

CITY MANAGER WEEKLY UPDATE REPORT ~ KENT MYERS

May 14, 2010

In an effort to identify new programs that might be needed by local businesses, PA Forward recently completed a city-wide business survey. A total of 83 businesses participated in this survey and the results are attached. PA Forward will be using the survey results to consider the establishment of several new programs that might be beneficial to businesses in the Port Angeles area.

This week four Councilmembers along with four City staff members attended a presentation on Angeles Composite Technologies, Inc. (ACTI) and a tour of their operations. This was very informative in showing the future growth potential that this company offers for our community. Later this year we will be discussing with the Council the new building that will be required for ACTI's expansion and the infrastructure needed to accommodate this new facility. On a related issue, in the next several days ACTI's cooperative training program involving Peninsula College and Port Angeles High School will be featured in the local media.

During the past week Nathan West and I have made presentations to the Port Angeles Downtown Association and the Arts Council on the proposed waterfront improvements. We have been receiving some real support and excitement about this project and citizens are anxious to see the project move forward with construction. In June we expect to have interviews with consultants for the design of these improvements and a proposed consultant agreement ready for the Council's consideration sometime in July. In the meantime, we are trying to increase the public's awareness of these improvements so please let me know if you are aware of any group that might enjoy our presentation.

- Kent Myers

Port Angeles City Wide Business Survey 2010 Results Questions (1~6)

Where is your business located?

Answer Options	Response Percent	Response Count
Downtown	28.9%	24
Within the city limits, but not downtown	48.2%	40
Outside the city limits	22.9%	19
<i>answered question</i>		83

What type of business do you have?

Answer Options	Response Percent	Response Count
Professional	24.1%	20
Retail	13.3%	11
Food Service	3.6%	3
Service (other)	12.0%	10
Medical	3.6%	3
Health and Beauty	0.0%	0
Other (please specify)	43.4%	36
<i>answered question</i>		83

Where are the majority of your customers located? (Choose one)

Answer Options	Response Percent	Response Count
Within Port Angeles	14.5%	12
Within the immediate Peninsula area	50.6%	42
State-wide	6.0%	5
Internet Sales	3.6%	3
Other (please specify)	25.3%	21

How many employees do you have? Please list the number of full

Answer Options	Response Count
Between 1 and 1,000 (majority between 2 ~ 20)	83

What are your peak business times?

Answer Options	Response Count
8-11 am	12
Noon	10
1-2 pm	14
3-5 pm	13
6-8 pm	5

How would you rate Port Angeles for the following on a scale from 1 to 4 ?

Answer Options	Answer Options	Poor			Excellent
Attractiveness	Attractiveness	16	33	29	4
Cleanliness		9	40	30	3
Parking Convenience		12	34	24	13
Safety	Safety	4	11	51	16
Variety of goods/services	Variety of goods/services	20	37	23	1
Quality of goods/services		10	25	43	3
Special events/festivals	Special events/festivals	3	17	33	29
Friendliness of merchants	Friendliness of merchants	4	21	44	13
Public Services	Public Services	5	19	56	1

Port Angeles City Wide Business Survey Results 2010

Collective trends by priority, based on business responses to Questions 7,8 & 9 (P.A. Survey ALL)			
Thinking about the past 12 months, what do you feel is working the best for your business?			
#1 - Improved Customer Service			
#2 - Advertizing			
#3 - Tourist Season & Promotions			
#4 - Natural Beauty of Area			
#5,6,7,8 - On-Line sales & Websites, Push for Buying Local, Special Events (Festivals, Art Walk, etc.)			
Over the past 12 months what would you say has been your biggest challenge in your business?			
#1 - Economic Recession			
#2 - Government (Taxes, Regulations, Fees, etc)			
#3 - Need increase 'Buy Local' support			
#4 - Stocking inventory (cost / availability)			
#5 - Drop in Tourism			
#6,7,8,9 - Bank Lending, Lack of Advertizing, Road & Bridge closures, Cost of Insurance			
In terms of your business, what would you like to see the City do?			
#1 - Revitalize Downtown buildings & Clean up projects			
#2 - Improve Tourism (promotions, special events, etc.)			
#3 - Encourage new businesses (make it easier to start and build a business in PA)			
#4 - Improve parking and traffic flows			
#5 - Implement AIA findings			
#6 - Improve Water Front & docking facilities (encourage cruise ships)			
#7,8,9,10 - Improve Signage, open government, extended business hours, loans & grants			
Efforts & Responses			
<u>Existing Efforts</u>	<u>Dates</u>	<u>New Efforts</u>	<u>Projects</u>
AIA & City efforts		Buy Local	3 / 50
1) RFP (Waterfront, Signage, Transportation Plan)	24-May	Tourism	John Schallot Seminar
2) Facade Improvements	On-going	Regulatory	?
3) Painting Downtown	On-going		
4) Others ?			