



Business Survey
City of Renton
Community Survey

November 2011

PRR

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KEY FINDINGS

WHAT ARE THE VIEWS ABOUT THE BUSINESS CLIMATE IN RENTON?

Many report improved business prospects and predict improvement in future business prospects

- Respondents reported that their business prospects had either improved (45%) or had remained the same (30%) in the last year.
- Most had not experienced operating-related negative events. However, some respondents reported that they had experienced the following in the last year:
 - Reduced hours for existing employees (33%)
 - Downsized workforce (27%)
 - Eliminated bonuses or merit pay (17%)
 - Reduced hours of operation (16%)
 - Reduced pay for existing employees (15%)
 - Reduced health and employee benefits (12%)

- Many respondents reported that they thought their future business prospects would improve (43%) or stay the same (36%).
 - For those who reported an improvement in future business prospects, the top reasons they provided were:
 - Improvement in the economy (48%)
 - Advertising and marketing (32%)
 - Increased sales and customers (27%)
 - Those who reported that future business prospects would get worse, cited reasons such as:
 - “The economy getting worse, too many vacancies and big businesses taking over”
 - “People not spending money”
 - “New parking regulations”
 - “There’s no work right now”
 - “Their business would be closing soon”

Too few customers was the most frequent challenge to business growth

- Respondents reported various challenges to growth of their organizations. The three major challenges to organization growth were:
 - Too few customers (44%)
 - Availability of financing (20%)
 - Government regulations (16%)

Most had no unfilled positions and many expected their employee numbers to remain the same in the next year

- Most had no unfilled positions in their organizations (75%), less than one fifth (14%) reported that they had

10% unfilled positions and very few (3%) reported 50% or more unfilled positions in their organization.

- Most respondents (64%) expected the number of employees in their organization to remain the same over the next year, while over one quarter (26%) expected to hire more employees over the next year. Few (5%) reported expecting a decrease in the number of employees.

ARE BUSINESSES SATISFIED WITH RENTON AS A BUSINESS LOCATION?

Most are satisfied with Renton as a business location and are unlikely to relocate in the next year

- Most respondents were either satisfied (55%) or very satisfied (33%) with being located in Renton.
- The most important benefits of being located in Renton were:
 - Location (41%)
 - The people (27%)
 - Transportation and infrastructure (23%)
 - Local economy (19%)
 - Business-friendly climate (14%)
 - Environmental surroundings and quality of life (14%)
- Because most are satisfied, it follows then that the majority (96%) of respondents are not planning to relocate in the next year.

Most do not have challenges working with government

- Majority of respondents report not having any challenges working with various levels of government:
 - City of Renton government (94%)

- King County government (87%)
- State government (88%)
- Federal government (96%)
- Those who reported having experienced challenges in working with the City of Renton government (n=5), cited that sign restrictions, lack of organization or timeliness of response, and lack of communication as the challenges they faced.
- One fifth (20%) reported the City of Renton could best support their organization by providing problem solving and relationship building assistance. The next best ways mentioned were to lower taxes (12%), attract business (8%) and to have predictable regulations (6%).
- Almost two-thirds (64%) of respondents believed that their organization's share of the cost of public services was about right, with 16% reporting that it was too high.

Some had worked directly with the City of Renton

- Majority (59%) of respondents had not worked directly with the City; about two fifths (41%) reported that they had worked directly with the City.
- Those who had worked directly with the City of Renton had:
 - Applied for construction permits (43%)
 - Licensed their business (21%)
 - Used economic development services (10%)
- Respondents who had worked directly with the City reported that the information that was provided to them was complete (97%), accurate (83%) and provided in a timely manner (83%), that the staff helped identify solutions to problems (90%), were courteous (100%), professional (100%) and that they were treated fairly (99%).

Most reported that they were not affected by the increase in Renton's diversity

- Majority (63%) of respondents reported that the increase in Renton's diversity had not affected their organization. Those who reported that it did (n=21) stated the following impacts:
 - Employees understanding customers (n=11)
 - Employee recruitment process (n=5)

INTRODUCTION AND METHODOLOGY

Introduction

The City of Renton's business and industry has grown since its incorporation in 1901. Today, Renton businesses employ 43,946 people and 3,873 business licenses were issued in 2009. The purpose of this survey was to measure the quality of the business community's experiences in and with the City of Renton. The City hoped to understand how satisfied businesses were with the City as a location for their organization, what City of Renton services the businesses used and their experiences in working with the City. The City also hoped to learn some of the ways in which they could best support City of Renton business organizations.

Methodology

This section of the report provides an overview of the methods used.

Survey question development

PRR, in collaboration with City of Renton representatives developed questions for the telephone survey. This process involved compiling questions using both previous surveys and making new additions. There were several drafts of the survey all reviewed by the City of Renton representatives. A final draft of the survey

questions was achieved through an iterative review process by the City (see Appendix A).

The telephone survey questions were programmed into Computer Assisted Telephone Interviewing (CATI) software and then pre-tested and monitored on the first day of the survey fielding. Minor changes were made to the survey questions based on the pre-testing.

The response rate¹ for the survey was 11.4%. However, the cooperation rate² was 62.1%.

Survey fielding

The survey was fielded to a random sample of 100 for-profit and non-profit organizations within the City of Renton from October 6th, 2011 to October 17th, 2011. The random sample was drawn from a list of business organizations supplied by the City of Renton and included for-profit (98%) and non-profit (2%) organizations. The average length of time to complete the survey was about 10 minutes.³ The profile of the responding businesses is included within this report under ‘Characteristics of businesses surveyed’ on pages 11-13.

The margin of error is +/- 9.7% at the 95% confidence level. The margin of error is the plus-or-minus percent figure that applies to the interval that if you had asked the question of the entire relevant population would have picked the answer chosen by the sample. The confidence level tells you how sure you can be. It is expressed as a percentage and represents how often the true percentage of the population who would pick an answer that lies within the margin of error.

Data analysis

Because there were only a few statistically significant differences in the results when comparing the for-profit and non-profit businesses, the results are presented in the body of the report (including all charts) for all businesses combined, with any statistically significant

¹ Using the approved American Association of Public Opinion Research approach, response rate is defined as the number of completed surveys plus partial or suspended surveys divided by the number of completed surveys, plus partial or suspended surveys, plus qualified refusals, plus break-offs, plus no answer, plus busy signal, plus answering machine, plus soft refusals, plus hard refusals, plus scheduled callbacks, plus unspecified callbacks.

² Cooperation rate is defined as the number of completed surveys divided by the number of completed surveys plus refusals plus break-offs. Therefore, it is the percent of those contacted who qualified and who completed the survey.

³ The business survey was also available for completion online. Those results are presented in a separate report.

differences between for-profit and non-profit businesses identified in the text of the report. Tables showing the results broken out for each survey question by for-profit and non-profit can be found in Appendix B.

The list provided by the City contained a small proportion of non-profit organizations. We therefore oversampled non-profit organizations in order to get a large enough sample of such businesses for data analysis purposes. In addition, in order to make conclusions about the Renton business community based on our data, companies of all sizes presented in the population must be accounted for in the data. To make sure that company size (as measured by number of employees) and type of organization (profit or non-profit) were proportionately represented in the analysis, we statistically adjusted (weighted) the data to reflect profit /non-profit and total number of employees proportions in the list provided.

Data analysis used appropriate descriptive statistical techniques (frequencies and percentages) and explanatory statistical techniques (in this case Cramer's V and Kendall's Tau c)⁴ to test for the statistical significance of relationships between variables. Throughout this report, relationships between variables that are statistically significant at the .05 level or better, and that are meaningful to an understanding of the data are reported.

It should also be noted that some of the charts and tables presented in the report are for "multiple response variables", meaning that the survey respondent could select more than one answer. In such charts and tables the percentages will add up to more than 100 percent.

⁴ Cramer's V is a measure of the relationship between two variables and is appropriate to use when one or both of the variables are at the nominal level of measurement. Cramer's V ranges from 0 to +1 and indicates the strength of a relationship. The closer to +1, the stronger the relationship between the two variables. Kendall's Tau c is a measure of the relationship between two variables and is appropriate to use when both of the variables are at the ordinal level of measurement. Tau c ranges from -1 to +1 and indicates the strength and direction of a relationship. The accompanying "p" scores presented in this report for Cramer's V and Tau c indicate the level of statistical significance.

