## Rough Transcription – Notes from the March 11, 2020, public meeting for Kent County Economic Development Strategic Planning

**NOTE:** This session was slightly different from the preceding two. We focused on strengths and weaknesses and then left time for the audience (twice the size of either of the preceding meetings) to take part in a "dot vote" exercise to select top strategies or issues identified in wall sheets we developed prior to the meeting. The audience was given ten dots and allowed to select any issue they cared about, not only on the special sheets, but also wherever they chose from among the "raw" statements on the facilitator sheets. (The number of votes per item is shown at the end of the line in parentheses.)

#### Strengths

Natural resources (water, land) (4)

Dixon Valve (5)

Washington College (6)

Network/knowledge (one speaker called our population a "brain trust") (1)

Small, entrepreneurial businesses ("personalized, human")

Arts & culture ("creative") (2)

Food

Passion for community (3)

Volunteer opportunities

Welcome (welcoming community)

Wealth of organizations (2)

Strong faith community (2)

(Chestertown is a) green, historic town (green=energy-conscious)

Homegrown businesses, opportunity (1)

Proximity to major metro areas

New 301 connection

Idyllic lifestyle (2)

Good mix of "come-heres" and "natives" ("from-heres") (1)

Aging & wellness innovations in health care (2)

#### Weaknesses

Average age of the population

Food (few restaurant choices) (1)

Venture capital

Lower-income environment doesn't support amenities

Where's our internet & cell service? (5)

Proximity to metro areas – especially Delaware – means lack of shopping

"Does anyone know where we are?" (directional signage; WBOC Salisbury stops short in reporting on sunrise as far north as Kent Co) (1)

People (come-heres) want what they left behind (amenities, shopping, conveniences, services, etc.)

Pushback on progress

ADA compliance (3)

Diversity/inclusion



# Affordable housing (1) Shops close too early ["even on First Friday"] (2) Loss of population

#### Property tax rates

Perceived business climate

Perception of public education system (K-12) (4)

Comprehensive medical care [decline in general hospital services] (2)

Lack of skilled workforce (5)

Low (small) part-time workforce

People come here with money, not to make money [relates to "drive"] (1)

Vacation homes – owners are not supporting the local economy

Increasing poverty & economic distress

Employability does not match the job vacancy rate [drug use was mentioned as part of the problem]

Youth out-migration [and families tend to expect, reinforce this expectation]

Parts of the community may not hold high expectations for education, advancement [of their children;

this gained what was probably the most heated exchange across most of the group]

School/county administration [relationship] with parents, students

Loss of civility (2)

Willingness to ask for help

The two primary sectors of agriculture and manufacturing are not growing jobs as they further automate

Vocational schooling

Declining [ageing] trades providers [also an opportunity] (3)

Community communication ("a secret")

The focus on Chestertown – <u>Kent County</u> is more [written in during the "dot vote" exercise] Lack of public transport (1)

#### THE "DOT-VOTE" EXERCISE

**NOTE:** The wall charts presented ideas and strategies for focus and development gleaned from the preceding two public meetings, supplemented by ideas offered by EDC members in a brief survey that was a part of this early scoping phase. The statements as presented were refined, edited, and categorized by the facilitator for the three sessions, Elizabeth Watson of Heritage Strategies, LLC. (The number of votes per item is shown at the end of the line in parentheses.)

#### A. Raw vote:

#### BUSINESS ATTRACTION, BUSINESS RETENTION

[Written in: Business attraction: Arts & culture](1)

- 1. Business attraction: Agriculture and ag industries (5)
- 2. Business attraction: Boating industry
- 3. Business attraction: International business
- 4. Business attraction: Market the fiber optic backbone (6)
- 5. Business attraction: Organize "ambassador" teams of local business leaders
- 6. Business attraction: Supply chains for existing manufacturers
- 7. Business attraction: Support, assist the Chestertown Business Campus (3)
- 8. Retention: Survey to learn how to help existing businesses thrive (5)

