



South Lake Chamber of Commerce MB 2008

Membership Survey (mtvs0)

Total surveys taken by organization: **218**

Total surveys in baseline: **47879**

9g Enterprises, Inc

Contact Information

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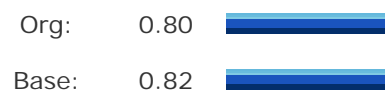
940.748.2600

Business Leadership

Mean:



Standard Deviation:



Advocacy

Mean:



Standard Deviation:

Org: 0.83 

Base: 0.85 

Business Assistance

Mean:

Org: 3.99 

Base: 3.42 

Standard Deviation:

Org: 0.92 

Base: 0.83 

Membership

Mean:

Org: 3.56 

Base: 3.62 

Standard Deviation:

Org: 0.84 

Base: 0.90 

Larger Business Community

Mean:

Org: 3.77 

Base: 3.73 

Standard Deviation:

Org: 0.94 

Base: 0.87 

Community in General

Mean:

Org: 3.93 

Base: 3.92 

Standard Deviation:

Org: 0.88 

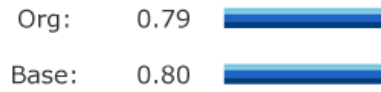
Base: 0.84 

Management

Mean:



Standard Deviation:



Personnel/Volunteers

Mean:



Standard Deviation:



Infrastructure

Mean:



Standard Deviation:



Base: 0.84 

Top-Level Approach

Mean:

Org: 4.04 

Base: 3.88 

Standard Deviation:

Org: 0.73 

Base: 0.80 

Text Responses

What are the top three issues facing the Chamber?

- 1) The ever growing county
- 2) 1. Member involvement 2. Communication Consolidation (ie. emails) 3. Limited by Lake County politicians
- 3) A slow economy Diversification in economic development A city government whose policies and procedures are not recognizing the need for business development. In a slowing economy we are still brow beating business' over codes instead of offering incentives to attract business that will add jobs and boost the economy.
- 4) Helping businesses grow. Helping businesses start Attracting new businesses
- 5) Contemporary relevance. Media and technological challenged. Changing of the guard from small town to global awareness.
- 6) Member Retention
- 7) Local economy Downtown business development Community beautification
- 8) Member retention Marketing to the community for new members Slow economy
- 9) Seeing business that are not based in Clermont.
- 10) Economic Development Improved Public School Performance Depressed Local Economy
- 11) Facility

- 12) fix the Economy
- 13) expanding when the community is growing within the space they currently are in.
- 14) To influence county politicians to see past present interests and plan for future common benefits on almost all levels.
- 15) Better office space Better meeting place for the Breakfast meetings. Jenkins needs a face lift.
- 16) unknown
- 17) Member Retention, Location, ?
- 18) Retaining members in the economic environment we are in. Many businesses are looking to reduce expenses as their revenues have dropped.
- 19) The economy, losing as many members as they are gaining, in the future out growing their present facility.
- 20) A public that is apathetic to local business, business people that are too busy to be involved, and a community role that is not very well defined (i.e. is membership for enlarging your business, government interaction, civic involvement & philanthropy, credibility?).
- 21) Diversifying the economy inter governmental relations and regionalism new headquarters
- 22) It is difficult to answer questions 31-34 because we are relatively new business owners (16 months) who also operate our business. This leaves little time to get involved with the Chamber and surrounding community. Hopefully, within the next year we will be able to do less operating and become involved to a greater extent in the South Lake County community. Next year, we should be better able to answer this survey's questions with more clarity.
- 23) Economic downturn unifying surrounding towns, such as Groveland and Mascotte to participate in SL Chamber Including businesses from those same towns in beneficial programs and events
- 24) location - facility
- 25) The economy and business growth in South Lake.
- 26) I don't know but I see getting the word out to increase membership.
- 27) New Businesses coming every day. The southern part of Clermont really have no or very little support because of the distance. Need new facility. Members should really support more than BHA.
- 28) Building space Down Town face lift
- 29) 1) Office size / meeting room size 2) Have presence at public events such as booths 3) Have access and follow thru to introduce the chamber to new bussiness's
- 30) 1. Striving to promote greater business growth in its over all area to better support the tax burden on the home owners. 2. New location for entire facilities. 3. having a stronger voice in county actions.
- 31) Discovering ways to support all of there members not just the ones that are located near the Chamber offices. Retaining memberships of businesses that feel left out of the Chamber.
- 32) Too new to the Chamber to answer this question.
- 33) Providing guidance during economic downfall Positioning South Lake in all of Lake County as a viable business community (eliminate we don't count attitude) Promoting participation by members - look for new blood participation instead of repetitive few
- 34) Keeping up with the ever changing technology and also making sure that we keep current on political issues that could have impact on the community we serve.
- 35) Helping all types of business not just the real estate people who are trying to network. Helping the new business in the community to learn the ins and outs of the city. Helping to get the word out about the new business in town.
- 36) Meeting Space Member Retainage Economic Conditions that affect membership
- 37) Retention during the economic downturn Economic development Political stability

