

Siena College Research Institute
 Sponsored by The Business Council of New York State
 2017: 462 Upstate NY, 145 Albany CEOs; 2016: 440 Upstate NY, 142 Albany CEOs
 2015: 531 Upstate NY, 144 Albany CEOs; 2014: 524 Upstate NY, 145 Albany CEOs

Q1. Which of the following industry categories best describes the type of business your company is engaged in?										
	Albany 2017	Upstate Total 2017	Other MSAs 2017	Albany 2016	Upstate Total 2016	Other MSAs 2016	Albany 2015	Upstate Total 2015	Albany 2014	Upstate Total 2014
Engineering and Construction	23%	17%	15%	20%	18%	17%	24%	16%	19%	17%
Food and Beverage	1%	3%	4%	1%	5%	7%	1%	5%	0%	3%
Financial	10%	6%	4%	13%	7%	5%	8%	5%	11%	8%
Manufacturing	16%	19%	21%	14%	18%	20%	15%	24%	19%	21%
Retail	10%	10%	10%	11%	11%	11%	11%	12%	14%	12%
Service	37%	36%	35%	34%	32%	31%	30%	25%	24%	23%
Wholesale and Distribution	3%	8%	11%	8%	10%	10%	11%	11%	12%	15%
Other	0%	0%	0%	0%	0%	0%	1%	2%	NA	NA
Refused	0%	0%	0%	0%	0%	0%	0%	0%	1%	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?

	Albany 2017	Upstate Total 2017	Other MSAs 2017	Albany 2016	Upstate Total 2016	Other MSAs 2016	Albany 2015	Upstate Total 2015	Albany 2014	Upstate Total 2014
Considerably better	3%	4%	4%	1%	1%	1%	1%	2%	3%	4%
A little better	29%	23%	21%	32%	26%	24%	27%	24%	32%	32%
About the same	51%	47%	46%	46%	48%	49%	51%	44%	52%	44%
A little worse	15%	20%	23%	17%	21%	23%	17%	22%	12%	16%
Considerably worse	1%	5%	6%	4%	4%	3%	3%	8%	1%	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?

	Albany 2017	Upstate Total 2017	Other MSAs 2017	Albany 2016	Upstate Total 2016	Other MSAs 2016	Albany 2015	Upstate Total 2015	Albany 2014	Upstate Total 2014
Considerably better	3%	5%	5%	4%	5%	5%	1%	3%	3%	5%
A little better	32%	29%	28%	40%	37%	35%	33%	27%	37%	37%
About the same	41%	36%	33%	37%	37%	37%	44%	40%	39%	39%
A little worse	22%	24%	25%	18%	19%	20%	20%	24%	19%	15%
Considerably worse	1%	6%	9%	2%	3%	3%	2%	6%	3%	4%
Prefer not to answer	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%

