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Cowlitz Economic Development Council  
Satisfaction Survey

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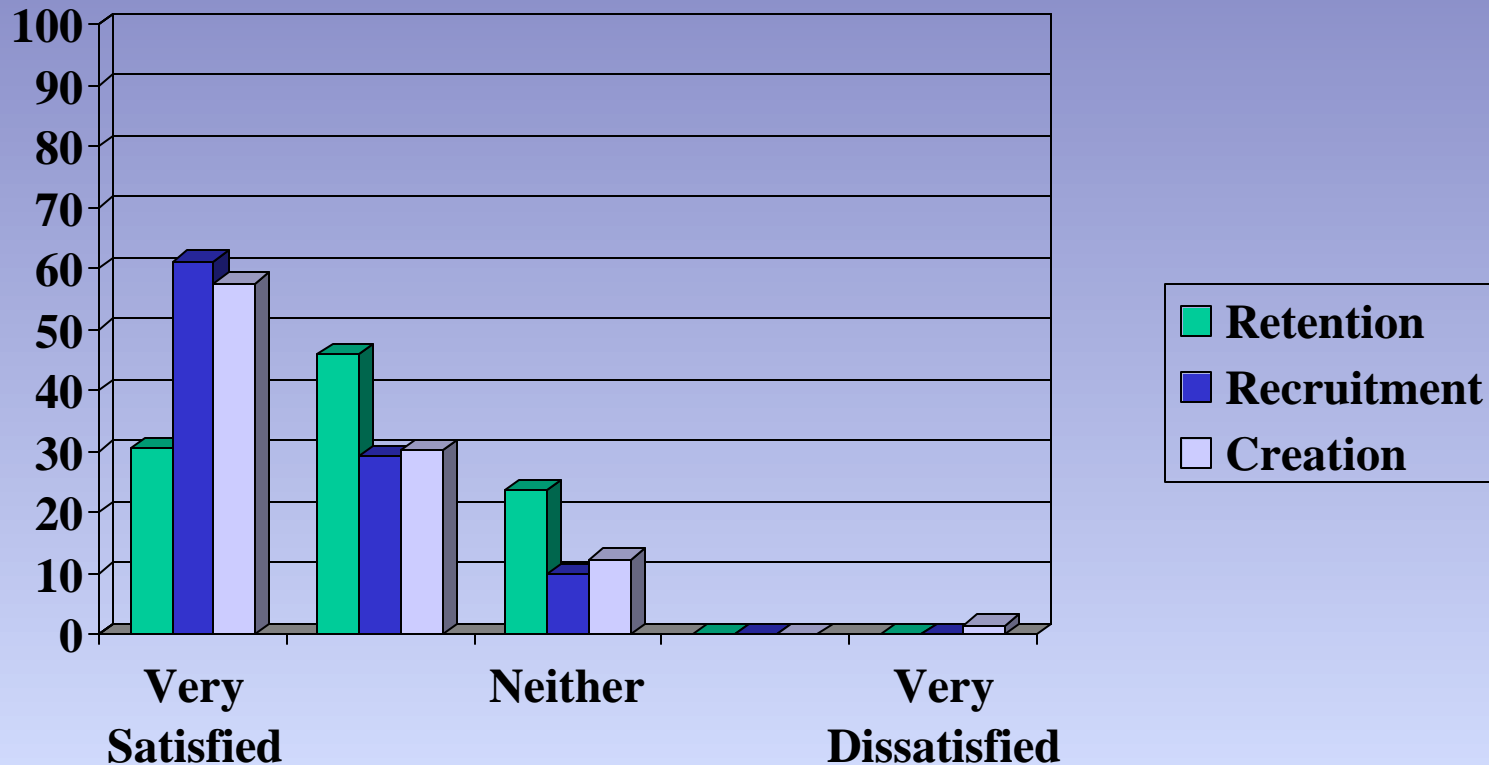
## Survey Facts

- Presented to all 256 members
- Over 100 returned
- Average # answering each question: 80

## General Themes

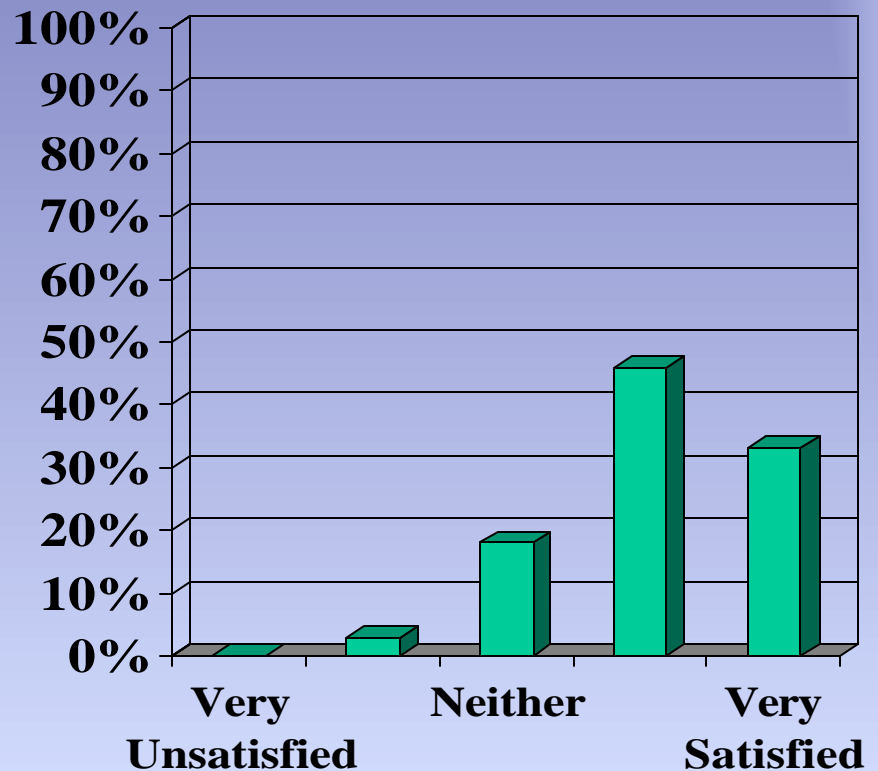
- Overall, CEDC member satisfaction high to very high
- Active members feel the CEDC listens and communicates with them well
- Inactive members do not feel they know about CEDC services/activities or do not have a good feeling about the organization as a whole

What is your overall impression of the CEDDC's performance in terms of retaining, recruiting, and creating jobs?

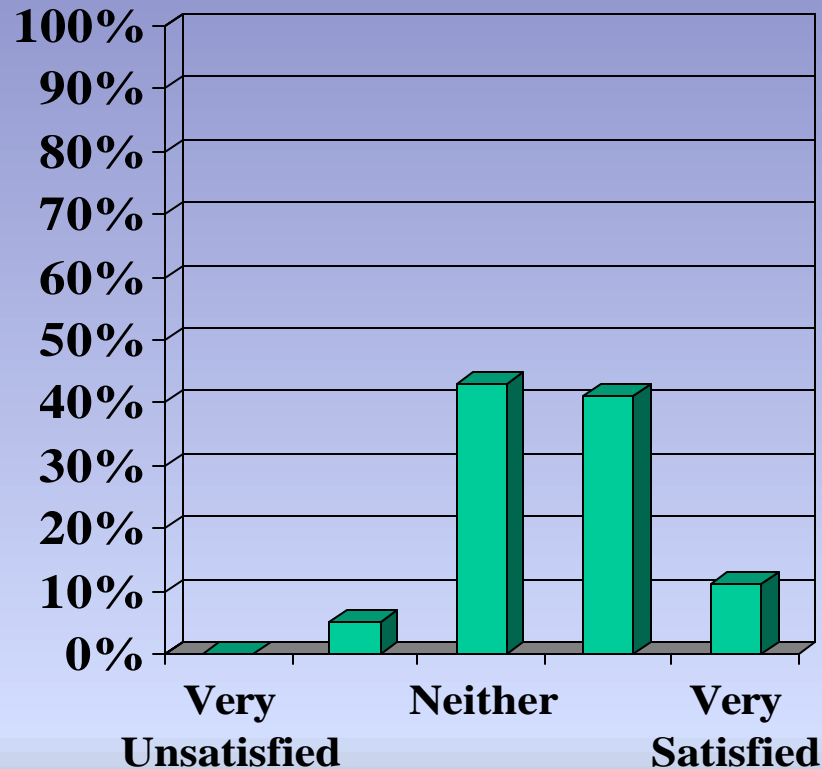


How satisfied are you with each of the following activities that affect your overall impression of the CEDC's performance?

