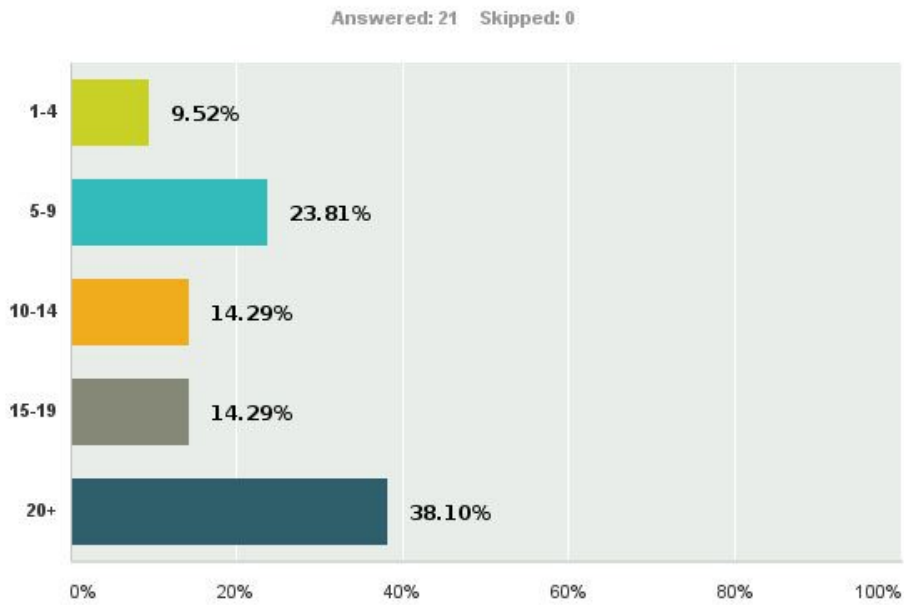


**Economic Development Task Force
Raymond Business Survey**

The survey was emailed to thirty-one (31) business/property owners, developers, and commercial real estate brokers. Postcards were sent out to an addition fifteen (15) individuals for a total of approximately forty-five -(45). There were twenty-one (21) responses. The demographics of the individuals are as such:

Q1 How many years have you been doing business in Raymond?



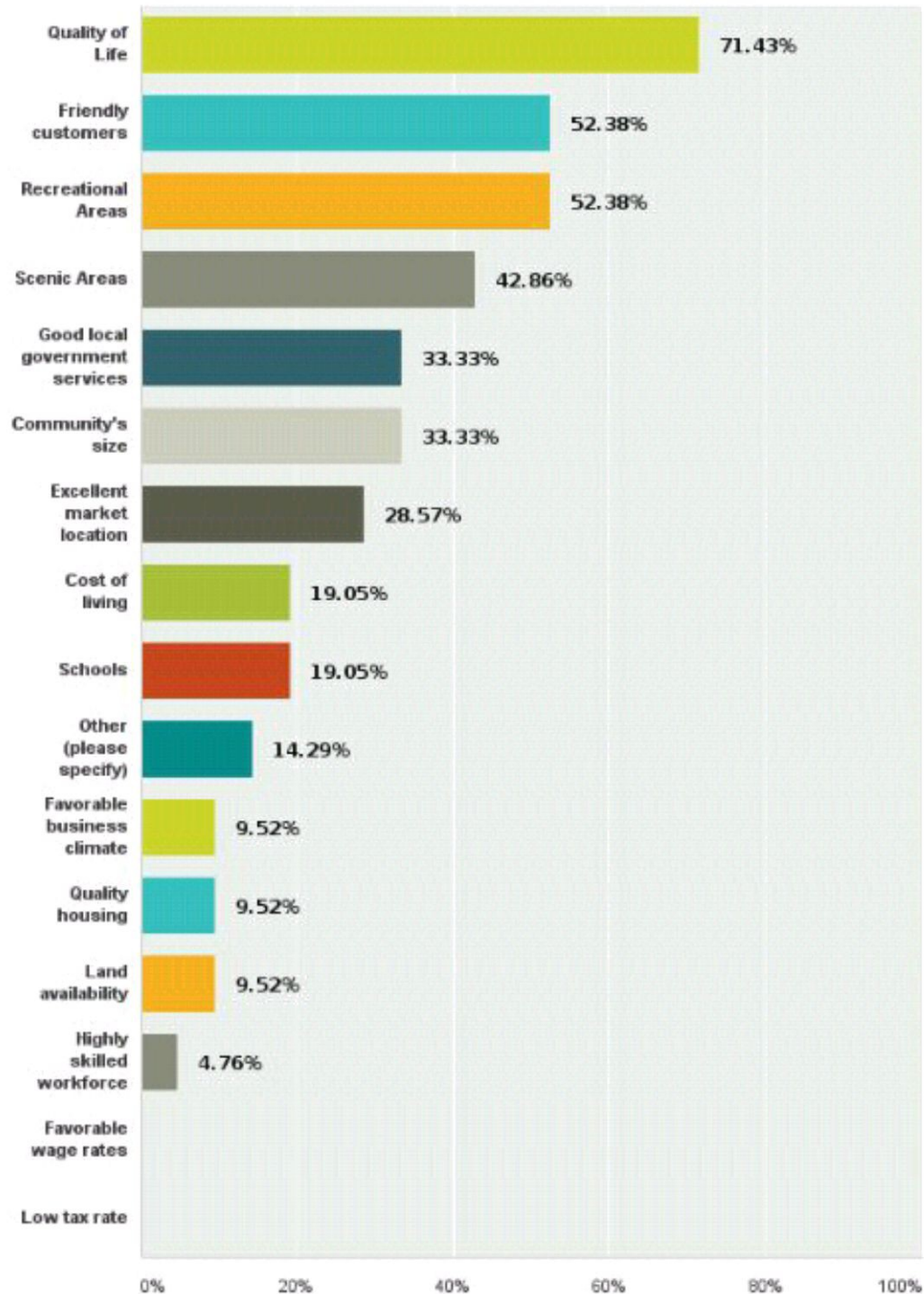
Respondents in business 20+ years in Raymond classified themselves as property owners (3), summer/children camps (2), retail (2), educational (2), service providers, medical civic/charitable and manufacturing. Those in business 10-19 years classified themselves as service providers (2, one being child care), and property owner. Those 10-14 years were classified as retail (2) and professional/ technical / business Services; 5-9 years identified themselves as retail (2), service provider (2), restaurant/bar and real estate. Those just starting their business to 4 years classified themselves as builders / developers (2) or as a service provider.

