

5007 (EAN BOUL-E√AAD) Consumer Preference Report 2016



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Southern Boulevard Consumer Preference Report

The Women's Housing and Economic Development Corporation (WHEDco) with funding from the New York City Department of Small Business Services (NYC SBS), prepared the Southern Boulevard Consumer Preference report, which presents the results of WHEDco's findings from the Southern Boulevard Consumer Preferences Survey. The survey was done to understand retail and service needs and perspectives on Southern Boulevard. The resulting report can be utilized as an instrument to attract desirable and necessary businesses to the area, and to develop and prioritize business and neighborhood development projects. It may also help

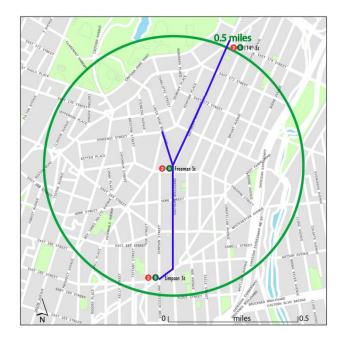
established businesses grow by providing consumer-based information on how to better serve their customers' needs.

Through the Southern Boulevard
Consumer Preferences report, WHEDco
plans to help support businesses and to
complement the current retail mix by
sharing the information gathered with
community members, area communitybased organizations, local merchants,



prospective retailers, property owners, and other external stakeholders.

Southern Boulevard Shopping District



Southern Boulevard is located in the heart of the Bronx, New York. This report focuses on the stretch of Southern Boulevard that is within the 10459 and 10460 zip codes. Southern Boulevard neighbors largely populated communities, such as Hunts Point, Claremont Village, and Crotona Park. The primary public transportation for this area are the 2 and 5 trains, which run above Southern Boulevard, the 6 train which runs on the eastern part of this catchment area, and the BX11, BX19, BX21, and BX35 buses. The focus area of this report aligns most closely with the stretch of Southern Boulevard next to the Freeman Street and 174th Street stations on the 2/5 lines.

According to the American Community Survey's 5-year Estimate (2010-2014), the neighborhood around Southern Boulevard is home to 48,269 diverse residents. The ACS 2014 census shows the neighborhood is composed of 53% females and 47% males. Roughly 70% of the residents identify as Hispanic or Latino, hailing from various Latin-American countries, with nearly 50% of foreign born residents from the Dominican Republic². Others who identify as Hispanic or Latino mainly come from Mexico, Honduras, and Ecuador. About 26% of the community also identifies

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¹ U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Estimates

² US Census 2000, SF 3, PCT 19

as Black or African American. A language proficiency survey among the area's Hispanic majority shows that 78% of the community who speak Spanish are bilingual Spanish-English speakers, while 22% know limited to no English.³

Table 1.

Foreign-Born Residents			
Country	Total	Percentage	
Dominican Republic	2,500	48.4%	
Honduras	460	8.9%	
All Other Countries	398	7.7%	
Other Caribbean ⁴	386	7.5%	
Jamaica	324	6.3%	
Mexico	214	4.1%	
Ecuador	163	3.2%	
Guatemala	145	2.8%	
Cuba	131	2.5%	
Guyana	97	1.9%	
El Salvador	94	1.8%	
Ghana	78	1.5%	
Colombia	64	1.2%	
China	59	1.1%	
Other Central America ⁵	51	1.0%	
Total	5,164	100.0%	

Approximately 70% of the Southern Boulevard area is composed of family households⁶, while the Bronx is composed of about 67% family households. Southern Boulevard has a slightly lower percentage of two-parent households compared to the Bronx (approximately 31% to 42%).

³ U.S. Census Bureau, Census 2000, SF3 - PCT 11

⁴ Including Trinidad & Tobago, Barbados, and Haiti.

