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**Receptionist Intro:**

Hello, may I speak with (NAME FROM SAMPLE.)

**SCHEDULE CALLBACKS AS NEEDED.**

**Respondent Intro:**

Hello, this is \_\_\_\_\_ with Bardsley & Neidhart, an independent research firm based in Portland. We are conducting a survey on behalf of the Oregon Economic and Community Development Department and its divisions, programs and partners, such as the Oregon Progress Board, Oregon Tourism Commission and the Oregon Arts Commission. We want to get your opinions on the service you received. I promise that all of your replies are strictly confidential. All results will be reported in aggregate, and your comments will never be associated with your name.

NOTE: If respondent asks how we got their name: "You have had contacts with the program staff in (INSERT PROGRAM) area in the past year. We would like to get your opinions on the agency's performance."

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1. First, please tell me which, if any, of the following types of assistance you received from the Oregon Economic and Community Development Department and its divisions, programs, or partners? **(IF NEEDED: such as the Oregon Progress Board, Oregon Tourism Commission, or the Oregon Arts Commission) (FOR PROGRESS BOARD ONLY, READ: First, please tell me which, if any, of the following types of assistance you received from the Oregon Economic and Community Development Department and its partners, such as the Oregon Progress Board. (READ LIST. CIRCLE ALL MENTIONS)**
- 01 Contacted the Oregon Economic and Community Development Department only for information (PROGRESS BOARD ONLY: Contacted the Progress Board only for information)
  - 02 Contacted the Oregon Economic and Community Development Department but did not apply for funding (PROGRESS BOARD ONLY: Contacted the Progress Board but did not apply for funding)
  - 03 Applied for funding
  - 04 Received assistance in workforce development and training to help in recruitment or expansion efforts
  - 05 Received assistance for one-time special projects
  - 06 Received non-monetary technical assistance, such as help with marketing or strategic planning
  - 07 Received assistance for decision to locate a facility in Oregon, retain a facility in Oregon or complete a project in Oregon
  - 08 Received assistance for improvement of infrastructure to help in business attraction
  - 09 Have an on-going relationship or partnership with the Department (PROGRESS BOARD ONLY: Have an ongoing relationship or partnership with the Progress Board)
  - 10 Applied to receive authorization to supply funding (**ASK ONLY BUSINESS FINANCE - CAP AND BUSINESS FINANCE - CEF**)
  - 11 Participated in a Progress Board sponsored project or event (**ASK ONLY PROGRESS BOARD**)
  - 12 Used Progress Board staff as a speaker at an event (**ASK ONLY PROGRESS BOARD**)
  - 98 Other (**SPECIFY**) \_\_\_\_\_
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IF NOT TOURISM, SKIP TO Q2  
TOURISM GRANTEEES AND PARTNERS

- n1a. What type of information or assistance provided by the Oregon Tourism Commission is most useful to you and your organization? (PROBE & CLARIFY)

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**SECTION 1: CORE QUESTIONS - ASK EVERYONE**

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2. Thinking about customer service in general, how would you rate the importance of each of the following, using a five point scale where 1 is “not at all important” and 5 is “extremely important?” Let’s start with ... **(START WITH RED CHECK)**

<b>Not at all Important</b>				<b>Extremely Important</b>	
1	2	3	4	5	a. Overall quality of assistance ( <b>ALWAYS READ FIRST</b> )
1	2	3	4	5	b. Timeliness of response to your requests
1	2	3	4	5	c. Accuracy of information received
1	2	3	4	5	d. Received the services requested

- 
3. Overall, on a five point scale where 1 is “poor” and 5 is “excellent,” please tell me how you would rate the quality of assistance you received from the Oregon Economic and Community Development Program, its divisions, or partners? **(PROGRESS BOARD ONLY: Overall, on a five point scale where 1 is “poor” and 5 is “excellent,” please tell me how you would rate the quality of assistance you received from the Oregon Progress Board)**

1        Poor  
2  
3  
4  
5        Excellent

- 
4. And, why do you give this rating? **(PROBE & CLARIFY)**

- 
5. Now, using the same scale where 1 is “poor” and 5 is “excellent,” how would you rate each of the following areas? Let’s start with ... **(START WITH RED CHECK)**

<b>Poor</b>				<b>Excellent</b>	
1	2	3	4	5	a. Timeliness of response to your requests
1	2	3	4	5	b. Accuracy of information received
1	2	3	4	5	c. Received the services requested