9. Retention: Identify key business and industry sectors

#### COLLABORATION AND COMMUNITY OUTREACH

- 1. Collaboration: Closer ties between Chestertown Downtown, Kent businesses (1)
- 2. Collaboration: Community 'negativity' (1)
- 3. Collaboration: Other stakeholders in economic development.
- 4. Collaboration: Communications among business owners
- 5. Collaboration: Business, town connections w/ Washington College
- 6. Collaboration: 'Influence the influencers' in the business community
- 7. Collaboration: Education providers (KCPS, WC, CCC)(3)
- 8. Collaboration: MD Department of Commerce
- 9. Collaboration: Relations between County and towns (6)
- 10. Outreach: Build consensus for the new Strategic Plan once done
- 11. Outreach: Celebrate local business successes (1)
- 12. Outreach: Conflicting ideas of what "success" is (1)

#### COMMUNITY SERVICES, WORKFORCE LIMITS, JOB OPPORTUNITIES

- 1. Community services: Health care (2)
- 2. Community services: Limited transportation access to health care, advanced education (6)
- 3. Community services: Make fiber widely available (10)
- 4. Community services: Make improvements in KCPS, grow student population (1)
- 5. Workforce limits: Housing (4)
- 6. Workforce limits: Small size
- 7. Workforce limits: Training (3)
- 8. Workforce limits: Gap between KC businesses and KCPS (2)
- 9. Job opportunities: Trailing spouses
- 10. Job opportunities: WC grads (1)
- 11. Job opportunities: Young county residents (1)

#### GOVERNANCE, GROWTH, QUALITY OF LIFE

- Governance: Advocate for Maryland rural hospital legislation [currently in the General Assembly]
   (7)
- 2. Governance: Hire a grant writer for fair share of Federal funds (2)
- 3. Governance: Intra-county governmental communications
- 4. Governance: Local tax environment for business growth, 'double taxation' (5)
- 5. Governance: All county departments should have strategies for economic development (2)
- 6. Prepare for growth: Assess and plan for infrastructure (3)
- 7. Prepare for growth: Assist municipalities with growth plans (3)
- 8. Prepare for growth: Enlarge county zones permitting commercial/industrial (1)
- 9. Prepare for growth: Enlarge county zones permitting residential
- 10. Quality of life: Low-wage environment yet high cost of living (3)
- 11. Quality of life: Racial issues/diversity (6)
- 12. Quality of life: Shopping/amenities (3)
- 13. Quality of life: Small population (2)

#### FROM THE FACILITATOR'S SHEETS:

Strength: Washington College (6)

Strength: Dixon Valve (5)

Strength: Natural resources (water, land) (4)

Strength: Passion for community (3) Strength: Arts & culture ("creative") (2) Strength: Wealth of organizations (2)

Strength: Strong faith community (2) Strength: Idyllic lifestyle (2)

Strength: Aging & wellness innovations in health care (2)

Strength: Network/knowledge (one speaker called our population a "brain trust") (1)

Strength: Homegrown businesses, opportunity (1)

Strength: Good mix of "come-heres" and "natives" ("from-heres") (1)

Weakness: Where's our internet & cell service? (5)

Weakness: Lack of skilled workforce (5)

Weakness: Perception of public education system (K-12) (4)

Weakness: ADA compliance (3)

Weakness: Declining [ageing] trades providers [also an opportunity] (3)

Weakness: Shops close too early ["even on First Friday"] (2)

Weakness: Comprehensive medical care [decline in general hospital services] (2)

Weakness: Loss of civility (2)

Weakness: Food (few restaurant choices) (1)

Weakness: "Does anyone know where we are?" (directional signage; WBOC Salisbury stops short in

reporting on sunrise as far north as Kent Co) (1)

Weakness: Affordable housing (1)

Weakness: People come here with money, not to make money [relates to "drive"] (1)

Weakness: Lack of public transport (1)

#### **B. Sorted:**

**NOTE:** This exercise captured what one group of about 25 people thought were the most important considerations for the strategic planning process, influenced by one group discussion of about an hour preceding this exercise. Since there were so many choices as listed above, and so few people, even a single vote provides an interesting indicator or snapshot from the group's thinking. (Note that within each vote total, the items are listed alphabetically. They are numbered within these groups to enable discussion.)

