

8. **PRESENTATION**

- a. Presentation of Results of City of Sanibel Business Survey, Judie Zimomra, City Manager

Master List of All Responses

To Open Ended Questions



Occupational License
Survey
Summer 2005

**CITY OF SANIBEL
OCCUPATIONAL LICENSEE SURVEY
SUMMER 2005**

WHAT ARE THE THREE GREATEST CHALLENGES CURRENTLY FACING YOUR BUSINESS?
*Attracting tourist while keeping the environment of Sanibel sound.
* Overcoming negative press cause by bridge construction, toll increases and hurricanes
*Competing with every growing and improving off island beach & resort areas.
* Customers finding lodging.
*getting DSD drivers to gear up deliveries.
*Bridge dilemas-getting trucks across with deliveries and repair materials.
*Keeping up with demand.
*Getting material.
*Transporting material over causeway to island.
*Insurance costs rising rapidly.
*Fuel costs.
*Weather
*Public perception of Sanibel after Hurricane Charley.
*Lower number of tourists vacationing on the island. Smaller pool of potential customer shopping the Center. Our gift shop is located on Sanibel. We need all the hotels, resorts and condos back up and running.
*Traffic flow on Periwinkle. Our business stops at 3 or 4 PM when traffic backs up. This seems to have diminished in mid-April when the traffic cop in front of Jerry's grocery was eliminated.
*The new six dollar toll. This keeps away "day-trippers" from Ft. Myers visiting the island to shop. More people used to bring visiting out-of-town guests to the island for a day of shopping. Now with the six dollar toll the Ft. Myers residents are taking their guests elsewhere.
*Filthy, Dirty water in the bay and gulf. Tourists won't come back.
*Taxation without representation.
*Causeway delays/Island traffic jams.
*Increasing challenge getting to airport-road construction & development along Summerlin.
*Shared administrative support for small businesses.
*Access to high speed copier on island.
*Receivables
*Lack of electricians available
*Truck expenses
*Rising operating costs.
*Anti-Business attitude by City.
*Drop in business due to the hurricane and threat of more to come.
*Encouraging visitors to the island.
*Improving the recreational areas such as beaches(landscaping, etc.)
*Tolls
*Employee's to work on Sanibel because of bridge toll and traffic control.
*Bridge toll and traffic control.
Expanding-city regulations and costs make it impossible to expand our business.
*Tolls for off Island patients without transponders
*Costs on Island, taxes, etc.
*Cost to rent or own space.
*South Seas Resort being closed.
*Unlicensed talent agents
*Tolls, Gas and Traffic
*Getting on and off Sanibel
*Imports

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WHAT ARE THE THREE GREATEST CHALLENGES CURRENTLY FACING YOUR BUSINESS?
*More people, publicity and very positive advertising
*Need more people
*Bridge tolls, gas prices, parts or distance to get parts.
*Consistant reliable workers.
*Traffic.
*Getting out the word that Sanibel is back in business.
*Traffic Congestion
*Problems with Causeway/Bridges
*Cost of the Bridge Toll
*Survey is very narrow in scope. Your survey design company needs to take into account more types of businesses
*Paying for reconstruction
*Getting our guests back & season filled
*Returning to normal -as opposed to crisis- operation mode
*Attracting & retaining renters at reasonable prices
*Escalating tax burden that has shifted greatly to those of us who are non-responder, non voting - who pay a larger share of taxes each year
*Competition from other companies not doing as great a job cleaning as we do
*Companies misrepresenting the services they provide
*Traffic conditions - problems with times getting to jobs
*High property taxes
*Getting renters year round
*I feel this questionnaire was mistakenly sent to us, since we have an annual license to rent our condominiums
*Fear of clientele coming to island result of causeway fees
*Service fee too high as a result of high causeway fees i.e. \$25.00 service fee not \$6.00
*Employee salaries demand high wages on the island
*Just getting up to speed
*Storm survival
*Business growth
*Toll
* R.E. taxes
*Traffic Congestion
*Need more city & county promotion
*Toll fee
*Upgrading complex to keep current
*Buildback
*Property taxes for non-resident property owners
*Property taxes
*Use of high-tech advertising
*High maintenance costs
*Lack of off-season rentals
*High taxes
*Bridge fee
*Fuel costs.
*Economy
*Loss of business due to hurricane

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WHAT ARE THE THREE GREATEST CHALLENGES CURRENTLY FACING YOUR BUSINESS?
*Getting help to repair office from hurricane
*Off island, outside competition which can operate from less expensive area
*Increasing property taxes - can no longer break even. Considering removing condo from the rental program and using it for personal use only
*Traffic congestion. I believe the problem is keeping tourists away. My rentals have decreased by 50%. I believe tourists are going elsewhere because of the traffic problem. Last year, I attended the medical & legal update courses on Sanibel. I was the only person staying on Sanibel. All the other attendees were staying at Fort Myers Beach.
*Bad Publicity re: Causeway problems, tolls of \$6.00
*Hurricane restoration - Poorly managed by HGVC!
*Negative business environment due to constant in-fighting amongst special interest groups (Hurting for more than helping city)
*The taxes are very high, there should be some tax relief after a storm like Charlie
*The beaches should be kept cleaner
* Good and qualified help
*Bigger facility
*Better signage
*Bridge Cost
*Time spent to get on and off of the Island, especially during season.
*Gasoline Cost
*Quality employees
*The taxes on the property keep going up. We have owned since 1993. The own a 2 bed, 2 bath-maybe 1100 sq feet and take in almost twelve thousand a year. Our rents have been down and what we receive does not cover assessments and taxes. We are retired and it is getting very difficult to keep the property. We spend 2 weeks out of the year there.
*Concern that rebuilding will not be allowed by Sanibel in the event of severe storm damage
*Decrease in rentals after hurricane
*Inflated costs for improving property
*Inflated property assessment
*State and federal regulations
*Economic uncertainty
*Moving company into e-commerce
*Finding business support services such as accounting, payroll, office employees on Island
*Consistency of telecommunications & reliability for net/internet e-business (Sprint service unreliable, Comcast cable is better).
*Many cities have a small business incubator that helps people establish local businesses and employment
*Cost of fuel
*Good employees
*Amount of work
*Despite strong advertising, the reputation of Sanibel for tourism has declined significantly. People remember traffic jams, inability to see beaches due to parking problems.
*High causeway tolls
*Manpower
*Bridge tolls
*Commercial Parking on Island
*Vegetation enforcement

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WHAT ARE THE THREE GREATEST CHALLENGES CURRENTLY FACING YOUR BUSINESS?
*The high real estate taxes
*The rule about 28 day rentals
*Bad press - locals see us as rich spoiled babies
*Reimbursing toll expense
*Traffic!!!
*Supplier delivery trucks not being allowed over the causeway bridges
*Toll costs to the 5-6 day a week employees working on Sanibel
*Uncontrolable increasing cost of doing business (Insurance, wages, benefits, fuel)
*Construction problems in terms of availibility of labor and material - have worsened to a point where quality is suffering and costs are soaring
*Bridge fiasco is part of the problem. I have been in business 50 years last January and have never seen the construction of any project so mishandled and with so little progress - It's a joke!
*The quality of concrete is so bad it hardly passes most tests
*The bridge toll and construction
*Traffic on Periwinkle
*Remodeling an old existing building that was not built to do todays volume of business i.e. bigger restrooms, floor drains, etc.
*Good reliable help
*Competition
*Travel time to dump site
*Unit/condo 2B/2B @ Sundial still J304 uninhabitable since Hurricane Charlie
*Court rent/Higher maintenance & taxes w/overall larger occupancy choices
*Competition to raise rents - impossible
*Laborers
*Maintaining quality personnel in supervisory positions
*Material availability (quality)
*None - I rent my home for two months
*Traffic in season
*Bridge construction & tolls
*Hurricane evacuation
*City fees for business & business renewal (construction)
*Room rental down since hurricanes
*Poor Press - Major story in the Chicago Tribune recently quoted the Chamber President that Sanibel is not in good shape.
*Traffic issues need to be addressed - Bad Press about the bridge tolls & traffic are very pervasive. Get the tolls reduced!
*Not having a live theater would be an embarrassment
*Red Tide - We should do major beach cleanup when Red Tide deposits are on the beach
*Need to attract more renters to use our property
*Need fair/equitable treatment on property taxes (limit rate of increase, as for year-round residents)
*Need to grandfather/guarantee ability to rebuild existing properties, if damaged by accident/hurricane, regardless of location (enforce Coastal setback line for new structures)
*Continued rentals
*Hurricanes like Charlie
*High property taxes
*Hurricane surge

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WHAT ARE THE THREE GREATEST CHALLENGES CURRENTLY FACING YOUR BUSINESS?
*Price pressures on salaries/attracting state (nobody can afford to live here, nobody wants to drive out here and restaurant workers usually have "legal status" issues and the government has taken away their drivers licenses. This is not an issue of paying too low! Often you won't even get a response to an advertisement who have valid status
*Competing against folks who don't really rely on their business to make a living; it might be a 3rd or 4th income for them or they might be running a business for a tax strategy; the single income business owner seems to be a rarity here
*Finding responsible workers
*Gasoline Prices
*Toll price to Sanibel
*Toll fees for clients but mostly our staff
*Traffic
*Reluctance to discuss "buildback" for non-conforming properties. (Keeping lodgings separate)
*Reluctance to act upon "buildback"
*Stalling the above action - taking us into another hurricane season
*Traffic
*Reduce tolls to \$3.00 - I know Lee County is a pain to bend we can't have a good relationship with the county
*High real property taxes
*High bridge tolls
*I rent an apt. (that I own) through an agent; (Royal Shell Vacations) so your probably need to contact them.
*Decreased occupancy
*Increased cost of ownership; i.e. taxes, age of buildings
*Seasonal afternoon traffic
*Rental restrictions on private homes monthly only
*Keeping repeat tenants
*Freedom from Red Tape
*Faster turnaround times in Governmental matters
*Attracting employees to the island - commute & cost issues
*Lack of income from rental of property (2 bed 2 bath) condo at Sundial West
*No break on taxes from Lee County because I'm not a full time resident. My condo took a direct hit from Charlie and was not habitable until May '05
*Not enough man power
*Unable to commit to a time line due to lack of man power
*Weather
*We are faced with ever-growing costs associated with an oil driven economy and must raise our prices to compensate
*We have considered expanding our business but the salaries people must make to survive in SWFL are exorbitant
*#2 drives the workers comp costs so high as to not be affordable, so we must stay small
*Increased Internet business expenses
*Tolls high
*Bridge

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WHAT ARE THE THREE GREATEST CHALLENGES CURRENTLY FACING YOUR BUSINESS?
*Weight restrictions
*Recruiting qualified staff
*Generating catering and meeting revenue from local companies and organizations
*Unlicensed contracting in yard services
*The number of unlicensed landscape companies illegally working on this island with employees not paying taxes, workmans comp, etc.
*Letting companies from out of state on Island to work without liscense or after state of emergency situation and then bending the rules for them
*Better system of checking out code violations in the landscape & tree trimming/removal profession
*Experienced tradesmen not available- reliability is an issue
*An employer hiring tradespeople- paying workman's comp-overtime-benefits-trying to compete with ind+A419ependent contractors on (1099)
*Getting employees to cross bridge
*Getting guest to the door from off island
*Additional cost to having a business on the island
*We have very little business due to the \$6.00 tolls
*We lost all our day trippers-we have lost a lot of business
*If anymore hurricanes hit the island we will be done!
*Low customer base
*Seasonality
*Me, Me, Me
*Licensing
*Competitive fair pricing
*Transition from part time to full time contracting
*Increases costs - licenses gas, tolls, etc.
*Competition
*Extra travel times due to bridge construction
*At this time finding good sub-contractors who will agree to work on Sanibel. Due to the new contractor's licensing board, the problems with the bridge and traffic concerns, we have had quite a few long time contractors decide to no longer work on Sanibel. In the last week alone we have lost two different concrete contractors, Lee Septic will no longer come to Sanibel or Captiva and our roofing contractor is considering not working out here. There will be new contractors who will fill the void, but we are losing some knowledgeable people, who have put in many years on Sanibel. And of course prices will go up to reflect the difficulties of working on Sanibel. The environment for construction has become increasingly difficult and sometimes hostile. Maybe all of these problems will make us a more exclusive
*Labor quality & quantity
*Travel expenses - increased costs
*Lack of people
*Toll & beach parking too expensive
*The alarming number of retail businesses closing - 30 empty retail shops
*Cost of tolls for our employees and for day trippers - also for services
*The City of Sanibel creating an unfriendly to business atmosphere - zoning laws, landscaping, people out of sight - lighting restrictions, on & on.
*Good employees
*Getting material.
*Permitting