Q3: why did you decide to locate your business in Raymond? (17 answers, 4 skipped)

- Already established = 6
- Live in/ near Raymond = 5
- Right / reduced price = 3
- Family driven = 1
- Great town = 1
- No reason = 1

Q2 From the list below, what are the best features of the Raymond community from a business and a personal standpoint (check all that apply):

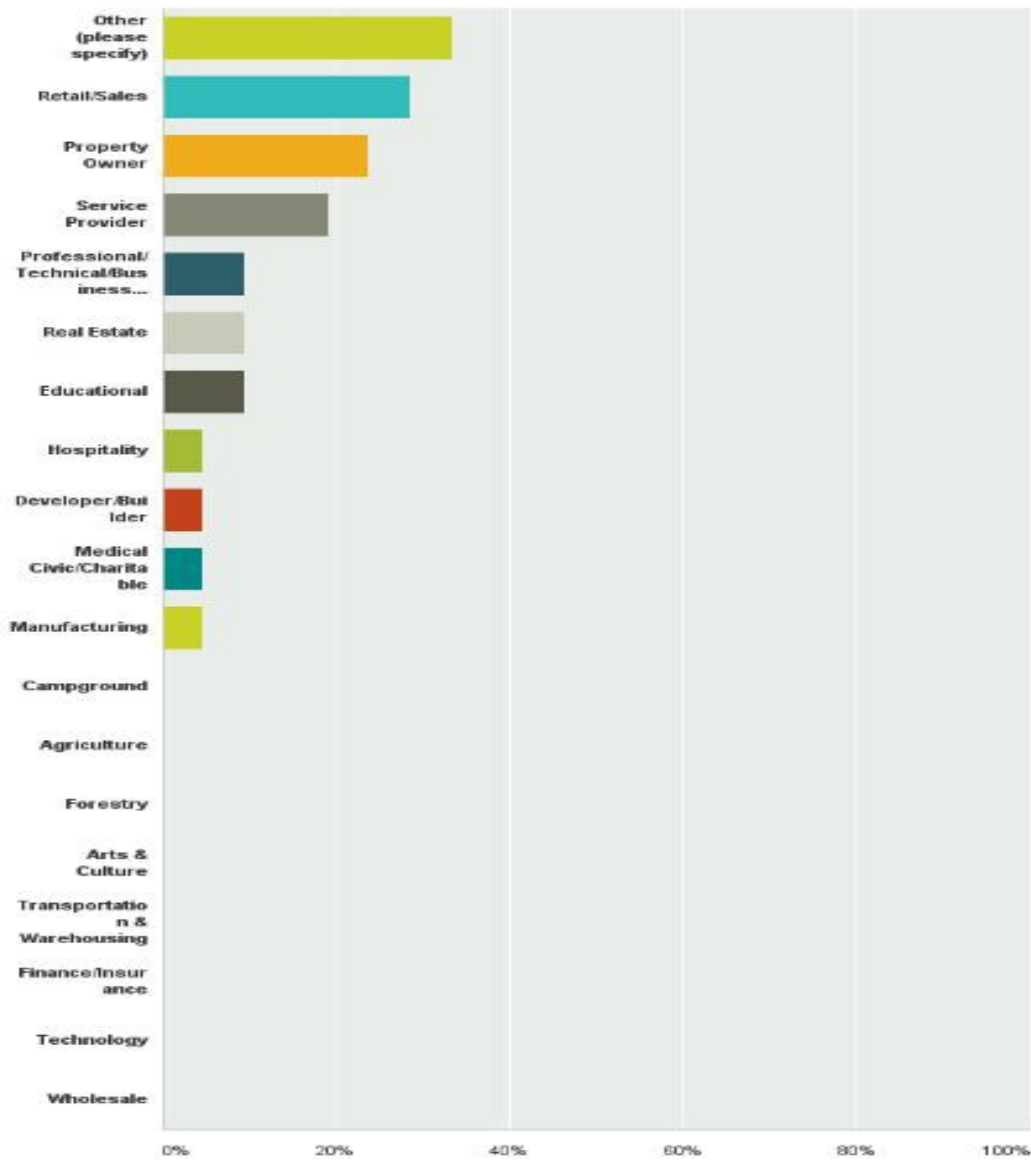
Answered: 21 Skipped: 0



Features under "Other" were proximity to Windham and Portland; location on Sebago Lake and other water bodies; and that the market is under utilized.

Q4 How would you classify your business in Raymond? (choose all that apply)

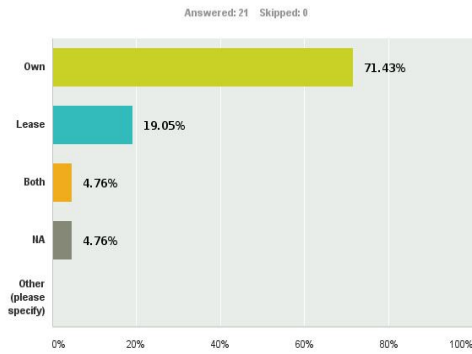
Answered: 21 Skipped: 0



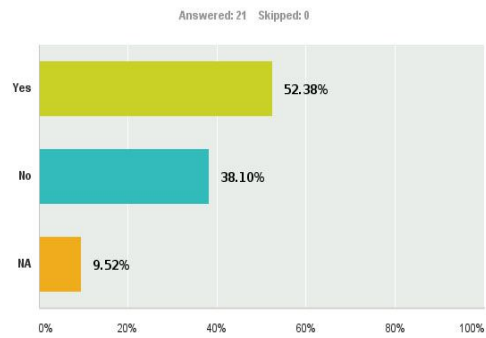
Seven (33.3%) of respondents chose "Other" for their business classification. Those write-ins were:

- Summer/children's Camp -(3)
- Service provider -(2)
- Child care -(1)
