26% 37% 78% 15%	he following a Other MSAs 2017 24% 61% 60% 10% 18% 26% 37% 78% 15%	re you conce Syracuse 2016 18% 68% 53% 7% 26% 21% 35% 82% 7%	Upstate Total 2016 27% 68% 57% 9% 24% 22% 42% 79% 12%	Other MSAs 2016 29% 69% 58% 10% 23% 23% 43% 79% 13%	Syracuse 2015 23% 71% 66% 8% 24% 19% 53% 76% 10%	Upstate Total 2015 25% 68% 65% 11% 19% 26% 48% 78% 15%	2014 30% 63% 61% 9% 32% 25% 49% 70% 9%	Total 2014 29% 69% 65% 12% 30% 22% 46% 77% 16%
Q12. And thinking about other challenges that you Existing U.S. competition Governmental regulation Taxation Foreign competition Energy costs Risk management Adverse economic conditions Health care costs Global political instability Rising supplier costs	r company fact Syracuse 2017 24% 63% 69% 7% 22% 21% 40% 81% 15% 35%	es, which of t Upstate Total 2017 24% 61% 61% 10% 18% 26% 37% 78% 15% 32%	he following a Other MSAs 2017 24% 61% 60% 10% 10% 18% 26% 37% 78% 15% 32%	re you conce Syracuse 2016 18% 68% 53% 7% 26% 21% 35% 82% 7% 31%	Upstate Total 2016 27% 68% 57% 9% 24% 22% 42% 79% 12% 27%	Other MSAs 2016 29% 69% 58% 10% 23% 23% 43% 79% 13% 26%	Syracuse 2015 23% 71% 66% 8% 24% 19% 53% 76% 10% 22%	Upstate Total 2015 25% 68% 65% 11% 19% 26% 48% 78% 15% 25%	2014 30% 63% 61% 9% 32% 25% 49% 70% 9% 33%	Total 2014 29% 69% 65% 12% 30% 22% 46% 77% 16% 35%
Q12. And thinking about other challenges that you Existing U.S. competition Governmental regulation Taxation Foreign competition Energy costs Risk management Adverse economic conditions Health care costs Global political instability Rising supplier costs Human resources	r company fact Syracuse 2017 24% 63% 69% 7% 22% 21% 40% 81% 15% 35%	es, which of t Upstate Total 2017 24% 61% 61% 10% 18% 26% 37% 78% 15% 32% 43%	he following a Other MSAs 2017 24% 61% 60% 10% 10% 18% 26% 37% 78% 15% 32% 45%	re you conce Syracuse 2016 18% 68% 53% 7% 26% 21% 35% 82% 7% 31% 40%	Upstate Total 2016 27% 68% 57% 9% 24% 22% 42% 79% 12% 27% 36%	Other MSAs 2016 29% 69% 58% 10% 23% 23% 43% 79% 13% 26% 36%	Syracuse 2015 23% 71% 66% 8% 24% 19% 53% 76% 10% 22% 28%	Upstate Total 2015 25% 68% 65% 11% 19% 26% 48% 78% 15% 25% 38%	2014 30% 63% 61% 9% 32% 25% 49% 70% 9% 33% 30%	Total 2014 29% 69% 65% 12% 30% 22% 46% 77% 16% 35% 30%
Q12. And thinking about other challenges that you Existing U.S. competition Governmental regulation Taxation Foreign competition Energy costs Risk management Adverse economic conditions Health care costs Global political instability Rising supplier costs Human resources Cash flow	r company fact Syracuse 2017 24% 63% 69% 7% 22% 21% 21% 40% 81% 15% 35% 35% 26%	es, which of t Upstate Total 2017 24% 61% 61% 10% 18% 26% 37% 78% 15% 32% 43% 27%	he following a Other MSAs 2017 24% 61% 60% 10% 18% 26% 37% 78% 15% 32% 45% 27%	re you conce Syracuse 2016 18% 68% 53% 7% 26% 21% 35% 82% 7% 31% 40% 33%	Upstate Total 2016 27% 68% 57% 9% 24% 22% 42% 79% 12% 27% 36% 28%	Other MSAs 2016 29% 69% 58% 10% 23% 23% 23% 10% 23% 23% 23% 36% 26%	Syracuse 2015 23% 71% 66% 8% 24% 19% 53% 76% 10% 22% 28% 28% 27%	Upstate Total 2015 25% 68% 65% 11% 19% 26% 48% 78% 15% 25% 38% 26%	2014 30% 63% 61% 9% 32% 25% 49% 70% 9% 33% 30% 32%	Total 2014 29% 69% 65% 12% 30% 22% 46% 77% 16% 35% 30% 29%

Q13. Thinking specifically about New York and the re	elationship be	etween the st	ate governme	nt and busin	esses like vou	urs. overall wo	uld vou sav t	he governme	nt of the Stat	e of New
York is doing an excellent, good, fair or poor job of c	-		-		-			- 0		
	Syracuse	Upstate	Other MSAs	Syracuse	Upstate	Other MSAs	Syracuse	Upstate	Syracuse	Upstate
	2017	Total 2017	2017	2016	Total 2016	2016	2015	Total 2015	2014	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 th	e Governor a	nd Legislatur	e of New York	focus on?						
