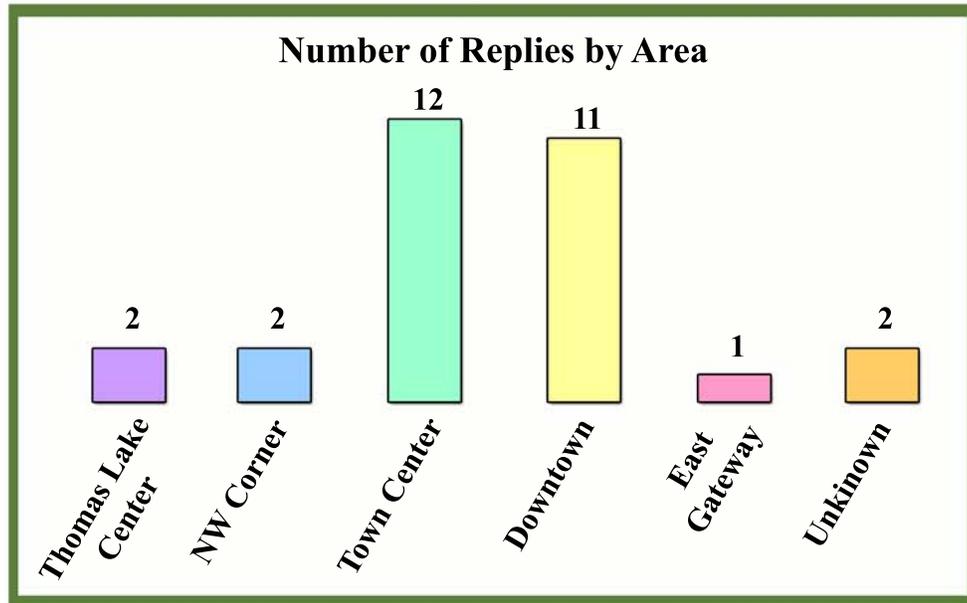


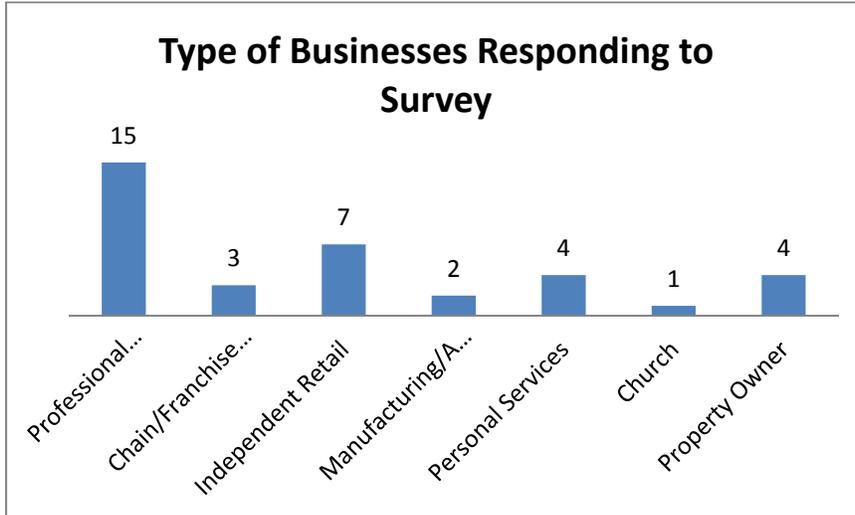
DRAFT

Economic Development Survey



#	Business Name or Property Address	#	Business Name of Property Address
1	American Family Insurance	16	Paddywack
2	Albertsons – 132 nd Street	17	State Farm Insurance
3	A Hertzog & Yanuss LLC	18	Jacksons Food Mart
4	Albertsons – 164 th Street	19	Clocktower at Mill Creek – property owner
5	16300 Mill Creek Blvd	20	Northwest Pharmaceutical Compounding, Inc.
6	Import Replacement Parts, LLC	21	Mill Creek Wellness Center
7	Carter & Company, CPAs	22	Planet Chiropractic
8	Mukilteo Roof – Masters Roofing	23	Mill Creek Children’s Dentistry
9	Absolute Mortgage	24	Farmers Insurance / Slomchinski Agency
10	Mill Creek Technologies	25	Mill Creek Women’s Healthcare / d.b.a. Mill Creek OB/GYN
11	Belle Provence	26	Prime Pacific Bank
12	15111 Main Street #A104	27	Vision Plus, Mill Creek
13	Featured Kitchen and Bath, Inc.	28	Bob Mollgaard
14	Mill Creek Skin & Laser (2)	29	Creekside Village & Mill Creek Professional Bldg
15	Diocese of Olympia, Inc.		

