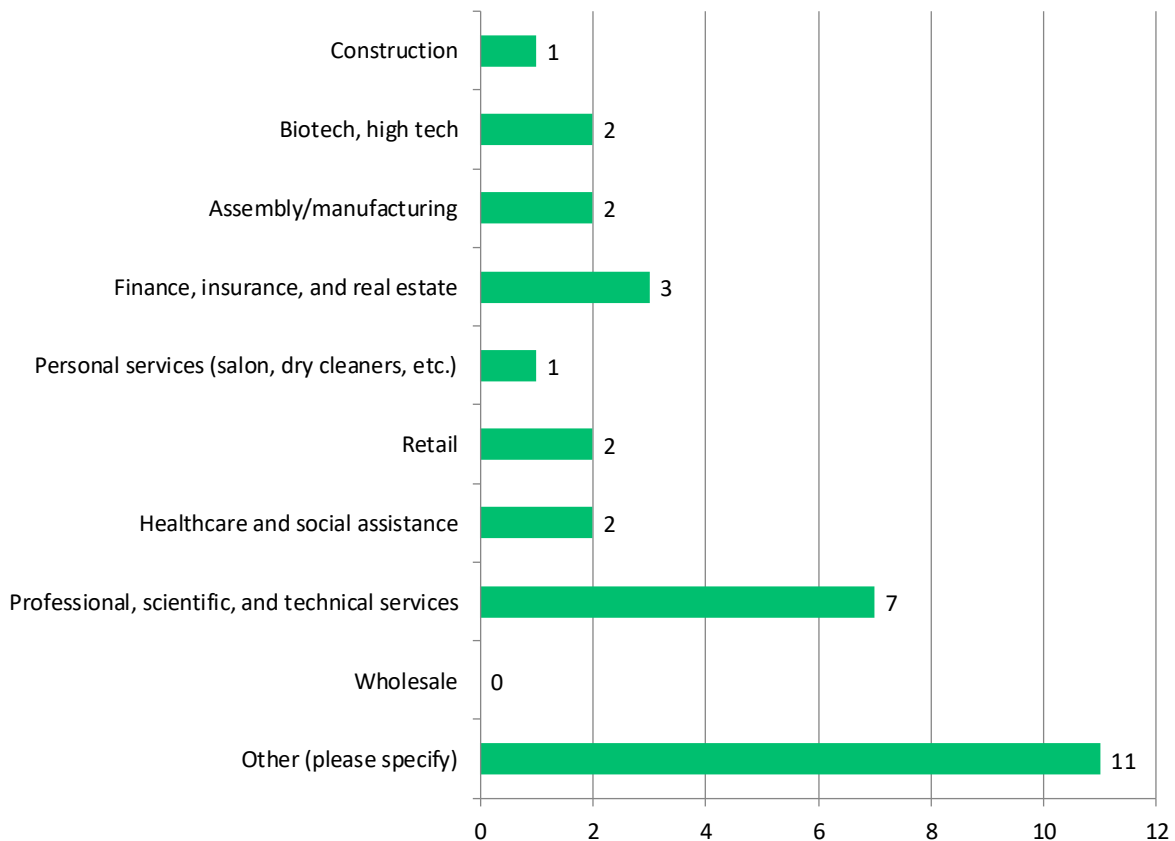




Canton Master Plan | Business Community Survey

A total of 31 responded to the Canton Business Community Survey between and January 4 - 31, 2019. The survey link was sent out through the Canton Association of Business and Industry as well as through contacts of the Planning Department.

What is the primary activity/industry of your business? (31 responses)

