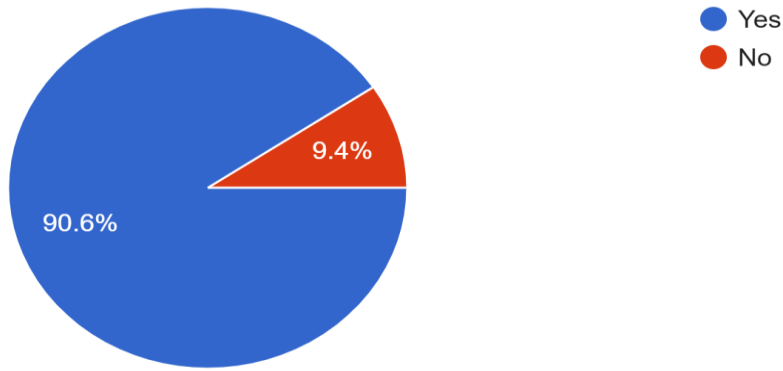


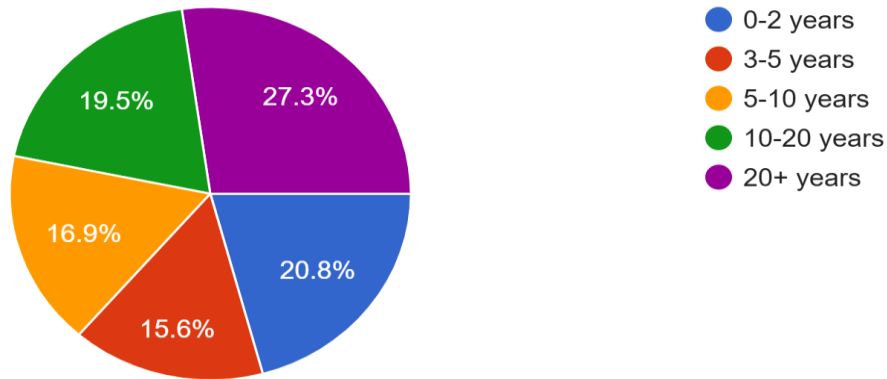
# 1. Are you currently a member of the Milledgeville-Baldwin County Chamber of Commerce?

85 responses



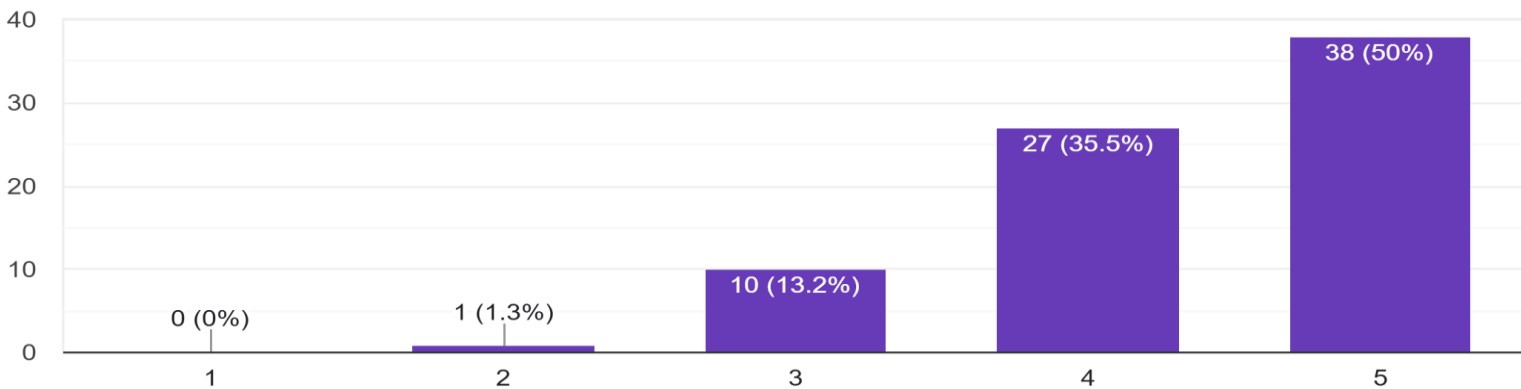
# 2. For Members: How long has your business or organization been a member?

77 responses



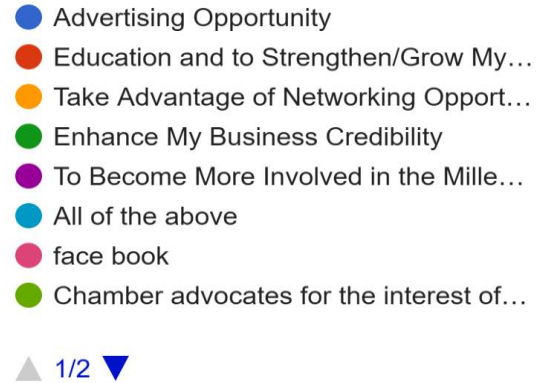
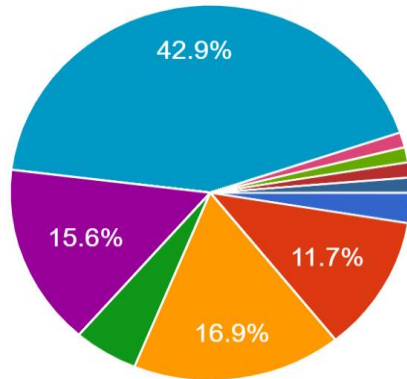
# 3. For Members: How satisfied are you with your chamber membership?