- Restaurant/bar -(1)

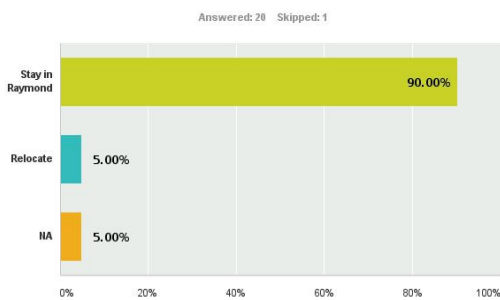
Q5 Do you own or lease the property where you do business



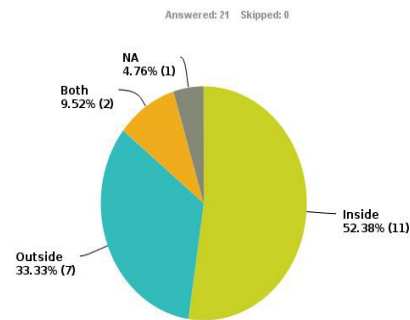
Q6 Do you have any plans to expand your business?



Q7 Do you intend to keep your business within Raymond or relocate?



Q9 Is your business inside or outside the commercial district?



Of those reporting that they would like to expand: eight (8) were owners [four (4) indicating limitations and half were outside the Commercial District.] and three (3) were lessees, two (2) of which were in the Commercial District [one (1) indicating that there were limitations]. Limitations included parking (3), signage (2), lot size (1), and being in Shoreland Zoning (1). The other four (4) owners who indicated that they wanted to expand and were unsure if there were any limitations. The one respondent looking to relocate is a lessee inside the Commercial district, though they responded "NA."

