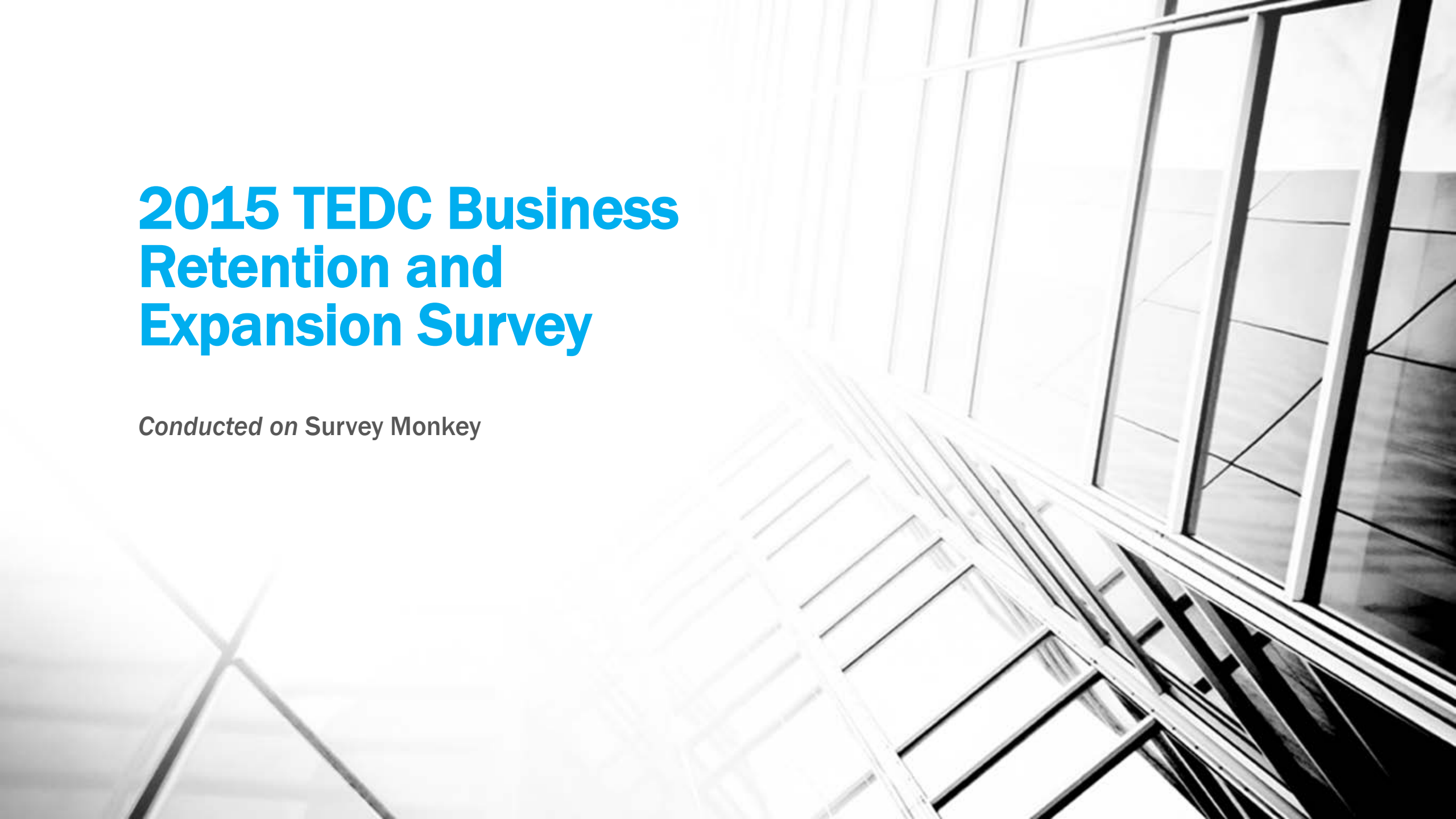


2015 TEDC Business Retention and Expansion Survey

Conducted on Survey Monkey



Participation

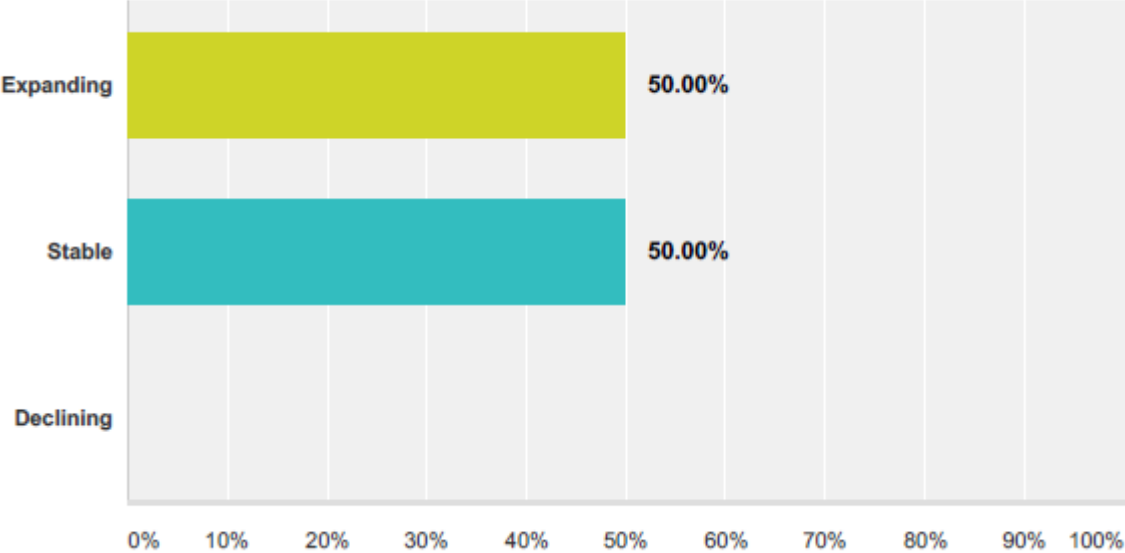
- The survey had a response rate of 24.4%
- The survey was sent out to 41 businesses via email
- Out of the 41, a total of 10 participated in the survey

Survey Results



Q1: Regarding overall growth rate, which of the following best describes your company's Smith County location?