WHAT ARE THE CHARACTERISTICS OF BUSINESSES SURVEYED?

There were 100 businesses sampled in the survey. Below are the firmographics of the businesses surveyed. The percents presented in the table below are unweighted.

Business Firmographics	
Type of organization	n=100
For-profit	79%
Non-profit	21%
Respondent gender	n=100
Male	57%
Female	43%
Age of respondent	n=100
20 to 24	1%
25 to 34	9%
35 to 44	21%
45 to 54	24%
55 to 64	22%
65 to 74	6%
75 to 84	1%
Refused	16%
Export domestically	n=79
Yes	11%
No	89%
Export internationally	n=79
Yes	8%
No	92%

Primary industry sector		n= 100
Services (Finance, Legal, Insurance, Consulting)		27%
Retail		10%
Restaurants, Food and Beverage		8%
Manufacturing		8%
Healthcare		7%
Transportation		5%
Arts and Culture (including Music and Entertainment)		3%
Real Estate and Development		3%
Information Technology		2%
Human Services		2%
Interactive Media (including Gaming Industry)		2%
Construction		1%
Government		1%
Life Sciences		1%
Other		20%
Minority or woman-owned		n= 100
Yes		29%
No		71%
Certified as minority or woman-owned		n= 29
Yes		24%
No		66%
Don't know		10%
Years in business		n= 100
Less than 2 years		6%
2-5 years		26%
6-10 years		6%
11-20 years		15%
More than 20 years		47%

Total number of employees	n= 100
Sole person or home business	30%
1-5	30%
6-10	18%
11-24	10%
25-50	6%
51-100	4%
101-500	1%
501-1000	0%
More than 1,000	1%

Employee recruitment	n= 100
Within Renton	66%
Outside Renton, but within King County	59%
Outside King County, but within WA state	16%
Outside WA state, but within the United States	7%
Outside the United States	1%

Rent or own premises	n= 100
Rent	46%
Own	52%
Both	2%

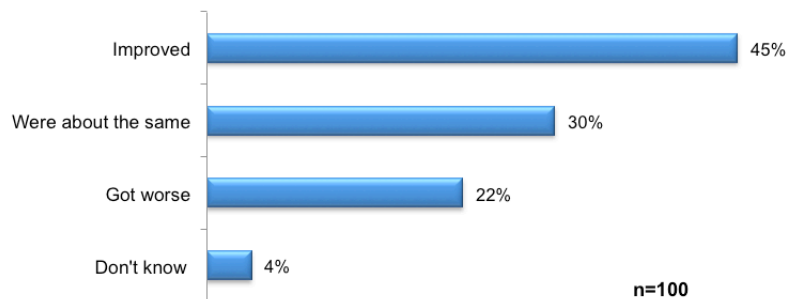
WHAT ARE THE VIEWS ABOUT THE BUSINESS CLIMATE IN RENTON?

Many reported improved business prospects in the last year

Participants were asked whether in the last 12 months, their organization's business prospects had gotten worse, were about the same or had improved. Over two fifths (45%) reported that their business prospects had improved in the last year, about one third (30%) reported that their prospects had remained the same. Less than one quarter (22%) reported that their prospects had got worse in the last year.

Over the last 12 months, do you think your organization's business prospects got worse, were about the same, or improved?

Base: All respondents who participated in the survey



Those who rent their business premises (66%) were more likely to report improvement in business prospects compared to those who own (26%).⁵

Few had experienced negative operations-related events in the last year

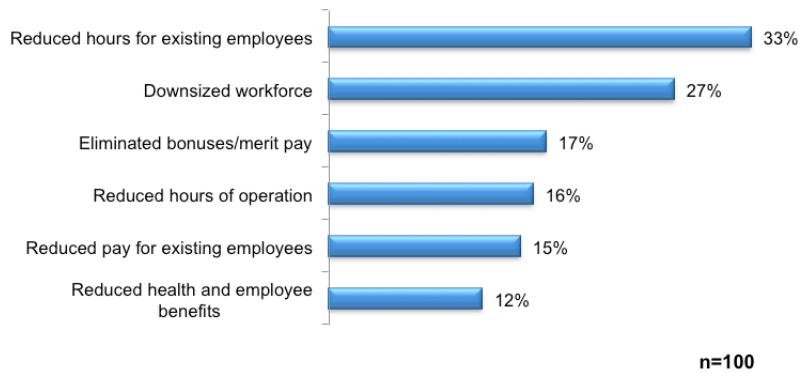
When asked whether various operations-related events had occurred in the last year at their organization, the two most

⁵ Cramer's V = .313; p = .001

common events were reduced hours for existing employees (33%) and downsized workforce (27%). Less than one-fifth reported that they had eliminated bonuses or merit pay (17%), reduced hours of operation (16%), reduced pay for existing employees (15%) or reduced health and employee benefits (12%).

Have any of the following occurred in the last 12 months at your organization?

Base: All respondents who participated in the survey
Note: Only 'Yes' responses shown



- Women and minority owned businesses (46%) were more likely than non-minority or woman owned businesses (19%) to report that they had downsized their workforce in the last year.⁶
- Women and minority owned businesses (62%) were more likely than non-minority or woman owned businesses (24%) to report that they had reduced hours for existing employees in the last year.⁷
- Women and minority owned businesses (41%) were more likely than non-minority or woman owned businesses (7%) to report that they had reduced pay for existing employees in the last year.⁸

⁶ Cramer's V = .267; p = .008

⁷ Cramer's V = .354; p = .000

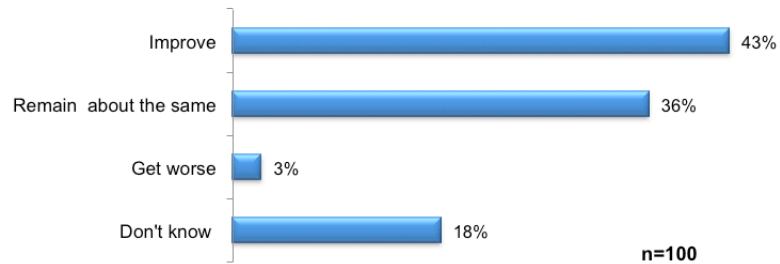
⁸ Cramer's V = .410; p = .000

Many predicted that their future business prospects would improve in the next year

Respondents were also asked to predict whether their business prospects would increase, decrease or stay the same in the next year. Over two-fifths (43%) predicted that their prospects would improve and over one-third (36%) reported that their prospects would remain the same. Few (3%) reported that their prospects would get worse in the next year. However, almost a fifth (18%) were unsure.

Over the next 12 months, do you think your organization's business prospects will get worse, remain about the same, or improve?

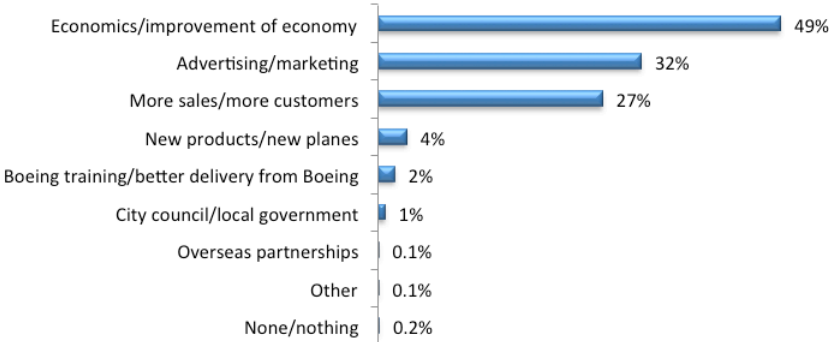
Base: All respondents who participated in the survey



When asked to describe the two most important factors that would influence improvement of their business prospects, almost half (48%) reported that the improvement of the economy would be the main factor, followed by about one-third (32%) reporting that advertising and marketing would improve their prospects. Increased sales and customers (27%) was also rated high as a factor that would influence business prospect improvement, presumably because of economy improvement.

What are the two most important factors that will influence this change in your organization's business prospects over the next year?