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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?										
	Albany 2017	Upstate Total 2017	Other MSAs 2017	Albany 2016	Upstate Total 2016	Other MSAs 2016	Albany 2015	Upstate Total 2015	Albany 2014	Upstate Total 2014
Considerably better	2%	3%	4%	2%	2%	2%	3%	3%	3%	4%
A little better	23%	18%	16%	23%	18%	15%	22%	21%	23%	24%
About the same	46%	45%	44%	46%	47%	48%	47%	39%	48%	42%
A little worse	26%	27%	27%	24%	27%	28%	24%	29%	23%	24%
Considerably worse	3%	7%	9%	6%	7%	8%	4%	8%	3%	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?										
	Albany 2017	Upstate Total 2017	Other MSAs 2017	Albany 2016	Upstate Total 2016	Other MSAs 2016	Albany 2015	Upstate Total 2015	Albany 2014	Upstate Total 2014
Considerably better	4%	5%	5%	5%	5%	5%	1%	3%	3%	5%
A little better	30%	24%	21%	38%	30%	27%	27%	24%	30%	30%
About the same	37%	35%	35%	32%	35%	35%	47%	41%	41%	36%
A little worse	27%	27%	26%	20%	24%	27%	19%	25%	23%	24%
Considerably worse	1%	8%	11%	4%	6%	6%	6%	7%	3%	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...?										
	Albany 2017	Upstate Total 2017	Other MSAs 2017	Albany 2016	Upstate Total 2016	Other MSAs 2016	Albany 2015	Upstate Total 2015	Albany 2014	Upstate Total 2014
Grow substantially	6%	4%	4%	1%	3%	3%	3%	3%	2%	4%
Grow moderately	48%	44%	42%	58%	48%	43%	48%	42%	50%	45%
Stay about the same	38%	35%	34%	27%	33%	36%	33%	36%	32%	33%
Decrease moderately	8%	13%	16%	13%	14%	14%	13%	17%	17%	16%
Decrease substantially	1%	3%	4%	1%	2%	3%	2%	2%	0%	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...?										
	Albany 2017	Upstate Total 2017	Other MSAs 2017	Albany 2016	Upstate Total 2016	Other MSAs 2016	Albany 2015	Upstate Total 2015	Albany 2014	Upstate Total 2014
Grow substantially	3%	3%	4%	1%	2%	2%	2%	2%	1%	3%
Grow moderately	40%	36%	34%	53%	41%	36%	40%	33%	46%	38%
Stay about the same	38%	35%	34%	27%	34%	37%	38%	36%	30%	35%
Decrease moderately	17%	20%	22%	17%	20%	21%	18%	25%	21%	22%
Decrease substantially	2%	4%	5%	1%	3%	4%	1%	4%	2%	3%
Prefer not to answer	1%	1%	1%	1%	0%	0%	1%	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?										
	Albany 2017	Upstate Total 2017	Other MSAs 2017	Albany 2016	Upstate Total 2016	Other MSAs 2016	Albany 2015	Upstate Total 2015	Albany 2014	Upstate Total 2014
Market/demand growth	52%	42%	38%	53%	48%	46%	47%	39%	47%	43%
Cost reduction	17%	25%	29%	24%	25%	25%	26%	31%	30%	29%
Price increase	10%	13%	14%	6%	13%	16%	10%	12%	12%	15%
New technology	9%	11%	11%	12%	9%	8%	8%	9%	8%	7%
Other	11%	8%	7%	5%	4%	3%	6%	7%	3%	6%
Prefer not to answer	1%	1%	1%	1%	1%	1%	3%	1%	0%	1%
Q9. Please indicate which of the following are major areas of concentration for your company now and through 2018.										
	Albany 2017	Upstate Total 2017	Other MSAs 2017	Albany 2016	Upstate Total 2016	Other MSAs 2016	Albany 2015	Upstate Total 2015	Albany 2014	Upstate Total 2014
Expansion of existing markets	61%	57%	56%	58%	53%	50%	53%	54%	56%	56%
Growth in existing products	55%	54%	54%	65%	58%	55%	52%	52%	54%	54%
Entry into new markets	33%	28%	26%	35%	32%	31%	31%	30%	33%	33%
New product lines	23%	24%	24%	23%	23%	24%	27%	27%	25%	25%
Acquisition of new businesses	14%	15%	15%	18%	15%	14%	13%	15%	14%	14%
Technology innovation	34%	34%	34%	30%	28%	28%	26%	27%	26%	26%
Construction of new locations	12%	8%	7%	13%	10%	8%	8%	9%	10%	10%
Internal restructuring	28%	28%	28%	22%	25%	26%	27%	28%	25%	25%
Expansion into export markets	3%	5%	6%	4%	4%	4%	NA	NA	NA	NA
Other	2%	5%	7%	6%	4%	3%	6%	0%	3%	3%
Prefer not to answer	0%	0%	0%	1%	2%	3%	1%	1%	1%	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?										
	Albany 2017	Upstate Total 2017	Other MSAs 2017	Albany 2016	Upstate Total 2016	Other MSAs 2016	Albany 2015	Upstate Total 2015	Albany 2014	Upstate Total 2014
Yes	58%	56%	55%	54%	51%	49%	58%	55%	59%	58%
No	29%	28%	27%	32%	36%	39%	33%	34%	28%	31%
Not sure	13%	16%	18%	15%	13%	11%	10%	11%	14%	11%
Q11. Now thinking about the people that work for your company, between today and the end of 2018, do you plan to...?										
	Albany 2017	Upstate Total 2017	Other MSAs 2017	Albany 2016	Upstate Total 2016	Other MSAs 2016	Albany 2015	Upstate Total 2015	Albany 2014	Upstate Total 2014
Substantially increase your workforce	2%	2%	2%	2%	2%	1%	2%	1%	3%	2%
Moderately increase your workforce	38%	35%	33%	40%	37%	36%	39%	32%	27%	30%
Remain about the same	55%	53%	52%	50%	52%	53%	54%	57%	64%	59%
Decrease your workforce	4%	9%	11%	6%	8%	8%	5%	9%	5%	9%
Prefer not to answer	1%	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?										
	Albany 2017	Upstate Total 2017	Other MSAs 2017	Albany 2016	Upstate Total 2016	Other MSAs 2016	Albany 2015	Upstate Total 2015	Albany 2014	Upstate Total 2014
Existing U.S. competition	22%	24%	25%	32%	27%	25%	25%	25%	26%	29%
Governmental regulation	52%	61%	65%	63%	68%	71%	68%	68%	68%	69%
Taxation	55%	61%	64%	57%	57%	57%	65%	65%	65%	65%
Foreign competition	6%	10%	12%	10%	9%	9%	11%	11%	14%	12%
Energy costs	21%	18%	17%	21%	24%	25%	19%	19%	29%	30%
Risk management	28%	26%	24%	24%	22%	22%	26%	26%	20%	22%
Adverse economic conditions	34%	37%	39%	38%	42%	43%	48%	48%	48%	46%
Health care costs	80%	78%	77%	76%	79%	81%	78%	78%	83%	77%
Global political instability	17%	15%	15%	13%	12%	11%	15%	15%	23%	16%
Rising supplier costs	27%	32%	35%	22%	27%	29%	25%	25%	32%	35%
Human resources	54%	43%	38%	36%	36%	37%	38%	38%	26%	30%
Cash flow	25%	27%	28%	30%	28%	26%	26%	26%	28%	29%
Ability to obtain suitable financing	7%	10%	11%	9%	8%	8%	8%	8%	6%	8%
U.S. trade agreements	7%	9%	9%	6%	8%	9%	NA	NA	NA	NA
Don't know/None of the Above	1%	2%	2%	1%	1%	0%	0%	0%	0%	0%