Answered: 10 Skipped: 0



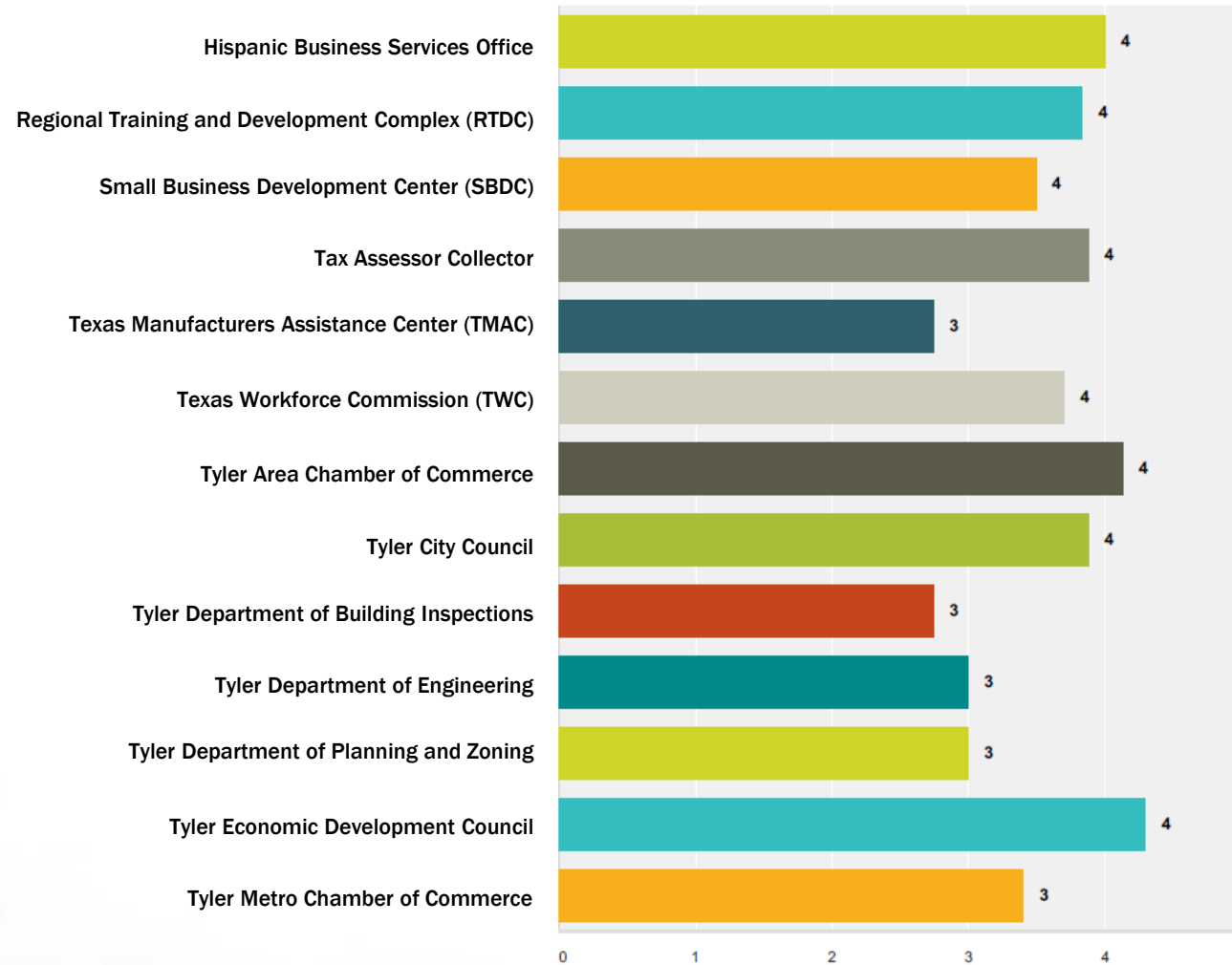
Q1: Summary

- **Expanding – 50%**
- **Stable – 50%**
- **Declining – 0%**

Q2: Please rate your level of satisfaction with the following community organizations

(5 being highly satisfied)

Answered: 10 Skipped: 0



Q2: Summary

2 – 3	Weighted Average
Texas Manufacturers Assistance Center (TMAC)	2.75
Tyler Department of Building Inspections	2.75

3 – 4	Weighted Average
Regional Training and Development Complex (RTDC)	3.83
Small Business Development Center (SBDC)	3.50
Tax Assessor Collector	3.88
Texas Workforce Commission (TWC)	3.71
Tyler City Council	3.88
Tyler Department of Engineering	3.00
Tyler Metro Chamber of Commerce	3.40
Tyler Department of Planning and Zoning	3.00

4 – 5	Weighted Average
Hispanic Business Services Office	4.00
Tyler Area Chamber of Commerce	4.13
<i>Tyler Economic Development Council</i>	<i>4.29</i>

Q3: Please rate your level of satisfaction with the following community resources

(5 being highly satisfied)

Answered: 10 Skipped: 0

2 – 3	Weighted Average
Traffic Flow	2.89

3 – 4	Weighted Average
Electric Utilities	3.89
Water Pressure & Supply	3.67
Storm/ Sanitary Sewage	3.75
Solid Waste Disposal	3.63
Fiber Optic Service	3.89
Road Maintenance	3.10
Rail Shipping	3.57
Air Shipping	3.71
Airline Travel	3.30
Recreation	3.22
Public Transit	3.33
Public School System	3.67
Child Care	3.71
Library Services	3.50
Cost of Labor	3.67
Property Tax Rate	3.11
Sales Tax Rate	3.33
Local Government	3.60

4 – 5	Weighted Average
Gas Utilities	4.00
Phone Utilities	4.00
Liquid Waste Disposal	4.25
Hazardous Waste Disposal	4.14
Fire Protection	4.30
Law Enforcement	4.56
Medical Services	4.70
Truck Shipping	4.00
Private School System	4.00
Colleges/ University	4.30