	Syracuse	Upstate	Other MSAs	Syracuse	Upstate	Other MSAs	Syracuse	Upstate	Syracuse	Upstate
	2017	Total 2017	2017	2016	Total 2016	2016	2015	Total 2015	2014	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 gov Are you?	ernment of th	e State of Ne	ew York to imp	prove the bus	iness climate	for businesse	s like yours h	nere in New Yo	ork over the I	next year?
	Surgenee	Unctoto	Other MSAs	Syracuse	Unstata	Other MSAs	Suracuco	Unctoto	Suracuco	Unstata
	Syracuse 2017	Upstate Total 2017	2017	2016	Upstate Total 2016	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%

in which companies like yours will succ	eed?									
	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 abil	ity of the federal governm	ent to improv	e the busines	climate for	businesses lik	ke yours here i	n New York	over the next	year? Are yo	u:
	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 right track nor moving in the wrong dir Q18A. The cost of health care		l over the last y	year you think	the country	has been on t	he right track,	, moved in th	le wrong direo	tion or is nei	ther on the
	Syracuse	Upstate	Other MSAs							
	2017	Total 2017	2017							
Right track	18%	16%	16%							
	68%	61%	60%							
Wrong direction									1	1
Wrong direction Neither	12%	18%	19%							

Q18B. Our immigration system	-		1 1			1			
	Syracuse	Upstate	Other MSAs						
	2017	Total 2017	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	Upstate	Other MSAs						
	2017	Total 2017	2017						
Right track	24%	15%	14%						
Wrong direction	59%	59%	59%			1			
Neither	15%	18%	18%						
Don't know	3%	8%	9%						
Q18D. The taxes businesses pay				•			•	•	•
	Syracuse	Upstate	Other MSAs						
	2017	Total 2017	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			1						
	Syracuse	Upstate	Other MSAs						
	2017	Total 2017	2017						
Right track	46%	48%	49%						
Wrong direction	31%	27%	26%						
Neither	21%	18%	18%						
Don't know	3%	7%	7%						
		I		I	I	1			

Syracuse Upstate Other MSAs Right track 31% 23% 21% Norther 25% 28% 21% Neither 25% 28% 29% 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 nelt on the right track on moving in the wrong direction. Q19A. Infrastructure development Stracuse Upstate Other MSAs Right track 34% 25% 24%	Q18F. Safeguarding the environment										
IndependenceControl </th <th></th>											
index condition201710122017Image: conditionImage: condition<		Svracuse	Upstate	Other MSAs							
Right track31%23%21%Image: Constraint of the sector of the sec			-								
Wrong direction37% 25%39% 28%40% 28%000	Right track										
Neither 25% 28% 29% Image: Constraint of the state of the											
Don't know 7% 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 neitd on the right track, nor moving in the wrong direction.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 neitd on the right track, nor moving in the wrong direction or is neitd on the right track, moved in the wrong direction or is neitd on the right track, moved in the wrong direction or is neitd on the right track, moved in the wrong direction or is neitd on the right track, moved in the wrong direction or is neitd on the right track.Q194. Infrastructure developmentSyracuse 2017Upstate Total 2017Other MSAS 2017Image: Construction or is neitd omether is neitd omether is neitd 2017Image: Construction or is neitd omether is neitd omether is neitd omether is neitd 2017Image: Construction or is neitd 2017Image: Constr											