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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?

	Albany 2017	Upstate Total 2017	Other MSAs 2017	Albany 2016	Upstate Total 2016	Other MSAs 2016	Albany 2015	Upstate Total 2015	Albany 2014	Upstate Total 2014
Excellent	0%	1%	2%	1%	1%	1%	0%	1%	0%	1%
Good	9%	7%	7%	5%	8%	9%	3%	4%	2%	4%
Fair	29%	25%	24%	33%	29%	27%	35%	29%	34%	30%
Poor	61%	64%	65%	61%	61%	62%	62%	64%	63%	63%
Don't know	1%	3%	3%	1%	1%	1%	0%	2%	1%	2%

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

	Albany 2017	Upstate Total 2017	Other MSAs 2017	Albany 2016	Upstate Total 2016	Other MSAs 2016	Albany 2015	Upstate Total 2015	Albany 2014	Upstate Total 2014
Personal Income Tax Reform	55%	58%	60%	58%	55%	52%	49%	54%	NA	NA
Business Income Tax Reform	61%	63%	64%	60%	62%	62%	59%	63%	NA	NA
Estate Tax Reform	31%	29%	29%	33%	31%	30%	32%	34%	NA	NA
Sales Tax Reform	21%	24%	26%	21%	22%	23%	23%	25%	NA	NA
Infrastructure Development	59%	52%	49%	49%	43%	41%	48%	42%	47%	42%
Energy Infrastructure	23%	24%	25%	NA	NA	NA	NA	NA	NA	NA
Business Development Incentives	30%	31%	31%	33%	36%	38%	34%	36%	42%	38%
Ethics Reform	48%	43%	41%	54%	52%	51%	46%	42%	44%	40%
Spending Cuts	41%	53%	59%	51%	51%	52%	50%	58%	57%	64%
Other	15%	16%	17%	15%	13%	13%	10%	14%	15%	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...?

	Albany 2017	Upstate Total 2017	Other MSAs 2017	Albany 2016	Upstate Total 2016	Other MSAs 2016	Albany 2015	Upstate Total 2015	Albany 2014	Upstate Total 2014
Very confident	0%	1%	1%	0%	1%	2%	1%	1%	1%	1%
Somewhat confident	17%	15%	14%	13%	14%	14%	13%	12%	11%	12%
Not very confident	53%	48%	46%	53%	48%	47%	52%	50%	53%	47%
Not at all confident	29%	35%	37%	34%	36%	37%	34%	37%	33%	38%
Prefer not to answer	1%	2%	2%	1%	1%	0%	0%	1%	1%	1%

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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?

