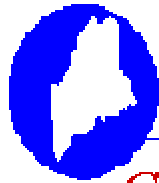
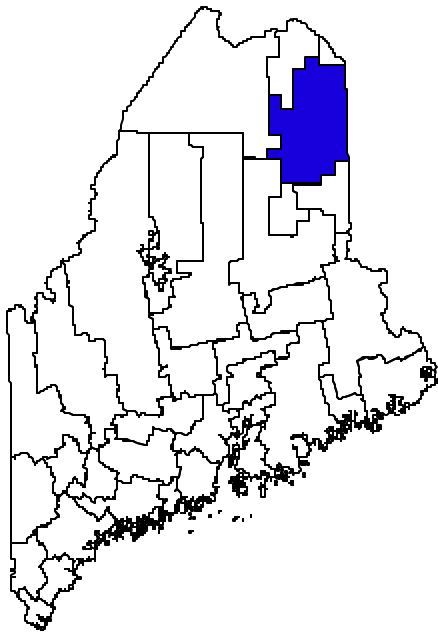


A Profile of the Workforce in the Presque Isle-Caribou Region



University of Southern Maine

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OVERVIEW

The Department of Economic and Community Development (DECD) has identified the need to develop extensive and up-to-date information about the workforce of Maine as a vital component of a strategy for furthering economic growth in Maine. This report is one of a series of 17 studies of the workforce in Maine conducted for DECD by the Center for Business and Economic Research (CBER) of the University of Southern Maine.

The CBER team, comprised of faculty and students from both the School of Business and the Edmund S. Muskie School of Public Service at USM, undertook to develop a comprehensive analysis of the labor force in the Presque Isle-Caribou Labor Market Area, as defined by the Maine Department of Labor, comprising the communities listed in the Appendix.

	<u>Household Responses</u>	<u>Employer Responses</u>
Presque Isle		
Caribou LMA	385	282

This report covers five major topics using data from a random sample phone survey of household and employer surveys.

- Employment mobility and recruiting trends
- Unemployment and underemployment
- Employment costs, including both pay and benefits
- Education, training and skills
- Commuting

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DATA INFORMATION

1. Regional Definition

The Presque Isle-Caribou Labor Market Area (LMA) is defined by the Maine Department of Labor to include the towns listed in the Appendix.

2. Published Data

An extensive compilation of data from state, federal, local and other resources was compiled for the region, including the labor market area, municipalities, and counties. The data comprises information on demographics, education, employment, and other labor characteristics.

3. Household Survey

A random sample telephone survey of 385 households in this region was conducted in February-March, 1999. This survey size permits inference of $\pm 6\%$ statistical accuracy, 95% of the time. It should be noted that this level of sampling accuracy permits an accurate picture of the labor force in the region as a whole, but does not provide the same level of accuracy for sub-populations of each labor market area nor for such groups as the unemployed or those in specific occupations. A copy of the survey questionnaire is available from CBER on request. The respondents selected for interviews were those over 18 who were not in the military and who were not full-time students. People who were retired and were not seeking employment were excluded, as were those who had left the workforce on permanent disability. Retirees actively seeking employment were included in the survey.

4. Employer Survey

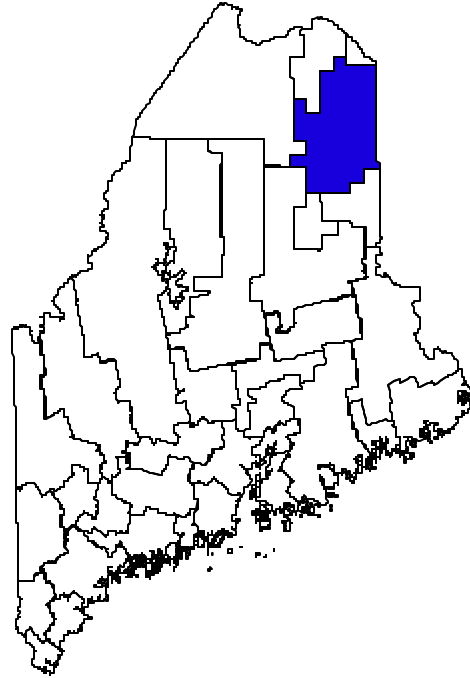
A survey was mailed to 1225 employers in the region. The mailing list was drawn from the unemployment insurance records of the Maine Department of Labor.

Following the initial mailing, non-respondents were contacted by post card. The Northern Maine Development Commission also assisted by contacting firms to solicit additional responses.

A total of 282 responses were received, a return rate of 23%. See page 8 for a comparison of the respondents in the survey with the firms in the region as a whole on the basis of employment size and industry.

5. Survey Instruments

The Household and Employer Survey instruments are available on line from www.mainebusinessworks.com.



Information about Survey Respondents

Industry in Which Respondents Work The region has a high proportion of manufacturing, services, and trade jobs. Second employment is concentrated in services and government. Most self employment is in services, but there is a large number of self-employed in manufacturing.

Industry of Employment- Primary Job		
	N	Percent
Agriculture, Forestry, Fishing	9	2.9%
Construction	13	4.2%
Manufacturing	47	15.0%
Transportation & Utilities	20	6.4%
Finance, Insurance, Real Estate	15	4.8%
Trade	33	10.5%
Services	146	46.6%
Government	30	9.6%
TOTAL	313	

	N	Percent
Agriculture, Forestry, Fishing	1	2.0%
Construction	1	2.0%
Manufacturing	2	3.9%
Trade	4	7.8%
Services	12	23.5%
Government	31	60.8%
TOTAL	51	

	N	Percent
Agriculture, Forestry, Fishing	5	9.8%
Construction	5	9.8%
Manufacturing	7	13.7%
Transportation & Utilities	4	7.8%
Finance, Insurance, Real Estate	5	9.8%
Trade	4	7.8%
Services	26	51.0%
Government	1	2.0%
TOTAL	51	

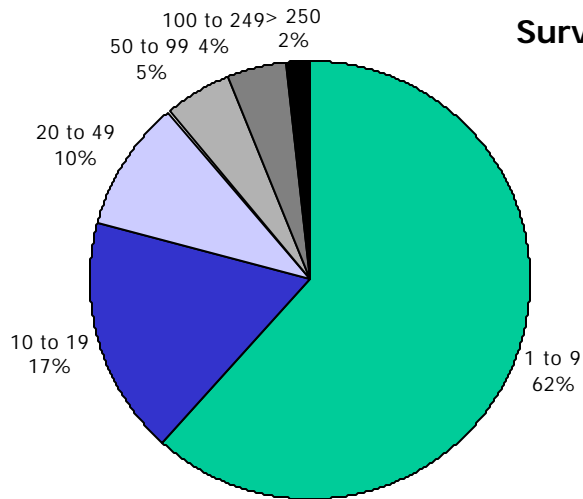
Occupation of Respondents There is a large proportion of managerial positions, but a smaller proportion of professional positions than in other urban areas of Maine. The health services professions provide a high proportion of second jobs.

OCCUPATION - PRIMARY JOB		
	N	Percent
Professional	28	9.6%
Managerial	48	16.5%
Supervisors	16	5.5%
Sales	12	4.1%
Clerical	25	8.6%
Retail	7	2.4%
Non-health Services	29	10.0%
Health Services	28	9.6%
Banking-Real Estate	15	5.2%
Transportation	13	4.5%
Skilled Trades	22	7.6%
Skilled Manufacturing	18	6.2%
Agriculture	1	0.3%
Laborer	10	3.4%
Food Service	14	4.8%
Government Not Elsewhere Classified	5	1.7%
TOTAL	291	

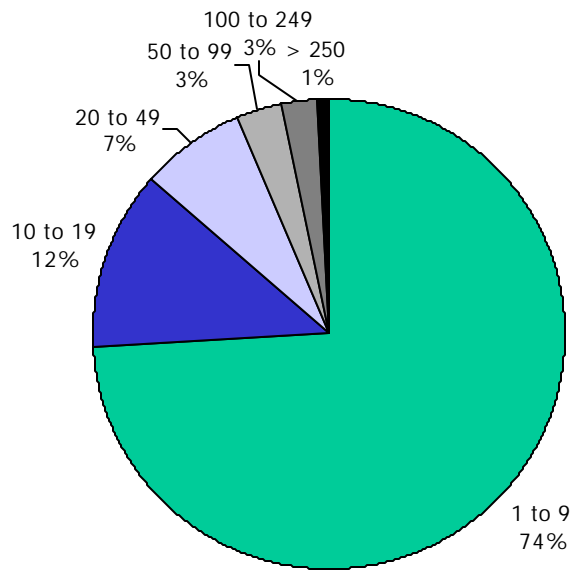
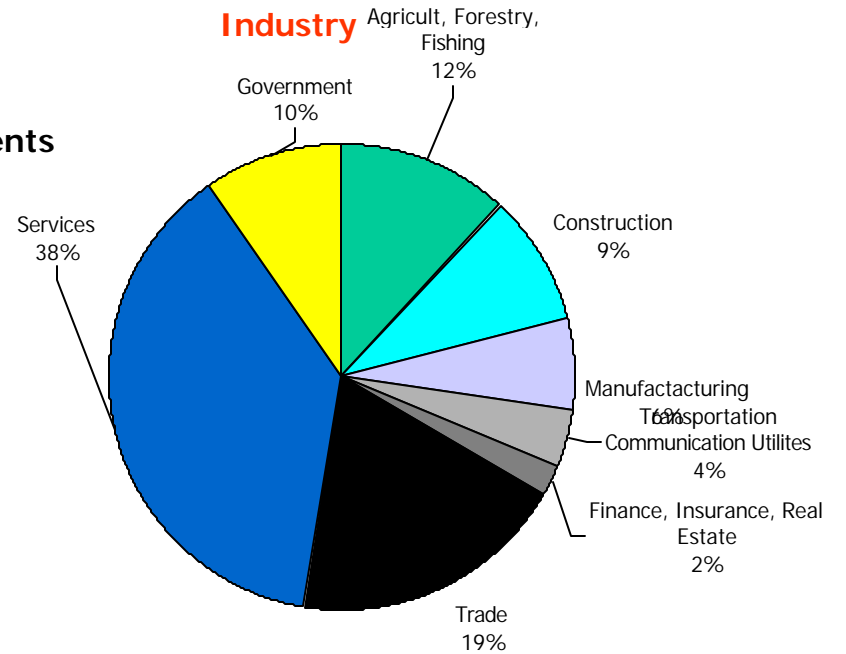
OCCUPATION - SECOND JOB		
	N	Percent
Professional	3	14.3%
Sales	1	4.8%
Clerical	1	
Retail	2	4.8%
Services Non-Health	7	9.5%
Health Services	1	33.3%
Transportation	1	4.8%
Skilled Trades	1	4.8%
Laborer	4	4.8%
TOTAL	21	

Characteristics of Employer Survey Respondents The Employer Surveys contain somewhat more firms with employment over 10 and somewhat more services firm than the actual population.

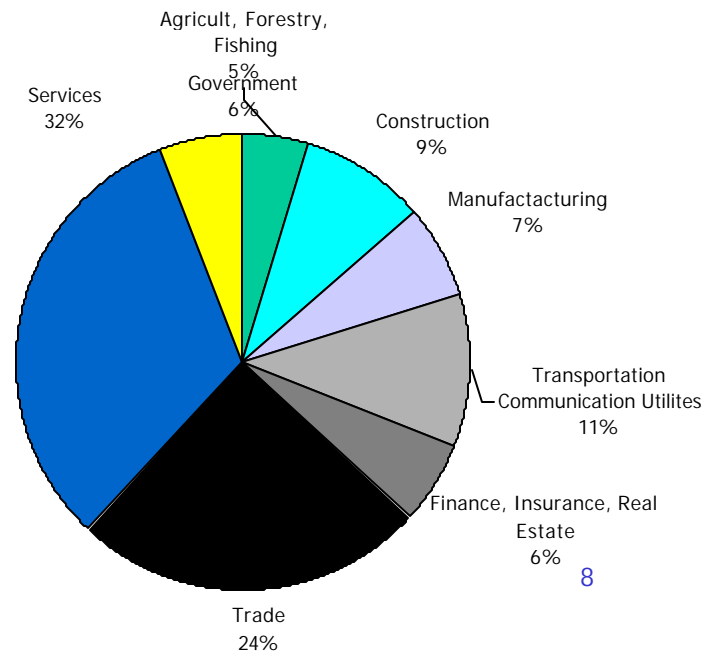
Employment Size



Survey Respondents

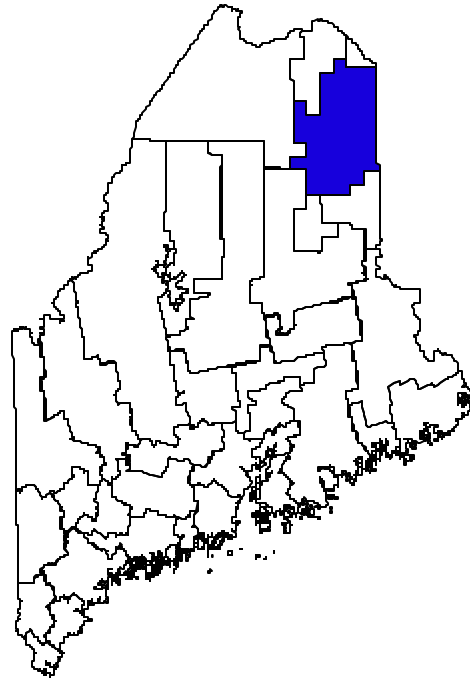


Labor Market Area (from Maine DOL)



October 19, 2001

Presque Isle-Caribou Region



Employment Mobility

Length of Employment More than half of employees (55%) in the region have been with their current employer for longer than 6 years. About the same proportion (54%) have been in their current position less than four years. Second job holders have tended to hold their jobs for long periods, generally over 4 years.