- 38) Keeping current members happy Recruitment of new members Ongoing educational seminars
- 39) In general I have been part of other chambers and the issues facing them have been membership retention, support, and consistent turnout at after hour events. I am not sure if this is an issue with our chamber.
- 40) Membership growth or lack of (we should be alot larger than we are.) Funds A home
- 41) NA
- 42) Getting the chains & franchises to participate. Having independant companies thrive and succeed in Lake County. Having the local government make it easier and more affordable to work here in Lake County.
- 43) Growth, highways and eduction
- 44) I am a relatively new member and am unaware of issues facing the Chamber.
- 45) 1) Economy 2) Educating the local community on how to shop local 3) Local/State Government Support
- 46) Economic Conditions and lack of support of Business Growth.
- 47) The Chamber has a view of business and growth in the community and county, but I feel and know that the politcial system works against business. Don't they know who will pay for their services?
- 48) Keeping businesses in downtown Clermont Doing something to support businesses that use Clermont business services, but aren't actively selling products to the Clermont community
- 49) Maintianing a business friendly environment in the current anti-growth political environment. Retaining members in tough economic times - finding a suitable home. Being perceived as a leader by business, government and the commuity at large
- 50) growth keeping businesses downtown clermont
- 51) Sluggish housing market Road "improvement" projects Perception as a "big business" chamber
- 52) Help promote and build diverse business growth help facilitate rapid progression of new business (permitting, etc) Help facilitate downtown growth of Clermont
- 53) Growth, Economy, Government support
- 54) Membership Growth Ecomic Stability
- 55) economic development quality schools - workforce development public policy - healthcare, planned growth & other
- 56) don't know
- 57) 1. Bridging the gap (from a business building opportunity) between smaller and larger business (smaller businesses may feel overshadowed by larger ones. How to find a medium to support the two). 2. Promoting buying local - support local businesses 3. Building a stronger, amiable connection and relationship with business owners (past, current and potential chamber members).
- 58) 1. More effective programs to assist small businesses in the community. 2.
- 59) N/A
- 60) Penetration of marketing South Lake Business Save our Water and the Purity of it
- 61) Rapid growth in South Lake Business demands on the Chamber
- 62) Economic Development Promoting programs to preserve valuable resources Find ways to help "downtown" to thrive - a/k/a Mt. Dora, Leeburg, etc.
- 63) Not enough business expos for the public to become familiar with the businesses belonging to the chamber When events are scheduled, many were cancelled last year due to no or low response - yet many never new about them and their was little to no advertising about the event The Chamber needs to take a stronger position in the community to sponsor and support more events. Business After Hours is too casual.

