



Business Community Survey Findings Report

Economic Development



Response

The top three industries in Issaquah represented in the survey results include:



Professional & Technical
Services (21%)



Healthcare/Social
Assistance (18%)

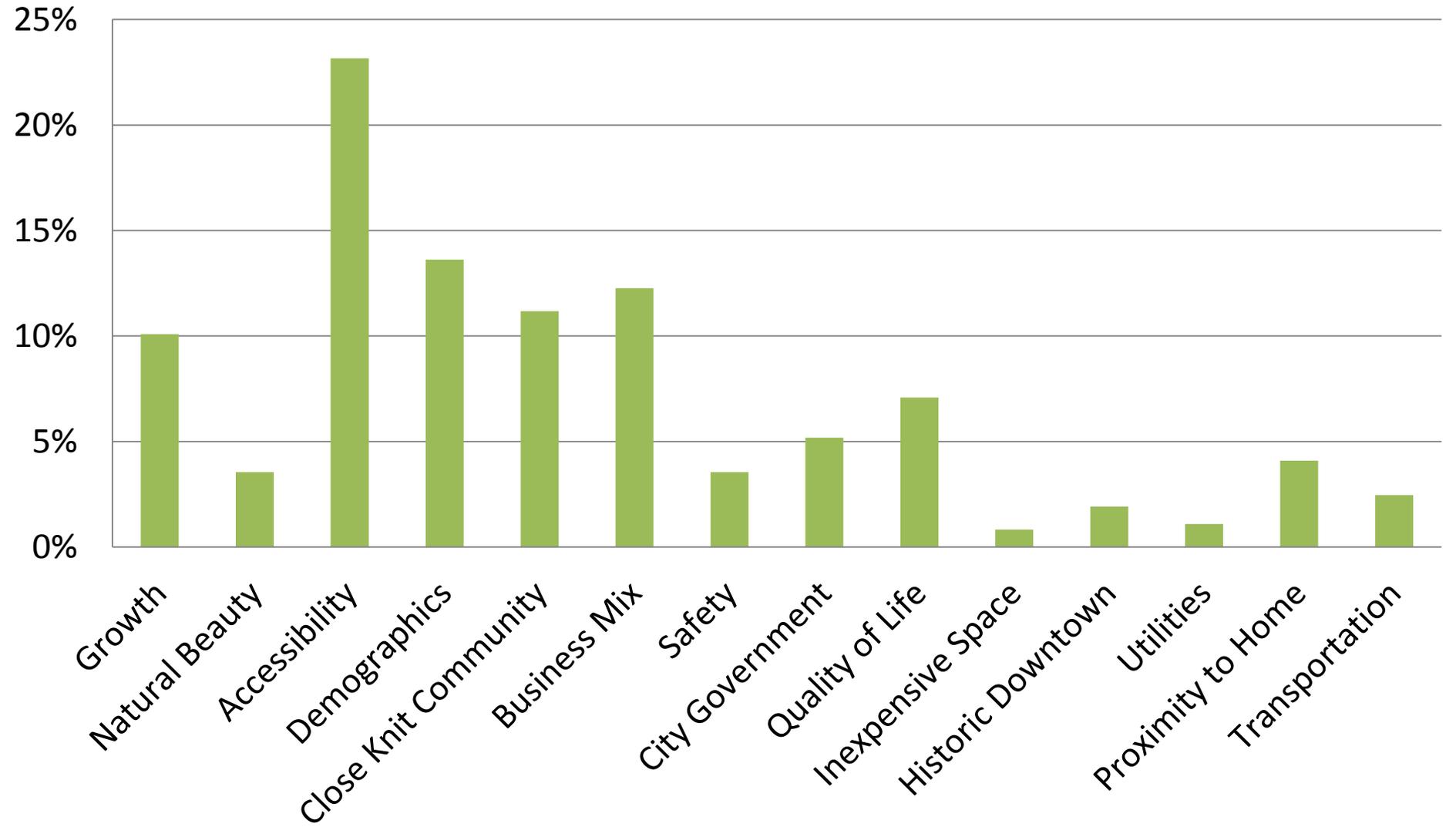


Retail Trade (10%)

Business Environment

- **72% Stable or increased profits over 2008.**
- **47% Planning expansion**
- **73% Ranked Issaquah as a good or excellent place to do business. 3% ranked it as poor or very poor.**
- **35% Plan to hire more employees in the next 3 years. 67% Plan to maintain their employees.**

Issaquah Advantages



Transportation is the #1 Challenge

- 26% of survey respondents said Transportation is a significant challenge to their everyday operations.
- 43% of businesses interviewed said transportation/transit improvements are needed for employees.
- Of those dissatisfied with their location, 42% blamed the traffic.