	N	Percent
< 6 months	31	8.1%
6-12 months	29	7.5%
1-2 years	90	23.4%
2-4 years	60	15.6%
4-6 years	33	8.6%
6-10 years	27	7.0%
10-15 years	51	13.2%
>15 years	64	16.6%
TOTAL	385	
Missing	103	

	N	Percent
< 1 year	38	13.6%
1-2 years	31	11.1%
2-4 years	31	11.1%
4-6 years	26	9.3%
6-10 years	34	12.2%
10-15 years	46	16.5%
>15 years	73	26.2%
TOTAL	279	

Length of Employment-Secondary Job		
	N	Percent
< 1 year	5	25.0%
3-5 years	9	45.0%
>5 years	6	30.0%
TOTAL	20	

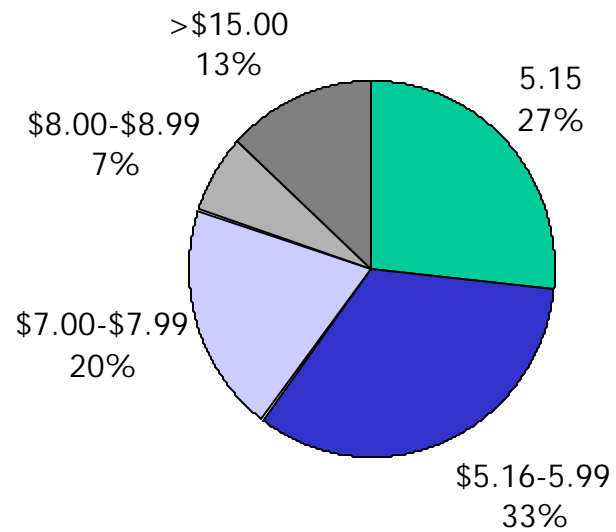
Length with Employer of Secondary Job		
	N	Percent
1-2 years	4	26.7%
2-4 years	2	13.3%
4-6 years	4	26.7%
6-10 years	2	13.3%
>15 years	3	20.0%
TOTAL	15	

Holding a Second Job 7% of respondents indicate that they hold more than one job. Second job holders are more likely to be women (59%) than men.

As the two charts show, those who hold more than one job are not confined to low paid positions. The wages and salaries of the primary job (defined as the one worked the most hours per week) for second job holders are similar to the wage and salary distribution of all workers in this study.

Second Job Wages

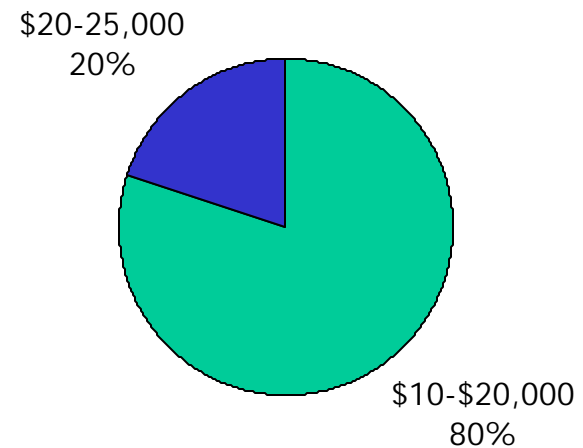
N=15



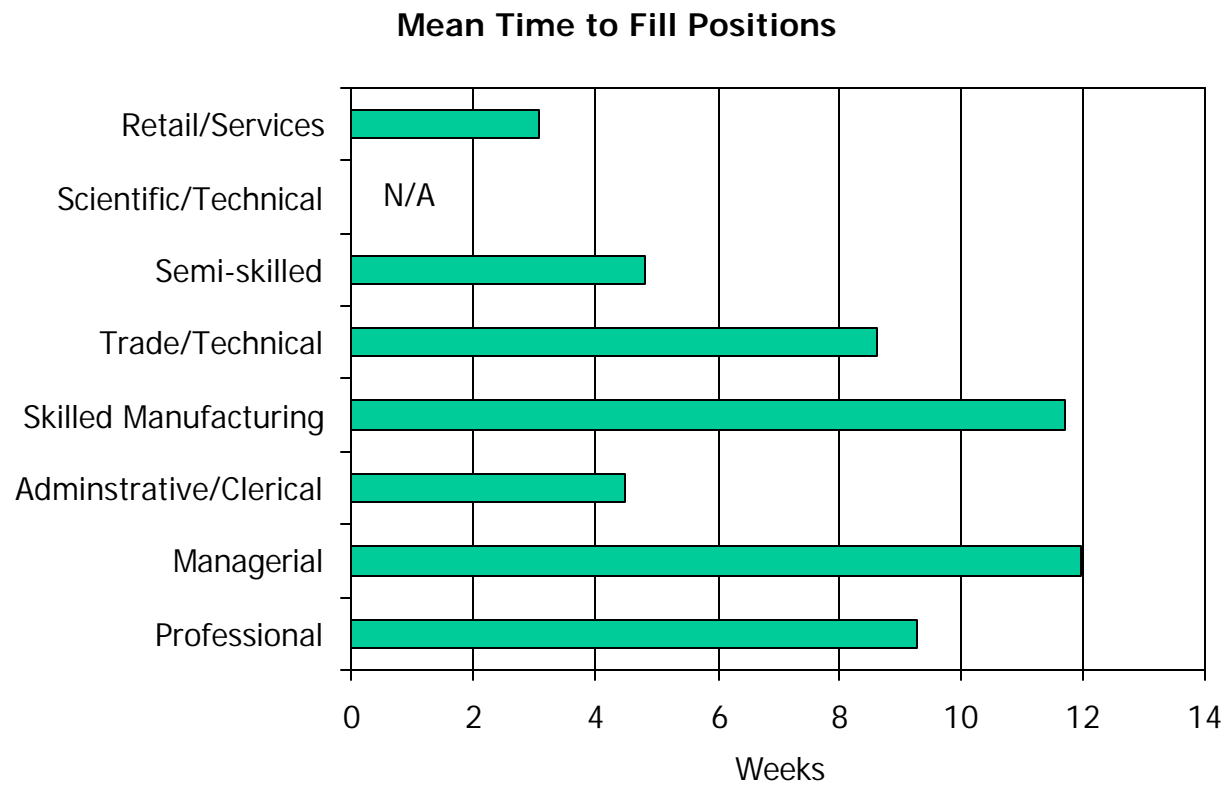
Second Job Holder's

Primary Job Salary

N=5

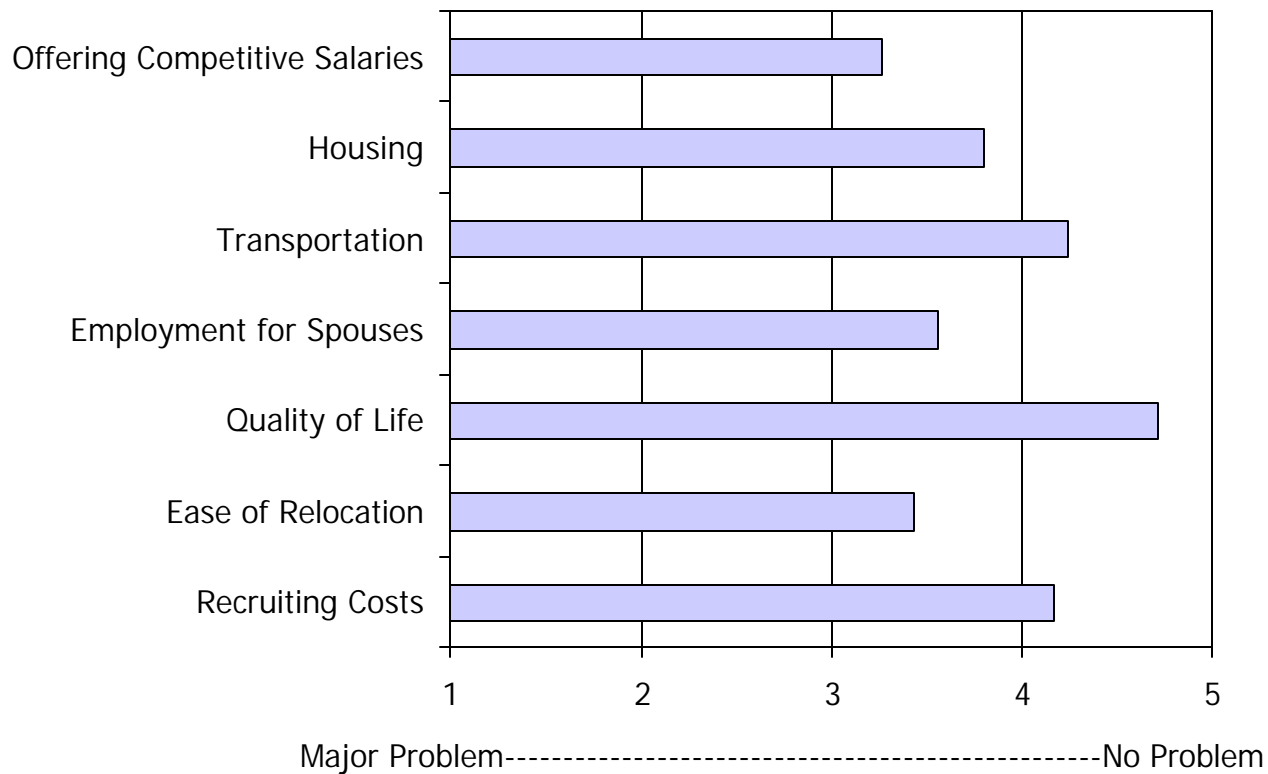


Time to fill positions Employers report that retail and service positions can be filled in an average of about 3 weeks, but other positions take longer. Skilled manufacturing and managerial positions take the longest, up to 3 months to fill on average.



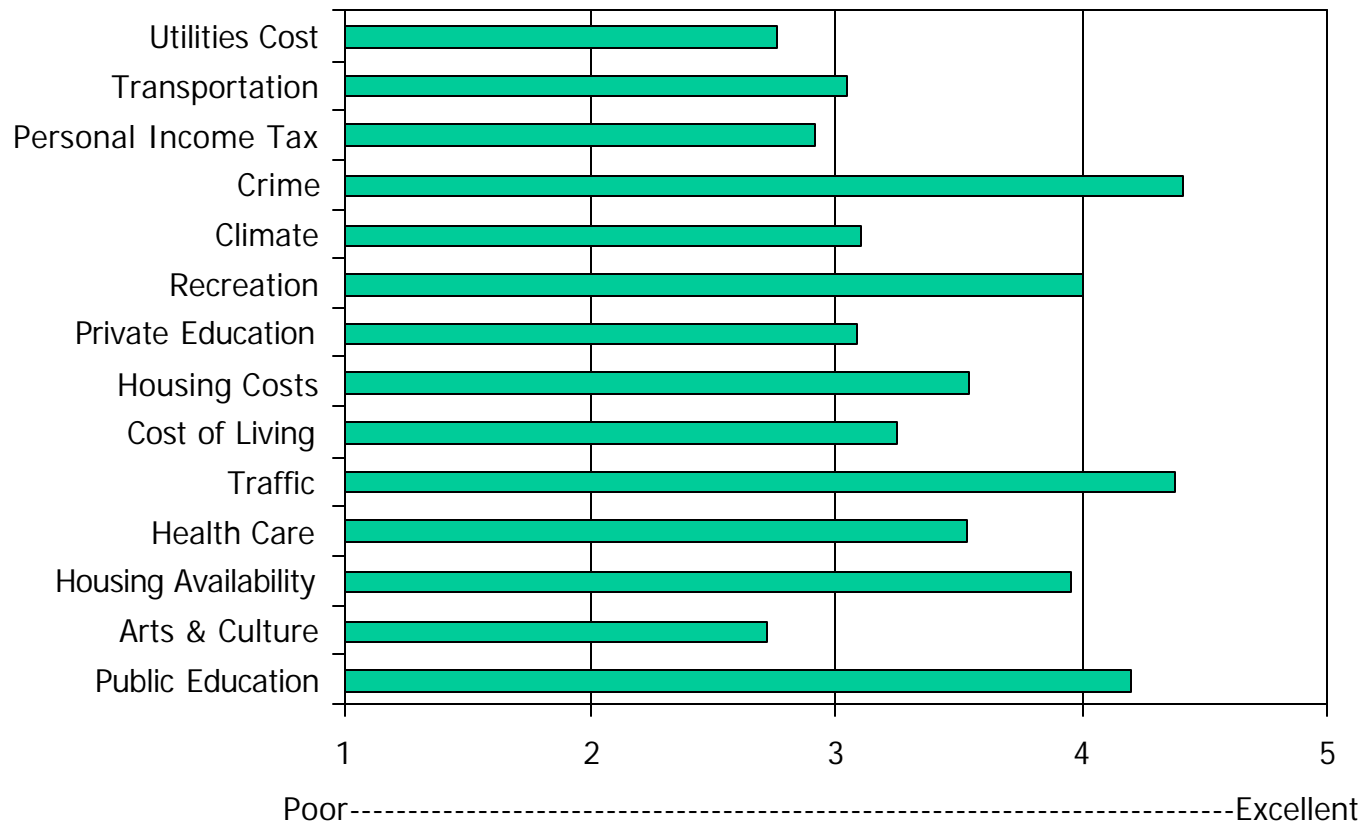
Evaluation of recruiting problems None of the issues surrounding recruiting of employees from outside the region showed up as a major problem for the average firm. Firms were most concerned about offering competitive salaries, finding employment for spouses, and relocation. However the mean ranking of all factors was towards the “no problem” end of the five point scale used.