FOLLOW UP QUESTIONS:

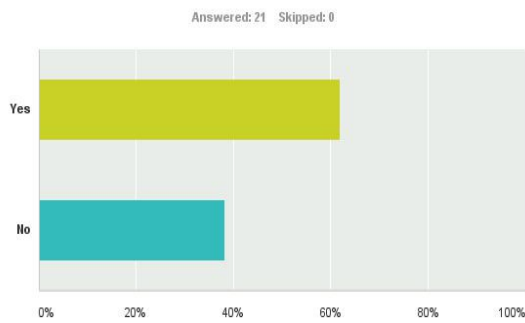
- What is your time frame for potential expansion?
- Are you looking to expand in the same market or different?
 - If different, what market are you looking to expand into?
- Are you facing any limiting factors?
 - If yes, how would you classify them? (Economy; Zoning; Capital / Financing; Lack of available space)

On a scale of 1-5 (1= very unfriendly, 5=very friendly), how business friendly would you rate:

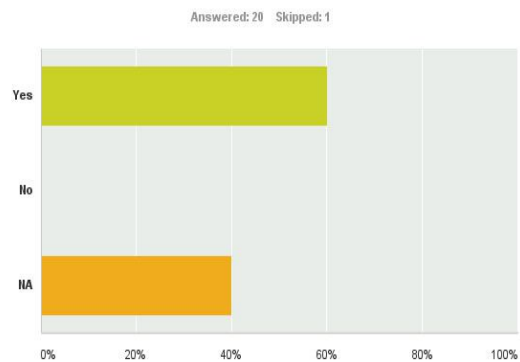
Answer Option	1	2	3	4	5	Average	Skipped	Comments
Town of Raymond (Q8)	0	1	9	6	4	3.65	1	1
Code Office (16)	1	0	1	4	13	4.47	2	4
Ordinances (Q18)	1	1	3	2	2	3.33	10	I
Planning Board (Q26)	0	2	4	1	1	3.13	13	0
Design Guidelines (Q29)	0	1	1	1	1	3.80	12	o

CODE OFFICE:

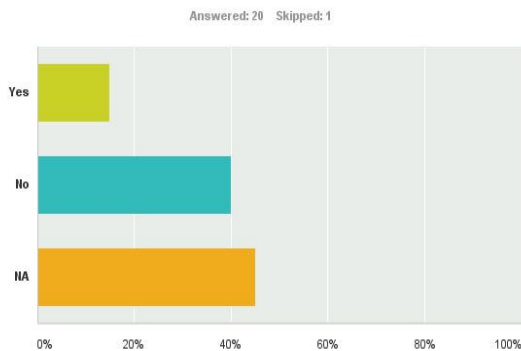
Q11 Have you ever had changes that involved permitting through the Code Office?



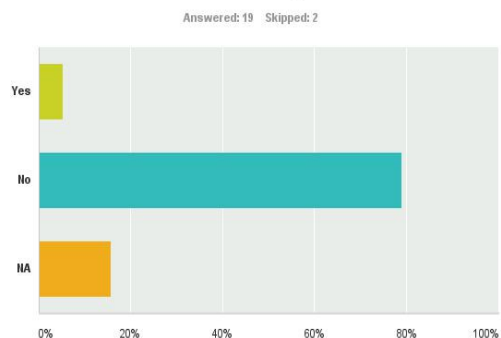
Q12 Were you satisfied with the process?



Q14 Were there any delays or inconveniences?



Q15 Do you have any reservations about returning to the Code Office for future plans?



Respondents indicated that the permitting process took 1-8 weeks for approval with the most frequent being one (1) week and the average at three (3) weeks. The one respondent that indicated that they had reservations stated that it was related to cost and time. Other respondents commented that they felt that the department was "consistent," "friendly," and "pro-business" in helping to find solutions toward project goals. Some also related difficulties to ordinances.

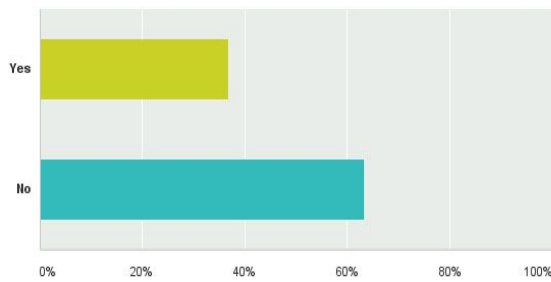
FOLLOW UP QUESTIONS:

- What were the delays that you experienced?
- What was the nature of the permit that you were applying for?

PLANNING BOARD:

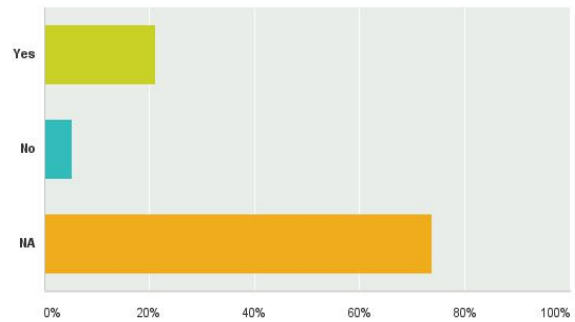
Q21 Do you have any experience with Raymond's Site Plan Review or Planning Board process?