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<b>BUSINESS DEVELOPMENT:</b>	<b>IF “07” IN Q1, SKIP TO Q43, ELSE SKIP TO Q6</b>
<b>BUSINESS FINANCE OBD/EDLF/IDR:</b>	<b>IF “03” IN Q1, SKIP TO Q11, ELSE SKIP TO Q24</b>
<b>BUSINESS FINANCE CAP/CEF:</b>	<b>IF “10” IN Q1, SKIP TO Q11, ELSE SKIP TO Q23B</b>
<b>COMMUNITY DEVELOPMENT:</b>	<b>IF “03” IN Q1, SKIP TO Q11, ELSE SKIP TO Q26</b>
<b>COUNTY COMMISSIONERS:</b>	<b>SKIP TO Q26</b>
<b>INDUSTRY DEVELOPMENT:</b>	<b>SKIP TO Q6</b>
<b>INTERNATIONAL – BUSINESS</b>	<b>SKIP TO Q34</b>
<b>INTERNATIONAL – PARTNERS</b>	<b>SKIP TO Q40</b>
<b>KEY INDUSTRIES-ASSOCIATION:</b>	<b>SKIP TO Q6</b>
<b>LEDO:</b>	<b>SKIP TO Q26</b>
<b>PORTS:</b>	<b>SKIP TO Q33</b>
<b>REGIONAL DEVELOPMENT:</b>	<b>IF “03” IN Q1, SKIP TO Q11, ELSE SKIP TO Q26</b>
<b>REGIONAL STRATEGIES:</b>	<b>IF “03” IN Q1, SKIP TO Q11, ELSE SKIP TO Q26</b>
<b>RURAL:</b>	<b>IF “03” IN Q1, SKIP TO Q11, ELSE SKIP TO Q26</b>
<b>STRATEGIC RESERVE FUND - B, C, D:</b>	<b>SKIP TO Q6</b>
<b>STRATEGIC RESERVE FUND - A, E, F:</b>	<b>SKIP TO Q11</b>
<b>DISASTER RECOVERY GRANT</b>	<b>SKIP TO N50A</b>
<b>ARTS COMMISSION</b>	<b>SKIP TO ARTS SURVEY</b>
<b>TOURISM – GRANTEEES</b>	<b>IF APPLIED FOR FUNDING IN Q1 (CODE 03), ASK Q14A-H AND Q15, ELSE SKIP TO N50D</b>
<b>TOURISM – PARTNERS</b>	<b>IF APPLIED FOR FUNDING IN Q1 (CODE 03), ASK Q14A-H AND Q15, ELSE SKIP TO N50D</b>
<b>TELECOM</b>	<b>SKIP TO 51</b>
<b>PROGRESS BOARD</b>	<b>SKIP TO 51</b>

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**SECTION 2  
BUSINESS DEVELOPMENT  
KEY INDUSTRIES-ASSOCIATION  
INDUSTRY DEVELOPMENT  
STRATEGIC RESERVE FUND (B, C, D)**

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6. Using a five point scale where 1 is “poor” and 5 is “excellent,” please tell me how you would rate the Department’s performance on the following. Let’s start with ... **(READ LIST. ROTATE LIST)**

<b>Poor</b>		<b>Excellent</b>			
1	2	3	4	5	a. Responsiveness to your needs
1	2	3	4	5	b. Flexibility to adapt to the changing requirements of the economy in Oregon

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7. Please name the Industry Development programs that are most important to you. **(PROBE & CLARIFY)**

**KEY INDUSTRIES - ASSOCIATION**

**NOW SKIP TO Q51**

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8. Since the time you began receiving assistance from the Oregon Economic and Community Development Department, have you ... **(READ LIST. TAKE ALL RESPONSES)**

- 01 Decided to go into business
  - 02 Decided not to go into business
  - 03 Actually started a business
  - 04 Expanded current operations
  - 05 Decided not to expand
  - 06 Made a significant change in the nature of your business or markets
  - 07 Solved a specific operational problem
  - 08 Improved regular business operations or methods
  - 09 Increased your sales
  - 10 Increased the number of employees in Oregon
  - 11 Gone out of business
  - 98 Other **(SPECIFY)** \_\_\_\_\_
- 

**IF “03” OR “04” OR “10” IN Q8 ASK Q9, ELSE SKIP TO Q10**

9. And, approximately how many additional full-time equivalent employees did you hire or add to your staff? **(If needed: JUST YOUR BEST ESTIMATE IS FINE).**

\_\_\_\_\_ **(FOUR DIGITS)**

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- 
10. To what extent do you feel that the services you received from the Oregon Economic and Community Development Department contributed to these outcomes? Did it “contribute significantly,” “contribute somewhat,” “did not contribute at all” or did the “service detract from the outcome”? **(READ LIST. TAKE ONLY ONE RESPONSE)**
- 4 Contributed significantly
  - 3 Contributed somewhat
  - 2 Did not contribute at all
  - 1 Service detracted from the outcome

