



BUSINESS SERVICES

FY 22-23

FY 21-22

COMPANY VISITS

305 TOTAL VISITS

307 TOTAL VISITS

BUSINESS LEVELS – Area businesses reported business levels as:

66% INCREASING

67% INCREASING

28% STABLE

29% STABLE

6% DECREASING

4% DECREASING

EXPANSIONS – Area businesses reporting plans to expand in the next year, modernize/automate, or invest:

52%

49%

TOP PRIORITIES FOR THE COMMUNITY – Area businesses ranked the following:

1. Quality of Life
2. Amount/Affordability of Housing
3. Other (Child Care/Air Service, Misc)
4. Entertainment Venues
5. Health and Wellness Opportunities
6. Creation of More Local, Renewable Energy
7. Air & Water Quality Improvements
8. Environment - Reduction of Waste

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8. Other

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TOP 3 BARRIERS TO GROWTH

Finding Employees/Employee Training
 Air Service
 Population/Market Size/Capacity

Finding Employees/Employee Training
 Economic Uncertainty
 Supply Chain

TOP 3 COMMUNITY STRENGTHS

Quality of Life/Amenities
 Market Size/Location/Customer Loyalty
 Community Leadership/Support/Partnerships

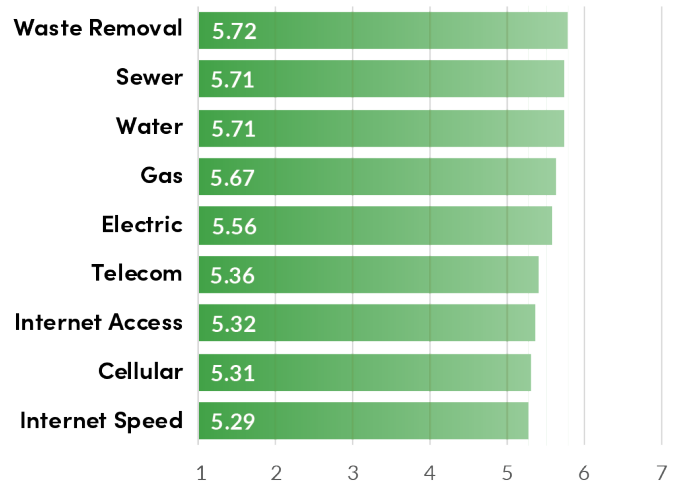
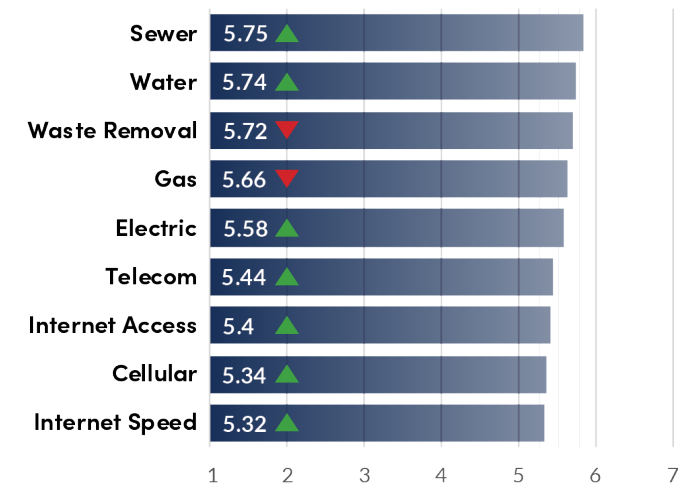
Quality of Life/Amenities
 Community Leadership/Support/Partnerships
 Market Size/Location/Customer Loyalty

IT INFRASTRUCTURE – Is the community’s IT infrastructure adequate for your company’s needs?