Answered: 19 Skipped: 2



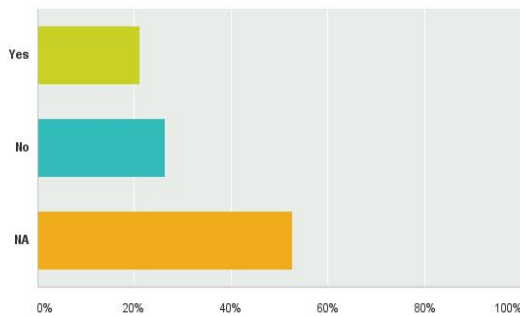
Q22 Were you satisfied with the process?

Answered: 19 Skipped: 2



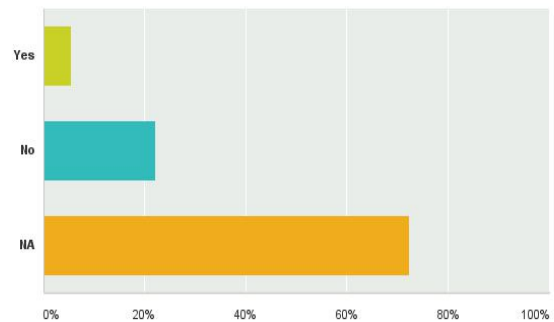
Q25 Do you have any reservations about going through the Planning Board process again?

Answered: 19 Skipped: 2



Q23 Were there any delays or inconveniences?

Answered: 18 Skipped: 3



The respondents indicated that the range for Planning Board approval was between 1-3 months, with the most common answer being one (1) month and tree average at two (2) months. The individual that responded that they were not satisfied with the process (2006) because of the length of time that it took to get approval and the fact that process was not clear, even for the engineers representing the project. There were four (4) responses indicating the individual had reservations about returning to the Planning Board.

The reasons given were:

- Unintended-consequence of ordinance language
- Inconsistencies from one application to the next

In terms of being business friendly, there were mixed responses. Some felt that personal bias got in the way of the decision process and that the "guidelines" were being administered to strictly when it came to retrofitting grandfathered structures. (NOTE: When a project goes before the Board on Site Plan Review, they will review the property as a whole to make sure that it meets current standards or design guidelines). Other comments were that the Board should not have positive or negative bias toward business development because they were supposed to be administering the ordinances voted by the Town.

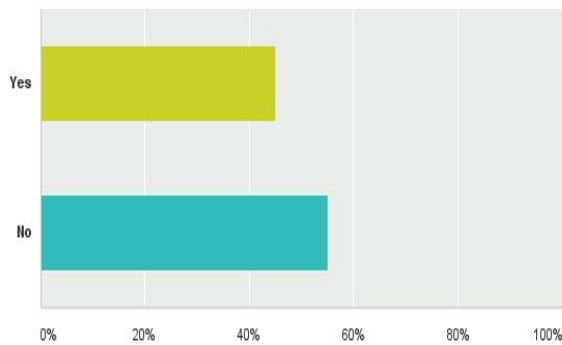
POTENTIAL FOLLOW UP QUESTIONS:

- When did you go before the Planning Board?
- What were the delays that you experienced?
- What was the nature of the approval that you were seeking?
- what are your specific reservations about returning to the Planning Board?

ORDINANCES AND DESIGN GUIDELINES:

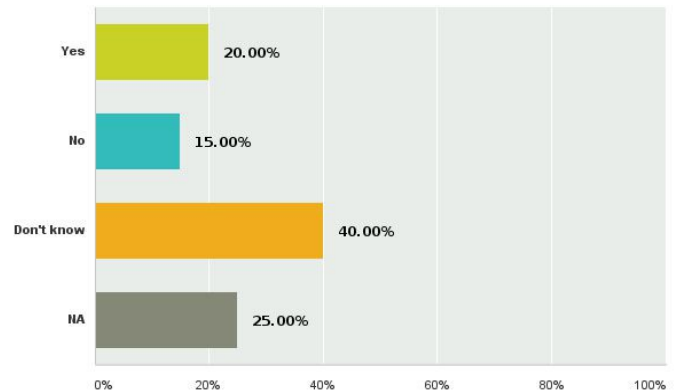
Q17 Do you have any experience with Raymond's Ordinances or Zoning Regulations?

Answered: 20 Skipped: 1



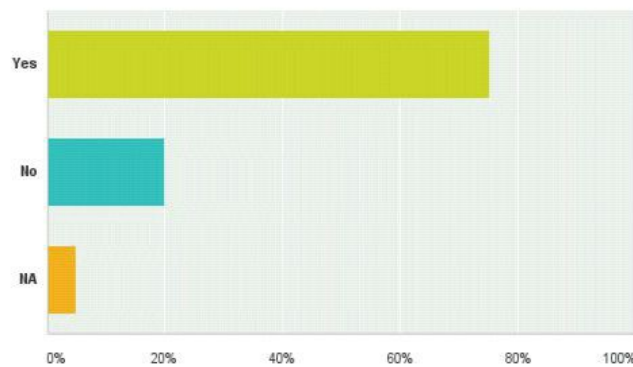
Q19 Do you feel the current zoning/regulations, as they apply to your location, need to be revised?