Business Type



1. Professional Services
2. Chain/Franchise Retail - Grocery
3. Professional Services – Auto, Home & Life Insurance Agency
4. Chain/Franchise Retail - Grocery
5. Professional Services
6. Online Independent Retail
7. Professional Services
8. Manufacturing / Assembly
9. Professional Services – Mortgage services
10. Professional Services
11. Independent Retail
12. Independent Retail
13. Independent Retail – Design and Build for Kitchen/Bath Remodeling
14. Personal Services, Independent Retail, Property Owner
15. Church
16. Independent Retail
17. Professional Services – Insurance and Financial Services
18. Chain/Franchise Retail
19. Property Owner
20. Independent Retail, Personal Services, Professional Services, Manufacturing/Assembly
21. Professional Services
22. Professional Services
23. Professional Services – Dentist Office
24. Personal Services, Professional Services
25. Professional Services
26. Professional Services
27. Professional Services
28. Property Owner
29. Personal Services

Why did you locate your business or purchase property in the City of Mill Creek?

Top three reasons for locating their business in Mill Creek:

- Demographics
- Minimize commute
- Quality of the City and the Town Center in particular

1. Exposure and traffic
2. Good business area
3. Demographics and it's a good and growing area. Our insurance rates are pretty good in the 98012 zip code area.
4. No response
5. Proximity to my home
6. Good location relatively close to where each of the owners live. Good price on office space. Other than that, business location doesn't matter to us really, since we sell online and do not market to local customers.
7. Good community; near our target clients.
8. Masters Roofing Construction is a roof installation, maintenance and service provider. We offer flat roof, single installation, wood shake replacement; our main target is quality customer service and customer satisfaction.
9. Centralized population center with strong demographics.
10. I live here and wanted to minimize my commute to work.
11. To fill a perceived shopping need and grow our business.
12. Purchased a business in Mill Creek. Relocated to the Town Center in 2010.
13. Live in Mill Creek and looked at demographics of houses in the City that are potential remodeling projects. The new Town Center offered an opportunity to open a design showroom in an environment that would be attractive to homeowners and display our work and abilities.
14. A very nice center surrounded by a lot of residential. Close to LA Fitness, a small yet close and convenient and safe community. Unexplored with our type of business and income levels.
15. Desired a place to worship in South Snohomish County in 1980. First service was held on the property in 1981.
16. Loved the Town Center concept – great walking mall. An advantage for my business to be located next to a premium grocery store (Central Market).
17. Quality of home ownership; upscale homes and income levels.
18. I was here for a long time already “Shell.”
19. It was available for sale (Clocktower at Mill Creek), it is within easy driving distance from Edmonds (where we live) and the area was attractive.
20. The prestige of the Town Center. The quality of the City of Mill Creek. The attitude and entrepreneurial advocacy of the City. The beautiful design of the City and ease of access, for our employees and patients. The police department.
21. Looked at every city in Puget Sound 2003/04. Has small town feel. Close to amenities and large employers. It is a town where people want to be/go.
22. Good location and City.

23. Great area, Town Center was to be built at that time, reverse commute to my home, great infrastructure.
24. It is a community with a central location.
25. Growth potential and socioeconomic breakdown.
26. Opened branch (Prime Pacific Bank) in community.
27. It's overall a strong family-based community with good support from the City toward small business in general.
28. Owned property prior to City of Mill Creek. Under Snohomish County my property was zoned High Density Residential.
29. Mill Creek is a growing and vibrant community with a well-structured local government. This upper middle class city promises great economic opportunity to its local businesses and property owners.

What are the long-term goals for your business/property?

More than half want to grow their business and many expressed a desire to remain in Mill Creek.