- Membership Meetings
  - Networking
  - Intros
  - Business leads
  - Presentations
  - Planning



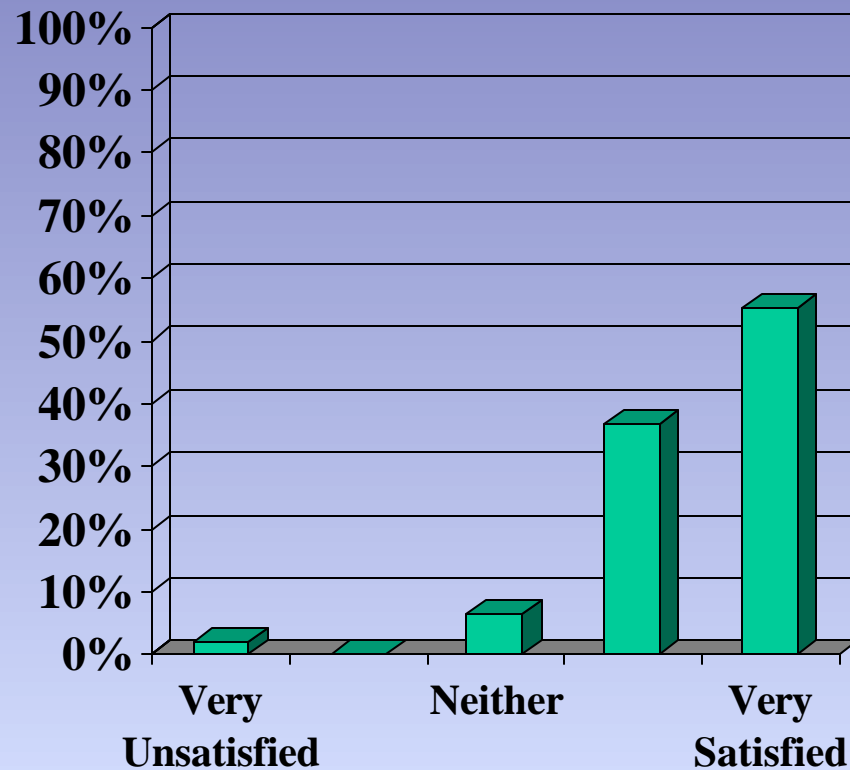
How satisfied are you with each of the following activities that affect your overall impression of the CEDDC's performance?



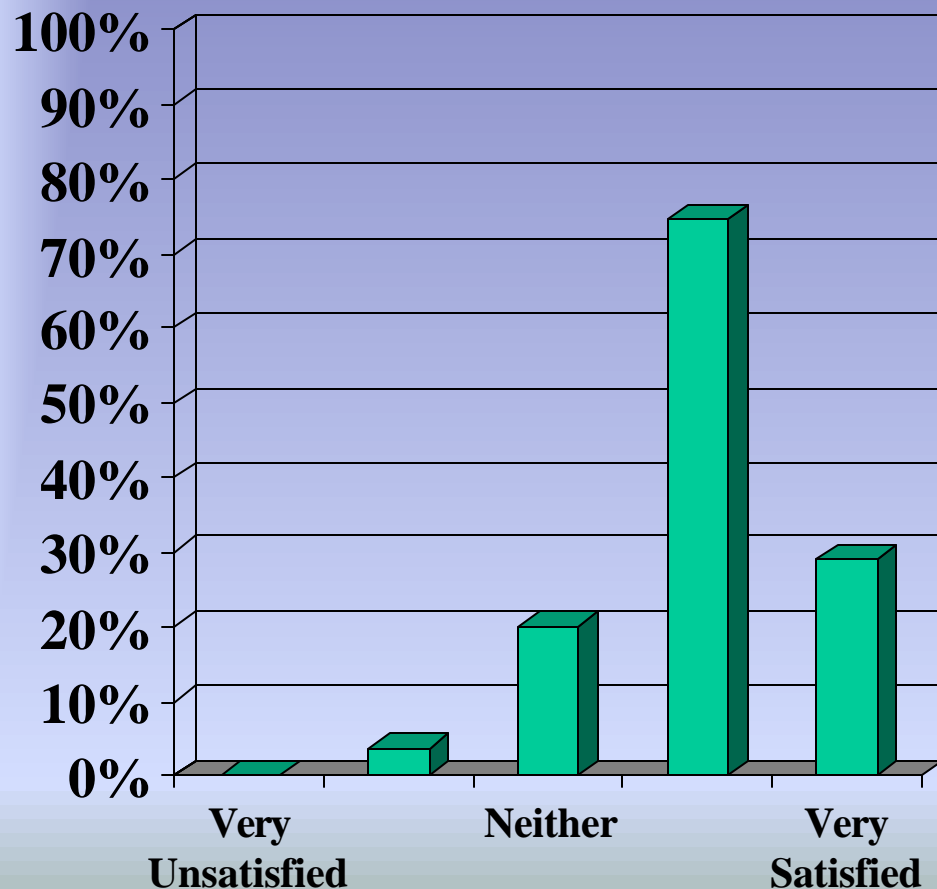
- Small Business Assistance
  - New Financing
  - Expansion or new marketing plan development
  - entrepreneur workshops
  - Siting and permitting assistance

How satisfied are you with each of the following activities that affect your overall impression of the CEDC's performance?

- Marketing Cowlitz County
  - Positioning Cowlitz County as a good business location



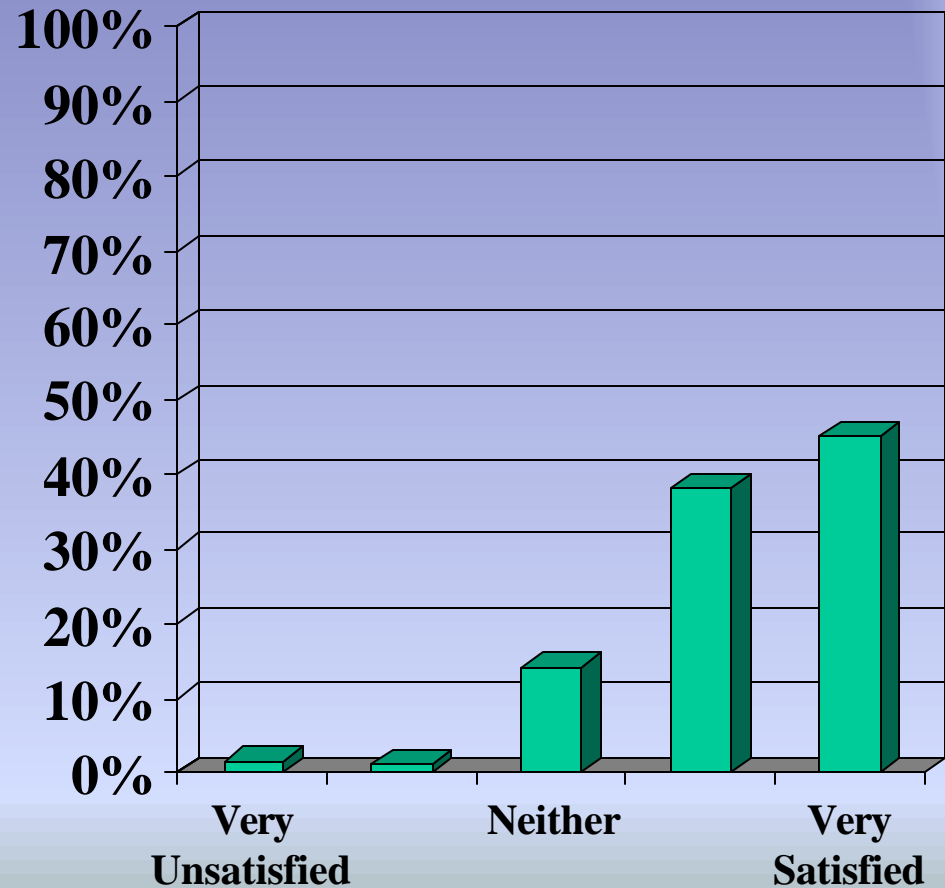
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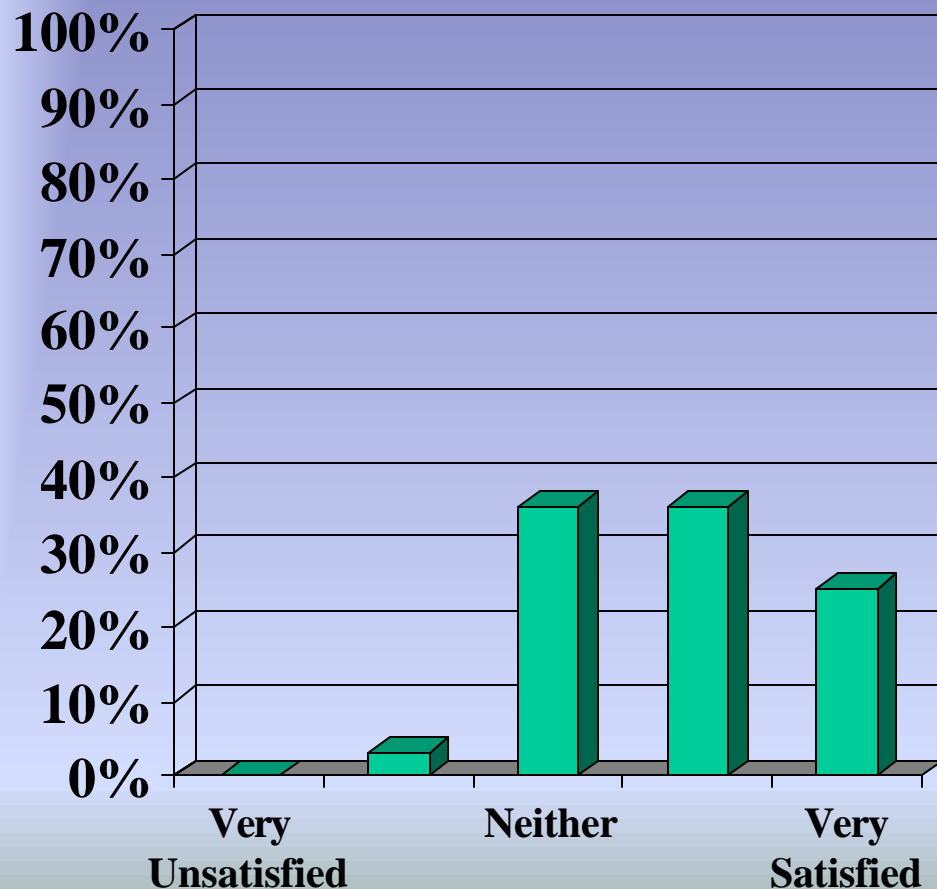
- Facilitating public and private collaboration
  - Facilitating cooperation between local government and private sector business to pursue common goals.

