



RPI Grant: Business Services & Workforce Study

January 16, 2019

Summary & Detail Results



Methodology

An online survey was conducted with 125 Ventura County business executives who were responsible for their businesses growth and development.

The sample was a representative mix of businesses by location, industry, and number of employees. All businesses included in the survey were privately held.

The sample was obtained from Esearch an online market research panel company based in Southern California. Esearch.com, Inc. has provided on-line market research since 1995. The company was one of the first to develop an online research panel. Esearch.com is a member of the American Marketing Association (AMA) and the Market Research Association (MRA) and fully complies with CASRO guidelines for online data collection and panelist privacy.





What We Want to Learn

- Are the services and resources available to businesses perceived to be of value to Ventura County businesses?
- Which business growth and retention programs or services are reported to have been used?
- Of the existing business organizations representing economic development service providers in Ventura County:
 - Which organizations are businesses aware provide support services?
 - Which organizations have been used to access information, guidance or support?
- What new programs or services might be worth further consideration?
- How do companies rate workforce development challenges facing their businesses?
- Do participating businesses anticipate growth in the next five years?

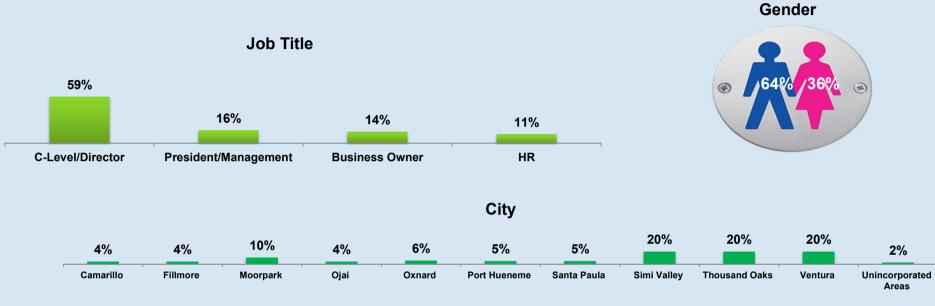




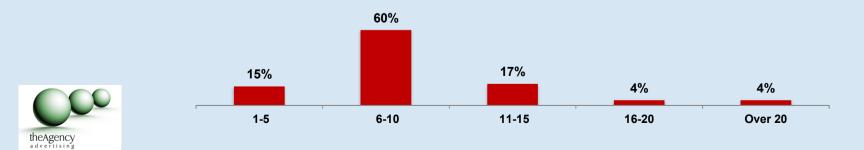
Sample Characteristics



Firmographics



Years in Business (Median=8)

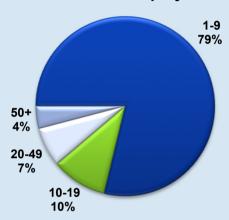




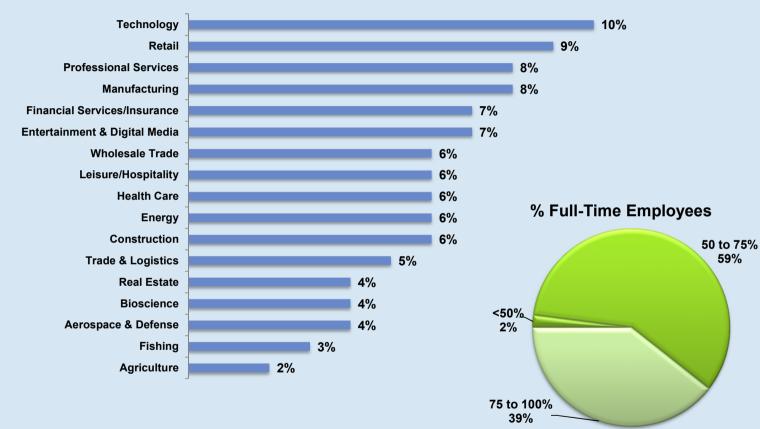
Sample Size:125

Firmographics

Number of Employees



Industry Type







Sample Size:125

What We Learned

- Are the services and resources available to businesses perceived to be of value to Ventura County businesses?
- Which business growth and retention programs or services are reported to have been used?
 - □Although all existing Ventura County programs and services are deemed important, *Business Transitioning* and *Start-up/Expansion* are perceived to be slightly more valuable than others.
 - □ Overall, two programs were actually utilized by over half the businesses---**Business Consulting and Business Transitioning**,
 - while two others were utilized by just under half---International Trade and Recruitment.





