

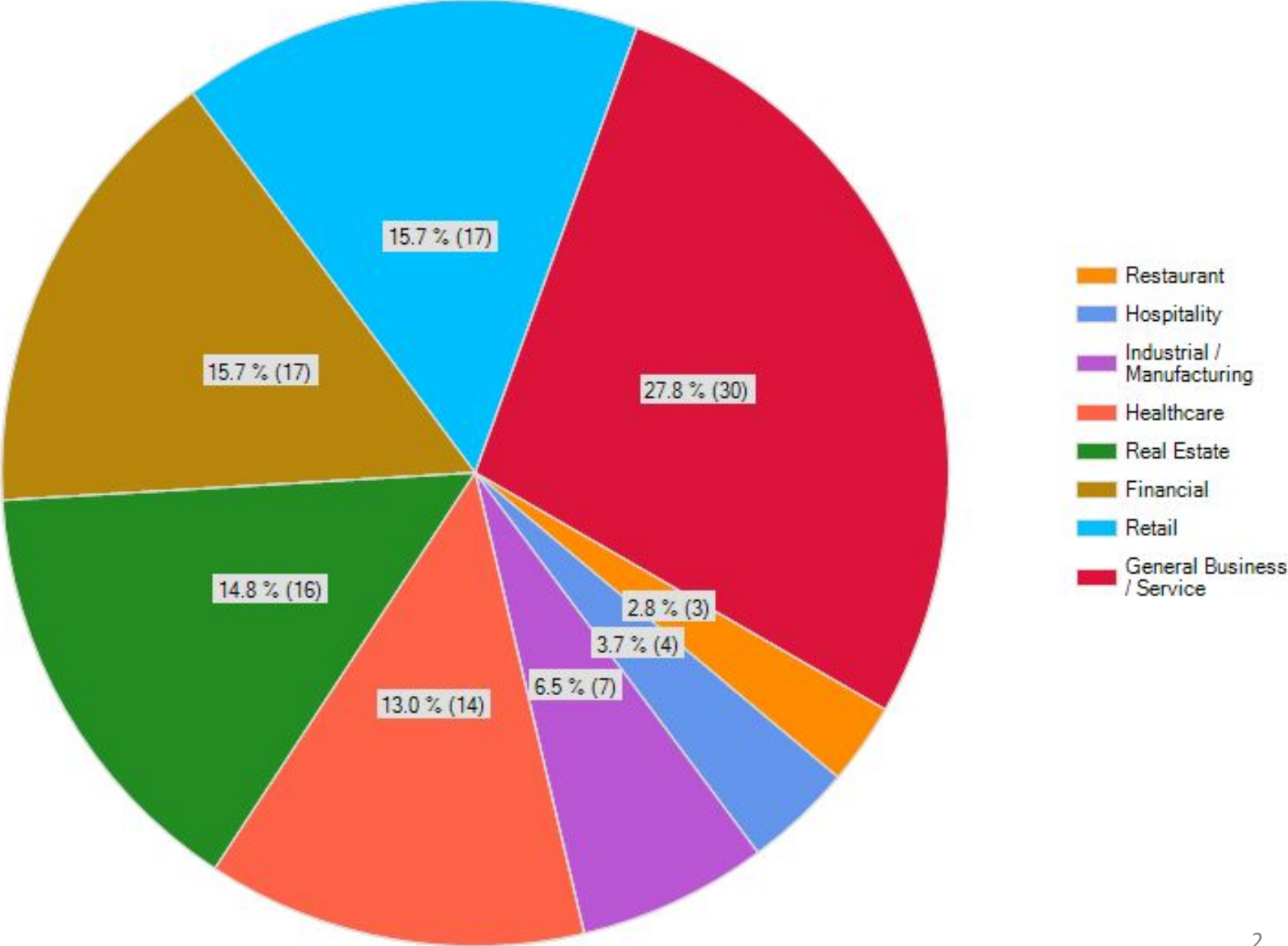
One Minute Business Survey 2012-06 RESULTS

- The one minute business survey is a monthly survey distributed by:
 - Southlake Department of Economic Development & Tourism
 - Southlake Chamber of Commerce
 - Southlake Business Council
- This months survey had 142 respondents
- Goals for the survey include:
 - Obtain feedback from the business community to help develop programs enhancing their success
 - Identify issues of concern to the business community

Feel free to contact either of the following if you have any questions:

- Southlake Economic Development & Tourism – (817) 748-8037 – SouthlakeBusinesses.com
- Southlake Chamber of Commerce – (817) 481-8200 – SouthlakeChamber.com

To allow data analysis, please identify your business classification.