⁵ Including Panama, Costa Rica, and Nicaragua

⁶ A family or family household is defined by the United States Census Bureau for statistical purposes as "a householder and one or more other people related to the householder by birth, marriage, or adoption.

respectively). Conversely, Southern Boulevard has a slightly higher percentage of female-headed households (54%) compared to the Bronx (47%). Southern Boulevard has an almost even ratio of males and females living alone in a single-family household. The Bronx as a whole has a higher percentage of females (60%) living alone compared to males (40%).

Table 2.

Household Information - 10459 Zip Code		
Households by Type	Count	Percent
Family Households	10,905	70.8%
With own children under 18 years	6,293	57.7%
Husband-wife Family	3,724	34.1%
Husband-wife Family with Children	2,029	18.6%
Male householder, no wife present	1,270	11.6%
Male Householder as Single-Parent	552	5.1%
Female householder, no husband		
present	5,911	54.2%
Female householder as Single-Parent	3,712	34.0%
Non-family Households	4,493	29.2%
Householder living alone	3,810	84.8%
Male	1,807	47.4%
Female	2,003	52.6%
Average household size	2.99	(x)
Total Households	15,398	100.0%

Table 3.

Household Information	- Bronx	
Households by Type	Count	Percent
Family Households	322,604	66.7%
With own children under 18 years	193,400	59.9%
Husband-wife Family	136,853	42.4%
Husband-wife Family with Children	73,837	22.9%
Male householder, no wife present	35,382	11.0%
Male Householder as Single-Parent	17,964	5.6%
Female householder, no husband present	150,369	46.6%
Female householder as Single-Parent	101,599	31.5%
Non-family Households	160,845	33.3%
Householder living alone	147,432	91.7%
Male	59,400	40.3%
Female	88,032	59.7%
Average household size	2.77	(x)
Total Households	483,449	100.0%

In the Southern Boulevard area, 40% of the households are below poverty level. Furthermore, half of the residents in the area have a yearly household income of \$19,999 or lower. The median income in the Southern Boulevard area is \$23,400, substantially lower than the low median income of the Bronx as a whole at \$34,284.

The highest level of education that residents of the Southern Boulevard area have obtained is fairly similar to that of the Bronx as a whole; though overall there are lower levels of educational attainment in the Southern Boulevard area. A little over 40% of people in the Southern Boulevard area do not have a high school diploma or equivalent; in comparison almost 30% of people in the Bronx do not have a high school diploma or equivalent. On the

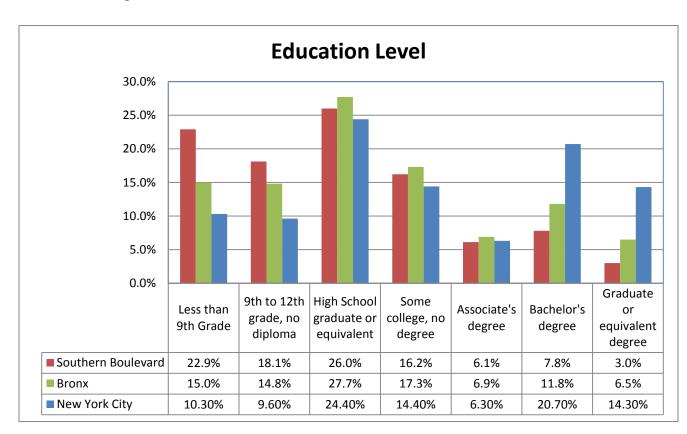
WHEDco

⁷ U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Estimates

⁸ U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Estimates

other hand, there are marginally higher percentages of people who have completed high school, attended some college, and obtained an Associate's degree, bachelor's degree, or graduate/professional degree in the Bronx compared to Southern Boulevard. Compared to New York City as a whole, Southern Boulevard has higher percentages of people who have completed high school or attended high school with no diploma. However, New York City as a whole has higher percentages of people who have obtained a bachelor's degree or a graduate/professional degree.⁹

Figure 1.



⁹ U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Estimates

Methodology

The Southern Boulevard
Consumer Preference survey
was conducted from January to
March 2016. During this time,
317 neighborhood residents,
shoppers, and visitors were
surveyed as a representative
sample of 1% of the survey
area (as depicted in the map
on page 3). Participants were



asked questions about their demographic backgrounds, their opinions on the community, shopping habits and preferences, and how they would like to see the community improve.