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WHAT ARE THE THREE GREATEST CHALLENGES CURRENTLY FACING YOUR BUSINESS?
*Qualified labor
*Dealing with traffic coming onto the island and once on the island
*Have the press explain better what is going on with the causeway- Timelines for construction etc.
*Being able to complete the work requested during "season" and survive
*The lack of work during "off season"
*The bridge toll per trip instead of per day. Many times an extra trip or two is required to obtain
+A488supplies unavailable on the island
*Nothing the city can fix!
*Growth
*Cash flow
*Finding worthy employees
*Occupancy levels of hotel and resorts due to closures from hurricane Charlie - bad PR
*Operational expense increases due to bridge restrictions and toll increases
*Availability of quality work force coming to Sanibel
*Regulatory entities
*Traffic
*Toll price
*Lack of qualified help
*Collecting money owed by customers
*Rising cost of fuel, materials etc.
*Being physically situated between 2 parcels operated by a non-conforming restaurant (Cheeburger) that is allowed to operate illegally. Our physical property is under seige daily from their customers traipsing through our landscaping, over our fence, parking illegally on our property; and having their vendors (Dade Paper, American European Bakery, Coors, J.J. Taylor Distributing, etc.) constantly block our driveways or attempt to make deliveries to them by using our parking lot and cutting us off from Periwinkle Way. We spend a majority of our day
*The unfinished sidewalk continues to flood into Periwinkle Way, sending Cheeburgers-customer through our vegetation & utilizing our parking lot for dropoff & pickup of passengers due to flooding. Yes, we have called Public Works, Police, City Attorney, etc.
*Our age!
*Material availability
*Competent Sub-Contractors
*Competent Employees
*Bridge Tolls
*Rental taxes - Sales & tourist tax make it expensive for renters
*Expanding develoment with larger houses and condos
*Personnel
*Workers comp insurance
*Unlicensed, uninsured competition
*Reduced traffic and sales since hurricane Charlie
*Getting local SW Florida customers to visit Sanibel - counteracting the increased bridge toll and Sanibels negative attitude toward day trippers. Many customers say they feel unwelcome on Sanibel.
*Getting skilled help
*Time schedule
*Traffic

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WHAT ARE THE THREE GREATEST CHALLENGES CURRENTLY FACING YOUR BUSINESS?
*Noise from traffic (in season) on Rabbit Rd
*For Sanibel; time spent in season (for drivers)
*Bridge delays
*Side streets not clearly labeled
*Traffic
*Availability of storage
*Bridge repair & tolls
*Re-pave San-Cap road
*Economy & price increases
*Employee cost
*Time to get on & off Sanibel
*Loss of tourist business due to hurricanes & bridge toll increase plus traffic on bridge & island. Borrowed from bank to operate after 2 1/2 months of little or no income after hurricanes - slowly repaying that loan
*Decrease in business traffic since hurricane Charlie
*Our shopping center is 50% empty since hurricane so we have less to offer customers.
*High bridge tolls that have resulted in fewer local shoppers and thousands of dollars in bridge tolls which business pays in full
*Maintaining a strong client/advertiser base
*Employing contract workers that don't mind coming out to the island with the night tolls
*Locations for bees
*Complicated permitting for beach trimming and exotic eradication on empty lots
*Paying high tolls
*Removing heavy logs/loads off island/guessing weight of truck before leaving island to avoid being overweight
*Work comp coverage is very expensive for small business owner
*Continued computer/and software programs and updates - added expense can't do without
*Getting qualified help/employees
*Gas prices
*Insurance expense
*Finding good employees
*Weather
*Fuel prices
*Generating new customers
*Group Insurance is so expensive - to give this benefit to employees
*Loss of occupancy - daily calls to hotel still wondering about hurricane damage
*Weather channel & news playing up even the slightest weather system leads to large number of canceled reservations
*Cost of tolls to businesses that pay employee tolls - our annual cost is now up 15K over last year
*Rising gasoline prices
*Weather related delays
*Access to outlying areas, finding roads not yet mapped
*Closed hotels - 20 - 20% rooms down
*Illegal contractors & handy men doing painting without a painting competency license
*Getting rid of debris - especially pine logs

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WHAT ARE THE THREE GREATEST CHALLENGES CURRENTLY FACING YOUR BUSINESS?
*Getting off the island during season - traffic congestion - only going to get worse once everything is reopen. Plus with the population explosion on the mainland, if people want to go to the beach, it is Sanibel or Fort Myers beach and they both have one bridge.
*The Sanibel toll for contractors is outrageous. I now charge my customers the toll money and never did for 22 years
*Buying an occupational license & the costs of it increasing
*Required to have occupational license & not allowed to work on Sanibel
*Must work in Fort Myers and with transponder still paying \$6.00 to cross bridge, plus pay parking fees in Fort Myers
*I thought you handled the situation excellently the last time except for trees left in the canal behind my duplex
*The slow season
*Outside people doing my kind of work who don't even have a license to operate
*The city making it harder for people like me to operate i.e. altering the requirement for licensing
*Poor rentals
*Traffic problems on Periwinkle & causeway
*Unlicensed workers/contractors
*Experienced workers (or poorly trained)
*Rising prices of labor & materials at unknown rates
*Getting labor (full time)
*Getting materials (especially hurricane film)
*Diminishing retail/commercial activities on Sanibel - less desirable for my vacation tenants.
* High bridge toll
*Traffic congestion
*High toll has completely dissuaded all island business to come to Sanibel
*Business is slow, don't know for how long we could survive at current pace
*Cannot hire good help - they do not want to pay the toll & higher gas bills - we cannot afford to reimburse
*Labor control
*Companies not paying worker comp, payroll taxes and bidding against us.
*Weather
*Hurricane damaged structure
*Loss of visitors
*Negative perception of hurricane damage caused by media here and up north
*Petty politics between city & county that makes people think we are too good for them
*Lack of available housing for visitors to stay in, due to hurricane damage
*Employees to work on Sanibel
*Bridge toll and traffic control.
*Continual "media exposure" to the threat of more hurricanes to come
*Expanding - city regulations and cost make it impossible to expand our business
*Excessive sewer hookup fees - \$500,000!!
*Redevelopment - restrictions on renovations because of nonconforming use status
*Getting materials on & off island
*Securing adequate rentals
*Causeway tolls restricting day trippers & a rather hazardous causeway drive
*A 60% unoccupied main street appearance-appears to be mostly closed

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WHAT ARE THE THREE GREATEST CHALLENGES CURRENTLY FACING YOUR BUSINESS?
*No interest in promoting our Plaza - Tahitian Gardens
*Finding year round customers
*Affording business insurance
Paying high taxes
*Lowering cable TV rates
*Lowering property taxes
*Restoring Island vegetation/trees!
*High taxes
*High bridge fees
*Gas prices
*Cost for benefits
*Finding good help
*Lack of employees - experienced installers either not showing up or working under the table for more money
*Others working w/o license hiring away employees because they can pay more money (no overhead) i.e. cash (no taxes), no garnishments (child support), no workers comp, no permitting.
* The obvious, uncontrollable weather. (rain or wind - nothing can be done by the installers during these times).
*Increased operating cossts
*Increased regulatory paperwork
*Bridge toll increases have noticeably cut into our business from off island shoppers
*Competition from off island temporary exhibitors at community center during peak season weekends hurts business at Sanibel's permanent store fronts.
*Flooded parking lot at Periwinkle Place Center-we lose 25% of parking lot and big inconvenience for customers after only a couple hours of rain. Road (meridian) and development have created a major pooling with no drainage. Its gotten much worse lately
*Getting exposure to condominium rental
*High taxes (property)
*Causeway cost (toll)
*Difficulty in getting rentals - probably due to competition of cruise lines
*Decreased population on island-manh people feel that most of Sanibel is still closed-so why go there?
*Property taxes continue to escalate at an alarming rate
*With the lack of a drawbridge on the new causeway we are concerned with future security on the island that we have aalways enjoyed
*Change of legislation to prohibiting short time rentals of grandfathered in structure and location
*Being unable to rebuild and continue current use after destruction by weather, fine, etc.
*Taxes
*The high toll for use of the causeway
*Delivery time -let's get that causeway fixed once and for all
*Taxes
*Demands for rebuilding from hurricanes. Some are just unreasonable
*Keeping up with increases in expense, i.e. taxes, utilities, etc.
*High taxes
*High bridge fees

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WHAT ARE THE THREE GREATEST CHALLENGES CURRENTLY FACING YOUR BUSINESS?
*Rental condo on ground floor- in case of over 50% destruction from hurricane and have to move up - limit of those above can move up. Must be decided & informed
*From hurricane and have to move up limit of those above can move up. Must be decided & informed
*Getting more renters in our condo
*Real estate taxes are too high
*Too much traffic
*Red Tide- Some folks call before coming to make sure no red tide. If there is red tide they will not come
*Hurricane fear
*Lack of swimming pool
*Causeway delays
*Keeping rental properties rented
*Property taxes
*Property insurance
*Bridge tolls
*Unlimited toll passage rising 400% since last year (\$150 to \$600)
*Cost of having materials delivered to Sanibel
*Trying to compete w/"cut-rate" companies that do average to not so good work
*Keeping the manpower to match the workload
*Employee commute off the island in the afternoon in season
*The bridge - can't wait for it to be done!
*Weather
*Weight restrictions for removing debris
*Driving time getting on and off the island
*Traffic
*Traffic
*Weight restrictions
*My business doesn't have any great challenges. Everything is going very well
*Finding competent labor
*Dumping of horticultural wastes. Non exotic material is very hard to find at reasonable location rates
*Rain
*Tolls
*Traffic
*Traffic issues
*Unlicensed workers on island
*Right now it's the weight restricting on the bridge
*Cost of tolls (this gets passed to the consumer - makes his bids too high
*Coconut palms should be considered indigenous
*Getting all units in my building ready for rentals
*Insuring resort condominium can be rebuilt as it was before and quickly after a catastrophic disaster
*Keeping rental property updated against new resort accommodations in other resort destinations
*Attracting new visitors at a reasonable cost to visit Sanibel and stay at our accommodation
*High property taxes
*Keeping unit rented

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WHAT ARE THE THREE GREATEST CHALLENGES CURRENTLY FACING YOUR BUSINESS?
*Causeway - delays due to construction & high tolls
*Plumbing problems
*Salt corrosion
*Traffic
*Local politics
*Traffic
*Bridge negativity
*Getting my local Fort Myers customers to pay the toll to come shop at my store
*Trying to get the "local" Sanibel residents to shop at my store first to see if I can supply their shopping needs - even if they just buy a birthday card
*Excessive permitting in wake of hurricane clean-up
*Non responsive "management" companies. They gladly take the monthly condo fees but are non-responsive to the condo association. And now, they are morphing into insurance salespeople
*Ridiculously high property taxes
*Slow rental demand for home in excellent community, near beach, but no pool and only 2 bedroom 2 bath plus family/music room
*Rising costs of operation: utilities, services, real estate taxes
*Recovery from hurricane Charlie
*Proximity of Australian Pines to my rental property from adjacent property
*Lack of rent - I own 2 condos (hurricane) on Sanibel - Sandal foot
*At 78, I found plowing through problems overwhelming A799(hurricane)
*Weather conditions keeping tourists from Sanibel
*Lack of foot traffic - down 30% from prior year and over 50% since 2000
*Quality of customer has diminished over the years due to inferior accomodations
*Getting all resorts back open & having summer tourist business increase
*I do think you did a great job cleaning up the Island after the hurricane & the city manager deserves most of the credit
*Living through "off season"
*Loss of revenue from hurricanes & from increased tolls
*Recruitment of people: on Island who want to work, or off island who want to drive
*Our place of business is set back from the road (Tarpon Bay Rd). We struggle to make ourselves more visible within the confines of city regulations for signage & "attention" getting techiques. However, we understand and respect Sanibel's emphasis on "low impact" signage
*Bureaucratic expenses: permitting fees, taxes, etc. My business costs the city nothing, but I pay the same fees as those that get police door checking, etc.
*The city doesn't acknowledge the existence of small home based businesses, except to charge fees
*There's little incentive to become involved in the Chamber or even to get permitted or licensed for someone just starting out
*Reduction in visitor customer base due to toll increase
*Reduced visitor rental unit availability
*Trend toward big businesses replacing small island oriented (and islander serving) businesses
*Getting paid for work we do
*Dealing with inspections/inspectors - especially ones w/only "book knowledge" and "trade knowledge" and real-life work experience.
*Finding, keeping and training quality, dependable employees

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WHAT ARE THE THREE GREATEST CHALLENGES CURRENTLY FACING YOUR BUSINESS?
*Traffic and congestion
*Licensing
*Bridge tolls
*Bridge weight
*Rising costs i.e. fuel, insurance, tolls
*Getting on and off the island in a timely manner
*The cost of bridge tolls
*Trying to get other trades to work on the islands
*Collecting money from GC
*Employees
*Employee shortage
*Cost of doing business
*No outdoor dining
*Getting competent help
*Getting English speaking help
*Getting help
*Traffic to get on the island - costs for customers to get there. \$6.00 is terrible
*High taxes - so high that it's very hard to make a profit. \$700 in '78, \$9,700 now.
*Image that Sanibel doesn't want business - is anti tourism, anti business
*Restrictions on rentals
*Staff to clean & maintain, honets, reliable, accountable
*Bridge tolls
Beach access - walkways not fixed - kept clean - many times red tide not dealt with over do the conservation approach
*Drawing customers into my shop, hopefully to make a purchase. I would hope that the code could be relaxed so as to make my antique shop be more appealing for passers by to stop in
*Rebuilding vacation rental business since hurricane - rentals are down and condos are not self supporting
*Cost of business services on Sanibel due to bridge tolls, etc.
*Obtaining good qualified service companies to come to Sanibel at reasonable price or cost
*Rising gas prices
*Rising material cost
*Slow moving vehicles
*Transportation woes - getting to my clients on time
*Bridge delays
*No shade - heat - humidity
*Labor shortage
*Price increases
*Willingness of subs to come to islands when there is so much work on mainland
*Dealing with the over governance of the Sanibel permit dept.!
*Getting on and off the island
*Lack of friendliness from the administrators of the island
*High volume - hurricane damage
*Rising material & labor cost
*Weather - rain delays
*Traffic over the bridge
*Not enough reliable subs