1. Possible relocation.
2. Grow sales and profit.
3. Double the size of the agency.
4. Continued sales growth, year over year.
5. Continue to operate in Mill Creek going forward, stay small.
6. Growth.
7. We want to continue attracting new clients and provide accounting and tax services to individual and small to mid-sized businesses.
8. No response.
9. Continue to become part of the community and serve its members both professionally but also personally.
10. I operate my business from my house and have no redevelopment goals.
11. No response.
12. Continue to grow in the community and increase my donations to deserving local groups.
13. Continue to grow the business and open future sites to outlying neighborhoods.
14. To continue to appreciate, not like it's now, has continued to depreciate and not able to refinance. Build the business for the next 10 years.
15. Maintain a presence in the Mill Creek area.
16. Not sure at this time.
17. To strive for and grow the business to be the largest and best insurance agency in Mill Creek.
18. Keep clean friendly business in this community.
19. We purchased the property in 2011, we had one vacancy, then lost 4 tenants because of the economy. Now we have regained the four tenants and still have one vacancy. We hope to have a full building, pay off the mortgage and keep our property as attractive as possible to tenants and the public.
20. To become the largest and most successful compounding pharmacy in the nation.
21. To stay in Mill Creek and enjoy.
22. Continue to have thriving chiropractic clinic.
23. Establishing my own building in Mill Creek (purchase), continuing our success.
24. To grow, add more employees.
25. Increase number of providers.
26. To grow branch and build bank brand.
27. To be a well-established family-practice providing quality eye care.
28. To sell to a developer.
29. From a service provider: To have a thriving practice that is known for excellence in patient relationships and providing compassionate dental care. From a property owner perspective: To have high caliber tenants fill our spaces, which create the hub or gathering place for the community (i.e., Forum activities).

What factors present challenges for your business to succeed.

Top eight factors mentioned:	
• Traffic congestion / access issues	• Economy
• Signage	• Taxes
• Competition	• Parking (Town Center)
• Loss of retail in the Town Center	• Issues specific to Town Center Business Association

1. Expenses are high and costs are rising.
2. Access to business from 35th and 132nd. You cannot turn onto 35th north during high traffic peaks. Cars backup into parking lot trying to turn left on 35th. It is also difficult to turn south on 35th during high traffic.
3. Taxes
4. Competition from other grocery retailers in close vicinity.
5. General economic climate in the U.S.
6. The tough economy (nationwide), not quite as bad in this area. Ever increasing competition.
7. Right now, we're limited by space in our current office. We may need to move to a different location to be able to facilitate our growth.
8. No response.
9. Regulatory climate both at the state and federal level.
10. My business is relatively independent of the general economy, but as they say, "A rising tide lifts all ships."
11. As it relates to Mill Creek Town Center: multiple property owners, multiple use, poor mix of business, high rent, poorly conceived business association and dues structure, lack of funds for significant association marketing campaigns, community confusion about the Town Center, lack of a story that is memorable and inviting as a place to be or destination, additional and similar competitive developments in an already saturated market, cohesiveness among businesses, lack of small public sitting areas, directional signage or location map and restrooms, stringent signage and landscaping regulations, parking, grounds clean-up.
12. Vacancies in the Town Center, loss of retail space that is becoming business space. Taxes that push the limit, local, state and federal.
13. We are very concerned about the loss of retail in the Town Center. They draw people to Main Street area and ultimately to our showroom. Foot traffic is a large component of our marketing plan. Without the traffic, we are going to have to go to other marketing forms which will lead to less dependence on being physically located in the very expensive Town Center.
14. No one knows where the Mill Creek Town Center is. No one can see our sign from Bothell-Everett Highway due to poor Town Center Sign and blockage from all of the out of control trees and from the limitation of how many signs we can have. Business is always changing and the forever growing taxes for a small business.
15. Developing a congregation.