	Albany 2017	Upstate Total 2017	Other MSAs 2017	Albany 2016	Upstate Total 2016	Other MSAs 2016	Albany 2015	Upstate Total 2015	Albany 2014	Upstate Total 2014
Excellent	8%	6%	5%	1%	1%	1%	0%	0%	0%	0%
Good	15%	22%	25%	8%	6%	5%	3%	2%	8%	4%
Fair	36%	35%	35%	31%	29%	28%	31%	22%	17%	21%
Poor	36%	33%	31%	58%	59%	61%	65%	73%	72%	72%
Don't know	6%	5%	5%	1%	5%	5%	1%	2%	2%	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:

	Albany 2017	Upstate Total 2017	Other MSAs 2017	Albany 2016	Upstate Total 2016	Other MSAs 2016	Albany 2015	Upstate Total 2015	Albany 2014	Upstate Total 2014
Very confident	3%	3%	4%	6%	5%	5%	1%	0%	1%	1%
Somewhat confident	35%	36%	36%	30%	27%	26%	8%	7%	12%	8%
Not very confident	48%	42%	39%	45%	44%	43%	56%	50%	43%	45%
Not at all confident	13%	18%	20%	20%	22%	24%	35%	41%	41%	44%
Prefer not to answer	1%	1%	1%	0%	2%	2%	1%	1%	1%	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

	Albany 2017	Upstate Total 2017	Other MSAs 2017
Right track	10%	16%	19%
Wrong direction	62%	61%	60%
Neither	22%	18%	15%
Don't know	6%	6%	5%

Q18B. Our immigration system										
	Albany 2017	Upstate Total 2017	Other MSAs 2017							
Right track	32%	38%	41%							
Wrong direction	48%	46%	44%							
Neither	14%	12%	11%							
Don't know	5%	4%	4%							
Q18C. The federal budget deficit										
	Albany 2017	Upstate Total 2017	Other MSAs 2017							
Right track	12%	15%	17%							
Wrong direction	57%	59%	59%							
Neither	20%	18%	16%							
Don't know	10%	8%	8%							
Q18D. The taxes businesses pay										
	Albany 2017	Upstate Total 2017	Other MSAs 2017							
Right track	39%	43%	45%							
Wrong direction	33%	32%	31%							
Neither	20%	18%	18%							
Don't know	8%	7%	6%							
Q18E. The health of our economy										
	Albany 2017	Upstate Total 2017	Other MSAs 2017							
Right track	44%	48%	50%							
Wrong direction	30%	27%	25%							
Neither	18%	18%	18%							
Don't know	8%	7%	6%							

Q18F. Safeguarding the environment										
	Albany 2017	Upstate Total 2017	Other MSAs 2017							
Right track	16%	23%	26%							
Wrong direction	42%	39%	38%							
Neither	30%	28%	27%							
Don't know	12%	10%	9%							

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										
	Albany 2017	Upstate Total 2017	Other MSAs 2017							
Right track	23%	25%	26%							
Wrong direction	36%	37%	38%							
Neither	30%	24%	22%							
Don't know	11%	13%	14%							

Q19B. Ethics reform										
	Albany 2017	Upstate Total 2017	Other MSAs 2017							
Right track	9%	9%	9%							
Wrong direction	63%	61%	61%							
Neither	21%	19%	18%							
Don't know	8%	10%	12%							

Q19C. State spending										
	Albany 2017	Upstate Total 2017	Other MSAs 2017							
Right track	12%	9%	8%							
Wrong direction	63%	70%	73%							
Neither	17%	15%	13%							
Don't know	8%	6%	6%							

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Q19D. The regulatory environment										
	Albany 2017	Upstate Total 2017	Other MSAs 2017							
Right track	9%	8%	8%							
Wrong direction	63%	66%	68%							
Neither	20%	17%	16%							
Don't know	8%	8%	9%							
Q19E. Workers Compensation reform										
	Albany 2017	Upstate Total 2017	Other MSAs 2017							
Right track	13%	13%	13%							
Wrong direction	55%	56%	56%							
Neither	15%	16%	17%							
Don't know	17%	15%	14%							
Q19F. Energy costs										
	Albany 2017	Upstate Total 2017	Other MSAs 2017							
Right track	14%	14%	14%							
Wrong direction	38%	36%	35%							
Neither	32%	32%	32%							
Don't know	16%	18%	18%							
Q20A. How would you rate your local area on each of the following - Suitable workforce										
	Albany 2017	Upstate Total 2017	Other MSAs 2017	Albany 2016	Upstate Total 2016	Other MSAs 2016	Albany 2015	Upstate Total 2015	Albany 2014	Upstate Total 2014
Excellent	9%	9%	9%	6%	9%	10%	8%	12%	11%	12%
Good	37%	37%	37%	46%	39%	34%	42%	42%	48%	50%
Fair	39%	37%	37%	37%	40%	42%	37%	34%	33%	29%
Poor	12%	15%	16%	11%	11%	12%	14%	12%	6%	7%
Refused	3%	2%	2%	0%	2%	2%	0%	1%	2%	2%

