

NYC Retail Survey

The New York City New Business Acceleration Team (NBAT) was launched in 2010 to help new businesses open more quickly and easily in New York City. NBAT assigns a client manager to guide the owner through City requirements in the most efficient way possible. NBAT has focused on the restaurant industry but is looking to expand to help other types of businesses. Your feedback will help shape the future of NBAT by letting the City know which types of businesses could benefit most from NBAT's services. Thank you for taking the time to share your thoughts with us.

Note: If you own multiple businesses, please answer this survey based upon the most recent business you opened.

1. What type of business do you own?

- | | |
|---|---|
| <input type="checkbox"/> Automobile parts or tire store | <input type="checkbox"/> Grocery store |
| <input type="checkbox"/> Automobile or other motor vehicle dealership | <input type="checkbox"/> Health and personal care store |
| <input type="checkbox"/> Bakery | <input type="checkbox"/> Jewelry, luggage, or leather goods store |
| <input type="checkbox"/> Beer, wine, or liquor store | <input type="checkbox"/> Lawn and garden equipment and supplies store |
| <input type="checkbox"/> Book, periodical, or music store | <input type="checkbox"/> Office supply, stationery, or gift store |
| <input type="checkbox"/> Building material and supplies dealership | <input type="checkbox"/> Other general merchandise store |
| <input type="checkbox"/> Clothing store | <input type="checkbox"/> Personal and household goods repair |
| <input type="checkbox"/> Delivery business (newspapers, coffee, fuel, etc.) | <input type="checkbox"/> Personal care services |
| <input type="checkbox"/> Department store | <input type="checkbox"/> Restaurant or bar |
| <input type="checkbox"/> Dry cleaning or laundry services | <input type="checkbox"/> Shoe store |
| <input type="checkbox"/> Electronics and appliance store | <input type="checkbox"/> Specialty food store |
| <input type="checkbox"/> Florist | <input type="checkbox"/> Sporting goods or hobby store |
| <input type="checkbox"/> Furniture store | <input type="checkbox"/> Used merchandise store |
| <input type="checkbox"/> Gasoline station | <input type="checkbox"/> Vending machine operator |
| <input type="checkbox"/> General rental store | <input type="checkbox"/> Other |

a. If you selected "Other," please describe:

b. If you opened a restaurant or other food-related business, did you go through the New Business Acceleration Team (NBAT) to open your business?

- Yes
- No
- Don't Remember/Not Sure

2. Please check here if your business is a non-profit.

- Non-profit

3. When did you open your business to customers?

If you do not recall the exact date, please enter the month and year.

Day: _____

Month: _____

Year: _____

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4. Please estimate how long it took to open your business, from the time of your first interaction with New York City regulatory agencies to the time you were permitted to open your doors to customers. If you don't remember, please give us your best guess.

- | | | |
|--|-----------------------------------|---|
| <input type="checkbox"/> Less than one month | <input type="checkbox"/> 5 months | <input type="checkbox"/> 10 months |
| <input type="checkbox"/> 1 month | <input type="checkbox"/> 6 months | <input type="checkbox"/> 11 months |
| <input type="checkbox"/> 2 months | <input type="checkbox"/> 7 months | <input type="checkbox"/> 12 months |
| <input type="checkbox"/> 3 months | <input type="checkbox"/> 8 months | <input type="checkbox"/> More than a year |
| <input type="checkbox"/> 4 months | <input type="checkbox"/> 9 months | |

5. Did you hire an expeditor?

An expeditor is a person who, for a fee, fills out paperwork, sets up and attends appointments with City agencies, files applications, and helps obtain licenses and permits on behalf of another individual.

- Yes
- No

a. If you hired an expeditor, please select the services your expeditor provided.

Select all that apply.

- Prepared application materials for City-issued permits or licenses
- Filed applications or other paperwork in City offices
- Scheduled plan examinations and/or inspections
- Worked with architects or engineers on application materials or answers to plan exam objections
- Attended plan examination meetings
- Picked up permits or licenses from City offices
- Other

b. If you selected "Other," please describe.

6. Which of the following City agencies did you interact with when opening your business?

Select all that apply.

- Department of Consumer Affairs (DCA)
- Department of Health and Mental Hygiene (DOHMH)
- Department of Buildings (DOB)
- New York City Fire Department (FDNY)
- Department of Environmental Protection (DEP)
- Landmarks Preservation Commission (LPC)
- Mayor's Office for People with Disabilities (MOPD)
- Department of Transportation (DOT)
- Department of City Planning (DCP)
- Department of Small Business Services (SBS)
- Department of Finance (DOF)
- Economic Development Corporation (EDC)
- Other

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- a. If you selected DCA: Please indicate whether any of the following DCA approvals was required to open your business, and add any comments or suggestions for improving or streamlining the process.

Requirement	Did you obtain this approval?	Was this interaction satisfactory?	Comments or Suggestions
General licensing	Yes / No	Yes / No	
Weights and measures scale approval	Yes / No	Yes / No	
Other	Yes / No	Yes / No	

- b. If you selected DOHMH: Please indicate whether any of the following DOHMH approvals was required to open your business, and add any comments or suggestions for improving or streamlining the process.

Requirement	Did you obtain this approval?	Was this interaction satisfactory?	Comments or Suggestions
Pre-operational inspection	Yes / No	Yes / No	
Other	Yes / No	Yes / No	

- c. If you selected DOB: Please indicate whether any of the following DOB approvals was required to open your business, and whether you have comments or suggestions for improving or streamlining the process.