- 64) The sense that the local government is not business friendly.
- 65) 1) Continually create and deliver value to current and prospective members (big and small) in today's economic climate. 2) Continue to promote and support the right "type and level" of economic development for all business (big and small), and 3) facilities.
- 66) Location, size, price
- 67) Growth, funding, water access
- 68) recession membership dropping
- 69) I have just joined the chamber and I am not sure at this time.
- 70) Membership
- 71) NA
- 72) economy vs environmental protection upcoming elections for commissioners funding sources
- 73) Future growth/economic development program New location membership retention
- 74) Membership Communication, Member Participation & Partnering Opportunities
- 75) Economy Business development Government representation
- 76) 1. How to balance needs of education with those of business. 2. Chamber is viewed as being too pro-Republican. 3. To have better position on the environment.
- 77) economy
- 78) Need better facility.
- 79) Larger staff needed to address the needs of a growing community. Budget should include higher wages to retain the current staff and executive. Their value should be reflected in their paycheck. The Chamber Offices need to reflect a more professional, successful appearance. "First Impression" to a newcomer in the community is weak. Staff are professional, but atmosphere sucks.....
- 80) Growth or lack due to economic issues in the USA and the world, to promote Clermont/south lake area to bring more people here like festivals and other fun ways- Pig on the Pond like event and promote in Orlando, to not lose the little companies in the mist of the small ones
- 81) 1) Public awareness. 2) New member enrollment and initiatives to help establish a customer base. 3) How can the chamber help to influence the political landscape through its members to make South Lake an area that draws in people from other areas to enjoy our uncommon scenery. Mistakes have been made by the Lake County Commission that jeopardize this blessing like allowing a dump to be approved on The Scenic Highway 455. This hurts us all.
- 82) 1. The economic cycle that we are currently within. 2. Preparing for the economic upswing. 3. Insuring that member businesses are also prepared.
- 83) t
- 84) I am very new to the chamber, therefore I can't comment
- 85) Growth in the area which is too fast for infrastructure; Slow current economy
- 86) General community awareness: Community at-large is not aware of what the Chamber is or what it does. Business and member awareness: Members are not aware of and not taking advantage of Chamber's programs, events, services.
- 87) Communication, Training, Networking
- 88) lack of professional facility, economy, retention
- 89) slow down of growth
- 90) Impact fees, taxes, and development
- 91) facilities improvement Clermont booming too fast not enough staff
- 92) ANTI BUSINESS ATTITUDE IN CLERMONT
- 93) 1. Create and maintain an environment where businesses will thrive. 2. Effectively communicate the

- Chamber's mission to the community and business owners 3. Continue to be a player in legislation affecting the business environment
- 94) NA
 - 95) Economic developement of South Lake County. Ability to work with local city governments. Helping local businesses stay in business.
 - 96) Impact of the economy Developing reputation as leader in Economic Development Assisting small business
 - 97) space for networking events due to growth, Jenkins not big enough for breakfasts, etc... Retaining members and offering programs that will promote satisfaction to members.
 - 98) In light of the economy, helping small businesses prosper as chain stores, and nationally known businesses move in. Supporting cultural and educational activities to help build a community that can attract new businesses. Building "active" memberships.
 - 99) Accepatance of minority business in the computer. Its who you know not what you know Its not diverse enough to invite minority to be part of it members.
 - 100) Growth Moving of Facility
 - 101) Keeping existing members and recruiting new members. Making South Lake County more business friendly Working with local governmental officials in promoting positions that benefit the business community.
 - 102) BUDGET, SIGNS, ECONOMY
 - 103) I have been so involved in my own business this year (and for the past several years) that I am unsure what top three issues the Chamber is facing.
 - 104) Potential drop in membership totals due to economic slow down. Reduction in sponsorship dollars due to trimming of budgets. Monthly breakfast venue needs to be larger.
 - 105) advertising,
 - 106) Membership Facilities Economic Development
 - 107) 1) Business growth to turn this recession around. 2) Helping South Lake's economy change from construction based to a more diversified business environment. 3) Accepting and help implement new technologies and opportunities.
 - 108) More say in local government Making it easier for business startups Working to develop public/private partnerships
 - 109) growth economy increase community support
 - 110) The economy Encouraging "buying local," to stop the flow to Orange County Providing indept assistance to start-up business to insure sustainability
 - 111) none
 - 112) Membership - new members/renewal Economic Issues
 - 113) Negative fiscal affects to members from a slow economy Alarming cuts in the public sector funding sources to insure adequate Public Safety and services Economic Development Diversity
 - 114) N/A
 - 115) I just joined about 4 months ago so really I am trrying to get to know everyone and just starting to experience the chamber
 - 116) Member growth and retention. Need to increase budget to support the vision/retention of the executive team.
 - 117) I feel that the Chamber needs to support local businesses. Unfortunately, I beleive the Chamber is more concerned with raising money for their budget than using their resources to help support local businesses.