on the right track nor moving in the wrong direction. Qiptate 2017 Colspan="6">Colspan="6"Colspan="6">Colspan="6"Co		770	10/0	10/0							
on the right track nor moving in the wrong direction. Q194. Infrastructure development Vertical 2017 Other MSAs Z017 Colspan="2">Colspan="2">Colspan="2">Colspan="2">Colspan="2">Colspan="2">Colspan="2">Colspan="2">Colspan="2">Colspan="2" Right track 34% 25% 2017 Colspan="2">Colspan="2" Right track 34% 25% 24% 24% 25% Colspan="2" Neither 24% 25% Colspan="2" Colspan="2" Neither 24% 25% Colspan="2" Colspan="2" Colspan="2" 24% 24% 25% Colspan="2" Colspan="2" 24% 24% 25%	And consider each of the following New York State	l ssues Indicat	e whether ov	er the last ve	r vou think t	he state has l	l heen on the ri	ght track mo	l wed in the wi	ong direction	or is neither
Q19A. Infrastructure development Voltant other MSAs Image: Construct other MSAs Im				fer the last yet	in you think t			Bire tracity file		ong un cetton	or is nettile.
Image: synacuse of the		•									
201770tl 2017											
201770tl 2017		Svracuse	Unstate	Other MSAs							
Right track 34% 25% 24% Image: Constraint of the state spending Image: Constraint of the state spending Neither 24% 24% 25% Image: Constraint of the state spending Image: Constraint		-									
Wrong direction 31% 37% 39% Image: constraint of the system of th	Bight track										
Neither 24% 24% 25% Image: Constraint of the system											
Don't know 12% 13% 13% Image: constraint of the state spending											
Q19B. Ethics reform Image: Constraint of the synapsise of the synaps											
Syracuse 2017 Upstate Total 2017 Other MSAs 2017 Image: Constraint of the synapsise o		1270	1370	1370							
Syracuse 2017 Upstate Total 2017 Other MSAs 2017 Image: Constraint of the synapsise o	019B. Ethics reform										
2017Total 201720172017Image: constraint of the system of the s							ſ				
2017Total 201720172017Image: constraint of the system of the s		Svracuse	Unstate	Other MSAs							
Right track 15% 9% 8% Image: Constraint of the system of the syst		-	-								
Wrong direction 53% 61% 63% Image: Constraint of the symbol of th	Right track										
Neither 18% 19% 19% Image: Constraint of the symbol											
Don't know15%10%10%Image: Constraint of the state spendingImage: Constraint of the state spendingQ19C. State spendingQ19C. State spendingSyracuseUpstateOther MSAs2017Total 20172017Right track18%9%8%Image: Constraint of the state spendingImage: Constraint of the state spendingWrong direction60%70%15%14%Image: Constraint of the state spending15%15%14%											
Q19C. State spendingImage: Syracuse of the synamic sy											ļ
Syracuse 2017Upstate Total 2017Other MSAs 2017Other MSAs 2017Other MSAs 2017Other MSAs 2017Right track18%9%8% <t< td=""><td></td><td>1370</td><td>1070</td><td>10/0</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></t<>		1370	1070	10/0							
Syracuse 2017Upstate Total 2017Other MSAs 2017Image: Constraint of the state 2017Other MSAs 2017Image: Constraint of the state 2017Image: Constraint of the state 2017Image: Constraint of the state 2017Image: Constraint of the state 2017Image: Constraint of the state 	Q19C. State spending							I		1	
Z017 Total 2017 Z017 Z017 Control 2017 Control 2017 Z017 Control 2017 Control 2017 <th< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></th<>											
