



OUTREACH

*Economic Development News
from Tioga County, Pennsylvania*

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SPECIAL EDITION

TEAM *Pennsylvan!a Tioga County Annual Report 2002-2003*

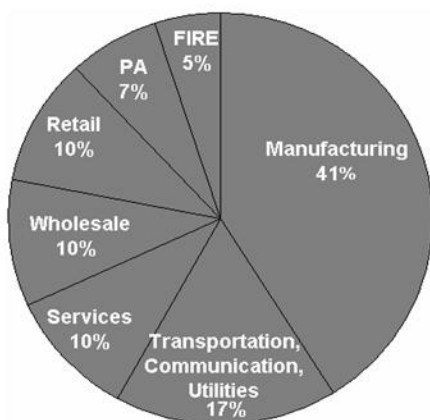
TEAM Pennsylvan!a is a dynamic group of business leaders and state economic development experts who serve as your single point of contact for assistance and expertise. It is a unique public/private partnership with one overriding priority . . . **to keep your business right here in Pennsylvania** by providing the tools to compete stronger in the 21st Century. Any Pennsylvania company may rely on the **TEAM's** expertise and coordination of state and local agencies . . . from workplace training and labor analysis, to permitting, site selection and financing for expansions.

As the **TEAM Pennsylvan!a Agent for Tioga County**, designated by the Tioga County Board of Commissioners, the **Tioga County Development Corporation** operates our County's **Business Calling Program**. The **Business Calling Program (BCP)** is a Retention Program designed to retain and grow the existing base of businesses and jobs in the Commonwealth. Contacts are made with local businesses through **TCDC** to arrange a highly confidential meeting at the company's discretion. After the areas of concerns and needs are identified, action is taken through a partnership of private industry, government and community & economic development agencies to assist in resolving the concerns identified and meeting the company's needs.

Business Calling Program in Tioga County

Since the inception of the **TEAM Pennsylvan!a Business Calling Program (BCP)** in 1997, there have been 150 Meetings conducted with industries and businesses in Tioga County. Over 30 industries and businesses have been involved in follow up meetings. During this reporting year (2002-2003), 41 local industries and businesses have met with us for initial and follow up Meetings. The State averages approximately 6,000 Meetings per fiscal year through local **TEAM Pennsylvan!a Agents**.

TEAM Pennsylvan!a BCP Agents were supplied with Random Sample Lists from the State. The Lists provide contact information of our local industries and businesses. Seventy-three percent (73%) of the meetings were conducted from the Random Sample Lists provided by **TEAM Pennsylvan!a**. Throughout the State, only 30 percent of the interviews conducted

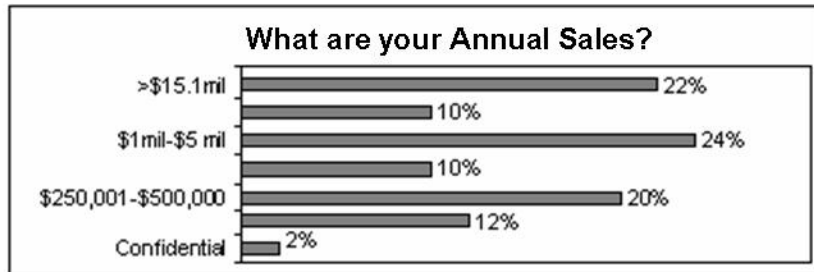


Forty-one percent (41%) of the industries and businesses surveyed were in Manufacturing; 17% were in Transportation, Communication, Electric, Gas & Sanitary; 10% were in Wholesale Trade; 10% were in Retail Trade; 5% were in Finance, Insurance, Real Estate (FIRE); 10% were in Services; and 7% were in Public Administration (PA).

were from the Random Sample Lists. Ninety-eight percent (98%) of the industries and businesses surveyed are headquartered in Pennsylvania; only 2% are headquartered in another State. In Tioga County 18% of the industries and businesses surveyed are owned by women as opposed to 11% in the Commonwealth. Only 3% of the industries and businesses in Tioga County are minority owned. Pennsylvania holds the same percentage.

41 Tioga County Companies Surveyed, 6404 Pennsylvania Companies Surveyed in 2002-2003

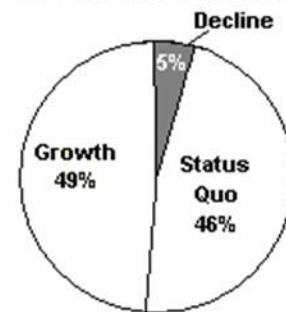
Growth & Sales



Twenty-two percent (22%) of all industries and businesses surveyed in Tioga County reported their Annual Sales were \$15 million or greater. Only 12% made less than \$250,000.

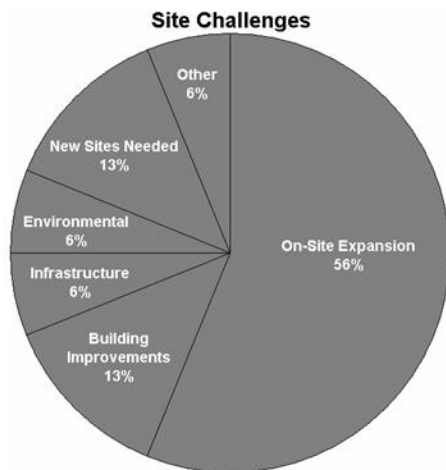
The Commonwealth reported only 11% of the Annual Sales were in the \$15 million or greater range and 14% were in the less than \$250,000 range.

