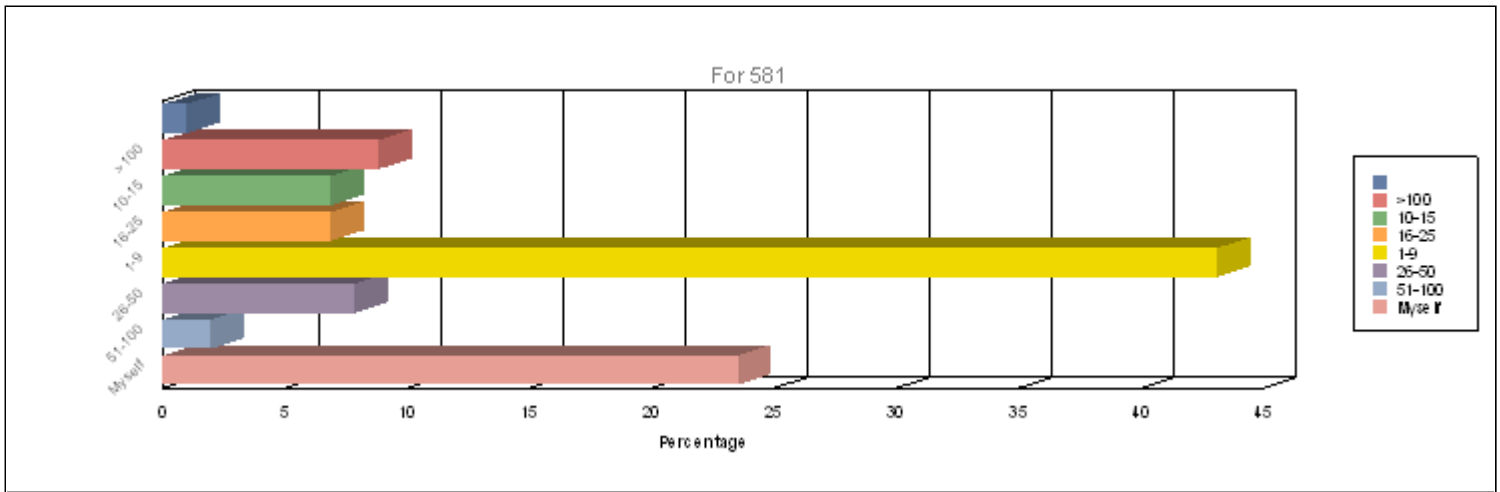


# Annual Chamber Membership Survey, 2009

(Survey ID: 24)

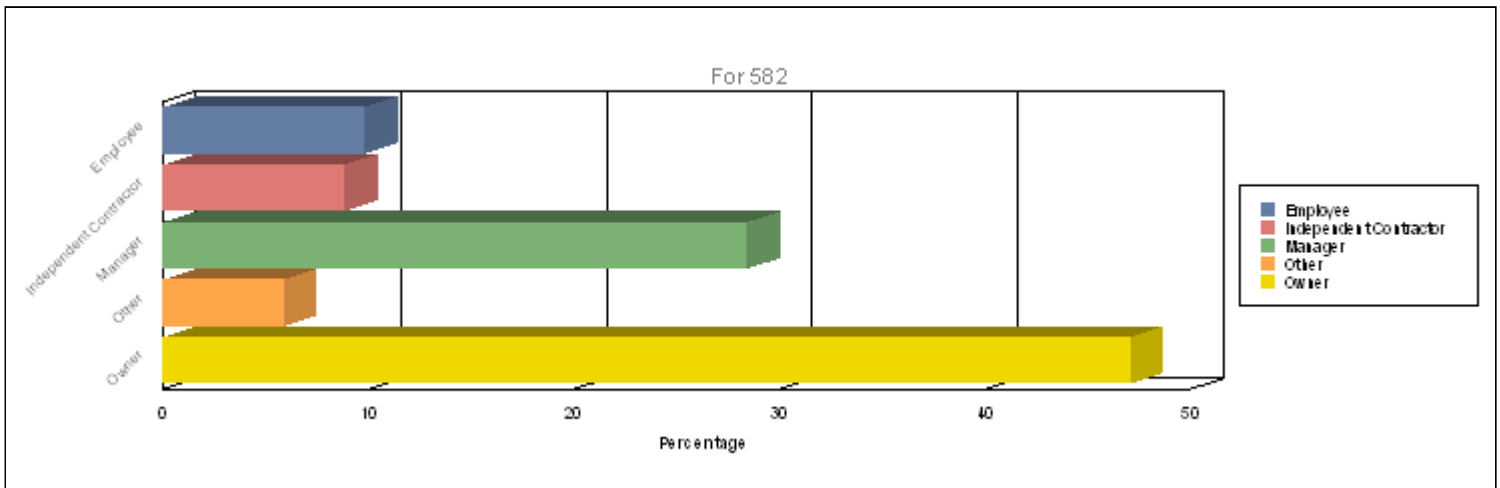
## How many full-time employees does your business have?



<b>&gt;100</b>	<b>8.82%</b>	<b>9</b>
<b>10-15</b>	<b>6.86%</b>	<b>7</b>
<b>16-25</b>	<b>6.86%</b>	<b>7</b>
<b>1-9</b>	<b>43.14%</b>	<b>44</b>
<b>26-50</b>	<b>7.84%</b>	<b>8</b>
<b>51-100</b>	<b>1.96%</b>	<b>2</b>
<b>Myself</b>	<b>23.53%</b>	<b>24</b>

Total Responses: **102**

## Please indicate your position at your business.

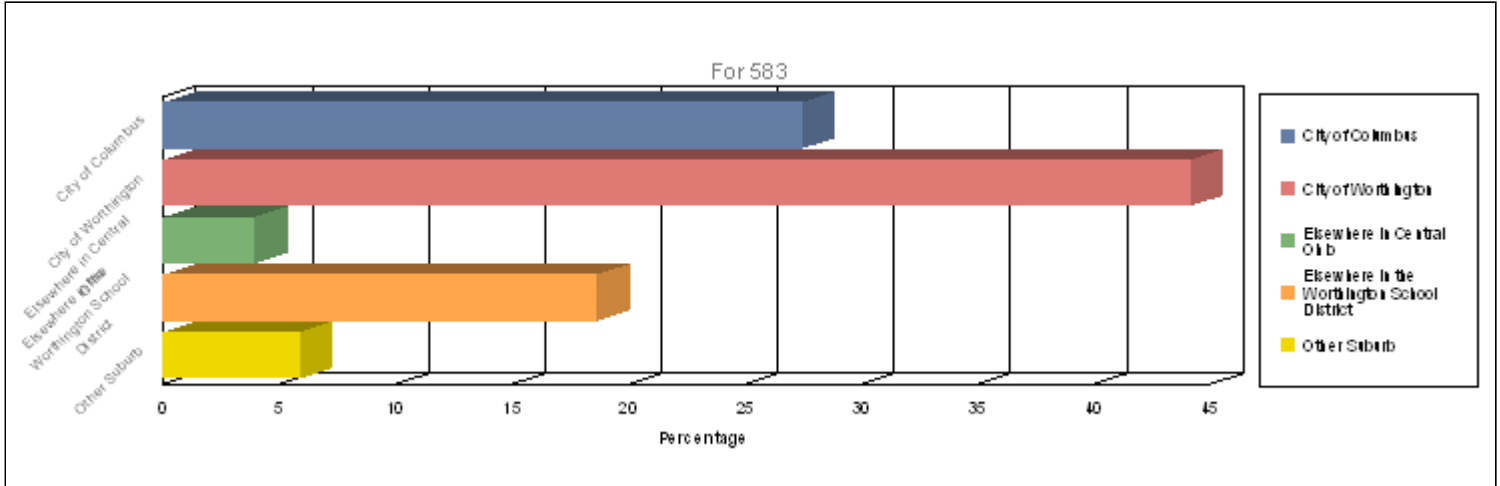


<b>Employee</b>	<b>9.80%</b>	<b>10</b>
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<b>Independent Contractor</b>	<b>8.82%</b>	<b>9</b>
<b>Manager</b>	<b>28.43%</b>	<b>29</b>
<b>Other</b>	<b>5.88%</b>	<b>6</b>
<b>Owner</b>	<b>47.06%</b>	<b>48</b>

Total Responses: **102**

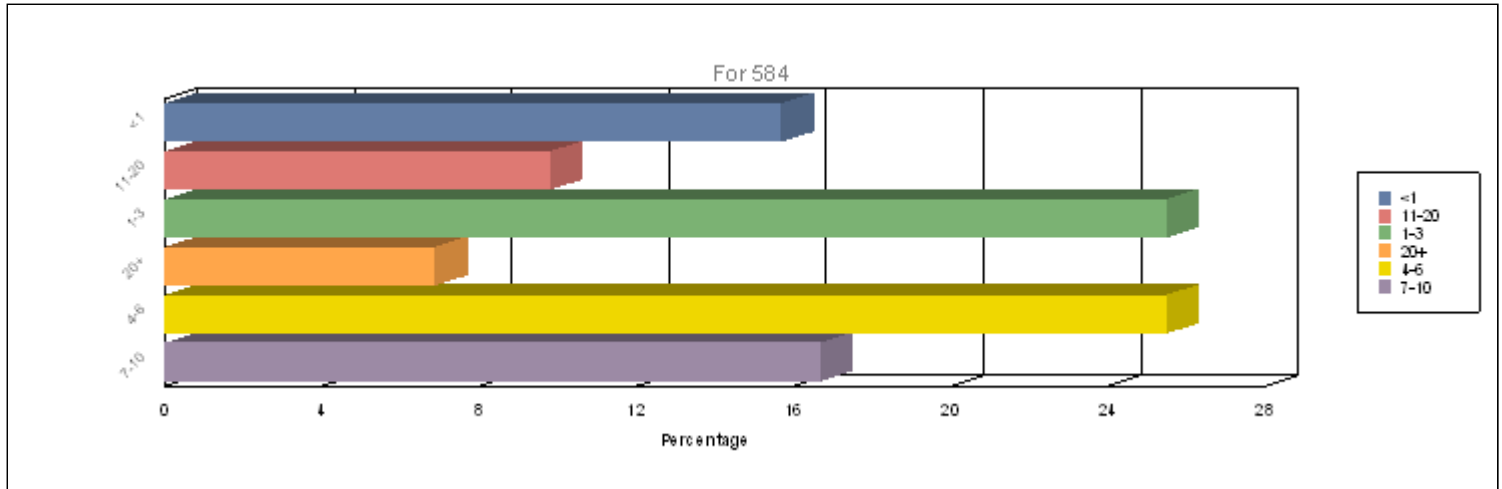
**Where is your business located?**



<b>City of Columbus</b>	<b>27.45%</b>	<b>28</b>
<b>City of Worthington</b>	<b>44.12%</b>	<b>45</b>
<b>Elsewhere in Central Ohio</b>	<b>3.92%</b>	<b>4</b>
<b>Elsewhere in the Worthington School District</b>	<b>18.63%</b>	<b>19</b>
<b>Other Suburb</b>	<b>5.88%</b>	<b>6</b>

Total Responses: **102**

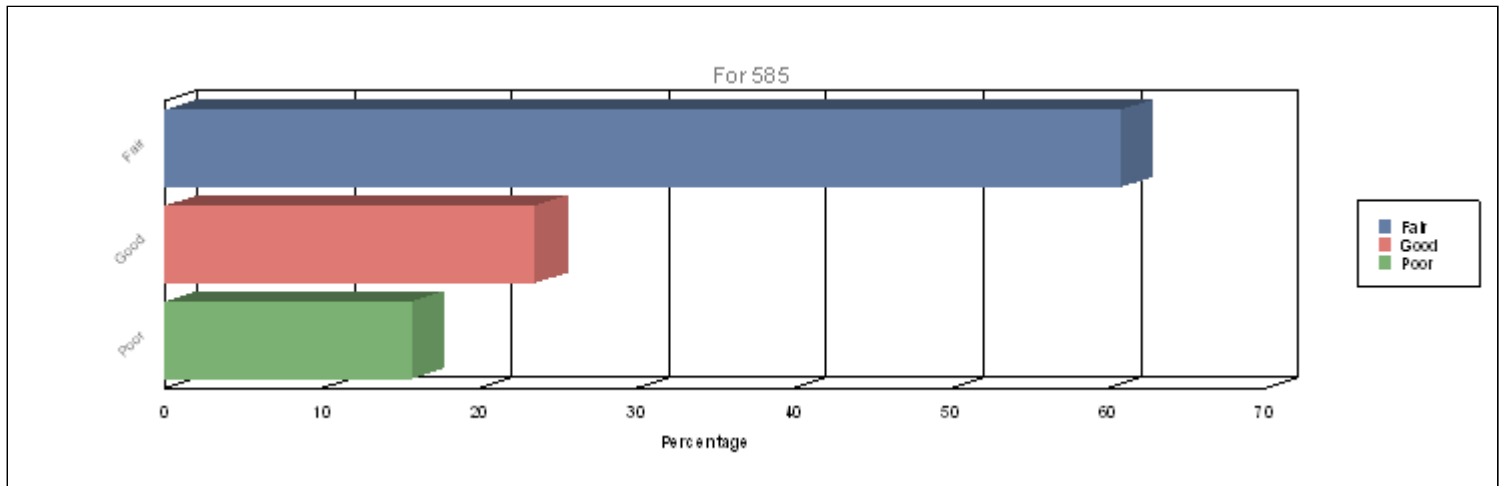
## For how many years have you been a member of the Chamber?



<1	15.69%	16
11-20	9.80%	10
1-3	25.49%	26
20+	6.86%	7
4-6	25.49%	26
7-10	16.67%	17

Total Responses: 102

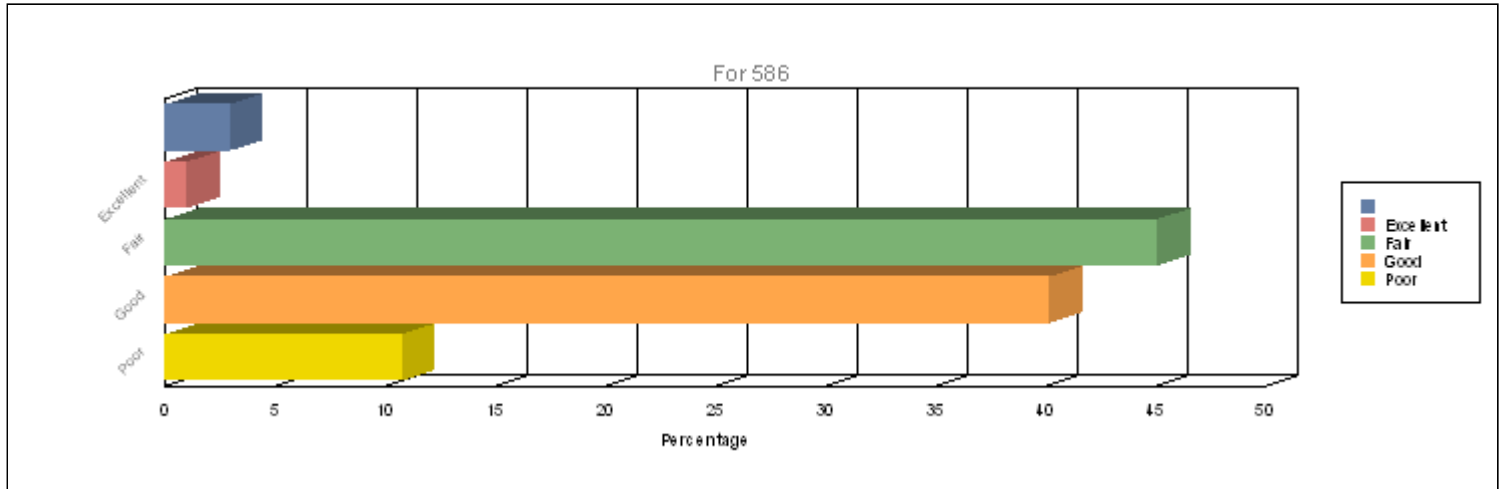
## Please share your assessment of the local economy. How would you rate current business conditions in central Ohio?