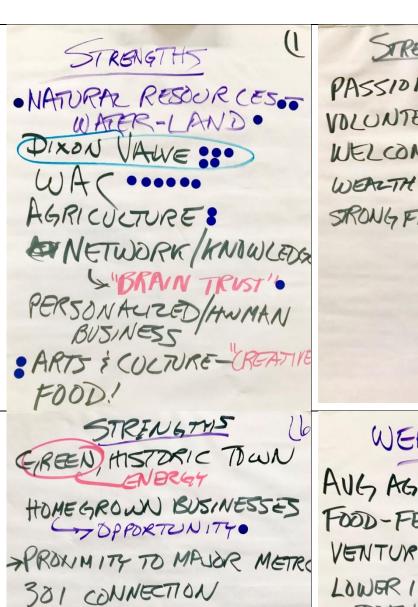
1. Community services: Make fiber widely available (10)

Business attraction: Market the fiber optic backbone (6)

Weakness: Where's our internet & cell service? (5) [Total of 21]

- Governance: Advocate for Maryland rural hospital legislation [currently in the General Assembly]
   (7)
- 3. Community services: Limited transportation access to health care, advanced education (6) Weakness: Lack of public transport (1) [Total of 7]
- 4. Collaboration: Relations between County and towns (6)
- 5. Quality of life: Racial issues/diversity (6)
- 6. Strength: Washington College (6)
- 7. Business attraction: Agriculture and ag industries (5)
- 8. Governance: Local tax environment for business growth, 'double taxation' (5)
- 9. Retention: Survey to learn how to help existing businesses thrive (5)
- 10. Strength: Dixon Valve (5)

- 11. Weakness: Lack of skilled workforce (5)
- 12. Strength: Natural resources (water, land) (4)
- 13. Weakness: Perception of public education system (K-12) (4)
- 14. Workforce limits: Housing (4)
- 15. Business attraction: Support, assist the Chestertown Business Campus (3)
- 16. Collaboration: Education providers (KCPS, WC, CCC) (3)
- 17. Prepare for growth: Assess and plan for infrastructure (3)
- 18. Prepare for growth: Assist municipalities with growth plans (3)
- 19. Quality of life: Low-wage environment yet high cost of living (3)
- 20. Quality of life: Shopping/amenities (3)
- 21. Strength: Passion for community (3)
- 22. Weakness: ADA compliance (3)
- 23. Weakness: Declining [ageing] trades providers [also an opportunity] (3)
- 24. Workforce limits: Training (3)
- 25. Community services: Health care (2)
- 26. Governance: All county departments should have strategies for economic development (2)
- 27. Governance: Hire a grant writer for fair share of Federal funds (2)
- 28. Quality of life: Small population (2)
- 29. Strength: Aging & wellness innovations in health care (2)
- 30. Strength: Arts & culture ("creative") (2)
- 31. Strength: Idyllic lifestyle (2)
- 32. Strength: Strong faith community (2)
- 33. Strength: Wealth of organizations (2)
- 34. Weakness: Comprehensive medical care [decline in general hospital services] (2)
- 35. Weakness: Loss of civility (2)
- 36. Weakness: Shops close too early ["even on First Friday"] (2)
- 37. Workforce limits: Gap between KC businesses and KCPS (2)
- 38. Business attraction: Arts & culture] (1) [Written in]
- 39. Collaboration: Closer ties between Chestertown Downtown, Kent businesses (1)
- 40. Collaboration: Community 'negativity' (1)
- 41. Community services: Make improvements in KCPS, grow student population (1)
- 42. Job opportunities: WC grads (1)
- 43. Job opportunities: Young county residents (1)
- 44. Outreach: Celebrate local business successes (1)
- 45. Outreach: Conflicting ideas of what "success" is (1)
- 46. Prepare for growth: Enlarge county zones permitting commercial/industrial (1)
- 47. Strength: Good mix of "come-heres" and "natives" ("from-heres") (1)
- 48. Strength: Homegrown businesses, opportunity (1)
- 49. Strength: Network/knowledge (one speaker called our population a "brain trust") (1)
- 50. Weakness: "Does anyone know where we are?" (directional signage; WBOC Salisbury stops short in reporting on sunrise as far north as Kent Co) (1)
- 51. Weakness: Affordable housing (1)
- 52. Weakness: Food (few restaurant choices) (1)
- 53. Weakness: People come here with money, not to make money [relates to "drive"] (1)



DYLLIC LIFESTYLE ..