118) retention of current members growth marketing apathy from members

119) Unsure

☐ What are the three most valuable programs provided by the Chamber?

- 1) Business After Hours Lunch and Learn's Networking Training for new members
- 2) Networking...business after hours, breakfasts Involvement in economic development Chamber communications
- 3) Business After Hours Chamber Breakfast Business directory
- 4) Don't know.
- 5) BAH Breakfast Open Houses and Ribbon Cutting
- 6) Events and programs: Chamber Breakfast, Lunch and Learn, Workshops,
- 7) Seminars/workshops committees breakfasts
- 8) Leadership role in Economic Development Lunch and Learn Educational Series Networking via monthly breakfasts, business after hours, ribbon cuttings etc...
- 9) Business After Hours Training/Education New Businesses Informational Tool To Newcomers
- 10) Lunch & Learn Business After Hours Chamber Breakfast
- 11) Business After Hours Chamber Breakfasts Ribbon Cutting Events
- 12) Job Fairs; Networking Groups/After hours; Monthly Breakfast
- 13) Business after hours, new member orientation and lunch-n-learn.
- 14) Networking Training programs Special events
- 15) The ambassador The after hours The breakfast
- 16) Networking opportunities Membership initiatives, such as "It Pays To Shop South Lake" Top speakers
- 17) 1. Networking 2. Working with Chamber members
- 18) Education. Support of new Businesses. Support of new members (as people and not just business)
- 19) Chamber breakfast After business networking
- 20) Breakfast networking
- 21) 1. Disseminating information that is reviewed my ats membership at large. 2. Getting prompting new businesses with aferhour events and more. 3. Having an excellent staff that is dedicated and hard working and this is extended to it board.
- 22) New member orientation Networking programs Job fairs
- 23) Education Scholarship Business Recognition (We Noticed, Openings, etc)
- 24) Chamber monthly breakfasts for networking Business After Hours for networking Busines Lunch and learn seminars
- 25) 50/50 scholarship program
- 26) Business after hours (networking)
- 27) Ribbon cuttings-these do help to get people out and I think they should be in the News Leader before the events. The Lunch and Learns are very well done. The Newsletter is a nice way to communicate to all the membership.
- 28) Public Relations For Business Business Networking Business Seminars
- 29) networking training information
- 30) Educational opportunities Networking groups Exposure through Directory
- 31) After hours, the various worshops provided, and the staff support.
- 32) Net Working Net working Net working
- 33) NA

- 34) After Hours Government involvement Recognition events such as Teacher Appreciation/Scholarships
- 35) Golf tournament, ribbon cuttings, and emails
- 36) Support local businesses Networking opportunities
- 37) 1) After Hours 2) Breakfasts 3) Lunch and Learns
- 38) After hour events, Seminars and the Monthly breakfast meeting.
- 39) Economic Growth Ambassador Committee Lunch and Learn
- 40) If Business After Hours is a program - that's the only thing I can think of
- 41) Monthly breakfasts Teacher Appreciation Breakfast Monthly Newsletter
- 42) afterhours lunch and learn
- 43) Monthly breakfasts and BAH's
- 44) Opportunities for the Promtion of Business activities Their involvement in local, county issues Monthly breakfast
- 45) Hub of businesses Networking General Information
- 46) networking
- 47) networking opportunities - BAH Reassurance of reliable businesses to general public inquiries
- 48) 1. Lunch and Learn 2. Business after hours 3. breakfast
- 49) Business After Hours Ribbon Cuttings
- 50) Research Projects ie: Coffee Grind Legislative relationship in the City of Clermont Legislative Relationship in Lake County
- 51) Education oriented programs Chamber breakfasts Membership
- 52) New Business Assistance Neworking opportunities Education
- 53) Ambassador, Networking (BAH) and Educational or Business Assistance Seminars.
- 54) Business assistance, Monthly letter, and your kindness of course. Is that a program?
- 55) breakfast, Pig on the Pond, newsletter
- 56) breakfast meetings business after hours expos
- 57) Networking opportunities, and I think just support and knowledge of its members
- 58) Networking
- 59) personal/business growth related topics networking updating members of local changes
- 60) good communication program good speakers at monthly meetings good networking opportunities
- 61) Membership Building Events, Business Development Awareness & An Annual Schedule of Events
- 62) Networking New business training
- 63) networking, advice and support
- 64) New member orientation Contact Breakfasts Chamber sponsored learning opportunities
- 65) I have not tried any of them, but there are a lot of them so looks good, maybe something specific to finance and budget of money.
- 66) 1) Meet and Greet 2) Webb networking 3) Advertising Magazine
- 67) t
- 68) I am new to the chamber and have been contacted by several members to inform me of what is going on and how I can get involved
- 69) Events; Networking opportunities; communication between members
- 70) All are great. New business education, Referrals, Networking opportunities, and Educational opportunities are some of my favorites.
- 71) Networking, Public awareness, Training
- 72) monthly breakfasts, business after hours, new member orientation