Mean Rating of Potential Recruiting Problems



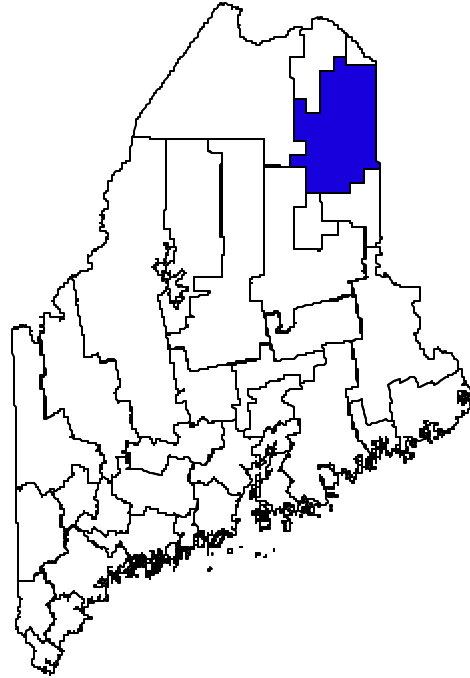
Rating of Quality of Life Factors Affecting Recruiting More detail on the rating of quality of life factors is shown in this chart. Employers expressed significant concern with utilities costs, transportation, the personal income tax, and the availability of arts and culture. They reported the lack of crime and traffic, recreation opportunities, and the quality of public education in the region as the best aspects

Mean Rating of Quality of Life Factors Affecting Recruiting



Approaches to Employee Recruiting Local newspaper advertising and a firm's own employees are the most commonly used approaches for recruiting new employees. Walk-ins and regional newspapers (the Bangor Daily News) are next most commonly used. The most effective employee recruiting methods are also the most commonly used.

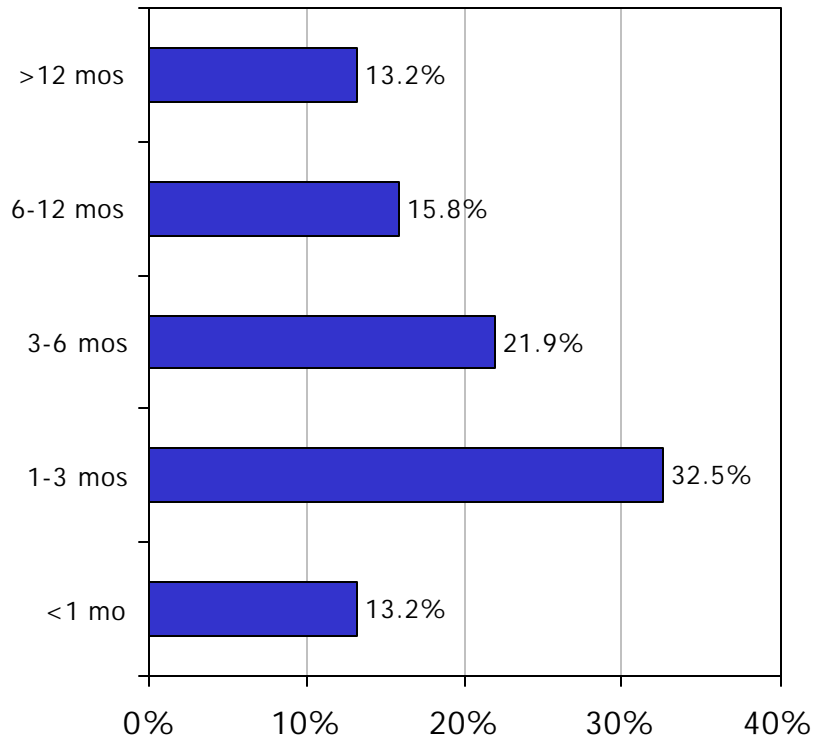
	% Currently Using	Evaluation*
Local Newspaper	17.8%	2.53
Radio	1.9%	4.04
Social Service Agencies	1.5%	4.05
Employee Referrals	20.6%	2.36
Employment Agencies	1.4%	3.66
Regional Newspaper	7.9%	3.45
Job Fairs	2.3%	4.03
Walk-ins	18.5%	2.47
Job Postings	0.6%	3.46
Maine Job Service	8.1%	3.43
Electronic Media (web)	1.9%	4.09
College/University Placement	3.6%	3.88
* Scale 1-5 where 1 is very effective and 5 is very ineffective		



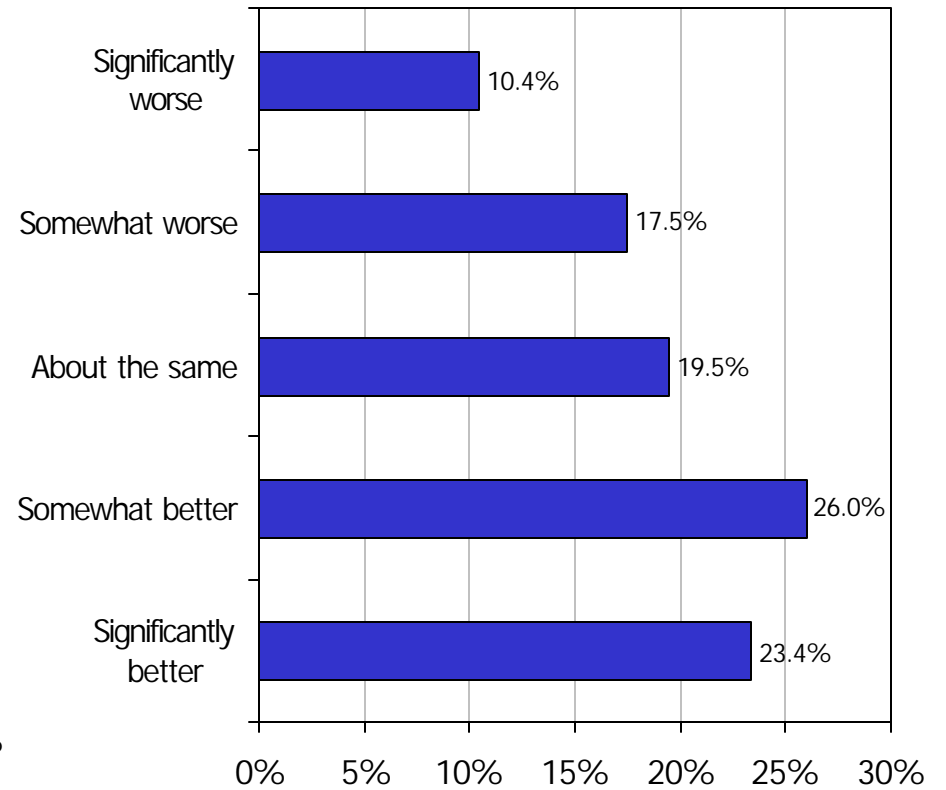
Unemployment and Underemployment

Experience after Permanent Layoff Over one-third (37%) of the household survey respondents indicate that they have lost jobs to permanent layoffs or business closings. Less than half of the respondents indicate that they found a new job within 3 months, and two-thirds within six months. About two-thirds (66%) also indicated that their next job was the same as or better in terms of pay and working conditions.

Time to Next Job

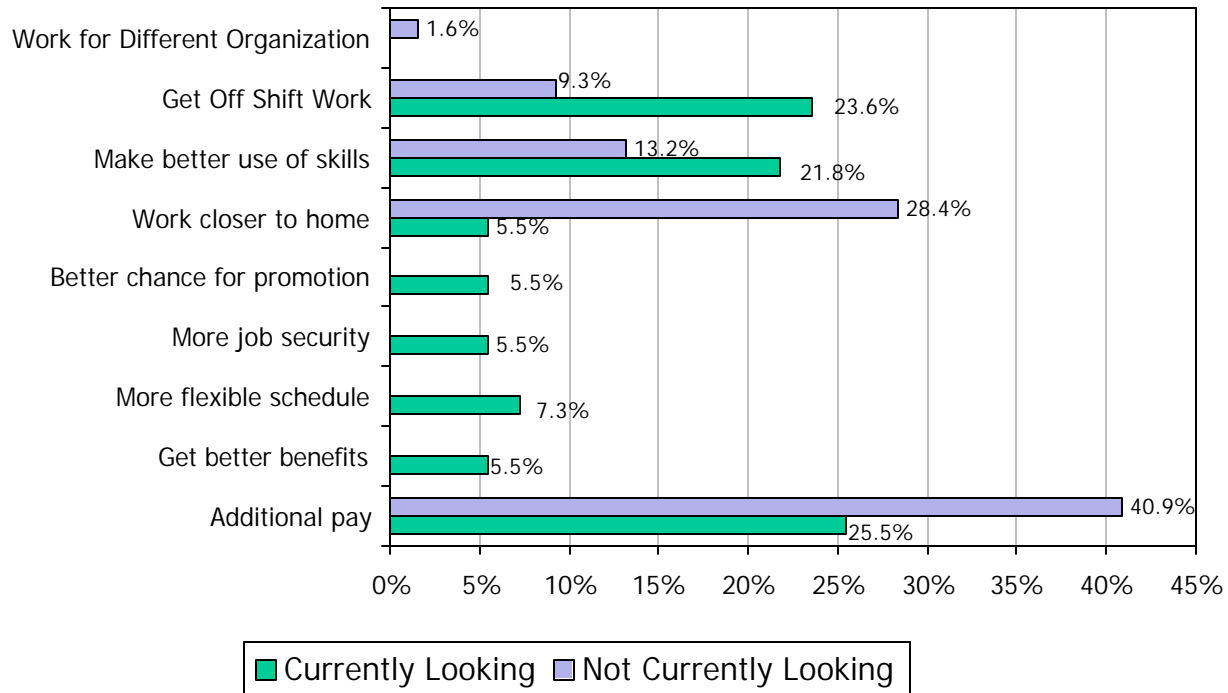


Evaluation of Next Job



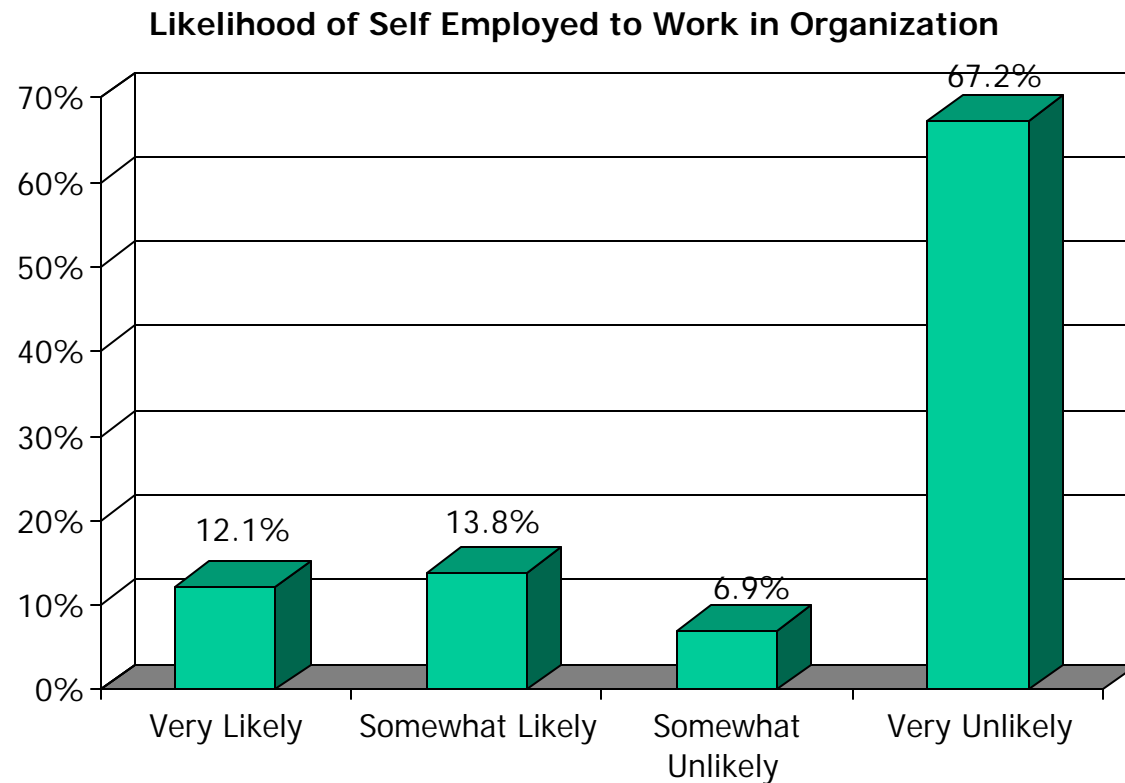
Seeking a New Job About 18% of the respondents indicate that they were looking for a different job. Among those actively looking for a new job, the most common reasons given are to get additional pay and to make better use of their skills. A very high proportion (41%) of employee respondents indicate they would consider looking for a new job to either get more pay or to work closer to home (28%).

Reason for Looking for a New Job



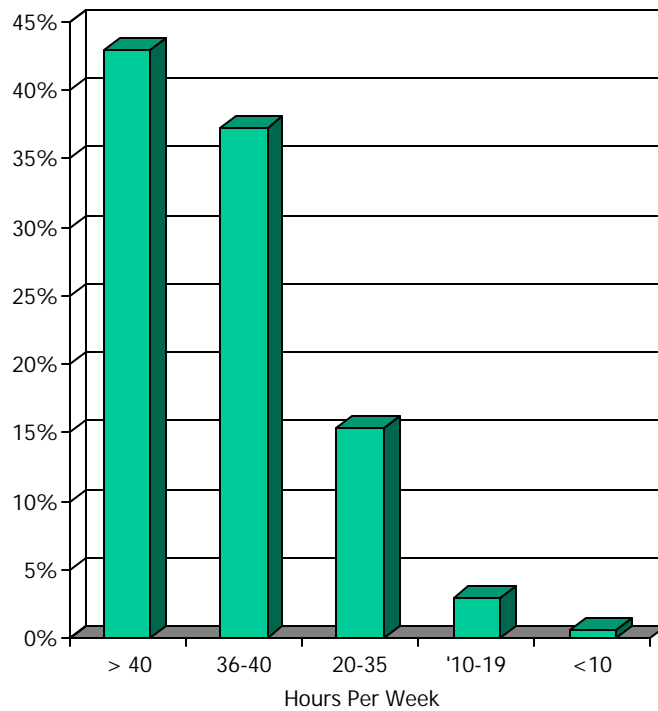
Self Employed About 14% of respondents indicate that they are self employed only, while another 3% indicate that they have self employment as a supplement to regular employment with an organization. Most self employed workers are satisfied and would not seek employment with an organization (more than 70% indicate that it is somewhat to very unlikely that they would give up self employment to work in an organization).