76 responses



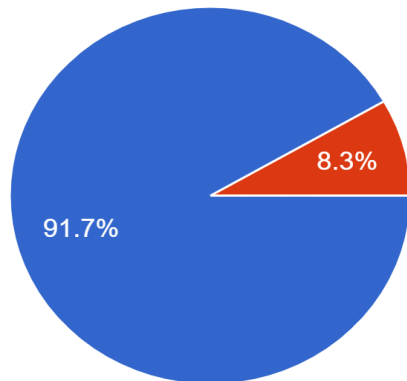
#### 4. For Members: What was your main reason for becoming a member of the Chamber?

77 responses



#### 5. For Non-Members: Has your business or organization ever been a member of the MBC Chamber of Commerce? Members skip to question 8

12 responses



#### 6. For Non-Members: If you were a previous member, what is the main reason for not renewing your membership?

Lack of communication from the chamber

Survival Kit of Phlebotomy Training, Doris Tuft, [dorist@skoptraining.com](mailto:dorist@skoptraining.com)

I do plan to renew this month for benchmark autism

Marketing efforts were not helpful.

business hardship

Sold Business

I was member since 2972. It was always considered an important part of our economic development and other reasons as well. But now i'm 80 years old. Don't get out as I once did.

I didn't have much cashflow in my business. Once it picks up I will rejoin.

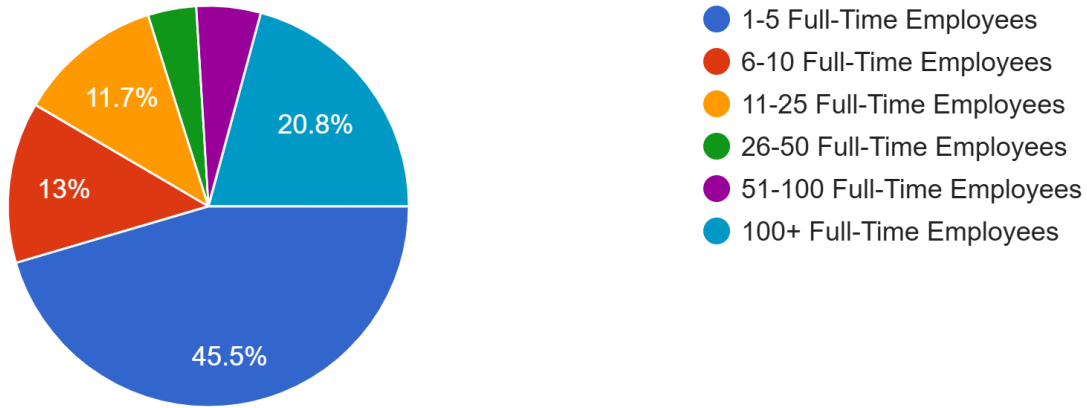
Retired

## 7. For Non-Members: If you have not been a member of the MBC Chamber, what is the main reason for not joining?

I don't get out much. Health Issues. retired in 2010

## 8. What size is your business/organization?

77 responses



## 9. What is the most serious issue facing your business/organization today and what has/can the MBC Chamber do to help you overcome these challenges?

Staffing Issues, build on Baldwin County Job Fair

Industry development

Marketing and getting the word out about our business since we are newer to the area

High claim settlements causing high rates. Right now not a lot can be done.

Lead generation

Proven contractors

Getting more business/customers. Advertising

Visibility

Brain drain/ retention of staff and students in the area

The economy causes my business to be very slow.

Marketing and Advertising

Rising prices and employment pool

growth and training

Advertising

New Business opportunities & Contracts & Data

Inflation is hindering new enrollment. May need to seek grant opportunities for families or set up non profit.

transportation

needs more advertising spread the business

Enhancing Baldwin County's credibility. We appreciate the chamber helping with the ribbon cutting ceremonies and the opportunity to update members periodically.

increase taxes

Community awareness of our business

Advertisement

None

Community leadership / take a community leadership role

Perception, need positive marketing

Local Government. MBC could be more active in governmental affairs to better represent businesses.

In a world where we rely on technology, the chamber helps to bring the community together. Its members are diverse, and we may never cross paths with someone in our day-to-day lives. However, through the chamber, we can meet new people and build relationships that we would not have had the opportunity to otherwise.