More than Traffic

- Transit was a major concern for Issaquah's growing employers.

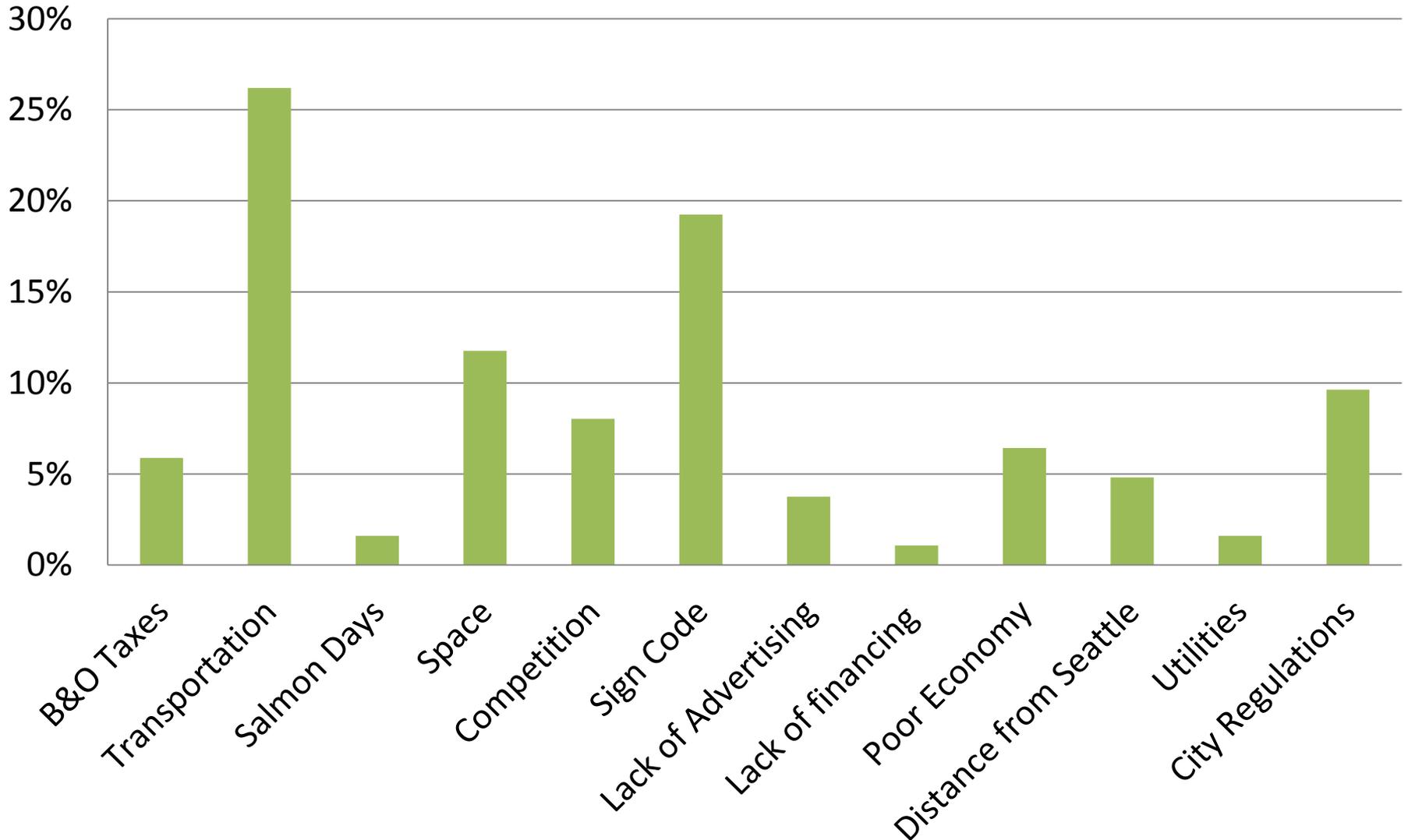
- Parking downtown

“We would be happy to partner and help pay for transit service.”