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Q20B. How would you rate your local area on each of the following - Consumer confidence										
	Albany 2017	Upstate Total 2017	Other MSAs 2017	Albany 2016	Upstate Total 2016	Other MSAs 2016	Albany 2015	Upstate Total 2015	Albany 2014	Upstate Total 2014
Excellent	8%	4%	2%	2%	2%	2%	0%	2%	1%	2%
Good	56%	50%	47%	48%	41%	37%	48%	38%	37%	32%
Fair	30%	39%	43%	40%	45%	49%	45%	49%	51%	54%
Poor	3%	5%	6%	8%	9%	10%	4%	9%	8%	11%
Refused	3%	2%	1%	2%	3%	2%	3%	2%	3%	2%

Q20C. How would you rate your local area on each of the following - Transportation infrastructure										
	Albany 2017	Upstate Total 2017	Other MSAs 2017	Albany 2016	Upstate Total 2016	Other MSAs 2016	Albany 2015	Upstate Total 2015	Albany 2014	Upstate Total 2014
Excellent	6%	4%	3%	1%	3%	3%	1%	4%	3%	4%
Good	37%	38%	38%	37%	39%	40%	40%	40%	39%	44%
Fair	43%	45%	45%	40%	37%	36%	40%	40%	46%	38%
Poor	11%	11%	11%	21%	19%	18%	18%	15%	10%	12%
Refused	3%	2%	2%	0%	3%	3%	2%	2%	2%	2%

Q20D. How would you rate your local area on each of the following - Airline service										
	Albany 2017	Upstate Total 2017	Other MSAs 2017	Albany 2016	Upstate Total 2016	Other MSAs 2016	Albany 2015	Upstate Total 2015		
Excellent	7%	8%	8%	6%	7%	7%	3%	8%		
Good	44%	45%	45%	39%	42%	44%	38%	47%		
Fair	37%	34%	32%	45%	35%	32%	45%	31%		
Poor	8%	11%	12%	11%	13%	14%	13%	14%		
Refused	4%	3%	3%	0%	3%	3%	1%	1%		

Q20E. How would you rate your local area on each of the following - Taxi/car service										
	Albany 2017	Upstate Total 2017	Other MSAs 2017	Albany 2016	Upstate Total 2016	Other MSAs 2016	Albany 2015	Upstate Total 2015		
Excellent	3%	3%	3%	1%	1%	1%	1%	3%		
Good	26%	34%	38%	11%	15%	18%	17%	27%		
Fair	39%	38%	37%	32%	35%	38%	35%	38%		
Poor	27%	21%	18%	54%	43%	38%	42%	26%		
Refused	6%	4%	3%	3%	6%	7%	6%	5%		