Building brand recognition and increasing brand and service awareness

Visibility as we are not a brick and mortar office. Being a member of the chamber gives us the visibility we need.

Baldwin County like any government organization, needs to have a great reputation for being fiscally responsible and responsive to the citizens. The MBC Chamber gives us the opportunity to showcase that.

Have more after-hours ribbon cutting and more social media presence

Inability of county officials to become more proactive when it comes to ways to create a positive business vibe.

Making a connection between education and employment.. We need more business to take part in informing students of their options.

Just continuing to advertise.

N/A

cost of doing business (taxes, insurance, material, wages)

Changing issues and demographics within the community to include limited availability of housing for families, limited job resources and literacy skills. The Chamber should remain neutral when presented with solutions by different groups and help foster an environment of bringing All representation of the community to the table for discussion and solutions to the problems.

Larger office space

I'm not sure that this is the most serious issue, but getting the word out about our improved services and new locations with service availability is something that the chamber could potentially help with. Our local team does a good job of spreading the word and sharing information, but additional help/advertisement is always useful.

finding more Commercial / Ind projects locally & Qualified Employee's

Consumer cost and big box competition; push for shopping small.

The economy

foot traffic/more marketing

Finding quality talent. Work with the Department of Labor and provide educational programs to build quality talent.

Workforce development

Inflation

Staffing

Teacher shortage

I just need to be more involved, but struggle with time.

Staffing-MBC can continue to inform us of what is going on in the Baldwin County communities.

Economy

The biggest issue we face and so do many small businesses is the rising cost of health insurance. The Chamber could not help us because we had only one person who needed health insurance and there was no option available.

Employees

increased government spending, creating a larger tax burden on businesses and individuals

Workforce stability of hourly employees. The Chamber can discuss with schools the importance of teaching honesty, integrity and diligence.

Trying to find new clients

I don't have employees, I have 3 independent contractors. I need to acquire more students so that I can increase my business income.

economy

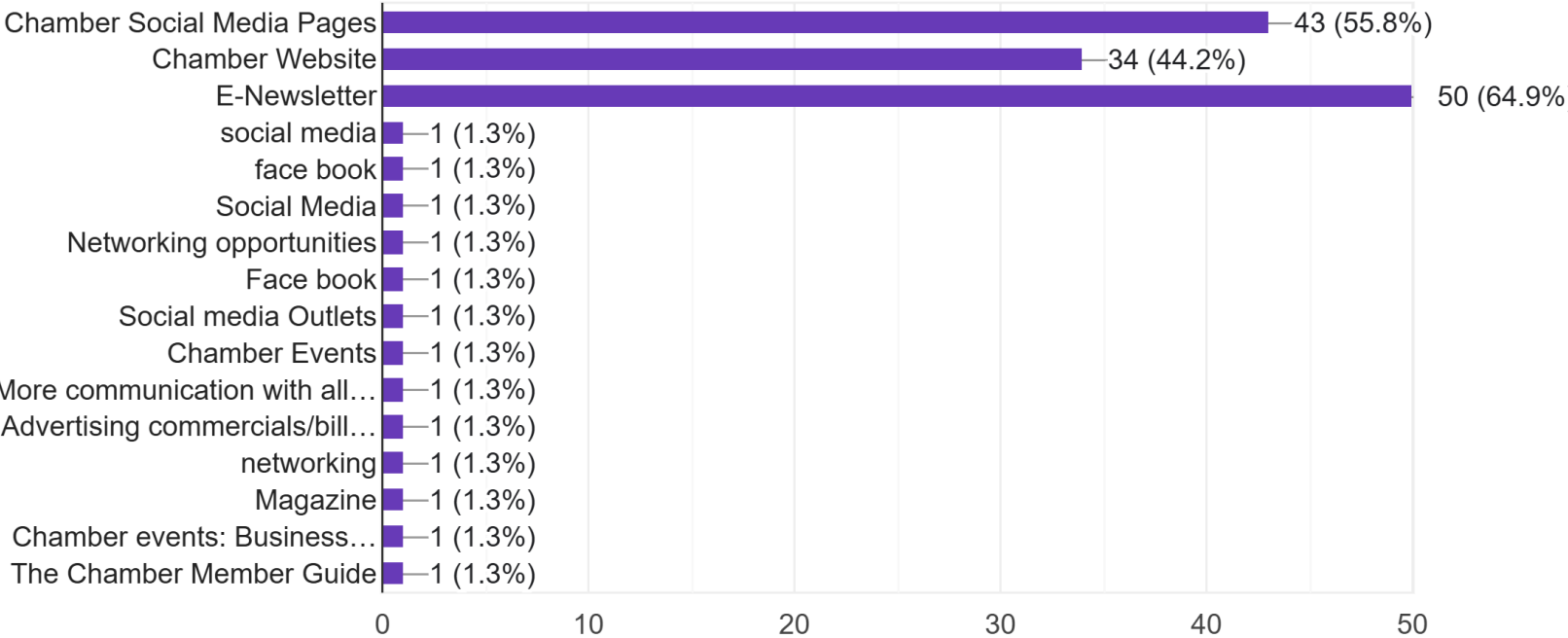
We are a non-profit and having the opportunity to speak about our services in mental and spiritual wellbeing in an educational way to leadership in business would be invaluable. The MBC highlighting the work of counseling and ministry fundraisers for awareness of community services in these areas would be a positive connection for all parties.

employment of trained technicians

Dealing with rising costs and taxes while trying to maintain a productive business. Continuing to provide good opportunities for education/development for local businesses.