- Of the existing business organizations representing economic development service providers in Ventura County:
 - Which organizations are businesses aware provide support services?
 - □ Almost half of all businesses (44%) were familiar with any specific Economic Service Provider.
 - ☐ The two most recognized programs with the greatest use were *VCEDA* and *Ventura County Grows Business*.
 - Which organizations have been used to access information, guidance or support?
 - □ Although less than half of all businesses were familiar with any specific Economic Service Provider, when a business was familiar almost all services were utilized. The four most recognized organizations with the greatest use were VCEDA, SBDC, EDC and Ventura County Grows Business.

(69% to 63%)





What new programs or services might be worth further consideration?

- □Almost all programs that Economic Service providers might offer were deemed valuable, new offerings "Expand regional contracting opportunities for local businesses" would be best received
- □followed by "Assist with local regulations" and "Expand access to capital."





- How do companies rate workforce development challenges facing their businesses?
 - □ The majority of employers <u>Completely Agree</u> is that "The time it takes to successfully recruit and place a new employee has not changed in recent years;"
 - followed by employers are getting their employees from within Ventura County and,
 - closely followed by 43% being aware of available subsidized training programs in Ventura County.
 - ☐ From a Top Two box analysis, 78% indicate that employee turnover is an increasingly difficult challenge.





- Do participating businesses anticipate growth in the next five years?
 - □ Almost two-thirds of all Ventura county businesses see their companies growing over the next five years.
 - One-third anticipate stating the same.
 - □ Almost all (89%) see their businesses staying in Ventura county.





Detailed Findings



Value Assigned to Services/Resources Available to Businesses

	No Value	2	3	4	Extremely Valuable	Top 2 Box
Business Consulting	1%	2%	19%	44%	34%	78%
Makerspace/Shared space	2%	3%	17%	41%	37%	78%
Manufacturing Consulting	3%	0%	20%	39%	38%	77%
Loans/Funding/Capital	3%	1%	19%	42%	34%	76%
Start-up/Expansion	3%	2%	18%	28%	<mark>48%</mark>	76%
Recruitment	2%	1%	22%	38%	38%	76%
Thomas Fire Recovery	2%	4%	20%	<mark>47%</mark>	26%	73%
Business Transition	3%	4%	21%	21%	<mark>51%</mark>	72%
Training	2%	4%	22%	32%	39%	71%
International Trade	3%	2%	28%	29%	38%	67%





Usage of Supplementary Business Programs

51%	Business Consulting – Including business plans, human resources, marketing and legal issues
50%	Business Transition – Including workforce reduction, restructuring and layoff aversion support
46%	International Trade – Counseling and training on import/export and free trade zone opportunities
42%	Recruitment – Job posting/matching, pre-screened qualified candidates, recruitment events
35%	• Training – Customized, on-site training and reimbursement of up to 50% of employee wages
34%	Start-up/Expansion – Consulting, permit guidance, and preparation to start or expand a business
33%	Loans/Funding/Capital – Assistance in accessing sources of capital and advice on available tax credits
30%	 Makerspace/Shared space – Offers networking, tools and training, mentors and workspace
30%	Manufacturing Consulting – Operating efficiencies, lean manufacturing, 5S and Kaizen
7%	Thomas Fire Recovery Resources – Emergency resources for damage and interruption of business



Other Business Assistance Programs Desired (Verbatims)