Answered: 20 Skipped: 1



Q31 Does your business/property have adequate parking for customers and employees?

Answered: 20 Skipped: 1



Out of the four (4) respondents stating that they had Zoning issues that they felt needed to be revised, three (3) of them were in-the Commercial District. Most issues that individuals reported were related to parking standards (3), particularly the setback requirement from the MDOT right of way and/or the parking density requirement per 1,000 square feet, which they felt was higher than surrounding towns. All of the respondents indicating that they did not have adequate parking were in the Commercial District.

POTENTIAL FOLLOW UP QUESTIONS:

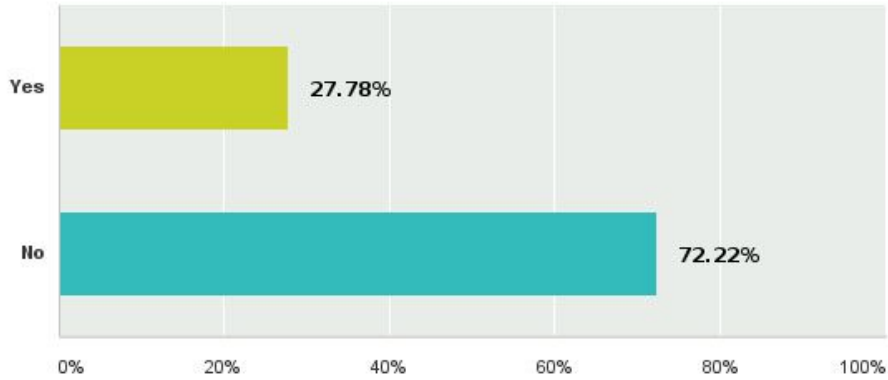
- Is your parking adequate for your usage?
- Is your parking adequate to Town Zoning standards?
- Have you / could you lose parking due to the setback to the MDOT ROW?

The other issue was related to signage (4) for both the standards of where a sign could be placed; the dimensional requirements; and the approval process. (NOTE: The Sign Ordinance who changed in 2011

to Change the Reviewing Authority from the Planning Board to the Code Officer).

Q28 Do you have any experience with Raymond's Design Guidelines?

Answered: 18 Skipped: 3

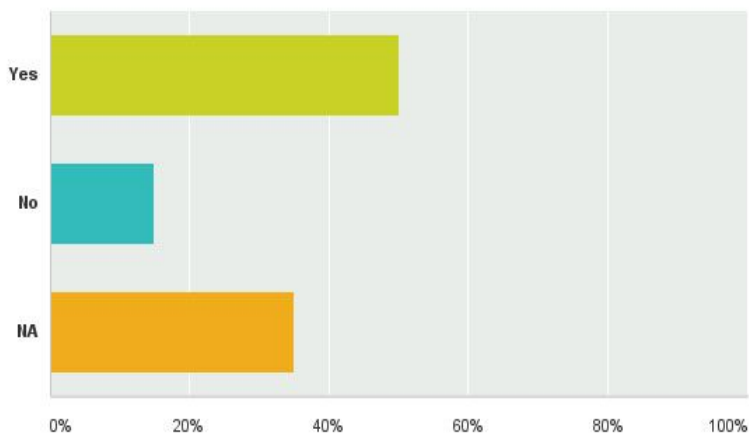


It appears that most respondents are not familiar with the Design Guidelines. All five (5) of the respondents who indicated that they were in the Commercial District but there are still 13 others in that district whom answered "No" or left the question blank.

ADDITIONAL INFORMATION:

Q32 Does your business/property have adequate pedestrian access (ex. Sidewalks, shoulders, crosswalks)?

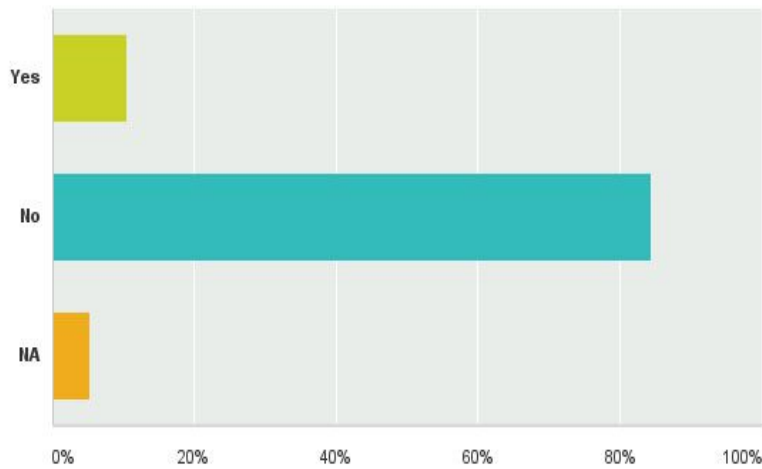
Answered: 20 Skipped: 1



All of the respondents indicating that they did not have adequate pedestrian access were outside of the Commercial District.