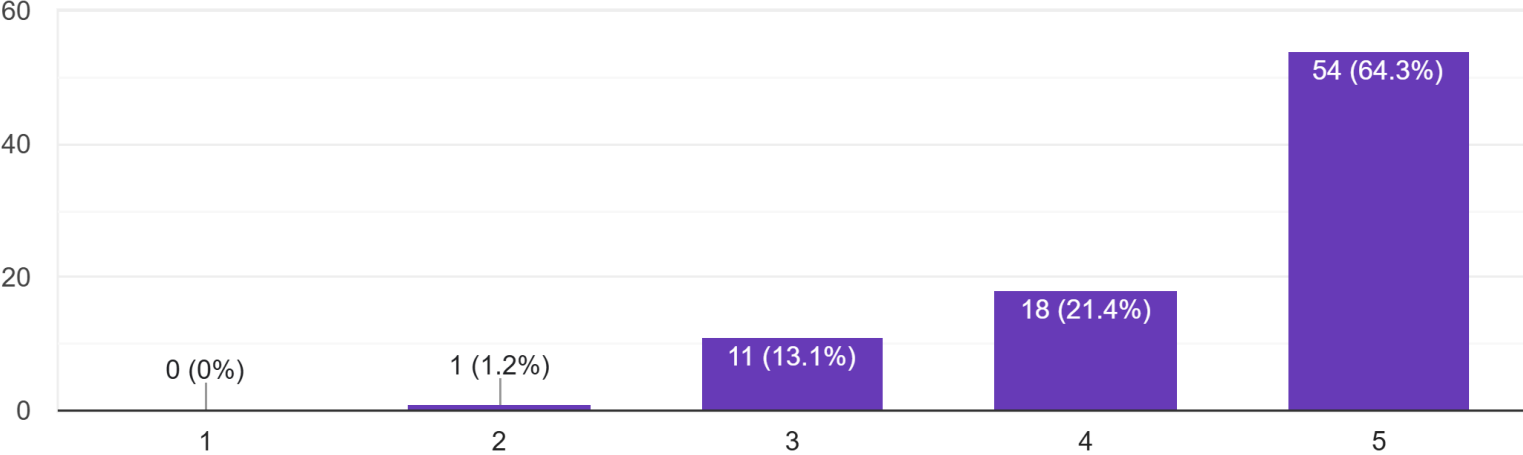
10. Which of the following do you utilize as a business or community resource? Please check all that apply.

77 responses



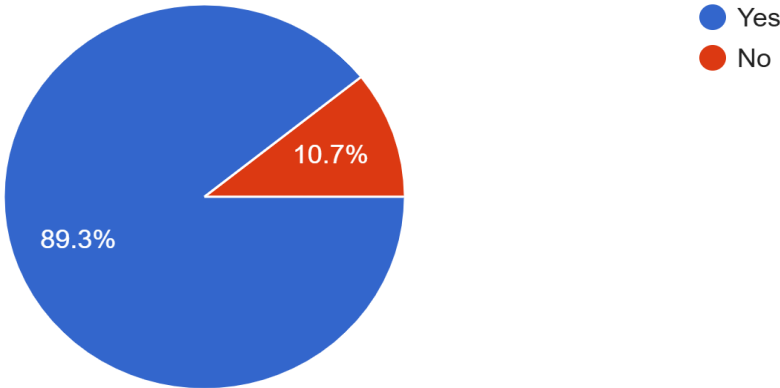
11. How effective is the Chamber's communication in keeping you informed about news, events, and opportunities?