Fair	60.78%	62
Good	23.53%	24
Poor	15.69%	16

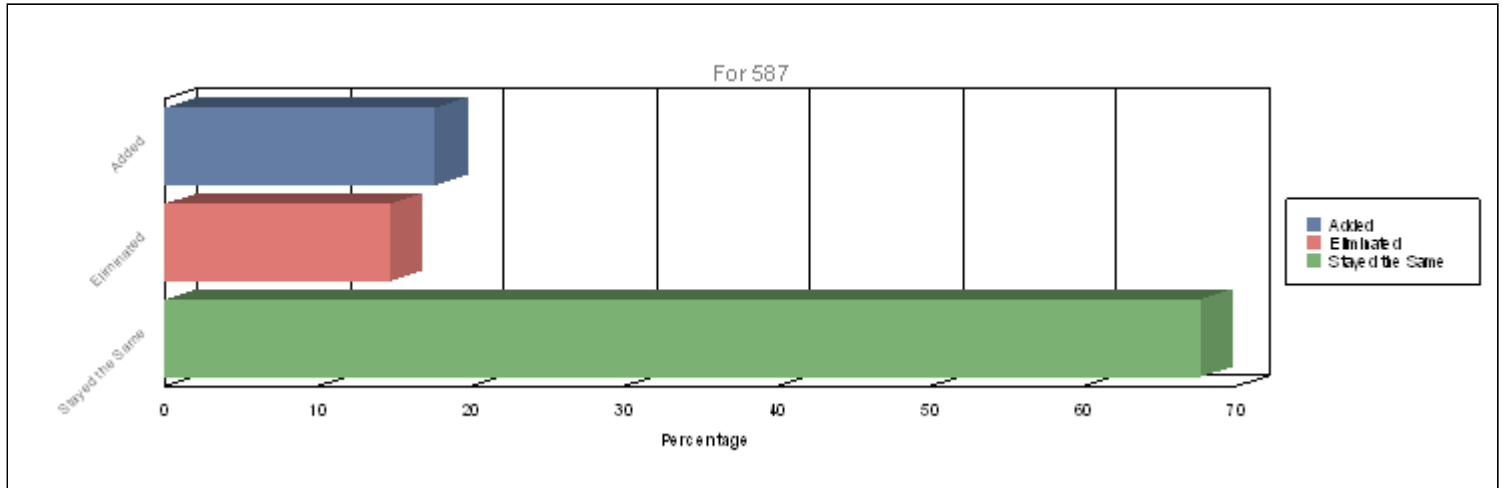
Total Responses: 102

**How would you rate current business conditions in the City of Worthington?**



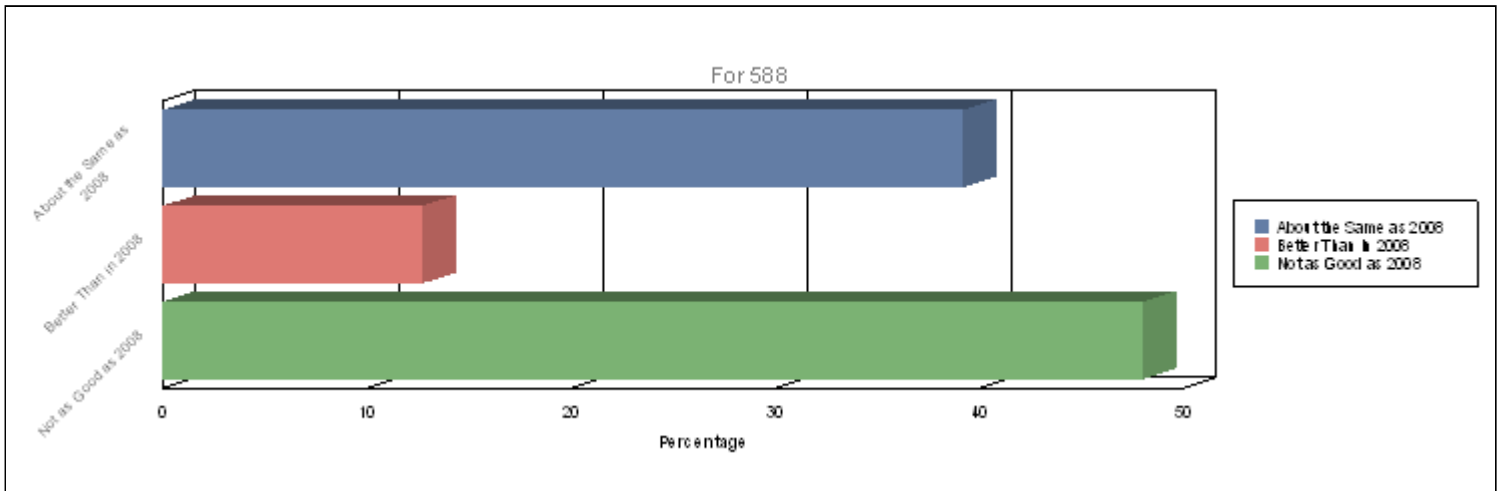
<b>Excellent</b>	<b>0.98%</b>	<b>1</b>
<b>Fair</b>	<b>45.10%</b>	<b>46</b>
<b>Good</b>	<b>40.20%</b>	<b>41</b>
<b>Poor</b>	<b>10.78%</b>	<b>11</b>
Total Responses:		<b>102</b>

**In the past three to six months, has your company added employees, eliminated employees or kept about the same number of employees?**



<b>Added</b>	<b>17.65%</b>	<b>18</b>
<b>Eliminated</b>	<b>14.71%</b>	<b>15</b>
<b>Stayed the Same</b>	<b>67.65%</b>	<b>69</b>
Total Responses:		<b>102</b>

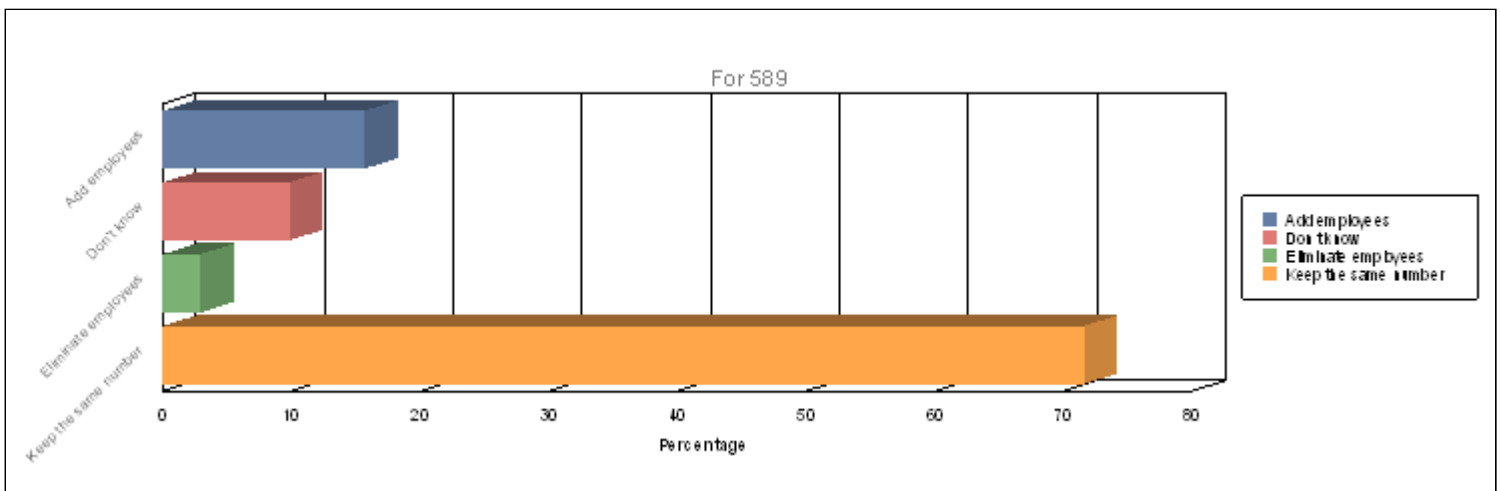
**Based on what you have experienced or what you have heard from others, what would be your forecast for business conditions and the economy in central Ohio in 2009?**



<b>About the Same as 2008</b>	<b>39.22%</b>	<b>40</b>
<b>Better Than in 2008</b>	<b>12.75%</b>	<b>13</b>
<b>Not as Good as 2008</b>	<b>48.04%</b>	<b>49</b>

Total Responses: **102**

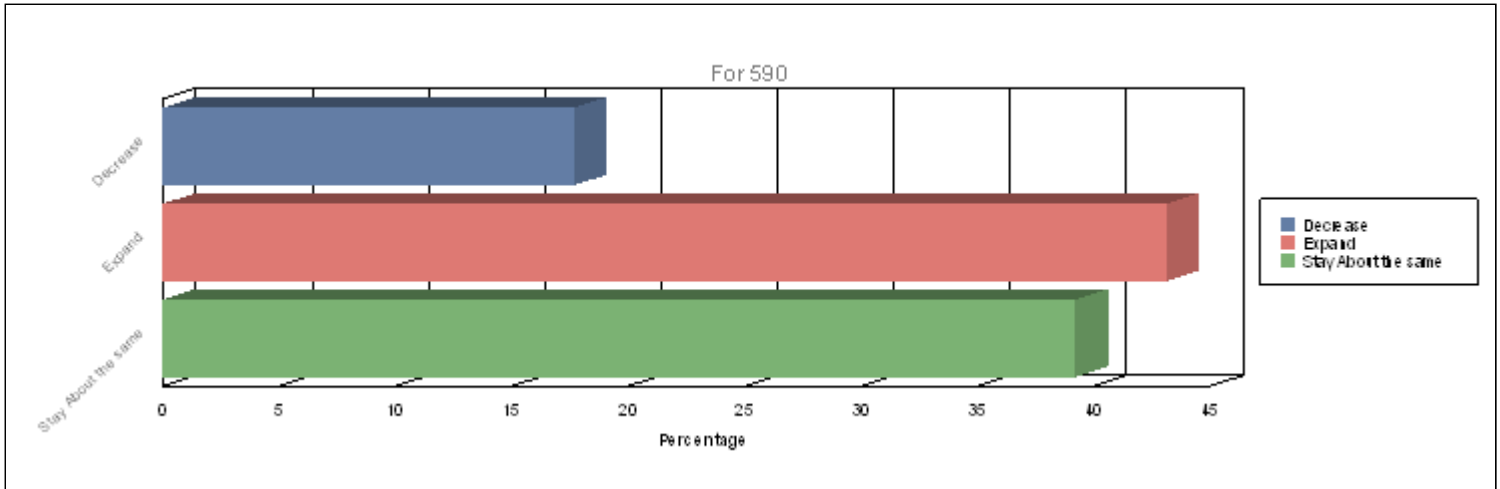
**In the next three to six months, does your company plan to add employees, eliminate employees or keep about the same number of employees?**



<b>Add employees</b>	<b>15.69%</b>	<b>16</b>
<b>Don't know</b>	<b>9.80%</b>	<b>10</b>
<b>Eliminate employees</b>	<b>2.94%</b>	<b>3</b>
<b>Keep the same number</b>	<b>71.57%</b>	<b>73</b>

Total Responses: **102**

**In the next three to six months, does your company expect sales or services to expand, stay about the same or decrease?**



<b>Decrease</b>	<b>17.65%</b>	<b>18</b>
<b>Expand</b>	<b>43.14%</b>	<b>44</b>
<b>Stay About the same</b>	<b>39.22%</b>	<b>40</b>
<b>Total Responses:</b>		<b>102</b>

**What comments or observations do you have about the local economic picture?**

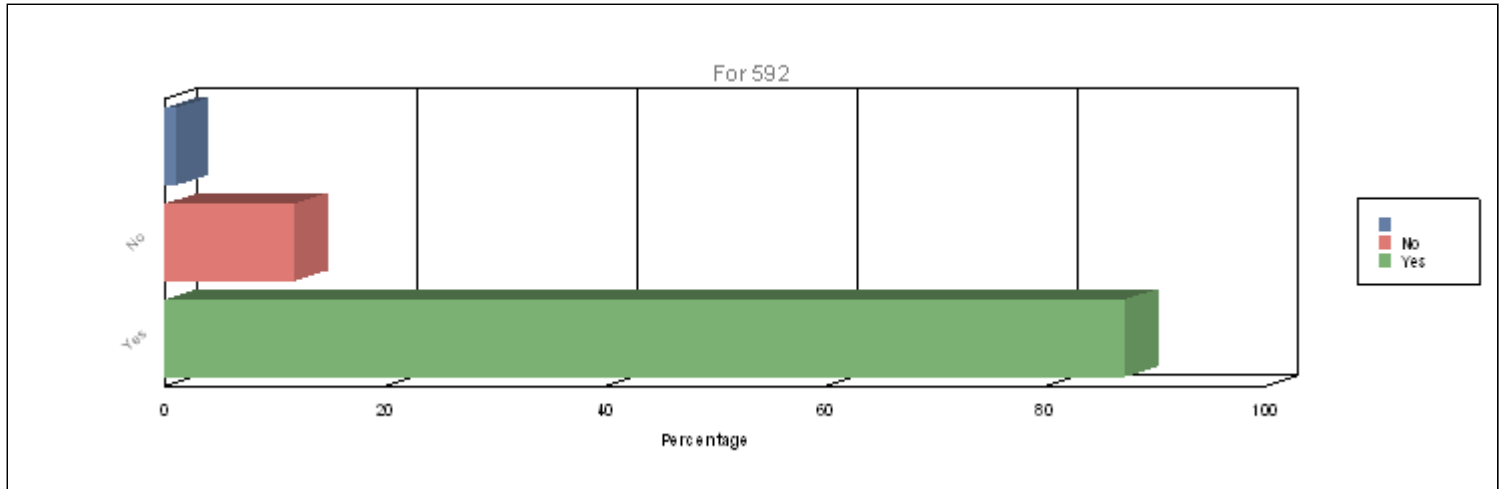
2009 will be another rough year, but 2010 we should start to come back.	0.98%	1
Although in general the corporate economy is bleak, we are having continued success and slow growth in 2008-2009.	0.98%	1
as good as we decide to make it	0.98%	1
As I am about and about Worthington and Central Ohio, I still see folks eating out , going shopping, etc. I do believe folks are managing their discretionary income a little tighter.	0.98%	1
Cautious, steady as it goes, Hear there are going to be massive reductions especially in the retail sector	0.98%	1
Companies are being cautious with expenditures. Financing is also more difficult to get for many sectors of business making it more challenging to develop new business. Those companies that are financially stable will have a stronger opportunity for long term success.	0.98%	1
Considering the economy in the rest of the US/World, I believe the local economy is doing fine. The Chamber of Commerce and the City Council need to be very proactive in attracting/retaining business.	0.98%	1
Customers are choosing to repair old furnaces and air conditioners as opposed to replace due to the economy	0.98%	1
Everyone is nervous and watching how to best use their resources.	0.98%	1