Of those who are self employed who indicate that they are interested in seeking work in an organization, most indicate that increasing pay or getting benefits would be the principle reason why they would consider working in an organization.

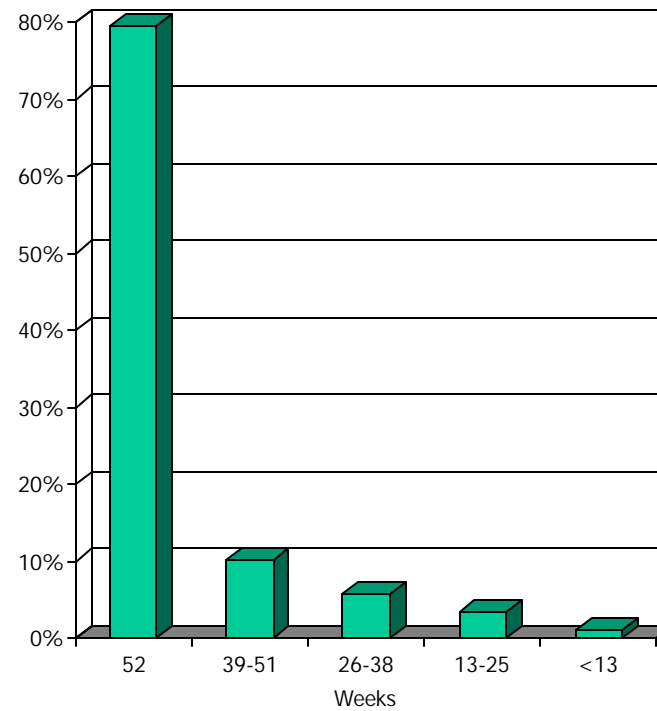


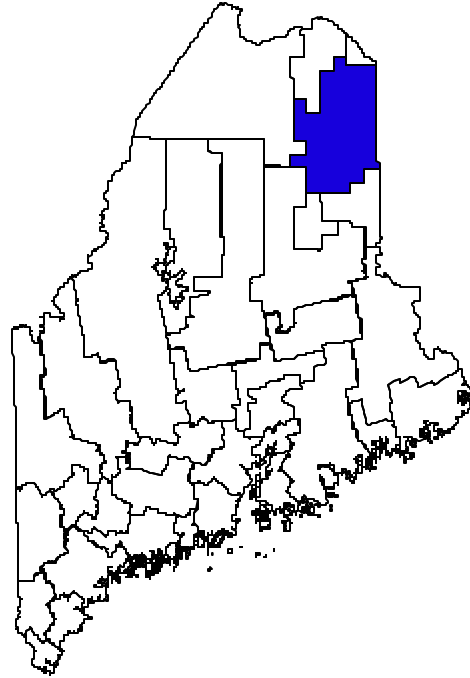
Part Time and Part Year Work More than four-fifths (81%) of primary jobs are full-time, that is, more than 35 hours per week. Almost half, (43%) are 40 hours or more. A high proportion of primary jobs (79%) were held for fifty-two weeks in 1998.

Usual Hours Worked Per Week- Primary Job



Number of Weeks Worked in 1998- Primary Job





Employment Costs

Wages by Job Classification 11% of respondents indicate they earn between the minimum wage and \$6.00 an hour. The most common wages are between \$7.00 an hour and \$9.99 an hour, with the largest category between \$7.00 and \$7.99 an hour.

Distribution of Wages by Occupation Type									
	<\$6.00	\$6.00-\$6.99	\$7.00-\$7.99	\$8.00-\$8.99	\$9.00-\$9.99	\$10.00-\$12.99	\$13.00-\$14.99	>\$15.00	N
Professional		16.7%	16.7%	16.7%		16.7%	16.7%	16.7%	6
Management		17.4%	8.7%	13.0%	17.4%	26.1%		17.4%	23
Supervisors			18.2%	9.1%	18.2%	36.4%		18.2%	11
Sales	40.0%		20.0%	20.0%	0.0%		20.0%		5
Clerical	4.2%	12.5%	20.8%	16.7%	16.7%	29.2%			24
Retail	50.0%	12.5%		25.0%		12.5%			8
Nonhealth Services	11.1%	11.1%	18.5%	14.8%	11.1%	14.8%	3.7%	14.8%	27
Health Services		20.8%	20.8%	20.8%	4.2%	12.5%	12.5%	8.3%	24
Banking/Real Estate		11.1%	66.7%	11.1%	11.1%				9
Transportation			20.0%	30.0%	10.0%		10.0%	30.0%	10
Skilled Trades	26.1%	13.0%	8.7%	13.0%	13.0%	21.7%		4.3%	23
Skilled Manufacturing	5.6%	16.7%	11.1%	11.1%	44.4%	11.1%			18
Laborer	41.7%	25.0%	16.7%	8.3%	8.3%				12
Food Service	21.4%	7.1%	21.4%	28.6%	21.4%				14
Government						66.7%		33.3%	3
TOTAL	11.5%	12.9%	17.5%	16.1%	14.3%	16.1%	3.2%	8.3%	217

Salary by Job Classification The most common salaries are between \$30,000 and \$39,999 across all occupation types. Almost all salaries reported are below \$50,000.

Distribution of Salaries by Occupation								
	<\$20,000	\$20,000-\$24,999	\$25,000-\$29,999	\$30,000-39,999	\$40,000-\$49,999	\$50,000-\$74,999	>\$75,000	N
Professional	16.7%	8.3%	8.3%	45.8%	12.5%	8.3%		24
Management		13.0%	17.4%	26.1%	26.1%	17.4%		23
Supervisors		20.0%	40.0%	20.0%		20.0%		5
Sales		25.0%	25.0%	12.5%	25.0%	12.5%		8
Clerical					100.0%			1
Nonhealth Services	50.0%		12.5%	37.5%				8
Health Services				50.0%	50.0%			4
Banking/Real Estate							100.0%	1
Transportation	33.3%	33.3%		33.3%				3
Government				50.0%	50.0%			2
TOTAL	11.4%	11.4%	13.9%	32.9%	19.0%	10.1%	1.3%	79

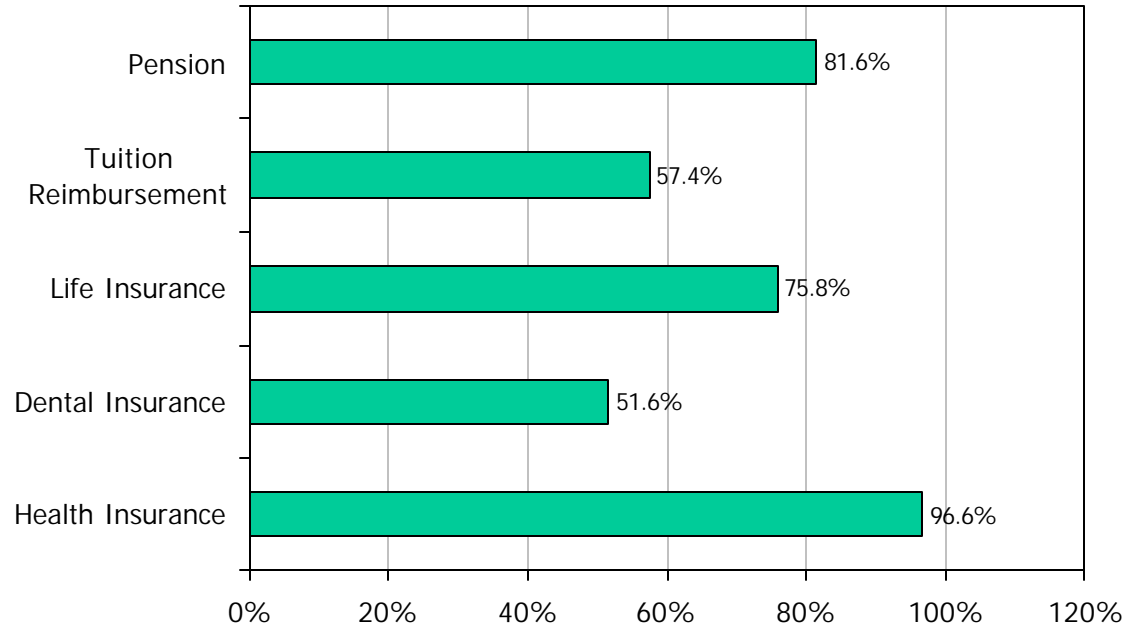
Wages and Salaries by Time on Job Both wages and salaries show a positive relationship between size of wage or salary and time on the job. About half of newly hired employees make either less than \$6.00 an hour or between \$8.00 and \$8.99 an hour.

	Hourly Wage by Time on Job								N
	<\$6.00	\$6.00-\$6.99	\$7.00-\$7.99	\$8.00-\$8.99	\$9.00-\$9.99	\$10.00-\$12.9	\$13.00-\$14.9	>\$15.00	
< 6 Months	27.3%	9.1%	22.7%	22.7%	9.1%	9.1%			22
6 -12 Months	11.5%	23.1%	23.1%	19.2%	3.9%	19.2%			26
1-2 Years	13.3%	20.0%	40.0%		13.3%		6.7%	6.7%	15
2-4 Years	17.0%	17.0%	19.2%	6.4%	10.6%	17.0%	6.4%	6.4%	47
4-6 Years		3.7%	3.7%	18.5%	22.2%				27
6-10 Years	9.5%	9.5%	19.1%	14.3%	9.5%	37.0%		14.8%	21
10-15 Years		3.2%	12.9%	12.9%	25.8%	19.1%	9.5%	4.7%	31
>15 Years		2.6%	7.7%	18.0%	20.5%	20.5%	7.7%	18.0%	39
	Annual Salary by Time on Job								
	<\$10k	\$10-19.999k	\$20-24.999k	\$25-29.999k	\$30-39.999k	\$40-49.999k	\$50-74.999k	>\$75k	N
< 6 Months		11.3%	37.5%	25.0%	25.0%				8
6 -12 Months	33.3%			33.3%	33.3%				3
1-2 Years	20.0%	20.0%	20.0%	20.0%		20.0%			5
2-4 Years		46.2%	7.7%	7.7%	15.4%	7.7%		7.7%	13
4-6 Years	16.7%		33.3%	33.3%	16.7%				6
6-10 Years									6
10-15 Years	16.7%		50.0%	33.3%					20

Percent of Respondents Indicating They Receive Benefit

Benefits Health insurance is reported as the most common benefit received, followed by pensions, life insurance, tuition reimbursement and dental insurance.

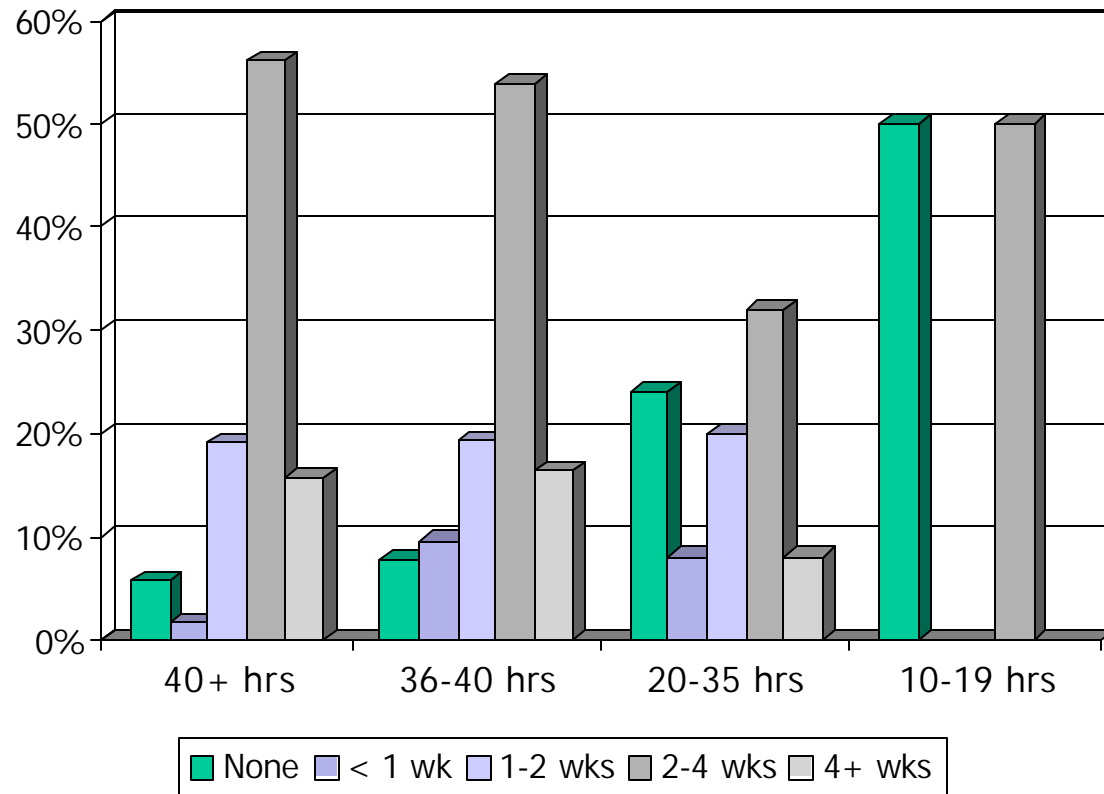
Benefits were paid across all hours worked per week. Even those who worked less than full time job reported getting at least some of the major benefits.