84 responses



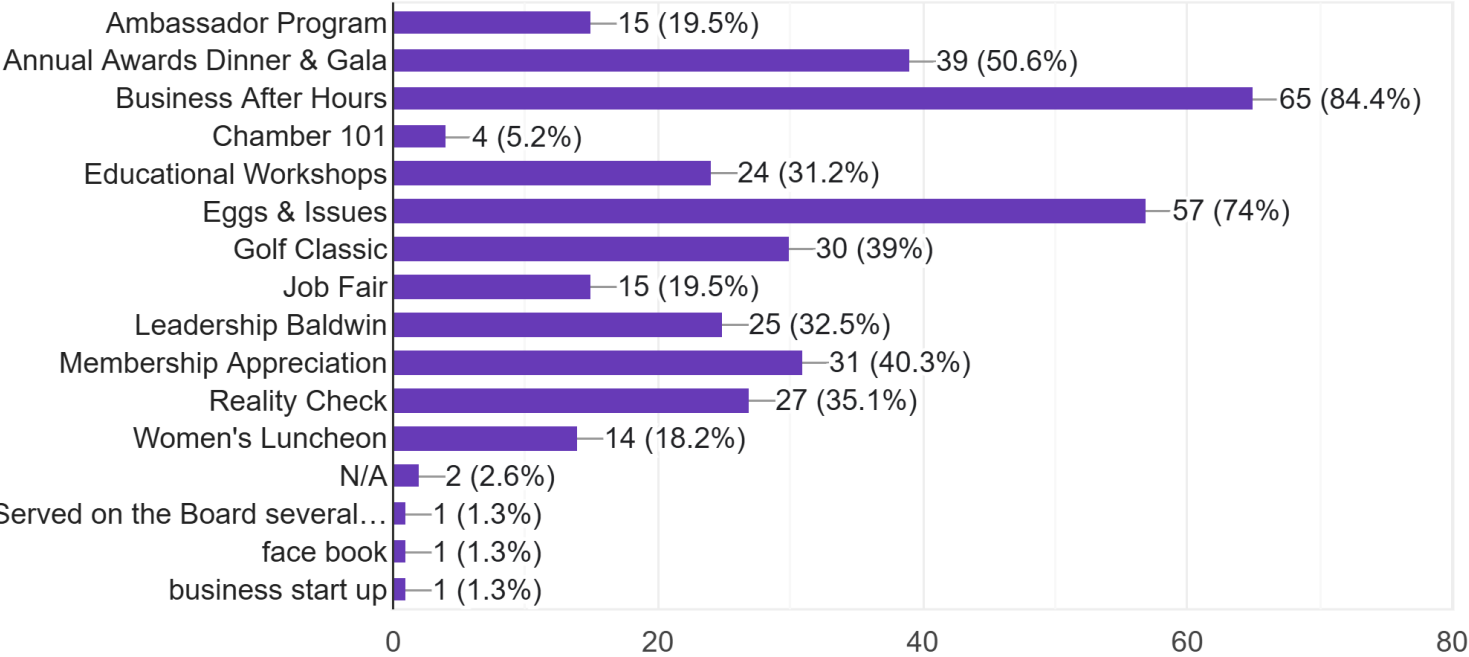
12. The Chamber hosts various events and programs focusing on education, leadership, networking, community involvement, business recognition, etc. ...Chamber events or participated in any programs?

84 responses



13. If yes, which ones? Check all the apply.

77 responses



## 14. Is there anything that can be improved or enhanced at events to make your experience better?

N/A

Social network

None

No

Just keep pressing to get the word out.

More social events would be great, we have talked about something that is more like "speed dating" where members get together and give a 3 minute chat on what they do and how you can refer business to them or what their typical client looks like so we are more aware how we can help one another

I think you all do an excellent job with events.

1.As new business arrive better introductions vs a general meet and great of all members 2. Links to community websites making it easier to advertise and get info 3. Have a "featured member" each month... to describe their business and services.

networking

If networking events had some get to know you games involved of some sort, help to get folks to meet strangers, some way for more forced interaction could be great.

personal communication like phone calls and follow ups to the members of the chamber not just emailing

I have enjoyed everything that the chamber has offered. Keep up the good work!

Would love to be more informed on chamber or community events in which we could actively participate or sponsorship opportunities

Promote CTAE/BCCA events and or activates.

Not at this time.

The events have been enjoyable. I would suggest other options at Eggs & Issues besides the usual breakfast that is served, like oatmeal and toppings, fresh fruit, etc., in addition to the standard breakfast that is currently served.

Programs/marketing have greatly improved with the newer regime of the current President and recent boards.

more minority businesses engagement

You are doing a great job!