- •3D modelin
- Access to capital needed for growth & expansion
- Advanced management concepts
- Advanced manufacturing innovation initiatives
- Advertising & Promotions
- Aerospace Equipment Transportation Services
- Application Performance management
- Automation
- Automation Platform
- Autonomous Systems
- Autoscaling
- •B2B office supplies
- Better small business association
- Biotech innovation
- *Biotechnology Investment Tax Credit program
- •Bond Issuance
- Book Keeping
- •BPO services for the media & entertainment companies
- Business Administration
- Business advisory services
- ***Business Communications and Critical Thinking**
- Business consulting
- *Business Development Program
- Business economics
- Business information systems
- •CAD/CAM
- Certified payroll training program
- Chemical & Related manufacturing
- •Cloud Infrastructure Platform
- Commercialization assistance
- Commercialize innovations
- •Competitive Intelligence
- Content Delivery Network
- Contract Manufactures
- •Contract preparation
- *corporate Social Responsibility
- Customer Service
- Defensive Computing
- Design Services like web graphics
- Digital Marketing
- Digital Transformation
- •Disaster Assistance
- theAgency

- Diversity of Services
- •Economic Development Loan
- •Edge Computing
- Education
- *Employee recruitment
- **•**Employee Retention Training
- •Employee Training and Retention
- Employer obligations
- •Employment recruitment/retention
- *Energy efficient & renewable energy technologies
- *Engineering Services
- ·Enhance productivity, competitiveness and skills development
- Entrepreneurship
- •Ethical leadership program
- Expanding
- Export compliance services
- •Farm business assistance programs
- •Farm busine
 •Fiber optics
- •Financial markets
- •Fisheries loan guarantee program
- •Fundamentals of business
- Funding
- Funding for pre-commercialization activities
- •General Services Administration
- •Health Care Management
- •Health Programs
- Home Healthcare Services
- Import/Export services
- Improving health and safety
- Industry and Technology Revolving Loan Fund
- Information technology
- Innovation & collaborative services
- Innovative research
- •Interactive digital media & special effects funds
- •International Finance
- •Investment Capital
- iob searches
- Labor relations
- Lifestyle & Consumer
- Logistics and Shipping
- Low-cost training services

- •Marketing and sales
- •Media Services like production
- •Micro-enterprise Assistance Programs
- •Microenterprise Assistance Programs
- Microenterprises Assistance Programs
- •Monetary savings finding cost effective measures within a company
- Network Management system
- Networking
- •New product or service development
- •NOAA competitive grants programs for aquaculture
- •NOAA small business innovation research (SBIR) program
- Nursing and Residential Care Facilities
- One-stop service for planning & development
- Operations Management
- Organizational behavior and design
- Organizational leadership
- Policy and regulations
- •Process development & improvement
- Product development & improvement
- Production & Distribution
- •Programs that save energy & reduce utility costs
- Project planning and implementation
- Prototyping & Supplying
- •R&D Funding grants
- •Recovering from a disaster
- Research Methodologies
- •Resource management
- •Retail space
- •SADI program
- ·Sales & revenue growth
- Sales Management
- •Sales performance improvement consulting
- •Sem/Edax
- Service management
- •small business attention from city staff
- Social Assistance (except Child Day Care Services
- •Strategic planning
- •Subsidized Training and Employment Program
- •Supplier diversity workforce services program
- Supply chain management

- ·Supplying capital for facilities funding
- •Talent management
- •Tax
- Taxation and accounting
- Technical assistance to conduct energy audits
- Technology Entrepreneurship
- *Technology Revolving Loan Fund
- Utility services
- Venture Debt Funding
- Warehouse or transportation services
- •Workforce & skills development programs

General Priority Areas Include:

• Human Resources/ Health

Management

Productivity/Economic

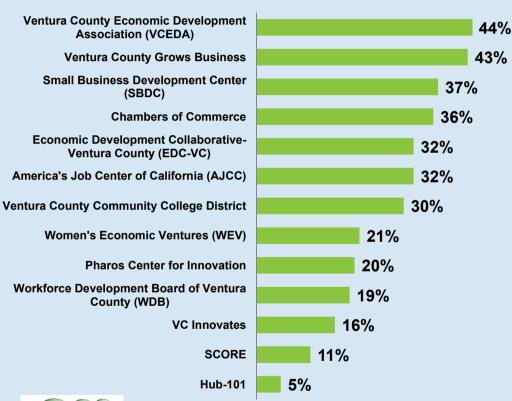
Development

- Accounting/ Finance Management
- Management
- Marketing/Communications

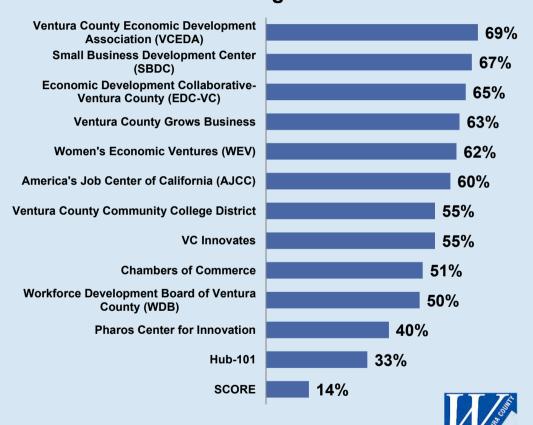


Familiarity with Programs/Usage





Usage





Value of Programs or Ideas that Economic Development Service Providers Might Offer

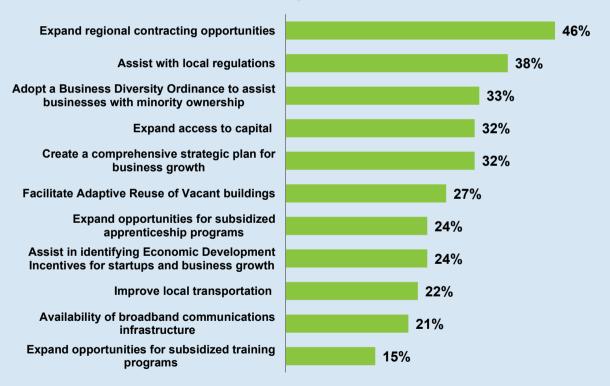
	No value	2	3	4	Extremely valuable	Top 2 Box
Assist with local regulations, permitting procedures and zoning rights	2%	0%	18%	<mark>49%</mark>	31%	80%
Expand access to capital	2%	1%	19%	32%	<mark>46%</mark>	78%
Expand regional contracting opportunities for local businesses	2%	2%	21%	24%	<mark>51%</mark>	75%
Expand opportunities for subsidized apprenticeship programs	3%	2%	20%	36%	39%	75%
Improve local transportation infrastructure	4%	2%	19%	42%	33%	75%
Availability of broadband communications infrastructure	3%	2%	20%	43%	32%	75%
Expand opportunities for subsidized training programs for employees	3%	3%	22%	42%	30%	72%
Facilitate Adaptive Reuse of Vacant Buildings (e.g., a vacant K-Mart, etc.)	3%	3%	22%	35%	36%	71%
Assist in identifying Economic Development incentives for start-ups and business growth	2%	2%	26%	<mark>44%</mark>	26%	70%
Adopt a Business Diversity Ordinance to assist businesses with minority ownership	5%	3%	23%	32%	37%	69%
Create a comprehensive strategic plan for business growth	2%	3%	26%	<mark>42%</mark>	26%	68%





Programs Considered Most Important (Ranked as the Top 3 Priorities)