Z017 Total 2017 Z017 Z017 Control 2017 Control 2017 Z017 Control 2017 Control 2017 <th< td=""><td></td><td>Svracuse</td><td>Unstate</td><td>Other MSAs</td><td></td><td></td><td></td><td></td><td></td><td></td><td>ļ</td></th<>		Svracuse	Unstate	Other MSAs							ļ
Right track 18% 9% 8% Image: Constraint of the system Image: Constraint of t			-								
Wrong direction 60% 70% 72% Image: Constraint of the second secon	Right track										
Neither 15% 15% 14% 🛛 🖾 🖾 🖾 💭											
							}				
		/ 70	0%	0%							

	Syracuse	Upstate	Other MSAs							
	2017	Total 2017	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	Im									
	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%							
	19%	15%	1470							
Q19F. Energy costs										
	Syracuse	Upstate	Other MSAs							
	2017	Total 2017	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 loca	al area on each of the followin	ng - Suitable ' I	workforce							
	Syracuse	Upstate	Other MSAs	Syracuse	Upstate	Other MSAs	Syracuse	Upstate	Syracuse	Upstate
	2017	Total 2017	2017	2016	Total 2016	2016	2015	Total 2015	2014	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%

Q20B. How would you rate your lo	ocal area on each of the followir	ng - Consume	r 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 lo	ocal area on each of the followir	ng - Transport	tation infrastru	ucture						1
	Syracuse	Upstate	Other MSAs	Syracuse	Upstate	Other MSAs	Syracuse	Upstate	Syracuse	Upstate
	2017	Total 2017	2017	2016	Total 2016	2016	2015	Total 2015	2014	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 lo	Syracuse	Upstate	Other MSAs	Syracuse	Upstate	Other MSAs	Syracuse	Upstate		
	2017	Total 2017	2017	2016	Total 2016	2016	2015	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 lo	ocal area on each of the followir	ng - Taxi/car s	service							
	Syracuse	Upstate	Other MSAs	Syracuse	Upstate	Other MSAs	Syracuse	Upstate		
	2017	Total 2017	2017	2016	Total 2016	2016	2015	Total 2015		ļ
Excellent	3%	3%	4%	1%	1%	1%	5%	3%		ļ
Good	35%	34%	34%	21%	15%	14%	25%	27%		ļ
Fair	38%	38%	38%	36%	35%	35%	38%	38%		ļ
Poor	19%	21%	21%	36%	43%	44%	28%	26%		1
Refused	4%	4%	4%	6%	6%	5%	4%	5%		

Q20F. How would you rate your local	area on each of the followir	ng - Ride shar	ing services							
, , ,			Ŭ							
	Syracuse	Upstate	Other MSAs							
	2017	Total 2017	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 followi	ng - Local gov	vernmental sup	oport for bus	iness					
	Syracuse	Upstate	Other MSAs	Syracuse	Upstate	Other MSAs	Syracuse	Upstate		
	2017	Total 2017	2017	2016	Total 2016	2016	2015	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%		
D	22%	22%	22%	33%	30%	30%	35%	31%		
Poor	22/0									
Poor Refused	4%	2%	2%	1%	3%	2%	1%	2%		
		2%	2%	1%	3%	2%	1%	2%		
	4%					2%	1%	2%		
Refused	area on each of the followi	ng - As an are	a where busin	esses can su	cceed					
Refused	area on each of the followi Syracuse		a where busin Other MSAs		cceed Upstate	Other MSAs	Syracuse	Upstate	Syracuse	Upstate
Refused Q20H. How would you rate your local	area on each of the followi	ng - As an are Upstate Total 2017	a where busin	esses can su	cceed				Syracuse 2014	Upstate Total 2014
Refused	area on each of the followi Syracuse	ng - As an are Upstate	a where busin Other MSAs	iesses can su Syracuse	cceed Upstate	Other MSAs	Syracuse	Upstate	-	-