**STRATEGIC RESERVE FUND (B, C, D): SKIP TO Q11  
ELSE SKIP TO Q51**

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**SECTION 3  
BUSINESS FINANCE - OBDF  
BUSINESS FINANCE - EDLF  
BUSINESS FINANCE - CAP  
BUSINESS FINANCE - CEF  
BUSINESS FINANCE - IDR  
COMMUNITY DEVELOPMENT  
REGIONAL DEVELOPMENT  
REGIONAL STRATEGIES  
RURAL  
STRATEGIC RESERVE FUND (ALL)**

- 
11. What is the current status of your application for a loan, loan guarantee, grant or other financial assistance **(READ LIST. TAKE ONLY ONE RESPONSE)**
- 1 No determination has yet been made
  - 2 It has been approved, but not yet funded
  - 3 It was withdrawn
  - 4 It was turned down
  - 5 It was funded
  - 8 Other **(SPECIFY)** \_\_\_\_\_

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12. **BUSINESS FINANCE -OBDF/EDLF, ASK A  
BUSINESS FINANCE - CAP/CEF, ASK B  
ELSE SKIP TO Q13**

- A. I’m going to read you a list of funding programs offered by the Business Finance Programs. Please tell me which, if any, you applied for and received funding for. **(READ LIST)**
- 1 Capital Access Program
  - 2 Entrepreneurial Development Loan Fund
  - 3 Oregon Business Development Fund
  - 4 Credit Enhancement Program
  - 5 Industrial Development Bond
-

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B. I'm going to read you a list of funding programs offered by the Business Finance Programs. Please tell me which, if any, you applied for and received authorization to supply funding for.

**(READ LIST)**

- 1 Capital Access Program
- 2 Entrepreneurial Development Loan Fund
- 3 Oregon Business Development Fund
- 4 Credit Enhancement Program
- 5 Industrial Development Bond

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13. In addition to an application, were you also required to submit a strategic or business plan?

- 1 Yes
- 2 No
- 9 DK

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14. I'm going to read you a list of items. Please tell me how you would rate each using a five point scale where 1 is "poor" and 5 is "excellent." Let's start with ... **(READ LIST. ROTATE LIST)**

- | <b>Poor</b> |   |   |   |   | <b>Excellent</b> |  |
|-------------|---|---|---|---|------------------|--|
| 1           | 2 | 3 | 4 | 5 | a.               | Reasonableness of the time and effort required to prepare applications   |
| 1           | 2 | 3 | 4 | 5 | b.               | The amount of time for applications to be processed and reviewed   |
| 1           | 2 | 3 | 4 | 5 | c.               | The amount of time required from approval to receiving the funds   |
| 1           | 2 | 3 | 4 | 5 | d.               | The knowledge of program personnel about other financial programs available through the Oregon Economic and Community Development Department |
| 1           | 2 | 3 | 4 | 5 | e.               | Clarity of the information provided in printed materials, such as newsletters and brochures  |
| 1           | 2 | 3 | 4 | 5 | f.               | Helpfulness of the information provided in printed materials, such as newsletters and brochures  |
| 1           | 2 | 3 | 4 | 5 | g.               | Clarity of the information provided over the phone   |
| 1           | 2 | 3 | 4 | 5 | h.               | Helpfulness of the information provided over the phone   |
-

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**ASK Q14i and j ONLY OF THOSE WHO SAID “1” IN Q13  
TOURISM SKIP TO Q15**

- |   |   |   |   |   |    |   |
|---|---|---|---|---|----|---|
| 1 | 2 | 3 | 4 | 5 | i. | Reasonableness of the time and effort required to prepare strategic or business plans |
| 1 | 2 | 3 | 4 | 5 | j. | The amount of time for strategic or business plans to be processed and reviewed       |

**ASK EVERYONE**

- |   |   |   |   |   |    |   |
|---|---|---|---|---|----|---|
| 1 | 2 | 3 | 4 | 5 | k. | Clarity of the information provided electronically, such as email or in the website     |
| 1 | 2 | 3 | 4 | 5 | l. | Helpfulness of the information provided electronically, such as email or in the website |

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**IF “1,” “2” OR “3” IN Q14A, ASK:**

15. Would you please explain why you rated the time and effort involved in preparing your application a (INSERT RATING OF 1, 2 OR 3 FROM Q14A)? (PROBE & CLARIFY)

**IF NOT TOURISM, SKIP TO Q16**

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**ASK TOURISM GRANTEES AND PARTNERS**

- n15a. As you may or may not know, the Oregon Tourism Commission’s application process was recently integrated with the Needs and Issues Inventory process that is coordinated with the Oregon Economic and Community Development Department. In your opinion, did this change make the application process easier, harder or about the same as before?