WHEDco administered the surveys via street intercepts in the catchment area, email, social media, and community forums. Respondents needed to be at least 18 years old to participate. Participants were able to skip questions if they chose to; missing or nonresponses were not considered as part of the analysis. The number of responses for each question is provided in the appendix.

Two different consumer preference surveys were distributed – one that asked if respondents lived within ten blocks of the train station at Freeman Street and Southern Boulevard, and the other if respondents lived within ten blocks of the train station at 174th Street and Southern Boulevard. Of the 317 total surveys, 144 survey responses were from Freeman Street and Southern Boulevard, while 173 survey responses were from 174th street and Southern Boulevard.

Survey responses were analyzed using basic quantitative analysis. Basic frequencies and percentages were provided for all applicable questions. In addition, cross-tabular analysis was

utilized to provide an in-depth view at how preferences vary amongst different groups of people based on age, gender, and proximity to Southern Boulevard. For open-ended responses qualitative analysis, specifically a grounded theory development of clustered categories was utilized to discern prominent themes in responses. In addition, common discussions or refrains related to specific questions were included to illuminate some of the quantitative analysis.

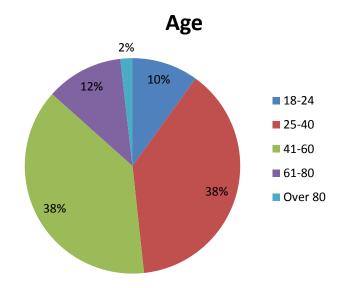
Survey Findings

Respondents' Profile



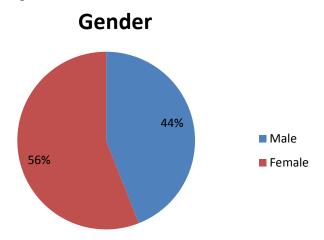
The respondents of the Southern Boulevard Consumer Survey were predominantly in the 25-40 and 41-60 age range, which comprised 76% of the respondents. Around 12% of the respondents were 61-80 years old, while 10% of the respondents were 18-24 years old, and just 2% were over 80 years old.

Figure 2.



Females comprised 56% of the participants of this survey, while 44% of the participants were male. These results are very similar to the 2014 census of the survey area which found the area is comprised of 53% females and 47% males.

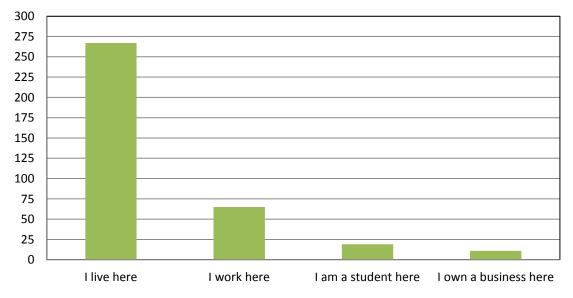
Figure 3.



The majority of respondents (267) stated there primary relationship with the Bronx is that they live in the Bronx. The next most frequent response was that people work in the Bronx (65).

Figure 4.

Relationship with the Bronx



Around 72% out participants stated that they lived within ten blocks of the train station at Freeman Street and Southern Boulevard. Of those respondents, 34% said they have been living in the neighborhood 6-10 years, and 33% said they have been living in the neighborhood for 1-5 years.

