

What do you expect from the PCED?

Get input from folks who have survived
Keep us informed about what you are doing
Help business get established; then move forward with plans
More businesses in the county
Don't forget the past, we don't need to repeat things that have failed
Continue to promote our county
Keep up the good work
Give credit to others when projects are successful
Improve retail section around square
Get windmills going
Incorporate right people with your group to help get the job done
Wisely spend our tax dollars to promote/ maintain existing businesses who supported our community for years.
Create/expand business
Bring in more businesses
Find businesses to relocate here with out forgetting to help present businesses
More retail businesses
Don't send out business survey on Tuesday then have it due on that Friday.

What changes in the community do you fell are needed to help your business grow?

Lower property taxes
Better medical services
Better employment pool
People taking pride in appearance of their property
Community to be more involved and support our seniors
Keep getting positive people to talk
Bring businesses that need young workers who will raise their family in Phillipsburg
Stable medical community would enhance economic growth
Quality primary jobs
localized patronage of our businesses
Increase population
More restaurants
We don't need to chase pipe dream "factory" (100 employed) jobs.
Updating business district

What information & features would you like to see offered on the future PCED website?

employees per business
Communicate, communicate, communicate with the public
Area community events
Successes in area school
Public meetings for business community
Business profiles
List of opening on committees or task force -
Anything that give folks a chance to feel a part of the process.
Direct business link

Information/training requests

What specific areas of training would help support your business success?

Grant writing	4	Business Planning	9	Business management	8
Quick books	4	Web page design	5	Digital Camera	3
Excel	8	Word	6	Basic computer skills	10

Are you receiving enough Economic Development Information?

Yes	24
No	4

Would you like to have economic development information sent directly to you?

Yes	24
No	6

Is your business looking for additional ways to receive tax relief?

Yes	8
No	2

Which of the following community factors has the most detrimental effects on your business?

Lack of local shopping	12	Local competition	5
Business district appearance	0	Community appearance	2

Which of the following has the biggest negative impact on your business budget

Health insurance	10	Marketing	3	Building upkeep	3
Building payments/rent	1	Shipping costs	1	Other	2
Wages	5	Fuel costs	14		

Is there adequate training for your employees?

Yes	24
No	4

Is there adequate training for your business?

Yes	21
No	4

Comments: Offer GED programs. This would help make some possible employees, employable.

Have you considered a long term succession plan for your business?

Yes	21
No	1

Would you like to have more information on succession planning?

Yes	5
No	21

Do you currently have a presence at university or college job fairs?

Yes	9
No	19

Do you have a current business plan?

Yes	18
No	10

How do you view the attitudes of our city and county governments toward your business?

City Government	Very positive	6	Positive	12	Neutral	7	Negative	1	Very Negative	2
County Government	Very positive	6	Positive	13	Neutral	6	Negative	1	Very Negative	1

How do you rate the following services in your community?

Quality & Maintenance of Roads	Good	14	Adequate	13	Poor	2	No Opinion	0
Quality of railroads	Good	10	Adequate	10	Poor	2	No Opinion	6
Quality of Available Air transport	Good	7	Adequate	12	Poor	4	No Opinion	5
Overall Cost of Transporting Freight	Good	2	Adequate	8	Poor	6	No Opinion	8
Quality of Local Labor Pool	Good	3	Adequate	12	Poor	8	No Opinion	4
Availability of Disposable goods	Good	3	Adequate	20	Poor	1	No Opinion	3
Availability of Training services	Good	3	Adequate	11	Poor	6	No Opinion	7
Quality of Garbage collection	Good	20	Adequate	8	Poor	1	No Opinion	0
Fire protection	Good	24	Adequate	3	Poor	0	No Opinion	0
Police protection	Good	17	Adequate	4	Poor	6	No Opinion	0
Telephone service	Good	22	Adequate	6	Poor	2	No Opinion	0
Internet & Technology service	Good	21	Adequate	7	Poor	2	No Opinion	0
Water system	Good	19	Adequate	8	Poor	2	No Opinion	0
Electric service	Good	21	Adequate	6	Poor	2	No Opinion	0
Public school system	Good	21	Adequate	4	Poor	4	No Opinion	1
Medical services	Good	9	Adequate	9	Poor	9	No Opinion	0
Recreation facilities/activities	Good	6	Adequate	15	Poor	9	No Opinion	0
Overall Quality of life	Good	17	Adequate	9	Poor	3	No Opinion	0
Quality of available housing	Good	8	Adequate	6	Poor	12	No Opinion	1
Availability of housing	Good	3	Adequate	9	Poor	13	No Opinion	1
Availability of delivery service	Good	7	Adequate	17	Poor	4	No Opinion	3
Visual presentation of community	Good	8	Adequate	20	Poor	1	No Opinion	0
Cost of living	Good	7	Adequate	20	Poor	1	No Opinion	0