3 NATIVES

HUSTER RIVER

COME HORES BRING \$\$

GOOD MIX OF COME-HERE

AGING & WELLNESS INNOVATION

STRENGTHS

PASSION FOR COMMUNITY

VOLUNTEER OPP'TY

WELCOME

WEATH OF ORG'S

STRONG FAITH COMMUNITY

WEAKNESSES

ANG AGE OF POPULATION

FOOD-FEW RESTAURANTS.

VENTURE CAPITAL

LOWER INCOME ENVIRONMENT

TOBSN'T SVPPIRT AMENITIES

WHERE'S OUR INTERNET;

PROXIMITY TO METRO-DE!

>LACK OF SHOPPING

DOES ANYONE KNOW WHERE

WE ARE? WBOC

WEAUNESSEN PEOPLE WHAT THEY LEPT BEHIND PUSHBACK ON PROGRESS ADA COMPLIANCE. &DIVERSITY/INCLUSION AFFORDABLE HOUSING . SHOPS CLOSE TOO EARLY. LOSS OF POPULATION PROPERTY TAX RATES PERCEIVED BUSINESS CLIMATE PERCEPTION OF EDUCATION

WEAKNESSES

YOUTH OUT-MIGRATION STAMILY EXPECTATIONS

PARTS OF COMMUNITY MAY NOT HOLD HIGH EXPECTATIONS FOR EDUCATION, ADVANCEMENT

SCHOOLADMIN -> PARENTS, SEDENT

LOSS OF CIVILITY ..

WILLINGNES TO ASK FOR HELD

2 PRIMARY SETORS MILL NOT GROW JOBS VOCATIONAL SCHOOLING

### WEAKNESSES

COMPR. MEDICAL CARE ...

· LACK OF SKILLED WORKPORCE LOW PART-TIME WORKFORCE

PEOPLE COME HERE WITH MONEY, NOT TO MAKE \$\$ VACATION HOMES-POR ISN'T SUPPORTING SCONDMY

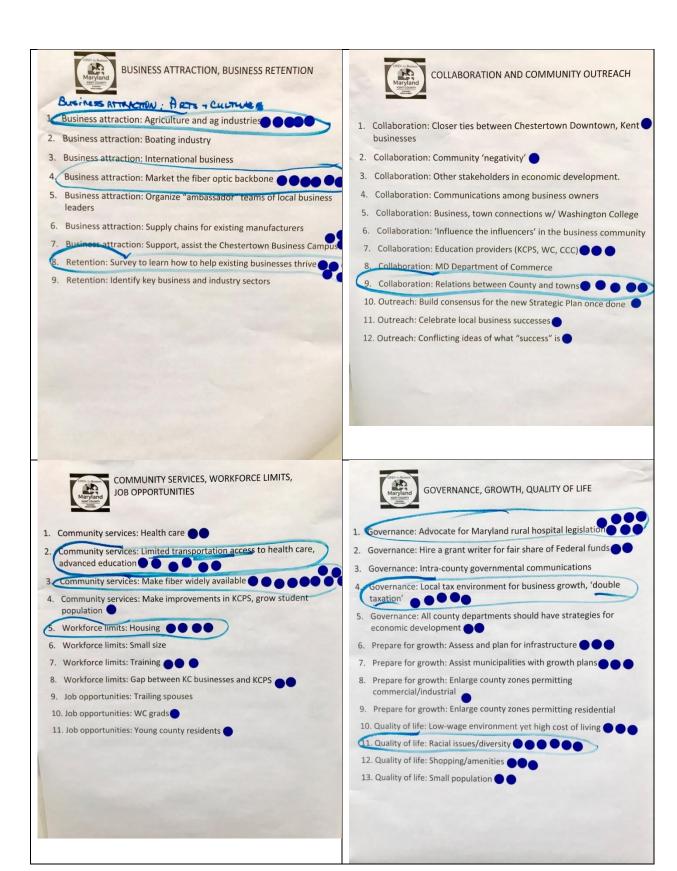
INCREASING POVERTY'S. ECONOMIC DISTREST MOT MATCH VACANG RATE

### WEARN TSSES

PROVIDERS OFF T

COMMUNITY COMMUNICATION "A SECRET"

Focus on Chestertown - Kent County is More. LACK OF PUBLIC TRANSPORT



### **Refined transcription**

(Editor's Note: This is a first attempt at imposing more rigorous categorization and collapse of topics, to be worked out over all three meetings; ultimately, we should create subcategories for Strengths and Weaknesses; this version includes notes from both meetings, 2/26 and 3/4)

DEFINITIONS (https://www.businessnewsdaily.com/4245-swot-analysis.html)

#### **Internal factors**

Strengths (S) and weaknesses (W) refer to internal factors, which are the resources and experience readily available to you.