How satisfied are you with each of the following activities that affect your overall impression of the CEDC's performance?

- Promoting suitable infrastructure for new and existing industrial sites and develop new sites



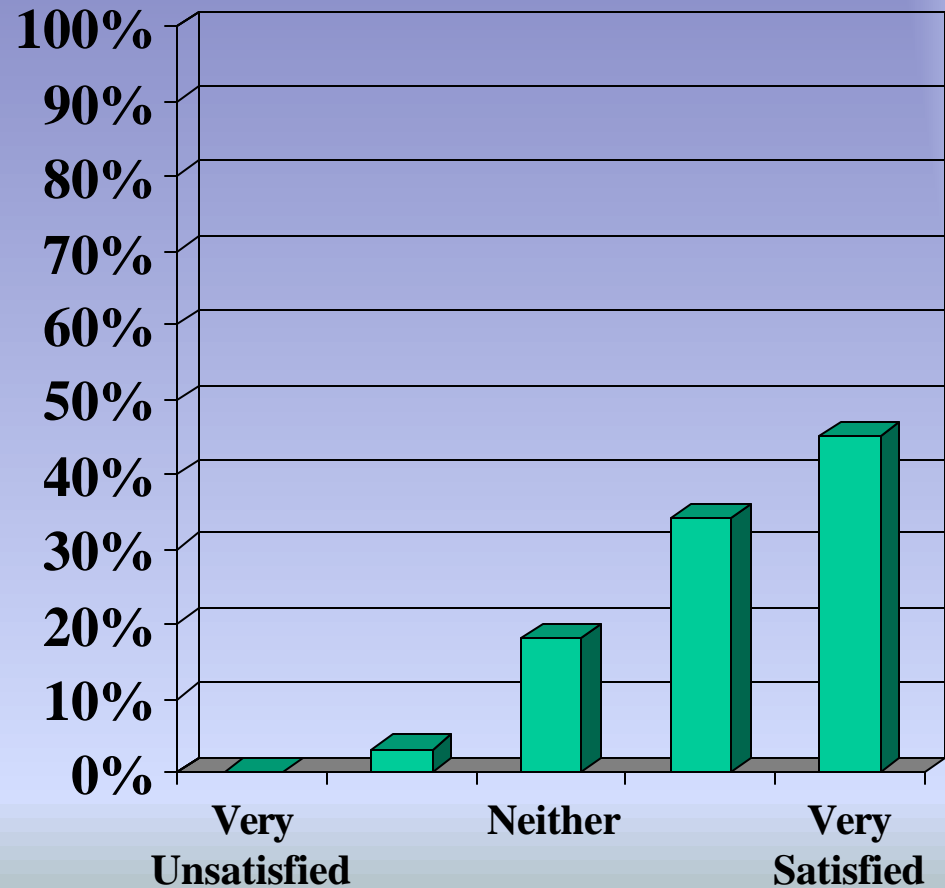
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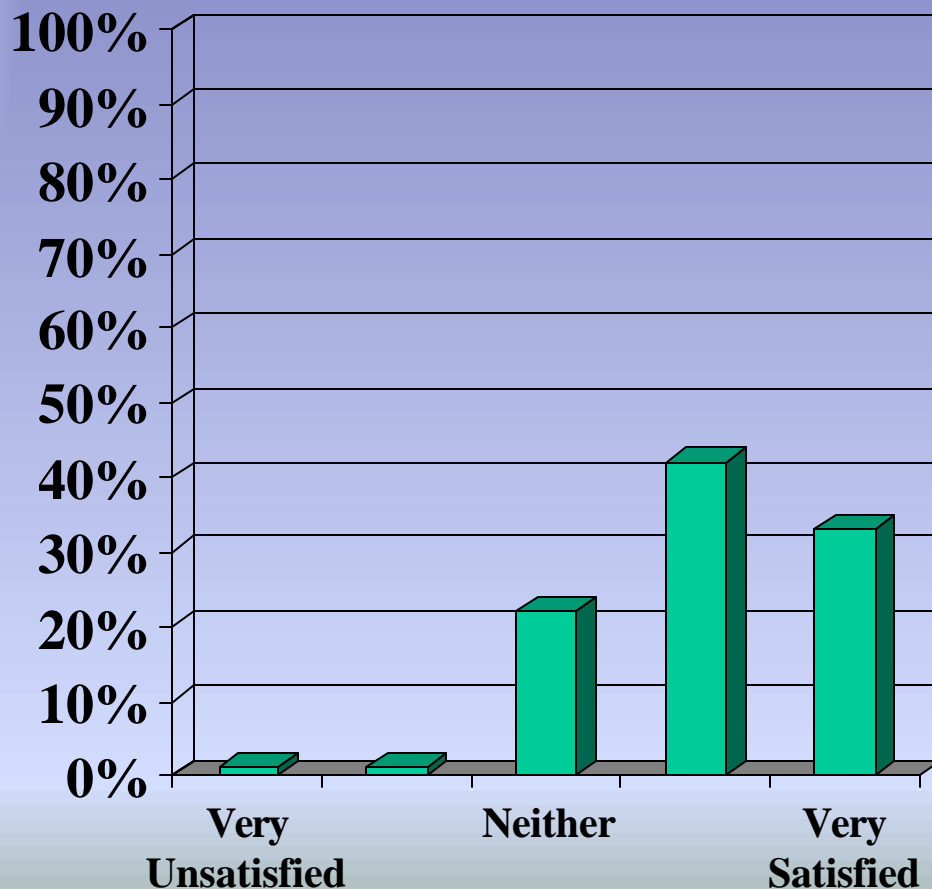
- Working with educational/job training systems to provide a trained workforce for new companies.

# How satisfied are you with each of the following activities that affect your overall impression of the CEDDC's performance?

- Legislative Advocacy
  - Influencing government decisions on
    - Taxation,
    - Permitting,
    - Transportation,
    - Laws/business affecting business climate