86% YES **14% NO**

93% YES **7% NO**

UTILITY SERVICES INDEX – Scales of 1 to 7: 1 is Low, 7 is High

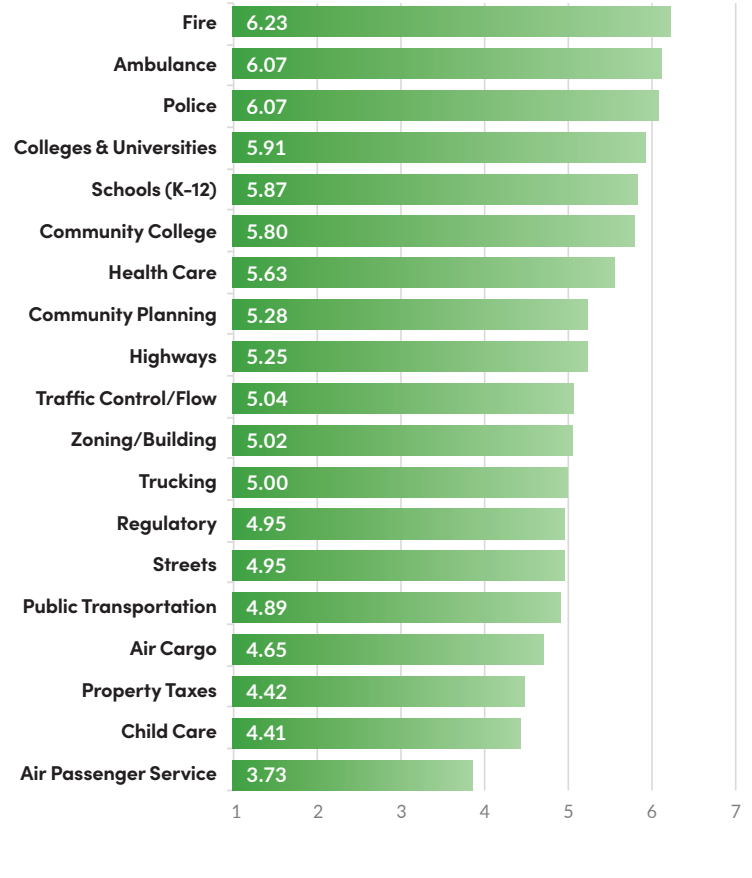
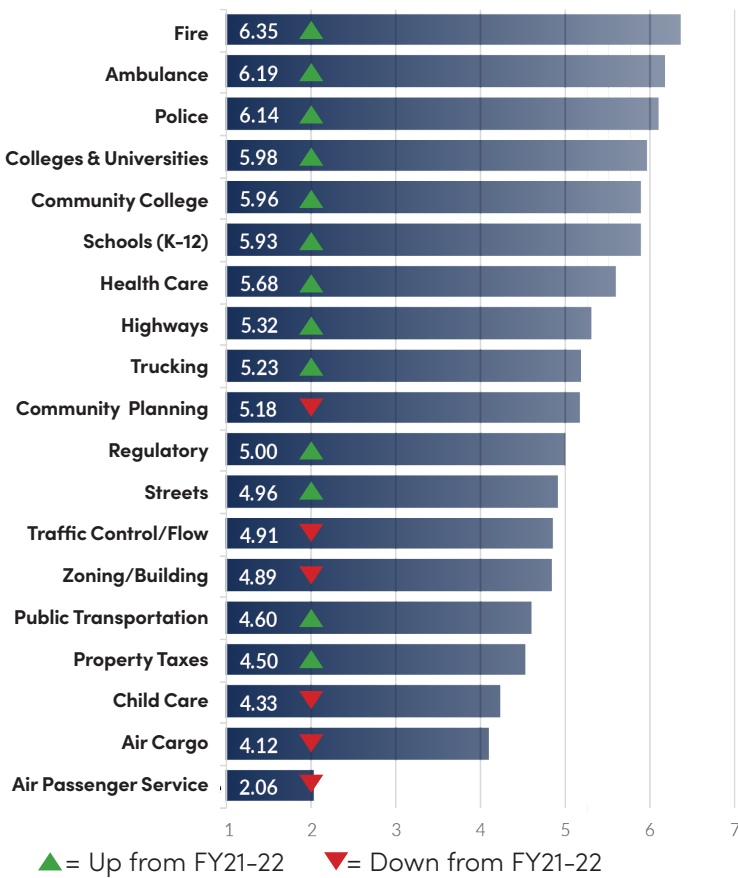


▲ = Up from FY 21-22 ▼ = Down from FY 21-22

FY 22-23

FY 21-22

PUBLIC SERVICES INDEX – Scales of 1 to 7: 1 is Low, 7 is High



WORKFORCE SOLUTIONS

FY 22-23

FY 21-22

JOB CREATION – Companies planning to add net new jobs in the next 12 months:

49% YES

51% NO

66% YES

34% NO

RECRUITMENT CHALLENGES – Companies reporting recruitment challenges:

79%

73%

TOP TAKEAWAYS

- **Workforce continues to dominate the conversation.**

A new record-high, seventy-nine percent of companies cited having recruitment challenges (up from FY 21-22 at 73%).

- **Workforce is cited as the clear, top barrier to growth for companies in this region.**

Air service and market size / population are also cited in the top three barriers to growth.

- **Availability of labor recorded a record-low on the Workforce Index, scoring 3.19** (1 low, 7 high).

- **Due to recruitment challenges and inability to fill or replace existing jobs, forty-nine percent of businesses plan to add net new jobs next year (versus sixty-six percent in FY 21-22).**

- **Businesses planning to expand and invest increased to fifty-two percent.**

Expansion and investment plans include new space, machinery or equipment, and / or technology and modernization (49% of businesses noted growth plans in FY 21-22).

- **Sixty-six percent of businesses noted increasing sales levels, similar to 67% in FY 21-22.**

In FY 22-23, companies noted strong market share positions with 47% increasing or 51% stable. Only 2% noted decreasing market share.

- **Thirty-seven percent of companies have a remote or hybrid workforce continuing the need to navigate workforce recruitment and work / office policies.**

- **Eighty-six percent of businesses noted regional IT infrastructure as adequate for their onsite needs.**

A growing number (14%) cited the need for better services for rural residential areas where remote work requires improved service at an employees' personal residence versus the company's primary office location.

- **Air service (2.06), workforce availability (3.19), and quality of current labor pool (4.06) scored lowest of all the Index rankings** (1 low, 7 high).

- **Air service scored an all-time record low on the Public Services Index.**

Businesses noted that some meetings with customers, vendors, or employees have shifted to other locations due to the loss of commercial air service since September 2022.

- **First responder services continue to receive strong marks.**

Fire (6.35), Ambulance (6.19), and Police (6.14) scored the highest of all areas on the Public Services Index.

- **Streets, Roads, Traffic Control/Flow top the list as specific areas cited for needing improvements.**

Air service and the need to grow workforce / population follow closely behind.

- **After quality-of-life initiatives, availability and affordability of housing ranks second for community priorities.**

Air service and childcare have also grown as needs cited by companies. Entertainment venues and health / wellness options continue to be frequently cited.