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Q20F. How would you rate your local area on each of the following - Ride sharing services										
	Albany 2017	Upstate Total 2017	Other MSAs 2017							
Excellent	10%	8%	8%							
Good	56%	48%	44%							
Fair	25%	29%	30%							
Poor	5%	10%	13%							
Refused	5%	5%	5%							
Q20G. How would you rate your local area on each of the following - Local governmental support for business										
	Albany 2017	Upstate Total 2017	Other MSAs 2017	Albany 2016	Upstate Total 2016	Other MSAs 2016	Albany 2015	Upstate Total 2015		
Excellent	6%	3%	2%	1%	2%	2%	1%	2%		
Good	28%	26%	25%	14%	17%	19%	17%	17%		
Fair	46%	47%	47%	48%	48%	48%	49%	48%		
Poor	17%	22%	25%	37%	30%	28%	31%	31%		
Refused	3%	2%	2%	0%	3%	3%	2%	2%		
Q20H. How would you rate your local area on each of the following - As an area where businesses can succeed										
	Albany 2017	Upstate Total 2017	Other MSAs 2017	Albany 2016	Upstate Total 2016	Other MSAs 2016	Albany 2015	Upstate Total 2015	Albany 2014	Upstate Total 2014
Excellent	5%	3%	3%	1%	3%	3%	1%	3%	2%	2%
Good	39%	29%	25%	32%	25%	23%	31%	27%	32%	25%
Fair	43%	48%	51%	50%	51%	51%	53%	49%	46%	49%
Poor	11%	16%	19%	16%	18%	19%	13%	19%	17%	21%
Refused	2%	2%	3%	1%	3%	3%	1%	3%	4%	3%
Q20I. How would you rate your local area on each of the following - As a place where consumers want to live										
	Albany 2017	Upstate Total 2017	Other MSAs 2017	Albany 2016	Upstate Total 2016	Other MSAs 2016	Albany 2015	Upstate Total 2015	Albany 2014	Upstate Total 2014
Excellent	19%	14%	12%	13%	10%	8%	9%	10%	12%	12%
Good	44%	44%	44%	51%	45%	42%	49%	43%	51%	45%
Fair	28%	35%	38%	27%	34%	38%	33%	33%	26%	30%
Poor	7%	6%	6%	8%	9%	9%	7%	12%	8%	10%
Refused	2%	2%	2%	1%	3%	2%	1%	2%	3%	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.										
	Albany 2017	Upstate Total 2017	Other MSAs 2017	Albany 2016	Upstate Total 2016	Other MSAs 2016	Albany 2015	Upstate Total 2015	Albany 2014	Upstate Total 2014
Education	16%	13%	11%	11%	9%	9%	10%	10%	6%	14%
Tourism	4%	8%	10%	4%	8%	11%	5%	8%	3%	6%
Technology	41%	25%	18%	53%	27%	15%	54%	31%	66%	30%
Transportation	6%	3%	2%	4%	3%	2%	7%	3%	4%	2%
Medical	9%	27%	35%	11%	28%	36%	8%	24%	7%	26%
Green and sustainable energy	4%	3%	3%	4%	5%	5%	2%	7%	1%	4%
Manufacturing	10%	11%	11%	10%	12%	13%	13%	15%	10%	16%
Other	3%	3%	3%	1%	1%	1%	1%	1%	1%	2%
None of the above	7%	7%	7%	4%	7%	8%	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										
	Albany 2017	Upstate Total 2017	Other MSAs 2017							
Very significant	24%	32%	36%							
Somewhat significant	46%	40%	38%							
Not too significant	24%	22%	21%							
Not at all significant	3%	3%	3%							
Don't know/Refused	3%	2%	2%							

Q22B. Their work ethic										
	Albany 2017	Upstate Total 2017	Other MSAs 2017							
Very significant	37%	42%	44%							
Somewhat significant	37%	32%	31%							
Not too significant	22%	18%	16%							
Not at all significant	2%	5%	7%							
Don't know/Refused	2%	2%	2%							

Q22C. Having realistic salary and benefit expectations										
	Albany 2017	Upstate Total 2017	Other MSAs 2017							
Very significant	26%	23%	21%							
Somewhat significant	43%	48%	50%							
Not too significant	26%	25%	25%							
Not at all significant	2%	2%	2%							
Don't know/Refused	3%	2%	2%							
Q22D. Use or abuse of drugs or alcohol										
	Albany 2017	Upstate Total 2017	Other MSAs 2017							
Very significant	21%	29%	33%							
Somewhat significant	37%	37%	36%							
Not too significant	32%	27%	24%							
Not at all significant	6%	4%	4%							
Don't know/Refused	3%	3%	3%							
Q22E. Their ability to express themselves both verbally and in writing										
	Albany 2017	Upstate Total 2017	Other MSAs 2017							
Very significant	28%	29%	30%							
Somewhat significant	43%	46%	47%							
Not too significant	24%	20%	18%							
Not at all significant	3%	3%	3%							
Don't know/Refused	2%	2%	2%							
Q23. How prepared is your company for the Paid Family Leave Act that takes effect January 2018? Are you...:										
	Albany 2017	Upstate Total 2017	Other MSAs 2017							
Very prepared	37%	28%	24%							
Not very prepared	6%	10%	12%							
Somewhat prepared	47%	47%	46%							
Not at all prepared	9%	14%	17%							
Don't know/Refused	1%	1%	1%							