Base: All respondents who reported that their business prospects for the next year would either improve or get worse



note: multiple responses allowed; percents may add up to more than 100.

n=43

'Too few customers' was the most frequent challenge to business growth

Participants were asked to list the three major challenges to their organization's growth. The most frequently mentioned challenge to business growth was too few customers (44%), followed by availability of financing (20%) and government regulations (16%).

What are the three major challenges to your organization growing?

Base: All respondents who participated in the survey



Note: multiple responses allowed; percents may add up to more than 100

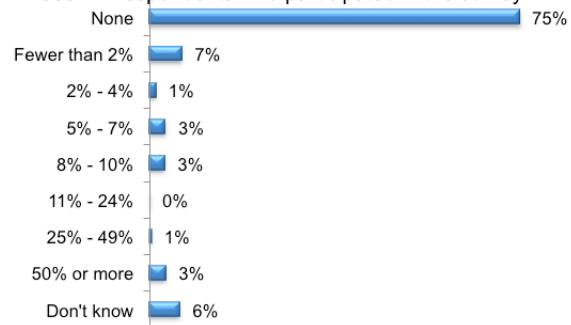
n=100

Three-quarters of respondents report not having any unfilled positions in their organizations

When asked what percent of positions are currently unfilled in their organization, three quarters (75%) reported that they had no open positions, less than one fifth (14%) reported that they had between fewer than 2% and 10% unfilled positions, and few (3%) reported that they had 50% or more positions currently unfilled in their organization.

What percent of positions are unfilled in your organization?

Base: All respondents who participated in the survey



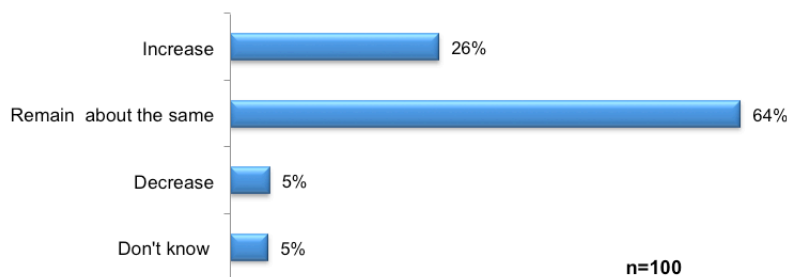
n=100

Many did not expect employee numbers to change but one quarter expected to hire more in the next year

When asked whether they expected the total number of employees at their organization to increase, decrease or remain the same in the next year, almost two-thirds expected no change (64%), while a little over one-quarter (26%) expected to hire more employees in the next year. Only a fifth (5%) expected that the total number of employees in their organization would decrease in the next year.

Over the next 12 months do you expect that the total number of employees at your City of Renton locations will decrease, remain about the same, or increase?

Base: All respondents who participated in the survey



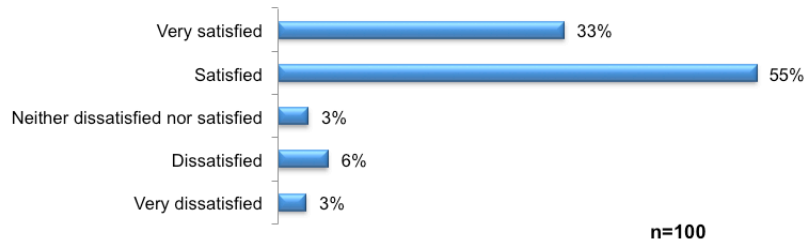
ARE BUSINESSES SATISFIED WITH RENTON AS A BUSINESS LOCATION?

Most are satisfied with Renton as a location for their business and do not plan to relocate in the next year

When asked to rate how satisfied they are with the City of Renton as a location for their organization, most respondents reported either being satisfied (55%) or very satisfied (33%). Few reported being neutral (3%), dissatisfied (6%) or very dissatisfied (3%).

How satisfied are you with your current business location or locations in the City of Renton?

Base: All respondents who participated in the survey

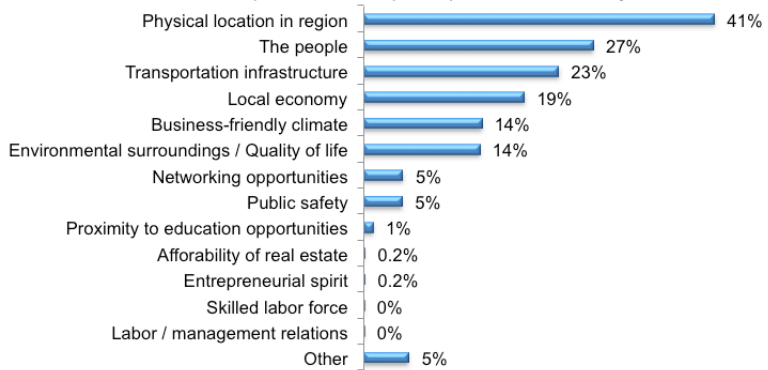


- Minority or woman owned businesses (4%) were less likely to report dissatisfaction with Renton as a business location.⁹

The most important benefits of having their organization located in Renton were location (41%), the people (27%), transportation and infrastructure (23%), the local economy (19%), the business-friendly climate (14%) and the environmental surroundings and quality of life (14%).

What are the two most important benefits of having your organization located in Renton?

Base: All respondents who participated in the survey



Note: multiple responses allowed; percents may add up to more than 100

⁹ Cramer's V = .332; p = .027

When asked whether they were planning to relocate their organization outside the City of Renton within the next year, very few (1%) indicated that they were planning to. The vast majority of the respondents (96%) were not planning to relocate in the next year.

Are you planning to relocate your organization outside of the City of Renton within the next 12 months?

Base: All respondents who participated in the survey



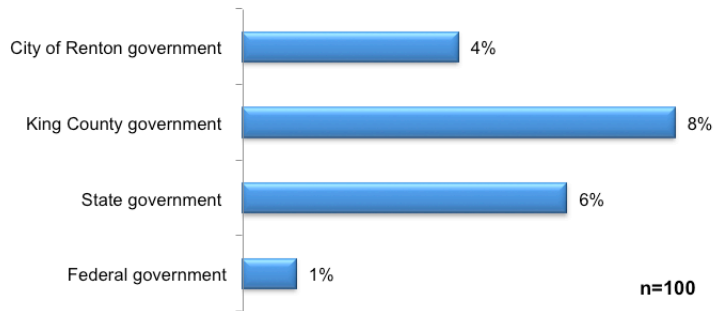
Most did not have challenges working with government

When asked whether they had experienced any challenges in working with various government entities, the majority of respondents reported not having any challenges in working with the City of Renton government (94%), King County government (87%), State government (88%) or Federal government (96%).

Have you had any challenges working with the following government entities?

Base: All respondents who participated in the survey

Note: Only 'Yes' responses are shown



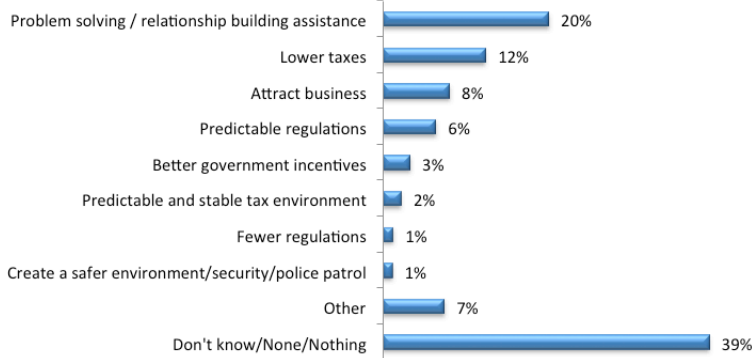
Those who reported that they had experienced challenges in working with the City of Renton government (n = 5) were asked what the two biggest challenges were. Sign restrictions were reported as the biggest challenge, followed by lack of organization in the process to open up a business, and timeliness of filing police reports and neighborhood safety.

The City of Renton can best support businesses by providing problem solving and relationship building assistance

When asked what the best way for the City of Renton to support business and non-profit organizations, almost two-fifths (39%) reported that they didn't know. One-fifth (20%) reported that the city could best support their organization by providing problem solving and relationship building assistance. The next best ways mentioned were to lower taxes (12%), attract business (8%) and to have predictable regulations (6%).