	40+	35-40	20-35	10-20	< 10
Health Insurance	98%	39%	88%	100%	100%
Dental Insurance	50%	54%	48%	33%	100%
Life Insurance	74%	82%	60%	33%	100%
Tuition Reimbursement	50%	63%	68%	67%	0%
Pension	82%	87%	60%	100%	100%

Vacation For those working 35 or more hours per week, the majority get two or more weeks of vacation per year. Few of those who work less than 20 hours per week get vacations.

**Weeks of Vacation by Hours Worked per Week-
Primary Job**

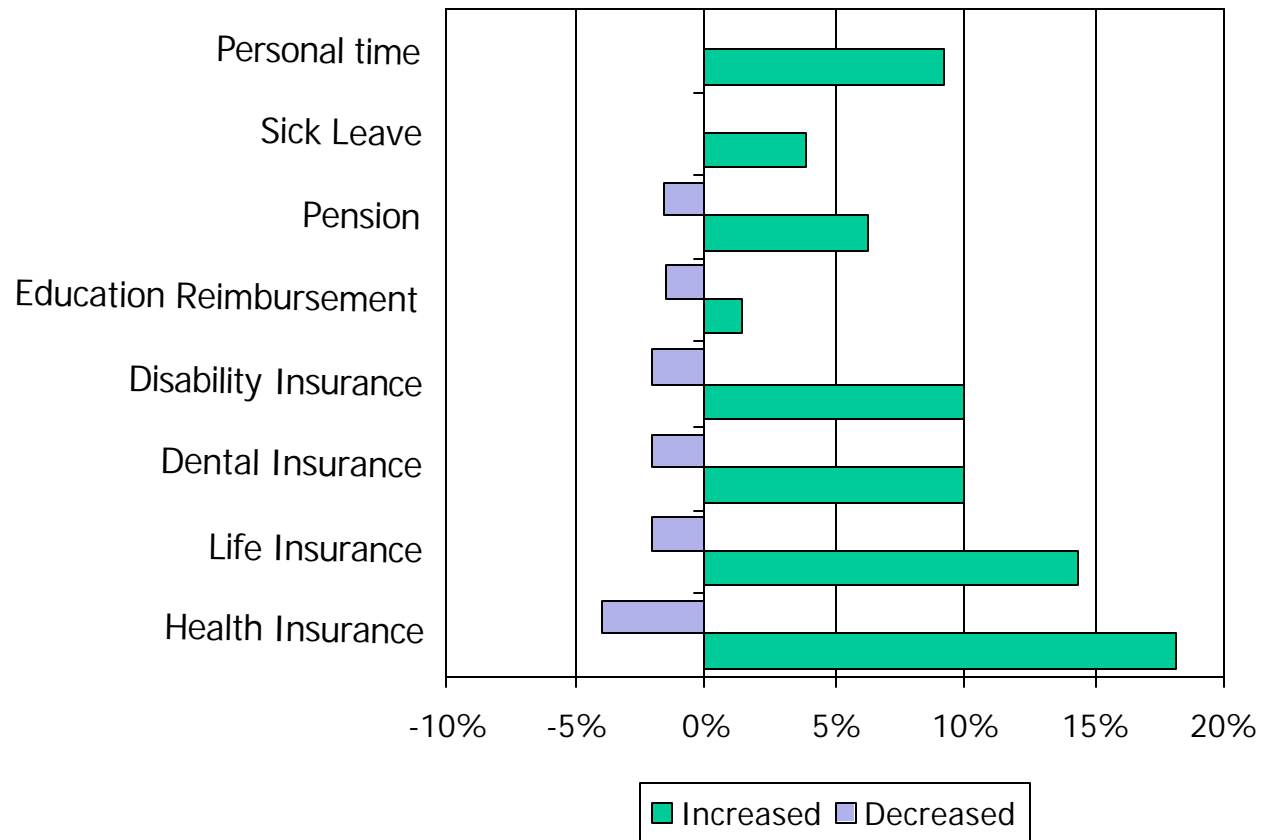


Benefits Reported in the Employer Survey Almost two-thirds of firms indicate they offer health insurance to full time employees. Vacation is offered to current full time employees by three quarters of respondents. Part time employees are less likely to get benefits, with vacation the most common. Sick leave and personal time are offered by about one quarter of employers to part time employees. Firms are most likely to consider adding health insurance to their benefits package, despite the rising costs.

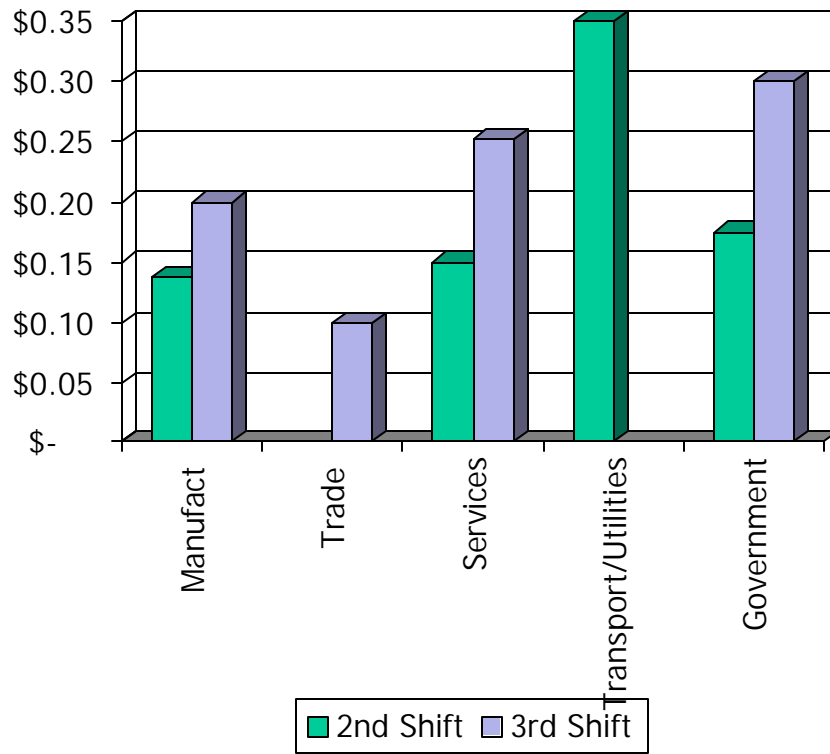
	Percent Reporting Benefits For			
	Current Employees		Under Consideration for	
	Full Time	Part Time	Full Time	Part Time
Health Insurance	66.3%	14.2%	7.2%	4.1%
Life Insurance	47.3%	11.0%	1.9%	1.9%
Dental Insurance	18.7%	5.6%	1.9%	1.9%
Disability Insurance	36.8%	9.3%	2.8%	1.9%
Education Reimbursement	36.5%	11.5%	1.9%	11.5%
Pension	32.2%	10.6%	2.3%	10.6%
Profit Sharing	13.6%	4.4%	1.7%	1.0%
Stock Options	1.0%	1.0%	0.5%	0.5%
Vacation	75.7%	23.6%	1.4%	0.5%
Sick Leave	59.4%	17.3%	2.3%	1.4%
Personal time	40.3%	12.6%	2.3%	12.2%

Changes in benefits A larger number of firms report that they are increasing benefits (defined as increasing the amount of benefits or the number of employees covered) rather than decreasing benefits. Health insurance is the most commonly increased, followed by life insurance and disability/dental insurance.

Recent Changes in Benefits



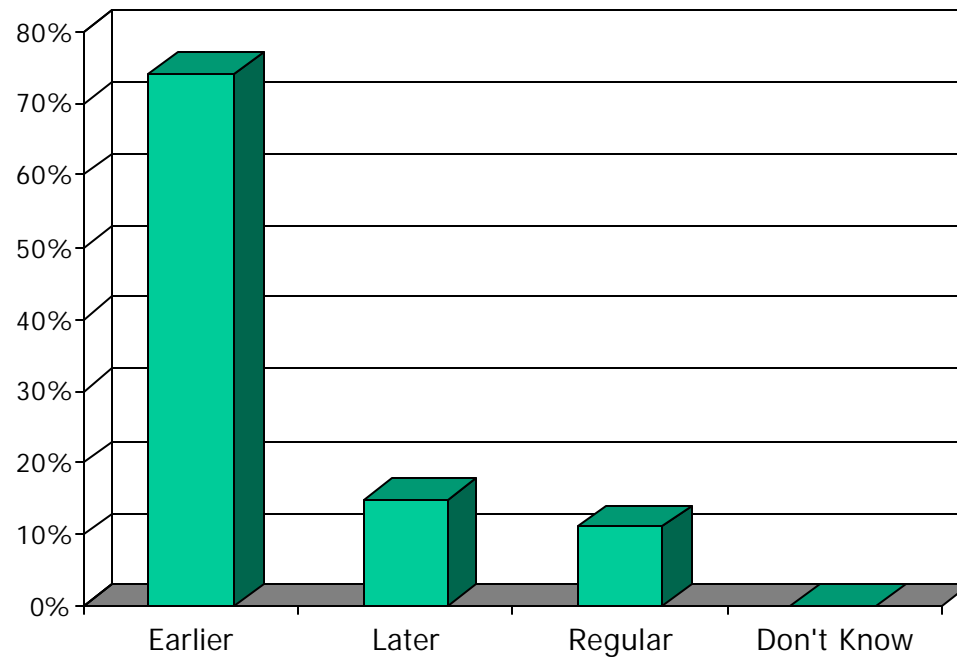
Shift Premiums The average second shift premium paid by employer respondents is \$0.17 per hour. The average third shift premium is \$0.25 per hour.



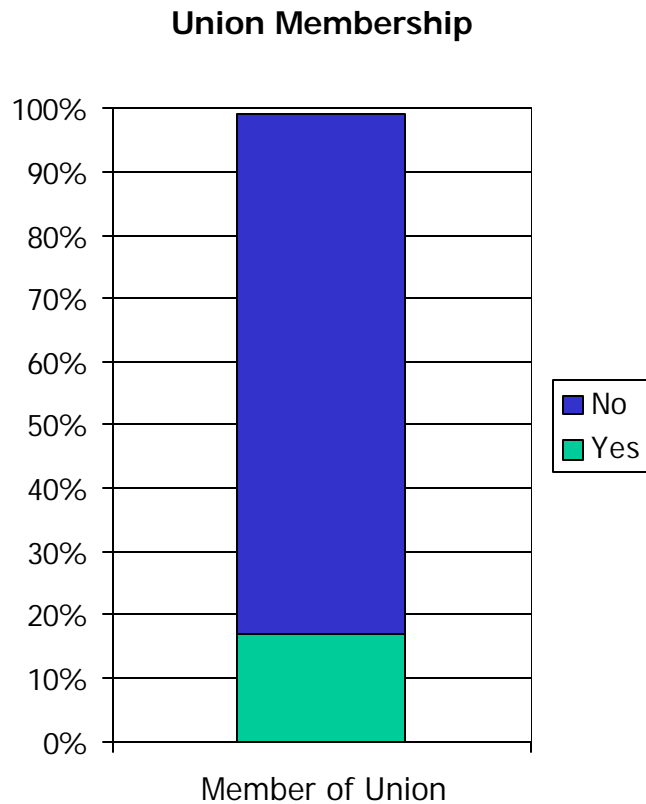
Number of Firms Reporting		
	2nd Shift	3rd Shift
Manufacturing	4	2
Trade		2
Services	6	2
Government	2	2
Transport-Utilites	1	
TOTAL	13	8

Willingness to Change Shifts Of those who do shift work, most (57%) indicate that they are satisfied with their current shift assignments. Only 31% indicate they would like to change shifts. Of these, the great majority (72%) would like an earlier shift.

Which shift would you prefer?



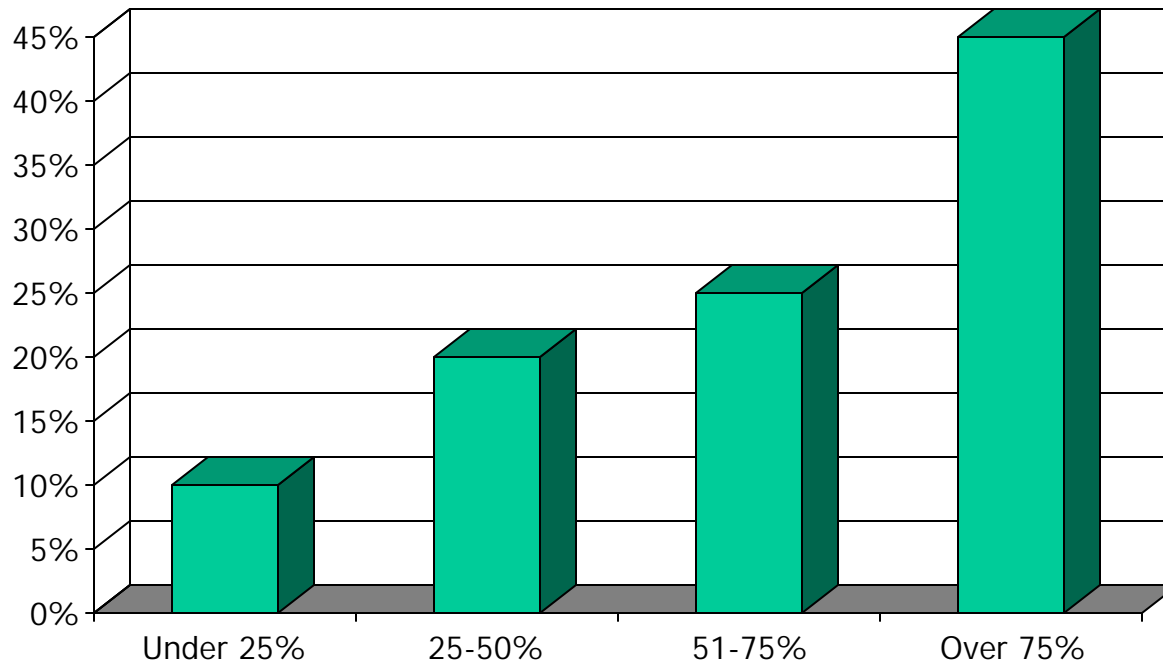
Union Membership Less than a fifth of employee respondents are union members. Union members are supportive of unions, with more than 84% indicating that they believe unions improve pay and working conditions. However, non-union members consider it unlikely (67%) that they would vote to join a union if given a chance.