Expect an accelerated downturn overall.	0.98%	1
Fear is affecting bigger businesses...medium to small are being more pro-active. Thank you, Wall St.	0.98%	1
Have to think of more creative ways to remain crucial to clients.	0.98%	1
How can we entice companies to move here if we can't even move on with getting the 752 building repaired and filled with the right tenants?	0.98%	1
I am sure it's a struggle, but Worthington seems to be doing ok. Polaris area is unbelievable	0.98%	1
I believe conditions are much better than the media describes.	0.98%	1
I believe that Worthington will not drop as far as the rest of the area and will recover quicker	0.98%	1
I believe the central Ohio area is better off than the rest of the nation. I attended a lecture on the economic climate in central Ohio and the consensus of 54 economists is that our economy in central Ohio should pick up no later than the third quarter of 2009.	0.98%	1
I believe the local economic picture is not unlike the economy in our nation. It is very important for Chamber members to support each others' businesses whenever possible.	0.98%	1
I do see many people shopping and going out to eat in restaurants. No slow down there as far as I can see.	0.98%	1
I feel as though Worthington is surviving in an economy like this, but not booming.	0.98%	1
I feel that it will get worse before better, but will rebound quickly.	0.98%	1
I have seen an increase in support of local community, an increase in "neighborly" relations, which benefit local economic support.	0.98%	1
I think the media is causing a good deal of harm spreading doom and gloom. Granted the economy isn't good but why make it worse	0.98%	1
Ignore big business and go about small business, it makes the economy go around.	0.98%	1
in serious shape	0.98%	1
It appears very bleak, people are nervous about what is yet to come, which I believe that the media adds fuel to this situation.	0.98%	1
It seems that everyone is in Survival Mode.	0.98%	1
It seems to do what people believe it will do. The more people talk of recession, the more recession seems likely.	0.98%	1
It will be very difficult to grow a business, the objective at this point is to not fall backwards.	0.98%	1
I've observed that we are trying to stay positive in a volatile situation, which is better than negativity or panic.	0.98%	1
Many are losing jobs and are curbing spending	0.98%	1
Many of my customers are struggling.	0.98%	1
Mostly positive thinking; I attribute this to the wisdom and	0.98%	1

knowledge of the people in the City of Worthington...along with their experience and business-minded approach to the economy.		
Much hope that the federal economic stimulus plan can jumpstart new opportunities	0.98%	1
My main comment is that the media has a large part to blame for at least some of the economic situation we are presently in. If the media would not continually paint such a gloomy picture about the economic situation people would be more likely to spend a little more thus stimulating the economy somewhat.	0.98%	1
Need to figure out a way to create jobs.	0.98%	1
On a personal basis, business seems to be doing OK. Compared to what last year's owners did this time of year, sales are actually up slightly. Obviously this isn't the norm for most places, so we are very pleased.	0.98%	1
Optimistic	0.98%	1
optimistic about new city manager and assistant city manager and what they might do for economic development, also new owners of mall	0.98%	1
People will place more value on cheaper pricing	0.98%	1
Pretty bleak but it will improve soon.. "Hope"	0.98%	1
Real Estate prices deteriorating. This is good for our investors--but they are hesitant due to uncertainty and volatility of the economy.	0.98%	1
Some industries are doing well--health care, technology, logistics, energy-savings, middle market/high-value staples. Service industries and manufacturing don't seem very strong.	0.98%	1
We are seeing a downturn in business travelers and business related dinners. We are seeing about the same in celebration guests (birthday, anniversary, etc.) Regular diners, we are down about 15% from last year.	0.98%	1
We are somewhat insulated from the bad national and regional economic conditions by the impact of OSU and Battelle.	0.98%	1
We had our best year ever in 2008. Many businesses feeling economic impact, elected to increase marketing efforts.	0.98%	1
Worthington has done a terrific job fighting against a lousy tide. The new Arts Center is another great opportunity to expand the Worthington appeal in a way that sets us apart from the rest of Ohio, and perhaps even this region.	0.98%	1

Total Responses: 102

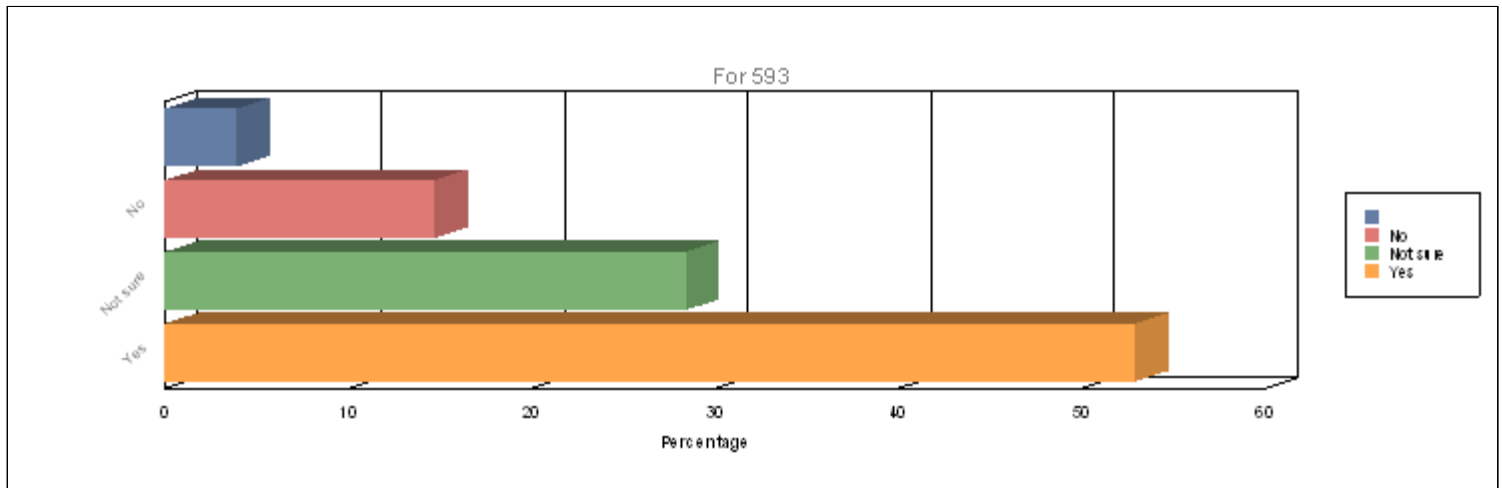
**Did you attend any Chamber events or participate in any Chamber promotional activities this year?**



<b>No</b>	<b>11.76%</b>	<b>12</b>
<b>Yes</b>	<b>87.25%</b>	<b>89</b>

Total Responses: **102**

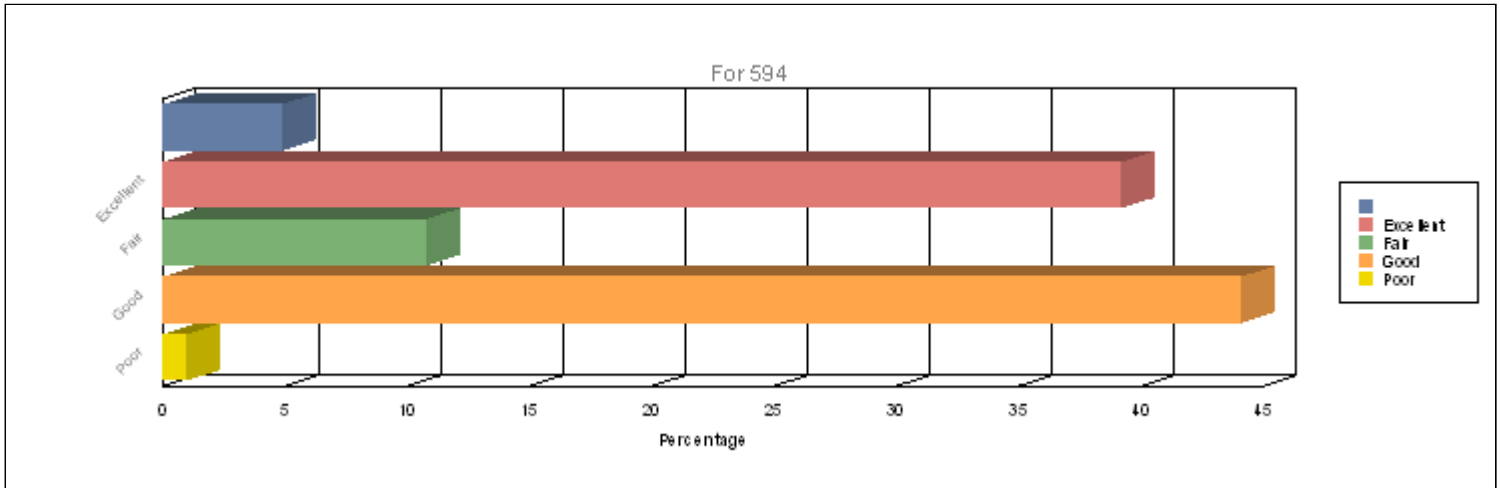
**Did your involvement in the Chamber help to develop your business in 2008?**



<b>No</b>	<b>14.71%</b>	<b>15</b>
<b>Not sure</b>	<b>28.43%</b>	<b>29</b>
<b>Yes</b>	<b>52.94%</b>	<b>54</b>

Total Responses: **102**

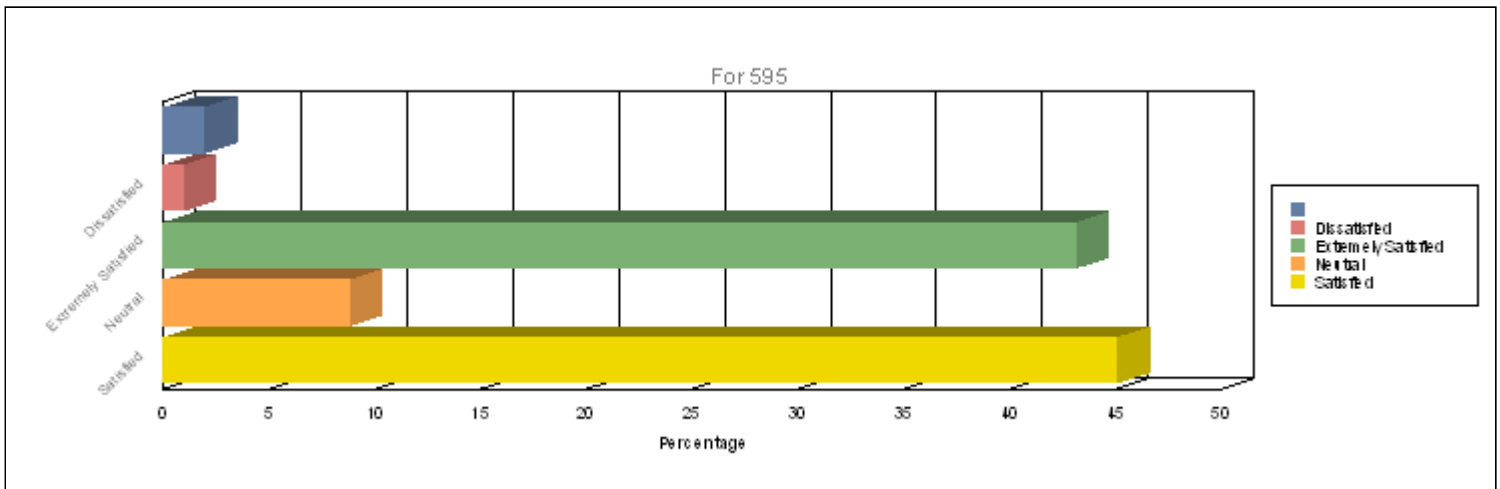
**How would you rate the value you receive from your Chamber membership compared to the cost of membership?**



<b>Excellent</b>	<b>39.22%</b>	<b>40</b>
<b>Fair</b>	<b>10.78%</b>	<b>11</b>
<b>Good</b>	<b>44.12%</b>	<b>45</b>
<b>Poor</b>	<b>0.98%</b>	<b>1</b>

Total Responses: 102

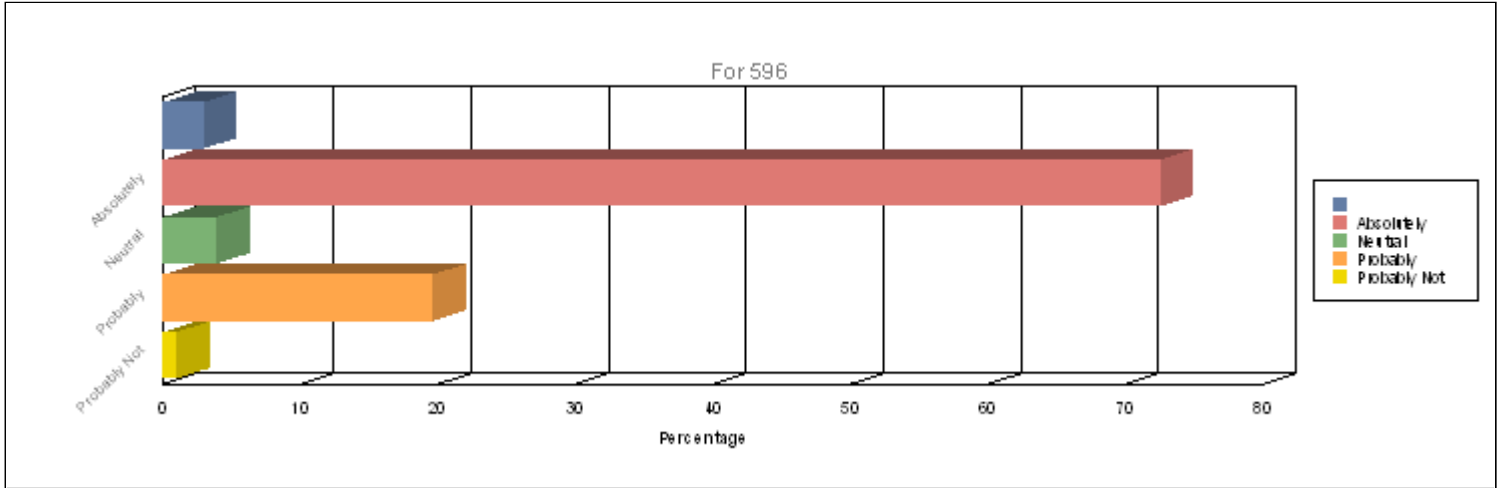
**Please rate your OVERALL level of satisfaction with the performance of the Worthington Area Chamber of Commerce.**