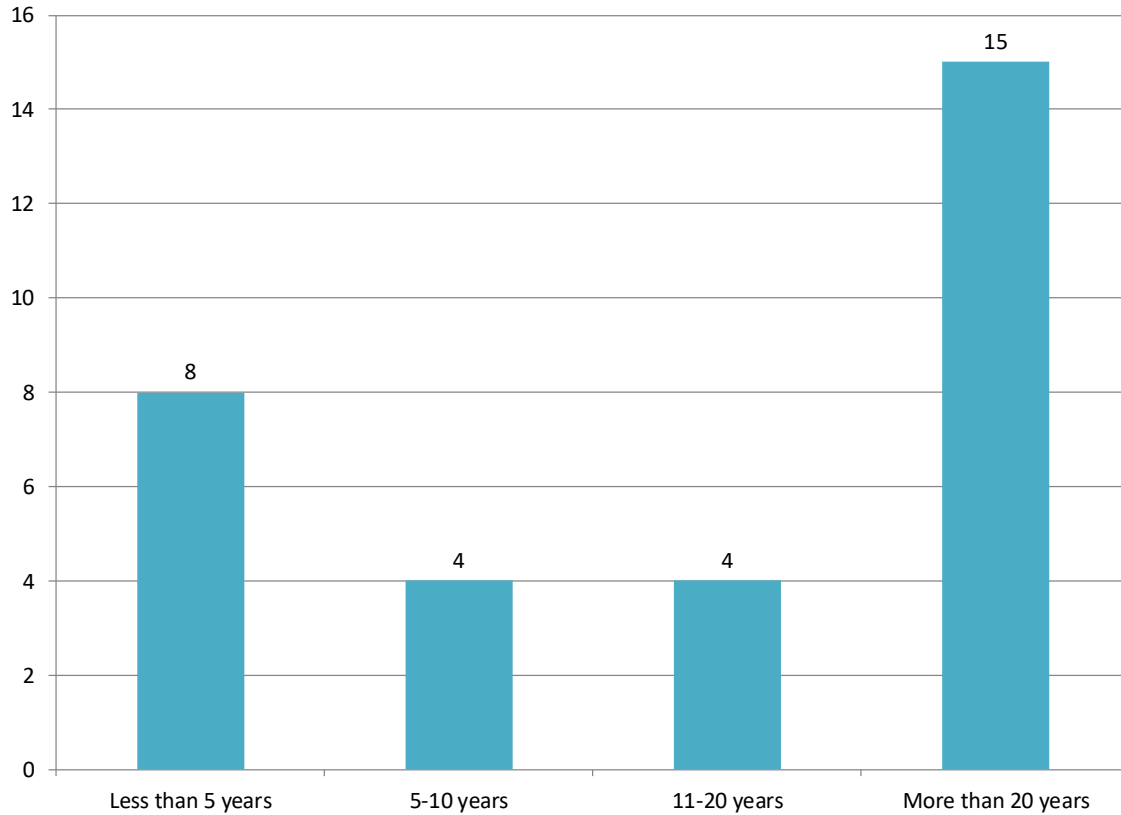


“Other” responses:

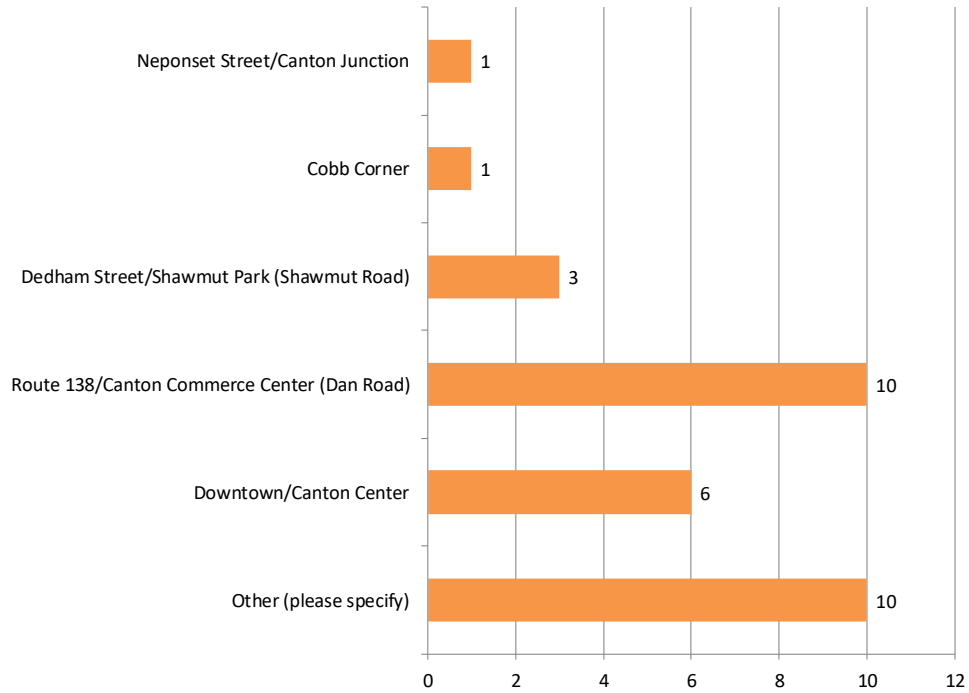
- Restaurant
- Bar/Restaurant
- Education