- 73) Bus. after hrs lunch and learn
- 74) After Hours business functions, chamber breakfasts
- 75) na
- 76) knowledge of the demographics. readily accessible. normal business operating hours
- 77) assisting small businesses newcomer information member to member discount program
- 78) The Lunch and Learn series is great, even though I can't do the lunch meetings.
- 79) NA
- 80) Business After Hours Chamber Breakfast Lunch and Learn
- 81) Business After Hours and Networking opportunities, Lunch -n- Learns, Business Expo's and Job Fairs and Ambassador representation.
- 82) The support for education is most appreciated. Opportunities for networking "after hours"
- 83) none
- 84) Business after Hours New Member orientation Monthly Breakfast
- 85) Chamber breakfasts Educational seminars Governmental affairs involvement
- 86) UNSURE
- 87) Education committee is the most important to me, as stated above, I have had no time to commit to community events this year, as ever-increasing state and federal mandates keep me covered up in paperwork. I will try to pay more attention.
- 88) Job fair, lunch & learn
- 89) business after hours
- 90) Networking Business enrichment Community recognition
- 91) brand new member
- 92) The scholarship program
- 93) 1) Network breakfast 2) Business After Hours 3) Training seminars
- 94) Business network
- 95) E-Mail of all the events that are up-coming.
- 96) education financial assistance workshops and training Teacher appreciation Networking
- 97) Business training seminars Ribbon Cutting Business After Hours
- 98) Leads Groups, BAH, New Member Orientation
- 99) Business After Hours, Business Breakfast, and Ribbon Cutting ceremonies.
- 100) All the Chamber's programs are valuable to a diverse community.
- 101) N/A
- 102) Strong Leadership that has the foresight to stay ahead of the game.
- 103) The Chamber does offer activities that allow community members to meet other community members.
- 104) assistance programs community involvement after hours events
- 105) Unsure

If you believe the Chamber needs to add or improve programs, which three would be the most important?

- 1) No specific feedback.
- 2) The Chamber needs to get more actively involved and take a leadership role in communicating to the business community regarding political candidates and offices that particularly effect our Chamber area. Need to improve visibility and appearance of Chamber headquarters