<b>Dissatisfied</b>	<b>0.98%</b>	<b>1</b>
<b>Extremely Satisfied</b>	<b>43.14%</b>	<b>44</b>
<b>Neutral</b>	<b>8.82%</b>	<b>9</b>
<b>Satisfied</b>	<b>45.10%</b>	<b>46</b>

Total Responses: 102

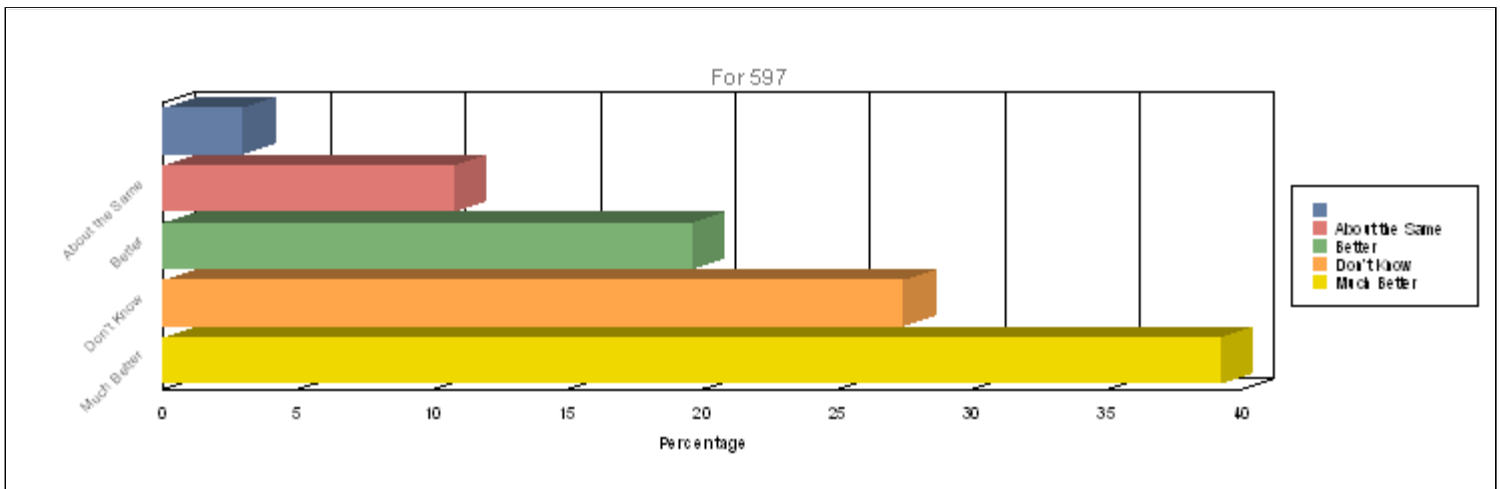
Please rate the likelihood you would recommend joining the Worthington Chamber to another businessperson, friend or someone you know.



<b>Absolutely</b>	<b>72.55%</b>	<b>74</b>
<b>Neutral</b>	<b>3.92%</b>	<b>4</b>
<b>Probably</b>	<b>19.61%</b>	<b>20</b>
<b>Probably Not</b>	<b>0.98%</b>	<b>1</b>

Total Responses: 102

In general, how do you think the Worthington Chamber compares to other neighboring chambers of commerce?

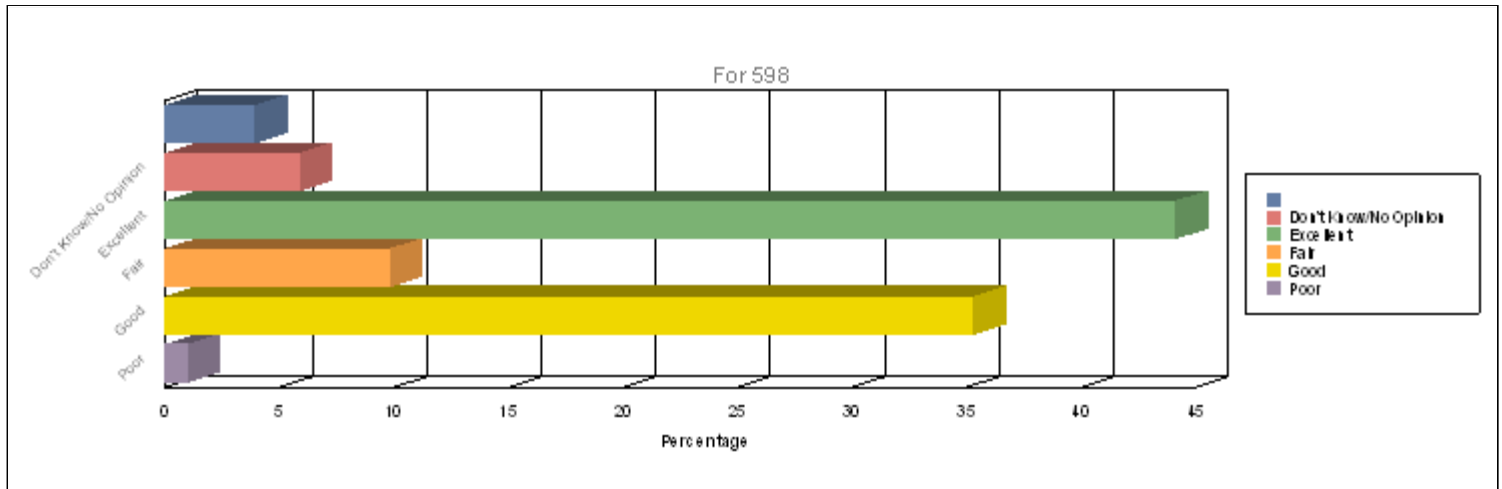


<b>About the Same</b>	<b>10.78%</b>	<b>11</b>
<b>Better</b>	<b>19.61%</b>	<b>20</b>
<b>Don't Know</b>	<b>27.45%</b>	<b>28</b>
<b>Much Better</b>	<b>39.22%</b>	<b>40</b>

Total Responses: 102

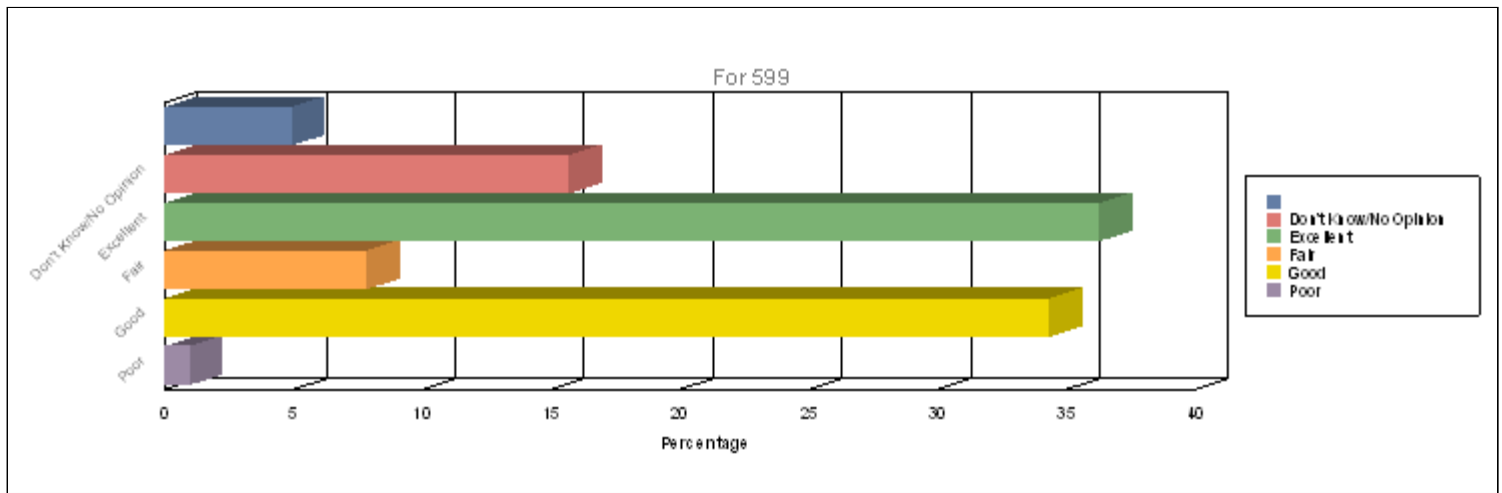
In your honest opinion, please rate how well the Worthington Chamber currently meets the expectations listed below.

**Assists you in meeting and developing business relationships with other Chamber members**



<b>Don't Know/No Opinion</b>	<b>5.88%</b>	<b>6</b>
<b>Excellent</b>	<b>44.12%</b>	<b>45</b>
<b>Fair</b>	<b>9.80%</b>	<b>10</b>
<b>Good</b>	<b>35.29%</b>	<b>36</b>
<b>Poor</b>	<b>0.98%</b>	<b>1</b>
<b>Total Responses:</b>		<b>102</b>

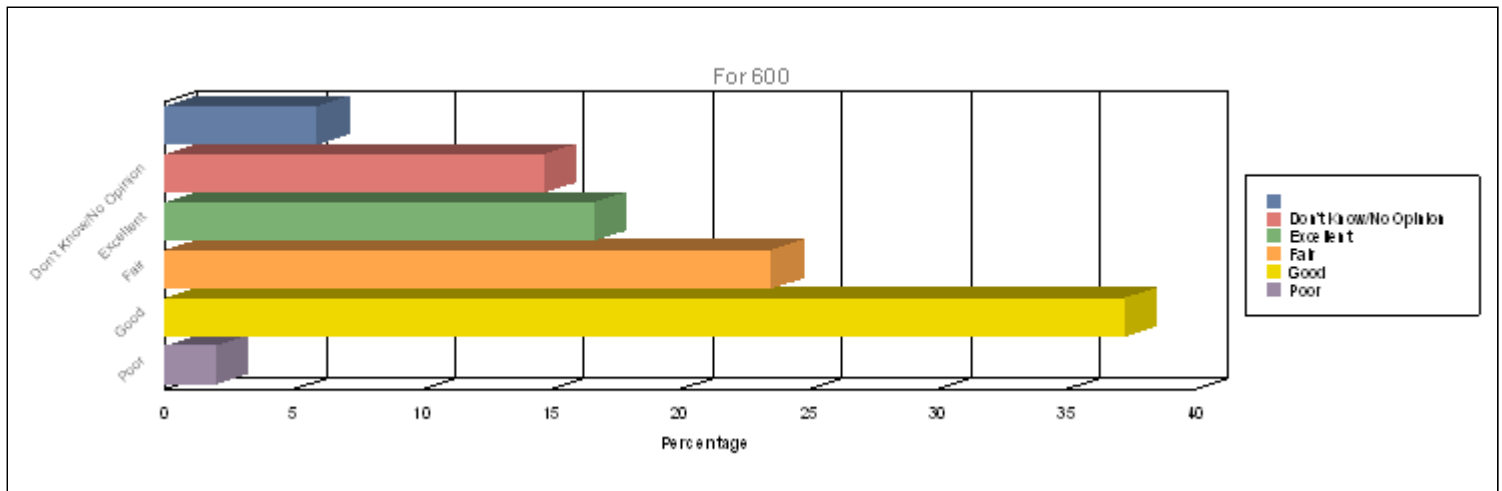
## Advocates or represents business interests with local government, media and the community



<b>Don't Know/No Opinion</b>	<b>15.69%</b>	<b>16</b>
<b>Excellent</b>	<b>36.27%</b>	<b>37</b>
<b>Fair</b>	<b>7.84%</b>	<b>8</b>
<b>Good</b>	<b>34.31%</b>	<b>35</b>
<b>Poor</b>	<b>0.98%</b>	<b>1</b>

Total Responses: 102

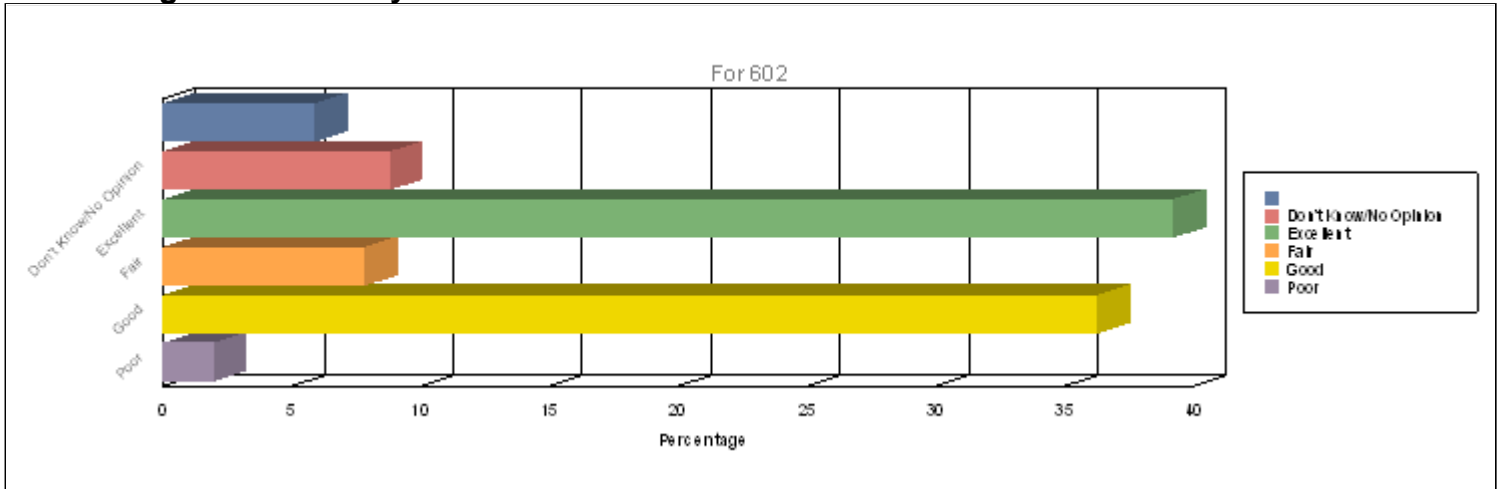
## Educate you about strategies that will help you meet economic challenges



<b>Don't Know/No Opinion</b>	<b>14.71%</b>	<b>15</b>
<b>Excellent</b>	<b>16.67%</b>	<b>17</b>
<b>Fair</b>	<b>23.53%</b>	<b>24</b>
<b>Good</b>	<b>37.25%</b>	<b>38</b>
<b>Poor</b>	<b>1.96%</b>	<b>2</b>