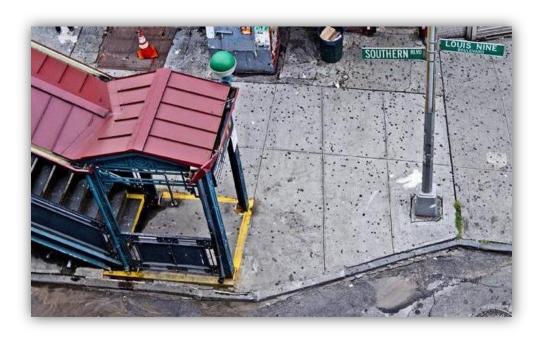
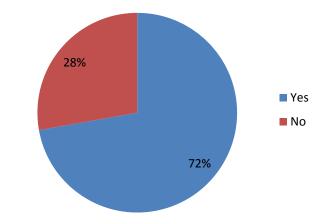
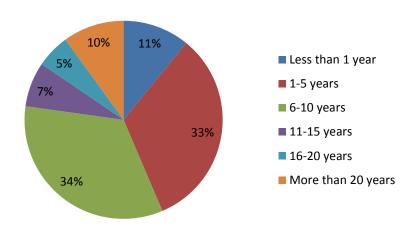


Figure 5.

Living Within Ten Blocks of Freeman Street and Southern Boulevard



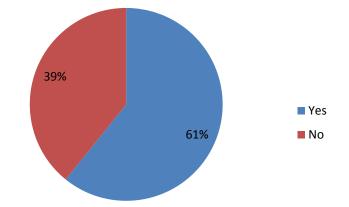
If yes, how long have they lived in this neighborhood?



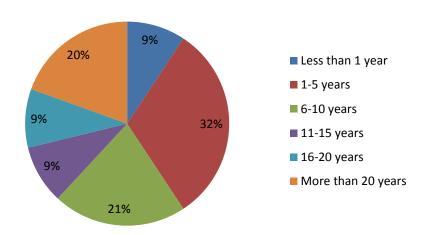
Approximately 61% of participants stated that they lived within ten blocks of the train station at 174th Street and Southern Boulevard. Of those people, 32% said they have been living in the neighborhood for 1-5 years, and 21% said they have been living in the neighborhood for 6-10 years.

Figure 7.

Living Within Ten Blocks of 174th Street and Southern Boulevard



If yes, how long have they lived in this neighborhood?



The most common ways that people indicated they commute to Southern Boulevard were riding the train, walking, and riding the bus. More than half of the participants who live within ten blocks of Southern Boulevard stated they primarily walk when commuting to the area, while participants who do not live close by primarily take the train, a car, or the bus.

Table 4.

Methods of Transportation		
Train	143	
Walk	139	
Bus	132	
Car	94	
Bike	9	

Community Needs

Respondents indicated that their primary concerns are jobs, safety, housing, youth issues, and health. Participants who chose jobs as a community issue that most concerns them tended to comment that jobs in the area are scarce and do not pay well. Participants who chose safety as a community issue that most concerns them remarked that crime increases periodically, and a



higher police presence is needed in the area.
Participants who chose housing as a community issue that most concerns them stated that affordable housing is needed, and interactions with landlords can be challenging.

People who indicated they live close to Southern Boulevard had housing as their top concern. Whereas participants who live more

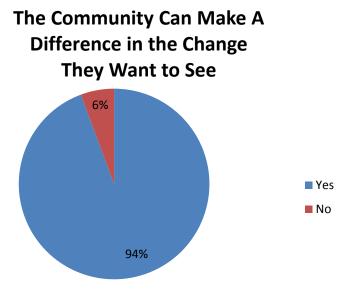
than ten blocks away from Southern Boulevard see health as one of the top issues.

Table 5.

Important Community Issues		
Jobs	155	
Safety	151	
Housing	144	
Youth	118	
Health	112	
Small Business Opportunities	82	
Environmental Effects	65	
Transportation	60	

Almost everybody (94% of respondents) believed that all members of a community can make difference in the changes they want to see. One participant said, "I believe that community members must understand the power they have to effect changes in their community. They don't necessarily have to accept a particular condition especially if it is harmful or not beneficial." Many people echoed the sentiment that more unity is needed in the community in order for changes to happen, as "we all live, work, raise children, and survive together."

Figure 9.



Southern Boulevard Retail and Service

Almost 30% of respondents visit stores or businesses on Southern Boulevard daily. One-quarter of respondents stated that they visit stores or businesses in the area a few times a week.