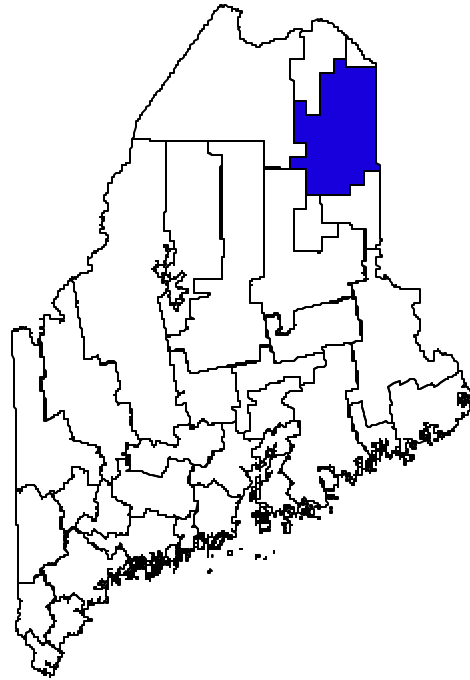


Union Members Assessment of Effects on Pay/Conditons		
	N	Percent
Strongly improves	15	28.3%
Somewhat improves	30	56.0%
Has no effect	5	9.4%
Makes somewhat worse	3	5.7%
Makes significantly worse	0	0.0%
Non Union Members Likelihood of Voting for Union		
	N	Percent
Very likely	23	8.8%
Somewhat likely	45	17.4%
Somewhat unlikely	46	17.8%
Very unlikely	130	50.2%
No opinion / DK	15	5.4%

Employer-Union Relationships Twenty firms (17%) in the survey indicated that they had unions associated with their organization. Most of the firms have more than 50% of their employees in unions, and nearly half have unions covering 75% or more of their employees. 79% of respondents with unions report their relationships are somewhat to very cooperative.

**Percent of Employees Covered by Unions
(in firms with Unions)**

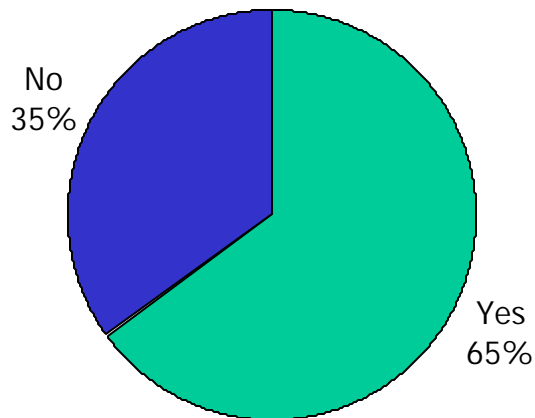




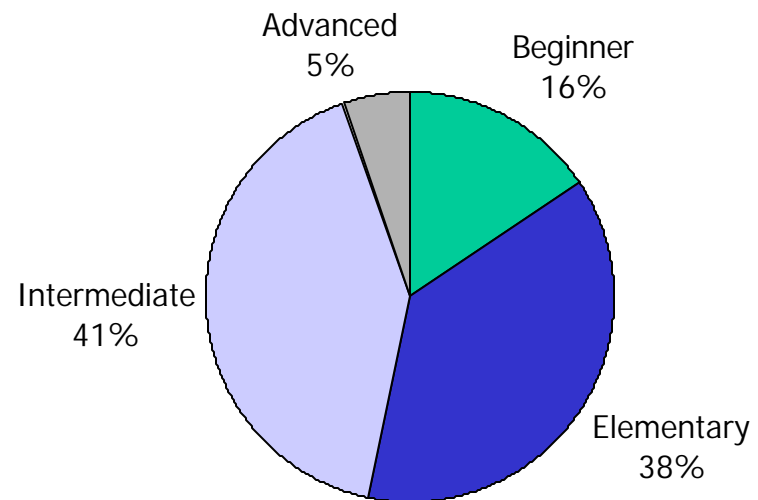
Skills, Education, & Training

Computer Use Computer use and skills are widespread. About two thirds of respondents indicate that they use a computer at work, and about half (46%) indicate that they have intermediate level skills (defined as the ability to use many different kinds of programs) or advanced (ability to write programs) skills.

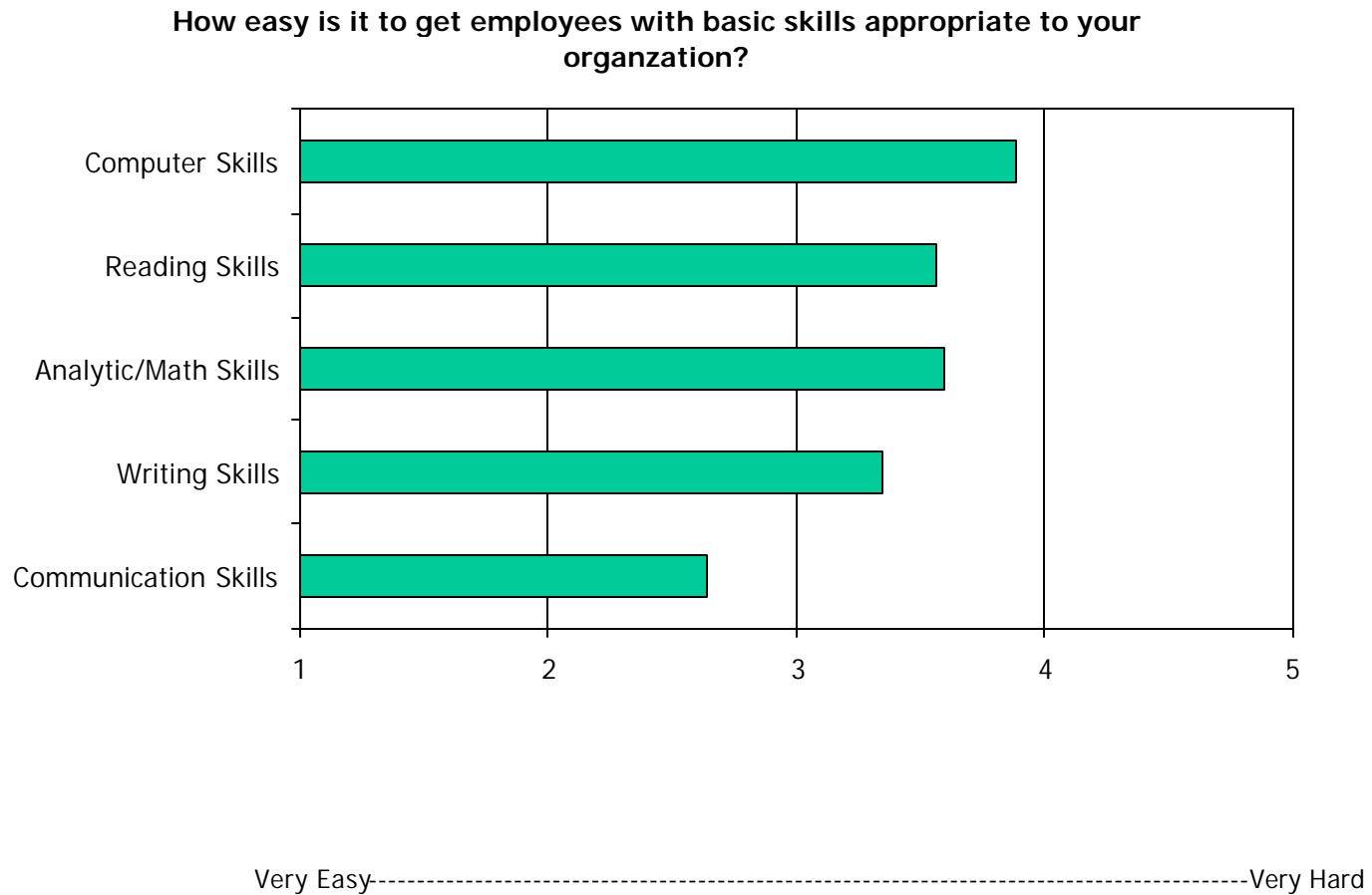
Do you use a computer at work?



How would rate your computer skills?

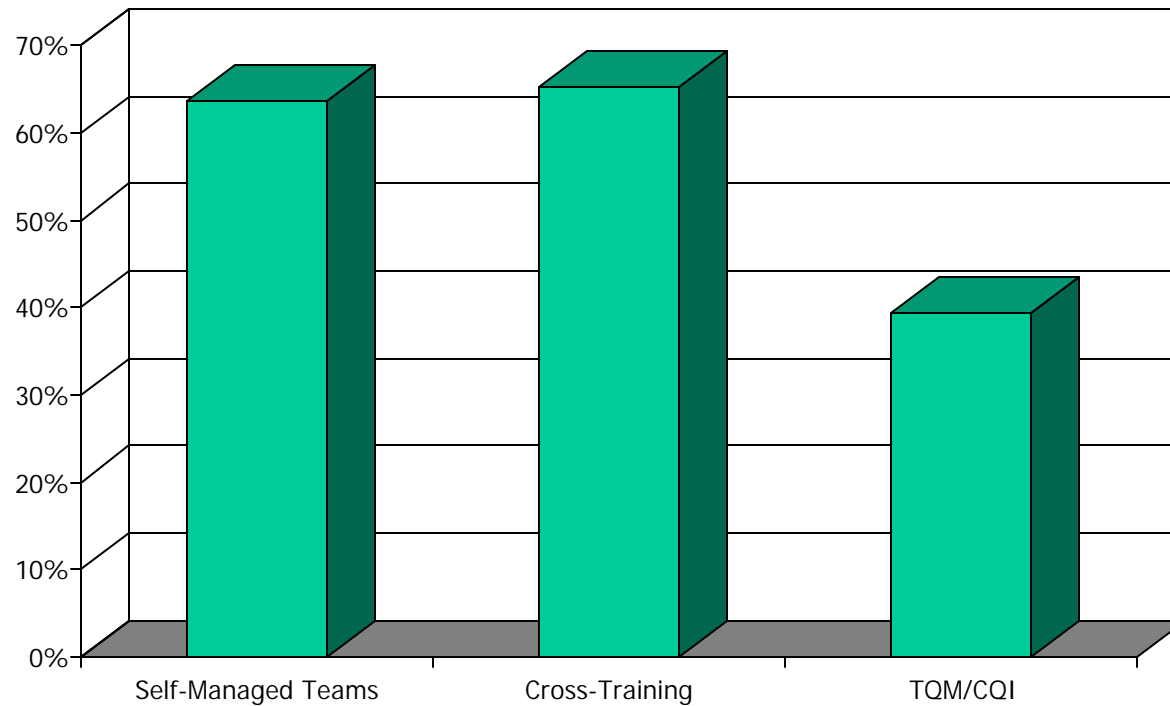


Skills of New Hires Getting employees with adequate basic skills is often a concern. Employers in Presque Isle-Caribou report that they have the most difficulty getting people with appropriate computer skills, followed by reading and analytic math skills.

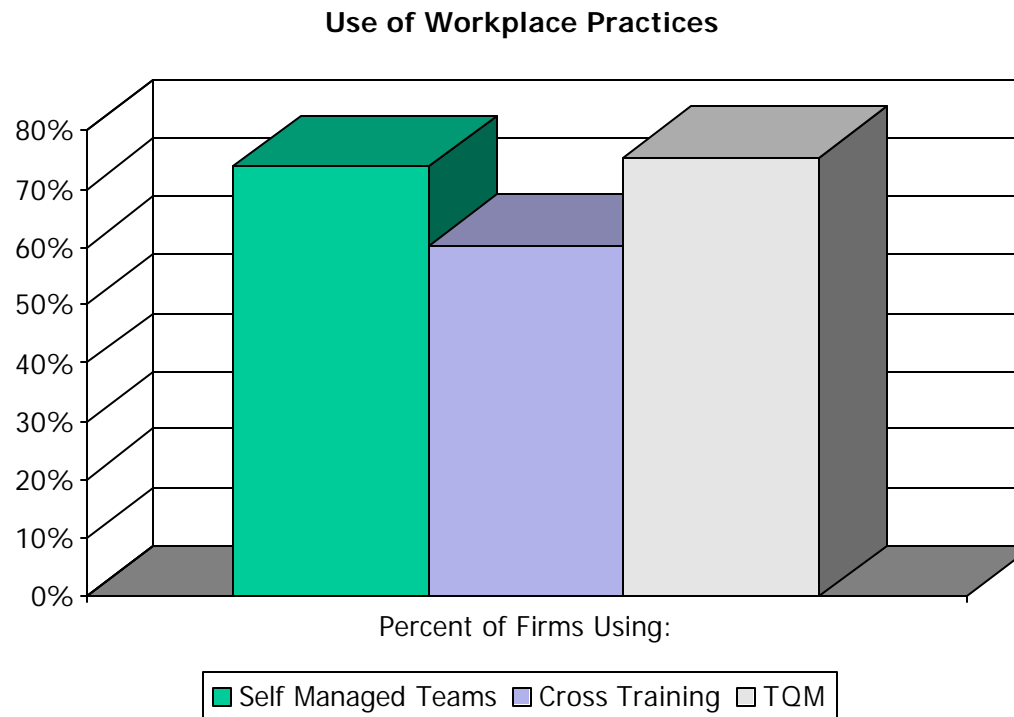


Experience with Contemporary Workplace Practices Respondents indicate a fairly high degree of familiarity with contemporary workplace practices. Nearly two-thirds have been in positions where they were cross-trained to do several types of jobs, and which employed total quality management/continuous quality improvement practices (TQM/CQI).