Refused Q20H. How would you rate your local	4% area on each of the followi Syracuse 2017	ng - As an are Upstate Total 2017	a where busin Other MSAs 2017	esses can su Syracuse 2016	cceed Upstate Total 2016	Other MSAs 2016	Syracuse 2015	Upstate Total 2015	2014	Total 2014
Refused Q20H. How would you rate your local Excellent	4% area on each of the followin Syracuse 2017 3%	ng - As an are Upstate Total 2017 3%	a where busin Other MSAs 2017 4%	Syracuse 2016 1%	CCEED Upstate Total 2016 3%	Other MSAs 2016 3%	Syracuse 2015 1%	Upstate Total 2015 3%	2014 1%	Total 2014 2%
Refused Q20H. How would you rate your local Excellent Good	4% area on each of the followi Syracuse 2017 3% 25%	ng - As an are Upstate Total 2017 3% 29%	a where busin Other MSAs 2017 4% 30%	Syracuse 2016 1% 26%	CCCEED Upstate Total 2016 3% 25%	Other MSAs 2016 3% 26%	Syracuse 2015 1% 19%	Upstate Total 2015 3% 27%	2014 1% 18%	Total 2014 2% 25%
Refused Q20H. How would you rate your local Excellent Good Fair	4% area on each of the followin Syracuse 2017 3% 25% 54%	ng - As an are Upstate Total 2017 3% 29% 48%	a where busin Other MSAs 2017 4% 30% 47%	Syracuse 2016 1% 26% 44%	cceed Upstate Total 2016 3% 25% 51%	Other MSAs 2016 3% 26% 52%	Syracuse 2015 1% 19% 47%	Upstate Total 2015 3% 27% 49%	2014 1% 18% 55%	Total 2014 2% 25% 49%
Refused Q20H. How would you rate your local Excellent Good Fair Poor Refused	4% area on each of the followi area on each of the followi Syracuse 2017 3% 25% 54% 15% 3%	ng - As an are Upstate Total 2017 3% 29% 48% 16% 2%	a where busin Other MSAs 2017 4% 30% 47% 16% 2%	Syracuse 2016 1% 26% 44% 24% 4%	CCCEED Upstate Total 2016 3% 25% 51% 18% 3%	Other MSAs 2016 3% 26% 52% 17%	Syracuse 2015 1% 19% 47% 30%	Upstate Total 2015 3% 27% 49% 19%	2014 1% 18% 55% 22%	Total 2014 2% 25% 49% 21%
Refused Q20H. How would you rate your local Excellent Good Fair Poor	4% area on each of the followi area on each of the followi Syracuse 2017 3% 25% 54% 15% 3%	ng - As an are Upstate Total 2017 3% 29% 48% 16% 2%	a where busin Other MSAs 2017 4% 30% 47% 16% 2%	Syracuse 2016 1% 26% 44% 24% 4%	CCCEED Upstate Total 2016 3% 25% 51% 18% 3%	Other MSAs 2016 3% 26% 52% 17%	Syracuse 2015 1% 19% 47% 30%	Upstate Total 2015 3% 27% 49% 19%	2014 1% 18% 55% 22%	Total 2014 2% 25% 49% 21%
Refused Q20H. How would you rate your local Excellent Good Fair Poor Refused	4% area on each of the followi area on each of the followi Syracuse 2017 3% 25% 54% 15% 3%	ng - As an are Upstate Total 2017 3% 29% 48% 16% 2%	a where busin Other MSAs 2017 4% 30% 47% 16% 2%	Syracuse 2016 1% 26% 44% 24% 4%	Cceed Upstate Total 2016 3% 25% 51% 18% 3%	Other MSAs 2016 3% 26% 52% 17% 2%	Syracuse 2015 1% 19% 47% 30%	Upstate Total 2015 3% 27% 49% 19%	2014 1% 18% 55% 22%	Total 2014 2% 25% 49% 21%
Refused Q20H. How would you rate your local Excellent Good Fair Poor Refused	4% area on each of the followi area on each of the followi Syracuse 2017 3% 25% 54% 15% 3%	ng - As an are Upstate Total 2017 3% 29% 48% 16% 2%	a where busin Other MSAs 2017 4% 30% 47% 16% 2%	Syracuse 2016 1% 26% 44% 24% 4%	Cceed Upstate Total 2016 3% 25% 51% 18% 3%	Other MSAs 2016 3% 26% 52% 17%	Syracuse 2015 1% 19% 47% 30%	Upstate Total 2015 3% 27% 49% 19%	2014 1% 18% 55% 22%	Total 2014 2% 25% 49% 21% 3% Upstate