Top 3







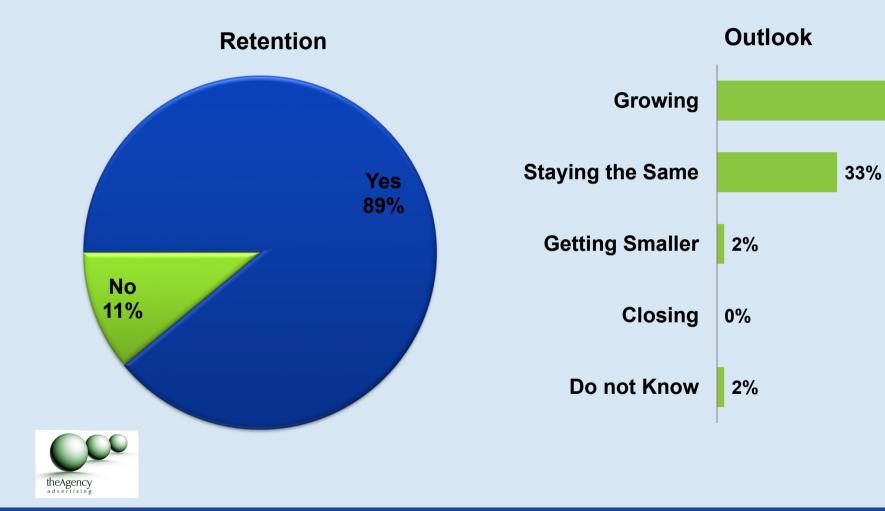
Workplace Development

	Strongly disagree	2	3	4	Completely agree	Top 2 Box
My company recruits most of our skilled labor from within Ventura County.	2%	1%	15%	38%	44%	82%
My company would be interested in opportunities to incorporate internships or apprenticeships into our employee development strategy	1%	4%	16%	39%	40%	79%
The time it takes to successfully recruit and place a new employee has not changed in recent years	1%	3%	17%	22%	<mark>57%</mark>	79%
Employee turnover is becoming an increasingly difficult challenge.	1%	5%	17%	40%	38%	78%
I am aware that subsidized workplace training programs exist in Ventura County.	2%	0%	19%	35%	43%	78%
There are a reasonable number of qualified candidates for my company's job openings.	0%	4%	21%	40%	35%	75%





Retention and Outlook





64%

		Outlook		Rete	ntion
	Growing	Staying the Same	Getting Smaller	Yes	No
		Title			
Sample Size	80	41	2	111	14
C-Level/Director	61%	56%	100%	56%	86%
HR	10%	15%	0%	13%	0%
President/Management	15%	17%	0%	16%	14%
Business Owner	14%	12%	0%	15%	0%
Other	0%	0%	0%	0%	0%
		Industry			
Aerospace & Defense	4%	5%	0%	5%	0%
Agriculture	4%	0%	0%	3%	0%
Bioscience	2%	7%	0%	5%	0%
Construction	2%	12%	0%	6%	0%
Energy	8%	5%	0%	6%	7%
Entertainment & Digital Media	8%	7%	0%	5%	21%
Financial Services/Insurance	11%	0%	0%	7%	7%
Fishing	4%	2%	0%	3%	7%
Health Care	4%	10%	0%	5%	14%
Leisure/Hospitality	5%	2%	0%	6%	0%
Manufacturing	11%	2%	0%	8%	7%
Professional Services	9%	7%	0%	8%	7%
Real Estate	4%	5%	0%	5%	0%
Retail	9%	7%	50%	8%	14%
Technology	9%	10%	50%	10%	7%
Wholesale Trade	2%	12%	0%	5%	7%
Trade & Logistics	5%	5%	0%	5%	0%
Other (Fill-In)	0%	0%	0%	0%	0%





	1		Outlook		Retentior		
		Growing	Staying the Same	Getting Smaller	Yes	No	
Sample Size	· i	80	41	2	111	14	
			Number of Employees				
1-5	** **	76%	83%	50%	77%	86%	
10-15		10%	10%	50%	11%	7%	
20-49		9%	5%	0%	8%	0%	
50+		5%	2%	0%	4%	7%	
			Employee Status				
<50%	2	0%	2%	0%	3%	0%	
50 to 75%		58%	63%	50%	59%	57%	
75 to 100%	* 1	42%	34%	50%	39%	43%	





		Outlook		Rete	ntion
	Growing	ng Staying the Same Getting Smaller		Yes	No
		Years in Business			
Sample Size	80	41	2	111	14
Mean	9	10	7	10	9
Median	8	9	7	8	8
		City			
Camarillo	5%	2%	0%	5%	0%
Fillmore		2%	0%	3%	14%
Moorpark	12%	7%	0%	11%	7%
Ojai	5%	2%	0%	5%	0%
Oxnard	5%	5%	50%	4%	21%
Port Hueneme	5%	2%	50%	5%	7%
Santa Paula	5%	5%	0%	5%	7%
Simi Valley	14%	34%	0%	20%	21%
Thousand Oaks	16%	27%	0%	22%	7%
Ventura	24%	12%	0%	22%	7%
Unincorporated Areas	4%	0%	0%	2%	7%
		Gender			
Male	65%	61%	50%	65%	57%
Female	35%	39%	50%	35%	43%





How is this Information Helpful Going Forward?