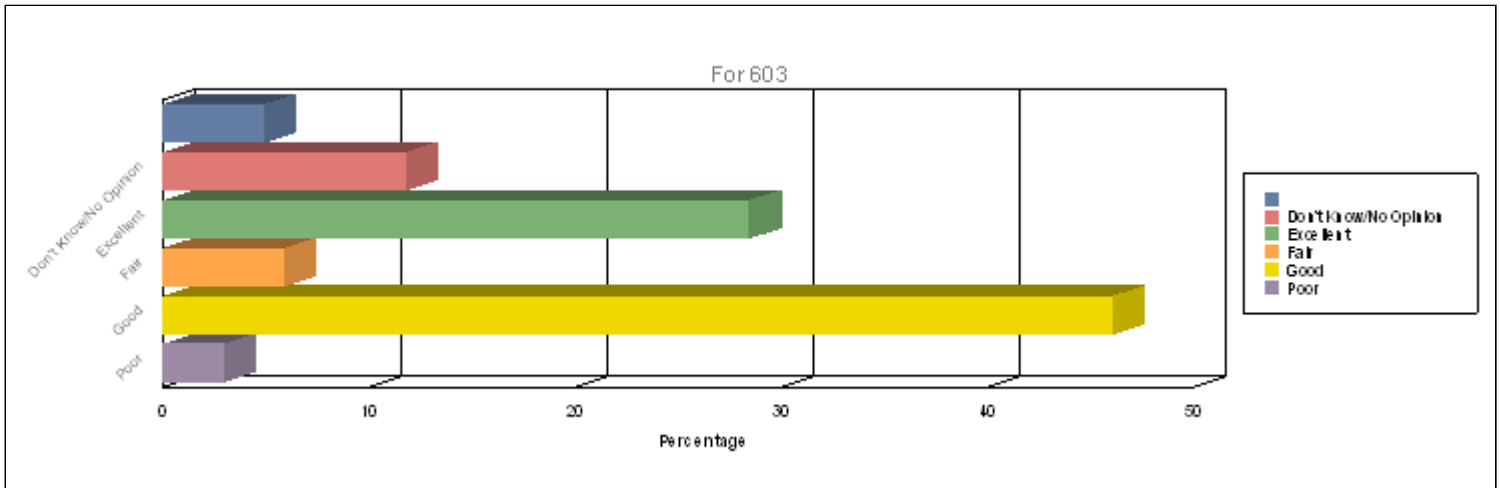
Total Responses: 102

**Collaborates and builds good relationships with other key stakeholders and organizations in the Worthington community**



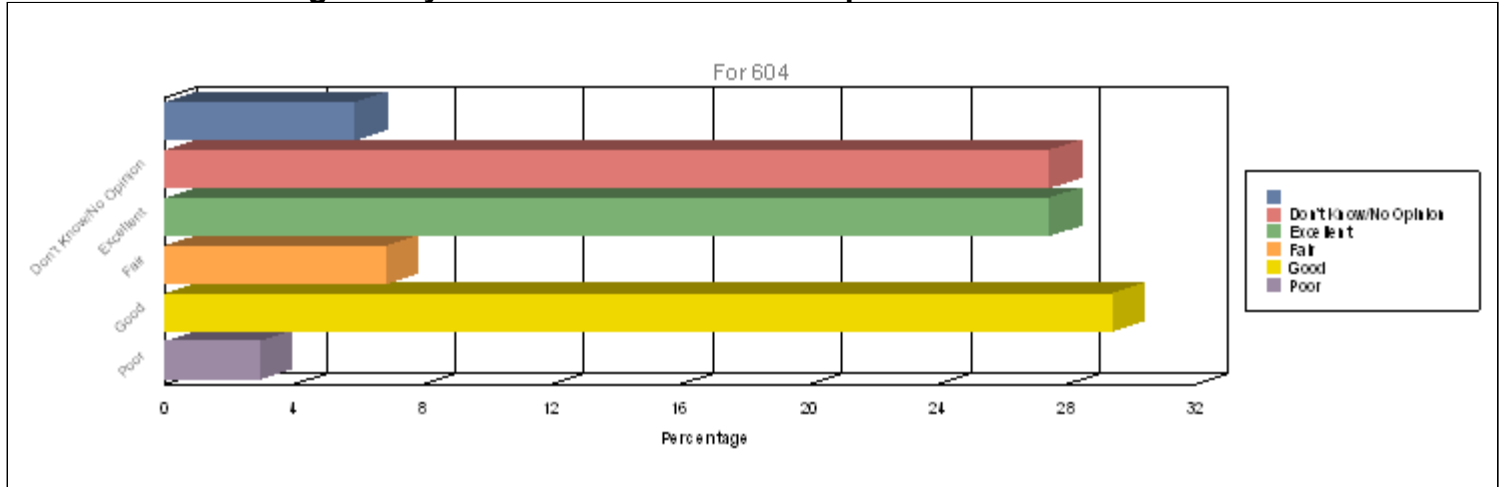
<b>Don't Know/No Opinion</b>	<b>8.82%</b>	<b>9</b>
<b>Excellent</b>	<b>39.22%</b>	<b>40</b>
<b>Fair</b>	<b>7.84%</b>	<b>8</b>
<b>Good</b>	<b>36.27%</b>	<b>37</b>
<b>Poor</b>	<b>1.96%</b>	<b>2</b>
Total Responses:		<b>102</b>

**Solicits input on the challenges of area businesses and provides relevant programming**



<b>Don't Know/No Opinion</b>	<b>11.76%</b>	<b>12</b>
<b>Excellent</b>	<b>28.43%</b>	<b>29</b>
<b>Fair</b>	<b>5.88%</b>	<b>6</b>
<b>Good</b>	<b>46.08%</b>	<b>47</b>
<b>Poor</b>	<b>2.94%</b>	<b>3</b>
Total Responses:		<b>102</b>

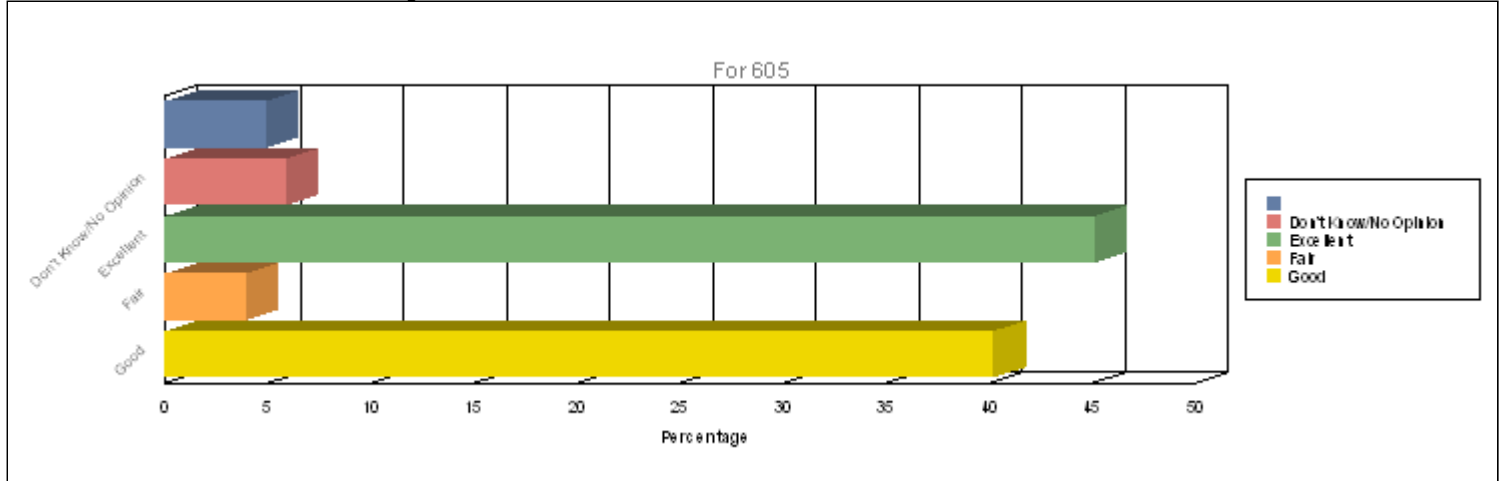
## Works with Worthington city officials to attract and keep businesses in our area



<b>Don't Know/No Opinion</b>	<b>27.45%</b>	<b>28</b>
<b>Excellent</b>	<b>27.45%</b>	<b>28</b>
<b>Fair</b>	<b>6.86%</b>	<b>7</b>
<b>Good</b>	<b>29.41%</b>	<b>30</b>
<b>Poor</b>	<b>2.94%</b>	<b>3</b>

Total Responses: 102

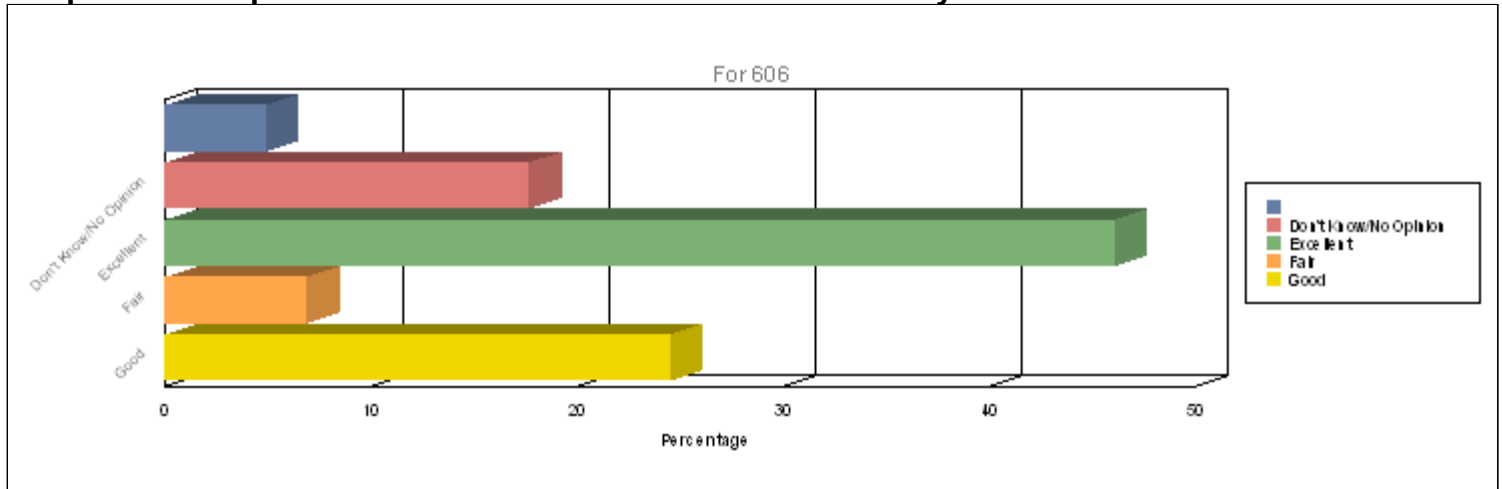
## Promotes the community and area businesses



<b>Don't Know/No Opinion</b>	<b>5.88%</b>	<b>6</b>
<b>Excellent</b>	<b>45.10%</b>	<b>46</b>
<b>Fair</b>	<b>3.92%</b>	<b>4</b>
<b>Good</b>	<b>40.20%</b>	<b>41</b>

Total Responses: 102

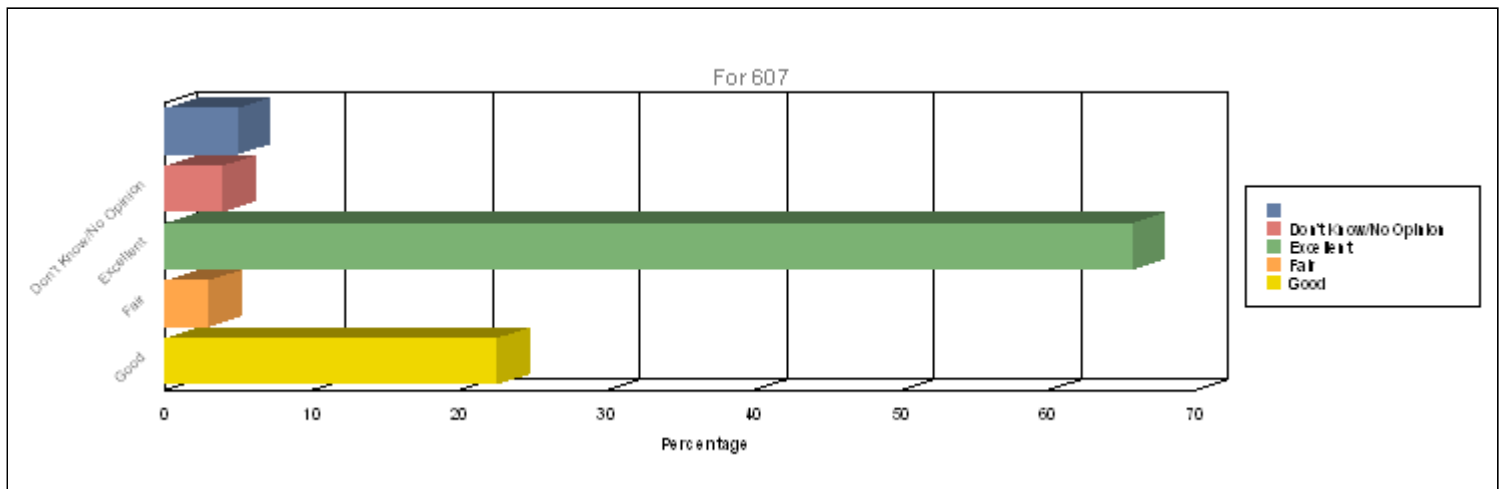
## Responds to inquiries and feedback from members in a timely manner



<b>Don't Know/No Opinion</b>	<b>17.65%</b>	<b>18</b>
<b>Excellent</b>	<b>46.08%</b>	<b>47</b>
<b>Fair</b>	<b>6.86%</b>	<b>7</b>
<b>Good</b>	<b>24.51%</b>	<b>25</b>

Total Responses: **102**

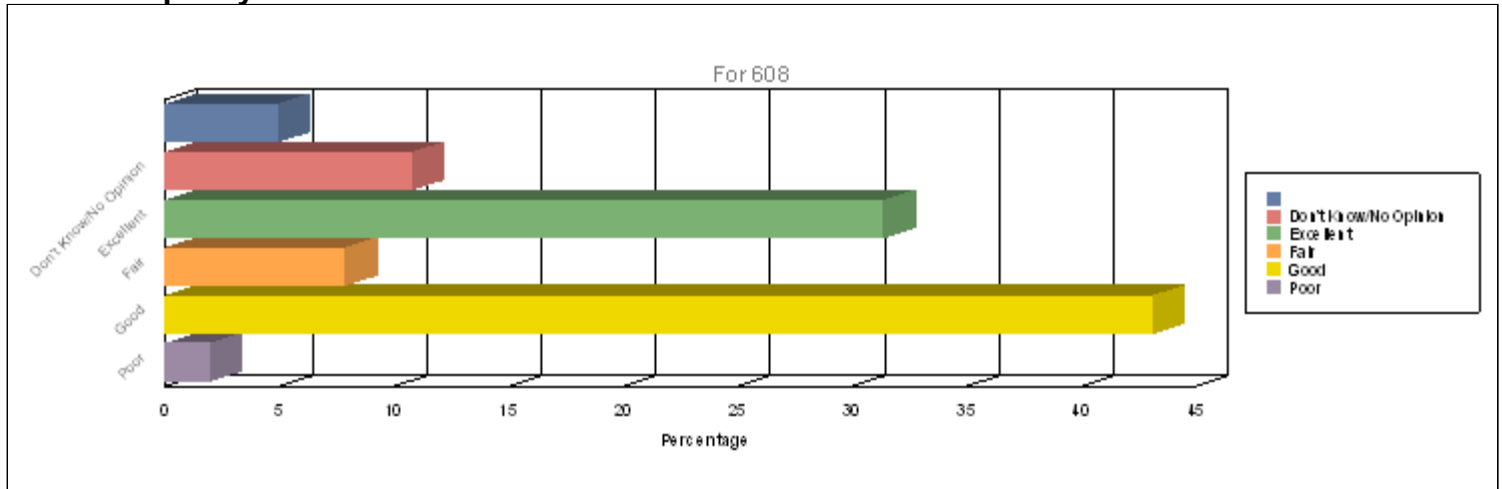
## Provides quality events



<b>Don't Know/No Opinion</b>	<b>3.92%</b>	<b>4</b>
<b>Excellent</b>	<b>65.69%</b>	<b>67</b>
<b>Fair</b>	<b>2.94%</b>	<b>3</b>
<b>Good</b>	<b>22.55%</b>	<b>23</b>