Male participants were most likely to shop daily on Southern Boulevard, while half of female participants shop daily or a few times a week. Participants who do not live within ten blocks of Southern Boulevard shop there less frequently compared to those who do live within ten blocks. Participants who shop infrequently on Southern Boulevard use their cars

more than those who shop daily or a few times a week in the area. Conversely, participants who shop daily walk or ride the bus considerably more than those who shop infrequently.

Figure 10.

Frequency of Shopping Visits

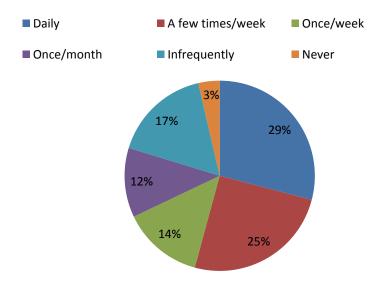
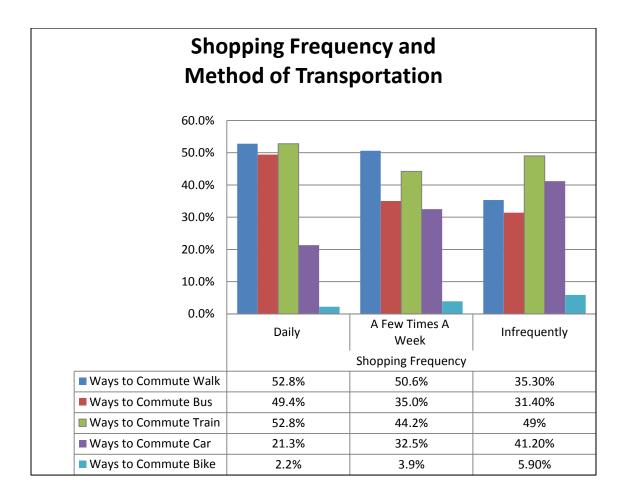


Figure 11.



The top three items participants purchase are food and beverage, clothing and accessories, and household items. More men (33%) said they purchased household items than women (11%). Participants who are 60 and over do not purchase as many electronics, school supplies, or furniture as the younger age groups, but they do buy the most health and personal care items.

Table 6.

Items Purchased on Southern Boulevard	
Food and Beverage	229
Clothing and accessories	150
Household Items	144
Shoes	104
Health and personal care items	93
School Supplies	71
Electronics and appliances	65
Furniture	40
Other	10

The most common service utilized on Southern Boulevard is dining and entertainment services.

The second most used service is laundromats with clinics and preventive medicine facilities being the third most common, and hair salons/barbershops the fourth most common.

Participants in the 41-60 age group utilize hair salon or barbershop services slightly more than other age groups.



Table 7.

Services Used on Southern Boulevard		
Dining and Entertainment	150	
Laundromats	105	
Clinics & preventative	91	
medicine facilities		
Hair Salon/Barbershop	85	
Gym	54	
Childcare facilities	40	
Other	29	
Adult Education (GED, trade	28	
school, etc.)		

Location, price, quality, customer service, and variety are the primary factors that people consider when determining where to shop.

Table 8.

Important Shopping Factors		
Location	157	
Price	134	
Quality	134	
Customer Service	131	
Variety	127	
Window Display	75	
Store Layout	75	
Organic & Local Products	67	
Other	9	

The most common amount of money respondents spend on Southern Boulevard is \$50-\$99. Almost a half of respondents spend less than \$50. Participants in the 18-24 age group most commonly spend less than \$25 weekly, participants in the 25-40 age group most commonly spend \$25-\$49, and participants in the 41-60 and 61-80 age groups most commonly spend \$50-\$99.

Figure 12.