Q24. Which of the following, if any, have you done to prepare for the Paid Family Leave Act's effect?										
	Albany 2017	Upstate Total 2017	Other MSAs 2017							
Hired outside legal or consulting help	19%	19%	19%							
Modified your existing company leave policy	52%	44%	40%							
Updated or purchased a new compliance solution	13%	10%	8%							
Modified your existing workforce	1%	4%	6%							
Hired or set a plan to hire temporary employees	2%	6%	7%							
Nothing	34%	39%	42%							
Q25. How would you describe your company's employee scheduling practices?										
	Albany 2017	Upstate Total 2017	Other MSAs 2017							
Primarily pre-determined fixed schedules/fixed shifts	66%	62%	61%							
Schedules vary, but are provided to employees in advance	22%	23%	23%							
Employees make their own schedules based on business need	9%	10%	11%							
Employees are often called in with little or no notice to cover unexpected business variations	0%	2%	3%							
Other	1%	2%	2%							
Don't know/Refused	2%	1%	1%							
Q26. What does your company do to maintain 'equal pay' by race/ethnicity and gender within the organization?										
	Albany 2017	Upstate Total 2017	Other MSAs 2017							
Adhere to a formal 'equal pay' policy	43%	39%	37%							
Conduct 'equal pay' assessments	12%	13%	13%							
Hire outside consultants to assess 'equal pay'	1%	2%	3%							
Nothing in particular	41%	44%	46%							
Don't know/Refused	2%	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?										
	Albany 2017	Upstate Total 2017	Other MSAs 2017							
Very familiar	19%	18%	17%							
Somewhat familiar	32%	31%	31%							
Not very familiar	23%	24%	24%							
Not at all familiar	21%	24%	26%							
Don't know/Refused	4%	2%	2%							
How innovative would you say your company is in each of the following areas?										
Q28A. Use of the mobile Internet										
	Albany 2017	Upstate Total 2017	Other MSAs 2017							
Very innovative	30%	25%	23%							
Somewhat innovative	48%	48%	48%							
Not very innovative	16%	18%	19%							
Not at all innovative	4%	6%	8%							
Don't know/Refused	2%	2%	2%							
Q28B. Production										
	Albany 2017	Upstate Total 2017	Other MSAs 2017							
Very innovative	14%	16%	18%							
Somewhat innovative	55%	49%	47%							
Not very innovative	20%	23%	24%							
Not at all innovative	3%	6%	7%							
Don't know/Refused	8%	6%	5%							

Q28C. Marketing										
	Albany 2017	Upstate Total 2017	Other MSAs 2017							
Very innovative	18%	18%	18%							
Somewhat innovative	45%	44%	44%							
Not very innovative	32%	31%	30%							
Not at all innovative	3%	5%	6%							
Don't know/Refused	2%	2%	2%							
Q28D. Client services										
	Albany 2017	Upstate Total 2017	Other MSAs 2017							
Very innovative	30%	28%	27%							
Somewhat innovative	45%	45%	46%							
Not very innovative	21%	21%	21%							
Not at all innovative	3%	3%	3%							
Don't know/Refused	1%	2%	2%							
Q28E. Information processing										
	Albany 2017	Upstate Total 2017	Other MSAs 2017							
Very innovative	19%	21%	22%							
Somewhat innovative	50%	51%	51%							
Not very innovative	26%	24%	24%							
Not at all innovative	1%	2%	2%							
Don't know/Refused	3%	2%	1%							
Q28F. Physical space utilization										
	Albany 2017	Upstate Total 2017	Other MSAs 2017							
Very innovative	21%	23%	24%							
Somewhat innovative	48%	45%	43%							
Not very innovative	24%	27%	28%							
Not at all innovative	4%	3%	3%							
Don't know/Refused	2%	2%	2%							

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Q28G. Employee benefits										
	Albany 2017	Upstate Total 2017	Other MSAs 2017							
Very innovative	20%	22%	22%							
Somewhat innovative	55%	50%	48%							
Not very innovative	20%	23%	24%							
Not at all innovative	1%	3%	4%							
Don't know/Refused	3%	3%	2%							
Q28H. Employment arrangements										
	Albany 2017	Upstate Total 2017	Other MSAs 2017							
Very innovative	14%	16%	17%							
Somewhat innovative	52%	50%	50%							
Not very innovative	29%	27%	27%							
Not at all innovative	2%	3%	4%							
Don't know/Refused	3%	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										
	Albany 2017	Upstate Total 2017	Other MSAs 2017							
Currently use	93%	89%	87%							
Future use	1%	2%	3%							
No plans to use	3%	3%	4%							
Don't know/Refused	3%	5%	6%							
Q29B. Automation of knowledge (including artificial intelligence)										
	Albany 2017	Upstate Total 2017	Other MSAs 2017							
Currently use	12%	14%	15%							
Future use	26%	27%	27%							
No plans to use	55%	54%	54%							
Don't know/Refused	7%	5%	4%							