- News media
- Transportation
- Franchisor consumer products
- Financial Operations (payment processing / print and mail)
- Textile Manufacturing
- Land Conservation Non Profit
- Special Education
- Hotel

How long have you been established in Canton? (31 responses)



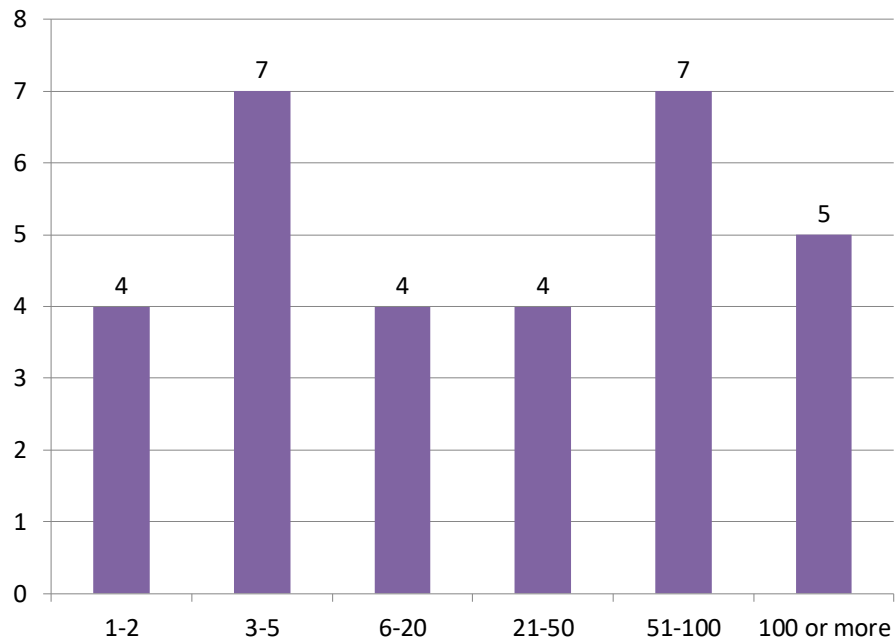
Where is your business located? (31 responses)



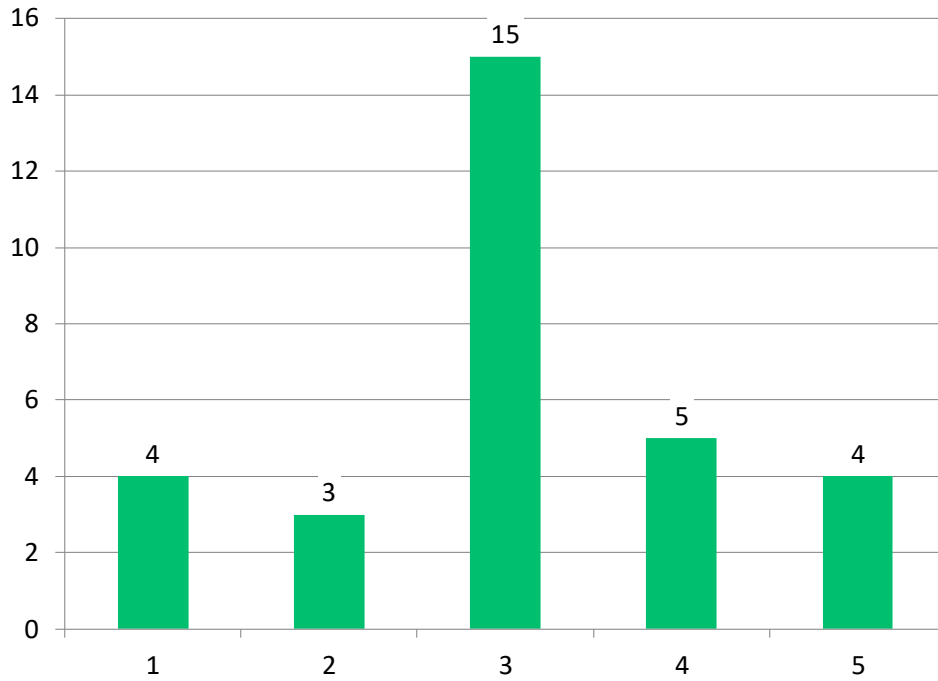
“Other” responses:

- 3 Canton locations
- Royall Street
- Will Drive
- 1030 Washington St
- Route 138
- Canton Corner / Draper Lane
- Ponkapoag Medical Building
- 1475 Washington St
- Washington street
- Royal St

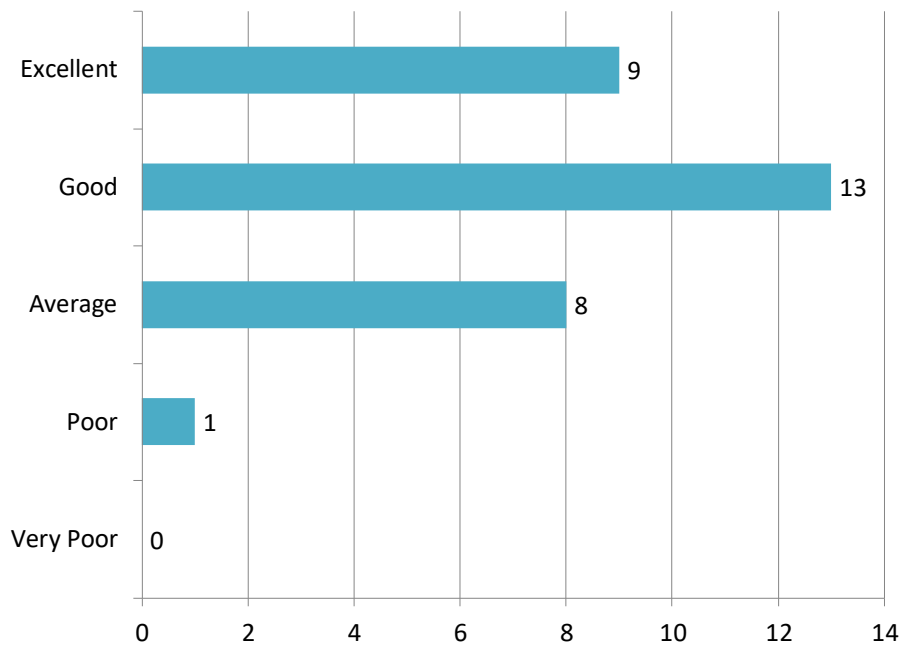
How many total employees do you have at your Canton location? (31 responses)



On a scale from 1 (no impact) to 5 (high impact), how does your location in Canton impact your ability to attract and retain employees? (31 responses)



How would you rank Canton as a place to do business? (31 responses)



Please explain your ranking. (19 responses)

- Great community and business friendly government.
- Friendly people, the support from the town (snow plowing, landscaping, police/fire dept, town hall, board of healthy, DPW etc) is very good to excellent.
- Canton has an active, engaged and prideful citizenry that values and supports its local businesses.
- The Town seems to care about the business community and helping us to grow
- Canton is a well respected town
- Traffic through Canton is extremely heavy- leading to frequent frustrations for employees commuting
- Canton does not have the cache of towns like Newton or Wellesley for a professional services business
- Average is because it is Very Good and Very Poor simultaneously. Location to Boston for deliveries is good. Local resources/restaurants - good. Commuting for non - adjoining towns is horrible. Rail, 93, 95, 24 causing local traffic due to jams is horrible. A raised pay road from 95 to 24 with a 93 option would bring in huge \$.
- CABI good organization for given back to community while seeking community involvement for other services.
- Canton residents like to go to local businesses instead of traveling out of town/dealing with traffic. I started in downtown Canton and did have some complaints about parking difficulties, but I don't think I lost any clients over it. I am now in a residential area and my business has grown. People can afford my services, are trustworthy and kind!
- Supportive town government and great location for interstate access.
- I think it has dramatically improved over the last 10 years, more access to people in the town and more open to conversations before jumping to conclusions!
- It's a great central town that is easy to get to for most surrounding towns.
- traffic over the past five years has been severely impacted in the Town. More traffic lights and back ups than ever before
- traffic is a major problem; affordable housing is another
- Have always been well respected and have good relationship with business community.
- Would like ore sharing in the business community
- Canton is accessible to both the Providence and Boston markets and offers a good location to recruit highly qualified employees
- We work in several dozen cities. Canton is relatively expensive, but generally ok. Traffic is an issue and getting worse.