Make sure all Businesses know about the group

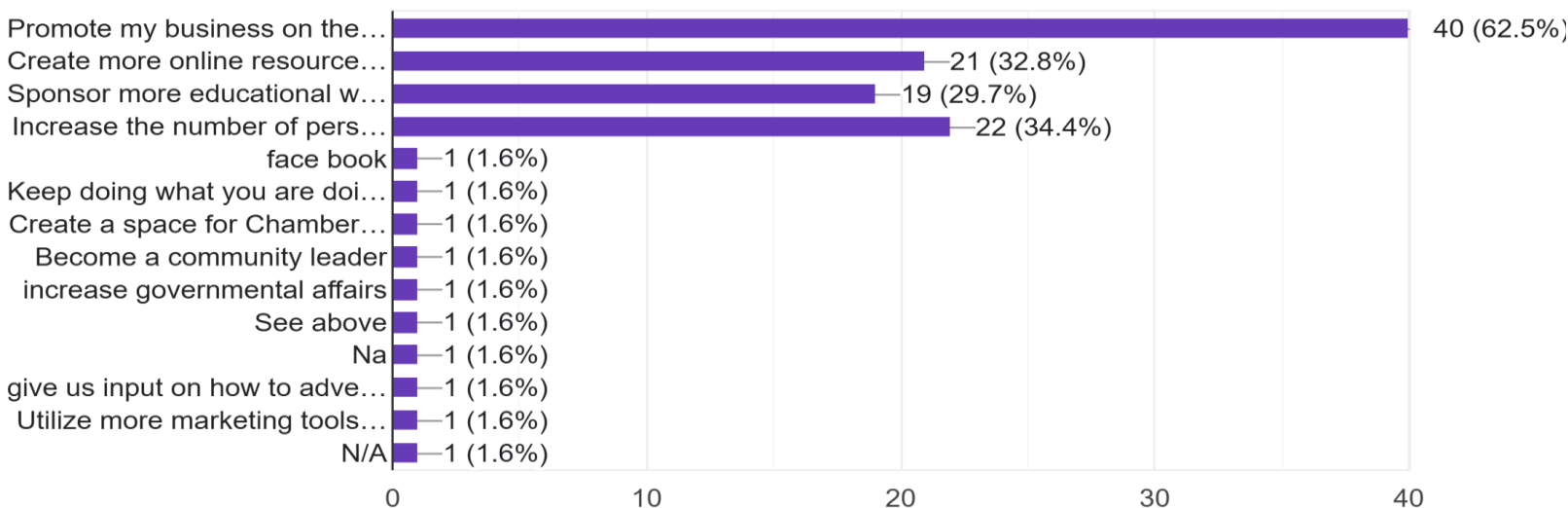
I would love to see events for small businesses

If there are more non-profit businesses in the chamber it would be nice to collaborate with one another and look at a coalition of non-profits that are able to refer, do events together, and offer some support to the world of non-profit business concerns.

The Chamber does a great job! No recommendations at this time.

## 15. What can the Chamber do to increase the value of your membership? Please check all that apply.

64 responses



**16. The Chamber is starting an Advocacy Committee to better represent your business interests. What specific issues or areas would you like this committee to focus on to better support your business and the local business community?**

Shop local. A lot of people ask local businesses for donations. Some of those people do business with an online insurance company. Financial literacy seminars—we could help with this. Tim Kimerling is getting involved with the school system to do this too.

Better specific services for VETS combine with volunteer to address needs

Advertising

Promoting rich history of M'ville

Retention of young people/young professionals

That my business exists

Workforce initiatives

advertising and business promotions

Promote in the community the importance of supporting local businesses. Encourage local government to support rather than hinder growth in small businesses and work to welcome new businesses into the area.

Local government communication to businesses

That my business exists and how it can help the community grow

Let the public know how we are spending their tax dollars.

Put pressure on the city to clean up down town and focus on down town development.

Business and education working together

Education / Infrastructure / Civic Service (Candidate Training)

Working with the city to better provide services

As you know, economic development is crucial for Baldwin County. We need to create a county in which people want to live. this means addressing infrastructure, litter, and blight. We also need to attract family-friendly activities to encourage families to move in and make them want to stay.

New business advocacy, i.e. New to community, best advertising spend based on target audience/customers

Same answer as number 9: Baldwin County, like any government organization, needs to have a great reputation for being fiscally responsible to the citizens. The MBC Chamber gives us the opportunity to showcase that.

Great idea as long as it's diverse in cultural demographics and ethnicity with in our community as as whole

Baldwin is open for business.

Education link to businesses

Anything to do with advertising.

not sure this is a chamber issue, but how to attract and retain larger businesses to our community.

Promote positive things that the businesses provide for citizens in the community.

Children with autism

I'm not sure how to answer this question at the moment. More thought would have to be given towards this topic.

Commercial/ Industrial Business only (no residential) for us!

Beautification (flowers/container gardens at businesses and around community), recycling and litter efforts

focus on the Southside businesses

Small businesses group

Tax burden on businesses and individuals

Infrastructure, city and county management accountability, ease of starting or doing business with city and county, expediency of city and county responses, public school system performance accountability, etc.

N/A

None

Advocacy for mental, Spiritual, and Physical wellbeing for workers always helps business with retention, productivity, and positive work environments. This is where our non-profit could be an asset in profit/bottom line businesses.

