

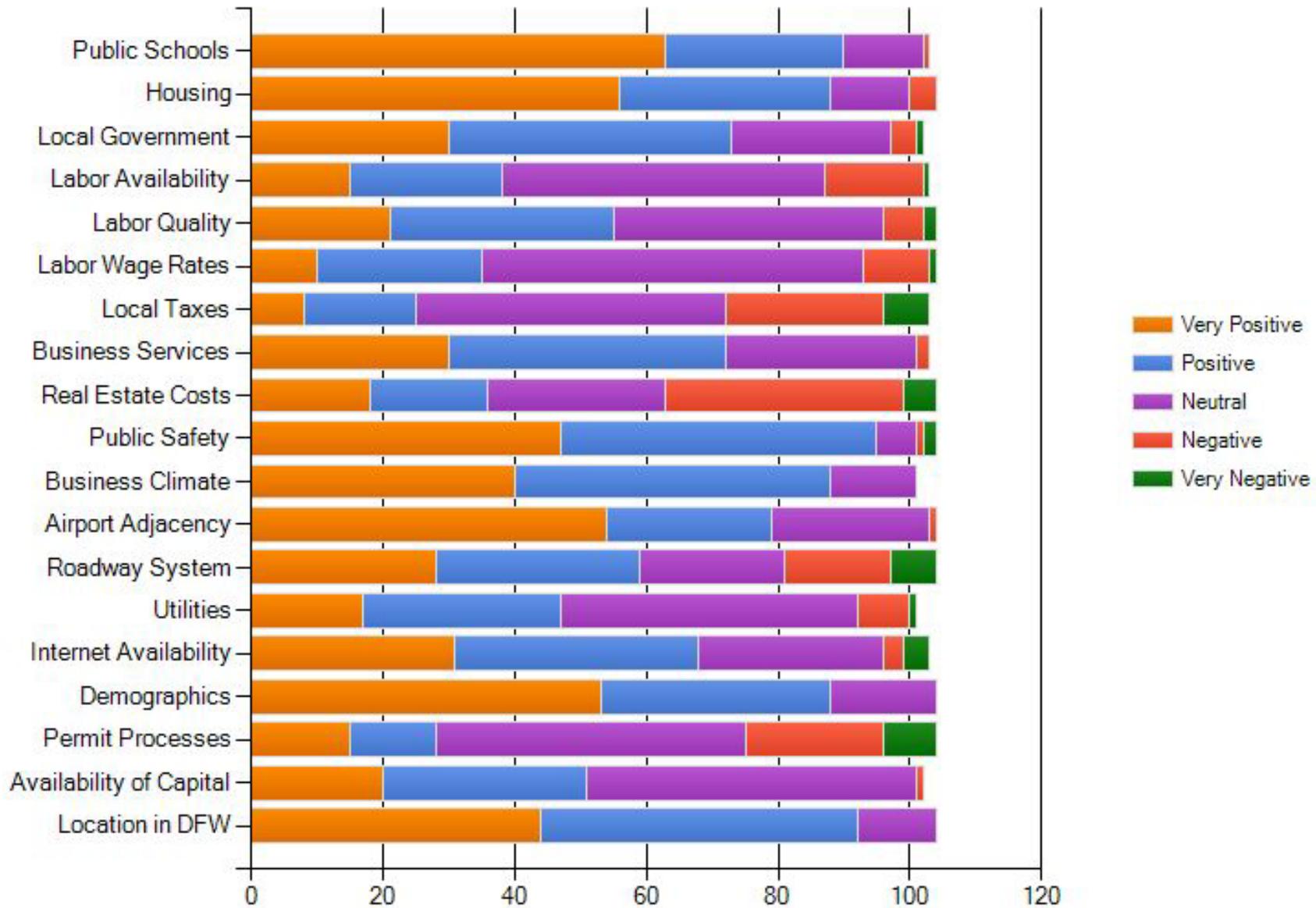
2013-01 One Minute Business Survey - RESULTS

- 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 was sent to 679 businesses and we had 104 respondents for a 15% response rate
- Goals for the surveys 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

Do the following factors have a positive or negative impact on locating a business in Southlake?