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WHAT ARE THE THREE GREATEST CHALLENGES CURRENTLY FACING YOUR BUSINESS?
*Not enough work - no leads
*The people who have come this year seem surprised at how well things look and are. One couple had been told by the local Alamo rental car people that Sanibel was closed nothing going on.
*Bridge toll - problem biggest for employment/wages but also has caused reduction in revenue
*Negative press for our area and Sanibel especially pre/during/post hurricanes of '04
*Reduced room inventory causing reduced visitor ship
*Property taxes
*Appearance of public roads, buildings
*Water, power, sewage
*Lack of spending tourists
*Traffic
*Tolls
*Keeping up with the demands
*Competition
*Weather
*Getting my rental agency to rent my inland condo on Sanibel
*Keep our condo rented when we are not using it
*Keeping the island quaint - limiting day trippers.
*I say keep the bridge fee high. How about \$10.00 per car? Or \$20.00 - well worth it! If that is too expensive for you, head to Fort Myers Beach
*It would be helpful to be able to rent to individuals for less than one month (especially during summer months). The law could still specify only one tenant per month - just not necessarily the entire month.
*Since our house is not homesteaded, our taxes have risen almost 400% in the last 8 years
*Tax relief for rental property owners and time residents would be the most helpful (and fairest) thing government can do for us.
*Red Tide
*Hurricanes
*Rental occupancy (tourist & vacationers)
*Getting enough rentals
*Out of control property taxes
*Obtaining 4-week rentals April 1 to Dec 1. (Not available Dec 1 to April 1 because of owner occupation) We purchased our house with the knowledge that the longstanding meaning of the 4-week rule was that there could be only 1 rental within a 28 day period. However, the rental could be for as few as one week or as many as four weeks. However, that satisfactory interpretation changed about four years ago to mean that any rental must be for at least 28 consecutive days. This sudden change came after a fevered drive by a new code enforcement officer who seemed to be paranoid and intent on catching every cheating owner and realtor on the island. He used gestapo tactics and tried to entrap tenants and family members with telephone calls and surprise visits to the home. Council's image was damaged when they condoned the officers conduct and refused all attempts to approach the change reasonably.
*Hurricanes - The last one eliminated my business
*Lung cancer
*Rebuilding the house
*Property taxes are too high
*Monthly rental minimum - limits income

CITY OF SANIBEL
 OCCUPATIONAL LICENSEE SURVEY
 SUMMER 2005

WHAT ARE THE THREE GREATEST CHALLENGES CURRENTLY FACING YOUR BUSINESS?
*Mostly retired now so quiz not applicable
*Just the weather - rain puts me way behind
*Competitive pricing due to unlicensed contractors
*Cost/expenses such as workmans comp
*Finding qualified help
*Weather
*Traffic in the winter months
*My health
*Time to paint more
*My shows
*County real estate taxes
*Increase in toll bridge fees
*Occupancy! We need to draw more people to rent our condo
*Qualified personnel
*Finding competent/qualified employees
*Trying to stay with a competitive pricing structure and maintain a fair profit margin
*Finding the materials to complete a job. This can be a challenge
*Getting trades to do work on the island
*Customer base has changed drastically
*Financial stability in times of disaster - without loans
*Being able to re-open ASAP after major disaster
*Availability of qualified, licensed workmen to accomplish the works
*High bridge toll fee
*Standing water in parking lots
*Increased rent
*Increased taxes
*Increased insurance
*Attracting more rental visitors since hurricane Charlie
*Attracting repeat (annual) customers
*Trying to stay in business with lack of notable signage
*No outside seating allowed
*\$6.00 toll
*Staying current with local code changes
*Rising costs in insurance e.e. work comp, liability, health
*Finding qualified employees
*Business management
*Hurricane concerns
*Tourist reductions
*Island beauty impaired
*Recovery from storms of August 2004
*Promotion of Sanibel island as "safe" destintion after storms and recovery+A998 from same
*Wading thru an impossibly complex code. I have an engineering degree & cannot understand it clearly
*A ridiculously difficult process of licensing, permitting & inspecting which causes a lot of my competition to perform work "under the table" & I don't blame them

**CITY OF SANIBEL
OCCUPATIONAL LICENSEE SURVEY
SUMMER 2005**

WHAT ARE THE THREE GREATEST CHALLENGES CURRENTLY FACING YOUR BUSINESS?
*Those of us who do go thru the hoops end up getting sold out anyway. I got a vegetation license several years ago, the hurricane hit and the island was overrun by contractors from across the country that didn't know a mangrove from a gumbo limbo. All outside landscapers should have to work as subs to those of us with licenses.
*As an older property (resort hotel--built in 1968) it is a challenge to maintain our market share when competing against newer properties with all the "bells & whistles". Anything the city can do to assist this sort of business with major renovations or even replacement of existing facilities (with no increase in square footage or number of units) would be helpful.
*In light of the above, one area that many business could use some permitting assistance with, is their parking areas. Older parking areas (such as ours) which are not surfaced, have little or no permeability anymore. They have been packed down to a concrete like substance over the years. Only when the rains come are they vulnerable -- major pot holes -- mud like substance that gets everywhere. Perhaps the city could treat these areas for what they are and allow certain surfaces and restrict others (such as concrete and black top). Porous interlocking pavers are now permitted at the 50% permeability level (very expensive). What about OGM (open grade mix) such as the 5 mile drive through the Ding Darling Refuge?
*One challenge that is an irritant to business clients, residents and service workers alike, is the traffic congestion -- primarily in high season. As the saying goes, "We have found the problem, and it is us!" Several studies have been done and there is no apparent, easy solution -- otherwise it would have been fixed by now. Unfortunately, two continuous lanes off the island from the intersection of Periwinkle & Lindgren, across the causeway to Summerlin Road made a lot of sense, but did not make the cut. I wish I could suggest some magic solution. Perhaps a review of the studies already conducted might assist. I do not suggest spending money for yet another study that would come up with the same conclusions. As an aside, the Town of Ft. Myers Beach last year paid a considerable amount for a professional traffic study which, if asked, they might share with you. This is a most difficult issue.
*Expensive tolls
*Discouraging people to come over the bridge - lack of condos & resort open
*Not promoting tourism enough
*Traffic, tolls, causeway
*No help from the Chamber - Members for 28 year, finally quit! Outlandish fees - no service
*Traffic
*Causeway fees
*Getting concrete and other materials across bridge
*Traffic
*Tolls
*Causeway & island traffic. The long delays in high season are detrimental to renters & service personnel
*Bridge tolls
*Hurricane threat - However, I'm pleased at how little impact this is currently having on rentals
*Exposure
*Traffic in season and the inability to get off island within a reasonable time
*The loss of business that support residents & island businesses
*Recovering from a very slow season
*Slower than normal summer traffic
*To generate enough business to make it to next season
*Renting our condo in Sept & Oct

**CITY OF SANIBEL
OCCUPATIONAL LICENSEE SURVEY
SUMMER 2005**

WHAT ARE THE THREE GREATEST CHALLENGES CURRENTLY FACING YOUR BUSINESS?
*Hurricanes
*Build back codes
*Causeway tolls
*Time element for permit process
*High rental occupancy on and off season
*Achieving full occupancy
*Plant availability locally at competitive prices
*Labor turnover
*Language barriers with labor force
*Obtaining off season rentals
*Inflation
*Causeway tolls
*Increases in materials
*Increases in tolls
*Increases in gas
*Taxes
*Insurance
*Renting on monthly basis
*Interruptions on access due to road/sewer repairs. Slack season for rental property is Sept - Dec. Reschedule repair work
*Old age
*High gas prices - i.e. soft market
*The one month limitation on home rentals should be reduced to a two week limitation so that a home can be rented for no less than two weeks to one entity or person
*Bridge tolls
*Property tax increases
*Causeway toll increases
*Bridge construction
*Over supply of condo units
*Red algae & land red seaweed on beach from excess Caloosahatchee run off/pollution
*Overall tourism promotion
*We cannot get over (on) & off Sanibel in reasonable working (7:00 a.m. - 5:00 p.m. Hours!
*Having to work in the dark at night where injurys could occur & without other people around. Sanibel is dark enough as it is at night, imagine trying to swap a dumpster out in the midle of the night
*High real estate taxes
*We are a husband & wife who own 2 condos for investment purposes and our greatest concern is renting them as much as possible to cover our expenses
*Lack of skilled and employable people for our trade (plumbing)
*Building contractors w/unethical business pra+A1122ctices that try to profit from their sub contractors money - No help from municipalities or media to stop these crooks from these practices
*Getting goods delivered onto and off of the island
*Lack of cell phone signal
*Lack of broadband internet service
*Rising taxes
*We wonder if Sanibel has good (any) representation at the county level?

**CITY OF SANIBEL
OCCUPATIONAL LICENSEE SURVEY
SUMMER 2005**

WHAT ARE THE THREE GREATEST CHALLENGES CURRENTLY FACING YOUR BUSINESS?
*Employees tolls
*Finding good staff willing to come to Sanibel
*Constant rising costs from vendors
*Handyman/unlicensed people or company working for owners and rental agencies
*Lack of advertising to promote public awareness about building, what & what not to do, who & who not to hire, risk of hiring people who are not properly licenced & insured. Most people want the work done cheap, that means unlicensed contractors
*Increased toll for island visitors
*Too many restrictions on rental property. Encourage renters not discourage. They could become property owners.
*Segways should be allowed; skateboards & roller blades are.
*Renters can't get permits to park. Owners are not using spaces. Why not renters
*Rentals during summer months with 28 day minimum
*Lack of tourists
*Relax the outside seating & tables at centers & restaurants
*Meeting demand when in demand
*Getting employees to cross causeway to work on Sanibel even though company pays the tolls
*Property taxes
*Garbage disposal increases
*Toll increases
*Getting summer rentals
*Traffic - of course
*Having to weigh each trip on & off island
*Nothing is a great challenge, we like working on Sanibel
*Material shortages
*Labor shortages
*Amount of toll
*Perception of devastation
*Foliage, or lack thereof
*Cost of traveling over bridge
*Drastically increased costs for transportation of all materials, due to the failure of the causeway
*Fear of major storms (keeping the tourists away)
*Business closing and or moving off island
*Getting started
*Challenge by other contractors working on Sanibel with no license
*Licensing requirements every year
*Parking restriction- Currently, we are allowed to have only one doctor working at a time in the clinic. We have over 1500 square feet of office space. This restriction necessitates turning away patients who need our services. I feel this should be considered as we have never had a parking problem
*Cost of tolls
*Finding qualified construction workers
*Bridge tolls for customers as well as employees
*Finding people who are willing to work
*Traffic
*Bridge toll
*Hiring of personnel

**CITY OF SANIBEL
OCCUPATIONAL LICENSEE SURVEY
SUMMER 2005**

WHAT ARE THE THREE GREATEST CHALLENGES CURRENTLY FACING YOUR BUSINESS?
*Traffic - too congested
*Tolls - cost - too much for contractors - should be more of a discount
*Waste management - expenses and times of collection
*Tourism promotion to aid condo rentals, in face of hurricane heightened awareness
*Quick return of island vegetative look (post hurricane) Are indigenous trees available to shade/canopy Periwinkle as Austrilian pines did
*Quick, affordable access to repair staff (i.e. electricians, plumbers, etc)
*Reach a bigger customer area on the island
*Toll increases have decreased the day trippers & off-season traffic
*Parking at the beach is too expensive - \$2.00/hr is too much
*Recruitment of skilled individuals in carpentry, plumbing and electrical trades
*Paying daily fees to work on the island - Sometimes a multiple of times/day for material needs
*The inability to rent my condo at Snug Harbor (303 Periwinkle Way) for less than one month
*Recovering volume from the after effects of hurricane Charlie and other factors
*5:00 p.m. cut off time for operating equipment
*Bridge toll
*Traffic on and off Sanibel during season
*Insurance costs
*Available manpower
*Material costs
*Too many vacancies in our shopping center
*High cost of advertising
*The city not allowing for a+A120ddditional signage to help with a hidden location
*Resorts that are still closed - lack of rooms for tourists
*Cost of doing business on island - bridge tolls - rent factor - wages higher than in Fort Myers to attract and keep quality employees
*Continuing traffic problems on Periwinkle Way, need to route traffic around Periwinkle Way
*Need of carpenters
*Sub-contractor with license and insurance
*Supervisor with skills
*Quality labor pool
*Transportation costs/traffic
*Labor shortages overall
*Quality of labor available
*Insurance costs - all risk, business, and employee benefit
*Transportation time to and from the island
*Hurricane damage
*Customer traffic/quality of that traffic
*Entry way signage
*Extremely high rent (Dahlman properties)
*Sanibel needs help now
*Keep up with the needs of our customers
*Keeping good employees
*Keeping up with the changing trends
*Trying to compete with unlicensed uninsured tree services
*Rising costs of fuel, supplies, equipment insurance
*Dealing with hurricane cleanup