What are some of the advantages of doing business in Canton? (22 responses)

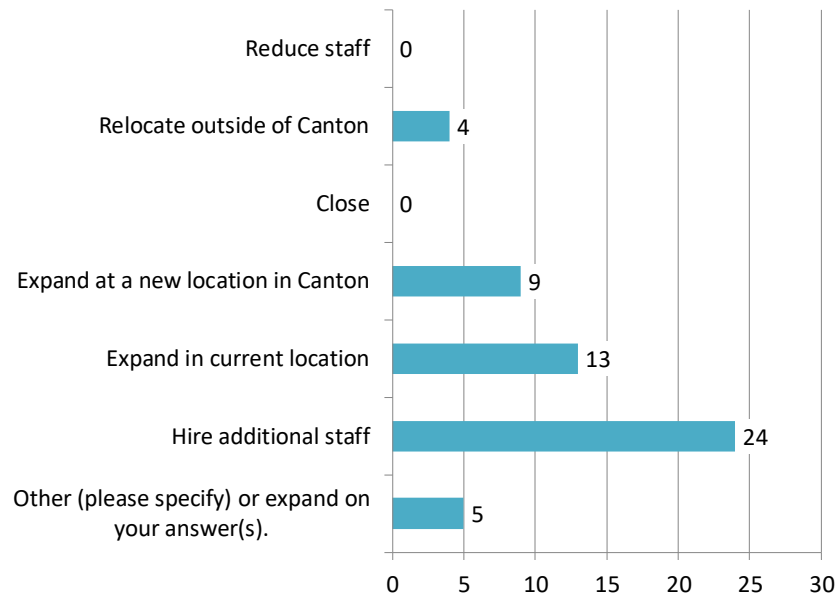
- Location, good town services and employee base.
- Friendly people and central location.
- It has been easy to work with the town--fire department, police, Town Hall, Building dept. We are automobile accessible from southern, western and eastern towns--not accessible to and from the North and North Shore."
- See comment on question 7. Canton residents seem to be invested in supporting local businesses and the town attracts business from surrounding communities due to its location and highway access.
- Good business/Town relations. Reasonable tax rate. Good proximity to major highways. Strong community
- Make the town grow bigger and better.
- Canton is centrally located for me. I have clients from North shore to South Shore.
- Access to highway, town maintained well
- I live in Canton.
- CABI and access to multiple highways during non- rush hour.

- Distance to Boston
- Proximity and close knit business community
- To live and work in the same town is great, but Town of Canton really doesn't help my business in any specific way I can think of. I'm pretty much left alone to do my business, and I do appreciate that!
- Supportive town government and great location for interstate access. Organization's like CABI and the EDC help the interaction.
- Close to many communities where our employees come from, Stoughton, Brockton, down 95 to Franklin, etc...
- Central location
- I like the town, short commute
- the people
- location between RTE 95 and RTE 24. Access to trains to Boston
- Nice facilities
- Canton is a vibrant community with access to a number of wonderful services
- I live here and know many of the people I have dealings with personally

What are some of the disadvantages of doing business in Canton? (18 responses)

- TRAFFIC... you need to engage MA DOT on improving traffic on 138! Also improve police enforcement of traffic. In addition small things like removing signage that are privately hung on telephone poles, enforcing frontage of properties to improve appearance.
- I am located in downtown Canton, surprisingly, I have NO complaints about parking. However, the Town of Canton could do a much better job with pruning and trimming the trees in front of business, so their signage could be easily seen.
- Some see our location as far from downtown Boston. Our location just off 138 is not accessible by public transit.
- Traffic congestion and parking challenges, particularly in the downtown area (although some of both is to be expected)
- Route 138 is hard to navigate
- No public parking. Customers have a hard time finding parking.
- none
- traffic
- Employee commute, Number of technical employees available very local,
- Lack of access road to Rte 138
- No rail service
- I really do not have any for my specific business.
- Taxes and traffic congestion.
- traffic, lack of good restaurants locally...there are 2 or 3 but that's it
- the traffic
- crowded roads especially school times,,, traffic
- Traffic
- Lack of knowledge about my industry.