Open-ended comments related to the previous question:

- Southlake is not for everyone or for every business. If we continue to accept and develop quality businesses that fit the already existing demographic very well. Keeping businesses that do not fit that demographic out will not only help the current businesses, but will keep from attracting the wrong type of day time traffic. We need to continue to be a strong and stable city that is safe for residents and for visitors. On another note, once the construction is finished, things will be even better for our local businesses.
- Checked Real Estate because we are a title company.
- Roadways will be obviously be much better after construction is completed.
- The cities permitting process is very poor and appears to be centered on city staff who have built their own fiefdom or power base by which often holds new businesses hostage.
- Southlake is a fabulous community that promotes business. Commercial real Estate prices can be a bit high and can move you towards Grapevine or Keller.
- It all depends on the demographics of the business. For example, if I owned a retail business my answers would be different. As my business depends on access to potential clients - they can be anywhere, and I provide my service by phone, or can fly anywhere, my responses are based on that.
- The use of your cameras at lights is the reason for the Public Safety rating. We have a very safe & secure community here (Thank you!), but think Southlake probably goes a little over board trying to bring in additional money through the fines for these violations and speeding. Especially on clients coming to or leaving the business.

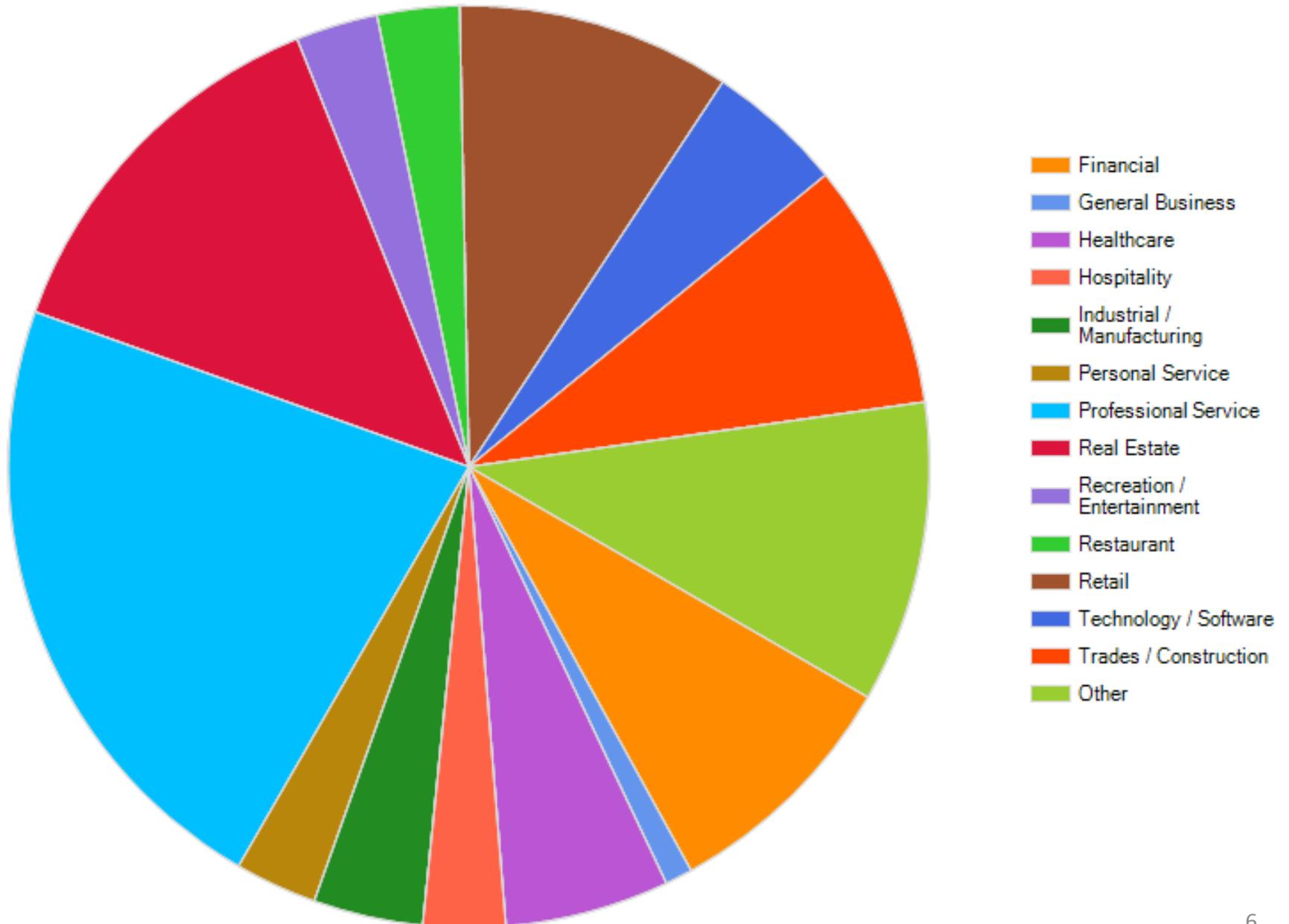
Open-ended comments related to the previous question:

- As a Southlake resident and a small business owner the price of commercial real estate is so much higher than the surrounding cities. That is very frustrating to me because I want to have my office in Southlake but I have a hard time affording the rent for office space. I can obtain a large office in Fort Worth for half of the price.
- The development, permitting and building procedures are extremely difficult compared to other cities.
- My biggest issue is the very strict regulations regarding the ability to have signage on our businesses. If I were in Grapevine, I would be able to have the signage that would let people know I am here.
- Taxes are a misleading. I hear it all the time. People say, "The taxes are so high in Southlake." No you dummies. It's the property values that are higher and the rate is competitive with other surrounding communities. It's a percentage!!!
- It seems to me that our city has not put enough attention to our arterial streets. For the most part the following major thoroughfares are in about the same condition as they have been for fifty or more years; 1. White Chapel Rd (Blvd?) 2. North Carroll 3. Dove Road 4. Randol Mill Rd. 5. Continental 6. Shady Oaks Promises have been made and broken many times, along with shifting funding away from these roads. Such as, White Chapel. In 2003, it was put on the top priority for 2005 to be widened; shifted to 2007; shifted to 2009; and in 2001 disappeared from the top five list of priorities list completely. Money keeps being allocated to engineer, re-engineer and then engineer some more, but it just never gets done.

Open-ended comments related to the previous question:

- (cont.) Meanwhile, this street completely log jams three times a day, Monday through Friday. Every morning when students are trying to get to school; Every afternoon when school is out; and every evening beginning at about 4:45 until about 6 with the going home work traffic. Maybe I am the only one who cares, but meanwhile we have spent how many tens of millions on buildings that house our city, fire and police. While they are certainly nice, it shows that we really don't care about REAL safety, or the major roads would be prioritized. Why did North Kimball, going to Grapevine get a priority. If you say it was for the new Carroll Middle School...it is an admission that the High School doesn't matter. Anyway, I still feel pride in the city I live in, and had a little bit to do with its growth, having helped develop several communities (about twenty) here over the past 35 years; along with starting the first bank, . However the most important accomplishment was chairing the group that got 1709 and 114 widened from narrow two lane highways where a fatality was common every few days. Without those two improved highways, our growth would have been severely hampered. Our roads really tell where our priorities are. I challenge the city leaders to make these roads a priority. Thank you for wanting this input. K. Wayne Lee.
- Negative on roadway systems until construction is complete. Median on Southlake Blvd. is a hassle and causes more chaos to access and or exit certain businesses, especially around Davis and Southlake Blvd. intersection which is now congested and dangerous.

Please identify your business classification.



Please check the role of the person filling out this survey.