- |   |                |
|---|----------------|
| 1 | Easier         |
| 2 | Harder         |
| 3 | About the same |

**TOURISM SKIP TO Qn50c**

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**IF “1,” “2” OR “3” IN Q14I, ASK:**

16. And, would you please explain why you rated the time and effort involved in preparing your strategic or business plan a **(INSERT RATING OF 1, 2 OR 3 FROM Q14I)?** **(PROBE & CLARIFY)**

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17. Did you work with more than one division or program of the Oregon Economic and Community Development Department?

- 1 Yes
- 2 No **(SKIP TO Q19)**
- 9 DK **(SKIP TO Q19)**

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18. And, how would you rate the coordination among the different Oregon Economic and Community Development Department programs or personnel using the same scale where 1 is “poor” and 5 is “excellent?”

- 1 Poor
- 2
- 3
- 4
- 5 Excellent

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**THOSE WHO ANSWERED “5” IN Q11 (RECEIVED FUNDING), ASK Q19  
ELSE SKIP TO Q20**

19. Now, thinking about the service you received after the funds were dispersed, and using the same five point scale, how would you rate Oregon Economic and Community Development Program’s follow-up efforts with you to ensure the contract requirements were being met?

- 1 Poor
- 2
- 3
- 4
- 5 Excellent

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20. Now, please tell me whether ... **(READ LIST.)**

- | <b>Yes</b> | <b>No</b> |   |
|------------|-----------|---|
| 1          | 2         | a. You were dealt with in a consistent manner regarding your request for funding? |
| 1          | 2         | b. You were dealt with fairly?  |

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21. Since the time you began receiving assistance from the Oregon Economic and Community Development Program which, if any, of the following were helped by the program services?

**(READ LIST. TAKE ALL MENTIONS)**

- 01 Helped start up business
  - 02 Lowered interest cost
  - 03 Increased the company's financial stability
  - 04 Helped in obtaining financing from private sources without program assistance
  - 05 Increased competitiveness
  - 06 Increased profitability
  - 98 Other (**SPECIFY**) \_\_\_\_\_
- 

**IF NO TO ALL OR "99," SKIP TO INSTRUCTIONS FOLLOWING Q22**

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22. And, overall, to what extent do you feel that the services you received from (**INSERT DIVISION/PROGRAM**) contributed to the outcomes? Did it "contribute significantly," contribute somewhat," "did not contribute to the outcome" or did the "service detract from the outcome"?

- 4 Contribute significantly
- 3 Contribute somewhat
- 2 Did not contribute to the outcome
- 1 Service detracted

**REGIONAL DEVELOPMENT:**

**SKIP TO Q26**

**REGIONAL STRATEGIES:**

**SKIP TO Q26**

**RURAL:**

**SKIP TO Q26**

**COMMUNITY DEVELOPMENT:**

**SKIP TO Q26**

**STRATEGIC RESERVE FUND - A, E**

**SKIP TO Q26**

**STRATEGIC RESERVE FUND - B, C, D**

**SKIP TO Q23A**

**BUSINESS FINANCE - OBDF:**

**SKIP TO Q23A**

**BUSINESS FINANCE - EDLF:**

**SKIP TO Q23A**

**BUSINESS FINANCE - CAP:**

**SKIP TO Q23B**

**BUSINESS FINANCE - CEF:**

**SKIP TO Q23B**

**BUSINESS FINANCE - IDR**

**SKIP TO Q23A**

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**SECTION 4:**

**BUSINESS FINANCE - OBDF**

**BUSINESS FINANCE - EDLF**

**BUSINESS FINANCE - CAP**

**BUSINESS FINANCE - CEF**

**BUSINESS FINANCE - IDR (BONDS)**

**STRATEGIC RESERVE FUND (B, C, D)**

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**ASK BUSINESS FINANCE - OBDF IF "2" OR "5: IN Q11**

**ASK BUSINESS FINANCE - EDLF IF "2" OR "5: IN Q11**

**ASK BUSINESS FINANCE - IDR IF "2" OR "5: IN Q11**

**ASK STRATEGIC RESERVE FUND (B, C, D) IF "2" OR "5" IN Q11**

**ELSE SKIP TO Q24**

23A. If your company had not received the financial assistance, which, if any, of the following do you believe your company would most likely have done?