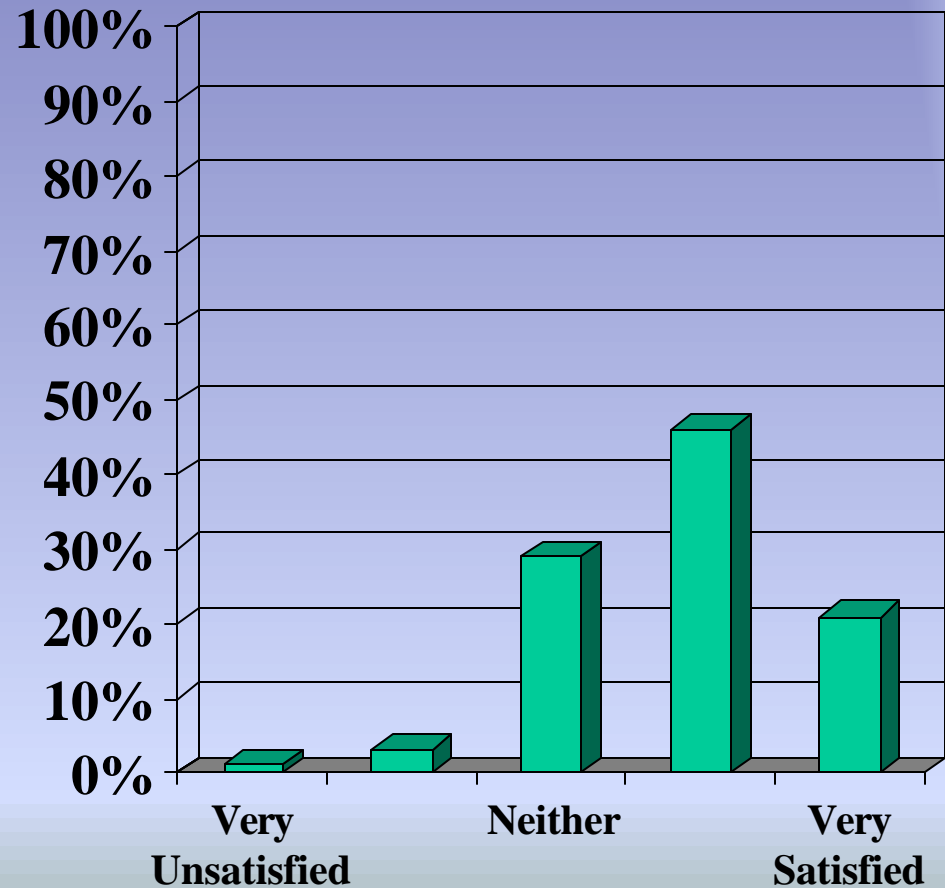
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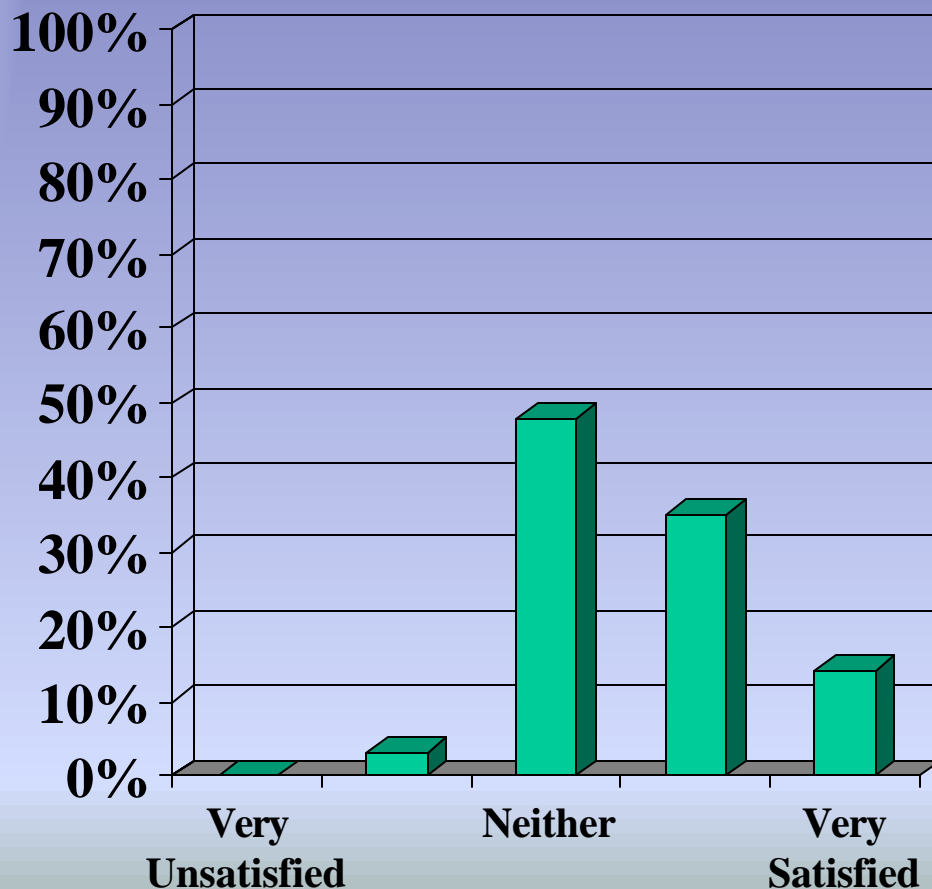
- Contacting new business leaders and key decision-makers from both private and public sectors.

How satisfied are you with each of the following activities that affect your overall impression of the CEDC's performance?

- Community Education
  - Impacts of economic development on
    - tax base
    - job retention
    - job creation