Total Responses: **102**

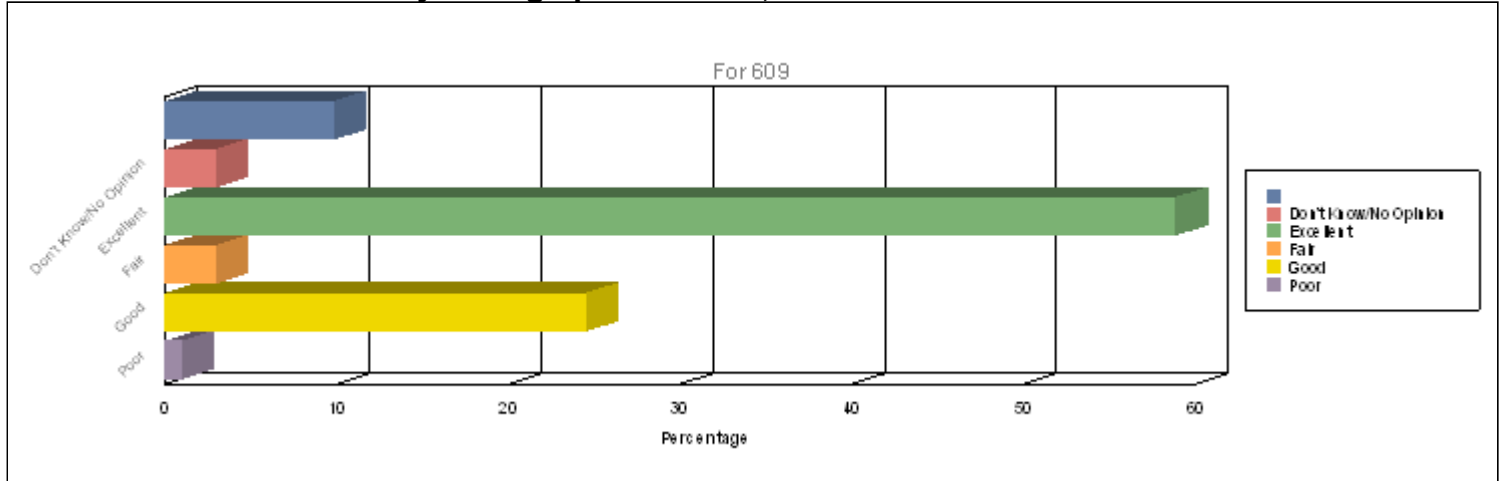
## Provides quality benefits



<b>Don't Know/No Opinion</b>	<b>10.78%</b>	<b>11</b>
<b>Excellent</b>	<b>31.37%</b>	<b>32</b>
<b>Fair</b>	<b>7.84%</b>	<b>8</b>
<b>Good</b>	<b>43.14%</b>	<b>44</b>
<b>Poor</b>	<b>1.96%</b>	<b>2</b>

Total Responses: 102

## Communicates effectively through publications, e-mail and the Chamber Web site

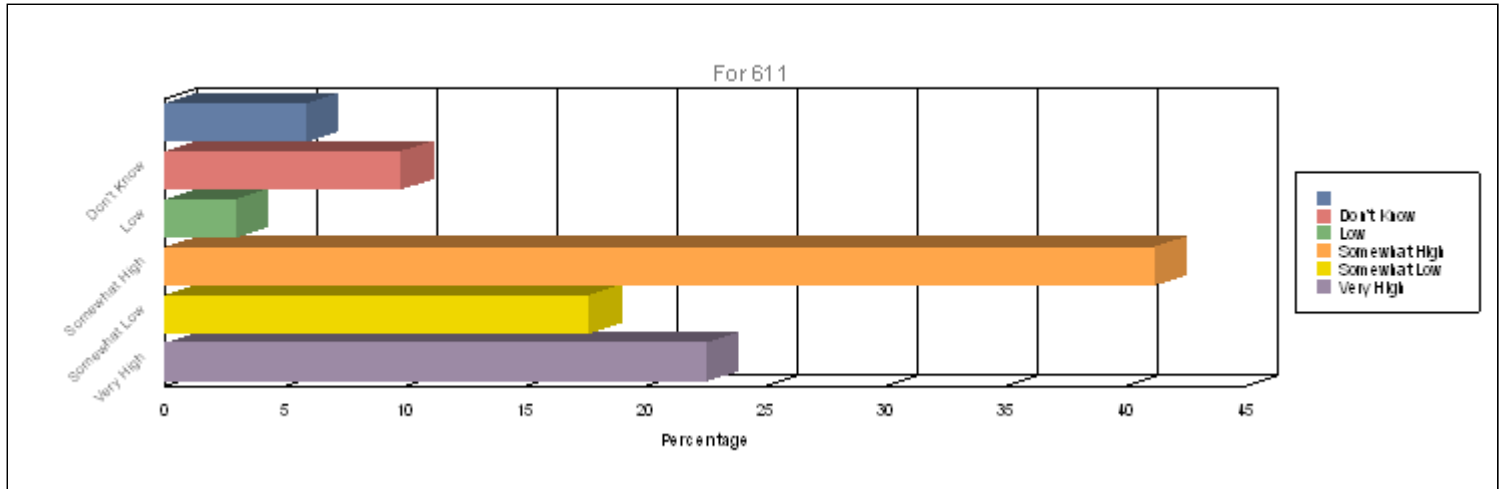


<b>Don't Know/No Opinion</b>	<b>2.94%</b>	<b>3</b>
<b>Excellent</b>	<b>58.82%</b>	<b>60</b>
<b>Fair</b>	<b>2.94%</b>	<b>3</b>
<b>Good</b>	<b>24.51%</b>	<b>25</b>
<b>Poor</b>	<b>0.98%</b>	<b>1</b>

Total Responses: 102

Based on the evolving needs of the business community over the next few years, select the importance of the Worthington Chamber to serve or support these role(s) on behalf of its members

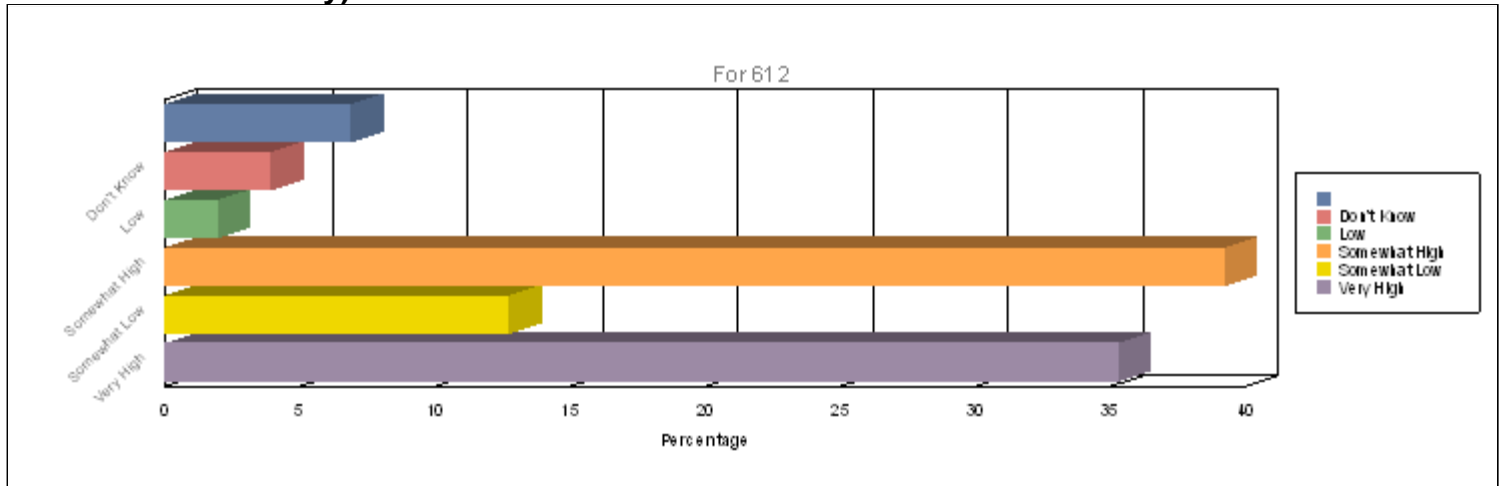
**Workforce Development (e.g., readiness, skill building, training)**



<b>Don't Know</b>	<b>9.80%</b>	<b>10</b>
<b>Low</b>	<b>2.94%</b>	<b>3</b>
<b>Somewhat High</b>	<b>41.18%</b>	<b>42</b>
<b>Somewhat Low</b>	<b>17.65%</b>	<b>18</b>
<b>Very High</b>	<b>22.55%</b>	<b>23</b>

Total Responses: 102

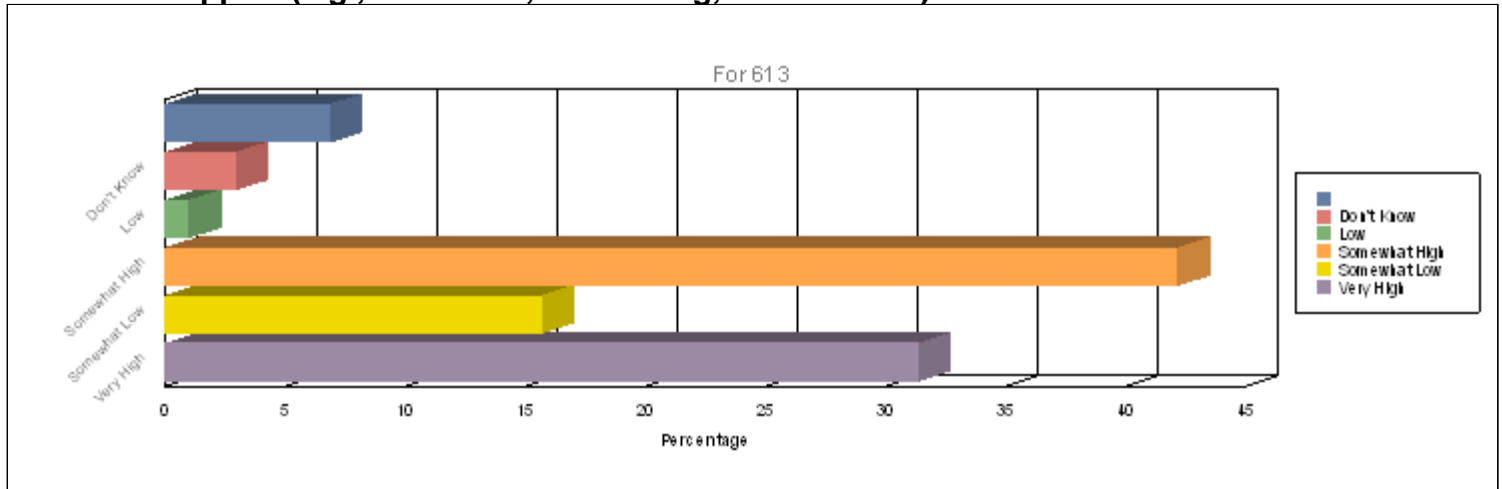
**Public Policy Advocacy/Business Representation (e.g., business issues, taxation, regulation, value to community)**



<b>Don't Know</b>	<b>3.92%</b>	<b>4</b>
<b>Low</b>	<b>1.96%</b>	<b>2</b>
<b>Somewhat High</b>	<b>39.22%</b>	<b>40</b>
<b>Somewhat Low</b>	<b>12.75%</b>	<b>13</b>
<b>Very High</b>	<b>35.29%</b>	<b>36</b>