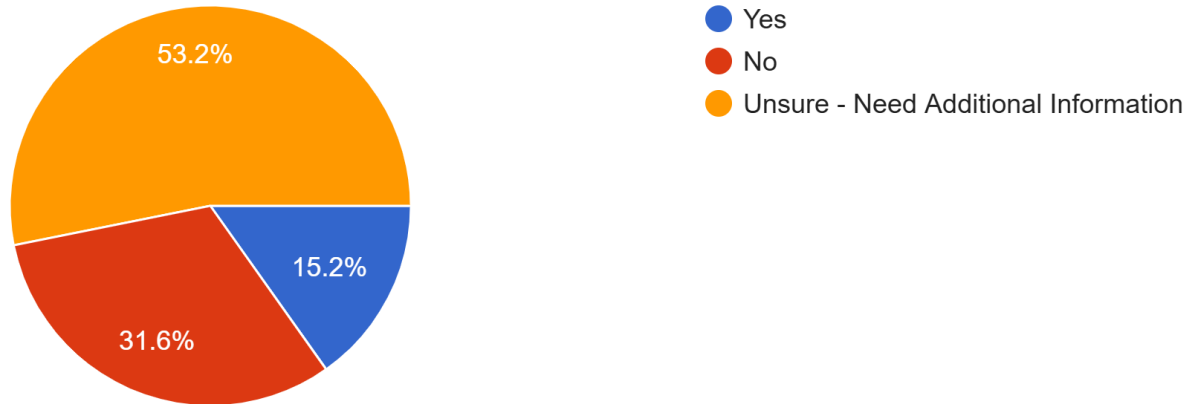
employment

Would like to see better partnerships to develop a more skilled local workforce



## 17. Would you be interested in serving on the Advocacy Committee?

79 responses



## 18. The MBC Chamber is creating a new strategic plan for 2025-2027. What initiatives or priorities would you like to see included in that plan to better serve our members and community?

Assisting local businesses with quality employees. I think every business around struggles with this.

Again, I think you all do a great job of working with the members.

1. Volunteer services 2. Drive growth by attracting new businesses 3. A specific service to focus on starting a business... locations, licenses, how ups power water.... etc.

More emphasis on history

more sidewalks/walkable livable community; increased speaker series with experts from outside milledgeville

Something more for minority business owners

Local government and communication to the public/businesses

Keep doing what you are doing.

See answer to question 16 and 22

Focus on economic development, workforce training, infrastructure enhancement, community engagement, environmental sustainability, small business support, advocacy, and health and wellness initiatives.

Education and workforce small business development

Virtual education options for workshops, chamber 101, etc. For those of us who cannot leave office or have scheduling conflicts.

More community involvement, you already have a great presence but even more would be wonderful.

Keep doing what you are doing.

Growing the Chambers's number by engagement, representing on all social media platforms. Be Social Media Influencers. You have got to give members the above services treatment.

I am really interested in what the community wants and why they want it.

ACT Work Keys

Na

Something similar to the community retreats that took place in the past. Not necessarily out of town but the concept of working together to resolve community issues.

Greater collaboration with community members

Continued or more focus on growing small businesses and entrepreneurs in our area. Assisting businesses or creating an opportunity for businesses to be more actively involved in the community.

if can receive emails on upcoming new contractors and project info on job bid info

more diversity

Consider developing a team that becomes the liaison from the chamber to local government and community organizations who are working to resolve challenges in our community. Maybe this is the advocacy group?