16. Competition in the immediate area; lack of retail in the Town Center (not a shopping destination); parking issues; increasing competition from consumer on-line purchasing sites; increasing lease rate.
17. Taxes, health insurance (The Affordable Health Care Act is a cost challenge), staffing, competition.
18. Robbery/traffic (hard to get out of shopping center) maybe another light to go west.
19. The traffic patterns in Mill Creek limit our visibility to the public. We are at the northern end across from LA Fitness. When we had our April 25, 2013 Mill Creek Town Center Association Annual Meeting, Ken Armstrong, City Manager presented his civic center concept 2 plan, which would locate at the south end, what are your plans for the north end? I don't think his plan was met with any enthusiasm.
20. Recognition and awareness.
21. Currently none regarding the City.
22. 164th Street traffic.
23. Traffic at 164th/Bothell-Everett Highway, older building, limited opportunities for new buildings.
24. Limited signage, confusing / too many media outlets: No sure what the main source of information is.
25. The building is old and the rent is too high in an old building. Also, bigger entities like the Providence and Everett Clinic trying to take our market share.
26. Location in relation to City.
27. Competition in general but overall not too bad. Super-size commercial retail optical stores would be great challenge to us. We value the City encouraging small individual businesses rather than big box stores.
28. Changes to Principal Use matrix have prevented sales to interested builders/developer before sale could take place.
29. The most challenging factor in the Town Center is the limited parking. This has prevented a number of well-known and solid prospects from becoming tenants: Providence Medical Group, Regus Office Suites, The Big Picture and Radia Medical Group.

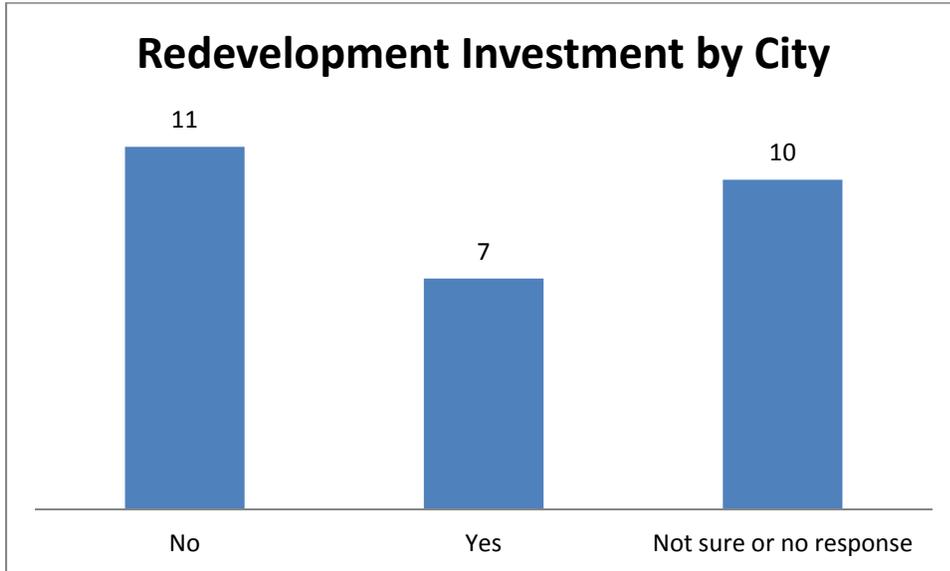
What things can the City do to help your business succeed?

Common themes:	
<ul style="list-style-type: none"> • Address traffic congestion / access / parking issues 	<ul style="list-style-type: none"> • Recruit / attract more quality retail businesses
<ul style="list-style-type: none"> • Less restrictive sign regulations 	<ul style="list-style-type: none"> • Allow landscape pruning to increase visibility
<ul style="list-style-type: none"> • Shop Local Campaign 	<ul style="list-style-type: none"> • Advertise/promote local businesses

1. Continue to support buy local shop local.
2. Put in a traffic light to help business in Thomas Lake retail center.
3. Allow more signage per square footage leased.
4. Continue to create a city that attracts new residents while retaining established homeowners.
5. Ease up signage regulations, permit entry monument to be erected at 16300 Mill Creek Boulevard.
6. Nothing really. Just keep us safe and keep taxes as low as possible. Keep traffic as low as possible too.
7. Unknown.
8. No response.
9. No response.
10. Continue to maintain wastewater sewers, roads, and sidewalks. Keep Mill Creek’s development standards high. Continue to support business groups in the planning of community events that draw customers to retail centers. Conduct outreach to attract retail businesses to Mill Creek. Perhaps by visiting potential businesses such as Trader Joes, Target, etc.
11. Lower property taxes = lower rent, less restrictive landscaping (more pruning) along Hwy 527 corridor for greater visibility of the Town Center, Less restrictive sign regulations, more relief of 164th Street traffic congestion (many of our customers complain about accessibility), greater security/police presence, shop local campaign, incentives to attract better business mix, answer the question: what makes people want to come to Mill Creek?
12. I don’t consider it the City’s job to help me succeed.
13. The City needs to advertise the existence of the Town Center more aggressively. I first noticed and then visited Redmond’s “new” town center when they ran ads on TV. I lived in Edmonds at the time but showed my wife and we went the following weekend to visit. We told all of our friends and they also visited. We found unique restaurants and retail shops that we continued to visit over the years. Without the TV ad, we would have continued to think of Redmond as a “sleepy” little spot on the map.
14. Trim trees shorter to help the visibility, allow more signs to be on the building or increase the size of the signs. On 151st going north, since there is no traffic light, it needs a sign to say Town Center entrance. Get a sign that illustrates our business on I-5 so people know we are here.
15. Good question.