What is your projected Sales Growth over the next 12 months?



The Sales Growth of the industries and businesses surveyed in Tioga County project a 49% increase within the next twelve months while only 5% predict a decline in growth.

The industries and businesses in Pennsylvania predicted a 89% increase in Sales Growth over the next twelve months, while 11% expect a decline in growth.



Infrastructure & Facilities

Tioga County businesses and industries are facing site challenges with On-Site Expansion prevailing above the other challenges at 56%. Thirteen percent (13%) need building improvements or a new site. Six percent (6%) of the businesses and industries are facing building infrastructure problems and 6% are having environmental issues.

Nine percent (9%) of the interviewed businesses found the Telecommunications operations Excellent in Tioga County while 73% found them Adequate, and 18% graded it Poor. Most other facilities and services (Public Water and Sewer, Zoning, Road Systems, and Energy/Utilities) were found Adequate. Railways, Airports and Public Transportation were also found Adequate.

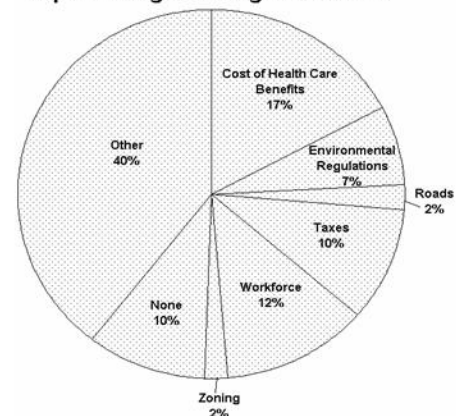
Business Climate

Advantages of Operating Businesses In Pennsylvania

Tioga County businesses and industries surveyed were asked what advantages are there in operating a business in Pennsylvania. Nine percent (9%) stated Proximity to Markets; 18% said Cost of Doing Business; 9% applied with Access to Raw Materials; and 27% stated Other.

The toughest challenge facing businesses and industries in Tioga County, is the Cost of Health Care at 17%; Workforce at 12%; Taxes at 10%; Environmental Regulations at 7%; Roads at 2%; and Zoning at 2%. Ten percent (10%) found the options given did not describe their situation. The options which were not used by the companies were Competition, Economy, Globalization, Marketing, Sales, Water, and Working Capital.

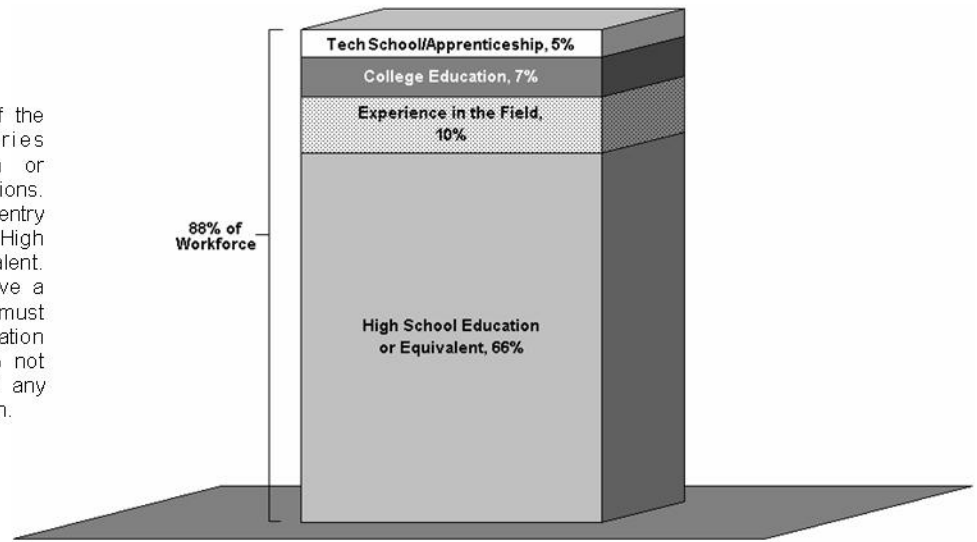
Top Challenges Facing Businesses



Education & Workforce

Education

Eighty-eight percent (88%) of the businesses and industries surveyed require education or experience for entry level positions. Sixty-six percent (66%) of the entry level positions require a High School Education or Equivalent. Seven percent (7%) must have a college education and 5% must have a technical school education or apprenticeship. The 12% not represented does not require any form of experience or education.