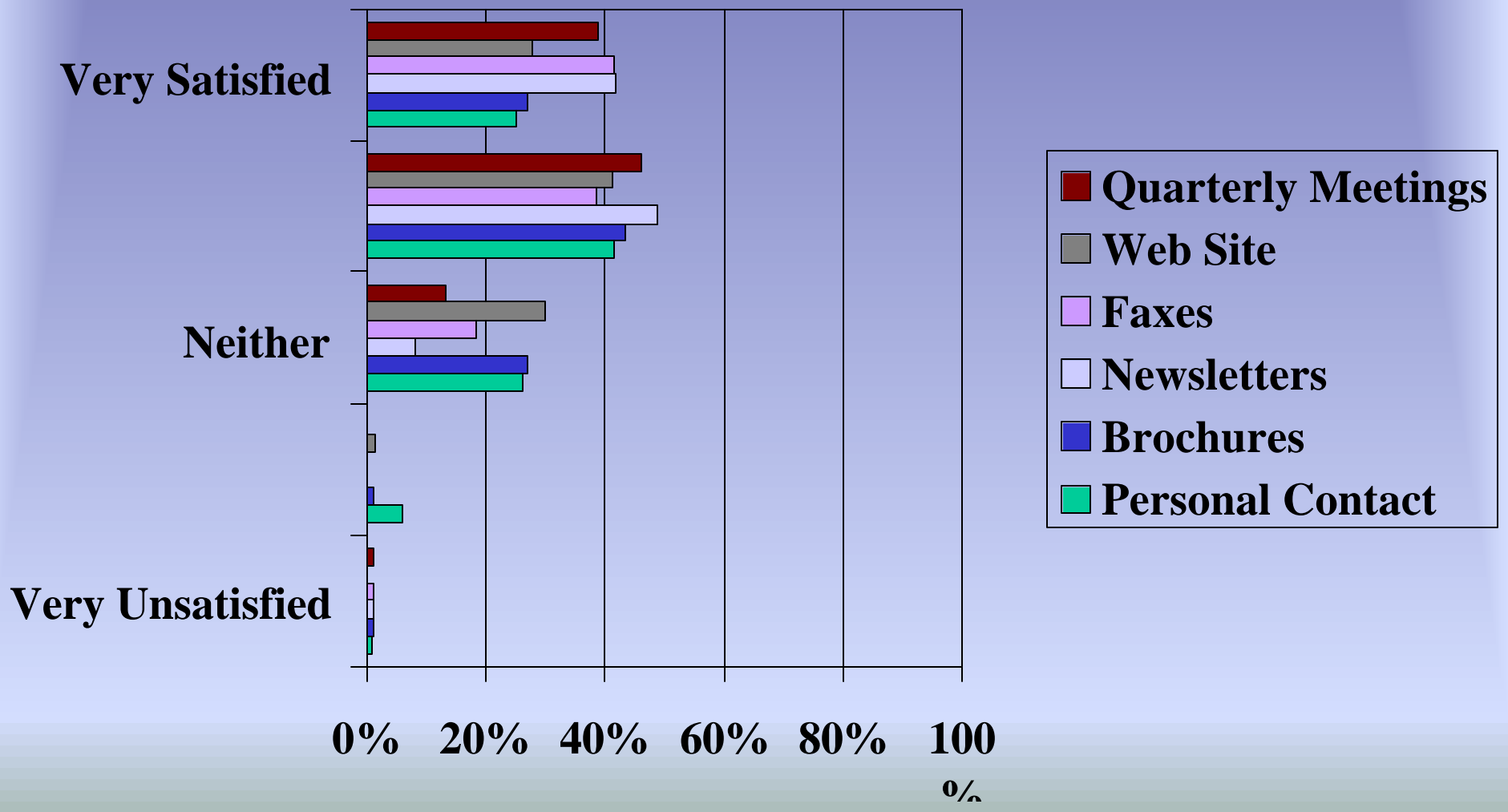


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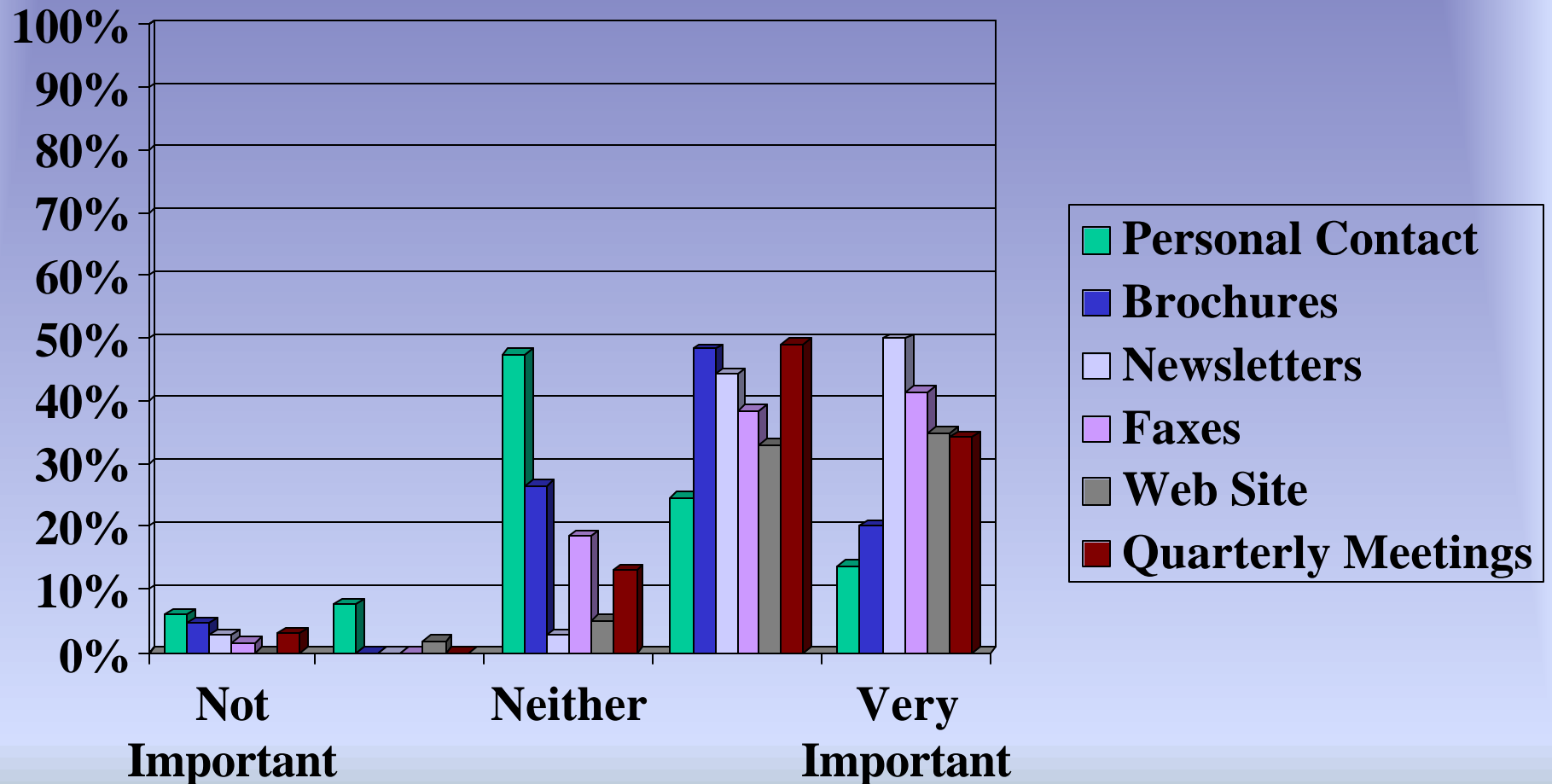


- Growth Management
  - Transportation
  - Housing
  - Land-use and supply

# How satisfied are you with each of the ways the CEDDC communicates with members?

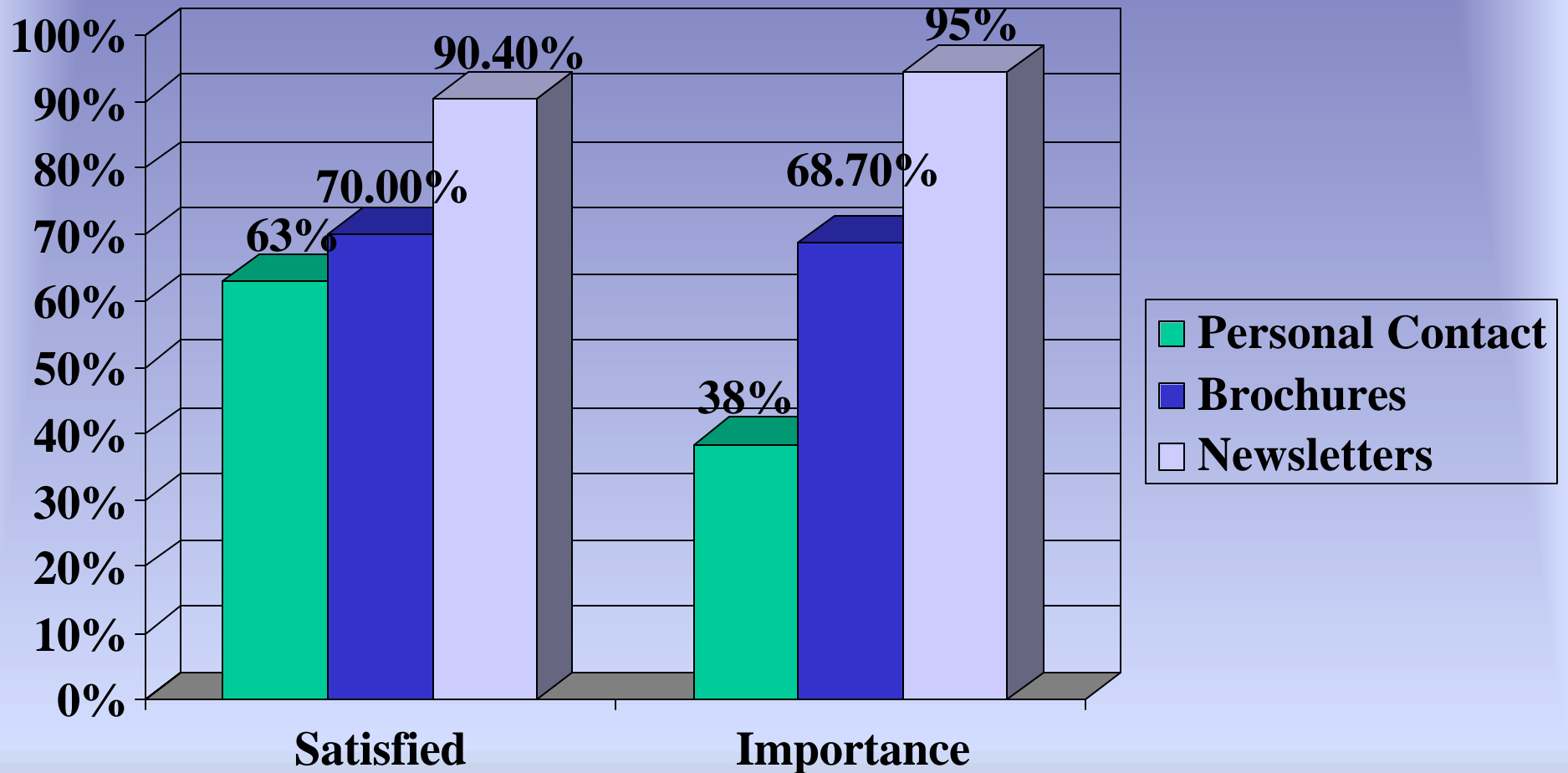


How important are each of the following ways the CEDDC communicates with you?



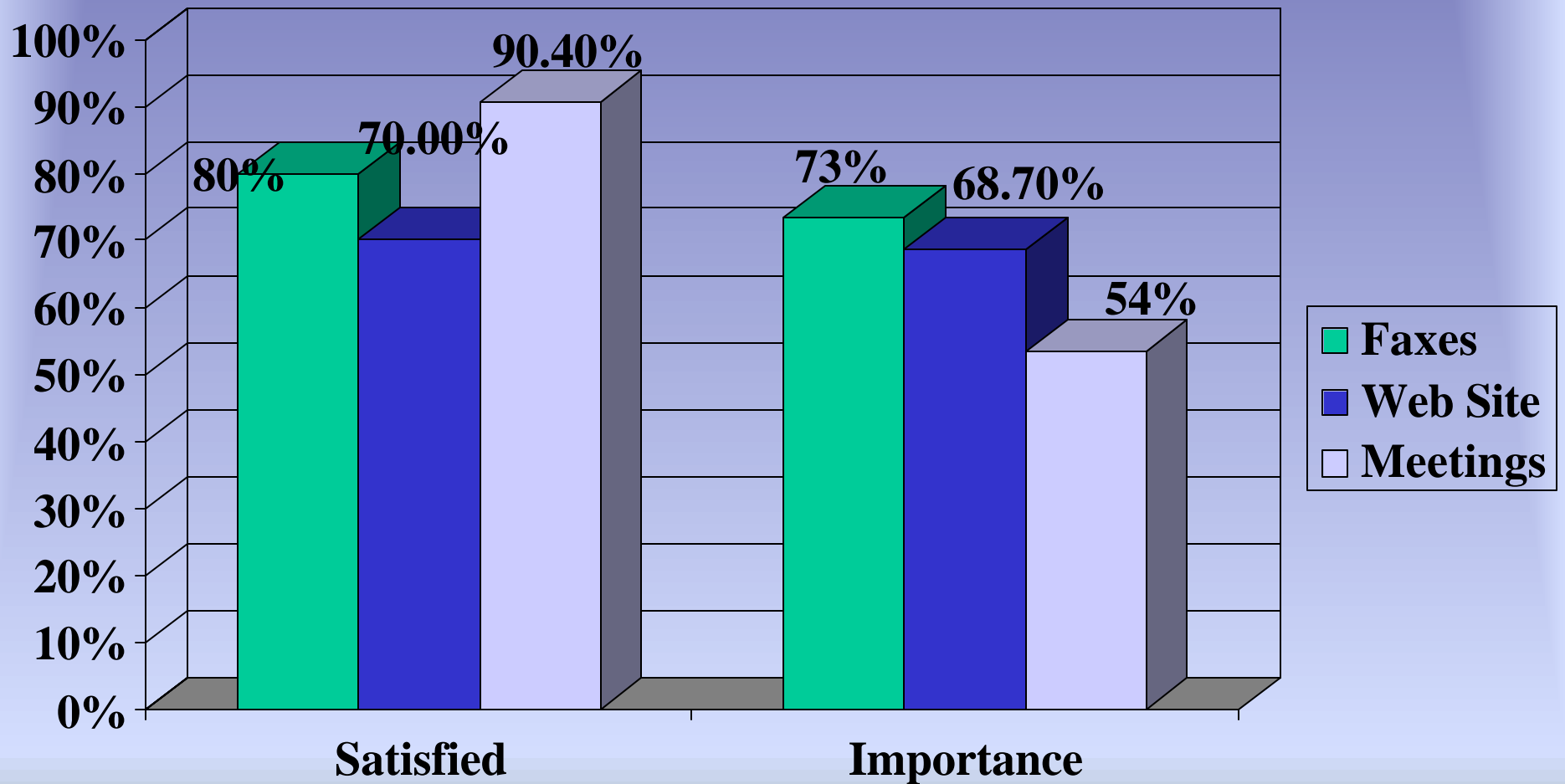
# Comparisons of Satisfaction vs. Importance