Experience with Contemporary Workplace Practices

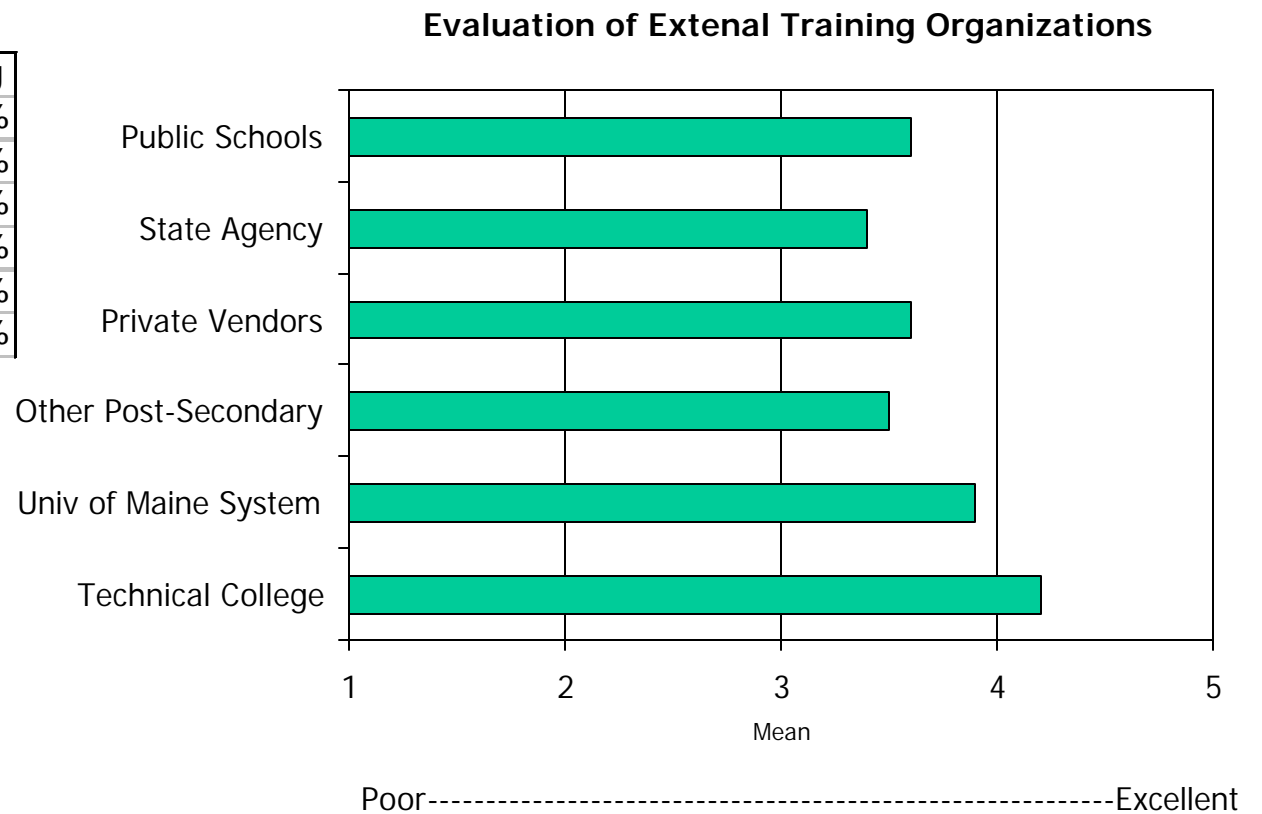


Employers' Experience with Contemporary Workplace Practices The most commonly reported approach is TQM and self managed teams, reported by nearly three quarters of employer respondents.

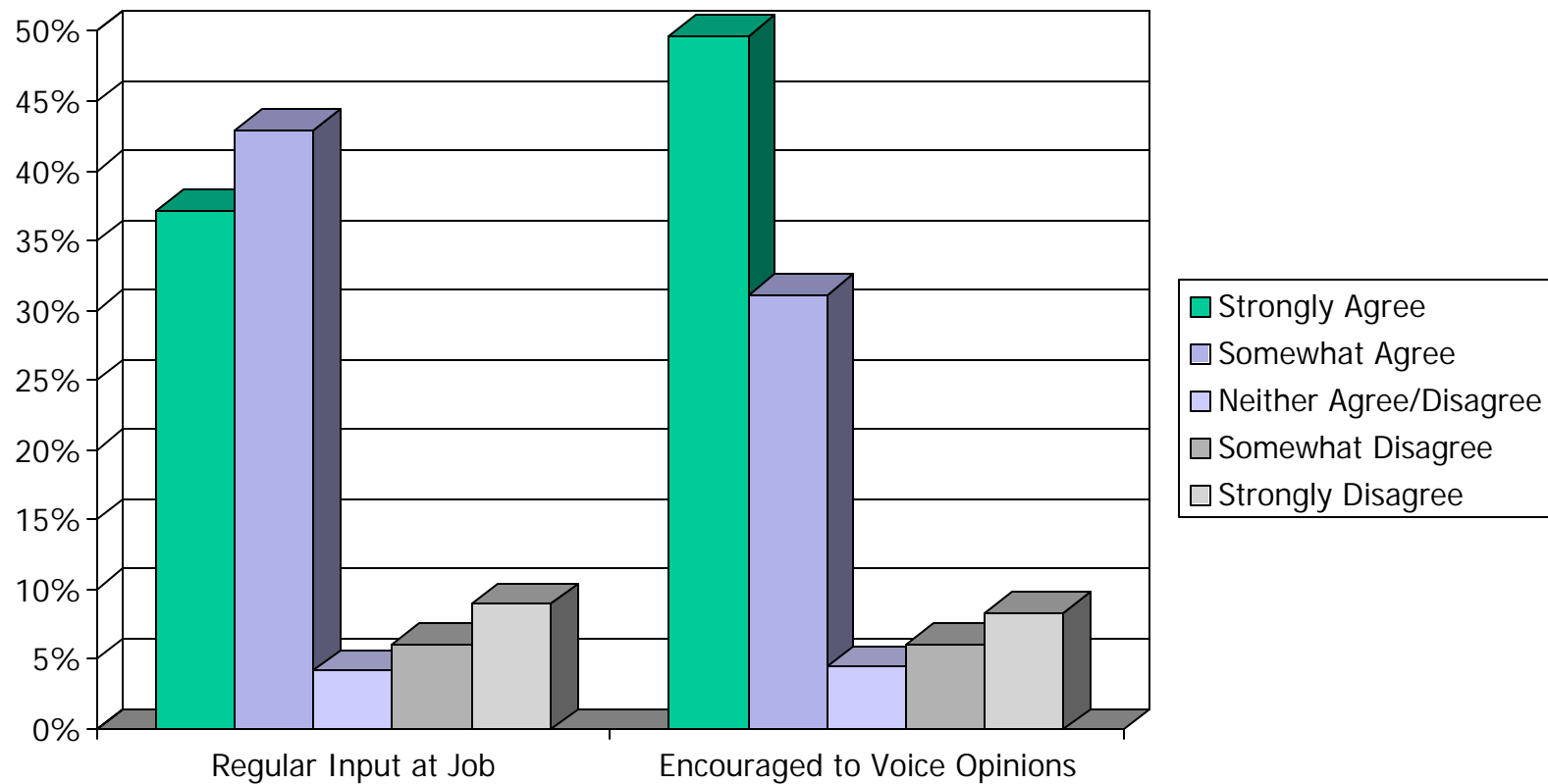


External Training Organizations Used and Evaluation Employers reported using the Northern Maine Technical College the most among the listed types of training organizations. They also reported the highest degree of satisfaction with the Technical Colleges. They also rate the University of Maine campuses highly, along with private vendors and the public schools.

	Percent Using
Technical College	34.2%
Univ of Maine System	11.8%
Other Post-Secondary	5.1%
Private Vendors	8.3%
State Agency	20.8%
Public Schools/Adult Ed	19.8%

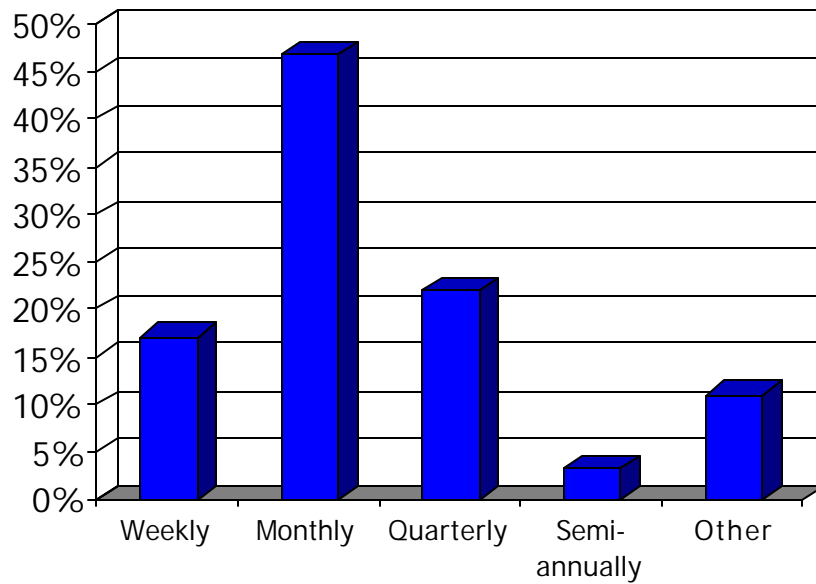


Employee Voice Most employees in the region feel they have regular input to their jobs. About 80% agree that they have regular input. An equal proportion (about 81%) indicate that they are encouraged to voice their opinions on the job.

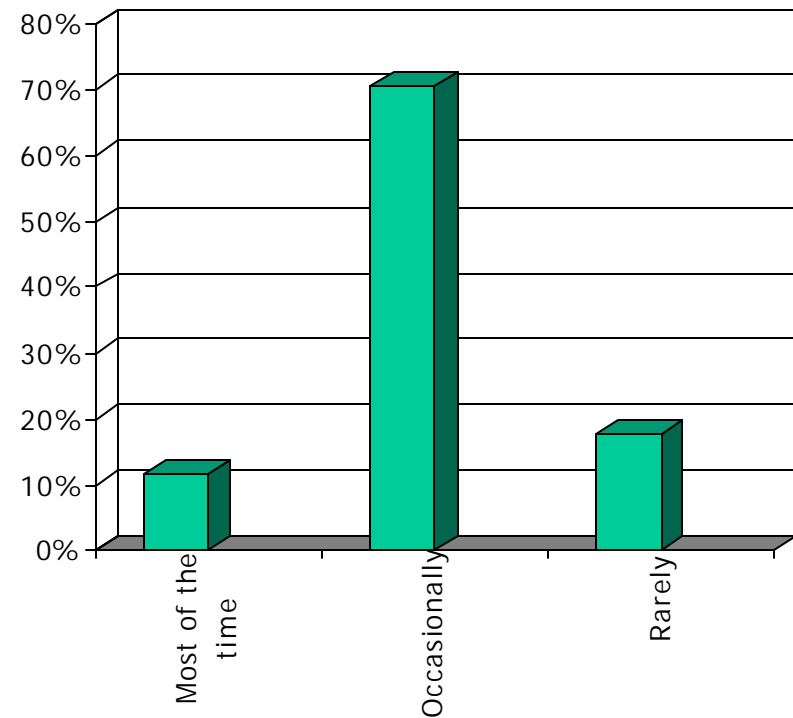


Employee Involvement 23% of employer survey respondents indicate that they have some form of employee council, and the majority of these meet monthly. Employers report that employee councils do make a difference but only occasionally.

How often does employee council meet?

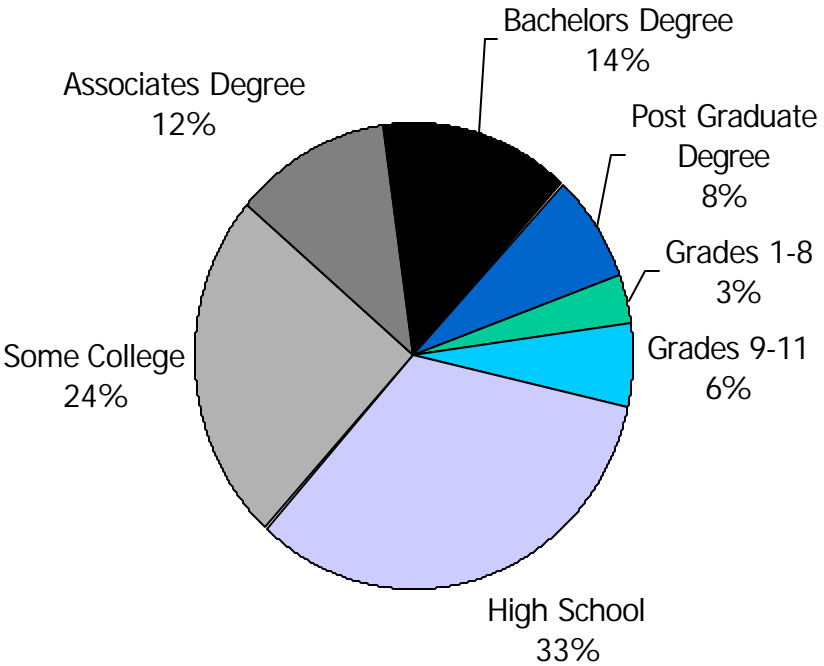


Changes in Response to Employee Council

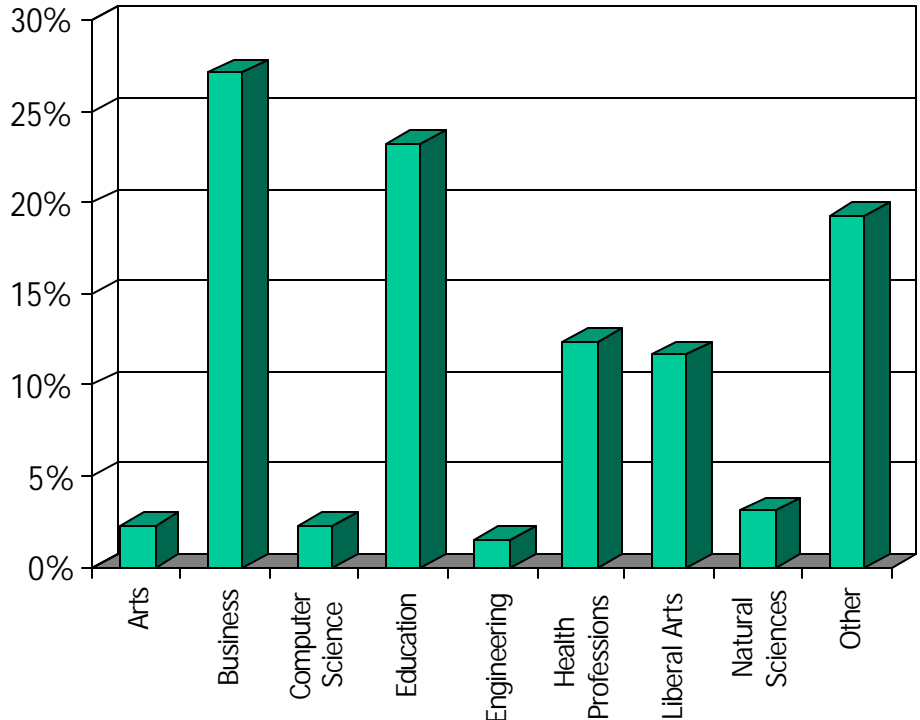


Educational Attainment The workforce in the region is highly educated. 92% of the respondents indicate that they have completed high school or more. The proportion of bachelors and post-graduate degree holders is somewhat lower than the state. Education in business, education, the health professions, and the liberal arts are the major fields of degrees.