Requirement	Did you obtain this approval?	Was this interaction satisfactory?	Comments or Suggestions
Construction permit	Yes / No	Yes / No	
Plumbing permit	Yes / No	Yes / No	
Electrical permit	Yes / No	Yes / No	
Boiler permit	Yes / No	Yes / No	
Place of assembly permit	Yes / No	Yes / No	
Certificate of occupancy	Yes / No	Yes / No	
Other	Yes / No	Yes / No	

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- d. If you selected FDNY: Please indicate whether any of the following FDNY approvals was required to open your business, and add any comments or suggestions for improving or streamlining the process.

Requirement	Did you obtain this approval?	Was this interaction satisfactory?	Comments or Suggestions
Rangehood test	Yes / No	Yes / No	
Fire alarm permit	Yes / No	Yes / No	
Certificate of Fitness	Yes / No	Yes / No	
Refrigeration/air conditioning inspection	Yes / No	Yes / No	
Liquid carbon dioxide inspection	Yes / No	Yes / No	
Fuel and burner inspection	Yes / No	Yes / No	
Aerosol product inspection	Yes / No	Yes / No	
Other	Yes / No	Yes / No	

- e. If you selected DEP: Please indicate whether any of the following DEP approvals was required to open your business, and add any comments or suggestions for improving or streamlining the process.

Requirement	Did you obtain this approval?	Was this interaction satisfactory?	Comments or Suggestions
Backflow prevention permit	Yes / No	Yes / No	
Grease interceptor permit	Yes / No	Yes / No	
Other	Yes / No	Yes / No	

- f. If you selected LPC: Please indicate whether any of the following LPC approvals was required to open your business, and add any comments or suggestions for improving or streamlining the process.

Requirement	Did you obtain this approval?	Was this interaction satisfactory?	Comments or Suggestions
Permit to perform work on a landmarked property	Yes / No	Yes / No	
Other	Yes / No	Yes / No	

- g. If you selected MOPD: Please indicate whether any of the following MOPD approvals was required to open your business, and add any comments or suggestions for improving or streamlining the process.

Requirement	Did you obtain this approval?	Was this interaction satisfactory?	Comments or Suggestions
Accessibility waiver	Yes / No	Yes / No	
Other	Yes / No	Yes / No	

Please mail your completed survey by **March 2, 2012** to:

ATTN: NYC Retail Survey, 253 Broadway, 10th Floor, New York, NY 10007

You may also scan it and email it to NYCRetailSurvey@cityhall.nyc.gov.

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h. If you selected DOT: Please indicate whether any of the following DOT approvals was required to open your business, and add any comments or suggestions for improving or streamlining the process.

Requirement	Did you obtain this approval?	Was this interaction satisfactory?	Comments or Suggestions
Revocable consent	Yes / No	Yes / No	
Sidewalk vault	Yes / No	Yes / No	
Other	Yes / No	Yes / No	

i. If you selected DCP: Please indicate whether any of the following DCP approvals was required to open your business, and add any comments or suggestions for improving or streamlining the process.

Requirement	Required for your business?	Was this interaction satisfactory?	Comments or Suggestions
Special authorization or permit	Yes / No	Yes / No	
Other	Yes / No	Yes / No	

j. If you selected SBS, please describe what services you received and whether your interaction was satisfactory:

k. If you selected DOF, please describe what services you received and whether your interaction was satisfactory:

l. If you selected EDC, please describe what services you received and whether your interaction was satisfactory:

m. If you selected "Other," please list the agency, the license, permit, or other approval required from that agency, and add any comments on the process or suggestions for improving or streamlining the process.

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7. Do you agree or disagree with the following statements?

Select the option that best describes how much you agree with each statement. If the particular item is not relevant to you, select "Not Applicable."

Finding Information

	Agree Strongly	Agree Somewhat	Disagree Somewhat	Disagree Strongly	Not Applicable
I was able to find information about required permits and licenses in a reasonable amount of time.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was able to find information about applying for permits and licenses in a reasonable amount of time.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The information I found was helpful and easy to understand.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was able to contact a City employee to answer my questions about requirements for opening my business.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Walk-in Centers and Expeditors

	Agree Strongly	Agree Somewhat	Disagree Somewhat	Disagree Strongly	Not Applicable
The location of NYC walk-in centers was acceptable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The hours of NYC walk-in centers were acceptable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using an expeditor to apply for licenses/permits on my behalf was helpful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The expeditor I used to apply for licenses/permits on my behalf charged reasonable fees.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Plan Examinations, Inspections, and Renewals

	Agree Strongly	Agree Somewhat	Disagree Somewhat	Disagree Strongly	Not Applicable
I was able to schedule plan examinations within a reasonable amount of time.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was able to schedule inspections within a reasonable amount of time.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I receive consistent inspection results from one inspection to the next.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was able to accommodate renewal inspections without interrupting my business.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel educated enough to avoid receiving violations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am reminded of permit or license expiration dates in order to renew them before they expire.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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a. If you selected "Disagree Somewhat" or "Disagree Strongly" please and add any comments about your experience.

8. In what borough is your business located?

- Bronx Brooklyn Manhattan Queens Staten Island

9. How many employees do you have?

Full-time: Part-time:

10. Please provide your approximate revenues earned in 2011: \$

11. Please provide any additional feedback about how New York City agencies can better serve entrepreneurs opening and operating businesses in New York City.

12. This survey is completely anonymous, and you are not required to provide your name or contact information. However, if you would like to make yourself available to answer follow-up questions or provide additional information to the City, please provide your contact information here and we may reach out to you.

First Name: _____ Last Name: _____ Business Name: _____
Email Address: _____ Phone Number: _____

Thank you for taking the time to complete this survey. Your feedback is very important to us.