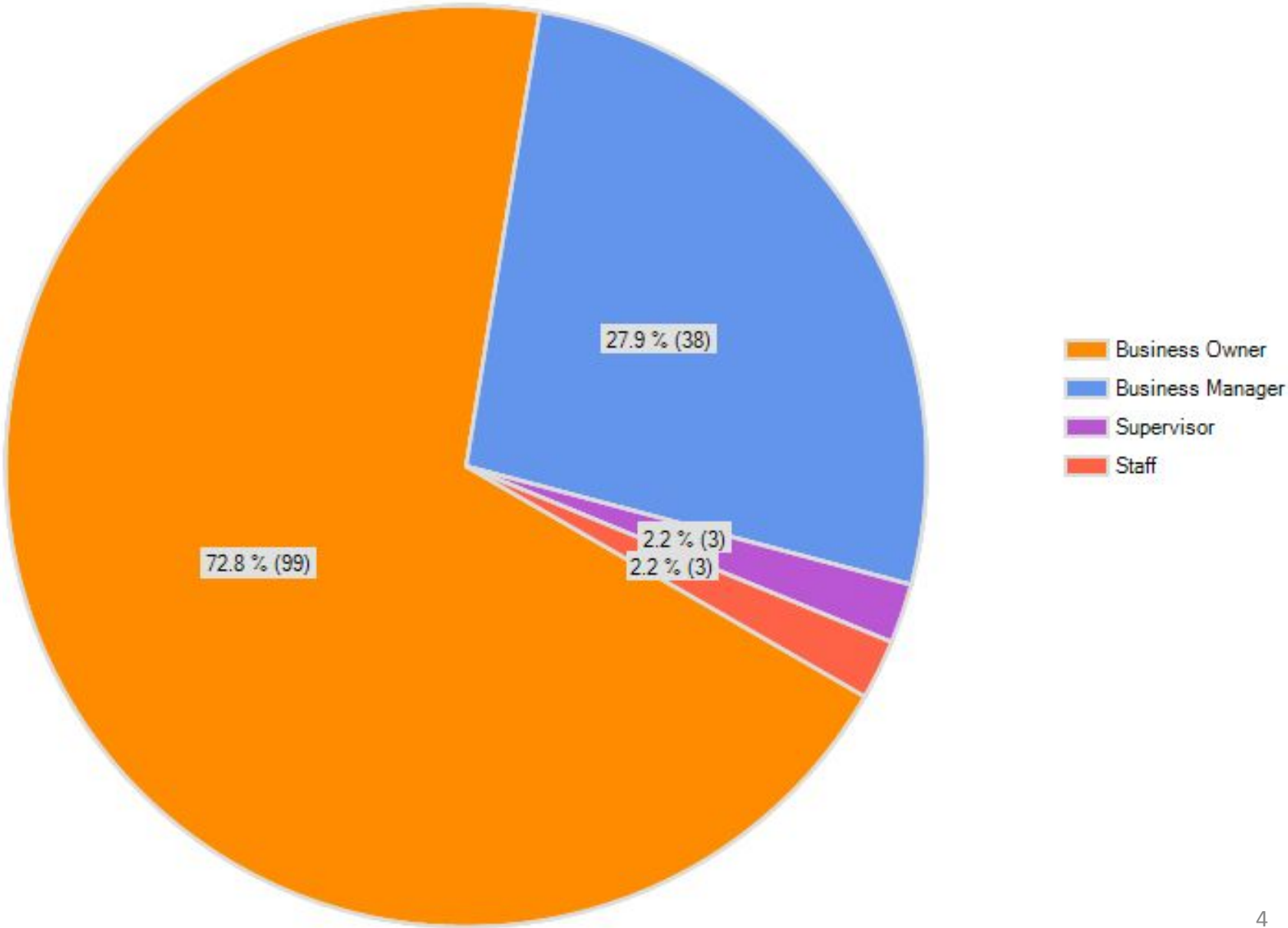


Open-ended comments related to the previous question:

Businesses that offered their type of business:

- Counseling
- Aveda Salon and Retail
- Plumbing - Tradesman
- Tutoring and Supplemental Education
- Beauty - Med Spa
- and service....we have retail and teach classes
- Floor Covering Sales and Design Center
- Supplemental education
- Interior design
- Insurance/Financial Services
- Foreign Trade Zone Management
- Online retailer. Our 16,000sf Southlake facility houses our offices, warehouse, and fulfillment center.
- Professional services -- embroidery
- Mental Health
- International Trade/Customs Brokerage
- Marketing/Advertising
- chemical sales and technology
- Fitness/Wellness
- Recreation, Instruction
- church
- HVAC
- Marketing
- Non=for-Profit
- Day Spa
- Salon
- Imaging/Design
- Consulting
- Web Based Community Site
- Real estate residential, light industrial and office development
- Private Pediatric
Speech/Language/Reading Clinic
- Property and casualty insurance (home and Auto)
- Fitness/martial arts
- Roofing contractor
- Private Security
- School of Rock! Woohoo
- Agriculture
- Financial
- Software services

Please check the appropriate role for the person filling out this survey.

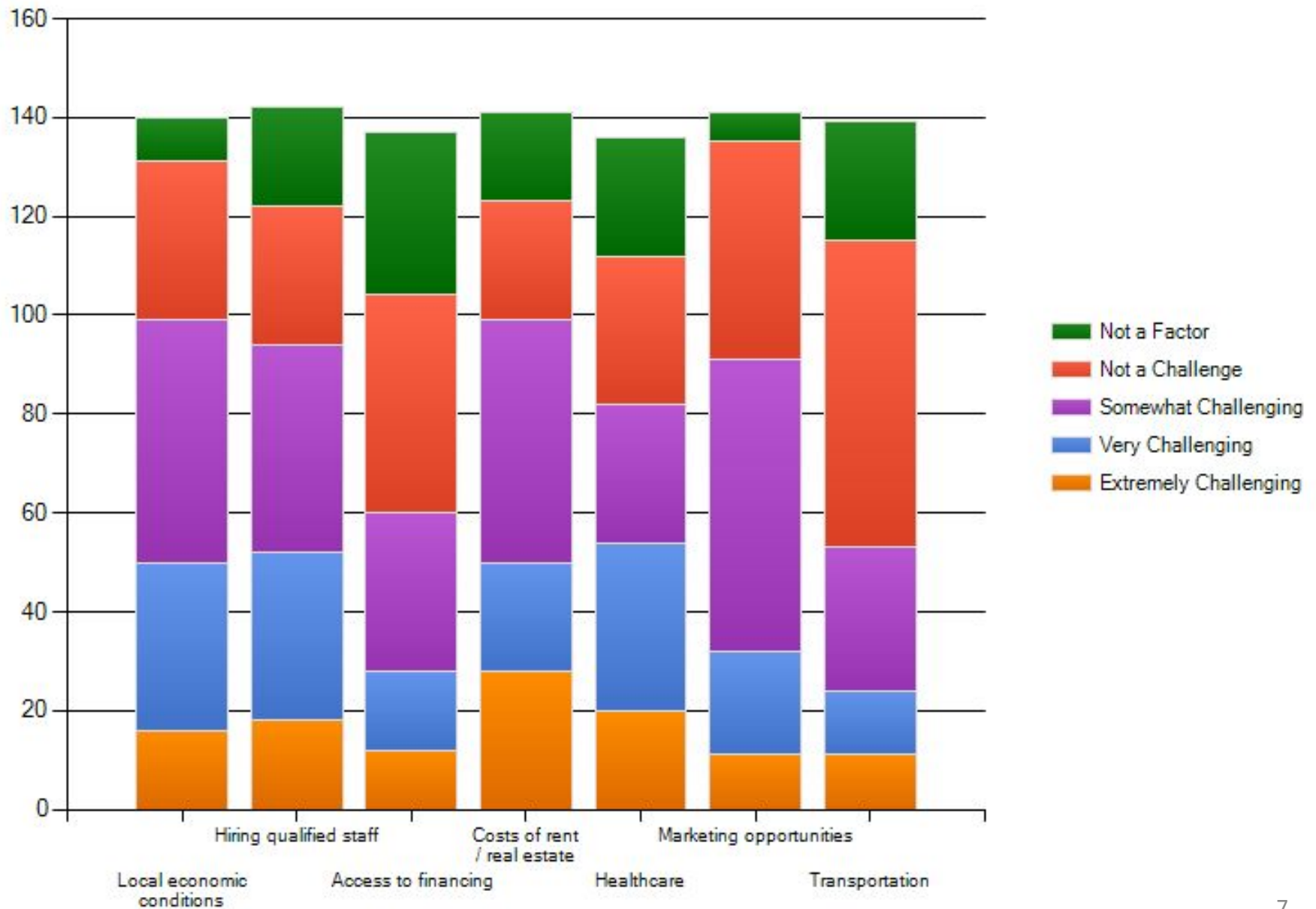


Open-ended comments related to the previous question:

Respondents that offered their type of role:

- Salespersons are independent contractors in real estate companies.
- Director of learning center
- Marketing Director
- President
- Controller

How challenging are these issues to the success of your business?



Open-ended comments related to the previous question:

- The ability to get to my store/studio with everything under construction is extremely frustrating to those not familiar with our area....
- The medians' landscape is ridiculous! Not to mention the maintenance! It is pretty NOT PRACTICAL. Landscape service vehicles should be required to post SIGNS FOR LANE CLOSURES just like TX dot does. The left turn on green arrow only should be revisited also. CONSISTENCY would be nice. Thank you to the police and fire departments for dealing with all the issues our road changes have caused. Especially thank you to the officers that stop the left turners into the Dunkin donuts area off of Davis Blvd. So many close calls because someone refuses to read the signs and the street!!!! Thank you to the ladies in the Building inspection office. They manage to stay positive even when they have no time to catch up. We have a beautiful city that is well managed. Thank you for all that you do to make it this way. The above negative comments are pet peeves - sorry.
- Construction on 121 is a mess causing a lot of guest challenges!!!