Weekly Spending Habits

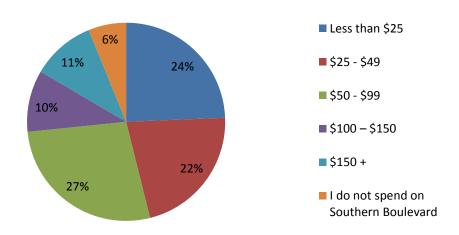
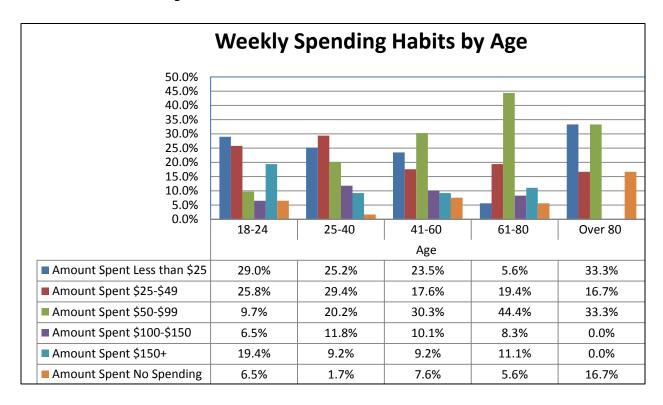


Figure 13.



Shopping Outside of Southern Boulevard

A large number of participants shop in other areas of the Bronx, as 141 participants indicated they shop at Fordham Road and 120 participants indicated they shop at 149th Street – The Hub. Participants of the survey who make purchases outside the Bronx mostly shop in Manhattan. Participants who chose "other" prefer to shop online or through malls in neighboring states. Clothing, shoes, and electronics are the most common purchases made outside of Southern Boulevard. A higher percentage of females (56%) shop at the 149th Street Hub compared to males (36%). Both Fordham Road and 149th Street – The Hub attracts a mature crowd of people, as people 40 and above stated they shop at both Fordham Road and 149th Street – The Hub. A higher percentage of people who live within ten blocks of Southern Boulevard (45%) visit 149th Street – The Hub compared to the people who do not live within ten blocks of the area (25%).



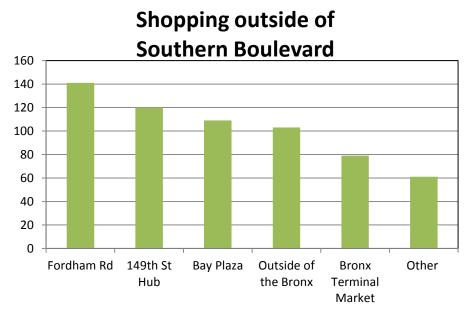
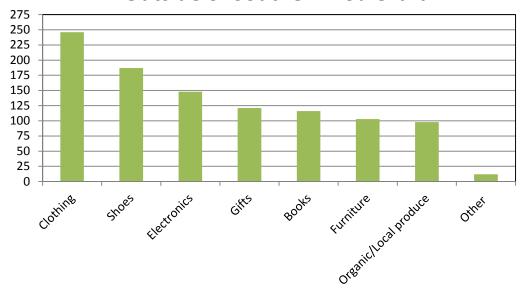


Figure 15.

Goods and Services Purchased Outside of Southern Boulevard



Future Businesses

When asked what types of businesses they want to see on Southern
Boulevard, the most common response was more restaurants.
Participants would also like to see a fitness/health business in the district, and fashion/retail venues.

Male participants would most like to see more restaurants, fashion retail stores, footwear and shoe stores, and fitness and health facilities. Fairly



similarly, female participants stated they would like to see more restaurants, fitness and health facilities, and fashion retail stores. While most types of businesses share the same level of interest across the age groups, more participants in the 41-60 age group said they would like to see more furniture stores than any other age group. Meanwhile, the 41-60 age group did not want to see more fitness and health facilities as much as the other age groups.

Table 9.