Social Media campaign to get the word out on events and workshops

Bring new business

The same as above

Advocacy, Sustainability

N?A

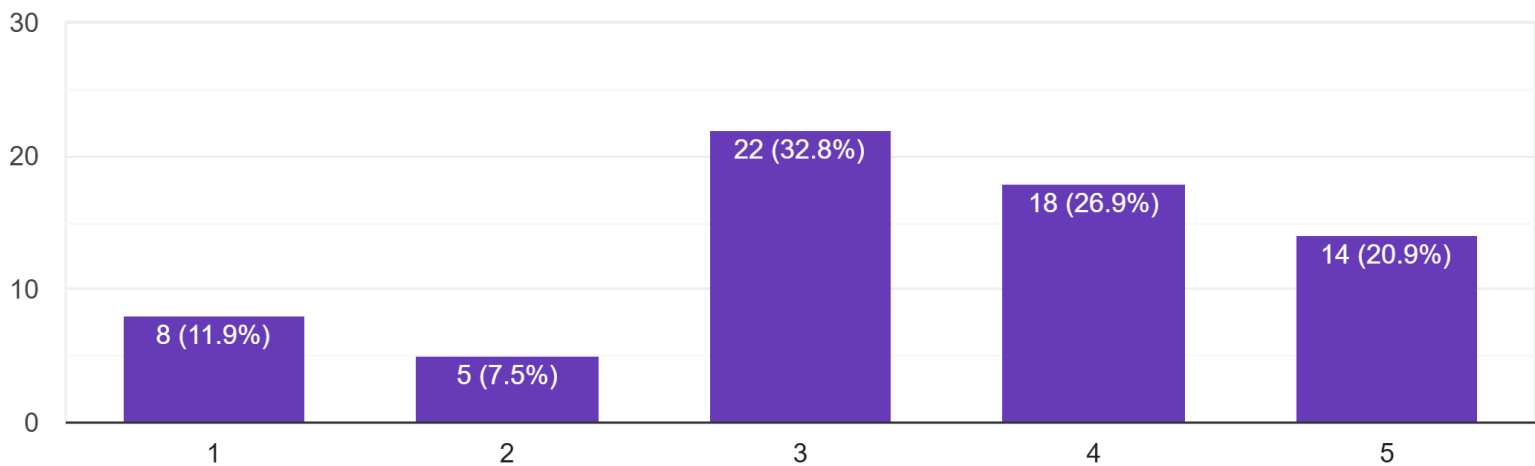
N/A

Community Events, Beautification projects to give a spark of attractiveness for the town we live in to be less depressive and more vital.  
Offer recourses/seminars that help in mentoring, funding, grant writing, and digital marketing.

Not sure of any new initiatives/priorities to recommend.

19. In 2023, we revamped our Ambassador Program, assigning each Ambassador a Chamber member as their buddy for regular check-ins. Did you find this new initiative effective?

67 responses



20. If you rated the initiative as Neutral, Ineffective, or Very Ineffective, please share your suggestions on how we can improve the Ambassador Program.

Keep building on what we are doing, more interactive events to just keep people introduced

No check-ins

Not aware of this program. Melissa may be.

I'm unaware of it.

Na

More than 1 contact

I don't recall assigned to an ambassador

I am not sure who which ambassador we were assigned.

I don't recall anybody reaching out to me.

Not aware who our buddy is / never been contacted

Only had 1 visit in my 36 years as a member.

I Don't recall if someone reached out to us.

I've not seen any feedback or data on your initiative for this project.

do not know enough about it

I'm not sure who our Ambassador is within the program

We have never known who our ambasssdorré

I think people are just busy and being assigned task

I only received emails, no other interaction that I know of..although I am not one that needs any push to believe/participate in the Chamber activities :)

Don't know who our ambassador was?

I am not familiar with this program.

Never really knew who my ambassador was/is.

Not sure we have had an ambassador contact us or come by our business in several years

Not the point of contact

I have not been reached out to by my ambassador.

N/A

Our non-profit, Milledgeville Christian Counseling has not been reached out to in this program endeavor.

## 21. In what ways do you feel the Chamber can have a greater impact on the local community?

I think you already do a good job of this, but continue to build on community outreach

More employer Spotlights so we can learn more about the business - the 100 stops in 100 days is a great initiative

Don't know of anything more than what you presently do.

Above suggestions

y'all are doing a great job - my above comments have covered the areas needed. Maybe some discussion on sustainability and recycling could be helpful.

Have luncheon with same business organization

Continue to promote business and community

Having a business family and friends' day

Keep doing what you are doing.

Network with the 3 colleges in town to create a town forum on each campus to expose students to small / medium business owners & leader. Information is powerful, so networking with the student base could benefit many Chamber businesses.

See answer to question 22 below

Connecting education and business

government affairs

Strengthen relationships with local and state representatives

Keep doing what you are doing.

By initiating the note entries that I've made.

I think we need input from the students who attend school here. Why are they here, what are they looking for, and what would keep them here.

just continue to evolve as our business community needs change

Answered earlier.

Y'all do a great job!

Volunteerism, Hosting Drives to support local organizations and getting business involved in those efforts

Provide discounts on small business marketing tools in some way? A neat bundle of products perhaps, such as CRM, canva/ripl s services, email/text marketing capabilities? Maybe this is already happening but not aware, so if so, more awareness of member benefits?

Continue to offer programs such as eggs & Issues to allow the community to network and work to resolve community issues as a group.

perhaps more volunteer opportunities

Networking and keeping the community informed of new projects, and helping business stay aware of what is happening in the community.

Advocating for our community to outside interests.

Gaining respect of local leaders and being at the table for all issues facing the community as it relates to business community advancement.

Continue current practices

Has the Chamber ever tried to collaborate with nearby towns Regional events such as festivals, expos, parades of celebrations. Is there room to pool recourses for training, infrastructure projects like "beautification and revitalization"? AND economic development and advocacy issues that benefit several small towns?

Work to better educate Chamber members on how to use their Chamber benefits in order for them to find more value in their Chamber membership.

## 22. Any additional comments:

not at the moment

I LOVE THE CHAMBER :) !!!!!!!!!!!!!

I am proud to be associated with our Chamber. The hard work you all put in shows.

Ned to talk about AI and how to use it.

Economic engine is education. A question should be asked of GCSU professors and graduating seniors. What would it take for you to want to live and work in Baldwin county? The answers to the question should give the chamber guidance on how the chamber can have a greater impact on the local community.

Thanks for all you do!

Teh chamber staff are doing as amazing job with the resources available to them!

I believe our Chamber is doing a good job and has many opportunities for our local businesses to network, learn & give back

None at this time

No

N/A

None