- □ Clarify how businesses perceive "Business Transition" as a highly valuable and most utilized service.
- □ Consider focusing future outreach on programs identified as most important and utilized including: Business Transition, Start-up/Expansion, Business Consulting, International Trade and Recruitment.
- ☐ Build on the recognition of Ventura County Grows Business as a platform/resource for business support information outreach.
- ☐ Investigate potential partnerships with VCEDA membership to communicate business support resources.
- Explore avenues to Expand Regional Contracting, Assist with Local Regulations and Expand Access to Capital
- ☐ Gain a better understanding of how workforce development support can assist in reducing employee turnover.





Appendix: Questionnaire



➤ Please indicate whether you work in the private or public sector:
Private
Public
Please check the box that most closely matches your position at your company.
C-Level/Director
President/Management
Business Owner
Other



▶ Please indicate your gender:

Male

Female



➤ What industry best describes your business?
Aerospace & Defense
○ Agriculture
○ Bioscience
○ Construction
○ Energy
Entertainment & Digital Media
Financial Services/Insurance
○ Fishing
○ Health Care
Leisure/Hospitality
Professional Services
Real Estate
○ Retail
○ Technology
○ Wholesale Trade
○ Trade & Logistics
Other (Fill-In)





► How many employees do you have in Ventura County?

1-9

10-19

20-49

O 50+

➤ What % of your employees are full-time?

<50%

50 to 75%

75 to 100%





► How many years has this business/location resided in Ventura County?
Years
Where is your business currently located in Ventura County? (Check all that apply.)
Camarillo
Fillmore
■ Moorpark
Ojai
Oxnard
Port Hueneme
Santa Paula
Simi Valley
Thousand Oaks
☐ Ventura
Unincorporated Areas





Services/Resources Available to Businesses					
There are several existing programs and serv County. On a scale of 1 to 5, with 5 being ext no value, please rate the following resources:	remely va				
	No Value 1	2	3	4	Extremely Valuable 5
Business Consulting – Including business plans, human resources, marketing and legal issues	0	0	0	0	0
Business Transition – Including workforce reduction, restructuring and layoff aversion support	0	0	0	0	0
International Trade – Counseling and training on import/export and free trade zone opportunities	0	0	0	0	0
Loans/Funding/Capital – Assistance in accessing sources of capital and advice on available tax credits	0	0	0	0	0
Manufacturing Consulting – Operating efficiencies, lean manufacturing, 5S and Kaizen	0	0	0	0	0
Start-up/Expansion – Consulting, permit guidance, and preparation to start or expand a business	0	0	0	0	0
Recruitment – Job posting/matching, pre- screened qualified candidates, recruitment events	0	0	0	0	0
Training – Customized, on-site training and reimbursement of up to 50% of employee wages	0	0	0	0	0
Makerspace/Shared space - Offers networking, tools and training, mentors and workspace	0	0	0	0	0
Thomas Fire Recovery Resources – Emergency resources for damage and interruption of business	0	0	0	0	0





What supplementary business programs or services have you used? (Check all that apply.)
Business Consulting – Including business plans, human resources, marketing and legal issues
Business Transition – Including workforce reduction, restructuring and layoff aversion support
International Trade – Counseling and training on import/export and free trade zone opportunities
Loans/Funding/Capital – Assistance in accessing sources of capital and advice on available tax credits
Manufacturing Consulting - Operating efficiencies, lean manufacturing, 5S and Kaizen
Start-up/Expansion – Consulting, permit guidance, and preparation to start or expand a business
Recruitment – Job posting/matching, pre-screened qualified candidates, recruitment events
Training – Customized, on-site training and reimbursement of up to 50% of employee wages
Makerspace/Shared space – Offers networking, tools and training, mentors and workspace
Thomas Fire Recovery Resources – Emergency resources for damage and interruption of business





What business assistance programs or services would you like to be offered that are not currently available on the previous list? (List up to three programs or services)				