Q33 Are there any major street issues (ex. Potholes, deterioration, hazards) that affect your business?

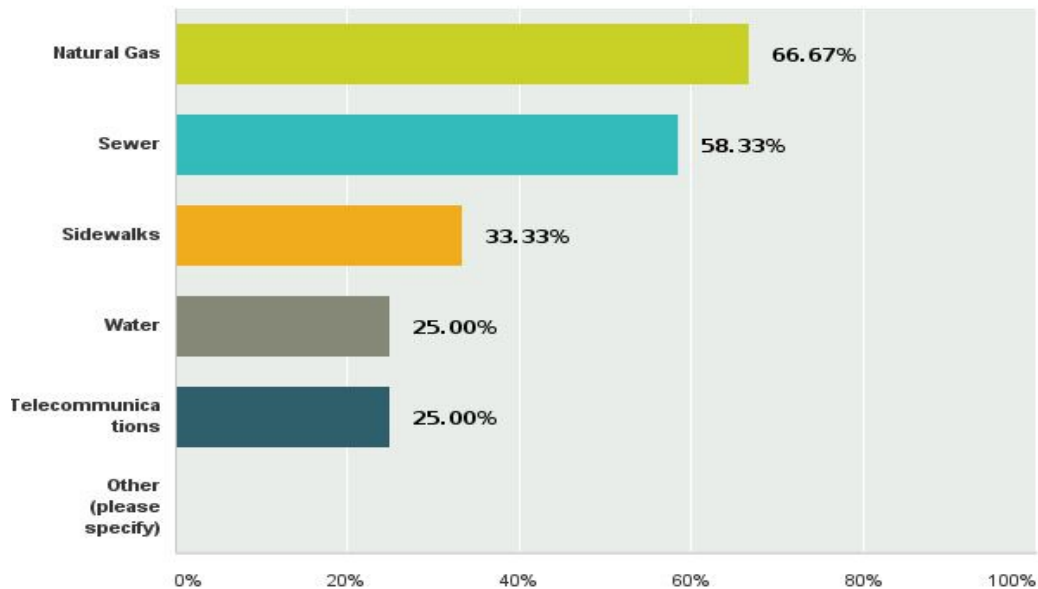
Answered: 19 Skipped: 2



The issues reported regarding street conditions were speeding along Plains Road; drainage issues on Meadow Road (121); and flooding on Main Street (Town portion).

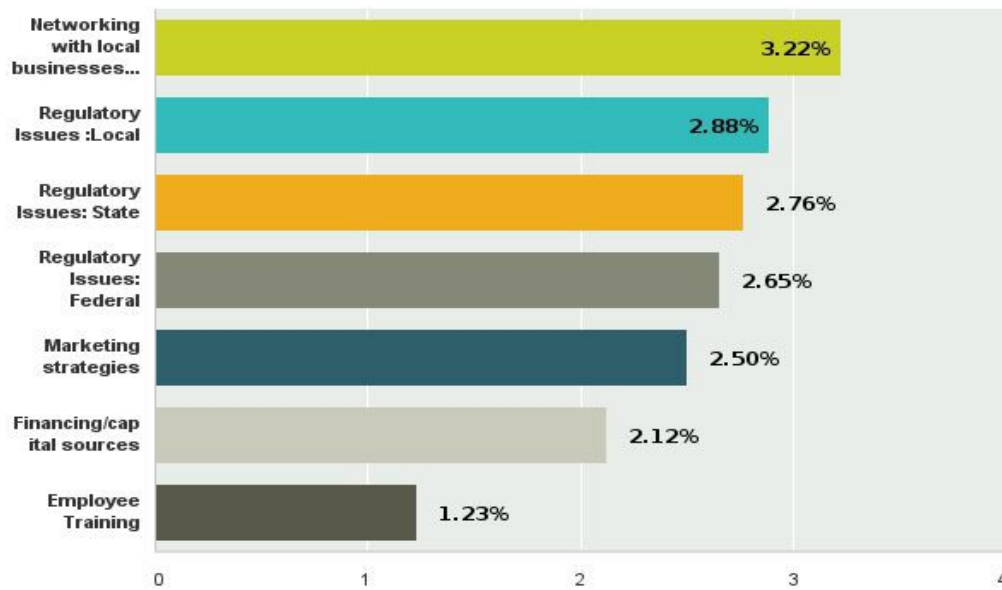
Q34 Would your business benefit from the expansion or creation of any of these existing or potential public utilities? (check all that apply)

Answered: 12 Skipped: 9



Q35 Please indicate to what extent your business or operations would benefit from outside assistance or information in the following areas: (1= not very interested; 5= very interested)

Answered: 19 Skipped: 2



Answer Options	1	2	3	4	5	NA	Average	Skipped
Employee Training	11	1	1	0	0	6	1.23	2
Marketing Strategies	8	0	6	1	3	1	2.50	2
Reg. Issues: Local	5	2	5	0	5	2	2.88	2
Reg. Issues: State	7	0	5	0	5	2	2.76	2
Reg. Issues: Federal	8	0	4	0	5	2	2.65	2
Financing / Capital Sources	8	2	5	1	1	1	2.12	3
Networking	4	2	4	2	6	1	3.22	1

Q36. Looking back at the topics discussed, are there any suggestions you have for Raymond to improve current business retention or future economic development?