Refused Q20H. How would you rate your local Excellent Good Fair Poor Refused	4% area on each of the followin Syracuse 2017 3% 25% 54% 15% 3% area on each of the followin	ng - As an are Upstate Total 2017 3% 29% 48% 16% 2% g - As a place	a where busin Other MSAs 2017 4% 30% 47% 16% 2% where consur	Syracuse 2016 1% 26% 44% 24% 4% mers want to	cceed Upstate Total 2016 3% 25% 51% 18% 3% Iive	Other MSAs 2016 3% 26% 52% 17% 2%	Syracuse 2015 1% 19% 47% 30% 3%	Upstate Total 2015 3% 27% 49% 19% 3%	2014 1% 18% 55% 22% 3%	Total 2014 2% 25% 49% 21% 3%
Refused Q20H. How would you rate your local Excellent Good Fair Poor Refused	4% area on each of the followin Syracuse 2017 3% 25% 54% 15% 3% area on each of the followin Syracuse Syracuse	ng - As an are Upstate Total 2017 3% 29% 48% 16% 2% g - As a place Upstate	a where busin Other MSAs 2017 4% 30% 47% 16% 2% where consur Other MSAs	Syracuse 2016 1% 26% 44% 24% 4% mers want to Syracuse	Ccceed Upstate Total 2016 3% 25% 51% 18% 3% 3% live Upstate	Other MSAs 2016 3% 26% 52% 17% 2% 0ther MSAs	Syracuse 2015 1% 19% 47% 30% 3% 3%	Upstate Total 2015 3% 27% 49% 19% 3% 3%	2014 1% 18% 55% 22% 3% Syracuse	Total 2014 2% 25% 49% 21% 3% Upstate
Refused Q20H. How would you rate your local Excellent Good Fair Poor Refused Q20I. How would you rate your local a	4% area on each of the followin Syracuse 2017 3% 25% 54% 15% 3% area on each of the followin area on each of the followin Syracuse 2017	ng - As an are Upstate Total 2017 3% 29% 48% 16% 2% g - As a place Upstate Total 2017	a where busin Other MSAs 2017 4% 30% 47% 16% 2% where consur Other MSAs 2017	Syracuse 2016 1% 26% 44% 24% 4% Syracuse 2016	Ccceed Upstate Total 2016 3% 25% 51% 18% 3% Iive Upstate Total 2016	Other MSAs 2016 3% 26% 52% 17% 2% 0ther MSAs 2016	Syracuse 2015 1% 19% 47% 30% 3% 3% Syracuse 2015	Upstate Total 2015 3% 27% 49% 19% 3% 3% Upstate Total 2015	2014 1% 18% 55% 22% 3% Syracuse 2014	Total 2014 2% 25% 49% 21% 3% Upstate Total 2014
Refused Q20H. How would you rate your local Excellent Good Fair Poor Refused Q20I. How would you rate your local a Excellent Good	4% area on each of the followin Syracuse 2017 3% 25% 54% 15% 3% area on each of the followin area on each of the followin Syracuse 2017 10%	ng - As an are Upstate Total 2017 3% 29% 48% 16% 2% g - As a place Upstate Total 2017 14%	a where busin Other MSAs 2017 4% 30% 47% 16% 2% where consur where consur Other MSAs 2017 14%	Syracuse 2016 1% 26% 44% 24% 4% Syracuse 2016 7%	Cceed Upstate Total 2016 3% 25% 51% 18% 3% Iive Upstate Total 2016 10%	Other MSAs 2016 3% 26% 52% 17% 2% 2% Other MSAs 2016 11%	Syracuse 2015 1% 19% 47% 30% 3% 3% Syracuse 2015 5%	Upstate Total 2015 3% 27% 49% 19% 3% 3% Upstate Total 2015 10%	2014 1% 18% 55% 22% 3% Syracuse 2014 4%	Upstate 12% 25% 49% 21% 3% Upstate Total 2014 12%
Refused Q20H. How would you rate your local Excellent Good Fair Poor Refused Q20I. How would you rate your local a Excellent	4% area on each of the followin Syracuse 2017 3% 25% 54% 15% 3% earea on each of the followin area on each of the followin Syracuse 2017 10% 40%	ng - As an are Upstate Total 2017 3% 29% 48% 16% 2% g - As a place Upstate Total 2017 14% 44%	a where busin Other MSAs 2017 4% 30% 47% 16% 2% where consur 0ther MSAs 2017 14% 44%	Syracuse 2016 1% 26% 44% 24% 4% Syracuse 2016 7% 38%	Cceed Upstate Total 2016 3% 25% 51% 18% 3% Iive Upstate Total 2016 10% 45%	Other MSAs 2016 3% 26% 52% 17% 2% 2% Other MSAs 2016 11% 47%	Syracuse 2015 1% 19% 47% 30% 3% 3% Syracuse 2015 5% 37%	Upstate Total 2015 3% 27% 49% 19% 3% 3% Upstate Total 2015 10% 43%	2014 1% 18% 55% 22% 3% Syracuse 2014 4% 33%	Upstate Total 2014 2% 25% 49% 21% 3% Upstate Total 2014 12% 45%