Recommended Types of Businesses		
for Southern Boulevard		
Restaurant	188	
Fitness/Health	116	
Fashion/Retail	113	
Footwear/Shoes	100	
Green Grocer	91	
Children's Store	78	
Butcher	74	
Furniture	63	
Other	5	

Respondents' Perceptions

When asked, "What two words would you use to describe Southern Boulevard?" respondents offered a variety of answers, but most responses referenced the shopping aspect of Southern Boulevard and aspects of the community that can be improved. The word cloud below illustrates the responses to this question. The larger the word in the word cloud, the more frequently that word appeared in the responses.

Figure 16.



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Table 10 displays a categorization of some common responses used to describe Southern Boulevard. The common responses could be categorized as words that connote diversity, sense of community, business presence, community issues, and future outlooks.

Some notable words used to describe Southern Boulevard that appear often are "busy," which can be related to another common descriptor of "crowded." Many participants see Southern Boulevard as "home," and state that the area is "vibrant" with diverse people from different backgrounds and businesses. Participants also have a positive outlook on Southern Boulevard's future, stating that the area has "potential" and that it is "up-and-coming." They also believe the area is "expanding" and "developing."

Table 10.

Category	Sample Responses
,	Spanish, Diverse, Hispanics,
Diversity	Dominicans, Variety of Food,
	Different Shopping Choices
	Home, Spanish, Busy, Family,
Sense of	Shopping, Vibrant, Beautiful, Easy
Community	Transportation, Popular, Fun,
	Friendly, Familiar, Old School
	Opportunities, Shopping, Crowded,
Business	Commercial, Convenient, Clothing,
Dusilless	Opportunities, Overpriced,
	Resourceful,
Community	Dirty, Crowded, Bad Parking, Unsafe,
Issues	No Lights, Gritty, Dark, Lacking, No
issues	Jobs, Overpriced, Traffic, Poverty
	Up-and-coming, Potential, Changing,
	Improving, Housing, New Jobs,
Future Outlook	Developing, Growing, Hope,
	Expanding, More Businesses
1	

Summary

The majority of people who completed the survey were Bronx residents, with 66% living within ten blocks of Southern Boulevard. The majority of participants' ages ranged from 25 to 40 (38%) and from 41 to 60 (38%). Residents who do not live within ten blocks of the community utilize the train, the bus, or a car to get to Southern Boulevard.

The community issues that most concern participants relate to jobs, safety, and housing.

Participants in the 18-24 and 41-60 age ranges are most concerned with jobs as a community issue, while participants in the 25-40 and 60 plus age ranges are most concerned with housing.

Most participants stated that they visit Southern Boulevard either daily or at least a few times a week. Food and beverages, clothing and accessories, and household items were the top three items purchased in the area. Dining and entertainment, laundromats, and clinics and preventive medicine facilities are the top three services used on Southern Boulevard.

Participants consider the business' location, and the price and quality of the items they are looking to buy or the services they want to use when determining whether to shop at a



particular store. Analysis of the participants' spending habits shows that people typically spend more as they get older.

Participants across every age group and gender stated they would like to see more restaurants, fitness and health facilities, and fashion retail stores open up in

Southern Boulevard. People in the 41-60 age range are interested in furniture stores.

Lastly, participants of the survey perceive the neighborhood as a busy and diverse commercial community. While they acknowledge that the area can improve in terms of cleanliness, safety, and congestion, nearly all the participants believe that all members of a community can make a difference in the changes they want to see. They realize that the area has a lot of potential, as it has been developing and improving throughout the years.

Acknowledgments

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- ♣ The Community Board 3 District Manager, for sharing the survey at board meetings and through e-blasts.
- Neighborhood SHOPP Casa Boricua, for hosting a survey day at the senior center and distributing surveys at their site.
- The Children's Aid Society, Crosstown Furnitue, Lechonera Borinqueña & El Pollo Sabroso Restaurant, and Luke's Pizza, for distributing and collecting surveys at their sites.