- 1 Proceeded with the project about as is
- 2 Proceeded with the project on a smaller scale
- 3 Canceled the project
- 4 Taken the project to another state
- 5 Does not apply/approval not yet received (**DO NOT READ**)

**NOW SKIP TO Q24**

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**ASK BUSINESS FINANCE - CAP**

**ASK BUSINESS FINANCE - CEF**

23B. In general, if the companies you provide funding to through the Business Finance Division had not received the financial assistance provided by your firm, which, if any, of the following do you believe they would most likely have done?

- 1 Proceeded with their project about as is
- 2 Proceeded with their project on a smaller scale
- 3 Canceled their project
- 4 Taken their project to another state

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24. Overall, how would you rate the value of the program or project to your business? Would you say it was ... (**READ LIST**)

- 1 Detrimental
- 2 Not valuable
- 3 Somewhat valuable
- 4 Extremely valuable
- 5 Too soon to tell (**DO NOT READ**)

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**DO NOT ASK BUSINESS FINANCE - CAP/CEF**

25. Since receiving assistance from the Oregon Economic and Community Development Department have you obtained financing from private financial institutions without state assistance?

**(DO NOT READ. TAKE ONLY ONE RESPONSE)**

- 1 Yes
- 2 No
- 3 Haven't needed additional financing

**STRATEGIC RESERVE FUND (B, C, D): SKIP TO Q43. ELSE SKIP TO Q51**

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**SECTION 6:  
COMMUNITY DEVELOPMENT  
COUNTY COMMISSIONERS  
LEDO  
REGIONAL DEVELOPMENT  
REGIONAL STRATEGIES  
RURAL  
STRATEGIC RESERVE FUND (A, E)**

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26. Using a five point scale where 1 is “poor” and 5 is “excellent,” please rate your overall relationship with the Oregon Economic and Community Development Department.

- 1 Poor
  - 2
  - 3
  - 4
  - 5 Excellent
- 

27. And, why do you give this rating? (**PROBE & CLARIFY**)

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28. Overall, to what extent do you believe the Oregon Economic and Community Development Department has contributed to your community’s economic development in the past 12 months -- do you believe it “has helped considerably,” “has helped somewhat,” “has not helped” or “has hurt” economic development in your community?

- 4 Has helped considerably
  - 3 Has helped somewhat
  - 2 Has not helped (**SKIP TO Q30**)
  - 1 Has hurt (**SKIP TO Q30**)
- 

29. Since the time you began receiving assistance from the Oregon Economic and Community Development Department, which, if any, of the following were helped by the program services? (**READ LIST. TAKE ALL MENTIONS**)

- 01 Increased municipal financial health
  - 02 Helped lower costs for rate payers
  - 03 Reduced costs for capital improvement projects
  - 04 Helped community build a facility it could not have built on its own
  - 98 Other (**SPECIFY**) \_\_\_\_\_
- 

30. Does the Oregon Economic and Community Development Department do a “better” “worse” or “the same job” as other state funding programs you work with?

- 1 Better
  - 2 Worse
  - 3 Same
-

- 
31. And, compared with other federal funding programs you work with, does the Oregon Economic and Community Development Department do a “better,” “worse,” or “the same job.”
- 1 Better  
2 Worse  
3 Same
32. Would you apply for funds again for a different project?
- 1 Yes  
2 No

**STRATEGIC RESERVE FUND E:                   SKIP TO Q43**  
**STRATEGIC RESERVE FUND A:               SKIP TO Q51**  
**ELSE SKIP TO Q51**

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**SECTION 7**  
**PORTS**

33. Now I’m going to read you a list of programs offered by the Oregon Economic and Community Development Department’s Ports Division. Using a five point scale where 1 is “not at all valuable” and 5 is “extremely valuable,” please rate the value of each one. Let’s start with ...

**(READ LIST. ROTATE LIST)**

<b>Not at all</b>			<b>Extremely</b>		
<b>Valuable</b>			<b>Valuable</b>		
1	2	3	4	5	
1	2	3	4	5	a. Oregon Port Revolving Fund
1	2	3	4	5	b. Port Planning and Marketing Fund
1	2	3	4	5	c. Marine Navigation Improvement Fund
1	2	3	4	5	d. Representation on legislative issues in Washington D.C.

**NOW SKIP TO Q51**

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**SECTION 8**  
**INTERNATIONAL (EXCLUDED FROM '98 – ADDED BACK IN WITH REVISIONS)**

**FOLLOWING QUESTIONS PERTAIN TO INDIVIDUAL BUSINESSES ONLY**

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**NOTE: THE FOLLOWING ADDED TO ACCOUNT FOR CUSTOMERS WHO MAY HAVE CONTACTED THE INTERNATIONAL DIVISION ON BEHALF OF MORE THAN ONE COMPANY**

You may have had contact with the International Division on behalf of more than one company. For this study, please reply to the following questions for (INSERT COMPANY NAME) only.