Satisfied to Very Satisfied (4+5) and Important to Very Important (4+5)

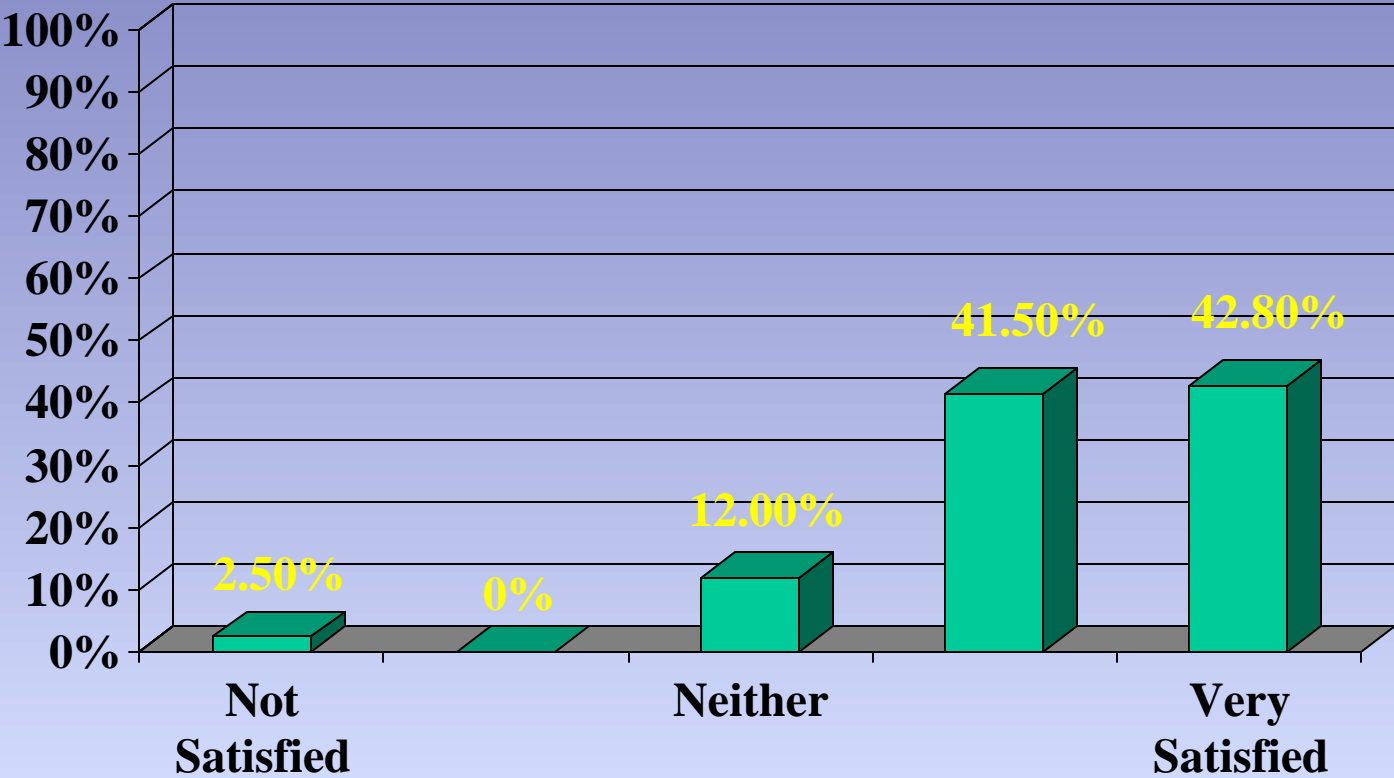


# Comparisons of Satisfaction vs. Importance

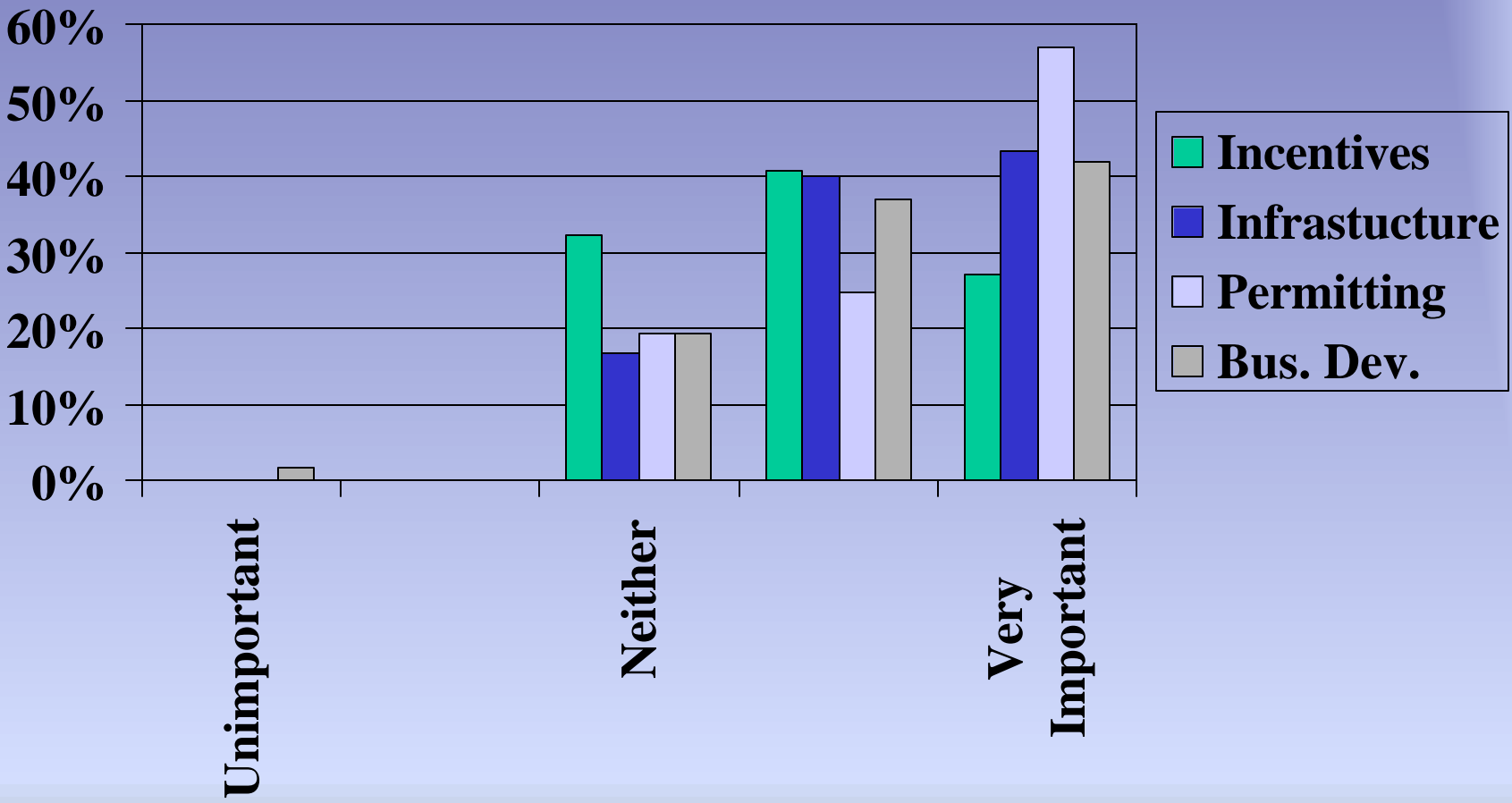
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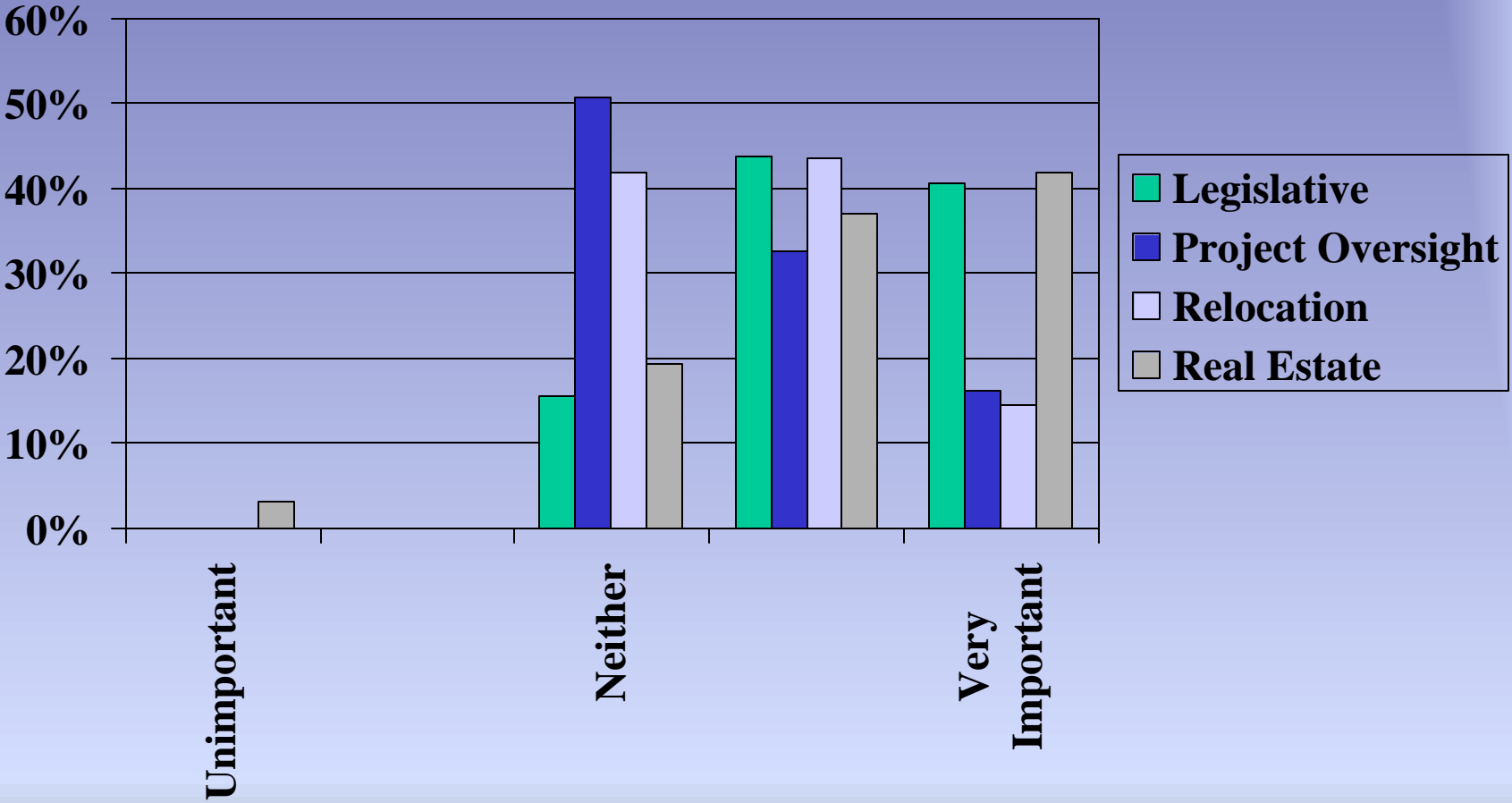
Overall, how satisfied are you with the ways the CEDC communicates with you?