**CITY OF SANIBEL
OCCUPATIONAL LICENSEE SURVEY
SUMMER 2005**

LICENSEE SUGGESTIONS & RECOMMENDATIONS FOR INITIATIVES THE CITY OF SANIBEL COULD PURSUE TO HELP SANIBEL BUSINESSES
1. Work out agreement with Lee county to lower the bridge toll.
2. Work to expediate the replanting of Periwinkle Way
3. Work to increase acceptance & positive attitude towards tourist and what they bring to Sanibel.
4. Stop recent trends towards density rollbacks & infighting seen in recent elections, get on with positive movement to promote Sanibel.
5. Build the Recreation Center as planned.
6. Get the causeway/bridge repaired asap.
7. Bridge Issues
8. When Periwinkle Way gets replanted please don't close down the road and create detours around the shopping district. The post hurricane detours cost us about thousand a day when the city stopped traffic to take down trees, etc.
9. If toll for cuseway can be lowereed make sure it is advertised by Lee County.
10. pave a frontage road parallel to Periwinkle connecting Tahitian Gardens, Forever Green and Perwinkle Place to helop traffic flow.
11. Make the permitting easier, not enough communication.
12. Get after the County & State to curtail the discharges from Lake Okeechobee.
13. Stop the excessive spending o BMRH housing, the Recreation Center, Payroll packages, etc.
14. Give non-resident condominium owners a voice in our government.
15. Keep road repairs & other work that interferes with traffic control limited to the non-peak season. (May November)
16. Keep Sanibel environmentally responsible.
17. Continue to improve the bikeways.
18. Retain existing business services.
19. Redevelopment.
20. Cut City's operating costs.
21. Develop better relations with County. We have poisoned the waters with the County, we need to be better neighbors.
22. Helping the island become more visitor friendly especially after Charlie.
23. Replanting Vegetation.
24. Reduce overly restrictive parking, etc. regulations in order to allow easier subletting and sharing of space by medical and other proffessionals porvoideing services to Islanders.
25. Nothing, the City does a great job and is very easily accessible.
26. Increase speed limit
27. Decrease toll.
28. Have bridge completed and no drawbridge.
29. Project Sanibel as a destinatin for high-end art.
30. Lots of advertising.
31. Advertise more-only positive-there is to much negative.
32. Advertise Island assets
33. Toll Reduction
34. Don't revise taxes until we have some revenues to cover them
35. Pursue a fair balance of taxation between resident & non resident - it won't be long before the Golden Goose is killed at the way things are going
36. #6 is nuts for crossing bridge, renters , employees & workers are hit the worst
37. Availability & clairification of the various parking beach areas would be helpful to new arrivals
38. Make periwinkle & causeway drive presentable to invite business not evict business
39. To be reasonable with codes & code enforcement

**CITY OF SANIBEL
OCCUPATIONAL LICENSEE SURVEY
SUMMER 2005**

LICENSEE SUGGESTIONS & RECOMMENDATIONS FOR INITIATIVES THE CITY OF SANIBEL COULD PURSUE TO HELP SANIBEL BUSINESSES
40. Overall Sanibel is doing a good job
41. World wide promotion
42. Traffic
43. Clean beaches
44. Begin to re-establish the tree canopy along Periwinkle
45. Have building dept. inspectors "speak with one voice"
46. Advertise city assets - be more welcoming - don't be in the news for law suits
47. Probably keeping the island as "low-key" & natural as possible. That's what we & our renters like about Sanibel
48. Lower bridge fee for transponders. Public user rate doubled from \$3 to \$6 residents and transponders rate went from \$.50 to \$3 (6 times?) Was there never any reserve fund?
49. Make everyone who uses a computer pay the higher occupational license fee - I am paying more because I work on computers - but so does my husband, who owns a retail shop but his license fee is
50. We must solve the traffic congestion problem. Perhaps a park & lock on the mainland with shuttle service to the beaches.
51. An all out effort to bring back tourism to the Island - especially weekly & monthly rentals.
52. Positive attitudes/team work amongst special interest groups
53. Launch major PR strategy to reach both U.S. & International markets for tourists
54. Promote greater diversity in shopping
55. Offer business incentives
56. Lower tolls on bridge
57. Do away with beach charges - this would allow more people to come on Island and this would add more revenue to merchants
58. Parking restrictions - since we are so seasonal 1/2 the time the spots are empty - a corridor of shops & restaurants to attract walkers.
59. We need more full time residents and to attract more tourists - maybe different attractions - more common areas
60. None that you can really help with, until completion of the new bridge.
61. More roads
62. Please keep spending down as much as possible.
63. Assure that Gulf front property can be rebuilt in the event of catastrophic storms
64. Re-examine property assessment to ascertain that some owners are not assessed at a higher, unfair level than others
65. Permitting online
66. Site maps online
67. Develop a Sanibel Business Services Network
68. Encourage installation of fibroptic telephone cable and telecommunications for future.
69. Links available on website to Island business services listing
70. Encouraging consulting businesses will bring more full time residents to the Island that support all.
71. Find solutions to ease traffic and congestion on roads
72. Add more parking at beaches
73. Promote a more friendly attitude towards tourism on Sanibel
74. Reduction of causeway toll in order to bring back local traffic that was lost!
75. Just review the restaurant ads that offer to re-inburse customers toll with an entree! Business is difficult enough on Sanibel
76. Traffic flow on the Island
77. Provide commercial parking facilities

**CITY OF SANIBEL
OCCUPATIONAL LICENSEE SURVEY
SUMMER 2005**

LICENSEE SUGGESTIONS & RECOMMENDATIONS FOR INITIATIVES THE CITY OF SANIBEL COULD PURSUE TO HELP SANIBEL BUSINESSES
78. Chase unlicensed workers off Island
79. Lesson taxes
80. Make houses rentable for shorter times
81. Reach out to the chamber. Embrace the group that fought for the causeway agreement. This is a first good step
82. Better signage
83. Better regulations & "enforcement" of unlicensed contractors
84. Discount tolls for employees that work, but don't live on the Island
85. Recognition that we even exist on the Island (We were not even on the owner help list distributed after hurricane Charlie)
86. Take pressure against the county board and the D.O. T. increase activity at the bridge
87. Get two lanes leaving the island from the corner four way stop all the way over the bridge. Let business owners remodel old buildings without jumping through so many hoops we need to serve our guests in modern efficient facilities.
88. Have a different vegetation competency card for tree trimmers, lawn companies that don't provide landscaping service
89. Maintain those qualities that make Sanibel unique and desirable such as attention to the environment, strict zoning control, and the like.
90. Additional cultural and intellectual events in the area would probably help also.
91. Waiver 1 year renewal license for uninhabitable units
92. Make permitting process less complicated
93. Consider a round about 4 Periwinkle & Lingren
94. Give small business some breaks
95. Promotional campaigns
96. Communicate to the Chamber & its President that people read reports such as the one in the Trib and imagine only the worst! A positive image as to the status of the Island after the hurricane is imperative!
97. Hosting more special events in the late summer would bring more tourists during the summer & increase business revenue.
98. Support live theater
99. Get programs to have workers car pool or public transportation to alleviate the 3 P.M. exodus
100. We need to keep the Australian pines. They make our Island beautiful & unique.
101. Settle dispute with Lee County over causeway rebuild sensibly and with minimum cost to taxpayers
102. Consider some modest interventions to clean beaches during "red tide" occurrences - don't overdo the "natural is best" philosophy. It negatively impacts tourism.
103. N/A I own a condominium unit which I rent out
104. We are a licensed (state) and insured general contractor from Miami. We obtained our occupational license there after the hurricane with intentions of securing work for debris removal & reconstruction. However, we were not allowed to solicit customers in need of work.
105. Reduce (Lee County) city expenditures
106. South Seas at one point successfully lobbies for a special status/program for their workers (who otherwise had been undocumented); could the city do that? (You all should know that a lot of the people hired to do the cleanup after the hurricane were undocumented -did you see the bus loads of Mexicans somebody shipped in?)
107. Could a health insurance co-op be started to help attract workers? Could there be some kind of tax incentive to business owners who live on the island full time (I know it is difficult to address this problem)
108. Cap leases? In reality this is just another way of controlling development which you guys are trying to do anyway

**CITY OF SANIBEL
OCCUPATIONAL LICENSEE SURVEY
SUMMER 2005**

LICENSEE SUGGESTIONS & RECOMMENDATIONS FOR INITIATIVES THE CITY OF SANIBEL COULD PURSUE TO HELP SANIBEL BUSINESSES
109. Lobby the county for free bridge passes for service workers (or whatever type of businesses the community wants to encourage)
110. Last, figure out a way to help the resorts/hotels/business establishments look better & attract more (and if a certain type) of clientele
111. Decide and act upon the difference between buildback and re-development stall tactic Mayor pretends she doesn't know the definitions of the above. If she can't understand she should not be the
112. We have a condo at 1208 C2 Junonia which we rent when we are not using it and is rented through Sanibel 1. We love "our" Sanibel but wish it does not get over loaded - you know money hungry people get what they want & don't always look out for the island.
113. Lower city portion of property taxes
114. Lower bridge tolls
115. Talk to Royal Shell - I'm sure they can help more than I can.
116. Allow weekly rentals of private homes like you do condos and resorts or allow blocking with less than monthly rentals
117. Reduce causeway fees
118. Work with Lee County to get lower cost "multiple use" bridge tickets. \$5.00 is O.K. for day trippers & annual/semiannual passes O.K. for residents but how about 20 tickets or 50 ticket packs for employees & property owners at much reduced cost
119. You gave out phamplets from FEMA after hurricane Charlie. The woman I called laughed when I asked what help was available. If you've worked and saved money/invested you get nothing although I've (my husband & myself) have always paid taxes; federal, state & property.
120. Give a toll coupon to business so people get 50% off toll if spend X-amount of money - do second & fourth Saturday of month
121. Lessen the criteria to aquire a city of Sanibel license for sub-contractors. Current proceedings keep a lot of subs off island and unwilling to come to island
122. You could issue "toll exceptions" for companies on a weekly or monthly basis who must drive into Sanibel to do specific jobs for residents/contracators. We have had to pay toll as much as 4X in one day or more just to do bid jobs that never happened - makes us not want to work on Sanibel. Plus if you forget something and have to go back to the mainland, traffic is a nightmare and you get to pay toll 1-2 more times to get what you need.
123. Really not; it is up to us to work harder to increase our business
124. Public transportation to the Island from Fort Myers for employees
125. Get tolls reduced for employees and visitors
126. Enforce valid vegetation license when working on Sanibel
127. Do not issue an occupational license for landscape tree surgeon, lawncare etc. without first obtaining a vegetation comp card
128. Anyone working on this island should have to have the name of their company in view on their vehicles and proof of license.
129. It would be helpful if subcontractors doing work that does not involve any structural issues be able to permit a job without involving a general contractor ie/ plumbing relocation/electrical modification without increasing service.
130. Workout a discount program that encourages people to work on island
131. We don't like that Sanibel told LCEC to turn off the electricity on the island- we lost all our yogurt plus the ice cream plus toppings and 3 months of preserves, our insurance never would cover us because Sanibel turned off the electricity. How are we to service if this happens again? We can't afford
132. Keep up the good work

**CITY OF SANIBEL
OCCUPATIONAL LICENSEE SURVEY
SUMMER 2005**

LICENSEE SUGGESTIONS & RECOMMENDATIONS FOR INITIATIVES THE CITY OF SANIBEL COULD PURSUE TO HELP SANIBEL BUSINESSES
133. Adjust licensing arrangements to what they were before. There should be no need for two county licenses. Couldn't contractors just send copy of county license and pay the fee?
134. Improving all efforts before & after a disaster
135. Quicker evacuation timing
136. As soon as the storm has passed getting back on the island ASAP is needed
137. Allow larger signage
138. Improve traffic
139. Bad publicity - (Snooty people of Sanibel etc)
140. Lawsuit - In fighting
141. If the city doesn't ease up on small businesses there soon won't be any. And then there will be no tourists because the charm is gone. I think the residents and the officials they elect won't mind seeing the tourists go away. This will ultimately come back to haunt the island
142. If possible speed up the time for permits.
143. Model your license (contractor) process after Lee County. Have someone from Sanibel sit through a session. Lee County was much more time friendly.
144. Miss the pine trees
145. Try harder to keep track of required documentation that we send and then is lost requiring us to take time to resend it. Apparently the offices are understaffed.
146. Build back ordinance.
147. Redevelopment ordinance
148. Periwinkle Way restoration
149. I think the city of Sanibel is already positively oriented toward business.
150. Improve public relations with travel/tourism industry
151. Lower tolls
152. Public transportation system for employees to travel from Fort Myers
153. Reduce toll
154. Provide turn lanes on San-Cap road
155. Reduce the toll on the bridge back to \$3.00
156. Place restrictions on Cheeburger since they do not have 2 contiguous parcels to either reduce their seating, do take-out only, or have delivery & parking restrictions just like those that were placed on Schnappers.
157. Fix the sidewalk before someone gets seriously injured or killed & sues the city
158. All of our business is done outside Florida and internationally - Keep up the good work you are
159. Monitor and remove all unlicensed contractors
160. Require licensed contractors and their employees to bear a sticker on their vehicles to clearly identify them
161. Keep development in check, especially on water front area - Bigger is not always better for long term sustainability
162. Monitor job sites for compliance with codes and laws
163. A Welcome to Sanibel sign at entrance to Sanibel and a please come back sign as you leave
164. Positive press releases in SW Florida fewer negative signs on approach to Sanibel
165. Reduce traffic congestion (in season)
166. Trolley service for day trippers
167. Please have a plan for passes and hurricane re-entry to island. Sanibel just looked stupid last year as well as not being very helpful We currently have 487 pools we service weekly on the island
168. Spend more time on the businesses that support and run the island.
169. Need someone at City Hall that we can speak to when we have issues a direct liason.