What is the one best way for the City of Renton government to support the business and non-profit community?

Base: All respondents who participated in the survey



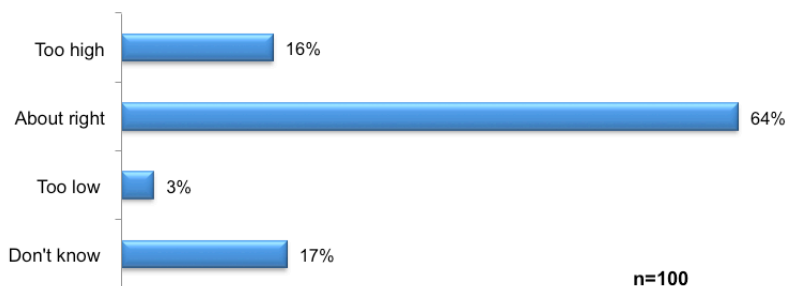
n=100

- Businesses that were not minority or woman owned (46%) were most likely to report problem solving and relationship building as a way the City of Renton could support businesses, while minority or woman owned business (27%) were most likely to report attracting business would be the best way for Renton to support businesses.¹⁰

When asked if they believed their organization's share of the cost of public services was too low, about right or too high, almost two-thirds of respondents (64%) believed that their share was about right, a few (3%) believed their share was too low and less than one-fifth (16%) believed that their share was too high.

Do you believe your organization's share of the cost of public services (such as schools, public safety, etc) is too low, about right, or too high?

Base: All respondents who participated in the survey



n=100

¹⁰ Cramer's V = .558; p = .015

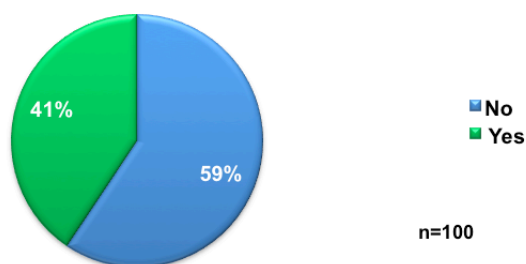
- Minority or woman owned businesses were more likely to report that their organization's share of the cost of public services was too low (13%; compared to 0% for non-minority or woman owned) and least likely to report that it was too high (17%; compared to 20% for non-minority or woman owned)¹¹

Two-fifths had worked directly with the City of Renton

When asked whether they had worked directly with the City of Renton, a little over two-fifths (41%) reported that they had, while the majority (59%) of respondents had not.

Have you worked directly with the City of Renton?

Base: All respondents who participated in the survey

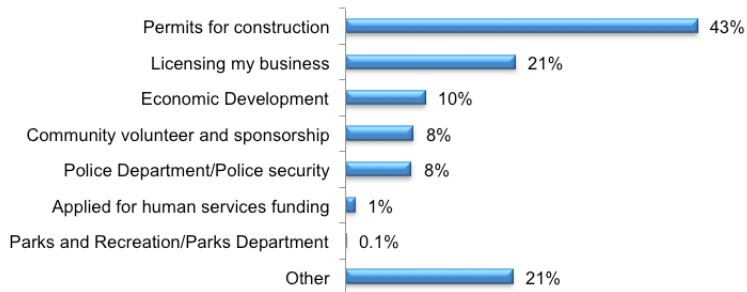


Those who reported that they had worked directly with the City of Renton were asked what services they had utilized. Over two-fifths (43%) had applied for construction permits, a little over one-fifth (21%) had worked with the City to license their business, and one-tenth (10%) had used economic development services.

¹¹ Cramer's V = .313; p = .017

What City of Renton services did you use?

Base: All respondents who reported that they had worked directly with the City of Renton



n=41

Note: multiple responses allowed; percents may add up to more than 100

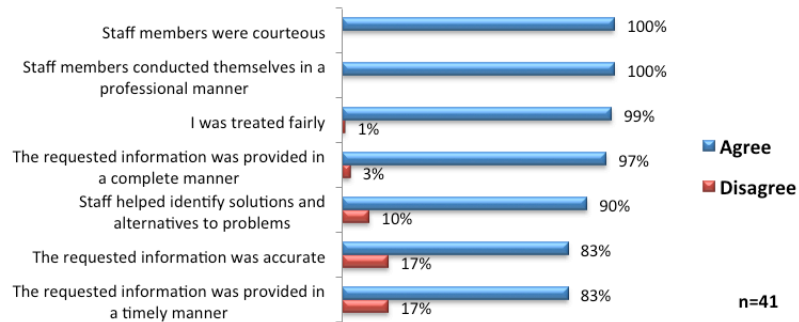
- Those who reported owning their business premises were more likely to have worked directly with the City of Renton (68%; compared to renters).¹²

Respondents who indicated that they had worked directly with the City of Renton and had used City services were asked to rate their experience with these services. Most respondents agreed that the information that was provided to them was complete (97%), accurate (83%), provided in a timely manner (83%), that the staff helped identify solutions to problems (90%), were courteous (100%), professional (100%), and that they were treated fairly (99%).

¹² Cramer's V = .523; p = .000

In regard to your experience with the services provided by the City of Renton, do you agree or disagree with the following statements?

Base: All respondents who reported that they had worked directly with the City of Renton



Most reported that they were not affected by the increase in Renton’s diversity

Finally, respondents were asked if the increase in diversity in Renton had affected their day-to-day running of their organization. Almost two-thirds (63%) of respondents reported that the increase in diversity had not affected their organization, and a little over one-fifth (21%) reported that the increase in diversity had affected their business.

Those who reported that the increase in diversity had affected their organization were then asked how this increase had affected their organization. The number one way increased diversity had affected organizations was employee’s understanding customers (number of respondents = 11) followed by the employee recruitment process (number of respondents = 5).

A few had additional comments about their experiences as an employer in Renton

When asked if there was anything else they would like to share about their experiences as an employer in Renton, those that had additional comments (number of respondents = 21) reported that Renton was a good city to be in and that they enjoyed being in the community (number of respondents = 7), and that Renton had good protection with a responsive police department (number of respondents = 4).

APPENDICES

A. SURVEY QUESTIONS

Business and Non-profit Survey

Hello, the City of Renton is conducting an opinion survey of the business and non-profit community. We're talking with City of Renton business leaders and non-profit agency heads today to listen to their opinions about the City, ways it can better support the business and non-profit communities, and the current business climate your organization is facing. We would very much like to include your opinions. This survey will only take about 10 minutes of your time and your answers will be completely anonymous.

In order to get a representative sample, may I please speak with the person in your business who is either the business leader or head representative? Would that be you? [IF NOT, ASK IF THAT PERSON IS AVAILABE. IF NOT ASK WHAT WOULD BE A GOOD TIME TO CALL BACK TO SPEAK TO THAT PERSON.]

Are you willing to participate?

- No (thank and terminate)
- Yes

Organization Description Questions

Let's start with some questions that will describe your organization.

- 1. Which of the following best describes your organization? Would you say:**
 1. For-profit
 2. Non-profit (skip to Q3)
 3. Government (skip to Q3)

2. What percentage of your products do you export:

- Domestically ___
- Internationally ___

3. What is your organization's primary industry sector? (DO NOT READ LIST. ACCEPT JUST ONE.)

1. Aerospace
2. Arts and Culture (including Music and Entertainment)
3. Information Technology
4. Real Estate and Development
5. Construction
6. Energy (Including Renewable and Clean Technology)
7. Restaurants, Food and Beverage
8. Government
9. Healthcare
10. Human Services
11. Interactive Media (Including Gaming Industry)
12. International Trade
13. Life Sciences
14. Manufacturing
15. Services (Finance, Legal, Insurance, Consulting)
16. Retail
17. Tourism and Recreation
18. Transportation
19. Other (specify)

4. Do you consider your organization to be a minority or woman-owned business?

1. No (skip to Q6)
2. Yes

5. Is your organization certified as a minority or woman-owned business?

1. No
2. Yes
3. Don't know

6. How many years has your organization been in business?

1. Less than 2 years
2. 2-5 years
3. 6-10 years
4. 11-20 years
5. More than 20 years

7. What is the total number of employees at your City of Renton locations?

Sole person or home business

1. 1-5
2. 6-10
3. 11-24
4. 25-50
5. 51-100
6. 101-500
7. 101-500
8. 501-1,000
9. More than 1,000

8. Do you rent or own your organization locations in Renton?

1. Rent
2. Own
3. Both own and rent

9. Which of the following categories includes your age?

1. 18 to 19
2. 20 to 24
3. 25 to 34
4. 35 to 54
5. 55 to 59
6. 60 to 64
7. 65 to 74
8. 75 to 84
9. 85 and older
10. Refused

Business Climate Questions

Now some questions about the business climate.