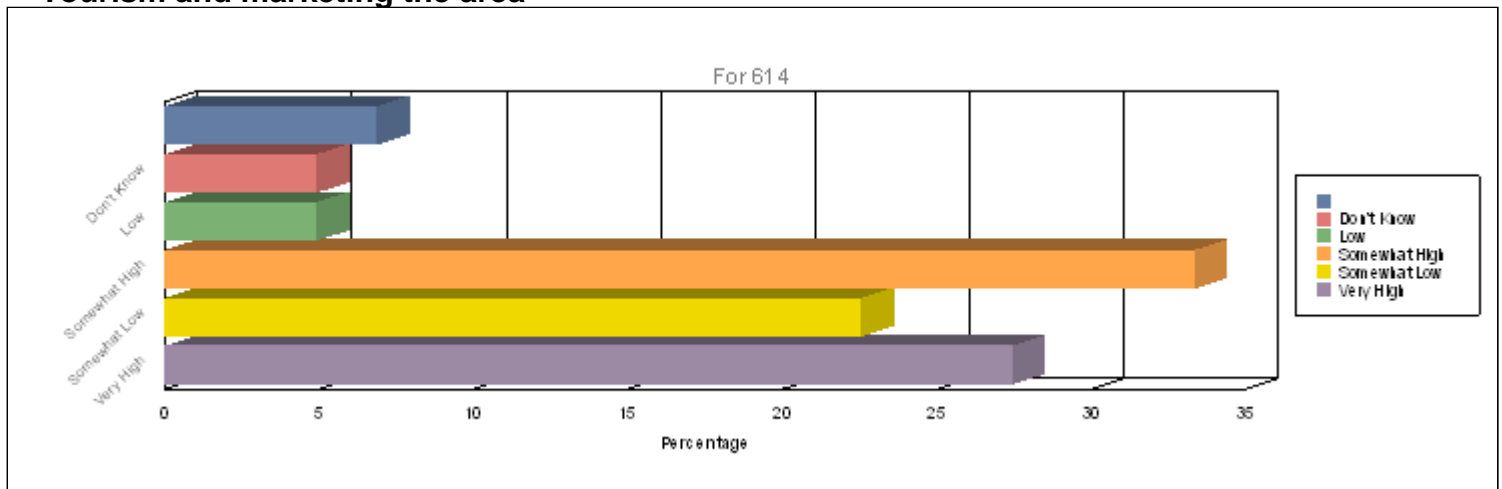
Total Responses: 102

## Business Support (e.g., education, counseling, ombudsman)



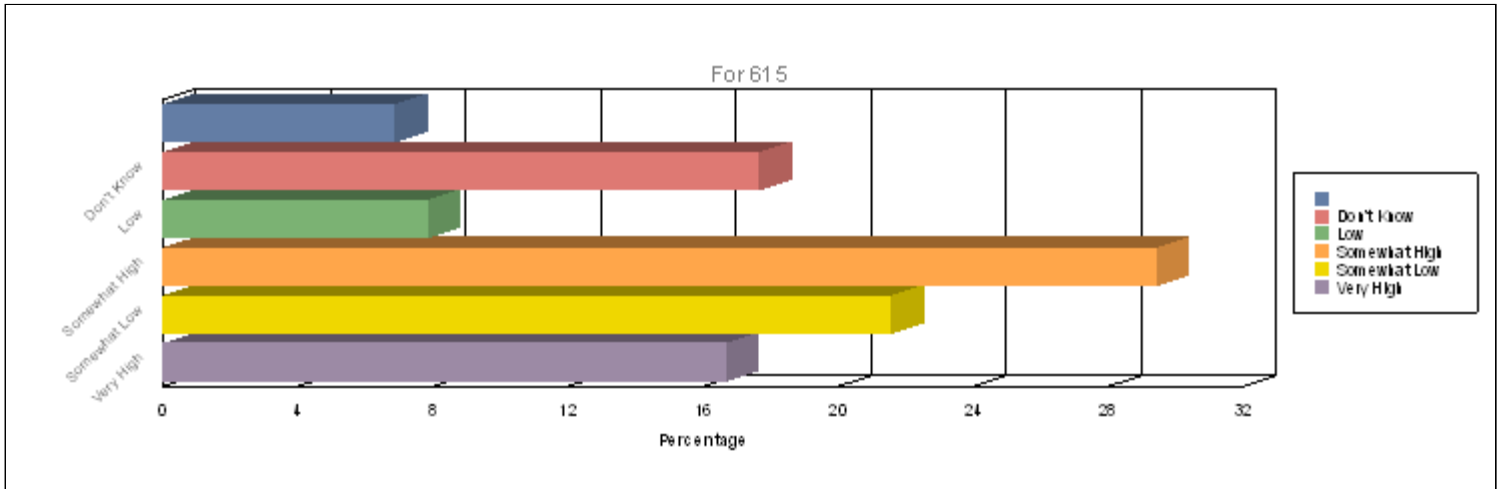
<b>Don't Know</b>	<b>2.94%</b>	<b>3</b>
<b>Low</b>	<b>0.98%</b>	<b>1</b>
<b>Somewhat High</b>	<b>42.16%</b>	<b>43</b>
<b>Somewhat Low</b>	<b>15.69%</b>	<b>16</b>
<b>Very High</b>	<b>31.37%</b>	<b>32</b>
Total Responses:		<b>102</b>

## Tourism and marketing the area



<b>Don't Know</b>	<b>4.90%</b>	<b>5</b>
<b>Low</b>	<b>4.90%</b>	<b>5</b>
<b>Somewhat High</b>	<b>33.33%</b>	<b>34</b>
<b>Somewhat Low</b>	<b>22.55%</b>	<b>23</b>
<b>Very High</b>	<b>27.45%</b>	<b>28</b>
Total Responses:		<b>102</b>

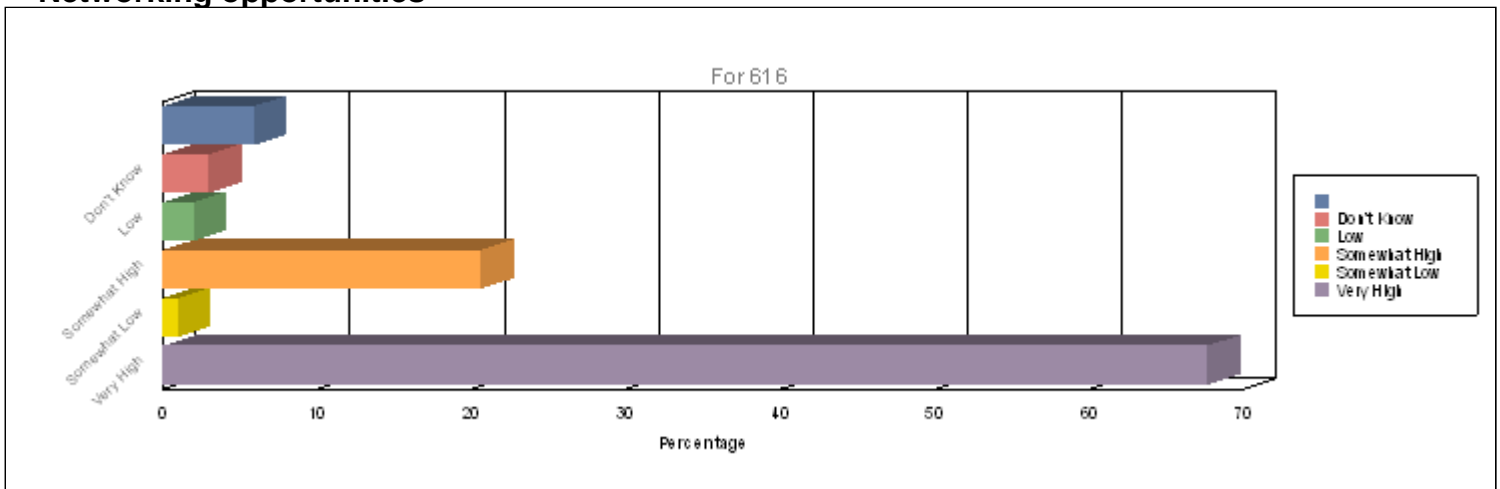
## Relocation assistance and information



<b>Don't Know</b>	<b>17.65%</b>	<b>18</b>
<b>Low</b>	<b>7.84%</b>	<b>8</b>
<b>Somewhat High</b>	<b>29.41%</b>	<b>30</b>
<b>Somewhat Low</b>	<b>21.57%</b>	<b>22</b>
<b>Very High</b>	<b>16.67%</b>	<b>17</b>

Total Responses: 102

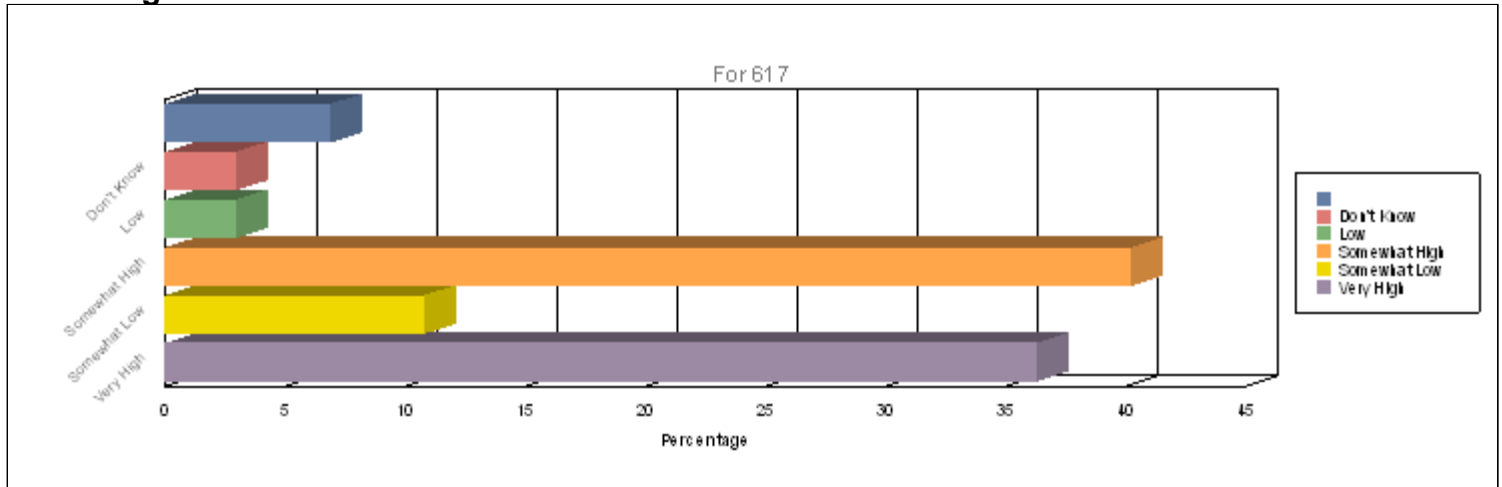
## Networking opportunities



<b>Don't Know</b>	<b>2.94%</b>	<b>3</b>
<b>Low</b>	<b>1.96%</b>	<b>2</b>
<b>Somewhat High</b>	<b>20.59%</b>	<b>21</b>
<b>Somewhat Low</b>	<b>0.98%</b>	<b>1</b>
<b>Very High</b>	<b>67.65%</b>	<b>69</b>

Total Responses: 102

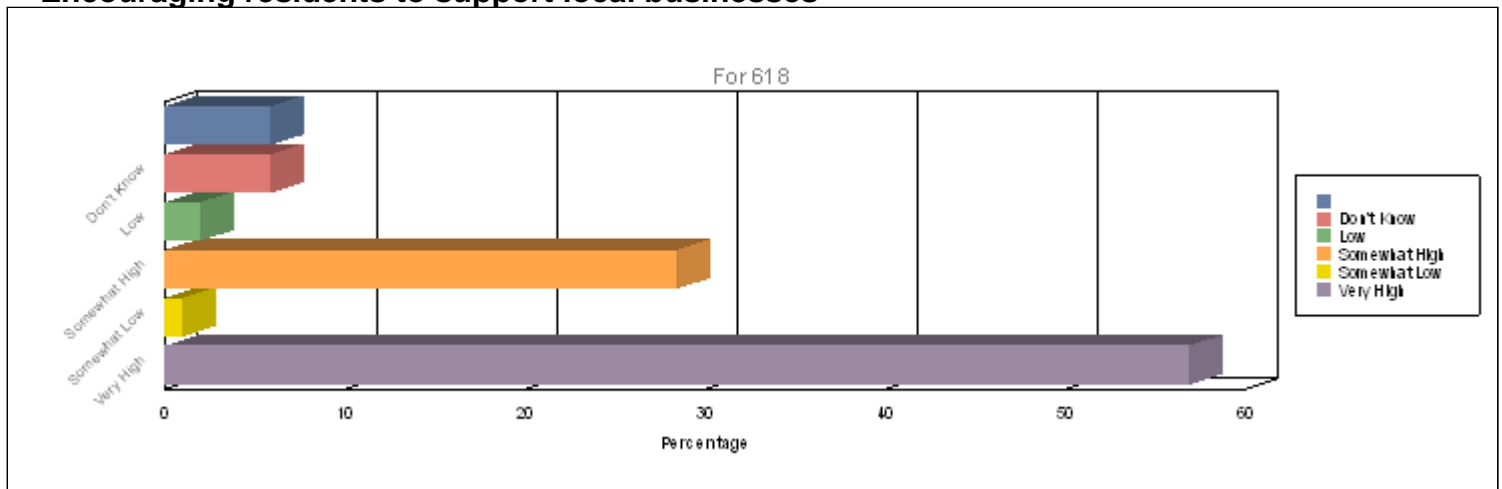
## Knowledge/Information Center for Business



<b>Don't Know</b>	<b>2.94%</b>	<b>3</b>
<b>Low</b>	<b>2.94%</b>	<b>3</b>
<b>Somewhat High</b>	<b>40.20%</b>	<b>41</b>
<b>Somewhat Low</b>	<b>10.78%</b>	<b>11</b>
<b>Very High</b>	<b>36.27%</b>	<b>37</b>

Total Responses: 102

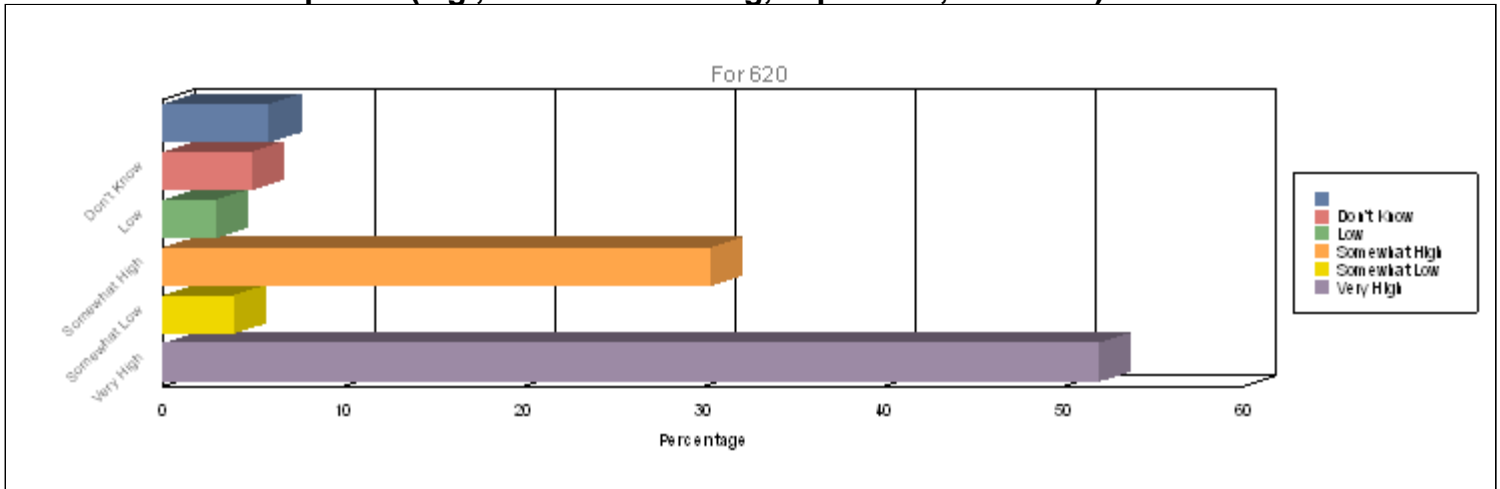
## Encouraging residents to support local businesses



<b>Don't Know</b>	<b>5.88%</b>	<b>6</b>
<b>Low</b>	<b>1.96%</b>	<b>2</b>
<b>Somewhat High</b>	<b>28.43%</b>	<b>29</b>
<b>Somewhat Low</b>	<b>0.98%</b>	<b>1</b>
<b>Very High</b>	<b>56.86%</b>	<b>58</b>

Total Responses: 102

## Economic Development (e.g., business locating, expansion, retention)



Don't Know	4.90%	5
Low	2.94%	3
Somewhat High	30.39%	31
Somewhat Low	3.92%	4
Very High	51.96%	53
Total Responses:		102

### Please provide additional comments about any of these ratings.

A chamber membership is only what a member makes of it. The ratings listed above are observations based on a very involved, knowledgeable executive director, and the topics of events.	0.98%	1
Although The Worthington Chamber continues to grow, the personal touch remains something very important which separates this chamber from many other chambers. Also the cost for membership is a very good value for any size business.	0.98%	1
Last but certainly not least, it is a very big plus to have a Chamber Director who has been a successful business owner and marketing communications expert advisor to many large and small organizations. These are the skills that will help us all through these difficult economic times.		
Far exceeds activity and quality of another chamber where we are members	0.98%	1
I am a new member so my experiences are limited.	0.98%	1
I have been very happy with my membership!	0.98%	1
It seems that they lack the understanding that there are various businesses with different needs and it seems when you do attend an event everyone is looking to drink and negotiate discounts.	0.98%	1
It's clear they work very hard and are very serious about making the community better	0.98%	1

Overall I have been involved in other Chambers and Worthington is far better in connecting the community businesses.	0.98%	1
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Total Responses: 102

**Please list the top three things the Chamber could improve upon.**

- providing more niche-related opportunities (this is ongoing right now with Women's Business Network & Young Professionals group) - stronger role with city council and Worthington economic development?	0.98%	1
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*Appeal to younger members	0.98%	1
*Promotions of small firms		
*More business strategy events		

1) Increasing membership	0.98%	1
2) Advocacy		
3) Member retention		

1) more involvement with community service/non-profit organizations	0.98%	1
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1) more small group opportunities with small business focus	0.98%	1
2) more defined networking options like QuickConnect		

1. When all staff leaves the office for an event, please post a sign when you will return.	0.98%	1
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1.Finding ways to educate City Council and get them out of their nepotistic ruts	0.98%	1
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2.Utilize 'break-through' thinking and planning in Worthington ... beyond the "way it has always been done" mentality.