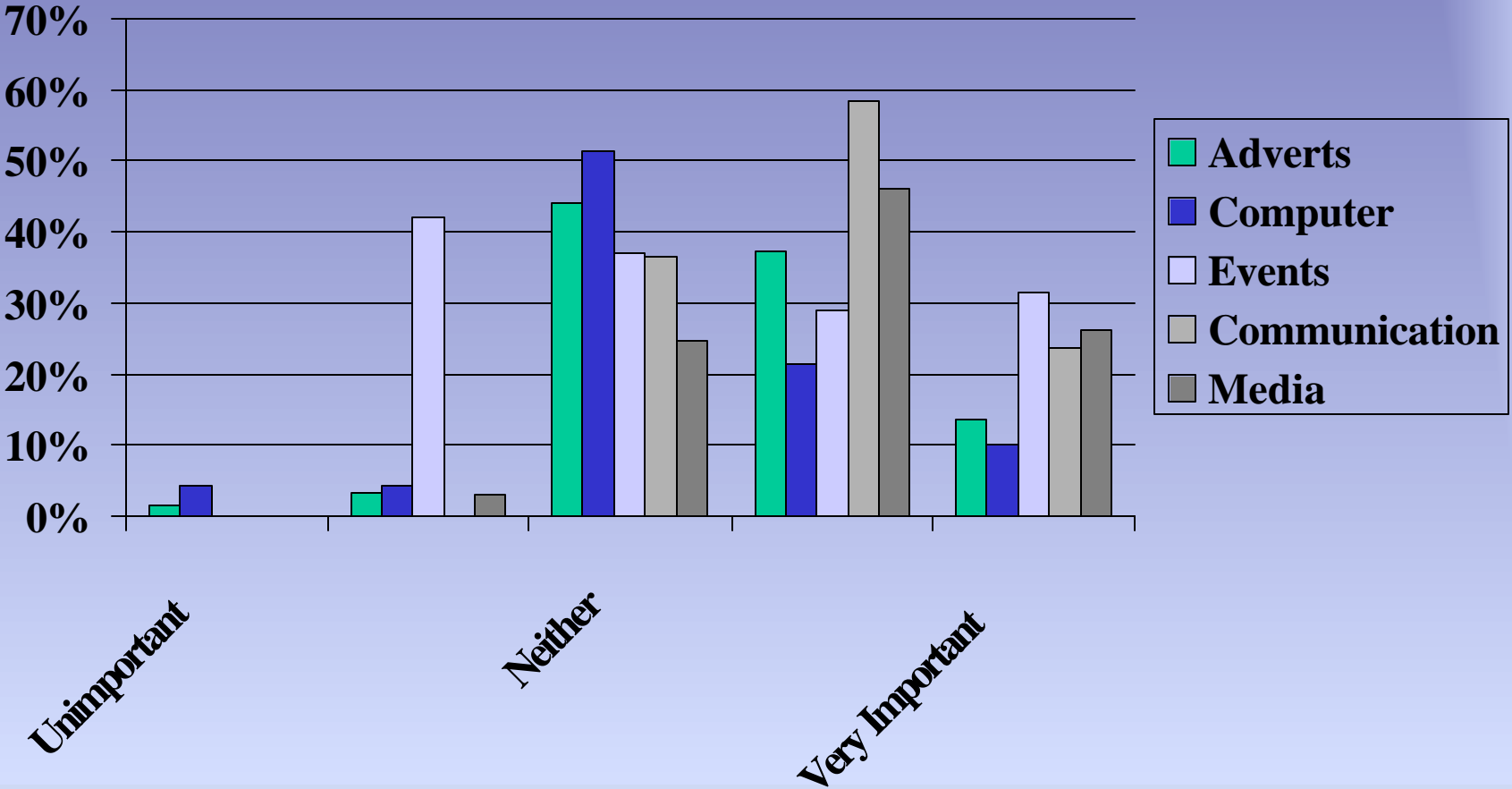
# How important do you consider the following expanded services offered through the CEDDC?