10. Over the last 12 months, do you think your organization's business prospects got worse, were about the same, or improved? (REVERSE CATEGORIES 1-3 FOR EVERY OTHER RESPONDENT)

1. Got worse
2. Were about the same
3. Improved
4. Don't know

11. Please let me know if any of the following occurred in the last 12 months at your organization. (ROTATE AND READ; No = 1, Yes =2)

- Reduced hours of operation
- Downsized workforce
- Eliminated bonuses/merit pay
- Reduced health and employee benefits
- Reduced hours for existing employees
- Reduced pay for existing employees

12. Over the next 12 months, do you think your organization's business prospects will get worse, remain about the same, or improve? (REVERSE CATEGORIES 1-3 FOR EVERY OTHER RESPONDENT)

1. Get worse
2. Remain about the same (skip to Q14)
3. Improve
4. Don't know (skip to Q14)

13. What are the two most important factors that will influence this change in your organization's business prospects over the next year? (ACCEPT JUST TWO ANSWERS)

**14. What are the three major challenges to your organization growing?
(DO NOT READ. ACCEPT 3)**

1. Availability of financing
2. Lack of industry clustering/partnering opportunities
3. Cost of business real estate
4. Lack of skilled employees
5. Lack of market intelligence on opportunities
6. Unfamiliar with workforce training programs
7. Low availability of workforce training programs
8. Lack of space
9. Too much competition
10. Too few customers
11. Low profit margin
12. Government regulations (State, local and County)
13. Cost of labor
14. Housing costs
15. Other (specify)

15. What percent of positions are unfilled in your organization?

1. None
2. Fewer than 2%
3. 2%-4%
4. 5%-7%
5. 8%-10%
6. 11%-24%
7. 25%-49%
8. 50% or more
9. Don't know

16. Over the next 12 months do you expect that the total number of employees at your City of Renton locations will decrease, remain about the same, or increase?

1. Decrease
2. Remain about the same
3. Increase
4. Don't know

17. From where do you recruit employees for your organization? Would you say: (ACCEPT ALL THAT APPLY)

1. Outside the United States
2. Outside WA state, but within the United States
3. Outside King County, but within WA state
4. Outside Renton, but within King County
5. Within Renton

Satisfaction with Renton as a Business Location

Now some questions about doing business in the City of Renton

18. How satisfied are you with your current business location or locations in the City of Renton? Would you say: (REVERSE CATEGORIES FOR EVERY OTHER RESPONDENT)

1. Very dissatisfied
2. Dissatisfied
3. Neither dissatisfied nor satisfied
4. Satisfied
5. Very satisfied

19. What are the two most important benefits of having your organization located in Renton? (DO NOT READ)

1. Physical location in region
2. Collaboration of different organizations
3. The people
4. Local economy
5. Entrepreneurial spirit
6. Business-friendly climate
7. Environmental surroundings/Quality of life
8. Labor/management relations
9. Networking opportunities
10. Proximity to education opportunities
11. Public safety
12. Skilled labor force
13. Transportation infrastructure
14. Affordability of real estate
15. Other (specify)

20. Are you planning to relocate your organization outside of the City of Renton within the next 12 months?

1. No
2. Yes
3. Don't know

21. Do you have any challenges working with: (No=1, Yes=2, Don't know= 3))

- City of Renton government
- King County government
- State government
- Federal government

(ASK Q22 ONLY IF YES TO 'CITY OF RENTON GOVERNMENT IN Q21)

22. How would you describe the two biggest challenges working with City of Renton government? (ACCEPT JUST TWO)

23. What is the best way for the City of Renton government to support the business and non-profit communities? (DO NOT READ. ACCEPT JUST ONE.)

1. Fewer regulations
2. Predictable regulations
3. Lower taxes
4. Predictable and stable tax environment
5. Better government incentives
6. Problem solving/relationship building assistance
7. Other (specify)

24. Do you believe your organization's share of the cost of public services (such as schools, public safety, etc) is too low, about right, or too high? (REVERSE CATEGORIES 1-3 FOR EVERY OTHER RESPONDENT)

1. Too low
2. About right
3. Too high
4. Don't know

25. Have you worked directly with the City of Renton?

1. No (skip to Q28)
2. Yes

26. What services did you use? (DO NOT READ. ACCEPT ALL THAT APPLY)

1. Licensing my business
2. Permits for construction
3. Community volunteer and sponsorship opportunities
4. Applied for human services funding
5. Other (specify)

27. In regard to your experiences with the services provided by the City, would you agree or disagree with the following statements? (ROTATE AND READ STATEMENTS. Disagree = 1, Agree = 2, Don't know = 3, Not applicable = 4)

- The requested information was provided in a complete manner
- The requested information was accurate
- The requested information was provided in a timely manner
- Staff helped identify solutions and alternatives to problems.
- Staff members were courteous
- Staff members conducted themselves in a professional manner
- I was treated fairly

28. Has the City of Renton becoming more diverse in regard to ethnicity, income levels, and languages spoken affected the day-to-day running of your organization?

- No (skip to Q30)
- Yes
- Don't know (skip to Q30)

**29. How has Renton's increased diversity affected your organization?
(DO NOT READ. ACCEPT ALL THAT APPLY)**

1. Employee recruitment process
2. Employee application process
3. Employee on-the-job understanding of key concepts
4. Employee safety on the job
6. Employees understanding customers
7. Other (specify)

30. Is there anything else you would like to share with us about your experiences as an employer in Renton?

1. No (skip to Q32)
2. Yes

31. What are the top two additional things about your experiences as an employer in Renton that you would like to share? (ACCEPT JUST TWO)

1. Finally, are there any resources we could provide you that we can follow up with you about on at a later date?
2. No (skip to end)
3. Yes

32. Could I have your name, phone number and email address so that you can be contacted.

Name: _____

Phone: _____

Email address: _____

That's all the questions I have. Thank you very much for your time.

B. Crosstabs broken out by profit/non-profit (unweighted)

Q2a. Export domestically? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
Export domestically?	Nb	Count	70	21
		% within Profit_Non profit	88.6%	100.0%
	Yes	Count	9	0
		% within Profit_Non profit	11.4%	.0%
Total		Count	79	21
		% within Profit_Non profit	100.0%	100.0%

Q2b. Export internationally? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
Export internationally?	Nb	Count	73	21
		% within Profit_Non profit	92.4%	100.0%
	Yes	Count	6	0
		% within Profit_Non profit	7.6%	.0%
Total		Count	79	21
		% within Profit_Non profit	100.0%	100.0%

Q3. What is your organization's primary industry sector? * Profit Non profit

			Profit_Non profit	
			For profit	Non profit
What is your organization's primary industry sector?	Arts and Culture (including Music and Entertainment)	Count	2	1
		% within Profit_Non profit	2.5%	4.8%
	Information Technology	Count	2	0
		% within Profit_Non profit	2.5%	.0%
	Real Estate and Development	Count	3	0
		% within Profit_Non profit	3.8%	.0%
	Construction	Count	1	0
		% within Profit_Non profit	1.3%	.0%
	Restaurants, Food and Beverage	Count	8	0
		% within Profit_Non profit	10.1%	.0%
	Government	Count	0	1
		% within Profit_Non profit	.0%	4.8%
	Healthcare	Count	6	1
		% within Profit_Non profit	7.6%	4.8%
	Human Services	Count	1	1
		% within Profit_Non profit	1.3%	4.8%
	Interactive Media (Including Gaming)	Count	1	1
		% within Profit_Non profit	1.3%	4.8%
	Life Sciences	Count	1	0
		% within Profit_Non profit	1.3%	.0%
Manufacturing	Count	8	0	
	% within Profit_Non profit	10.1%	.0%	
Services (Finance, Legal, Insurance, Consulting)	Count	20	7	
	% within Profit_Non profit	25.3%	33.3%	
Retail	Count	10	0	
	% within Profit_Non profit	12.7%	.0%	
Transportation	Count	4	1	
	% within Profit_Non profit	5.1%	4.8%	
Other	Count	12	8	
	% within Profit_Non profit	15.2%	38.1%	
Total	Count	79	21	
	% within Profit_Non profit	100.0%	100.0%	