Familiarity with Existing Business Organizations
Many Economic Development service providers operate in Ventura County. To gauge your knowledge of them, please indicate which of the following organizations you believe provide business support services in Ventura County. (Check all that apply.)
America's Job Center of California (AJCC)
Chambers of Commerce (Specific to each city)
Economic Development Collaborative - Ventura County (EDC-VC)
Hub-101
Pharos Center for Innovation
Small Business Development Center (SBDC)
SCORE
VC Innovates
Ventura County Community College District
Ventura County Economic Development Association (VCEDA)
Ventura County Grows Business
Women's Economic Ventures (WEV)
Workforce Development Board of Ventura County (WDB)





➤ Which of these organizations have you used to access information, guidance or support:
America's Job Center of California (AJCC)
Chambers of Commerce (Specific to each city)
Economic Development Collaborative – Ventura County (EDC-VC)
Hub-101
Pharos Center for Innovation
Small Business Development Center (SBDC)
SCORE
UC Innovates
Ventura County Community College District
Ventura County Economic Development Association (VCEDA)
Ventura County Grows Business
Women's Economic Ventures (WEV)
Workforce Development Board of Ventura County (WDB)





<u>Assistance</u>					
The following are several different programs or ideas that Economic Development service providers might offer or employ to help businesses like yours. Using a scale of 1 to 5, with 5 being extremely valuable to your business and 1 being of no value, please rate the following ideas and programs:					
	No Value	2	3	4	Extremely Valuable 5
Create a comprehensive strategic plan for business growth	0	0	0	0	0
Expand regional contracting opportunities for local businesses	0	0	0	0	0
Assist with local regulations, permitting procedures and zoning rights	0	0	0	0	0
Adopt a Business Diversity Ordinance to assist businesses with minority ownership	0	0	0	0	0
Facilitate Adaptive Reuse of Vacant Buildings (ex> a vacant K-Mart, etc.)	0	0	0	0	0
Assist in identifying Economic Development incentives for start- ups and business growth	0	0	0	0	0

0

Expand access to capital

Improve local transportation infrastructure

Availability of broadband communications infrastructure

Expand opportunities for subsidized training programs for employees

Expand opportunities for subsidized apprenticeship programs





Considering the same list of programs and ideas as above, please rank the top 3 in order of importance to your company in facilitating growth. Rank the most important program a 1, the 2nd most a 2 and the third most a 3.
Create a comprehensive strategic plan for business growth
Expand regional contracting opportunities for local businesses
Assist with local regulations, permitting procedures and zoning rights
Adopt a Business Diversity Ordinance to assist businesses with minority ownership
Facilitate Adaptive Reuse of Vacant Buildings (ex> a vacant K-Mart, etc.)
Assist in identifying Economic Development incentives for start-ups and business growth
Expand access to capital
Expand opportunities for subsidized training programs for employees
Expand opportunities for subsidized apprenticeship programs
Improve local transportation infrastructure
Availability of broadband communications infrastructure





► Workforce Development					
On a scale of 1 to 5, with 5 being completely agree to 1 being strongly disagree, please rate the following statements regarding workforce development:					
	Strongly Disagree 1	2	3	4	Completely Agree 5
There are a reasonable number of qualified candidates for my company's job openings.	0	0	0	0	0
The time it takes to successfully recruit and place a new employee has not changed in recent years.	0	0	0	0	0
Employee turnover is becoming an increasingly difficult challenge.	0	0	0	0	0
My company recruits most of our skilled labor from within Ventura County.	0	0	0	0	0
My company would be interested in opportunities to incorporate internships or apprenticeships into our employee development strategy.	0	0	0	0	0
I am aware that subsidized workplace training programs exist in Ventura County.	0	0	0	0	0





▶ <u>Business Growth/Contraction</u>
Which of the following statements best describes how your business will be doing in the next five years:
Staying the Same
Getting Smaller
Closing
O Do not Know

➤ Do you envision your business staying in Ventura County over the next five years?	
○ No	







Data collection and tabulation was executed by Applied Research West. A company of seasoned market research experts offering 90 plus years of combined experience in qualitative and quantitative research as well as the latest data analysis techniques, and staying on the cutting edge of research technology and methods.