- 3) More after hours opportunities, the year is booked up in advance.
- 4) Don't know.
- 5) NC
- 6) I believe the creation of a community task force for possible community enhancement, development whatever is needed at the time. This allows members who are not necessarily board members to actively engage in possible proposals for the future.
- 7) .
- 8) Changing the time of the monthly meeting would allow for more membership participation and would increase overall membership.
- 9) unknown
- 10) N/A
- 11) I spent several minutes looking at the chamber Web site and I did not find The Chamber Mission Statement anywhere on there. In conjunction with the Shop Local campaign perhaps the Chamber should help the Chamber itself be a focal point/foundation in that message. It should also work on getting the Chamber The Chamber Mission Statement in a conspicuous place on its Web site. Lastly, the Chamber should focus on personal interaction with its membership by phone or in person (expanded Ambassador program?).
- 12) Stronger public policy advocacy A more unified and visible Economic Development voice Small business services
- 13) networking at the breakfast - to rushed job fairs more involved in unemployment / underemployed
- 14) n/a
- 15) BHA - it is very difficult to communicate. It is either too loud or there are children running around. I really feel that it is not a place for children. Sometimes the entertainment over rides the purpose.
- 16) More networking with non-profit organizations
- 17) None that they are not using or improving now.
- 18) Being more supportive of the small businesses.
- 19) Improve their ability to support businesses that are not in Clermont. Promote businesses in all areas of South Lake County. Offer after business hours networking in various towns not just Clermont and Minneola.
- 20) Chamber breakfast is too early. would you consider having a chamber lunch.
- 21) Unsure at this time
- 22) South Lake Chamber needs to work in conjunction with other chambers throughout Lake towards a common goal. I realize that we participate, but member should be made aware of our positioning with others and the overall goals for Lake County
- 23) I really do not have any suggestions as the chamber does an excellent job with programs and support to the business community
- 24) "Working with the City of Clermont" how do we do this?
- 25) offer group health insurance
- 26) I feel the chamber does quite a bit compared to what I have seen in larger municipalities. They do need better facilities in which to meet.
- 27) N/A
- 28) Membership retention.. Net working Ambassador program. The Ambassadors look more like a click and huddle together. They should be talking to members not each other at the events.
- 29) NA
- 30) Control growth properly, rejuvenate downtown, build it's own center.

- 31) N/A
- 32) I would like to see a mentoring program implemented to allow small companies or owners to be mentored by more established businesses.
- 33) a program that helps existing business's grow beyond the 1-5 year mark in business.
- 34) Continue to work on website Continue Shop South LAke Campaign Volunteer Appreciation
- 35) score classes,
- 36) WORKING MORE WIYH THE DOWNTOWN BUSINESSES. HELP WITH BETTER ADVERTISING & MAKING THE DOWNTOWN PARTNERSHIP BETTER TO WORK WITH BRING BACK A THEME AS FIRST FRIDAYS ETC
- 37) Continuation of the progression forward for the Chamber
- 38) economic development
- 39) to encourage members to use other local chambers services
- 40) Assist Clermont businesses with a "Buy Local" campaign.
- 41) I do not know of any
- 42) I have a committment every Thursday night so will there be any other networking oppourtunities like the business after hours in the future?
- 43) Not sure
- 44) A job resource center and guidance program (targeting executive positions as well as entry level) Assistance programs for non-profits Economic Development group/program
- 45) More events highlighting local businesses
- 46) Continue to improve its role in economic development, public policy and general business support for its members.
- 47) Add a comunity get together fun night for adults have a little fun to go with your business. One for the adults and one for the kids.
- 48) No comment
- 49) don't know
- 50) N/A
- 51) NA
- 52) ???
- 53) Do not know of any.
- 54) Membership Communication, Member Participation & Partnering Opportunities
- 55) n/a
- 56) Again not sure as I have not tried any of them
- 57) 1) Public Events 2) New member integration 3) Political influence to better us as a whole. Let's make South Lake a place people just have to see when they visit the Destination Capital of the World. I have heard it described as a nice slice of Pennsylvania right here in Sunny Florida. Lake County has a lot to capitalize on. Let's use it!
- 58) N/A
- 59) t
- 60) n/a
- 61) Increase the ability for members to contact or interact with other members; Educational programs put on by our members (without being too sales oriented; marketing or promotion of current members to the community at-large
- 62) Perhaps the Chamber needs its own ongoing "ad campaign" extolling the Chamber's mission,

community position, involvement, projects, etc. Unless one is a member, and a participating one at that, I think the Chamber is fairly invisible.