Q4. Do you consider your organization to be a minority or woman-owned business? *
Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
Do you consider your organization to be a minority or woman-owned business?	Nb	Count	53	18
		% within Profit_Non profit	67.1%	85.7%
	Yes	Count	26	3
		% within Profit_Non profit	32.9%	14.3%
Total		Count	79	21
		% within Profit_Non profit	100.0%	100.0%

Q5. Is your organization certified as a minority or woman-owned business? *
*** Profit_Non profit**

			Profit_Non profit	
			For profit	Non profit
Is your organization certified as a minority or woman-owned business?	Nb	Count	17	2
		% within Profit_Non profit	65.4%	66.7%
	Yes	Count	6	1
		% within Profit_Non profit	23.1%	33.3%
	Don't know	Count	3	0
		% within Profit_Non profit	11.5%	.0%
Total		Count	26	3
		% within Profit_Non profit	100.0%	100.0%

Q6. How many years has your organization been in business? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
How many years has your organization been in business?	Less than 2 years	Count	6	0
		% within Profit_Non profit	7.6%	.0%
	2-5 years	Count	24	2
		% within Profit_Non profit	30.4%	9.5%
	6-10 years	Count	5	1
		% within Profit_Non profit	6.3%	4.8%
	11-20 years	Count	13	2
		% within Profit_Non profit	16.5%	9.5%
	More than 20 years	Count	31	16
		% within Profit_Non profit	39.2%	76.2%
Total	Count	79	21	
	% within Profit_Non profit	100.0%	100.0%	

Q7. What is the total number of employees at your City of Renton locations? * Profit_ Non profit

			Profit_ Non profit	
			For profit	Non profit
What is the total number of employees at your City of Renton locations?	Sole person or home business	Count	25	5
		% within Profit_ Non profit	31.6%	23.8%
	1-5	Count	24	6
		% within Profit_ Non profit	30.4%	28.6%
	6-10	Count	17	1
		% within Profit_ Non profit	21.5%	4.8%
	11-24	Count	7	3
		% within Profit_ Non profit	8.9%	14.3%
	25-50	Count	3	3
		% within Profit_ Non profit	3.8%	14.3%
	51-100	Count	2	2
		% within Profit_ Non profit	2.5%	9.5%
	101-500	Count	1	0
		% within Profit_ Non profit	1.3%	.0%
More than 1,000	Count	0	1	
	% within Profit_ Non profit	.0%	4.8%	
Total	Count	79	21	
	% within Profit_ Non profit	100.0%	100.0%	

Q8. Do you rent or own your organization locations in Renton? * Profit_ Non profit

			Profit_ Non profit	
			For profit	Non profit
Do you rent or own your organization locations in Renton?	Rent	Count	38	8
		% within Profit_ Non profit	48.1%	38.1%
	Own	Count	39	13
		% within Profit_ Non profit	49.4%	61.9%
	Both rent and own	Count	2	0
		% within Profit_ Non profit	2.5%	.0%
Total	Count	79	21	
	% within Profit_ Non profit	100.0%	100.0%	

Q9. Which of the following categories includes your age? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
Which of the following categories includes your age?	20 to 24	Count	1	0
		% within Profit_Non profit	1.4%	.0%
	25 to 34	Count	9	0
		% within Profit_Non profit	13.0%	.0%
	35 to 44	Count	18	3
		% within Profit_Non profit	26.1%	20.0%
	45 to 54	Count	20	4
		% within Profit_Non profit	29.0%	26.7%
	55 to 64	Count	15	7
		% within Profit_Non profit	21.7%	46.7%
	65 to 74	Count	5	1
		% within Profit_Non profit	7.2%	6.7%
	75 to 84	Count	1	0
		% within Profit_Non profit	1.4%	.0%
Total	Count	69	15	
	% within Profit_Non profit	100.0%	100.0%	

Q10. Over the last 12 months, do you think your organization's business prospects got worse, were about the same, or improved? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
Over the last 12 months, do you think your organization's business prospects got worse, were about the same, or improved?	Got worse	Count	21	5
		% within Profit_Non profit	28.0%	26.3%
	Were about the same	Count	27	9
		% within Profit_Non profit	36.0%	47.4%
	Improved	Count	27	5
		% within Profit_Non profit	36.0%	26.3%
Total	Count	75	19	
	% within Profit_Non profit	100.0%	100.0%	

Q11a. In the last 12 months have you reduced hours of operation at your organization ?
*** Profit_Non profit**

			Profit_Non profit	
			For profit	Non profit
In the last 12 months have you reduced hours of operation at your organization ?	Nb	Count	67	18
		% within Profit_Non profit	84.8%	90.0%
	Yes	Count	12	2
		% within Profit_Non profit	15.2%	10.0%
Total		Count	79	20
		% within Profit_Non profit	100.0%	100.0%

Q11b. In the last 12 months have you downsized workforce at your organization? *
Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
In the last 12 months have you downsized workforce at your organization?	Nb	Count	59	12
		% within Profit_Non profit	76.6%	63.2%
	Yes	Count	18	7
		% within Profit_Non profit	23.4%	36.8%
Total		Count	77	19
		% within Profit_Non profit	100.0%	100.0%

Q11c. In the last 12 months have you eliminated bonuses / merit pay at your organization? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
In the last 12 months have you eliminated bonuses / merit pay at your organization?	Nb	Count	63	13
		% within Profit_Non profit	86.3%	81.3%
	Yes	Count	10	3
		% within Profit_Non profit	13.7%	18.8%
Total		Count	73	16
		% within Profit_Non profit	100.0%	100.0%

Q11d. In the last 12 months have you reduced health and employee benefits at your organization? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
In the last 12 months have you reduced health and employee benefits at your organization?	Nb	Count	66	16
		% within Profit_Non profit	90.4%	88.9%
	Yes	Count	7	2
		% within Profit_Non profit	9.6%	11.1%
Total		Count	73	18
		% within Profit_Non profit	100.0%	100.0%

Q11e. In the last 12 months have you reduced hours for existing employees at your organization? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
In the last 12 months have you reduced hours for existing employees at your organization?	No	Count	58	14
		% within Profit_Non profit	75.3%	70.0%
	Yes	Count	19	6
		% within Profit_Non profit	24.7%	30.0%
Total		Count	77	20
		% within Profit_Non profit	100.0%	100.0%

Q11f. In the last 12 months have you reduced pay for existing employees at your organization? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
In the last 12 months have you reduced pay for existing employees at your organization?	No	Count	68	18
		% within Profit_Non profit	88.3%	90.0%
	Yes	Count	9	2
		% within Profit_Non profit	11.7%	10.0%
Total		Count	77	20
		% within Profit_Non profit	100.0%	100.0%

Q12. Over the next 12 months, do you think your organization's business prospects will get worse, remain about the same, or improve? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
Over the next 12 months, do you think your organization's business prospects will get worse, remain about the same, or improve?	Get worse	Count	6	3
		% within Profit_Non profit	8.7%	14.3%
	Remain about the same	Count	28	13
		% within Profit_Non profit	40.6%	61.9%
	Improve	Count	35	5
		% within Profit_Non profit	50.7%	23.8%
Total	Count	69	21	
	% within Profit_Non profit	100.0%	100.0%	

Q13. What are the two most important factors that will influence this change in your organization's business prospects? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
Two most important factors that will influence this change?	Economics/improvement of economy	Count	15	3
		Column %	41.7%	37.5%
	More sales/more customers	Count	11	1
		Column %	30.6%	12.5%
	Advertising/marketing	Count	7	2
		Column %	19.4%	25.0%
	City counsel/local government	Count		3
		Column %		37.5%
	New products/new planes	Count	2	
		Column %	5.6%	
	Overseas partnerships	Count	1	
		Column %	2.8%	
	Boeing training/better delivery from Boeing	Count	1	
		Column %	2.8%	
	Other	Count	1	
		Column %	2.8%	
	None/nothing	Count	2	
		Column %	5.6%	