16. Work with property owners to bring more quality retail businesses to the Town Center (recruit and provide incentives); support the Town Center to assist in making it the shopping/dining center for Mill Creek (rather than focusing on other, new developments).
17. We don't need additional layers of taxes or laws that will burden my type of business. By that I mean my business is not retail and my premiums are set so a B&O type of tax is already difficult as it is imposed by the state.
18. More police patrol.
19. Put a traffic light on 151st and Bothell-Everett Highway so it's easier for north bound traffic to enter our property. Signage is important so customers can find the business that they want to deal with. We had a complaint from our ENT tenant that their patients couldn't find them. Perhaps a directory of businesses plus leniency on signage would help.
20. Keep doing everything you're doing and then add some items: 1) Planning, questionnaires every six months. 2) Continue to have your planners come and chat with us – send them to Town Center meetings, etc. 3) Have the police chief stop in to the merchant and also the mayor and introduce themselves.
21. No changes currently.
22. Ease up on sign restrictions. Separate the City from Town Center Business Association, should not be required to join.
23. Economic incentives, address 164th/SR 527 traffic problems, address Mill Creek Blvd traffic (light at 161st).
24. The City of Mill Creek has no theme for me to piggyback on; e.g., Leavenworth, WA.
25. Promote small business. Give tax break to buildings that renovate or update HVAC or other systems.
26. N/A
27. Encourage residents to visit small businesses and to remind / educate the public the importance of preventative medicine and health promotion in general.
28. Not require commercial under apartment buildings. Make it an option. Had offers until Mill Creek added restrictions.
29. Create more parking and/or relax conditions pertaining to parking.

In your opinion, would a significant redevelopment investment by the City in community infrastructure affect your business plans or the economic climate of the City as a whole?



1. Yes, improved infrastructure improves exposure.
2. No
3. No
4. No, I do not see the need for a significant redevelopment. Not only do I operate a business in Mill Creek, I am also a resident. I think our City is well above average.
5. Spending unnecessary money on City Hall/Police/Library relocation would tax City resources and potentially affect the quality of services.
6. Nope
7. It might affect the climate of the City as a whole, but likely wouldn't affect our business directly.
8. No response.
9. No
10. Perhaps, but I have no information on which to base my opinion. I would like to see how such investments have benefited cities similar to Mill Creek.
11. Yes
12. It will definitely affect my business if my taxes increase due to these redevelopment investment plans. Therefore, I would assume if taxes increase it will affect the economic climate in a negative way.
13. You don't need more infrastructure to attract other business or retain our business. You need to attract more local retail business which will attract local and outside foot traffic. I lived in Edmonds for 25 years and watched it go from an attractive "place to go" to its current retail devoid professional services only form. It is now a city to go through to get the ferry. The original city survey found that Mill Creek residents didn't want to travel more than 5 minutes to shop. As we lose retail business, fewer people will come to Main Street and will be unhappy about once again having to travel just to shop. Don't lose site of the reason that the city decided to create Main Street. It does have an impact on how our business views continuing in our present location. I am talking to more and more

walk-in customers who say “I’m so glad you are still here. I really didn’t know if you would still be in business.” They express their displeasure at the loss of shopping opportunities.