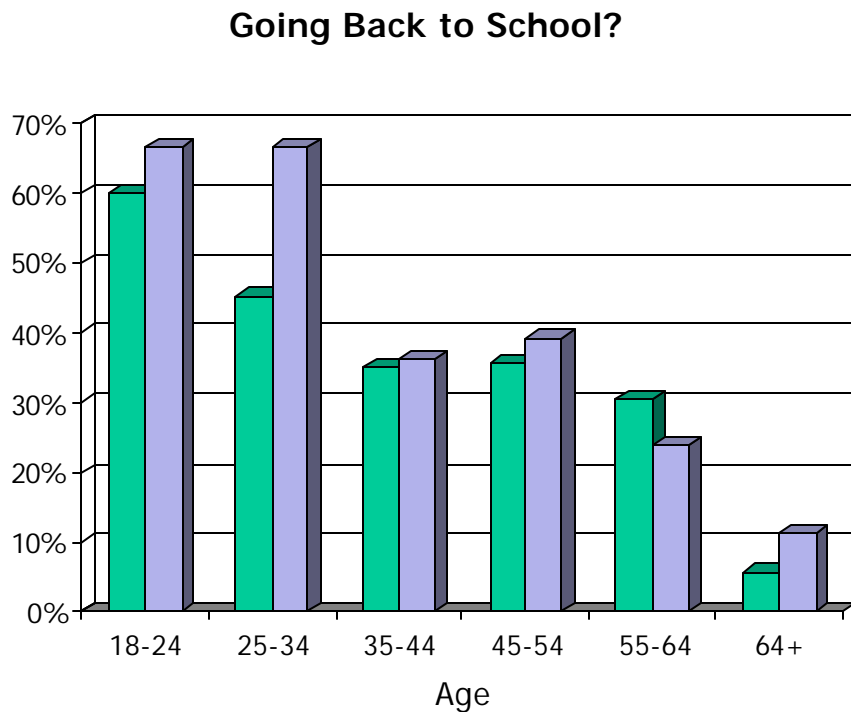
Educational Attainment



Field of Highest Degree



Going Back to School More than half of respondents indicate that they have gone back to school within the past two years, and nearly two thirds of respondents indicate that they plan to go back to school within the next two years. There is a definite relationship between age and likelihood of going to school, with likelihood of going to school dropping significantly after age 34. Of those who report that they do not plan to return for additional schooling, most (43%) say that they are satisfied with their current level of education. Only 13.3% indicate that costs are too high or programs are too far away.

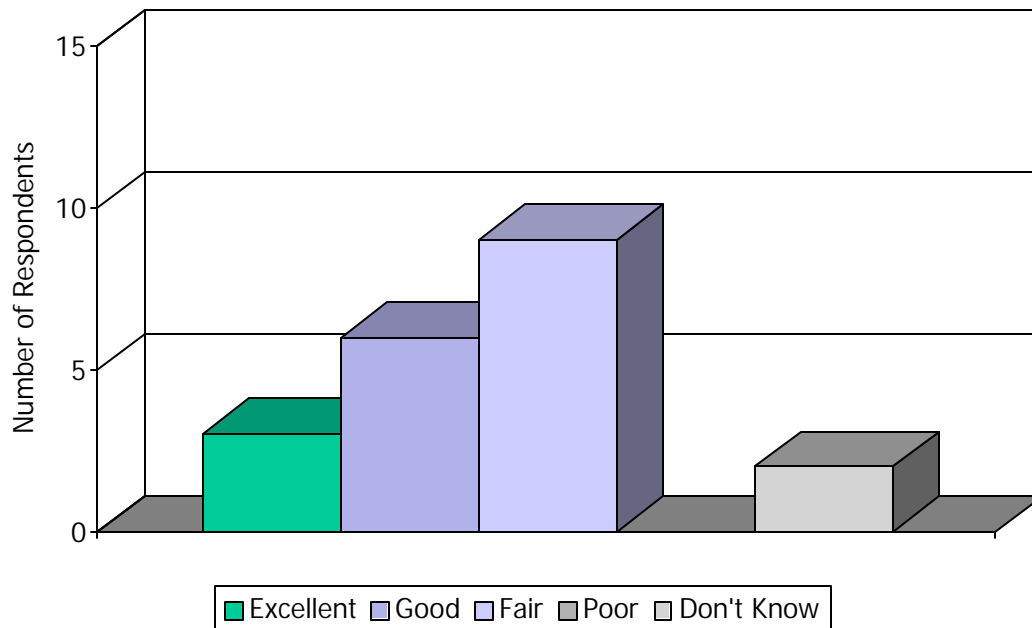


■ Within Past 2 years
■ Within Next 2 Years

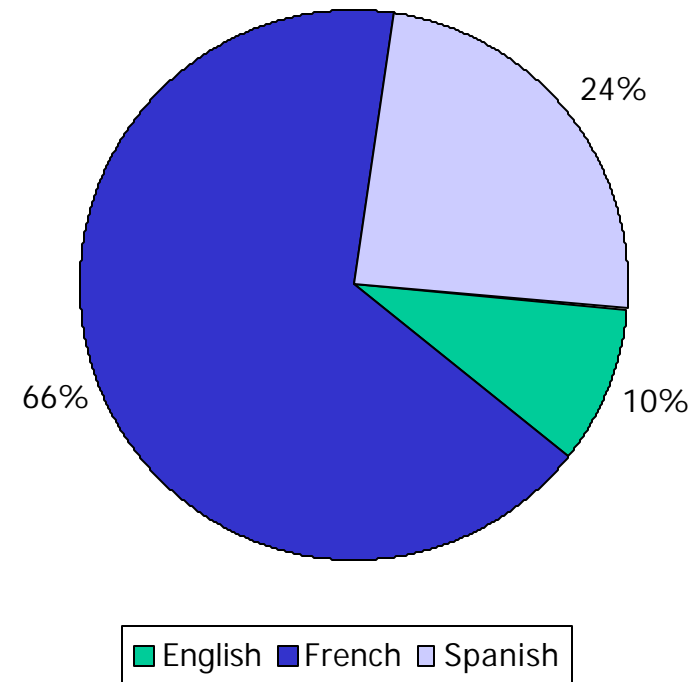
	N	Percent
Satisfied with current education	51	43.0%
Don't have time	35	25.0%
Costs too high	19	13.6%
Programs too far	10	7.1%
Other	20	14.3%
TOTAL	140	

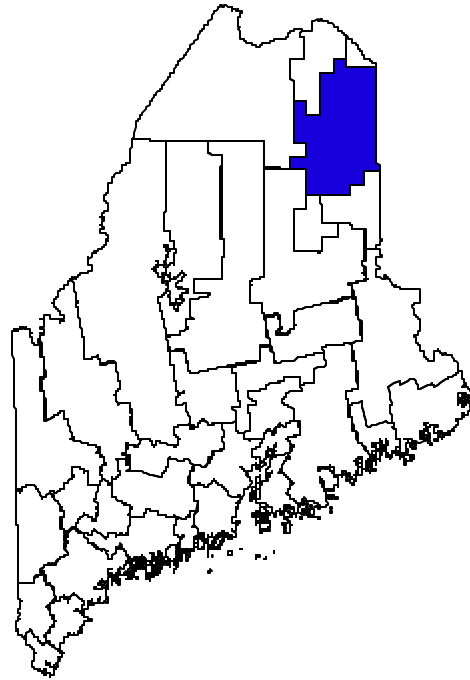
Language Skills Only 6% of the employers in the survey indicated that they required employees who could speak a second language, while about 16% of the respondents indicate that they speak a second language, with French by far the most common (85% of those who speak a second language). Employers indicate that French is the language they require the most, although the French speaking heritage of the region leads some employers to list English as a second language.

Availability of Workers with Language Skills



Second Language Required
n=8



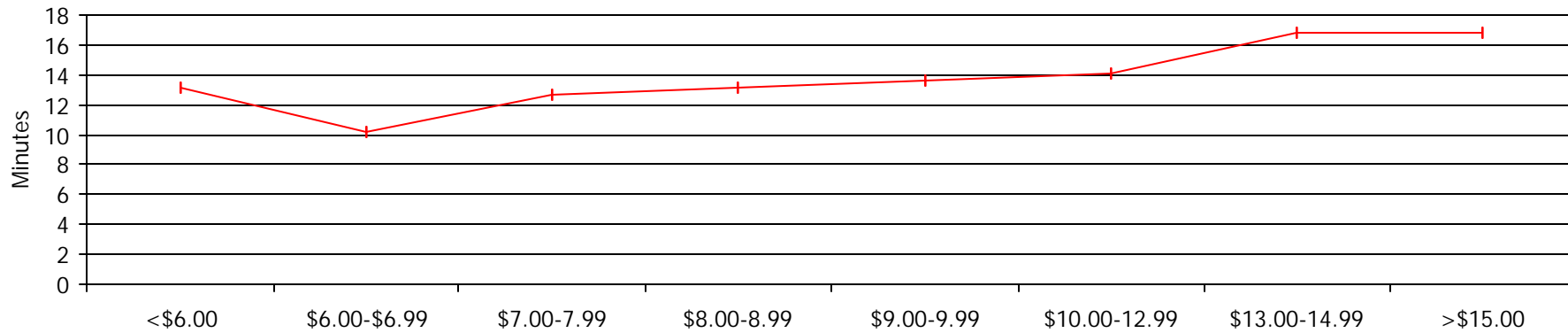


Commuting

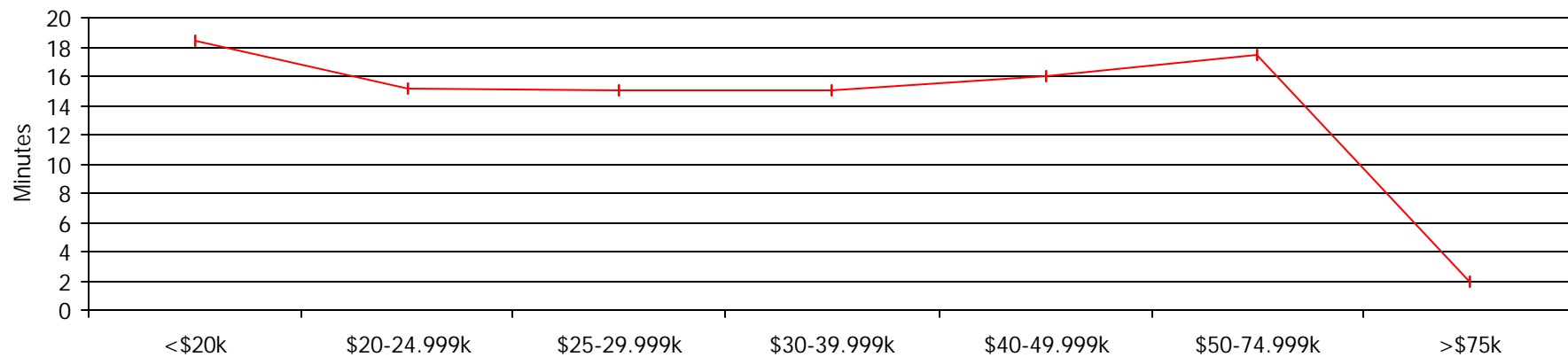
Commuting The mean commute time is 18.8 minutes, with over half the respondents indicating a commute less than 10 minutes. Very few commute over 30 minutes. Increasing wages are associated with longer commutes, but not necessarily salaries.

	N	Percent
<10 Minutes	222	59.4%
10-19 Minutes	88	23.5%
20-29 Minutes	41	11.0%
> 30 Minutes	23	6.1%
TOTAL	374	

Mean Commute Time by Hourly Wage



Mean Commute Time by Annual Salary



Appendix

Towns in the Presque Isle-Caribou Labor Market Area

Ashland	Masardis
Blaine	Mars Hill
Bridgewater	Nashville Plantation
Caribou	New Sweden
Castle Hill	Oxbow Plantation
Caswell Plantation	Perham
Chapman	Portage Lake
Easton	Presque Isle
E Plantation	Stockholm
Fort Fairfield	Wade
Garfield Plantation	Washburn
Limestone	Westfield
Mapleton	Westmanland Plantation
	Woodland