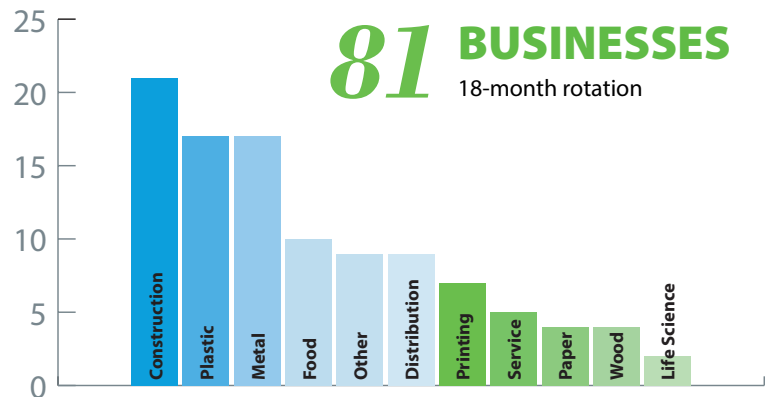


## CALL TEAM UPDATE

**A team of retired industry professionals visits select industries on a rotational basis to support the growth and health of Frederick County's existing business base.**

The Business Call Team engages with businesses during an informal visit, using a survey to guide conversation. These conversations, and data derived from the visit, help the EDA access the overall health of industry sectors, recognize changing industry trends, and ensure consistent, personal contact with local businesses.



### INDUSTRY REPRESENTATION

**18 MO. REPORT UPDATE | June 2016 - January 2018**

**44 visits conducted**

#### Community Strengths

- Good transportation system **25%**
- Location **21%**
- Positive business climate **21%**

#### Community Weaknesses

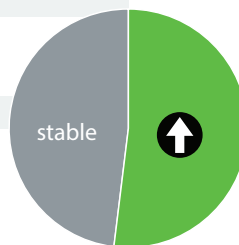
- Inadequate labor supply, skilled & unskilled **59%**
- Land availability & cost **11%**
- Poor infrastructure **11%**

#### Comments

- "Traffic pressure on the interstate is intense." **Construction**
- "Improving with Rt.37 interchange upgrade." **Food Processing**
- "Water has become a major problem. Dirty water is increasing wear and tear on equipment." **Manufacturing**
- "No internet access service." **Recycling**
- "Reasonable taxes." **Manufacturing**
- "Diversified industry." **Manufacturing**
- "Truck drivers are a major shortage." **Engineering**
- "Need to give greater support to technical trades." **Construction**

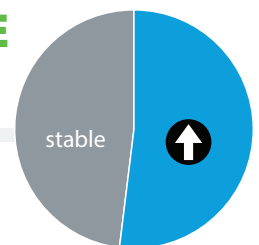
### MARKET SHARE

**48% stable 52% increasing**



### SALES

**44% stable 56% increasing**



### PRODUCT LIFE CYCLE main product

**65% growing 28% maturing 5% emerging 2% declining**

**32%** Plan to expand in the next three years

**63%** New technology is emerging in product

**38%** Have international sales (47% are increasing)

**77%** Do not have facilities outside of the country

**67%** Having difficulty with recruiting, primarily skilled labor

**74%** Recruitment issues are community-related

**38%** Increasing investment in employee training