Q14. What are the three major challenges to your organization growing? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
Three major challenges to your organization growing?	Availability of financing	Count	20	10
		Column %	26.3%	50.0%
	Lack of industry clustering / partnering opportunities	Count	4	1
		Column %	5.3%	5.0%
	Cost of business real estate	Count	2	
		Column %	2.6%	
	Lack of skilled employees/finding the right employees	Count	5	1
		Column %	6.6%	5.0%
	Lack of market intelligence on opportunities	Count	5	
		Column %	6.6%	
	Unfamiliar with workforce training programs	Count	1	
		Column %	1.3%	
	Low availability of workforce training programs	Count	1	
		Column %	1.3%	
	Lack of space	Count	5	1
		Column %	6.6%	5.0%
	Too much competition	Count	12	1
		Column %	15.8%	5.0%
	Too few customers	Count	29	6
		Column %	38.2%	30.0%
	Low profit margin	Count	9	5
		Column %	11.8%	25.0%
	Government regulations (State, local and County)	Count	10	1
		Column %	13.2%	5.0%
	Cost of labor	Count	2	1
		Column %	2.6%	5.0%
	Housing costs	Count	1	1
		Column %	1.3%	5.0%
	Other	Count	2	
		Column %	2.6%	
Economy	Count	13	4	
	Column %	17.1%	20.0%	
Marketing/advertising/cost of advertising	Count	4	1	
	Column %	5.3%	5.0%	
Location	Count	1	2	
	Column %	1.3%	10.0%	

Q15. What percent of positions are unfilled in your organization? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
What percent of positions are unfilled in your organization?	None	Count	64	14
		% within Profit_Non profit	86.5%	66.7%
	Fewer than 2%	Count	2	2
		% within Profit_Non profit	2.7%	9.5%
	2% - 4%	Count	1	1
		% within Profit_Non profit	1.4%	4.8%
	5% - 7%	Count	2	2
		% within Profit_Non profit	2.7%	9.5%
	8% - 10%	Count	1	1
		% within Profit_Non profit	1.4%	4.8%
25% - 49%	Count	2	0	
	% within Profit_Non profit	2.7%	.0%	
50% or more	Count	2	1	
	% within Profit_Non profit	2.7%	4.8%	
Total	Count	74	21	
	% within Profit_Non profit	100.0%	100.0%	

Q16. Over the next 12 months do you expect that the total number of employees at your City of Renton locations will decrease, remain about the same, or increase? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
Over the next 12 months do you expect that the total number of employees at your City of Renton locations will decrease, remain about the same, or increase?	Decrease	Count	5	2
		% within Profit_Non profit	6.8%	11.1%
	Remain about the same	Count	48	13
		% within Profit_Non profit	64.9%	72.2%
	Increase	Count	21	3
		% within Profit_Non profit	28.4%	16.7%
Total	Count	74	18	
	% within Profit_Non profit	100.0%	100.0%	

Q17. From where do you recruit employees for your organization? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
From where do you recruit your employees?	Outside the United States	Count	1	
		Column %	1.3%	
	Outside WA state, but within the United States	Count	4	3
		Column %	5.1%	14.3%
	Outside King County, but within WA state	Count	14	2
		Column %	17.7%	9.5%
	Outside Renton, but within King County	Count	43	16
		Column %	54.4%	76.2%
	Within Renton	Count	55	11
		Column %	69.6%	52.4%

Q18. How satisfied are you with your current business location or locations in the City of Renton? * Profit_Non profit

How satisfied are you with your current business location or locations in the City of Renton? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
How satisfied are you with your current business location or locations in the City of Renton?	Very dissatisfied	Count	1	1
		% within Profit_Non profit	1.3%	4.8%
	Dissatisfied	Count	6	1
		% within Profit_Non profit	7.6%	4.8%
	Neither dissatisfied nor satisfied	Count	5	1
		% within Profit_Non profit	6.3%	4.8%
	Satisfied	Count	36	7
		% within Profit_Non profit	45.6%	33.3%
	Very satisfied	Count	31	11
		% within Profit_Non profit	39.2%	52.4%
Total	Count	79	21	
	% within Profit_Non profit	100.0%	100.0%	

Q19. What are the two most important benefits of having your organization location in Renton? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
Two most important benefits of being located in Renton	Physical location in region	Count	28	7
		Column %	38.4%	35.0%
	The people	Count	20	5
		Column %	27.4%	25.0%
	Local economy	Count	9	3
		Column %	12.3%	15.0%
	Entrepreneurial spirit	Count	1	1
		Column %	1.4%	5.0%
	Business-friendly climate	Count	11	3
		Column %	15.1%	15.0%
	Environmental surroundings / Quality of life	Count	4	1
		Column %	5.5%	5.0%
	Labor / management relations	Count	1	
		Column %	1.4%	
	Networking opportunities	Count	2	1
		Column %	2.7%	5.0%
	Proximity to education opportunities	Count	2	1
		Column %	2.7%	5.0%
	Public safety	Count	2	
		Column %	2.7%	
Skilled labor force	Count	1		
	Column %	1.4%		
Transportation infrastructure	Count	23	5	
	Column %	31.5%	25.0%	
Afforability of real estate	Count	1	1	
	Column %	1.4%	5.0%	
Other	Count	5	3	
	Column %	6.8%	15.0%	

Q20. Are you planning to relocate your organization outside of the City of Renton within the next 12 months? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
Are you planning to relocate your organization outside of the City of Renton within the next 12 months?	Nb	Count	74	19
		% within Profit_Non profit	96.1%	95.0%
	Yes	Count	3	1
		% within Profit_Non profit	3.9%	5.0%
Total		Count	77	20
		% within Profit_Non profit	100.0%	100.0%

Q21a. Do you have any challenges working with City of Renton government? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
Do you have any challenges working with City of Renton government?	Nb	Count	71	18
		% within Profit_Non profit	92.2%	90.0%
	Yes	Count	6	2
		% within Profit_Non profit	7.8%	10.0%
Total		Count	77	20
		% within Profit_Non profit	100.0%	100.0%

Q21b. Do you have any challenges working with King County government?

*** Profit_Non profit**

			Profit_Non profit	
			For profit	Non profit
Do you have any challenges working with King County government?	No	Count	69	20
		% within Profit_Non profit	93.2%	95.2%
	Yes	Count	5	1
		% within Profit_Non profit	6.8%	4.8%
Total		Count	74	21
		% within Profit_Non profit	100.0%	100.0%

Q21c. Do you have any challenges working with State government? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
Do you have any challenges working with State government?	No	Count	68	19
		% within Profit_Non profit	90.7%	90.5%
	Yes	Count	7	2
		% within Profit_Non profit	9.3%	9.5%
Total		Count	75	21
		% within Profit_Non profit	100.0%	100.0%

Q21d. Do you have any challenges working with Federal government? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
Do you have any challenges working with Federal government?	Nb	Count	75	19
		% within Profit_Non profit	98.7%	90.5%
	Yes	Count	1	2
		% within Profit_Non profit	1.3%	9.5%
Total		Count	76	21
		% within Profit_Non profit	100.0%	100.0%

Q22. How would you describe the two biggest challenges working with the City of Renton government? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
Two biggest challenges in working with Renton gov't?	Lack of communication/information (Non-specific)	Count	2	1
		Column %	40.0%	50.0%
	Lack of organization/timeliness (Non-specific)	Count	2	1
		Column %	40.0%	50.0%
	Sign restrictions	Count	2	
		Column %	40.0%	

Q23. What is the one best way for the City of Renton government to support the business and non-profit community? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
What is the one best way for the City of Renton government to support the business and non-profit community?	Fewer regulations	Count	6	0
		% within Profit_Non profit	12.5%	.0%
	Predictable regulations	Count	4	0
		% within Profit_Non profit	8.3%	.0%
	Lower taxes	Count	7	3
		% within Profit_Non profit	14.6%	16.7%
	Predictable and stable tax environment	Count	2	1
		% within Profit_Non profit	4.2%	5.6%
	Better government incentives	Count	1	1
		% within Profit_Non profit	2.1%	5.6%
	problem solving / relationship building	Count	14	7
		% within Profit_Non profit	29.2%	38.9%
	Other	Count	6	3
		% within Profit_Non profit	12.5%	16.7%
Attract business	Count	6	2	
	% within Profit_Non profit	12.5%	11.1%	
Create a safer environment/security/p	Count	2	1	
	% within Profit_Non profit	4.2%	5.6%	
Total	Count	48	18	
	% within Profit_Non profit	100.0%	100.0%	