- 
34. How did you first learn about the services provided by the International Division? (DO NOT READ LIST. TAKE ONLY 1 RESPONSE).
- 01 Seminar, workshop or conference
  - 02 Word-of-mouth/recommendation
  - 03 Contacted by International Division staff member
  - 04 Newsletter
  - 98 Other (SPECIFY) \_\_\_\_\_
  - 98 Other (SPECIFY) \_\_\_\_\_

- 
35. Which of the following best describes your company's export activity before receiving assistance from the Oregon Economic and Community Development Department's International Division? (READ LIST. TAKE ONLY ONE RESPONSE).
- 1 We did not export and were not interested in doing so
  - 2 We only exported in response to unsolicited orders
  - 3 We were not exporting, but were interested in doing so
  - 4 We had no more than 9 export transactions per year
  - 5 We had 10 or more export transactions per year

- 
36. Did the assistance provided by the International Division contribute to an increase in export sales for your company? (DO NOT READ LIST. TAKE ONLY ONE RESPONSE).
- 1 Yes
  - 2 No
  - 3 Not applicable
  - 9 Don't know (SKIP TO Q50)

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37. Why do you say this? (PROBE & CLARIFY)

IF 2, 3 OR 9 IN Q36, SKIP TO Q50

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38. Approximately how many permanent, full-time equivalent new jobs in Oregon have been added to your company as a result of increased exporting since you began receiving services from the International Division (IF NEEDED: JUST YOUR BEST ESTIMATE IS FINE). (FOUR DIGITS)

\_\_\_\_\_ Number of jobs (FOUR DIGITS)

IF "OOOO" OR NONE, SKIP TO Q50

IF "9999," SKIP TO Q50

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39. And, to what extent do you feel that the services you received from the Oregon Economic and Community Development Department's International Division contributed to the additional jobs? Did it "contribute significantly," "contribute somewhat," "did not contribute at all," or "detracted from the outcome?"

- 4 Contributed significantly
- 3 Contributed somewhat
- 2 Did not contribute
- 1 Service detracted

**NOW SKIP TO Q50**

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TO BE ASKED OF PARTNERS

40. Now, I'm going to read you a list of services the International Division offers. Please tell me which ones apply regarding your partnership with the International Division. (READ LIST. ROTATE). FOR EACH ITEM ANSWERED "YES," ASK Q41.

41. And, using the scale where 1 is "not at all valuable" and 5 is "extremely valuable," how would you rate ... (INSERT ITEM RESPONDENT SAID "YES" TO IN Q40).

Q40		Q41					
Yes	No	Not at all Valuable			Extremely Valuable		
1	2	1	2	3	4	5	a. Seminar or workshop
1	2	1	2	3	4	5	b. Staff counseling
1	2	1	2	3	4	5	c. Trade lead
1	2	1	2	3	4	5	d. Introduction to visiting buyers
1	2	1	2	3	4	5	e. Catalog show abroad
1	2	1	2	3	4	5	f. Trade show abroad
1	2	1	2	3	4	5	g. Trade mission abroad
1	2	1	2	3	4	5	h. Support of sister state relationships that promote global awareness

**NOW SKIP TO Q51**

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**SECTION 9**  
**BUSINESS DEVELOPMENT - "IF 07 IN Q1"**  
**STRATEGIC RESERVE FUND (B, C, D, E)**

43. For which of the following did your organization receive assistance from the Oregon Economic and Community Development Department? **(READ LIST. CIRCLE ALL MENTIONS)**
- 1 To locate facility in Oregon
  - 2 To retain a facility in Oregon **(SKIP TO Q46)**
  - 3 To complete a project in Oregon **(SKIP TO Q46)**
  - 9 Don't know/Refused **(SKIP TO Q51)**

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44. And, please tell me which city and county in Oregon your firm considered?

- a. City \_\_\_\_\_ County \_\_\_\_\_
- b. City \_\_\_\_\_ County \_\_\_\_\_
- c. City \_\_\_\_\_ County \_\_\_\_\_

- 
45. What initially led your company to consider **(INSERT CITY/CITIES)** as a place to locate a facility? **(READ LIST. TAKE ALL RESPONSES)**
- 01 Advertisement in a publication
  - 02 Direct mail advertisements from The Oregon Economic and Community Development Department
  - 03 Personal Contacts with staff of The Oregon Economic and Community Development Department
  - 04 Company analysis that indicated **(INSERT CITY)** should be a candidate
  - 98 Other **(SPECIFY)** \_\_\_\_\_