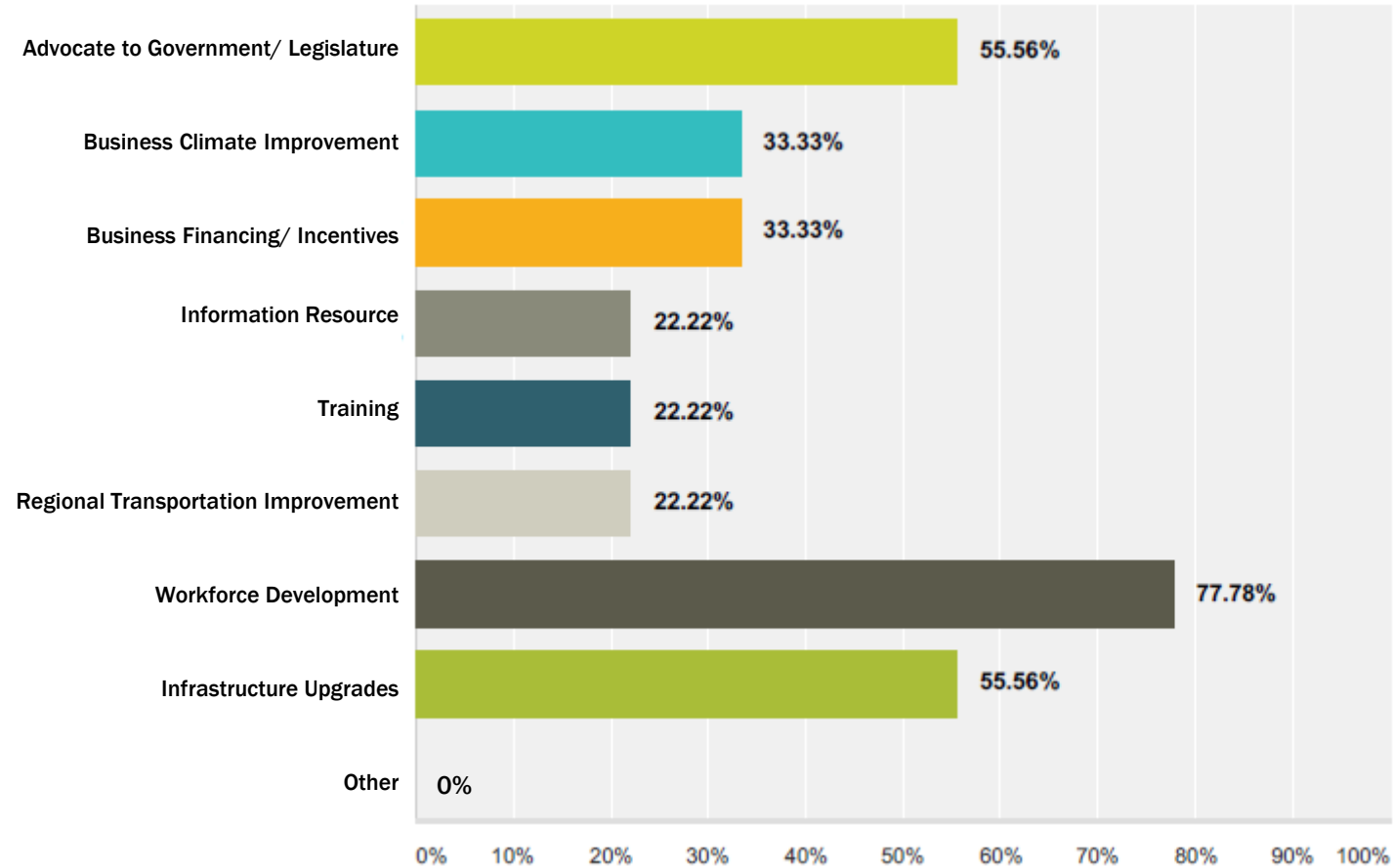
Q4: Are there any other barriers to growth at your Smith County location?

Answered: 4 Skipped: 6
(Open Ended Question)

- 1. The IGI placed great emphasis on North Tyler and the revitalization of downtown. But in the years since that was a priority, the focus of the city is on South Broadway, Old Jacksonville Highway, and Toll 49 South (case in point: location of the new convention center is S. Broadway near Toll 49 S. Tyler has ignored and abandoned businesses that are downtown and north of downtown (specifically on North Gentry, the Northeast Loop, and US Hwy 271 North). Lastly, the Tyler Transit does not come to locations north of MLK.**
- 2. Lack of skilled labor**
- 3. Bigger Airport for larger carriers**
- 4. TEDC - SCRLF make it very difficult to conduct business if you disagree with them.**

Q5: What type(s) of economic development assistance could your company benefit from? Please check all that apply.

Answered: 9 Skipped: 1



Q5: Summary

- 1. Advocate to Government/ Legislature – 5 Clicks**
- 2. Business Climate Improvement – 3 Clicks**
- 3. Business Financing/ Incentives – 3 Clicks**
- 4. Information Resource – 2 Clicks**
- 5. Training – 2 Clicks**
- 6. Regional Transportation Improvement – 2 Clicks**
- 7. Workforce Development – 7 Clicks**
- 8. Infrastructure Upgrades – 5 Clicks**
- 9. Other – 0 Clicks**