**CITY OF SANIBEL
OCCUPATIONAL LICENSEE SURVEY
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LICENSEE SUGGESTIONS & RECOMMENDATIONS FOR INITIATIVES THE CITY OF SANIBEL COULD PURSUE TO HELP SANIBEL BUSINESSES
170. Thank You for a job well done with the hurricane season of 2004!
171. I doubt the city can do much about Mother nature. We appreciate the easing of special event permits. Get the word out that the distruction is remedied and the island is "open for business" Traffic? -- good
172. Decrease bridge tolls
173. Work with chamber in promoting local business from people in Fort Myers and surrounding area
174. Promote businesses that have excellent work history - even though actual business is not located on Sanibel
175. We only do service on HVAC systems
176. Assist w/solutions to above situations - Thank you for your interest
177. Easier bridge access, wider roads for dumptrucks
178. Basically we find Sanibel very accomodating, well marked, easy to find sites with directions given, and courtesy to our drivers. Thanks!
179. When our franchise expired Sanibel was left with no taxi regulations. This is the only city with no regulations. You need fees for permits, driver background check, maintain checks on cars permitted by Coty - You have no control over who is servicing your people.
180. You have changed the licensing process on the island to make all contractors competent in their field, now it must be enforced.
181. Follow up on advertising in local newspapers to make sure contractors don't advertise for services they are not qualified to provide. Also educate residents
182. Need another causeway built around mid island or further north - or maybe Captiva should have its own. The future is now, it needs to be dealt with - roads & bridges are not adequate to handle the growing population
183. Because of your recent changes in licensing and not grandfathering in contractors, after 22 years I refused to renew my license in Sanibel. Maybe you need to re-think that.
184. Either discontinue the requirement of having an occupational license from Sanibel or let me work on Sanibel.
185. Do something with the Sanibel boat ramp - it needs major work
186. Lower the fee for sign permits!
187. We have owned Grooming Salon in three states, Sanibel FI will be our last. We love it here - a city has been a great experience for us.
188. Leave the handymen to go about their business of meeting the needs of the residents of Sanibel. As far as I know there isn't any reason to fix something until it is broken
189. Lower tolls
190. Require all companies comply w/signage & license # on vehicles w/strong enforcement & penalties
191. Good Luck!
192. You are doing Great!
193. Do not join the property appraiser & the toll man to raise prices now - wait for the business climate to improve. We have had major natural disasters don't need man to add to it. Do whatever you can to attract people to come here. If they come they will spend.
194. Advertising the island & its ammenties
195. Develop a more cooperative relationship with county officials
196. Lower parking fees to help take the sting out of the \$6.00 toll
197. It needs to be constantly affirmed that the city supports a healthy business community
198. Allow outside dining without the tremendous expense for permitting and red tape to allow this. It's good for business and good for Sanibel
199. Work with Lee County to reduce bridge tolls
200. Complete bridge & lower tolls

**CITY OF SANIBEL
OCCUPATIONAL LICENSEE SURVEY
SUMMER 2005**

LICENSEE SUGGESTIONS & RECOMMENDATIONS FOR INITIATIVES THE CITY OF SANIBEL COULD PURSUE TO HELP SANIBEL BUSINESSES
201. Mostly in the roll of property management - very little or no Sanibel government could be of assistance. Very glad you are taking an interest and willing to offer assistance.
202. Fight to lower transponder tolls for year round residency and businesses.
203. In season we need a third reversible lane that would change directions between different times of the day. Helping to shorten the line of people leaving island in afternoon, allowing most of the businesses to be reachable on Periwinkle
204. More advertising of vacation location
205. Lower tolls for bridge
206. Host National Television shows NBC Today Show. Tennis or Golf tournaments!
207. Get all the resorts fixed & reopened
208. The problems we're facing aren't just Sanibel it's everywhere and primarily there are so many "loop-holes" in the code enforcement that the legitimate contractors end up paying for things (fines, expired permits, failed inspections, etc.) that the unlicensed workers never deal with because there is no way to make them accountable. Homeowners just want the work done, regardless and licensing/permitting have their hands full with the legitimate work being over seen. I don't know that having people just seeking out these people would be cost-effective. Most or a lot of these guys work Saturday/Sunday when the building depts are closed.
209. We have received many complaints about beach parking rates & bridge tolls.
210. Require any temporary exhibitor to purchase an occupational license to do business on Sanibel like we all do. They take business from us and leave the island. This seems unfair-and during the busiest time of the year-the only time we can make a profit.
211. Please help with the Periwinkle Place flooding problem.
212. Lower taxes
213. Lower the toll & sell bonds to be paid back by revenue from tolls. Use tolls for costs & upkeep of the causeway only, not to fund other ventures.
214. International marketing of the island
215. Restore some sort of tropical canopy over Periwinkle Way - that makes Sanibel unique and inviting.
216. During the major downturn after Charlie, reduce the toll back to \$3.00 to encourage more local traffic onto the island.
217. Advertise that the island is open and ready for business
218. Lower spending & tax
219. Police dept. too fat - cut it
220. Give the business owners a break on the causeway toll. It is difficult enough to get help on Sanibel I think it is fine to charge residents and vacationers but not the business owners.
221. Control Lee County tax assessors particalary after Charlie. Lost 3-4 months of rentals, but no tax
222. Lower real estate taxes
223. Restrict vehicle traffic
224. Help us install a swimming pool
225. Offer a discounted toll rate to contractors that have an active Sanibel license to help hold down cost of doing business there
226. The increase in the toll has been costly but we realize it is necessary for growth. A possible discount program for businesses going onto the island would be appreciated if possible in the future
227. The city of Sanibel is doing a great job
228. Wave weight restrictions during hurricane debris removal off of island
229. Maybe another access to and from the island would help ease the lost time incurred each trip to the island

**CITY OF SANIBEL
OCCUPATIONAL LICENSEE SURVEY
SUMMER 2005**

LICENSEE SUGGESTIONS & RECOMMENDATIONS FOR INITIATIVES THE CITY OF SANIBEL COULD PURSUE TO HELP SANIBEL BUSINESSES
230. I definitely understand the situation with the construction taking place at the bridges of Sanibel, but this affects my business for the extra labor I have to pay for the time my employees are stuck in traffic. And for the moment I don't think there is much to be done by the city of Sanibel but thank you for your interest on how we feel about it
231. All I need from the city is a hurricane pass for myself and hurricane passes for three of my employees, who will transport the other five employees. Last year we returned on Aug. 18 and spent several days clearing driveways and entrance doors.
232. Lower tolls
233. Allow Lee County to proceed with their business i.e. road work. Sanibels governmental input has only cost us millions already. If Lee County wants to alter Periwinkle allow it with little resistance. Why should we spend money to beautify something that doesn't work during season. Thats polishing a turd. Do something that counts.
234. Promote local businesses (lived in Lee County 40 years) there should be promotion
235. Quickly pass very clear and decided laws covering build back to a minimum of current status in the event of a disaster
236. Work with condo association and owners to insure property upgrades are not turned down or lost in red tape
237. Work with chamber to effectively promote Sanibel as a travel destination
238. Expedite causeway construction
239. Continue cleanup from Charlie
240. Decrease the tolls on bridge
241. Protection of property rights even for those non-voting owners
242. Enforcement of existing land development code
243. Start believing that even realtors want whats best for Sanibel - no more development
244. We need to wake up the locals and keep telling them that local business owners "need them". They need to give us a try. They foolishly drive all the way to Fort Myers to purchase the "same" items that they can buy locally at the same retail prices without the added gas/toll/time expenses. They never give Island stores a chance. They need to be educated - 10 extra small sales a day can make the difference of staying
245. Be responsive when we try to improve the property and island. Example, we have called many times re: pepper tree removal from an adjoining absentee home owner. All we get is the run-around, the please leave a message, and no return phone call.
246. Expand support for advertising through Chamber of Commerce or city publicity
247. Removal of all Australian Pines from the island
248. I have no idea - you did a wonderful job making Sanibel look normal and beautiful again
249. Redevelopment plan that will encourage retailers and hotels to invest in their properties
250. It's time the Sanibel Council acted like they want business on the Island, we don't feel like you care if we are here or not
251. Reduce toll for commuters (really reduced)
252. Promote more off-season activities
253. Reduce toll for shoppers or give subsidies to businesses who "validate" to reduce toll expense
254. Keep Sanibel a class act. Keep Sanibel unique. Encourage eclectic business.
255. Limit "T-Shirt" shop/store encroachment
256. Remember that not all businesses are related to the tourist industry. Many of us do work for businesses all over the world by e-mail and telephone. We work from here because we can and still enjoy quality of life that Sanibel offers - don't sacrifice that to tourism interests!
257. Anything that will keep Sanibel, "Sanibel" - do whatever it takes to re+A935tain Judie Zimomral
258. Find ways for the traffic to flow better and faster - perhaps stoplights at key intersections.

**CITY OF SANIBEL
OCCUPATIONAL LICENSEE SURVEY
SUMMER 2005**

LICENSEE SUGGESTIONS & RECOMMENDATIONS FOR INITIATIVES THE CITY OF SANIBEL COULD PURSUE TO HELP SANIBEL BUSINESSES
259. Lower tolls
260. On-Island parking with mass transit along major routes
261. Discount on toll to all trades
262. Mixed use redevelopment retail/residential lack of promotion of Sanibel - negative thought processes "We don't want tourist. Put up bridge". Need to support issues positively - outdoor dining - traffic in season - choose is not bad
263. "Business transponders" that I could purchase for my employees so if & when they quit, I can use them for new employees.
264. Lowering off-season tolls to attract locals (So. Fort Myers) to come out to the island
265. Lower cost of tollway
266. Remove parking fees at beaches, lighthouse, pier - make more friendly
267. Lower property taxes. Where does the money go? Cut costs dramatically if needed
268. I'm selling my rental property after almost 15 years on the island because of restrictions you put on. I can't make enough money to keep it going
269. Need to replace trees along Periwinkle - create the new look image for all who love Sanibel
270. Bridge toll issue - decrease tolls - fund a vacation pass for a week - re-elect commissioners -
271. Fix the beach access walkways - they still look like were in a hurricane
272. Relax code for signs (in good taste) and allowing articles to be placed outside store that relate to the business inside. As in our case, allowing an antique anchor to be tastefully placed outside shop or antique coke signs, etc. Signs to be put on building. Thanks
273. Continue to keep Sanibel the special place it is. Keep liter, dead fish, etc. off beaches. The smell and mess on beaches are a constant complaint from vacationers
274. Try to ease the growing traffic problem. It keeps money spending people away from Sanibel
275. For many years we were allowed to place our honeybees on city property. We are now not allowed to. It would help us out to allow us to have bee yard locations back on city property
276. Get the traffic moving faster
277. Lower the cost of the toll
278. Make one bridge from point A to point B - Get rid of the two islands in between or make them for people who love to camp and fish overnight or weekends
279. Keep the people moving - more public transportation; just too many cars
280. Plant canopy trees - strangler figs, gumbo limbo, buttonwood. Let them grow
281. Get the bridge fixed ASAP
282. We should start with the thought that all people are good
283. Fast processing of permits
284. Everyone was very helpful to me - Thank you
285. E-mail or fax leads
286. Counter act the negative reputation fostered by travel people about Sanibel. i.e. two of my customers ignored the advise of the rep at the Fla. Welcome center just over the border - Don't go to Sanibel - it's a mess from the hurricane
287. We need to find a way to get the county to reduce the toll especially the transponder rates. We must help the county and the entire coast to push the SFWMD to change Lake OK. Release procedures.
288. Rstore Australian Pines
289. Lower taxes
290. My business is near non-existent these days. Traffic, lack of tourist spending money on jewelry. Impossible to get off the island and back on after seeing my goldsmith in Bonita. Tolls. Thank you for taking the time for this survey
291. Tell all hurricanes to bypass Sanibel