- You cannot drive anywhere without insane traffic and construction issues. Our current office location is being killed ... Bank Street & Southlake Blvd. there is no cut through at all.... for a while we could scoot behind Walmart, but they have put up a gate now and the traffic is awful. Road rage is AWFUL, I fully expect someone to hit me any day now, with the current traffic pattern.

Open-ended comments related to the previous question:

- The medians constructed on Southlake Blvd have made access to my business and many others very inconvenient. There are businesses that I no longer go to because of the difficulty of getting in and out of their parking lots.
- Too much city work on grounds ..,
- Get the roads fixed!
- With the addition of the medians, our clients consistently complain how difficult it is to get to our clinic.
- Medians have inhibited traffic flow to my business
- Highway Construction is tough on business climate.
- The codes in Southlake make it extremely difficult for our business to do any sort of visual promotion. We are currently trying to work around this as it is hurting our business in a big way.
- My current pet peeve is the prevailing attitude with City employees who are unwilling to make even the smallest concessions against "rules and regulations". I don't know if it's out of fear of reprisal or if they're truly dispassionate, but the extra expense that absolute adherence costs a Southlake business doesn't affect their decision. It's exasperating and in extreme cases borders on an anti-business bias.

Open-ended comments related to the previous question:

- Having a hard time interpreting what you mean by "challenging", but to explain my responses, I rated "Extremely Challenging" as being a major factor in the success of my business...however, I am not indicating that these things are causing us challenges currently. We are very happy doing business in Southlake.
- The recent debacle over the Twin Peaks restaurant has caused Southlake to become known as anti-business on a NATIONAL level. We have over 25K businesses in our customer portfolio and several of them have stated on an unsolicited basis that they would NOT consider Southlake as a business location. Very Sad.
- The road construction is really a problem and wasn't needed in front of our office on 1709
- Transportation-The traffic due to the road construction is why I checked Extremely Challenging. This project has gone on too long. These crews should have already finished by now with these turn lanes!!
- Transportation category, I am taking into account the road construction.