	Syracuse	Upstate	Other MSAs	Syracuse	Upstate	Other MSAs	Syracuse	Upstate	Syracuse	Upstate
	2017	Total 2017	2017	2016	Total 2016	2016	2015	Total 2015	2014	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 I	here in New York State,	how significa	ant a problem	would you sa	ay each of the	e following is v	vhen you thi	nk about our	workforce:	
Q22A. How technically skilled they are										
	Syracuse	Upstate	Other MSAs							
	2017	Total 2017	2017							
Very significant	31%	32%	33%							
Somewhat significant	43%	40%	40%							
Not too significant	19%	22%	23%							
	19% 4%	22% 3%	23% 3%							
Not too significant Not at all significant Don't know/Refused										
Not at all significant Don't know/Refused	4%	3%	3%							
Not at all significant Don't know/Refused	4%	3%	3%							
Not at all significant Don't know/Refused	4%	3%	3%							
Not at all significant Don't know/Refused	4% 3%	3% 2%	3% 2%							
Not at all significant Don't know/Refused Q22B. Their work ethic	4% 3% Syracuse	3% 2% Upstate	3% 2% Other MSAs							
Not at all significant Don't know/Refused Q22B. Their work ethic Very significant	4% 3% Syracuse 2017	3% 2% Upstate Total 2017	3% 2% Other MSAs 2017							
Not at all significant Don't know/Refused Q22B. Their work ethic Very significant Somewhat significant	4% 3% Syracuse 2017 47%	3% 2% Upstate Total 2017 42%	3% 2% Other MSAs 2017 41%							
Not at all significant	4% 3% Syracuse 2017 47% 29%	3% 2% Upstate Total 2017 42% 32%	3% 2% Other MSAs 2017 41% 33%							

O22C Having realistic colory and han fit avaatation										
Q22C. Having realistic salary and benefit expectation	15	1	<u> </u>				1	1		
								1		
	Syracuse	Upstate	Other MSAs							
	2017	Total 2017	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							1	1		
	Syracuse	Upstate	Other MSAs							
	2017	Total 2017	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%							
	470	570	370							
Q22E. Their ability to express themselves both verba	ally and in wr	iting	1 1							
	Syracuse	Upstate	Other MSAs							
	2017	Total 2017	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 Fa	mily Leave Ac	t that takes e	effect January	2018? Are yo	u:		1	1	1	1
	Syracuse	Upstate	Other MSAs							
	2017	Total 2017	2017							
Very prepared	16%	28%	30%							
Not very prepared	16%	10%	9%			L				
Somewhat prepared	43%	47%	47%							
Not at all prepared	24%	14%	13%							
Don't know/Refused	1%	1%	1%							

Q24. Which of the following, if any, have you done t	o prepare for	the Paid Far	nily Leave Act'	s effect?				
				Seriett.				
	Syracuse	Upstate	Other MSAs					
	2017	Total 2017	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 empl	oyee schedul	ing practices?	?			•		
	Syracuse	Upstate	Other MSAs					
	2017	Total 2017	2017					
Primarily pre-determined fixed schedules/fixed	C 20/	C20/	620/					
shifts	62%	62%	62%					
Schedules vary, but are provided to employees in	25%	23%	23%					
advance	23%	25%	23%					
Employees make their own schedules based on	13%	10%	10%					
business need	1378	1078	1078					
Employees are often called in with little or no	0%	2%	2%					
notice to cover unexpected business variations	078							
Other	0%	2%	2%					
Don't know/Refused	0%	1%	1%					
Q26. What does your company do to maintain 'equa	l pay' by race	/ethnicity an	d gender with	in the organi	zation?			