**CITY OF SANIBEL
OCCUPATIONAL LICENSEE SURVEY
SUMMER 2005**

LICENSEE SUGGESTIONS & RECOMMENDATIONS FOR INITIATIVES THE CITY OF SANIBEL COULD PURSUE TO HELP SANIBEL BUSINESSES
292. Keep the beaches free of unnatural debris. We love Sanibel, but sometimes the beaches can look a little dirty from cans, etc washing ashore. We love Sanibel and have been vacationing here since the building of the bridge! 1974 I think!
293. I truly resent the fact that, while I am paying an unfairly heavy portion of the tax burden (without any representation in city government), I cannot obtain an "A: parking sticker for my car. This law needs to be changed - or at the very least make one of the parking areas off West Gulf available to "B" sticker holders!
294. Pursue decreasing red tide
295. Visitors have decreased; publicize that island is back open for business
296. Continue to maintain quality of life & limit growth
297. Retain Sanibel's unique character by limiting commercialization & large scale construction
298. By keeping Sanibel as people remember Sanibel from past years. The bike paths are at max now & to allow Billy's Bikes to further clutter them with his segways would be a disaster
299. Council should revisit the 28-day rule and consider it seriously instead of just another irritation
300. The rental rule should be returned to its interpretation of the past - only one rental in every 28 day period. At least that interpretation could be applied during off-season months when full month rentals are rare. If the above change is not made, then rental rules for the "resort area" should be extended to all housing areas. Why favor the big condo complexes which were at one time despised?
301. Start recognizing business people as 1st class citizens. The last election campaign seemed to sneer at them as self-serving outsiders.
302. Find a way to determine the position of non-resident owners who cannot vote.
303. Put pressure on Lee County to lower property taxes
304. Allow weekly rentals
305. We could use more advertising. Currently we have only the local paper and phone book
306. A storage facility would greatly help. We need a place to store equipment
307. Nothing you can do
308. Take over control of the toll bridge
309. Help persuade the tax commission to keep property taxes at current levels for the next 3 - 5 years
310. Anything to promote tourists visiting the island
311. Lower the toll
312. Reduce toll
313. Consistency during the disaster notifying which restaurants are open for business w/hours of
314. Allowing street signage to be put immediately
315. Local radio - TV & news must repeat all info on regular basis - listing as needed
316. Faster turn around time for building permits
317. We would like the city to support our business by not offering a free workout place to visitors to the island (The Elementary School)
318. Continue to promote Sanibel as a destination for visitors via advertising, web sites, visitor info, etc.
319. Better signage
320. Allow us to put tables outside
321. Reduce tolls especially transponders back to what it was
322. A website containing local building code requirements and the date that they were last updated. A Q&A section in that site that is viewed by Sanibel and monitored on a consistent basis
323. Workshops and seminars and marketing to enhance business needs
324. Re-beautify Periwinkle & beaches.
325. Persuade Lee County to reduce tolls for Sanibel daily employees

**CITY OF SANIBEL
OCCUPATIONAL LICENSEE SURVEY
SUMMER 2005**

LICENSEE SUGGESTIONS & RECOMMENDATIONS FOR INITIATIVES THE CITY OF SANIBEL COULD PURSUE TO HELP SANIBEL BUSINESSES
326. The city is doing a good job of assisting owners of businesses and island clean up of the storm damage. You are to be commended for work done by all city departments. My survey arrived 6/20/05 via usps - my issues register - reporting this initiatives arrived June 15, 2005 - seems like my survey & suggestions may be late do to usps. This is being returned same day it arrived via usps
327. Nothing! Stop doing initiatives, stop wasting our taxpayer money on studies that tell us things we already know. Stop wasting our money on these surveys, leave business alone. Let market forces dictate what business services & what doesn't. Let Mr. Brown know that we also don't appreciate his using his position to try to force his neighbor's construction plans.
328. Accelerate permit process so resorts can reopen promptly
329. Work with county to get toll reduced
330. Push for special toll rates for residents & employees in the island
331. More involvement from the Chamber of Commerce
332. Make the drive-up appearance off the causeway better. First impressions are everything! Ours sucks ... Native plants or not, make it pretty and they will come
333. More traffic control personnel (not police officers)
334. Consider left hand turn lanes on Periwinkle - 2 lanes going off island on causeway - Keep up the good work!
335. Hurricane preparation & recovery by the city was outstanding
336. Develop a more cooperative spirit with Lee Co. to expedite bridge construction and relieve excessive
337. Work with county for permission to use two lanes off island in afternoons in season
338. Get resort properties operating at 100% so we get back to normal tourist #'s
339. Insure Periwinkle gets restored to be a significant feature of the island again
340. Campaign against releases of muddy water into the Caloosahatchee from Lake Okeechobee December thru August
341. Get causeway fares lowered
342. Debunk/counteract the myth/perception in the rest of the world that Sanibel was destroyed in the hurricanes
343. Each contractor in each designated field of work should have a designated contact person within Sanibel city government to contact. This would aid in rapid response ability to better serve the community - especially during time of disaster
344. Better beach maintenance
345. Free boat ramp use for propety owners
346. Toll reduction passes @ no cost to obtain
347. Discounts for residents or businesses
348. Weekly rental instead of monthly. Weekly rental brings more money to Sanibel than monthly which I feel would help business
349. Improve bicycle path from causeway done to San-Cap road
350. Pursue tax incentives - real estate taxes - with county and state for absentee owners. We have no say in structure if taxed as non-resident. Condo owners pay an unreasonable share of taxes. Give us a voice with Lee county.
351. Stop the invective about "greedy businessmen"
352. A 2 week rental requirement rather than the current 1 month
353. Lower tolls
354. Lower bridge tolls
355. Reduction in causeway toll to a more reasonable amount
356. Property tax breaks for other than Florida residence
357. Keep Sanibel's low density and promote it for tourism

**CITY OF SANIBEL
OCCUPATIONAL LICENSEE SURVEY
SUMMER 2005**

LICENSEE SUGGESTIONS & RECOMMENDATIONS FOR INITIATIVES THE CITY OF SANIBEL COULD PURSUE TO HELP SANIBEL BUSINESSES
358. Restrict new condo units on island
359. We have a good repore with City of Sanibel Financial Dept.
360. We will no longer service Sanibel until the hours of access for the island changes. You are putting our equipment & employees at risk by asking us to work in the middle of the night. Good luck getting help if a hurricane hits you direct, then we will see about "access hours"
361. Advertise Sanible
362. Lower cost of bridge toll
363. Set up a law that builders or owners shall not receive C.O. without all sub contractors paid in full.
364. Get creative and fix the traffic problem. Don't be close minded and stubborn, for example, if a few traffic lights would totally eliminate the traffic problem, (or some amount of extra lanes) consider it. Think outside your idealistic box
365. Plead for forgiveness and get the damn toll reduced
366. Advertise island
367. Outside cafes & seating
368. Promote island back & better than ever
369. Lower beach parking fees
370. No out of area contractors doing work; (Out of state companies doing restoration)
371. Provide hurricane passes to businesses with occupational licenses issued by the city so that it is possible to be of immediate assistance to Sanibel clients following a hurricane or similar event
372. I am not renewing my occupational license. I have the house up for sale. Expenses are too high to make a profit or even break even
373. Plant heavy vegetation and restore the feeling you used to have driving down Periwinkle. It now looks like a tacky commercial strip with bare walls exposed that were hidden before
374. Replant the two parks on either side of the causeway entrance (one by boat ramp). When you come across before you knew Sanibel was special. That is no longer true. It would be cheaper and more attractive to top remaining Australian Pines instead of removing them
375. We haul construction debris off the island & our trucks only hold a specific amount of weight so a weigh pass from scale would save a lot
376. Enforcement of contractor licenses
377. Allowing two doctors to practice in this location at the same time
378. Amend LOC to make it easier to change type of occupancies (building mobility)
379. Amend LOC to permit businesses to update/modernize/improve parking efficiency/improve appearance without having to go through variance process
380. Make it possible to convert 2nd story commercial space to residential apartments without LOC variance or amendment

**CITY OF SANIBEL
OCCUPATIONAL LICENSEE SURVEY
SUMMER 2005**

LICENSEE SUGGESTIONS & RECOMMENDATIONS FOR INITIATIVES THE CITY OF SANIBEL COULD PURSUE TO HELP SANIBEL BUSINESSES
381. Coordinate w/Lee county - tourism commercials, mailings, ads, etc. to promote Sanibel's serenity, refuge, beaches, etc
382. I don't feel the City of Sanibel has been "business oriented" and has promoted residents over business in the past. I still feel the city could do more to try & get the toll reduced across the board - not just \$1.00 decrease for transponders
383. Allow rentals of all condos for one week minimum
384. Encourage more tourism
385. Promote Sanibel as a permanent year round residence
386. More affordable access to the islands
387. It would be nice if cutoff time for operating equipment was raised to 6:00 p.m. even if cutoff time were just for summer months
388. Obtain better relationship with Lee Co. to work together to lower tolls and especially to figure a better discount program to benefit the businesses with not only customers but the expense incurred with tolls to employees
389. Low or no cost access onto island
390. Establish a designated "Dog Park" or "Dog Beach"
391. Create/enforce guidelines for commercial property owners upkeep of centers
392. The city and the county must realize that we are a tourist destination and address that issue. Be more proactive than reactive - trolley service and off island parking for employees to reduce traffic. Also trolley service around island for tourists and residents
393. Giving a break on the toll cost - even w/transponder - the price is too high - the cost should be "eaten" predominantly by the tourist industry
394. Get the bridge fixed
395. Season gridlock
396. Hope for better county government including one of our residents
397. Lower the bridge toll
398. Market the island to upscale clients
399. Lush foliage hides many businesses therefore signage should be appropriated to read at 40 MPH with many obstructions
400. Need incentives for property owners to continue with "business use" or condos will take over as on Longboat Key where most hotels are disappearing. Sanibel could lose most businesses in 10 years and all shopping will occur off island!
401. Don't cut power any more
402. Find a way to check comp cards and Sanibel occupational licenses before the vendors even go on to the island and enforce compliance
403. Frequent communication between the city and business community
404. Our Baptism by Fire during last year's Hurricane season taught us a valuable lesson. Most of the residents we met were unable to contact their agents or companies during the crisis, and our presence on the Island was their only refuge for information and assistance. We were happy to answer questions and help with claim filing, even though our offices were blown apart and we were working out of trailers and milk crates. Our neighbors next door, Island Management, were particularly grateful for the time and effort we saved them in filing claims and recording information while they spent their time repairing damage and preventing further damage. Our point is that we are here, one of the very few insurance agencies on the island, if the residents of Sanibel need us. Thank you for your interest in our company -

City of Sanibel

Occupational Licensee

Survey

Summer 2005

Presented

August 2nd, 2005

SURVEY BACKGROUND

On April 11, 2005, Sanibel City Council established their joint goals including:

“Create a Small Business Initiative to Protect Existing Businesses and Assist with Recovery”

On June 7, 2005, Sanibel City Council approved mailing the survey to every Occupational Licensee and signed joint cover letter.