A gracious welcome and thanks to Chamber volunteers when they give their time at events.	0.98%	1
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A unified presentation at events such as Market Day where a shirt, hat, etc. would define Chamber volunteers.

Are there so many programs that energies are diffused?	0.98%	1
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As mentioned above I could use more help to know how best TO network. Any workshops, etc. would be helpful.	0.98%	1
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Can't think of a thing!	0.98%	1
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Can't think of any. You do a great job.	0.98%	1
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Can't think of anything at this time.	0.98%	1
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Can't think of anything.	0.98%	1
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Chamber does a very good job	0.98%	1
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Connecting with Experience Columbus more	0.98%	1
Reach out to members more to hold BAH's		
More leads for business		

don't have any	0.98%	1
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-Expanded use of Technology (i.e. social networking)	0.98%	1
-Develop Sub Groups (i.e. Young Professionals)		
Getting home-based businesses involved in Chamber events.	0.98%	1
getting the newsletter out with upcoming events on calendar earlier.	0.98%	1
have more networking opportunities in the evenings, it is often difficult to take time during the day	0.98%	1
Helping members think differently - not just the same old thing.	0.98%	1
I do not know of any	0.98%	1
I have tried to get new people to attend the BAH and they are reluctant to pay the \$20 guest fee	0.98%	1
I haven't met my ambassador, otherwise I can't think of anything	0.98%	1
I would like to suggest a Before Business Hours event. Also what about some special topic "webinars" Last, an e-mail response immediately following lunch events thanking people who attended and asking whether they enjoyed the topic/presentation and found the information helpful, also if they would like to see more in the future, and if they have any other suggestions for topics of interest	0.98%	1
Keeping events within the stated time frame.	0.98%	1
Keeping Worthington business in Worthington!	0.98%	1
Looking forward to starting the YP group. The interest is there!	0.98%	1
Maybe offer training on business management, employee management/training/retention, SBA loans or grants - how to find them and application process. Things that would help a company grow.	0.98%	1
member benefits	0.98%	1
More business association meetings developing more good networking opportunities	0.98%	1
More lead generation for Chamber Members	0.98%	1
More recruiting events		
More training and discussions between service providers vs product providers. Also there are different needs for mico/solo-preneurs vs small businesses.	0.98%	1
N/A	1.96%	2
Noise at the BAH	0.98%	1
None noted	0.98%	1
Not enough experience to know	0.98%	1
not sure	0.98%	1
Nothing I can find at this time	0.98%	1
Policing at Market Day; Parking & selective enforcement of.		
perhaps look for ways to support local institutions under duress	0.98%	1

caused by the economy

Seems like fewer owner decision makers are participating which affects networking...more sales people, fewer decision makers	0.98%	1
Timeliness of follow up on activities, advertising	0.98%	1
Timely communications	0.98%	1
Subject matter for Womens Business network		
We all look for business, create a list of who WANTS to be contacted at different business for sales / networking.	0.98%	1

Total Responses: 102

**Please list the Chamber's top three strengths — the things the Chamber does exceptionally well and should continue doing.**

- providing good networking opportunities	0.98%	1
- event planning		
- business community leadership		
*Building Relationships	0.98%	1
*Friendliness and approachability		
*Successful events		
1) networking opportunities; 2) business development with City of Worthington	0.98%	1
1)Networking opportunities 2) BAH	0.98%	1
1)providing varied opportunities to get involved. 2) making sure the org is not driven by large business 3) facilitating connections	0.98%	1
1. Getting to know the members.	0.98%	1
2. Trying to connect members with other members.		
3. Varying the events times/days		
1. Keeping everyone in touch.	0.98%	1
2. Providing a platform for business opportunity.		
3. Great golf outing!		
1. Very Organized	0.98%	1
2. Very involved with the community		
3. Staff-keep who you have! :)		
1.) Makes People feel welcome	0.98%	1
2.) Pairs people up to exchange business leads		
3.) Always finds ways to advertise your business.		
1.networking opportunities	0.98%	1
2.networking opportunities		
3.networking opportunities		
1.Promote/sponsor networking activities	0.98%	1
2.Providing proactive education events and programs that relate to current environment		
3.Educating City Council on business related priorities		
After Hours	0.98%	1

<b>Lunch &amp; Learn Newsletters</b>		
<b>Ambassadors to new members</b>	<b>0.98%</b>	<b>1</b>
<b>BAH</b>	<b>0.98%</b>	<b>1</b>
<b>BAH / Networking</b>	<b>0.98%</b>	<b>1</b>
<b>SUPPORTING THE COMMUNITY!</b>		
<b>BAH's are very good Always available to help with contacts!</b>	<b>0.98%</b>	<b>1</b>
<b>Business After Hours Business Expo Educational seminars</b>	<b>0.98%</b>	<b>1</b>
<b>Business After Hours Lunch and Learn Ambassador Program</b>	<b>0.98%</b>	<b>1</b>
<b>Business After Hours, Quick Connect, and Women's Luncheon events</b>	<b>0.98%</b>	<b>1</b>
<b>collaborate with the City, School District, Libraries and Leadership Worthington; provide networking opportunities; operate in a fiscally responsible way</b>	<b>0.98%</b>	<b>1</b>
<b>communicate golf outing weekly get togethers</b>	<b>0.98%</b>	<b>1</b>
<b>communicate network</b>	<b>0.98%</b>	<b>1</b>
<b>Communication</b>	<b>1.96%</b>	<b>2</b>
<b>-Communication</b>	<b>0.98%</b>	<b>1</b>
<b>-Providing Networking opportunities - Being an advocate to our members</b>		
<b>Communication is strong. Staff plans useful events. Involved members DO benefit.</b>	<b>0.98%</b>	<b>1</b>
<b>communication involvement promotion</b>	<b>0.98%</b>	<b>1</b>
<b>communications</b>	<b>0.98%</b>	<b>1</b>
<b>Communications Networking Caring, knowledgeable staff</b>	<b>0.98%</b>	<b>1</b>
<b>Distributing info. Updating contact info Friendly staff</b>	<b>0.98%</b>	<b>1</b>
<b>Diversity of programs</b>	<b>0.98%</b>	<b>1</b>
<b>e-mails, newsletters, events for every type of business</b>	<b>0.98%</b>	<b>1</b>
<b>Engagement of members, making connections for members, a voice for business within the community</b>	<b>0.98%</b>	
<b>frequent and varied activities</b>	<b>0.98%</b>	<b>1</b>

Getting members to communicate. Communicating to the members. Offering incentives from other members to the rest of the membership.	0.98%	1
Good networking events Variety of event times Good ambassador program	0.98%	1
Good venues Good events Good communication	0.98%	1
Great Business After Hours Quick Connect Networking opportunities	0.98%	1
Great diversity in events - BAH, L&L, WBN, special events. Love "Know Before You Go". Friendly, professional, organized staff!	0.98%	1
Great networking events. Wonderful, helpful and friendly staff who provide great customer service to members.	0.98%	1
Great variety of activities, the times are before during and after work hours so everyone has an opportunity to attend something, a wide variety of businesses as members.	0.98%	1
I can't answer this due to 1st time being involved.	0.98%	1
Involvement by members.	0.98%	1
Leadership Staff attentiveness to members' needs Does a great job bring government, schools, civic leaders and business together.	0.98%	1
many network-friendly opportunities, i.e. BAH, Quick Connect, luncheons, etc. great website exposure ambassador program	0.98%	1
member benefits	0.98%	1
Networking activities, community service, and keeping us informed.	0.98%	1
Networking events	0.98%	1
networking opportunities education	0.98%	1
Networking opportunities----Keeps membership informed	0.98%	1
Networking with Quick Connect and small group functions. Friendly and open atmosphere created by the staff and members willing to support and help each other with their business. Website and emails are excellent.	0.98%	1
Networking Membership communication	0.98%	1
Networking Quality events Communication	0.98%	1

networking support of Chamber members innovative ideas	0.98%	1
Networking Visibility Community Connections	0.98%	1
networking women's business network after hours	0.98%	1
Networking, inexpensive advertising, & great customer service	0.98%	1
Networking, Taste of Worthington, Market Day	0.98%	1
networking; information about new and expanding businesses; community involvement	0.98%	1
Networking-seminars	0.98%	1
Newsletter BAH's Email communication	0.98%	1
Newsletter Keep members informed	0.98%	1
Not enough experience to know	0.98%	1
Offering events to network. Bringing people together. being technologically up to date.	0.98%	1
Organization Networking personnel	0.98%	1
personal service many opportunities for everyone very professional	0.98%	1
Providing excellent programs. Providing ongoing support and opportunities for business networking. Making the Chamber "personal" by welcoming members' feedback and suggestions, and encouraging member participation.	0.98%	1
providing networking opportunities providing advertisement providing sense of community	0.98%	1
Quick Connects After Hours Other involvement in the community	0.98%	1
Quick Connects	0.98%	1
Lunch programs small friendly many activities	0.98%	1
Staying in touch with members Membership benefits Personal service from staff members	0.98%	1
The early morning meetings and the BAH events.	0.98%	1

<b>Their communications are attractive and far more professional than any other chambers I've seen. Continue to be cheerleaders for this community, the passion is obvious. The staff are serious about getting to know you and your needs and helping you.</b>	<b>0.98%</b>	<b>1</b>
<b>Variety of programs Variety of times Networking events</b>	<b>0.98%</b>	<b>1</b>
<b>Well organized events Encourages Networking supports/promotes members</b>	<b>0.98%</b>	<b>1</b>
<b>You welcomed me, advertised for me, and promoted me, thank you</b>	<b>0.98%</b>	<b>1</b>
<b>Total Responses:</b>		<b>102</b>

**Please share your thoughts on how the Chamber can help sustain and grow your business, particularly in challenging times.**

<b>Assistance with focused referrals and connecting us with people who aren't afraid to push ahead with schedules and plans</b>	<b>0.98%</b>	<b>1</b>
<b>Business efficiency</b>	<b>0.98%</b>	<b>1</b>
<b>Businesses right now want value for their dollar. If they feel the Chamber is something they can do without they just might go that route. Keep you membership vital.</b>	<b>0.98%</b>	<b>1</b>
<b>By continuing to offer networking opportunities.</b>	<b>0.98%</b>	<b>1</b>
<b>By encouraging the city to manage their budget better, so that there isn't a constant need to raise taxes.</b>	<b>0.98%</b>	<b>1</b>
<b>collaborations</b>	<b>0.98%</b>	<b>1</b>
<b>connections between small businesses to help each other</b>	<b>0.98%</b>	<b>1</b>
<b>Continue Networking Opportunities</b>	<b>0.98%</b>	<b>1</b>
<b>Continue the networking opportunities.</b>	<b>0.98%</b>	<b>1</b>
<b>continue to offer opportunities to network</b>	<b>0.98%</b>	<b>1</b>
<b>Continue to provide networking opportunities</b>	<b>0.98%</b>	<b>1</b>
<b>continue wonderful events!</b>	<b>0.98%</b>	<b>1</b>
<b>Continuing current events and services.</b>	<b>0.98%</b>	<b>1</b>
<b>Creating awareness, helping with short term financing, new jobs creation etc.</b>	<b>0.98%</b>	<b>1</b>
<b>cut the costs of medical insurance program</b>	<b>0.98%</b>	<b>1</b>
<b>doing fine</b>	<b>0.98%</b>	<b>1</b>
<b>Encourage businesses to think out of the box, Creativity and Innovation are keys to survival.</b>	<b>0.98%</b>	<b>1</b>
<b>Encourage people to look for new and different opportunities ... it is not business as usual right now.</b>	<b>0.98%</b>	<b>1</b>

Encourage the community to buy locally and use local services	0.98%	1
Encourage the need to buy from local business...NOT chain stores.	0.98%	1
Expand opportunities to network via the internet. For example, the chamber should create a Worthington Chamber Group on Facebook where communication can take place 24/7 no matter where you are.	0.98%	1
Free advertising!	0.98%	1
Help businesses to cut costs or creative was to market and increase business	0.98%	1
Helping the community understand and know our organization better.	0.98%	1
Helping to encourage Worthington businesses and organizations to do business with other members of the Worthington Chamber.	0.98%	1
I am just learning about the benefits and functions of the chamber. I hope to learn how to be more effective in networking at the meetings. Training in this and a way to help other businesses see how my services can benefit them would be helpful.	0.98%	1
I believe they can and do help.	0.98%	1
Just keep advertising what your members can provide.	0.98%	1
Just what you're doing	0.98%	1
Keep connecting people	0.98%	1
keep networking	0.98%	1
Keep networking!	0.98%	1
Keep people connected	0.98%	1
Keep teaching, connecting, promoting local business.	0.98%	1
Keep the connections coming	0.98%	1
Keep up the good work	0.98%	1
Keep up your good work within the business community helping us maintain business contacts, while being sensitive to the economic conditions as far as the fees you need to charge for your functions. Make it difficult for companies not to be a member.	0.98%	1
LEADS	0.98%	1
more networking opportunities	0.98%	1
More seminars on how to make it through the tough times	0.98%	1
More training.	0.98%	1
networking	0.98%	1
Networking, inexpensive advertising, business seminars	0.98%	1
Networking, networking, networking	0.98%	1
Promote an environment in which existing businesses help new	0.98%	1

businesses get established.		
quality programs that provide opportunity for networking	0.98%	1
right now, I have been very pleased with the concern, support and services provided by the chamber!	0.98%	1
Talk up doing business with Worthington enterprises. Set up a limited discount for Worthington residents from Chamber members and others. Work closely with the City to identify potential additional business which might move into the area.	0.98%	1
The Chamber can help sustain and grow our member businesses by continuing to provide business advice and resources by engaging speakers who are qualified to provide marketing and financial advice that the small business person could not otherwise afford	0.98%	1
expanded contacts for new business	0.98%	1
Total Responses:		102

**We appreciate your time and feedback. Thank you for participating in this survey.**

thank you	0.98%	1
Thank YOU for all your help and support!	0.98%	1
Thank you.	0.98%	1
Thanks for asking for our feedback	0.98%	1
You're Welcome!	0.98%	1
Total Responses:		102