- 63) Advertising, Events, Input in local government. There needs to be a collective voice of the community at the city council meetings.
- 64) New business marketing and start up information
- 65) na
- 66) no response
- 67) 1. Provide opportunities to spotlight small businesses. 2. Encourage "networking" at the networking opportunities, rather than just being social events. 3. Improve the perception among small business owners that the large businesses get the major share of attention
- 68) NA
- 69) Business Workshops Lunch and Learn Business Startup
- 70) Multicultural program
- 71) help the downtown business get more free advertising
- 72) All of the programs are community geared. The back to school supplies is a great community project, the Thanksgiving baskets are great, I appreciate all that you do for the community.
- 73) Bookkeeping for small business. Host South Lake City Hall open houses to better familiarize the public with local government.
- 74) i don't know
- 75) expand the use of the small business think tank and work closer with LSCC and UCF
- 76) brand new member
- 77) 1) Need to find a way to get more member participation in training seminars.
- 78) Add programs for commercial financing, start up checklist for new businesses, develop a "go to" list for local vendors/support covering all aspects of starting a business from concept to "open for business"
- 79) no comment
- 80) A program to provide greater assistance(mentoring) to start-up businesses Due to the long waiting list for the Business After Hours, increase the number of events during a month. Work with the City Council to encourage a more "business friendly" approach to ordinances, rules and codes. The sign ordinance is the most oppressive for a business, especially a start-up.
- 81) none
- 82) - support and assistance in exposure for in-home businesses - special program for home business
- 83) N/A
- 84) Again, I feel the focus should be on helping local companies achieve status in our community. This is lost in the big picture, when the main concern is on how much money can the Chamber raise for themselves.
- 85) interactive business coaching series community outreach thru marketing programs more visibility thru promotional events/adv
- 86) Unsure

To the extent the Chamber management, including the Board, needs improvement, what areas are the most urgent?

- 1) No specific feedback.
- 2) Add a component to the governance committees for politics.
- 3) ?

- 4) Don't know.
- 5) Member Retention Availability Of Date Base To Members
- 6) Accessibility, Impartiality, Diversity
- 7) Marketing/PR/Communications
- 8) A New Chamber Headquarters
- 9) Not informed enough with their activities to answer this prudently.
- 10) unknown
- 11) N/A
- 12) Motivating the membership to spend time reflecting how they can help their fellow members in business and the communities.
- 13) More inclusivity beyond City of Clermont Better communications/marketing of organization
Something must be done to address physical office location and image
- 14) they are wonderful
- 15) Meeting place. The set up at Jenkins in unacceptable Better scheduling to prevent a Business After Hours event the night before a morning breakfast Be more accepting of member group's decisions
- 16) n/a
- 17) You do a great job
- 18) I feel that the staff is doing the best they can in such a cramped facility. They are great.
- 19) Transparency of the nomination/election process to the Board
- 20) When chamber members attend ribbon cuttings for new members, attendee's that are members from other companies should be acknowledged and encouraged to attend.
- 21) None that they are not using or improving now.
- 22) Realize that all businesses are just as important as the other members and deserve the same support.
- 23) Unsure at this time.
- 24) No suggestions here--Overall the mgmt team is very strong through Ray's leadership and the board is committed to the chamber and it's membership
- 25) I think the board is doing a great job and improving.
- 26) Mary Prescott is a phenomenal asset to this organization. She is so enthusiastic, knowledgeable and helpful.
- 27) I feel the Chamber does a great job.
- 28) Replace the president. He has a dull personality. At least 60% of the board needs to be actually business owners. Not bankers or hospital staff or managers of someone else's business. These businesses owners have to work for every penny they make. They are not out to just have on there resume that they were on the board for the chamber. The chamber is boring. Same every year.
- 29) NA
- 30) Having it's own space, build it and they will come....
- 31) N/A
- 32) The Chamber as a whole does an amazing job, and I am happy with the way the Chamber is run and how the Board is working. Thank you!
- 33) Great team of management...
- 34) To have more influence in the governmental process. The local city and county governments are fighting growth and helping the small businesses to grow.
- 35) No urgent needs, but it's hard to project professionalism in such run down quarters.