What are your future plans in the next 5, 10, or 20 years? Check all that apply. (29 responses)



“Other” answers:

- We have outgrown our space and need a larger facility either on our site, at a new location in Canton or nearby
- Undecided on future location, but it will definitely be in Canton
- current plan is to remain in Canton at about the same size
- Grow the business thus hire additional personnel
- continue to maintain my presence have no plans to change

What types of assistance or improvements to the area around your location would be helpful to Canton businesses? Check all that apply. (28 responses)

Answer Choices	Responses
Infrastructure (e.g. roads, wifi, water, sewer)	19
Mobility (e.g. public transportation or shuttle options for getting employees to work, walkability, public parking management)	15
Design (e.g. design guidelines, sign and façade program, concepts for streetscape design)	6
Wayfinding/Area Branding (e.g. creation of public design elements, directional signage/maps)	5
Marketing	5
Financing	1
Assistance in finding locations in Canton	4
Other (please specify) or expand on your answer(s).	0

What percentage of your employees live in Canton?

Out of 28 responses, the average was **25.8%** of employees live in Canton.

What issues related to the business community should the Town be aware of as it updates its Master Plan? What other comments do you have? (16 responses)

- Local rules on maintaining property frontage and improve appearance and traffic on 138
- I do feel like my business is part of the Canton community, and I enjoy donating to various fundraisers and local causes. However I seldom see Canton town employees patronize my establishment. I have been open for 4+ years, and only one selectman has come to my restaurant, I think Town Leadership (and it starts from the top) should encourage town/municipal employees to try and use local businesses (or at least give them a try). I understand this is NOT part of their job description/requirement, but it would be nice to see town employees (teachers, law enforcement, fire dept, DPW, town hall officials, etc) use more local businesses. Does Canton still have a local chamber or commerce, is it active? I also think Canton Center lacks a focal point, if you ask 10 different people to meet you in the middle of Canton Center, chances are that they would go to 10 different places. Perhaps creating a center piece/focal point (like neighboring towns have) would be helpful. I do believe that Canton Center is the 'right size' and not too big. Some of the neighboring towns have centers that have grown too large. I like that Canton has a concept of smart growth, and the center has very few vacant business store fronts, like some of the neighboring towns do. I also think the Town may want to consider some type of signage program like some of the other towns do. The Town (and Historical Committee) should continue to try to maintain the old fashioned charm and appeal in the center....and avoid chains in the center, this gives the Center more appeal.
- Lack of public transit accessibility is a huge issue for staff and clients. Rt. 138 could use a facelift. Attractive, decent restaurants on or near 138 would be a big help for staff, meeting with clients, etc. Need a plan to clean up the trash along the 138 exit ramp off 95. Need better traffic flow (better regulated traffic lights) along 138 during rush hours
- Canton is without question a business-friendly community. Our particular business does not rely on foot traffic so we do not necessarily have the same concerns as other downtown businesses. With that said, we would like to see continued improvements and revitalization to the downtown area and would encourage opportunities to market and promote all that Canton has to offer.
- Keeping the commercial rate competitive to continue to attract business. Upgrading roads and infrastructure
- Employees also don't have parking, need additional public parking.
- Traffic
- alleviate traffic and improve roads
- See commuter and rush hour roadway comments. Long term we may have to limit growth in Canton if not resolved. Other than our direct site we will likely need to add a headquarters and an expanded distribution center.
- Connecting business to education in light of workforce development to sustain high quality appropriately directed/trained employees. Start at high school and work regionally in coordination with other districts/verticals/companies.
- Need to consider addressing the traffic congestion on 138 to handle the increase in traffic.
- Nothing else.
- the dedham st 95 off ramp is going to create more traffic for local streets as people look to get around the merge on 93
- you just need to plan and complete some of the roads that lead into and out of Canton. 138 cannot handle any more business traffic.
- expand the public use of the "Williams Estate" to make it more available to town residents eg: a beach area
- Traffic issues