- 
46. What is the current status of the project for which you received assistance from the Oregon Economic and Community Development Department? **(READ LIST. TAKE ONLY ONE RESPONSE)**
- 01 Located facility in **(INSERT CITY OR COUNTY FROM Q44)**
  - 02 Located facility elsewhere **(SKIP TO Q49)**
  - 03 Project still active, but have not yet made a final decision **(SKIP TO Q51)**
  - 04 Project is on hold **(SKIP TO Q51)**
  - 05 No longer planning a move or expansion **(SKIP TO Q51)**
  - 06 Project completed
  - 08 Other **(SPECIFY)** \_\_\_\_\_

- 
47. To what extent do you feel the assistance you received from The Oregon Economic and Community Development Department contributed to your decision to locate or retain a facility, or complete a project in Oregon? **(READ LIST. TAKE ONLY ONE RESPONSE)**
- 4 Contributed a great deal to decision
  - 3 Contributed somewhat to decision
  - 2 Contributed a little to decision
  - 1 Did not contribute at all to decision
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48. Approximately how many, if any, full-time equivalent employees have you added, owing at least in part to the assistance your company received from The Oregon Economic and Community Development Department? **(If needed: JUST YOUR BEST ESTIMATE IS FINE). (4 DIGITS)**

\_\_\_\_\_ Number of employees (FOUR DIGITS)  
**999 DK/REFUSED**  
**IF "1" IN Q43, ASK Q49 AND 50, ELSE SKIP TO Q51**

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49. In which city and state did you decide to locate? **(SPECIFY)**

a. City \_\_\_\_\_

b. State \_\_\_\_\_

c. **ASK ONLY IF OUTSIDE U.S.**

Country \_\_\_\_\_

50. And, please tell me the primary reason you selected **(INSERT CITY, STATE)**. **(PROBE AND CLARIFY)**

**IF DISASTER RECOVERY GRANT, ASK N50A. ELSE, SKIP TO 51**

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n50a. In order to distribute the Disaster Recovery Grants, The Oregon Economic and Community Development Department relied on the Counties and Tribes to decide how to distribute the grant funds for eligible projects in their areas. Now, thinking about your own filing experience, how would you rate the process The Oregon Economic and Community Development Department used to distribute the available funds? Would you say it ...? **(READ LIST)**

- 4 Contributed significantly to the fair distribution of the funds available
- 3 Contributed somewhat
- 2 Did not contribute at all
- 1 The process required too much work at the local level
- 9 Don't know **(DO NOT READ)**

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n50b. If Oregon qualifies for supplemental disaster grant funds in the future, it may have the option to use the Oregon Emergency Management Agency to administer them instead of the Oregon Economic and Community Development Department. Do you feel it would be better for Community Development Block Grant funds for disaster recovery to be managed by the Oregon Emergency Management agency -- which is responsible for Federal Emergency Management Agency assistance in the state?

- 1 Yes, all federal grants to the state for disaster assistance should be administered by the Oregon Emergency Management Agency
- 2 No, the Oregon Economic and Community Development Department should continue to be responsible for Community Development Block Grants
- 9 Unsure

**NOW SKIP TO Q51**

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ASK N50C-E OF TOURISM ONLY

n50c. What types of projects did you receive funding for? (READ LIST. TAKE ALL MENTIONS).

- 01 Matching Grants Program
- 02 Scenic Byways
- 03 Quality Service Initiative
- 04 Tourism Workshops
- 05 Cooperative Marketing
- 98 Other (SPECIFY)

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n50d. Now I'm going to read you a list of types of projects. Please tell me the top two types of projects you think should be funded with grants from the Oregon Tourism Commission. (READ LIST. TAKE TOP TWO MENTIONS)

- 01 Matching grants for marketing and development
- 02 Scenic Byways
- 03 Quality Service Initiative
- 04 Strategic Planning
- 05 Research
- 98 Other (SPECIFY)

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n50e. Now I'm going to read you a list. Please tell me which of the following are the two most important issues currently facing the tourism industry in Oregon. (READ LIST -- ROTATE. TAKE TOP TWO MENTIONS).

- 01 Funding for local or regional tourism marketing
  - 02 Funding for state tourism budget
  - 03 Awareness of tourism as an important industry in Oregon
  - 04 Statewide transportation systems
  - 05 Partnership development
  - 06 Sustaining tourism growth
  - 98 Other (SPECIFY)
-

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**SECTION 10**  
**ASK EVERYONE**

51. Thinking about the service and assistance provided by the Oregon Economic and Community Development Department, using a five point scale where 1 is “not at all valuable” and 5 is “extremely valuable,” how would you rate the value of the service and assistance provided? (PROGRESS BOARD ONLY: Thinking about the service and assistance provided by the Oregon Progress Board, using a five point scale where 1 is “not at all valuable” and 5 is “extremely valuable,” how would you rate the value of the service and assistance provided?)