Q29C. The Internet of things (computing devices embedded in everyday objects)										
	Albany 2017	Upstate Total 2017	Other MSAs 2017							
Currently use	28%	25%	24%							
Future use	30%	32%	32%							
No plans to use	37%	39%	40%							
Don't know/Refused	6%	4%	3%							
Q29D. The cloud										
	Albany 2017	Upstate Total 2017	Other MSAs 2017							
Currently use	74%	66%	63%							
Future use	10%	16%	19%							
No plans to use	13%	15%	15%							
Don't know/Refused	3%	3%	3%							
Q29E. Advanced robotics										
	Albany 2017	Upstate Total 2017	Other MSAs 2017							
Currently use	7%	6%	5%							
Future use	13%	16%	17%							
No plans to use	75%	74%	73%							
Don't know/Refused	5%	5%	4%							
Q29F. Autonomous or near autonomous vehicles										
	Albany 2017	Upstate Total 2017	Other MSAs 2017							
Currently use	1%	2%	2%							
Future use	13%	11%	10%							
No plans to use	81%	83%	84%							
Don't know/Refused	4%	4%	4%							

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Q29G. 3-D Printing										
	Albany 2017	Upstate Total 2017	Other MSAs 2017							
Currently use	8%	8%	9%							
Future use	16%	19%	20%							
No plans to use	72%	69%	68%							
Don't know/Refused	4%	4%	4%							
Q29H. Renewable energy										
	Albany 2017	Upstate Total 2017	Other MSAs 2017							
Currently use	19%	15%	13%							
Future use	36%	36%	36%							
No plans to use	41%	45%	47%							
Don't know/Refused	4%	4%	4%							
Q29I. Cyber security										
	Albany 2017	Upstate Total 2017	Other MSAs 2017							
Currently use	63%	61%	59%							
Future use	22%	22%	22%							
No plans to use	10%	15%	16%							
Don't know/Refused	4%	3%	3%							
Q29J. Digital analytics										
	Albany 2017	Upstate Total 2017	Other MSAs 2017							
Currently use	34%	32%	31%							
Future use	29%	31%	32%							
No plans to use	32%	33%	34%							
Don't know/Refused	6%	4%	3%							

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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?										
	Albany 2017	Upstate Total 2017	Other MSAs 2017							
Opportunity	73%	73%	73%							
Threat	21%	19%	19%							
Don't know/Refused	6%	7%	8%							
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?										
	Albany 2017	Upstate Total 2017	Other MSAs 2017							
Tax incentives	44%	45%	45%							
Funding Industry/University Partnerships	28%	31%	32%							
Offering operational support and training for entrepreneurs	39%	36%	35%							
Providing financial support including loans and grants	41%	39%	38%							
None of the above	21%	24%	26%							
Q32. Do you think your company will be in business in New York ten years from today or not?										
	Albany 2017	Upstate Total 2017	Other MSAs 2017	Albany 2016	Upstate Total 2016	Other MSAs 2016				
Yes	78%	65%	60%	68%	64%	64%				
No	8%	12%	14%	8%	10%	12%				
Don't know	14%	23%	26%	25%	25%	24%				
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?										
	Albany 2017	Upstate Total 2017	Other MSAs 2017	Albany 2016	Upstate Total 2016	Other MSAs 2016	Albany 2015	Upstate Total 2015	Albany 2014	Upstate Total 2014
New York	52%	41%	36%	42%	39%	39%	33%	29%	28%	28%
Someplace else	45%	56%	61%	55%	56%	58%	63%	67%	69%	69%
Prefer not to answer	3%	4%	4%	4%	5%	3%	5%	3%	3%	4%

Q34. Do you offer a pension or 401K to your employees?									
	Albany 2017	Upstate Total 2017	Other MSAs 2017	Albany 2016	Upstate Total 2016	Other MSAs 2016			
Yes	86%	83%	81%	87%	82%	82%			
No	11%	14%	15%	11%	15%	17%			
Don't know	3%	3%	4%	3%	3%	1%			