RESPONSE RATE

Survey Sample Size 3,417

Number of Respondents 403

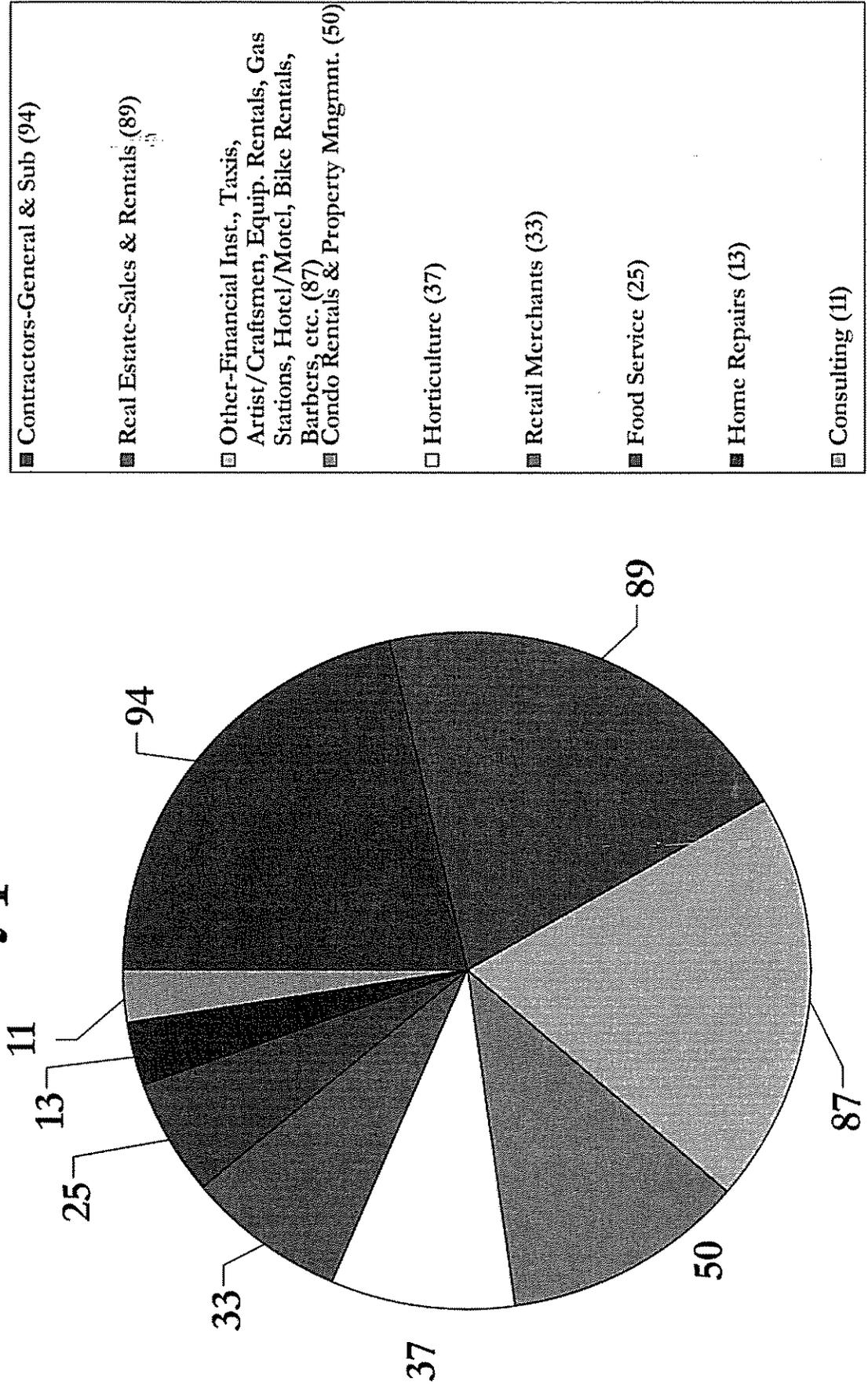
% of Response Rate 11.8%

SURVEY RESPONDENTS TYPE OF BUSINESS

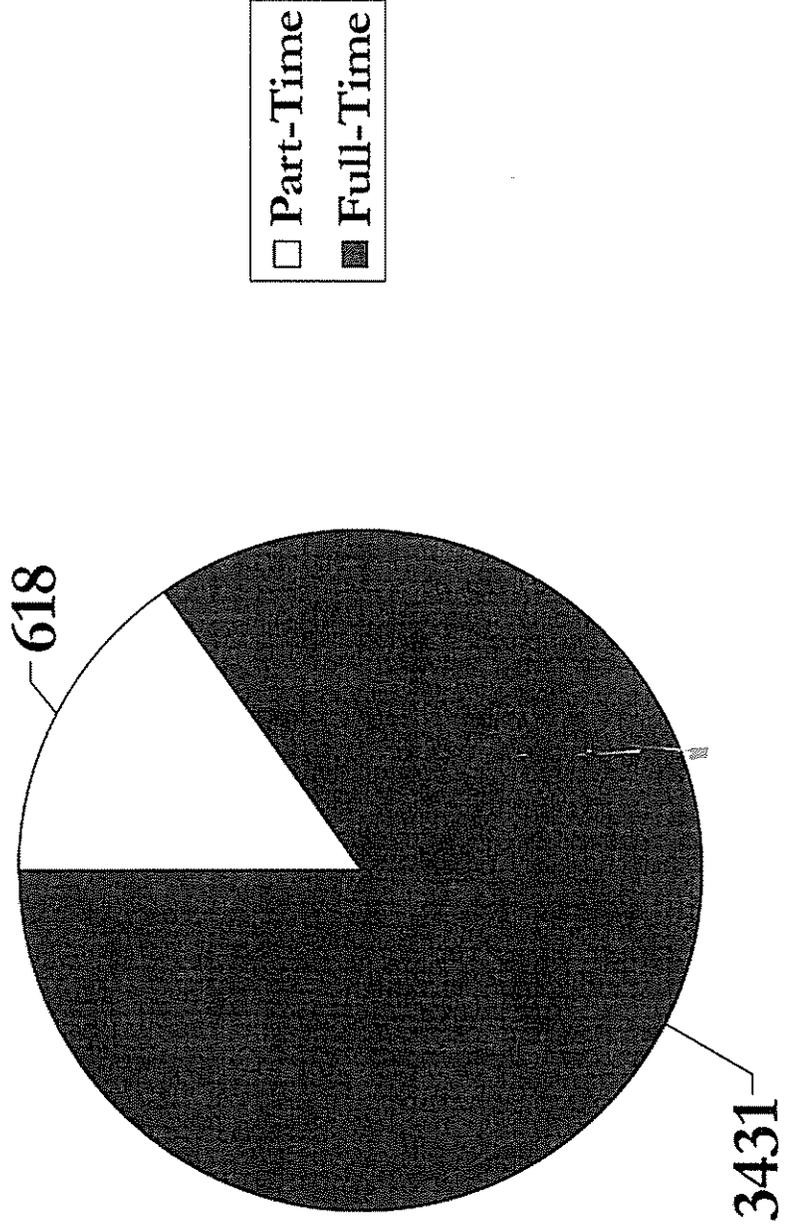
- Real Estate (89)
- Contractors, Sub (63)
- Other (46)
- Horticultural (37)
(Landscaping, Tree Surgeon, Lawn Care, Nursery, etc.)
- Contractor, General (31)
- Other – Condominium Rental (28)
- Property Management (22)
- Retail Merchant (22)
(1,000 sq. ft. or More)
- Food Service—Rest./Carry-out(19)
- Home Repair (13)
(Handyman, Locksmith, Home Watch,
Pest/Critter Control, etc.)
- Retail Merchant (11)
(1,000 sq.ft. or Less)
- Consulting Services (11)
- Health/Medical Services (7)
- Financial Institutions (7)
- Artist/Craftsmen (6)
- Food Service (6)
(Rest. Caterer)
- Other – Hotel/Motel (5)
- Interior Decorator (3)
- Vehicles for Hire (3)
- Gas Station (2)
- Pet & Animal Services (2)
- Recreational Facility (2)
- Beauty/Barber Shop (1)
- Bicycle Rental (1)
- Charter/Commercial Fishing (1)
- Equipment/Machine Rental (1)
- Grocery Store (1)