	Syracuse	Upstate	Other MSAs					
	2017	Total 2017	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	n about whatare cal	led 'Disruptiv	e Technologie	s'. how fam	iliar are vo	u with this co	nversation ab	out Disruptive 1	Technologies?	
				o) 11011 1411						
	Syracuse	Upstate	Other MSAs							
	2017	Total 2017	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 fol									
Q28A. Use of the mobile Internet	is in each of the for	lowing areas	f							
QZOA. USE OF THE MODILE INTERNET			1 1						Т	
	<u>Europuso</u>	Unstata	Other MSAs							
	Syracuse 2017	Upstate Total 2017								
Very innovative	19%	25%	2017 26%							
Somewhat innovative	59%	48%	46%							
		48%								
Not very innovative	15%		19%							1
Not at all innovative	3%	6%	7%		-					
Don't know/Refused	4%	2%	2%							
Q28B. Production										
	Syracuse	Upstate	Other MSAs							
	2017	Total 2017	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							
Q28C. Marketing						1	
	C	Unstate					
	Syracuse	Upstate	Other MSAs				
	2017	Total 2017	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	Upstate	Other MSAs				
	2017	Total 2017	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	Upstate	Other MSAs				
	2017	Total 2017	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	Upstate	Other MSAs				
	2017	Total 2017	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%				

0200 Frankruss han afita									
Q28G. Employee benefits		1	1			1		1	
	+								
	Syracuse	Upstate	Other MSAs						
	2017	Total 2017	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									
	Suma auroa	Unstato	Other MSAs						
	Syracuse	Upstate							
	2017	Total 2017	2017						
Very innovative	22%	16%	15%						1
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	ou currently i	lea ar da yau		nony using in	the near fut				
Q29A. The Internet	ou currentiy t	use of do you	see your com	party using in	the near fut	ule:			
	Syracuse	Upstate	Other MSAs						
	2017	Total 2017	2017						
Currently use	85%	89%	90%					1	
Future use	1%	2%	2%						
No plans to use	4%	3%	3%						
Don't know/Refused	9%	5%	5%						
Q29B. Automation of knowledge (including artificia	l intelligence)			-		-	-	-	
	Syracuse	Upstate	Other MSAs						
	2017	Total 2017	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 em	bedded in ev	ervdav obiect	ts)				
	Syracuse	Upstate	Other MSAs				
	2017	Total 2017	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	1					1	
	Syracuse	Upstate	Other MSAs				
	2017	Total 2017	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	Upstate	Other MSAs				
	2017	Total 2017	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	Upstate	Other MSAs				
	2017	Total 2017	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%				

O20C 2 D Drinting								
Q29G. 3-D Printing							1	1
	Syracuse	Upstate	Other MSAs					
	2017	Total 2017	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	Upstate	Other MSAs					
	2017	Total 2017	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	Upstate	Other MSAs					
	2017	Total 2017	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	1				4		•	
	Syracuse	Upstate	Other MSAs					
	2017	Total 2017	2017					
Currently use	26%	32%	33%	1		1		
Future use	32%	31%	30%					
No plans to use	35%	33%	33%					
Don't know/Refused	6%	4%	4%					
	0,0	-770	-770					
	I			1	I	1	I	

Q30. Do you tend to see these disruptive technolog	ies more as ar	n opportunity	for your busi	ness or as a t	hreat to your	business?				
					-					
	Syracuse	Upstate	Other MSAs							
	2017	Total 2017	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	 /ou support in	order to rec	ruit and retain	businesses t	 hat use disru	ptive technolo	gies in Upsta	te New York?)	
	Syracuse	Upstate	Other MSAs							
	2017	Total 2017	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 busines	in New York	ten years fro	m today or no	t?						
	Syracuse	Upstate	Other MSAs	Syracuse	Upstate	Other MSAs				
	2017	Total 2017	2017	2016	Total 2016	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, considerir	g all factors, v	vould you loc	ate your busir	iess in New Y	ork or somep	lace 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%

134. Do you offer a pension or 401K to your employees?											
	Syracuse	Upstate	Other MSAs	Syracuse	Upstate	Other MSAs					
	2017	Total 2017	2017	2016	Total 2016	2016					
Yes	85%	83%	82%	79%	82%	85%					
Νο	10%	14%	14%	21%	15%	14%					
Don't know	4%	3%	3%	0%	3%	2%					