

### Survey Results:

(21) Businesses: not able to make contact, either by mailing, phone or email  
(8) Business opted out

(29) **Non-Participants:** (10) San Juan, (3) Lopez, (16) Orcas

(42) **Agreed to participate:** (20) San Juan, (8) Lopez, (12) Orcas, (1) Waldron

**Participant's Business History:** Participants in business less than 5 years: 16, in business 5-10 years: 8, in business greater than 10 years: 17

**Industry Breakdown of Participants:** Home Services: 4, Food Services: 5, Retail: 6, Insurance/Investments:0, Services: 6, Lodging: 5, Real Estate: 2, Manufacturers: 5, Professional: 2, Marine Related: 3, Farming: 3

**Industry Breakdown of Non-Participants:** Home Services: 5, Food Services: 3, Retail: 2, Insurance/Investments: 3, Services: 4, Lodging: 1, Real Estate: 2, Manufacturers: 2, Professional: 2, Marine Related:3, Farming: 1

### 2008 Hot Topics

- **Patronage to Local Business:** Business owners are frustrated with locals spending their dollars off-island. Also they continue to ask for a singular resource to list all SJ county businesses so they may be aware of the local goods and services available.
- **Affordable Housing:** All participants noted this as the leading obstacle to finding and retaining employees as well as the impact this has in our communities.
- **Tourism:** As a county based on seasonal tourism, many business owners are looking for more ways to encourage visitors to think of the San Juan Islands during the "off-season". While some would like to have more events that are less weather dependent during this time others prefer to encourage local patronage to create a more sustainable economy that is less dependent on tourism. Most all participants agree that advertisement of the San Juan Islands would be helpful, especially now without the strong marketing efforts of Rosario Resort.
- **Public Transportation:** The lack of public transportation on all islands is of growing concern for many businesses. With the rise in fuel cost and environmental impact, more visitors and locals are trying to minimize their reliance on automobiles. Business owners were supportive of the Transportation Summit and believe continued efforts are important.

**General Status:** There were 30 businesses in either a "growing" or "emerging" stage in their life cycle with 30 companies offering new products or services, 19 experiencing increasing sales and 12 remaining stable. There were 13 businesses that have plans for expansion.

Workforce availability was rated a 2 out of 5 (1=low) and quality rated a 3 out of 5 (1=low). Projected employment needs for 20 businesses were increasing or stable with affordable housing and high cost of living being the leading challenges to recruitment.

**Technology and Infrastructure:** Consistent with the prior surveys, general feedback is that the County's businesses would benefit from more cell towers/better cell coverage. There was much dissatisfaction with the price of town utilities and in Friday Harbor in particular there was concern about water quality. Most believe community services are satisfactory.