What do you think PCED could do to improve the business climate in the county?

1. More Economic Development/more jobs
2. Increase/improve marketing effort to promote county
3. Help entrepreneurs with new business
4. Set up special funds to assist local businesses(for creation and expansion)
5. Improve local government's responsiveness to business
6. Improve local financing opportunities
7. Strong entrepreneurial education to our youth
8. Better communication between state/local government/local organizations
9. Encourage/provide tax incentives/abatements for new businesses
10. Better long - term planning

Comments: Recognize and appreciate your long standing businesses and help them grow instead of working so hard to bring new business to town.

If decreasing business size, what are the reasons?

Declining sales	0	Labor supply	0
Rising labor cost	0	Rising raw material costs	0
Rising transportation costs	0	Rising cost of space	0
Lack of financing	1	Other	1

Financing and Government regulations**What sources of financing have you used within the last five years?**

Bank	7	Savings and Loans	0
Credit Union	0	Internal financing	2
Private Source	2	Personal savings	1
SBA	0	Other	0
Development company	0		
Industrial Revenue bonds	1		

Has your business been forced to forego an expansion due to lack of financing?

Yes	0
No	7

Are you interested in obtaining affordable financing for an expansion?

Yes	2
No	4

Have any city or state regulations had a significant negative impact on your business' profitability?

Yes	0
No	6

Been forced to forego an expansion or the purchase because of government imposed regulations?

Yes	3
No	5

If yes, please check all of the following that would apply:

Overall state tax burden	1	Workers compensation	1
Overall city tax burden	0	Environmental protection	1
Social security for employees	1	Unemployment Insurance	0
Property tax	1	Other	2

Do you have a current business plan?

Yes	11
No	2

Would you utilize a planning tool if one was available?

Yes	4
No	4

Technology

Which of the following can your business not do without?

Desktop computer	22	Cellular phone	17	Wireless Internet access	10
Internet	25	Email	21	PDA	7
Color printer	17	Digital camera	8	Video Conferencing	0
Software productivity tools	1	Laptop computer	1	Other	1
None	0	Not sure	0		

How has technology had a positive impact on how your business is operated?

Allows more productivity	19	Gives you an edge over the competition	5
Allows you to save money	14	Allows international market access	3
Allows you to compete w/larger companies	12	None	1
Provides a way for clients to reach you	12	Not sure	1
Expand services and produces offered	1	Another way	1

Challenges and Rewards

What are the top three challenges your business faces?

Cash management	2	Reducing operational costs	14
Improving marketing effectiveness	5	Complying with governmental regs	21
Improving productivity	5	Customer retention	4
New customers	17	Employee relations	3
Employee health insurance/benefits	8	Improving employee morale	3
Staying updated with technology	5	Employee motivation/leadership	2
Other	0	None	0

What do you like best about being a business owner?

Freedom in decision-making	11	Being your own boss	11
Building something of lasting value	9	Contributing to the local community	12
Teaching others	6	Being a role mode for other businesses	4
Providing employment to others	7	Having access to cutting edge technology	2
Other	0	None	0

Is there enough local business appreciation at events?