Survey Respondents

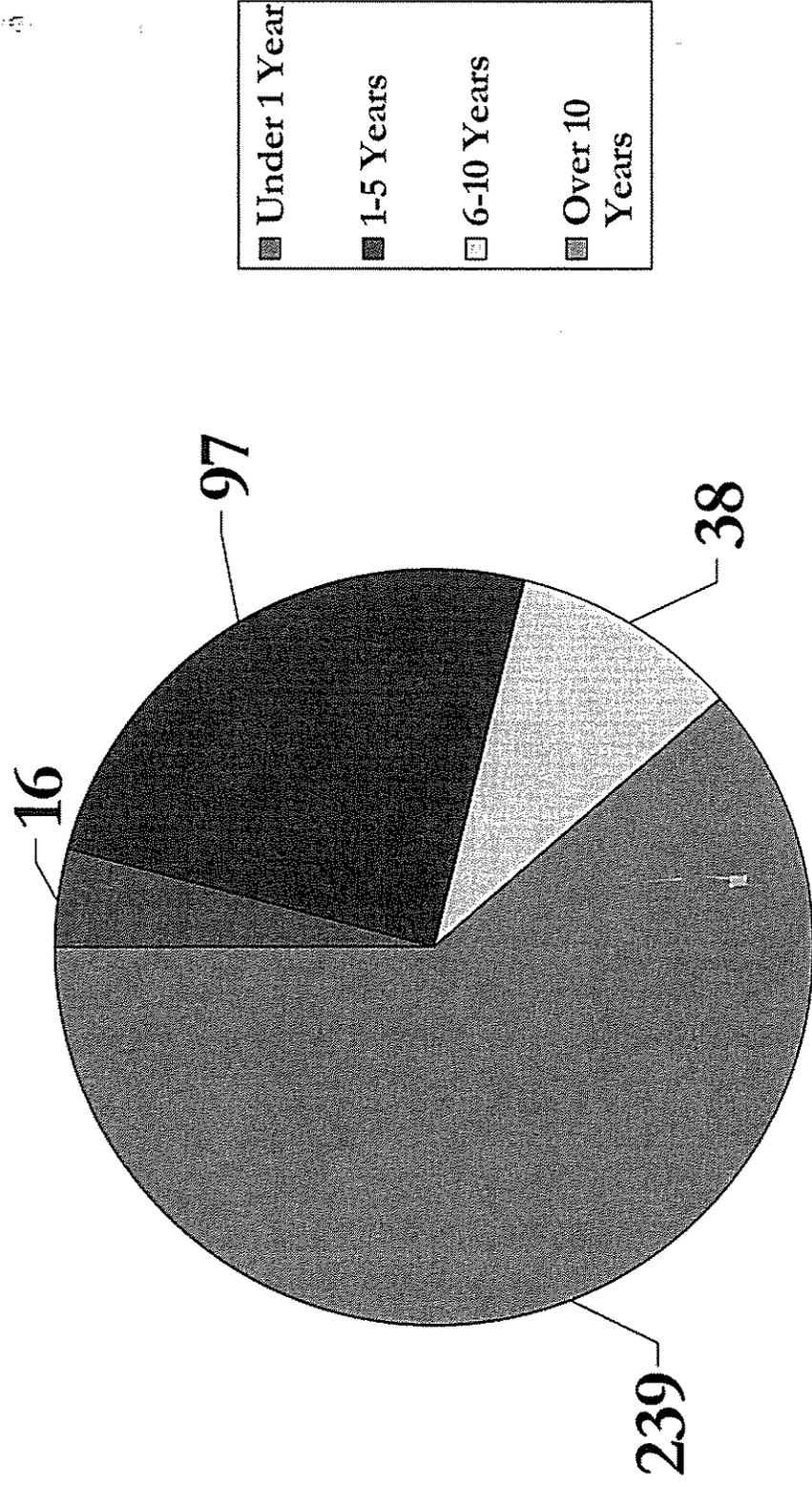
Type of Business



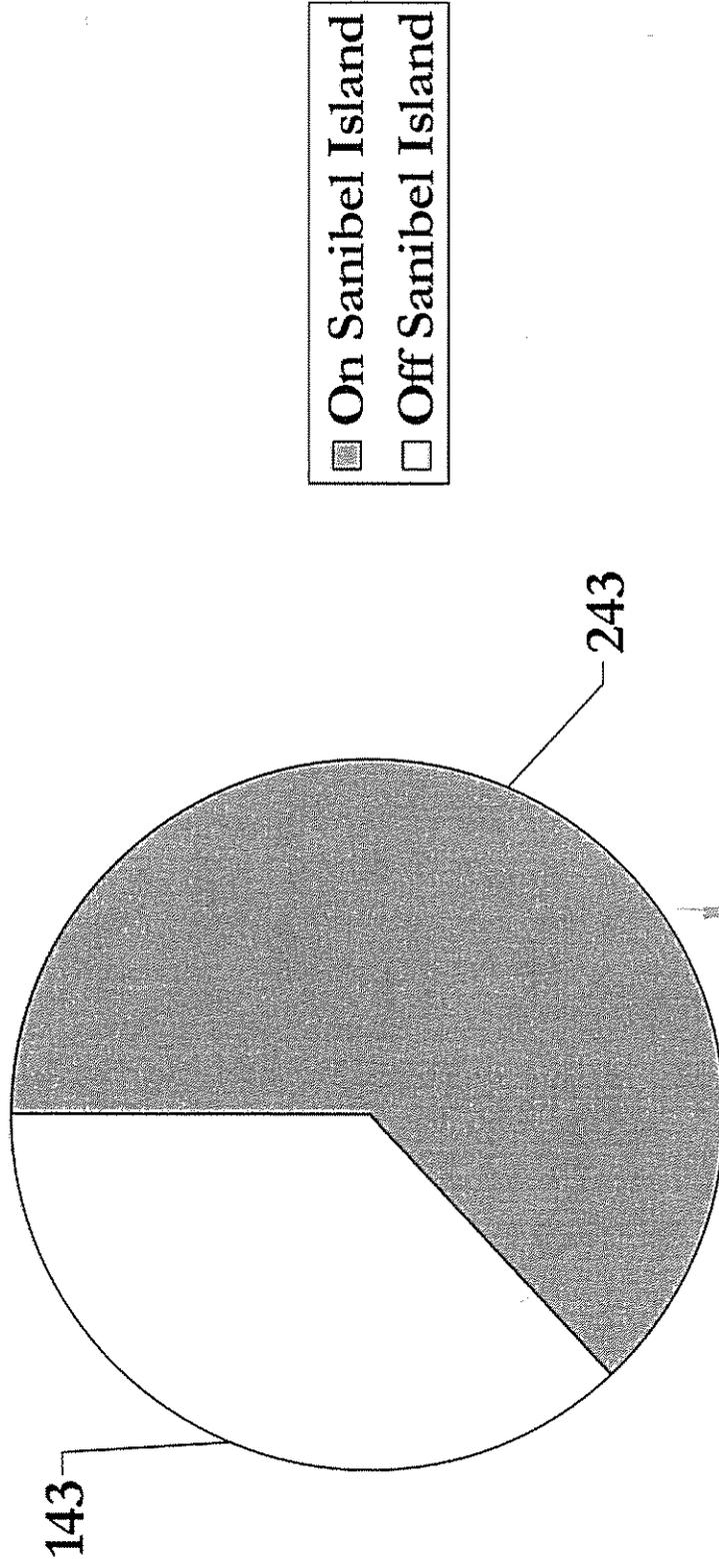
Survey Respondents Number of Employees



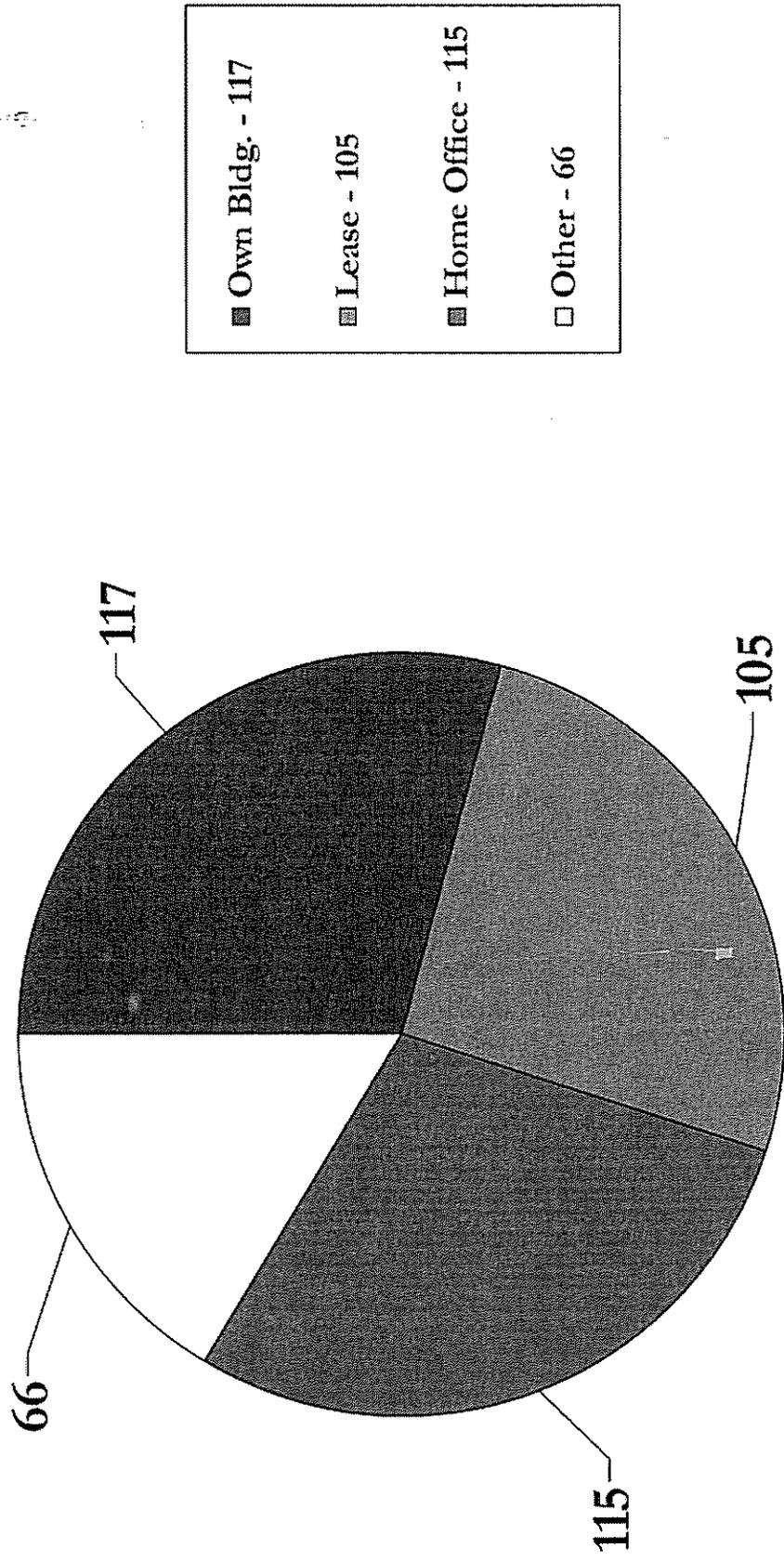
Survey Respondents Length of Time Business Has Operated on Sanibel



Survey Respondents Location of Business Facility

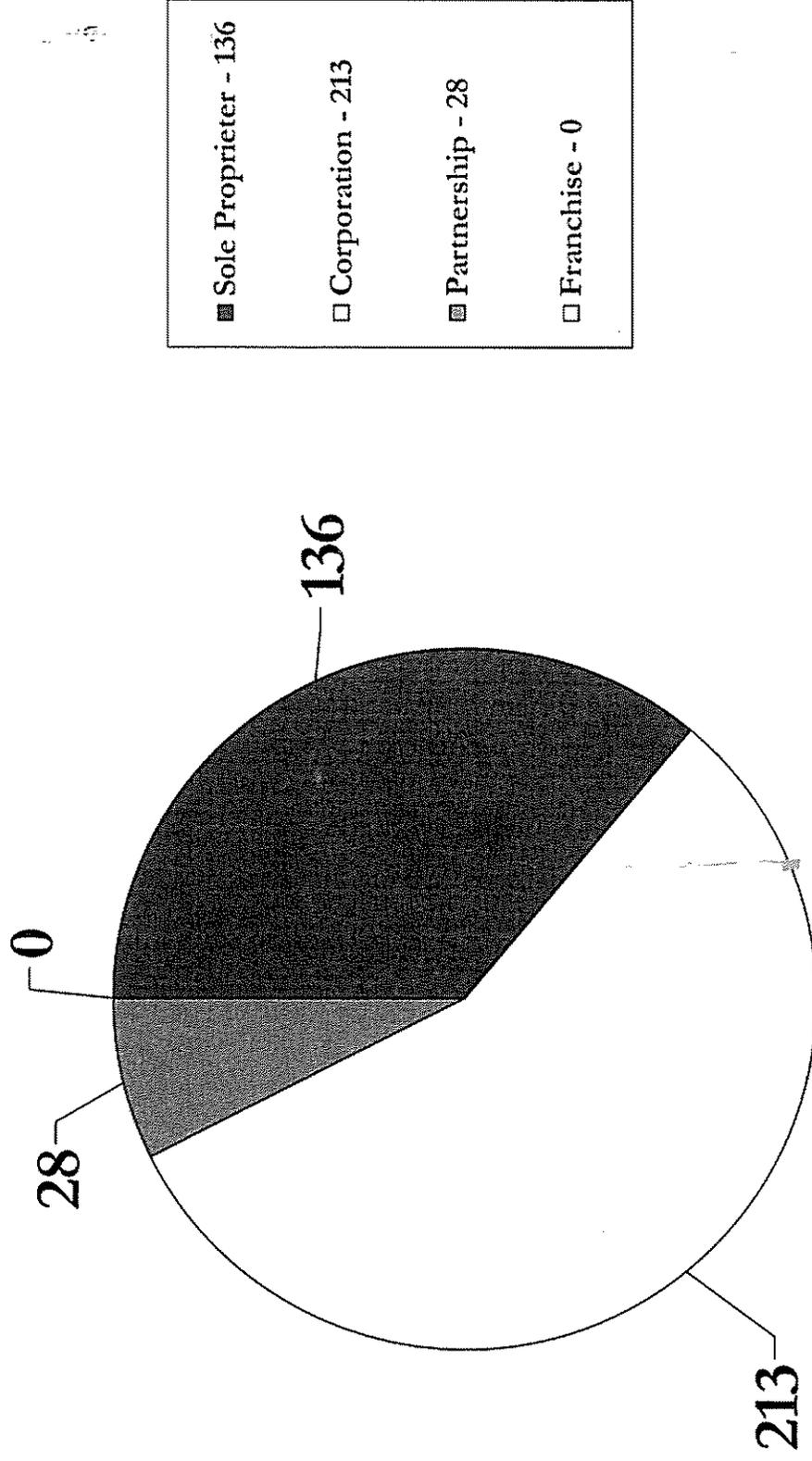


Survey Respondents Type of Facility Business Operates From



Survey Respondents

Business Structure Type



TYPICAL SURVEY RESPONDENT

- Has operated their business longer than 10 years
- Their business is located on Sanibel
- Own the building their business is operated from
- Their business is incorporated
- 8.5 full-time employees and 1.5 part-time employees, including their self

What Are The 3 Greatest Challenges Facing Your Business?

- 116 – Business Support
- 101 – Tolls
- 92 – Employees (Skill/Language)
- 78 – Hurricane/Weather/Resorts
Closed/Promotion/Image/Off-Season Amenities
- 69 – Traffic
- 60 – Modify/Less City Regulations
- 43 – Causeway Construction/Weight Restrictions
- 26 – Competition
- 24 – Taxes
- 21 – Fuel Costs
- 15 – Environmental Issues/Reprioritizing
- 13 – Buildback
- 13 – More City Regulations
- 8 – Other

BUSINESS SUPPORT

- Insurance Costs – all risk, business and employee benefits
- Finding Sub-contractors with license and insurance
- High cost of advertising
- Consistency of telecommunications and reliability for net/internet e-business (Sprint service unreliable, Comcast is better
- Material Costs
- Finding business support services such as accounting and payroll on-island

BUSINESS SUPPORT

- State and Federal Regulations
- Access to high speed copies on island
- Insurance costs
- Bigger facility
- Receivables
- Uncontrollable increasing costs of doing business
(Insurance, wages, benefits, fuel)
- Waste Management – expense and time of collection
- Customers finding lodging

BUSINESS SUPPORT

- Quick affordable access to repair staff and trades (electricians, plumbers, etc.)
- Economic uncertainty
- Getting DSD Drivers to gear up for deliveries
- Freedom from red tape
- Age of building
- Business Management
- Cost to rent or own space
- Increased internet business expense
- Imports

BUSINESS SUPPORT

- Material Availability (quality)
- Keeping up with demand
- Moving company into e-commerce
- Inflated costs for improving property
- Companies misrepresenting the service they provide
- Business growth
- Competition to raise rents – it's impossible
- Insurance costs rising rapidly
- Economy

BUSINESS SUPPORT

- High Manteca costs
- Use of high-tech advertising
- Competitive fair pricing
- The alarming number of retail businesses closing – 30 empty retail shops
- Growth
- Collecting money owed by customers
- Workers compensation costs so high as to not be affordable, so we must stay small
- Generating catering business and meeting revenue from local companies and organizations

BUSINESS SUPPORT

- Keeping repeat tenants
- Shared administrative support for small business
- The quality of concrete is so bad it hardly passes most test
- An employer hiring trades people – paying workman’s compensation, overtime, benefits – trying to compete with independent contractors (1099)
- Competent Sub-contractors
- Worker’s Compensation Insurance
- Time schedule
- Me, Me, Me
- Our age

Suggestions and Recommendations for Initiatives for the City of Sanibel could pursue to assist Sanibel Businesses

- **78 – Lower Tolls**
- **57 – Advertise/Promotion/Events**
- **49 – Improve City Operations and Regulations**
- **38 – Improve Traffic Flow**
- **25 – More City Enforcement**
- **19 – Develop Pro-Business Attitude**
- **18 – Environmental Issues/Lake Release Red
Tide/More Beach Clean-up**
- **17 – City does well**
- **15 – Lower Taxes/Cut City Operations**
- **13 – Replant Vegetation/Periwinkle**

Suggestions and Recommendations for Initiatives the City of Sanibel could pursue to assist Sanibel Businesses

- 12 – Improve Visitor Signage
- 12 – Get Resorts Open from Hurricane Damage/Improve Hurricane Response
- 11 – Redevelopment/Buildback
- 11 – Expedite Bridge Construction
- 10 – Reduce Beach Parking Fees/Provide More Parking
- 9 – Allow more Short-term Rentals
- 6 – Public Transportation
- 3 – Improve County Relations
- 12 – Other

Improve City Operations and Regulations

- **PERMITTING**
 - Fast processing of permits
 - Make permitting easier
 - On-line permitting
 - Site maps on-line
 - Waiver of 1-year license renewal for uninhabited units
 - Make permitting less complicated
 - Lessen the criteria to acquire a City of Sanibel license for sub-contractors
 - Speed-up time for permits
 - Help us install a swimming pool

Improve City Operations and Regulations

- **PARKING**
 - Reduce parking regulations to allow more subletting and sharing of space for medical and other professional services
 - Lessen parking restrictions
 - Provide commercial parking facilities
 - Place restrictions on Cheeburger Cheeburger since they do not have 2 contiguous parcels to either reduce the seating, do take-out only, or have delivery and parking restrictions just like those that were placed on Schnapper's

- **CODE ENFORCEMENT**
 - Be reasonable with code enforcement
 - Consistency in code enforcement

Improve City Operations and Regulations

■ LICENSING

- Develop a different competency card for tree trimmers and lawn companies from landscapers.
- Because of recent changes in licensing and not grandfathering in contractors, after 22 years I refused to renew my license in Sanibel. Maybe you need to re-think that.
- Adjust licensing arrangements to what they were before. There should be no need for two County licenses. Couldn't contractors just send a copy of County license and pay the fee?
- Model your license (Contractor) process after Lee County. Save someone from Sanibel sitting through a session. Lee County was much more time friendly.

Improve City Operations and Regulations

■ SIGNAGE

- Allow larger signage.
- Lower the fee for sign permits.
- Relax code for signs (in good taste) and allowing articles to be placed outside store that relate to the business inside. As in our case, allowing an antique anchor to be tastefully placed outside shop or antique coke signs, etc. Signs to be put on buildings. Thanks.
- Require all companies comply with signage and license number on vehicles with strong enforcement and penalties.

■ OUTSIDE DINING

- Allow outside dining without tremendous expense for permitting.
- Allow outside dining.

Improve City Operations and Regulations

- **OTHER**
- Lobby for special status program for undocumented workers.
- When our franchise expired Sanibel was left with no taxi regulations. This is the only City with no regulations. You need fees for permits, driver background check, maintain checks on cars permitted by City – You have no control over who is serving your people.
- Cap leases
- Allow sub-contractors doing work that does not involve any structural issues be able to permit a job without involving a general contractor (i.e.. Plumbing relocation/electrical modification without increasing service)
- Set-up a law that builders or owners shall not receive certificate of occupancy without all sub-contractors paid in full.
- Allowing two doctors to practice from this location at the same time.
- It would be nice to have cut-off time for operating equipment.

WHY IS THE ECONOMIC HEALTH OF SANIBEL BUSINESS IMPORTANT TO THE CITY OF SANIBEL?

- Small businesses keep profits locally and keep chains out
- Our local businesses offer convenience within walking and biking distances of our homes, and reduces number of trips residents take off-island for goods and services
- There is less pressure to destroy or alter architecturally and historically significant buildings that house thriving businesses
- Local businesses contribute to local community projects and organizations
- City has significant investments in infrastructure that serpentine through our business corridors
- If the property values of businesses decline, the tax burden on residential properties will increase