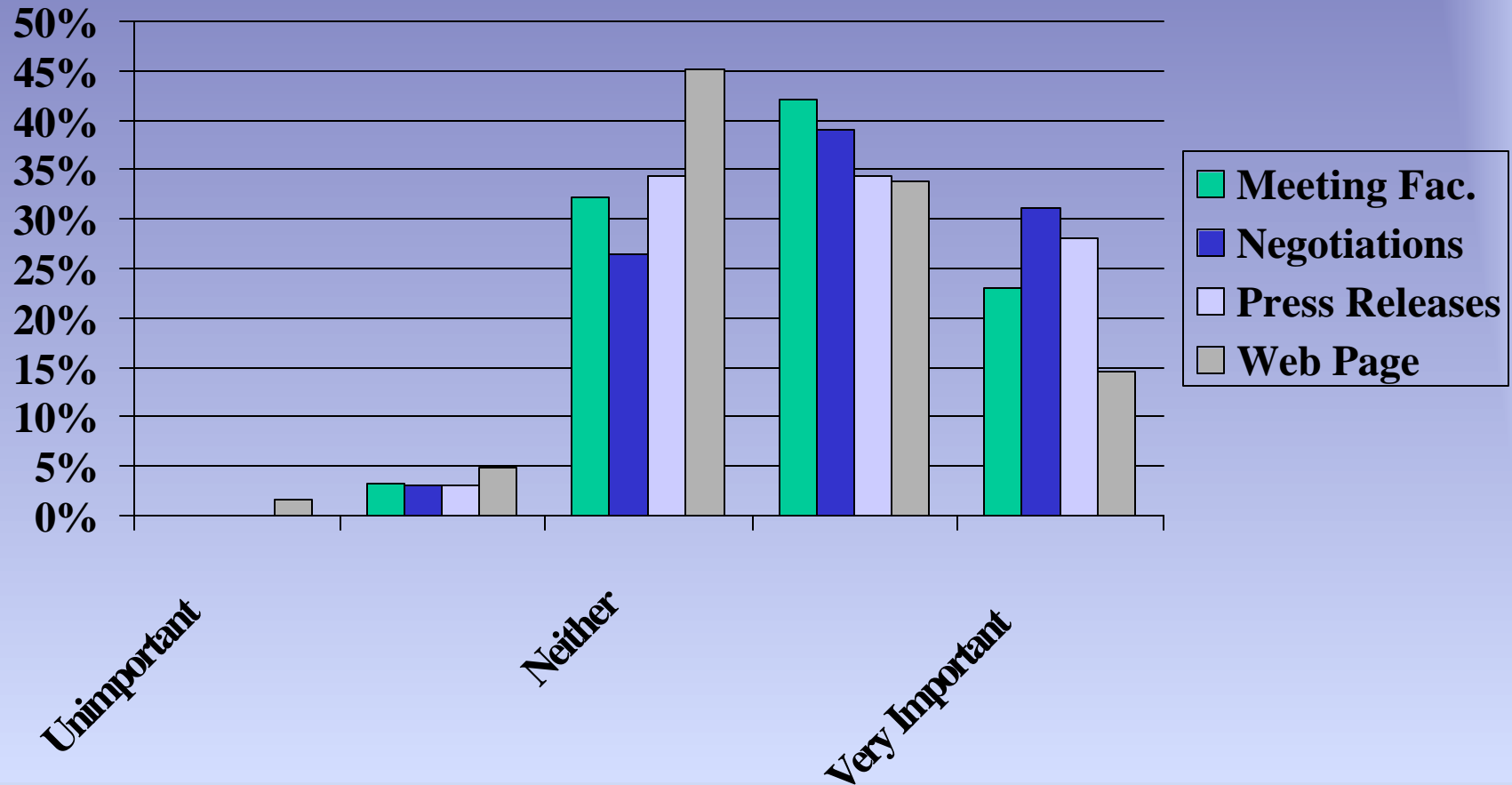
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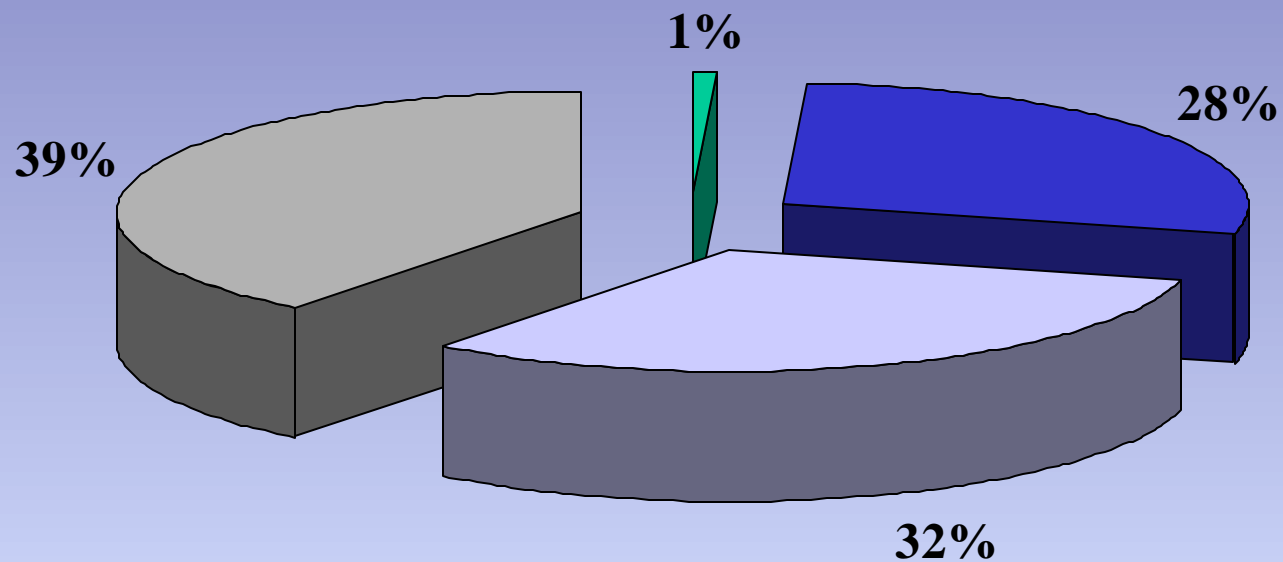
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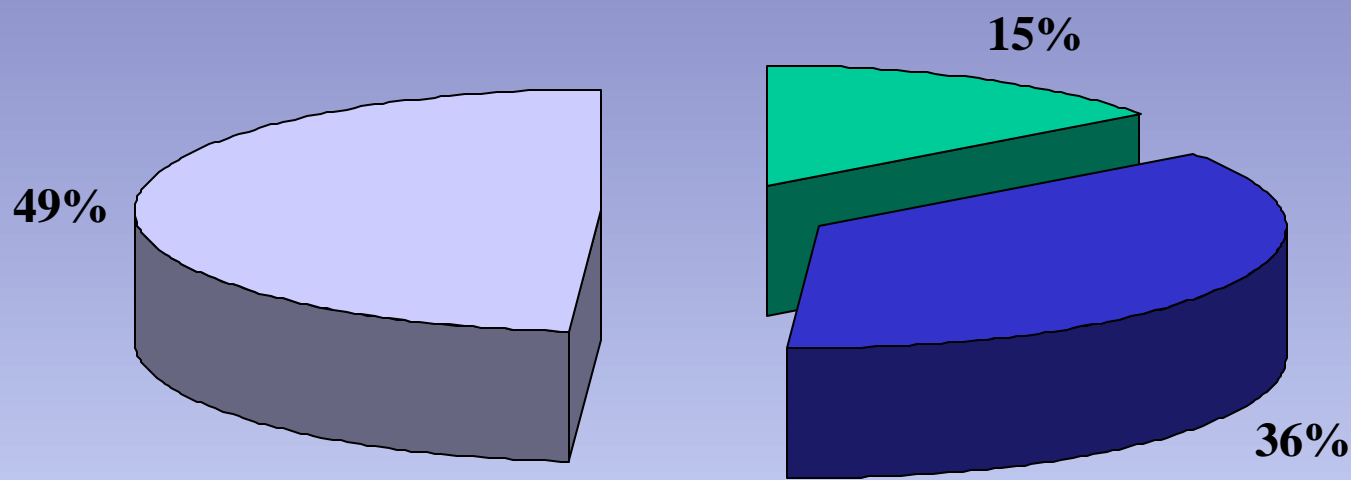


# How often do you access the internet for business information?



■ Monthly ■ Weekly ■ Daily ■ Never

If the CEDDC posted all communication materials on the internet, would you read them more, less, or the same amount as you currently do?



## Comments, Suggestions, Recommendations, Criticisms

- “(I would like to see) more information in the news media about what the CEDC is and what it does.”
- “Being new to the CEDC, I can not comment on much of this survey.”
- “(I would like to see) continued collaboration with spectrum of public players. Recognize and support local government staff who must deal with planning, permitting, and related procedures.”

## Comments, Suggestions, Recommendations, Criticisms

- “Since taking over as manager of this branch 1 1/2 years ago, NO ONE from your organization has contacted me. I have no clue what you do, what your goals are, how you help my business, or how I can utilize your organization. I certainly hope that you don’t treat all new-comers to our area in this fashion. So far, all I have seen you do is bring “blue collar” jobs into a “blue collar” county. What are you doing to attract “other” types of businesses to this area? Or, is it your goal to keep Cowlitz County “blue collar”?”

## Comments, Suggestions, Recommendations, Criticisms

- “All I know about is what I read in the newspaper. The job CEDC is doing is ok.”
- “The quarterly meetings and newsletter give me an overview of what is happening. I do enjoy them.”
- “The web site is very nice. However, it takes too long to bring up on most computers. You need to design a system that meets with a lower common denominator.”

## Comments, Suggestions, Recommendations, Criticisms

- “During my membership in the CEDDC to the best of my knowledge, I have not been contact my a client due to a referral from the CEDDC. I believe the CEDDC has concentrated on the development of the Longview and Woodland industrial base and shown little interest in Kelso. I do not intend to renew my membership.”

## Comments, Suggestions, Recommendations, Criticisms

- “(I would like to see) more demonstrated input into smaller employers to assist in community jobs projects.”
- “I think the Director and the Board are intelligent person who will watch for opportunities and will align themselves properly and quickly if the Director is allowed the flexibility.”

## Comments, Suggestions, Recommendations, Criticisms

- “Somehow, be able to staff the office with the number of people necessary to get the jobs that need doing - done. Small staff is stretched to the limit.”
- “Increase staff to react to inquiries, phone calls, etc.”
- “Mean to increase CEDC staffing. Currently doing a great job, but overworked and not enough staff to keep up with work to be done.”