1 Not at all valuable  
2  
3  
4  
5 Extremely valuable

- 
52. What can the Oregon Economic and Community Development Department do to improve the value of the service and assistance provided? (PROGRESS BOARD ONLY: What can the Oregon Progress Board do to improve the value of the service and assistance provided?) (**PROBE & CLARIFY**)

- 
53. Would you recommend the Oregon Economic and Community Development Department to other businesses or communities? ? (PROGRESS BOARD ONLY: Would you recommend the Progress board to other businesses or communities?)

1 Yes  
2 No  
9 DK (**SKIP TO DIRECTIONS AFTER Q53**)

- 
54. And, why would you (**INSERT EITHER RECOMMEND OR NOT RECOMMEND FROM Q53**) the Oregon Economic and Community Development Department to other businesses or communities? ? (PROGRESS BOARD ONLY: And why would you “**INSERT EITHER RECOMMEND OR NOT RECOMMEND FROM Q53**” the Progress Board to other businesses or communities?) (**PROBE AND CLARIFY**)

- 
- n53a. Did you know that the Oregon Economic and Community Development Department recently went through a reorganization?

1 Yes  
2 No → **SKIP TO INSTRUCTIONS AFTER N54B**

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n53b. Do you think this reorganization will make it easier to get information, harder to get information or about the same?

- 1 Easier
- 2 Harder
- 3 About the same

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<b>BUSINESS FINANCE-CAP/CEF:</b>	<b>SKIP TO CLOSING</b>
<b>COMMUNITY DEVELOPMENT:</b>	<b>SKIP TO CLOSING</b>
<b>COUNTY COMMISSIONERS:</b>	<b>SKIP TO CLOSING</b>
<b>KEY INDUSTRIES ASSOCIATION:</b>	<b>SKIP TO CLOSING</b>
<b>LEDO</b>	<b>SKIP TO CLOSING</b>
<b>PORTS:</b>	<b>SKIP TO CLOSING</b>
<b>REGIONAL STRATEGIES:</b>	<b>SKIP TO CLOSING</b>
<b>RURAL:</b>	<b>SKIP TO CLOSING</b>
<b>STRATEGIC RESERVE FUND (A, E):</b>	<b>SKIP TO CLOSING</b>
<b>TOURISM PARTNERS</b>	<b>SKIP TO CLOSING</b>
<b>PROGRESS BOARD PARTNERS</b>	<b>SKIP TO CLOSING</b>

55. In 1999, how many full-time equivalent workers were employed by your company in the state of Oregon? (**READ LIST. TAKE ONLY ONE RESPONSE**)

- 1 1 to 4
- 2 5 to 9
- 3 10 to 19
- 4 20 to 49
- 5 50 to 99
- 6 100 to 499
- 7 500 or more

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56. With what industry is your firm most closely associated?" (**DO NOT READ LIST. TAKE ONLY ONE RESPONSE**).

- 01 Agriculture/mining
  - 02 Construction
  - 03 Education
  - 04 Finance, Insurance and Real Estate
  - 05 Health Services
  - 06 Manufacturing
  - 07 Public Administration
  - 08 Retail (includes restaurants and hotels)
  - 09 Services
  - 10 Trades
  - 11 Transportation
  - 12 Wood Manufacturing
  - 98 Other (**SPECIFY**) \_\_\_\_\_
-

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57. And, what was your company's total yearly sales in 1999? **(READ LIST. TAKE ONLY ONE RESPONSE)**

- 1 Less than \$100,000
- 2 \$100,000 to \$499,999
- 3 \$500,000 to \$999,999
- 4 \$1 million to \$4.9 million
- 5 \$5 million to \$9.9 million
- 6 \$10 million to \$24.9 million
- 7 \$25 million to \$49.9 million
- 8 \$50 million and over

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**Closing**

Those are all the questions I have. Thank you very much for taking the time to participate in this study. If you have any questions about this survey, please call Mary Russell at the Oregon Economic and Community Development Department. Her phone number is (503) 986-0099.

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Time End: \_\_\_\_\_ Total Time: \_\_\_\_\_

Time End: \_\_\_\_\_ Total Time: \_\_\_\_\_

Date: \_\_\_\_\_ Interviewer Name: \_\_\_\_\_

Note: Adapted from Monitoring the Outcomes of Economic Development Programs: A Manual, Harry P. Hatry et al. (Urban Institute Press, 1990).

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