- 36) The Board/membership needs to continue to support the strong leadership of its Executive President.....He definately has what it takes to get the job done. DON'T LOSE HIM!
- 37) Seems to be doing good job
- 38) board development succession planning permanent location
- 39) none
- 40) Getting out into the community and making teh "chamber" presence more visible.
- 41) Direct Communication with members. Meetings with business members and community members. Communication with small businesses in the community regarding their specific needs and develop a better understanding of the chambers committment to small business in the community.
- 42) need to update the facility, a few upgrades would really enhance the professional well being of our chamber, over all they do a terrific job and have grown a ton in the 4 years we have had membership
- 43) Listen more to the small business owners....
- 44) None
- 45) I can not think of any that are not now being done
- 46) Not sure
- 47) Economic Development
- 48) They all need a well deserved vacation...
- 49) Management is top notch.
- 50) don't know
- 51) N/A
- 52) NA
- 53) ????
- 54) Do not see the inner working close enough to comment. I feel the organization is run very well and has broad community support.
- 55) Need to work more with the school system to improve education. Need to play a larger role in protecting the lakes and environment.
- 56) n/a
- 57) Chamber management is excellent.....very professional, knowledgable, helpful. A strong team and team leader. "Don't fix whats not broken!"
- 58) Question a Answer sessions? Make it easier for members to make suggestions or ask questions.
- 59) N/A
- 60) t
- 61) n/a
- 62) Happy with the Board so far
- 63) I do not have enough personal knowledge to comment. Staff could use more dynamic, top-notch, go-getters like Mary and Ray.
- 64) Input to the City council about the increase of personnal in all emergency services. Increased pay to the fireman and police officers. The local emergency services are understaffed and underpaid. Our city is not prepared for any disaster. Criminal files are not properly worked because of under staffing causing criminals to remain on the streets committing more crimes. Unless changes are made, we are setting ourselves up for failure for a desaster at any level. The county offices are tired of conducting investigations of our major crimes. The Chamber must be a voice in our community.
- 65) na
- 66) no response

- 67) Covered in the responses above.
- 68) NA
- 69) Political influence
- 70) communication
- 71) DOWNTOWN CLERMONT
- 72) I do not have any problems with the people on the Chamber Board, or the management. Many people can not take positions on the Board due to their work commitments. The board is made up of people who can give of their time, and I commend them for this. Mary in the office is awesome, and always willing to help. I know that Ray is a great leader for our area, but I will always miss Howard! Thank you, entire chamber, for the work that you do. I also want to thank you for allowing our students to utilize the hall for rehearsal of our preschool graduation. You guys really do still work with the community! Thanks again, Nancy Allison, Magic Moments Learning Centers, Inc.
- 73) N/A
- 74) i do not know
- 75) More communication of Board decisions(publication of minutes)to the general membership along with disclosure of the Chamber financials, could be included in the Business Beat newsletter. Include information from Chamber on-going programs,when committee's meet and the work they do. Again profile committee chair in BB ask for involvement from members
- 76) brand new member
- 77) 1) Management is great, but I would like to see more new faces on the board. You should not have to be a Trustee.
- 78) Work on top three issues
- 79) no comment
- 80) Starting workshops on time
- 81) The email blast should have a more professional look to them.
- 82) none
- 83) Space. The Chamber has outgrown its current location, however, economic conditions make it difficult to relocate at this time. That should not stop the planning and preparation. Now is the time to do that.
- 84) THEY DON'T
- 85) More money !!!!
- 86) Most definitely the Chamber needs a manager to look over expenses and everyday operating activities. Though the Chamber parties are nice, they don't specifically help businesses to flourish. If the Chamber would employ a manager that understands the importance of marketing local businesses, I feel this would be a great improvement. For example, when a local company is looking to win a local contract or bid, the Chamber should support them. I believe that if we keep the monies local, small businesses have the opportunity to grow (as they will support each other). I can personally mention one instance where this lack of support was clear. I volunteer for the Chamber and my company is a Chamber member. I was quite active and knew most of the active members and volunteers. When my company was competing for a local Lake County contract, I asked for the Chamber's support. I was told that the Chamber could do nothing! I was quite disappointed, as a large company from Atlanta won the bid. I feel that if there had been more local support, this would not have been the case.
- 87) promote Mary Prescott to CEO and give her an unlimited budget with complete autonomy. If this isn't possible, then provide better working conditions and look to higher visibility for new location and invest in better exposure thru promotion/adv for the chamber to elicit less apathy from members and

more individual volunteerism for joint projects of importance, ie; the recent coffee grinds worked very well and should be repeated as a model for additional programs.

88) unsure

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