14. Yes, it will. There are so many vacant properties in Mill Creek Town Center. A redevelopment will bankrupt this Town Center. Can’t think of any.
15. Would not affect our plans.
16. Having a central area outside of the business core to host large community events (such as the Mill Creek Festival) would be terrific.
17. If it wasn’t at my site it wouldn’t.
18. Police station and park.
19. Does the “city core” include the north end? I think City Hall is a brand new building and it would be a waste to tear it down. I’ve never been in the police station. I would like more city business in the north end. Our building would benefit from a better distribution of traffic.
20. It would enhance it.
21. I don’t know.
22. Could improve, but I think it’s already very good!
23. Yes! But the expense would be a concern. Not sure if a new City Hall would help, but community gathering area would be good. However, don’t put it right downtown, as it would limit business development acreage.
24. Yes, a community gathering area would be great. McCollum Park is in Everett.
25. No response.
26. N/A
27. Not really. More diverse / varied retail businesses would be more effective for the long-term and be sustained throughout the different seasons of the year.
28. Current facility seems cramped. Moving some facilities to another location might help.
29. Until there is adequate parking throughout the ENTIRE Town Center, I can see little benefit in moving forward with such a plan. Until we can accommodate the traffic need to support the owners and businesses that will ultimately fund the taxes needed to execute this plan, I see us “putting the cart before the horse.”

Interested in working with the City and other business/community leaders to develop a citywide economic development strategy?

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Is there anything else you would like the City to know about your business and/or economic development issues?

1. No response.
2. No response.
3. Not at this time.
4. I think it would be helpful for businesses such as mine (Albertsons) to know ahead of time about new development in close vicinity (i.e., Mod Pizza and Wells Fargo Bank).
5. No response.
6. No response.
7. No response.
8. No response.
9. No response.
10. Not really.
11. Questions: What has the City learned from the development of Mill Creek Town Center? Are there differences between original plans and current reality? How successful is the Town Center? How will the Town Center change in the next five years?
12. Just trying to hang in there during these very difficult times. I don't have much time for anything but keeping my business viable.
13. The City really needs to go back to the fundamentals and ask the big question, "What do we want to be in 5, 10, 20 years?" A destination that attracts residents and visitors or another business park full of professional services surrounded by lunch time restaurants. Our business is a hybrid. We obtain most of our revenue from our design/build service but we also sell retail parts to do-it-yourselfers. We understand the challenges of both business models and really want to see a thriving exciting Mill Creek "downtown." Once lost, it is very hard to reestablish.
14. Why does the City feel like it needs to redevelop the infrastructure for the City? Especially when the Town Center is getting emptier each day. Haven't we learned from Redmond Town Center yet? When we first got here, we were promised this will be better than Redmond Town Center but now I feel the City is changing its mind to support the Town Center. Without the support, it only gets worse. The empty stores in the Town Center do not look like an economically healthy environment.
15. Not at this time.
16. No response.
17. No response.
18. No response.
19. We have a vacancy – our tenants include NW Pharmaceuticals, Homestreet Bank, Edible Arrangements, MBW Barre, Dream Dinners, Nail Masters, Thai Rhapsody, Banner Bank and Thrive Chiropractic. Any business that can be sent our way would be appreciated!
20. We plan to be the "shining star" of the Town Center (and City) eventually. We would like to eventually expand our operations to encompass our entire building. We will only have one location so we'll continue to expand, over the years. Thank you for what you're doing and asking for input.
21. No response.
22. No, doing a good job I think!

23. Don't take too much space from the core. If we need a new City Hall, consider placing it along 9th near the QFC or where Imperial Garden used to be, to allow the current City Hall space to be expansion for the Town Center. Thanks!
24. I am one of the organizers of the Mill Creek Relay for Life. We raised \$50K the last two events. Other cities such as Lake Stevens and Edmonds raise over \$100K a year because the City and local paper are involved.
25. No response.
26. No response.
27. I've owned the same business in a different location within Mill Creek from 2007 to 2012. We've moved the business largely because the poor management of the previous location. My clinic was located in a large commercial retail plaza with management under a national commercial real estate company who has only one property manager for the whole state of Washington and the local branch (which is located in Bellevue) is clueless about the daily concerns and questions of their tenants. It's not surprising they have had a hard time keeping their tenants throughout the years. I strongly encourage the City to be selective about the investment companies that own property in the City (if possible), try to limit to individuals or companies who have true interest and respect of the local business owners and residents.
28. No response.
29. No response.

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