1. For large acreage, seasonal businesses (summer camps) which use any few municipal services (no school etc.), preserve much open spaces, hire local help, and heavily support local businesses taxing at a high rate would be deadly to such businesses and detrimental to the attractive rural character of the town
2. preservation of open space and access to bodies of water. Disaster management plan within community
3. I like having my business in Raymond, great location, no major issues with the town.
4. Personally, the biggest reason for being in Raymond is that it is a great place to live and raise a family. Keeping the current rural/suburban character is key. I chose Raymond as a place to live because it wasn't more suburban, and it wasn't more rural...it was just the right balance with ease of access to things like the airport, highways, etc, while also being a wonderful home for my family. DON'T URBANIZE

RAYMOND TOO MUCH or you will lose people who choose to live in this unique town.

5. I feel like the town wants to pick and choose only the socially accepted and visually attractive. There's not enough regard building the commercial zone at some cost. They have to realize that no matter how built up the business district becomes and with whatever types of businesses, the recreation areas and rural areas where people live can remain unchanged and the tax base can benefit. Also, more people can be employed.

6. Give some tax break to get more businesses in initially. Giving a reason to move their business to Raymond. Rent reduction or tax reduction for the first year or 2 if they agree to stay in Raymond for a certain amount of time.

7. locating the town office and post office to Main Street where it should be..... in the "village" The senior citizens and all residents would be able to access it easier and out of town visitors would access it easier.

8. Limited restrictions, let businesses grow and don't try to make this town something it's not

9. Raymond needs an Economic Development officer (most important). That person should be dedicated to bringing businesses into Raymond. There should be TIF/grant monies or tax breaks available for business owners for startup or to rehabilitate along the Commercial District. Raymond also needs to come up with an identity to help bring people to Raymond.

10. It's hard to put everything into a box. Overall our experience was very good. Because every situation is different "Town Employees" need to be empowered to make changes when common sense deems it appropriate

11. Raymond could benefit from an Economic Development Professional on staff. We really need to get some more manufacturing or industry of some kind here to expand the tax base and attract employees/new residents who would make Raymond a thriving business district again.

12. Making sure that Raymond is a desirable place to live is the best way to keep and improve the business climate. Adding services for adults and seniors and building a sense of community would be most important to my business. And a bank, with Key Bank closing, it will be more challenging to do business in Raymond, particularly in the summer.

FOLLOW UP REGARDING LANDLORD / DEVELOPER ISSUES:

Q1: Have you had any interest in any of your properties that did not work out? If so, why?

R1: Most of the interest has been coming from those who are start up businesses and either had financial limitations or lacked capital.

R2: Yes, a medical facility has Shown interest and waiting on answer. Sounded like they were trying to get their finances in order.

R3: Had a pool hall interested but turned away because was not the right fit for Raymond.

Q2: What are some of the limitations mentioned by potential tenants (building / Zoning... etc.)?

R1: None because our development is new and up to current code.

R2: None that I am aware of

R3: Utilities: not having a sewer system limits the tenants.

Q3: Do you find that there are certain town policies or Ordinances that are deterring potential tenants?

R1: Do not believe so. I deal mostly with relocations within Town.

R2: The Zoning for my commercial property in the residential Zone prohibits me from having multiple tenants Without going to the ZBA.

R3: Design guidelines making it so that any renovations opens the potential for having to bring the entire property up to the Town standards,

Q4: Do you know of anyone who was interested in your property but ended up locating somewhere else?

R1: No.

R2: Not yet. Did lose a tenant because my area is not advertised as well. Relocated to another spot on Route 302.

R3: No.

Q5: Are there any policies or incentives that the Town could create/administer that you would benefit from?

R1: Do not think it would make a difference to my location because I have small office spaces and most incentives are for large manufacturing facilities.

R2: TIF Grants, tax breaks, advertising of businesses (low cost), highlighting vacancies and administering open houses.

R3: Being a business friendly town. Finding a balance to continue to offer quality of life and education, but the town is making good strides. The town could welcome new business by being flexible with town policies, promote a year round market, and expanding the market to fit demographics.

Q6: Are there any incentives that you offer a start up business?

R1: Work with rental pricing.

R2: Would like to offer space for nonprofit recreational activities but cannot while still trying to make tax payments.

R3: Offers financial incentives or partnership. Would even offer a year of free rent in order to ensure success.