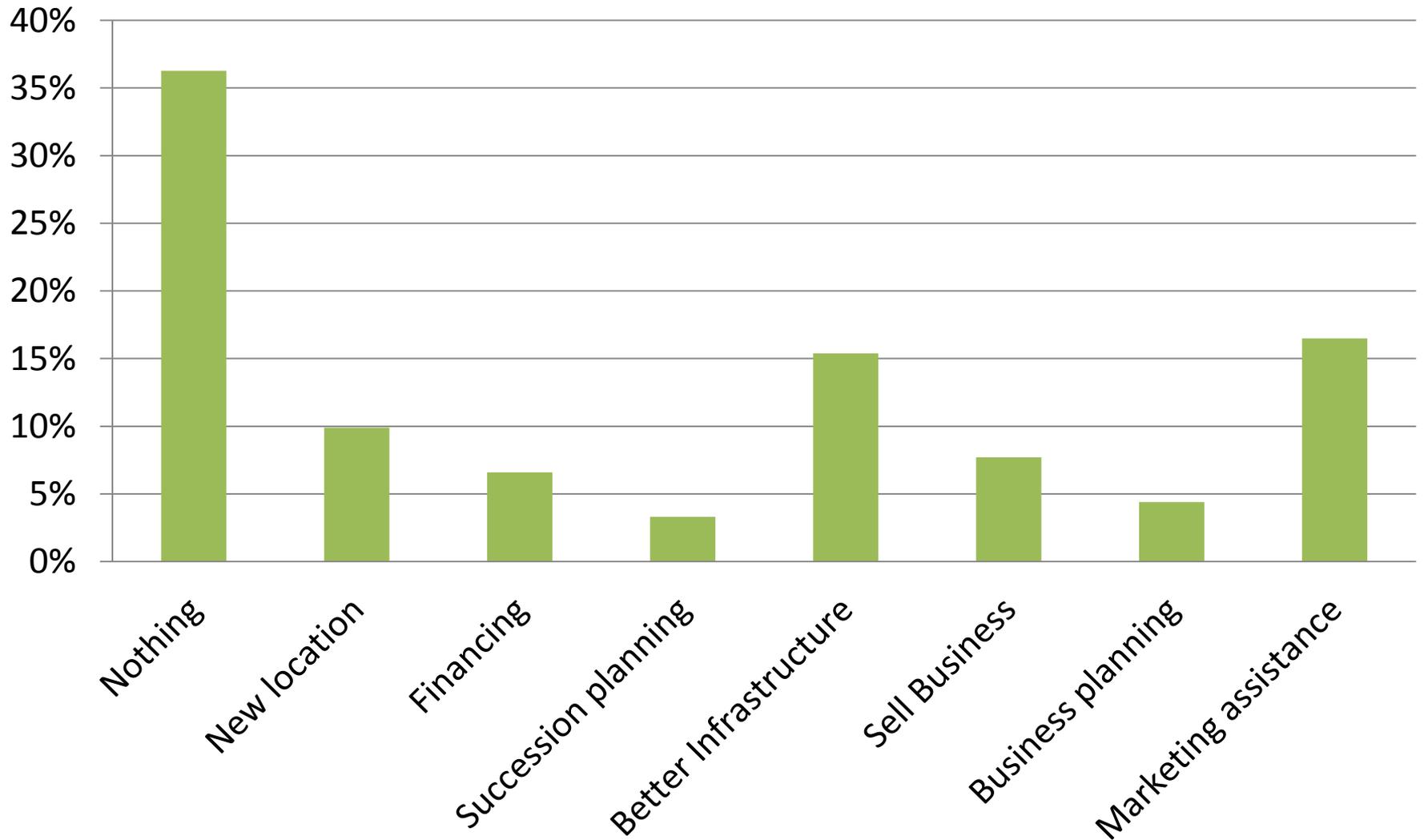
--Business Manager



Challenges to Business



Opportunities to Retain Businesses

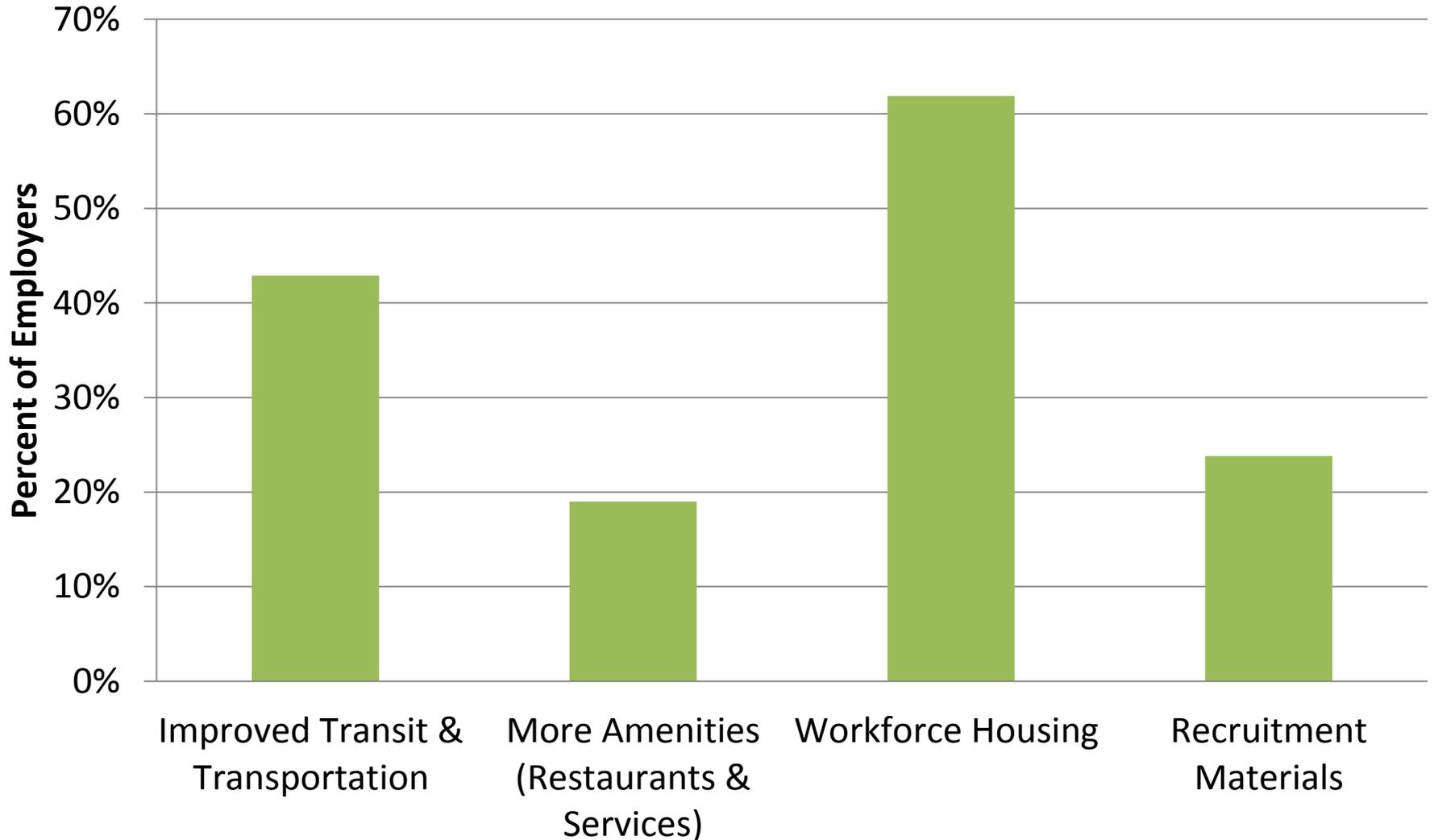


Employees

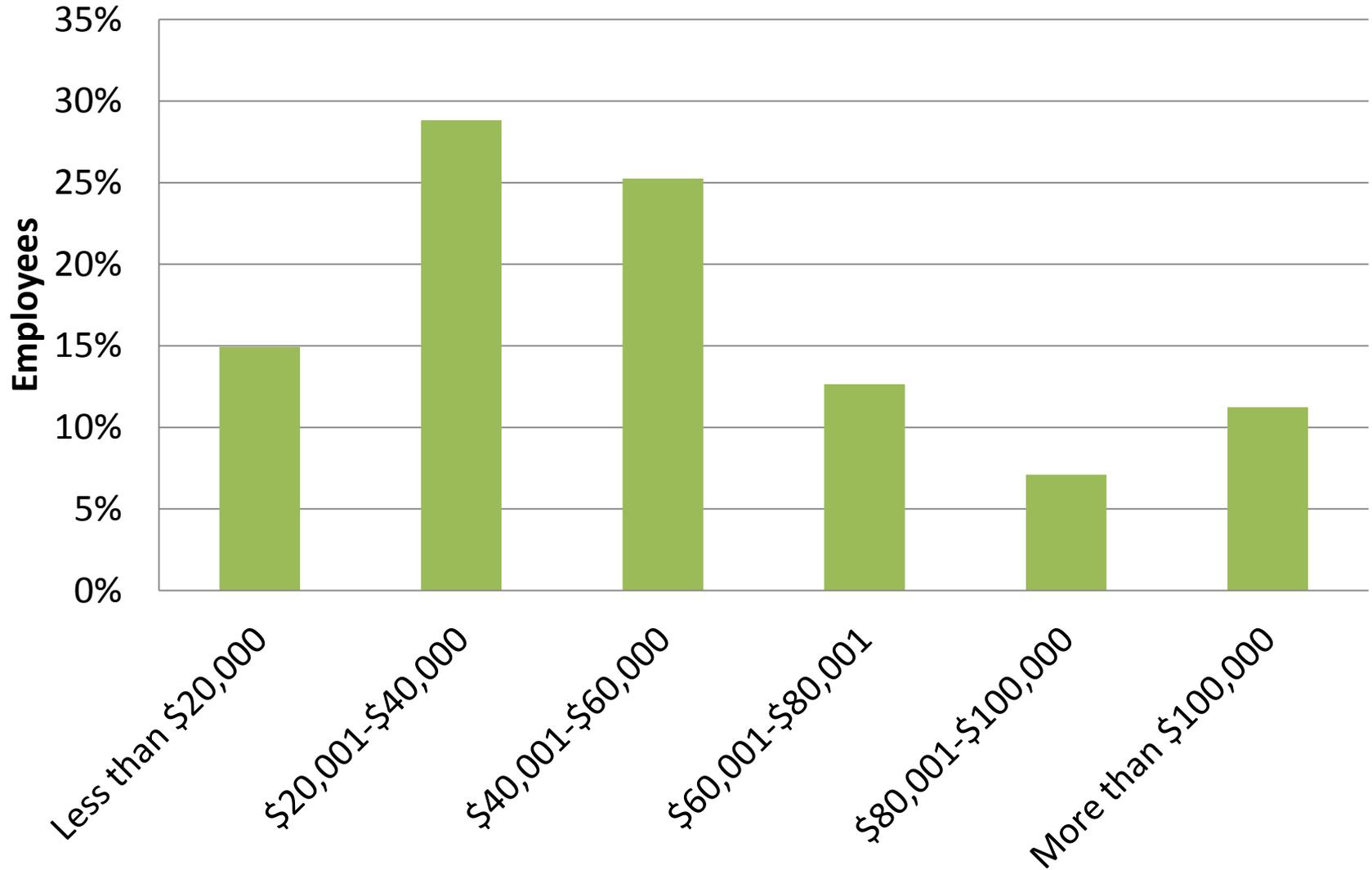
- 35% stated difficulty with recruiting



Assistance to Recruit Employees



Reported Employee Salaries



Next Steps

- **Communicate these results to businesses, Chamber, DIA, & other city departments**
- **Follow up with businesses**
- **EVC priorities**
- **Continue business visitations**

“Issaquah has a balanced approach to business and environment. It's progressive in nature, not locked into old ideas.”

“Overall, I am impressed with City services. Recent transitions have improved service and responsiveness.”

“People are hearing rumors about how easy the city is to work with. Before, reputation was bad as being too restrictive.”

“There is no potential we can see to find a different location [in Issaquah]. It's too bad because we have a very hot product and would invest in a location.”

“Issaquah isn't very pro-business. Traffic is a nightmare. Sign code isn't friendly. “

“Overall a great town. Great schools, great facilities, great public support from officials/ community.”