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Survey Questions

SOUTHERN BOULEVARD CONSUMER PREFERENCE SURVEY

1. Zip code:								
2. How old are you?								
□ 18-24	□ 25-40	□ 41-60		□ 61-80		□ 80+		
3. What is your gene	der?	□M	□F	□Othe	r			
4 . What is your rela	tionship to the	Bronx? <i>(C</i>	heck all	that app	ly)			
□ I live here □ I am a student here □ Other		□ I work here		□ I own a business here		ness here		
6. Do you live within	n ten blocks of t	he train s	tation a	t Freema	n St and	d Southern Boule	evard? 🗆	Yes 🗆 No
6. If yes, how long h	nave you lived ir	n this neig	hborho	od?				
☐ Less than 1 Year	□ 1-5 Years	□ 6-10	Years	□ 11-15	Years	□ 16-20 Years	□ 21 Yea	rs +
7. How do you com	mute to Southe	rn Boulev		□ Car		□ Bike		
DECIDENT DEDCEDT	ION OF THE CO	. 4. 4. 1. 1. 1.	v					
RESIDENT PERCEPT				(-)				
8. What community issues most con		•		•		-		
☐ Small Business Opportunities					□ Youth			
□ Environmental Effects		□ Transportatio		on 🗆 Hous		sing	□ Safety	
Briefly Explain (Opt	ional)							
9. All members of a	community car	make a d	differend	ce in the	changes	s they want to se	ee. 🗆 Yes	□No
Briefly Explain (Opt	ional)							
RESIDENT PERCEPT	ION OF THE SO	UTHERN E	BOULEV	ARD CO	MMERC	IAL CORRIDOR		
10. What two words	s describe South	nern Boul	evard?					
a			b					
11. How often do yo	ou visit stores o	r business	ses on S	outhern I	Bouleva	rd? (Check all th	at apply)	
· ·		w times	w times /week		□ Once /week			
□ Once /month □ Infrequently			□ Never					

12 . What items do y	ou purchase on :	Southern Boule	vard or near	by? (Check all th	nat apply)		
□ Food and beverage □ Electronics and appliances		□ School suppl		□ Health a	☐ Health and personal care items		
☐ Household items		□ Furniture		□ Other			
13. What services do	o you use on Sou	thern Boulevard	d or nearby?	(Check all that	apply)		
$\hfill\Box$ Dining and entert	ainment (restau	rants, sports ba	r, etc.) 🗆	Childcare facilit	ies 🗆 Gym		
□ Adult education (GED, trade school, etc.)				Laundromats	☐ Hair salon/Barbershop		
□ Clinics & preventative medicine facilities			□ Other				
14 What are the m	ost imnortant fa	ctors that deter	mine where	vou shon? (Che	ck all that apply)		
	nost important factors that deterning Window display						
	□ Organic & local products		•		•		
- variety	- Organic & lot	cai products	- customer service		- other		
15. On average, how	/ much do you si	oend weekly on	shopping on	Southern Boule	evard?		
•	□ \$25 - \$49			•			
□ \$100 – \$150			☐ I do not spend on Southern Boulevard				
_					Check all that apply)		
	□ Clothing			□ Furnitur			
□ Electronics	□ Organic/Local produce		□ Gifts	□ Other			
17 Where do you m	aka thasa nurch	ases? (Check a	ll that annly	<i>(</i>)			
•	nake those purchases? (Check al Fordham Rd		• • • • •		orminal Market		
□ Outside of the Bronx		_					
Unitside of the Bro	onx		□ Other				
18. What type of bu	sinesses do you	want to see on S	Southern Bo	ulevard? (Check	top 3 choices)		
	□ Fashion/Retail □ Foot						
☐ Green Grocer	□ Butcher	□ Child	dren's store	(clothing, toys)	□ Other		
ASPIRATIONS FOR E			0				
19. Would you be in		•			□No		
If yes, what type of I	ousiness would y	ou start?					
\square I am interested in	n receiving inform	mation about sn	nall business	services from V	VHEDco		
Name			Email				

WHEDco

Number of Responses per Question

Question	Number of Responses
1	313
2	310
3	312
4	310
5	315
6	228
7	317
8	309
9	311
10	238
11	306
12	305
13	285
14	306
15	308
16	306
17	303
18	293
19	307