



Do you currently provide any supplies or services to local industrial refineries? \_\_\_\_ yes \_\_\_\_ no

Are total company sales \_\_\_\_ increasing \_\_\_\_ stable \_\_\_\_ decreasing?

**III. Raw Materials/ Suppliers**

Consider your company's major materials. Which goods or services purchased from outside the area would you prefer to purchase locally if available at a comparable price?

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**IV. Personnel/ Labor**

Total Employees: \_\_\_\_\_ % Union \_\_\_\_\_ Union Name (s) \_\_\_\_\_  
What percentage of your labor force is: Skilled\_\_\_\_ Semi-Skilled\_\_\_\_ Unskilled\_\_\_\_ Clerical\_\_\_\_ Mgt.\_\_\_\_?  
What approximate percentage of your employees live within (miles) 0-5 \_\_\_\_ 6-15 \_\_\_\_ 16+\_\_\_\_  
Current employment status: \_\_\_\_\_ Hiring \_\_\_\_\_ Stable \_\_\_\_\_ Downsizing  
What demand do you anticipate for additional work force during the next given years?

	2009	2010	2011	2012	2013
Number of hourly skilled	_____	_____	_____	_____	_____
Number of hourly unskilled	_____	_____	_____	_____	_____
Number of clerical	_____	_____	_____	_____	_____
Number of supervisor/ technical	_____	_____	_____	_____	_____

Consider the following labor-skill classes, and circle the number that best represents your opinion of their availability for employment locally and the quality of basic skills possessed by new employees:

1=Excellent      2=Good      3=Average      4=Poor      5=No Opinion

Skill Class	Availability	Quality of Skills
Professional/ Management	1 2 3 4 5	1 2 3 4 5
Skilled	1 2 3 4 5	1 2 3 4 5
Semi-Skilled	1 2 3 4 5	1 2 3 4 5
Unskilled	1 2 3 4 5	1 2 3 4 5
Clerical	1 2 3 4 5	1 2 3 4 5
Other _____	1 2 3 4 5	1 2 3 4 5

**V. Availability**

If recruiting personnel is difficult; what factors contribute to these difficulties? (Check all that apply)  
\_\_\_\_ Labor supply shortage      \_\_\_\_ Skills not adequate      \_\_\_\_ Lack of public transportation  
\_\_\_\_ Affordable housing      \_\_\_\_ Available Housing      \_\_\_\_ other (explain)

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How do you recruit labor? \_\_\_\_ Newspapers \_\_\_\_ Workforce \_\_\_\_ Temp Agencies  
\_\_\_\_ Word of Mouth \_\_\_\_ other (explain) \_\_\_\_\_

What other labor difficulties, if any, have you experienced (turnover, productivity, union activity, etc?)

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**VI. Quality of Skills**

Skill needs not met: \_\_\_\_\_  
 Has your company participated in any state-sponsored job training programs (i.e., OJT, WIA, etc.)?  
 Results: \_\_\_\_\_

Have you worked with any of the following to provide customized training for your employees?  
 (Check all that apply)  
 \_\_\_ Lamar University    \_\_\_ Lamar State College – Port Arthur    \_\_\_ WIA    \_\_\_ ABC Training

Would you be interested in job training programs designed to meet your needs? \_\_\_ yes \_\_\_ no  
 If yes, what specific types of training?

**VII. Community Services/ Assistance**

Please rate the following community resources according to their quality and cost, circling the response which best matches your opinion:

	1=Excellent	2=Good	3=Average	4=Poor	5=No opinion
	<b>Service Quality</b>				<b>Cost Rates</b>
<b>Utilities</b>					
Water Sewer	1	2	3	4	5
Electric	1	2	3	4	5
Gas	1	2	3	4	5
Telecommunications	1	2	3	4	5
<b>Transportation</b>					
Rail	1	2	3	4	5
Air	1	2	3	4	5
Public Transportation	1	2	3	4	5
Truck	1	2	3	4	5
Barge/ Intermodal	1	2	3	4	5
<b>Community Services</b>					
Health Care	1	2	3	4	5
Entertainment/ Recreation	1	2	3	4	5
Education (K – 12)	1	2	3	4	5
High Education (College, etc.)	1	2	3	4	5
Police Protection	1	2	3	4	5
Fire Protection	1	2	3	4	5
Paramedic/ EMT Service	1	2	3	4	5
Streets & Highways	1	2	3	4	5
Other	1	2	3	4	5

Comments: \_\_\_\_\_

**VIII. Business Activity/ Business Climate**

Please list or describe the greatest advantages of operating your business in Port Arthur.

\_\_\_\_\_

\_\_\_\_\_

Please list the greatest disadvantages of operating your business in Port Arthur.

\_\_\_\_\_

\_\_\_\_\_

What recommendation do you have for improving the business climate or quality of life in Port Arthur?

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Does your company plan to establish new or expanded operation outside of Port Arthur?  
If yes, when/ why?

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In which of the following areas has your company expanded in the past year? (Check all that apply)

<input type="checkbox"/> Plant/ Facility	Approx Investment	\$ _____
<input type="checkbox"/> Equipment	Approx Investment	\$ _____
<input type="checkbox"/> Employment	Approx Investment	\$ _____

In which of the following areas do you anticipate growth in the next year? (Check all that apply)

<input type="checkbox"/> Plant/ Facility	Approx Investment	\$ _____
<input type="checkbox"/> Equipment	Approx Investment	\$ _____
<input type="checkbox"/> Employment	Approx Investment	\$ _____

Are you planning an expansion or new facilities within the next five years?  
If yes, Please explain:

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### **IX. Business Assistance**

Is your company currently challenged by any of the following issues? (Check all that apply)

<input type="checkbox"/> Utilities	<input type="checkbox"/> Physical Space	<input type="checkbox"/> Vandalism	<input type="checkbox"/> Capital financing	<input type="checkbox"/> Labor
<input type="checkbox"/> Transportation	<input type="checkbox"/> Safety	<input type="checkbox"/> Taxes	<input type="checkbox"/> Production Process	<input type="checkbox"/> Govt. Regulation
<input type="checkbox"/> Business Mgmt.	<input type="checkbox"/> Drainage	<input type="checkbox"/> Marketing	<input type="checkbox"/> Environmental Issues	<input type="checkbox"/> Other (specify)

Please describe the most critical issue currently facing your company:

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### **X. How can the Port Arthur Economic Development Corporation (EDC) and The Greater Port Arthur Chamber of Commerce Help?**

Are there any specific challenges your company is facing which we can assist in resolving?

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Are there any additional industry or other support service that you feel are needed in Port Arthur?

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What else can we do to enhance your company's effectiveness or profitability in the Port Arthur area?

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Would you like any information regarding any of the programs listed below? (Check all that apply)

- |   |   |
|---|---|
| <input type="checkbox"/> Federal Financing Programs | <input type="checkbox"/> Worker Training Programs |
| <input type="checkbox"/> State Financing Programs   | <input type="checkbox"/> Industrial Revenue Bonds |
| <input type="checkbox"/> Local Financing Programs   | <input type="checkbox"/> Technical Assistance     |
| <input type="checkbox"/> Other:                     |   |

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Thank you for completing our survey. Your assistance in this project is critical as we develop new programs to help make your company successful. A member of the EDC or Chamber of Commerce staff will visit your office in the near future to discuss the results of the survey with you and to obtain any additional input you may wish to provide. In the meantime, if you have any questions, please contact either office by telephone or email.

Port Arthur EDC

(409) 963-0579, [fbatiste@paedc.org](mailto:fbatiste@paedc.org).

Greater Port Arthur Chamber of Commerce

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