Yes	8
No	15

Would you like to see more recognition and awareness of activities of local businesses?

Yes	19
No	3

Comment: There are many business people who keep this community going - who have lived here for years!

Marketing and Business Size

Which of the following have you incorporated into your marketing plan?

Print advertising	24	Direct marketing	10	None	0
Website	13	Radio	21	Not sure	0
Tv advertising	7	Word of mouth	28	Other	0

Do you have a website?

Yes	16
No	19

In which of the following ways is your business involved in your community?

Financial donations	24	Hiring employees	29
Volunteering	24	Community foundation	1
None	0	Other	1
Not sure	0		

Plant/Building Size**In the past two years, what changes to size of its physical plant/building has occurred?**

Decreasing	0
Increasing	2
Remain the same	23

What factors were important in allowing your company to expand?

Expanding market	1	Availability of non-bank financing	0
Access to technological innovations	1	Added new product or service	1
Availability of space	2	Improved efficiency	1
Improved internal financing	0	Tax incentives	0

Future Plans**In the next two years, is your business planning a change in the physical size of your facility?**

Increase	4	Remain the same	29
Decrease	1		

If increasing plant/building size, where will this expansion take place?

In the same community	3	Outside of the state	0
IN the same county	0	Internationally	0
Outside county, still in KS	3		

If locally or in the county, where is the increase occurring?

On same site	1
New location	2

Are there any specific local advantages that influenced your decision to expand within your community?

Yes	2
No	8

What are the advantages?

Local labor pool	0	Space availability	1
Low utility rates	0	Tax incentives/financing	0
Strong local economy	1	other	0

If expanding outside your present community, were there problems with operating in it?

Yes	3
No	5

Were the problems with the following?

City taxes	0	Work force	1
Zoning regulations	0	Community relations	0
County taxes	0	Something else?	0

Have you considered selling your business to someone local?

Yes	1
No	11

Business Location**Check three reasons why your firm decided to locate or remain in this community?**

Owner's hometown	14	Good access to market	4
Strong local economy	8	Good access to raw materials	1
Receptive local government	4	Central location	0
Tax incentives/public financing	1	Good transportation facilities	0
Suitable zoning	0	Proximity to education/facilities	0
Affordable leases/purchase prices	3	Filled a service need	0
Good labor pool	0	Quality work force availability	0
Adequate space for expansion	0	Other	0
Ready to go building	7		

Does your company plan to move or close in the next year?

Move	1
Close	1
Neither	31

If you plan to move or close, where will your new location be?

In same community	1	Outside county, still in KS	1
In same county	0	Outside of the state	0

Was the decision to move or closed based on difficulties with local or state government?

Local	2	Equal	0
State	0	Neither	3

Was the decision made resulting from local challenges?

Yes	1
No	1

What do you consider were the largest reasons for moving or closing your business?

Owner retirement	0	Restrictive zonings	0
High state taxes	0	Difficult in finding labor	1
High local taxes	0	Difficulties with local government	0
High cost of labor	0	Inadequate city services	0
High cost of utilities	1	Property tax	0
Access to new market	0	Severance tax	0
Environmental regs	0	Difficulty in obtaining financing	1
Decline in sales	0	Decision made at corporate level	1
Poor transportation facilities	0	Recruitment efforts by other city/state	0
Lack of adequate training resources	0	Other	0
Lack of adequate training resources	0		
Lack of space to expand	0		

Inventory Related Issues

Are there services you purchase out-of-state that you would consider replacing with goods produced in KS?

Yes	3
No	20

Product/Service Development

Are there any products or services your company wants to offer in the future

Yes	4
No	17

Why are you not offering these services now?

Lack of affordable financing	3	Lack of equipment	4
Lack of skilled labor	0	Other	0
Product requires more development	2		
No interest in offering this product	2		

Are you currently in a development and expansion stage?