Q24. Do you believe your organization's share of the cost of public services (such as schools, public safety, etc) is too low, about right, or too high? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
Do you believe your organization's share of the cost of public services (such as schools, public safety, etc) is too low, about right, or too high?	Too low	Count	1	2
		% within Profit_Non profit	1.7%	15.4%
	About right	Count	46	9
		% within Profit_Non profit	79.3%	69.2%
	Too high	Count	11	2
		% within Profit_Non profit	19.0%	15.4%
Total	Count	58	13	
	% within Profit_Non profit	100.0%	100.0%	

Q25. Have you worked directly with the City of Renton? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
Have you worked directly with the City of Renton?	Nb	Count	56	12
		% within Profit_Non profit	70.9%	57.1%
Yes	Count	23	9	
	% within Profit_Non profit	29.1%	42.9%	
Total	Count	79	21	
	% within Profit_Non profit	100.0%	100.0%	

Q26. What City of Renton services did you use? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
What City of Renton services did you use?	Licensing my business	Count	9	2
		Column %	39.1%	22.2%
	Permits for construction	Count	9	1
		Column %	39.1%	11.1%
	Community volunteer and sponsorship	Count	1	2
		Column %	4.3%	22.2%
	Applied for human services funding	Count	1	
		Column %	4.3%	
	Other	Count	5	2
		Column %	21.7%	22.2%
	Economic Development	Count	2	
		Column %	8.7%	
	Parks and Recreation/Parks	Count		2
		Column %		22.2%
	Police Department/Police security	Count	1	1
		Column %	4.3%	11.1%

Q27a. In regard to your experiences with the services provided by the City, would you agree or disagree that the requested information was provided in a complete manner? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
In regard to your experiences with the services provided by the City, would you agree or disagree that the requested information was provided in a complete manner?	Disagree	Count	2	0
		% within Profit_Non profit	8.7%	.0%
	Agree	Count	21	9
		% within Profit_Non profit	91.3%	100.0%
Total		Count	23	9
		% within Profit_Non profit	100.0%	100.0%

Q27b. In regard to your experiences with the services provided by the City, would you agree or disagree that the requested information was accurate? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
In regard to your experiences with the services provided by the City, would you agree or disagree that the requested information was accurate?	Disagree	Count	2	0
		% within Profit_Non profit	8.7%	.0%
	Agree	Count	21	8
		% within Profit_Non profit	91.3%	100.0%
Total		Count	23	8
		% within Profit_Non profit	100.0%	100.0%

Q27c. In regard to your experiences with the services provided by the City, would you agree or disagree that the requested information was provided in a timely manner?

*** Profit_Non profit**

			Profit_Non profit	
			For profit	Non profit
In regard to your experiences with the services provided by the City, would you agree or disagree that the requested information was provided in a timely manner?	Disagree	Count	3	1
		% within Profit_Non profit	13.0%	11.1%
	Agree	Count	20	8
		% within Profit_Non profit	87.0%	88.9%
Total		Count	23	9
		% within Profit_Non profit	100.0%	100.0%

Q27d. In regard to your experiences with the services provided by the City, would you agree or disagree that staff helped identify solutions and alternatives to problems?

*** Profit_Non profit**

			Profit_Non profit	
			For profit	Non profit
In regard to your experiences with the services provided by the City, would you agree or disagree that staff helped identify solutions and alternatives to problems?	Disagree	Count	2	0
		% within Profit_Non profit	10.5%	.0%
	Agree	Count	17	9
		% within Profit_Non profit	89.5%	100.0%
Total		Count	19	9
		% within Profit_Non profit	100.0%	100.0%

Q27e. In regard to your experiences with the services provided by the City, would you agree or disagree that staff members were courteous? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
In regard to your experiences with the services provided by the City, would you agree or disagree that staff members were courteous?	Disagree	Count	1	0
		% within Profit_Non profit	4.3%	.0%
	Agree	Count	22	8
		% within Profit_Non profit	95.7%	100.0%
Total	Count	23	8	
	% within Profit_Non profit	100.0%	100.0%	

Q27f. In regard to your experiences with the services provided by the City, would you agree or disagree that staff members conducted themselves in a professional manner? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
In regard to your experiences with the services provided by the City, would you agree or disagree that staff members conducted themselves in a professional manner?	Agree	Count	23	8
		% within Profit_Non profit	100.0%	100.0%
	Total	Count	23	8
		% within Profit_Non profit	100.0%	100.0%

Q27g. In regard to your experiences with the services provided by the City, would you agree or disagree that you was treated fairly? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
In regard to your experiences with the services provided by the City, would you agree or disagree that you was treated fairly?	Disagree	Count	1	1
		% within Profit_Non profit	4.3%	11.1%
	Agree	Count	22	8
		% within Profit_Non profit	95.7%	88.9%
Total		Count	23	9
		% within Profit_Non profit	100.0%	100.0%

Q28. Has the City of Renton becoming more diverse in regard to ethnicity, income levels, and languages spoken affected the day-to-day running of your organization? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
Has the City of Renton becoming more diverse in regard to ethnicity, income levels, and languages spoken affected the day-to-day running of your organization?	No	Count	48	11
		% within Profit_Non profit	73.8%	57.9%
	Yes	Count	17	8
		% within Profit_Non profit	26.2%	42.1%
Total		Count	65	19
		% within Profit_Non profit	100.0%	100.0%

Q29. How has Renton's increase diversity affected your organization?

*** Profit_Non profit**

			Profit_Non profit	
			For profit	Non profit
How has diversity affected your organization?	Employees recruitment process	Count	4	2
		Column %	23.5%	25.0%
	Employee application process	Count	1	1
		Column %	5.9%	12.5%
	Employee on-the-job understanding of key	Count	2	2
		Column %	11.8%	25.0%
	Employee safety on the job	Count	2	
		Column %	11.8%	
	Employees understanding customers	Count	11	4
		Column %	64.7%	50.0%
	Other	Count	2	1
		Column %	11.8%	12.5%
Increased business/increased work	Count	1	1	
	Column %	5.9%	12.5%	

Q30. Is there anything else you would like to share with us about your experiences as an employer in Renton? * Profit_Non profit

Is there anything else you would like to share with us about your experiences as an employer in Renton? * Profit_Non profit Crosstabulation

			Profit_Non profit	
			For profit	Non profit
Is there anything else you would like to share with us about your experiences as an employer in Renton?	No	Count	71	18
		% within Profit_Non profit	89.9%	85.7%
	Yes	Count	8	3
		% within Profit_Non profit	10.1%	14.3%
Total	Count	79	21	
	% within Profit_Non profit	100.0%	100.0%	

Q31. What are the top two additional things about your experiences as an employer in Renton tht you would like to share? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
Anything else you would like to share?	Good city to be in/better than other locations/enjoy being in the community	Count	3	2
		Column %	37.5%	66.7%
	Good protection/good Police Department	Count	2	
		Column %	25.0%	
	Other	Count	3	
		Column %	37.5%	
	None/nothing	Count		1
	Column %		33.3%	

Q32. Finally, are there any resources we could provide you with that we can follow up with you about at a later date? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
Finally, are there any resources we could provide you with that we can follow up with you about at a later date?	No	Count	68	17
		% within Profit_Non profit	86.1%	81.0%
	Yes	Count	11	4
		% within Profit_Non profit	13.9%	19.0%
Total	Count	79	21	
	% within Profit_Non profit	100.0%	100.0%	

Q33. GENDER * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
GENDER	Male	Count	45	12
		% within Profit_Non profit	57.0%	57.1%
	Female	Count	34	9
		% within Profit_Non profit	43.0%	42.9%
Total		Count	79	21
		% within Profit_Non profit	100.0%	100.0%

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