

Participating Businesses

Specifically we attempted to identify a few struggling businesses in our survey for 2007

(4) businesses were out of business before the initial letters were sent out.

(9) businesses had phone numbers that were disconnected or had no answer when attempted to contact

(2) businesses were closed for the season and (1) business was in the process of being sold

(41) Agreed to participate:

(14) Orcas, (19) San Juan, (8) Lopez

Industry Breakdown of participants:

Construction Category: 1, Food Service: 6, Retail: 7, Mortgage/Banks: 2,

Insurance/Investments: 2, Services: 7, Lodging: 2, Real Estate: 2, Manufactures: 5,

Professional: 2, Marine Related: 4, Farming: 1

(30) Declined to participate:

(14) San Juan, (8) Orcas, (7) Lopez, (1) Shaw

Industry Breakdown of non-participants:

Construction Category: 4, Food Service: 2, Retail: 3, Mortgage/Banks: 2,

Insurance/Investments: 2, Services: 2, Lodging: 5, Real Estate: 4, Manufactures: 3,

Professional: 1, Marine Related: 0, Farming: 2

2007 Hot Topics

Ferry System: Priced too high, not enough runs on the schedule and poor condition of vessels.

Poor Work Ethic of Employees: Young workers don't take their job seriously, have poor customer service training, and are generally unreliable.

Affordable Housing: Real Estate costs are too high and there is not enough housing for workers.

Tourism vs. NOT tourism: Community is divided between promoting more visitor spending and promoting non-tourism business.

Success Highlights

Product Success

-Increased quality of product

-Added more inventory

-Establishment of new product category to community

-Diversifying products and enlarging customer base through expanded variety of products.

Financial Success -Staying open

Employee Success -Decent/Good salaries with benefits for employees

General Status

We had 23 companies in a "growing" stage of their life cycle with 29 having introduced new products or services recently and 30 experiencing increasing sales. Most companies do not have plans for expansion while (7) do have plans for expansion.

Workforce availability was rated 2 out of 5 (1 = low) while workforce quality was rated 2.5 out of 5 (1 = low). Almost all respondents saw employment expectations as increasing or stable with affordable housing being the leading "obstacle" to recruitment.

Technology and Utilities

General feedback is the County's technology support is sufficient, and utility providers are providing good service. There was some dissatisfaction in cell and internet coverage areas.