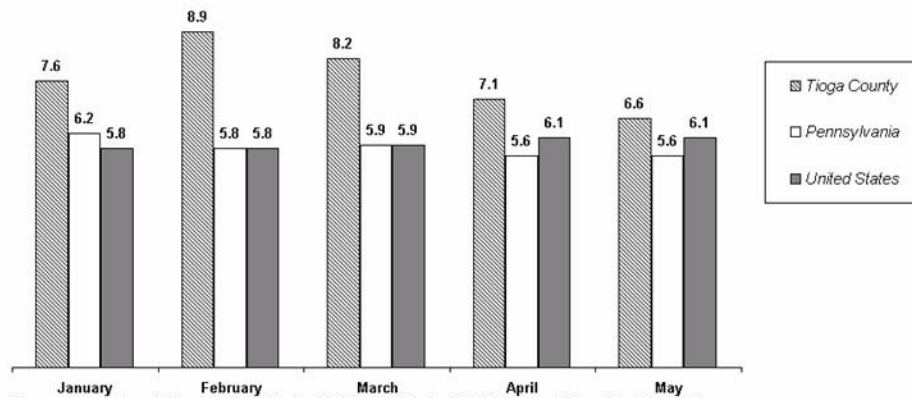
Technical Skills Sought After

According to the survey, 25% of the businesses and industries are looking for Professional/Technical workers and another 25% are looking for Sales/Retail employees. Nineteen percent (19%) found Professional/Technical positions the hardest to fill. Fifteen percent (15%) of the businesses and industries are having problems recruiting individuals with Specific Technical Skills particular to certain positions. Businesses and industries also stated 15% of their employees needed more Personal Skills.

A trainable WorkForce is critical to meet the expanding needs of our Employers. TCDC is committed to assist in assuring our County can meet required workforce needs. The Corporation is working aggressively with our Public School Districts, Mansfield University, Pennsylvania College of Technology, Northern Tier Industry & Education Consortium (NTIEC), the NTRPDC WorkForce Investment Board and the private sector on such programs as the *Tioga County School To Work Initiative*, *Customized Job Training (CJT)*, *Job Creation Tax Credit*, *PA WEDnet* and other Education & Training Programs to assure a trained labor force is available.

TCDC is pursuing the possibility of the *Tioga County Technical Training Center*. We have created a Business & Industry Survey to determine specific training needs of our businesses and industries. One hundred twelve Surveys have been sent to Tioga County businesses and industries. If you would like to participate in the Survey please contact Lillian Smith, Vice President/Program Development at (570) 723-8232 or tc3@ptd.net.

2003 Unemployment Rates



Source: Pennsylvania Department of Labor & Industry, Center for Workforce Information & Analysis

Unemployment

The PA Department of Labor & Industry reports that Tioga County's unemployment rate has risen 0.3% since June 2002.

May 2003's rate of 6.6 is the end of a year of drastic fluctuations. February 2003 reported the highest unemployment rate of 8.9. September and October of 2002 showed the lowest rate in the past 12 months at 4.7.



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Customer Action Plan . . . CAP

While conducting a *TEAM Pennsylvania* interview, a business may identify a particular need or a multitude of needs. Needs may range from assistance with webpage issues to financing machinery. After discovering the need a business or industry may have, a Customer Action Plan (CAP) is determined. CAPs provides an opportunity for a business or industry to gain assistance from the many appropriate Assistance Programs available. In the 2002-2003 Program Year, 27 CAPs were conducted in Tioga County. Since the inception of *TEAM Pennsylvania* in 1997, 108 CAPs have been accomplished.

A CAP is determined and the appropriate assistance program is notified of the issue through the use of eCommerce. The services include finance, export, procurement, information technology, workforce training, small business training grants, community development, child care challenge grants, site search and assistance with roads. Service Providers in the Northern Tier Development Team include: *Northern Tier Regional Planning & Development Commission, Ben Franklin Technology Partners, Governor's Action Team, Northeastern Pennsylvania Industrial Resource Center (NEPIRC), Northern Tier Industrial Education Consortium (NIIEC), WEDnet, Pennsylvania Technical Assistance Program (PennTAP) and TCDC.*

Last year a local company, who had been interviewed in the past, contacted TCDC. The interview identified the company was in need of financial assistance. The contact was logged into the *TEAM Pennsylvania* Business Calling Program Site. The CAP was determined and the appropriate Service Provider was notified by way of eCommerce. The Service Provider contacted the company and an Action Plan was created to resolve the issue.

Many times the issue cannot be resolved immediately. The Service Provider and the local *TEAM Pennsylvania* Agent will continue to work with the company until the issue is resolved. Many times other challenges will arise and another Service Provider is needed. The Process of CAPs will continue until the company's needs have been met and the company is satisfied with the outcome.

Thank You!

As *TEAM Pennsylvania* Agent for Tioga County, the *Tioga County Development Corporation* thanks you for allowing us the opportunity to survey your business. Thanks to all of you, we have participated in over 150 ***Business Calling Program (BCP)*** Interviews throughout Tioga County since 1997. The purpose of the Interviews is to obtain information about your business which will assist you, the Commonwealth, the Northern Tier Regional Planning & Development Commission and the *Tioga County Development Corporation* in determining and resolving your business needs.

If your business has not been interviewed and would like to participate in the ***Business Calling Program*** please contact Lillian Smith, Vice President/Program Development at (570) 723-8232 or tcdc3@ptd.net.