Yes	6
No	16

Exporting

What percentage of your product/service do you sell in each of the following areas?

Local	1 - 25%	2	26 - 50%	0	51 - 75%	1	76 - 100%	14
State-wide	1 - 25%	5	26 - 50%	2	51 - 75%	1	76 - 100%	0
National	1 - 25%	2	26 - 50%	2	51 - 75%	0	76 - 100%	0
International	1 - 25%	1	26 - 50%	0	51 - 75%	0	76 - 100%	0

Do you have any challenges with exporting overseas?

Yes	1
No	11

What are the challenges?

Unfavorable exchange rates	0	Export regulations	0
High tariffs	0	Foreign markets	0
Inadequate knowledge	0	Other	0
Lack of financing	0		0

Do you feel your product or service is one you could export at a profit?

Yes	0
No	13

Which shipping service do you mainly use?

DHL	4
USPS	6
UPS	14
Fed Ex	4
Other	1

Type of Business

Which of the following major industry group's best describes your primary business?

Agriculture	3	Wholesale Trade	1
Minerals/Oils Industry	0	Retail Trade	4
Construction	2	Finance, Insurance & Real Estate	4
Manufacturing	1	Services	8
Transportation, Communication, & Utilites	2	Public Administration	0
Other:	15		

List companies major product(s) or services(s)?

Concrete
Loans - Deposits
Chiropractic care
Exercise
Photography
Farm Equipemnts
Clean Septic Tanks
Natural Resources
Swimming Pool
Attorney
Assisted Living
Automotive parts
Welding

Type of ownership for your business:

Corporation	18
Partnership	2
Sole Proprietorship	5
Limited Liablilty Corporation	1

How Long have you been a business owner?

Less than 5 years	8
5 -10 years	2
Over 10 years	19

What led you to start your own business?

Be your own boss	15	Wanted to generate own income	7
Flexible work schedule	3	Identified a market no one was addressing	8
Fulfillment of lifelong dream	5	Felt you had more control	6
A concept you thought would be successful	3	Couldn't find work	0
Work in a new field	3	Not sure	0
Other	2		

Workforce Fluctuations**In the last two years, have you had a need for employment?**

Yes	18
No	13

Do you expect a need to hire more employees in the next two years?

Yes	13
No	17

Are you currently looking for employees?

Yes	6
No	24

Workforce Recruitment Information**Skill Level needed by employees in your business.**

Unskilled worker	7	Supervisory workers	3	None	0
Semi-skilled worker	15	Degreed/Professional	7		
Skilled workers	19	Other	1		

Recruiting Challenges

Poor work attitudes	6	No promotion	8
Available labor has low skills	4	Shortage of labor pool	16
High cost to train employees	5	Other	1
High competition for skilled workers	8	None	1
High wage rates for skilled workers	4		

Rate Your employees with respect to the following category

Motivation:	Excellent	13	Good	16	Fair	1	Poor	0
Work Attitude:	Excellent	13	Good	14	Fair	3	Poor	0
Productivity:	Excellent	17	Good	15	Fair	2	Poor	0
Leadership:	Excellent	16	Good	14	Fair	6	Poor	0

What type of pay do your employees receive?

Salary	18
Hourly Wage	28

Which of the following best indicates your employees' average hourly wage level?

Minimum Wage	3	\$9.50 -14.99	8
MW - \$7.49	5	\$15.00 +	7
\$7.50 - 9.49	7	Other	0

Which best indicates the average salary level?

<\$25,000	4	\$50,001 - \$75,000	3
\$25,000 - \$35,000	5	\$75,001 >	2
\$35,001 -50,000	4		

Do your employees receive any fringe benefits?

Yes	23
No	9

Which Fringe benefits apply?

Health Insurance	15	Mileage reimbursement	6
Life Insurance	15	Retirement fund	10
Child care assistance	1	Others	5

Are your employees represented by a Union?

Yes	2
No	25