These are some commonly considered internal factors:

- Financial resources (funding, sources of income and investment opportunities)
- Physical resources (location, facilities and equipment)
- Human resources (employees, volunteers and target audiences)
- Access to natural resources, trademarks, patents and copyrights
- Current processes (employee programs, department hierarchies and software systems)

#### **External factors**

External forces influence and affect every company, organization and individual. Whether these factors are connected directly or indirectly to an opportunity (O) or threat (T), it is important to note and document each one. External factors are typically things you or your company do not control, such as the following:

- Market trends (new products, technology advancements and shifts in audience needs)
- Economic trends (local, national and international financial trends)
- Funding (donations, legislature and other sources)
- Demographics
- Relationships with suppliers and partners
- Political, environmental and economic regulations

S	W	0	Т	Item	Notes
(preliminary analysis)			lysis)	(as stated by participants)	
				STRENGTHS	
S				Great people	
S				Culture – (especially) arts	
S				Rural quality of life	Meeting 2 expressed this as "Quality of life is attractive"
S				Location – surrounded by major markets	Meeting 2 expressed this as "proximity to major sectors and customers, many of which are distance-friendly"
S				Central to the Eastern Seaboard (Maine to Florida)	
W			Т	Heritage tourism	T in terms of demand, changing markets
S		0		Fiber (will promote telecommuting)	
S	W	0	Т	Washington College ((as employer, source of community support and arts & culture, brings new people – students, parents, faculty – source of young employees)	W in terms of less active partnership across-the-board with campus community (although Pres Landgraf's support was mentioned as a positive); T in terms of demand for WC by upcoming generations;

S	W	0	Т	Item	Notes
(pre	(preliminary analysis)		lysis)	(as stated by participants)	
S				Safety	
S				Route 301	
S				Recreation "wonderland"	water, hunting, fishing, boating
S		0		Business zones (enterprise,	
				opportunity, hub – means businesses	
				do not pay personal property tax,	
				among other benefits)	
S				School system investment	
S				K-college ("vertical" system of	Meeting 2 expressed this as
				education)	"Education[al] choices"
S				Hospital	Redundant
S		0		Existing businesses offer models and	
				leadership	
S	W			Small population	
				Planning & zoning promoting	Redundant
				<del>planned growth</del>	
				Fiber	Redundant
				Recreation (especially water)	Redundant
				Location – reasonable distance	Redundant
				Proximity to major sectors and	Redundant
				customers, many of which are	
				distance-friendly	
S				Tourism destination	
				Quality of life is <u>attractive</u>	Redundant
				Low traffic!	Redundant
				Washington College (as employer,	Redundant
				source of community support and	
				arts & culture, brings new people –	
				Students, parents, faculty)	
S		0		Dedicated employers Chestertown, all towns	
<u>S</u>			-	Community pride & loyalty	
S				Citizen engagement	
<u> </u>				Preserved communities & landscape	
٥				- "heritage"	
				Hunting & Fishing	Redundant
-				Education[al] Choices	nedalidant
			-	Education[ai] Choices	
				OPPORTUNITIES	
S		0		Tier One status of county	
S		0		Utilities/infrastructure in good	
				shape, from broadband and natural	
				gas to all others	
L			l	Das to all others	

S	W	0	Т	Item	Notes
(prel	imina	ry ana	lysis)	(as stated by participants)	
		0		Data centers (need to be ready for	
				when H.B. 1339 passes, incentivizing	
				them)	
		0		Upcoming re-zoning	
		0		Focus on supply chains for existing	
		_		manufacturers	
		0		Federal funding	
S		0		Boating	
		0		Federal funds – let's get our fair	
				share with a grant writer	
		0		500 new homes will be sited in the	
				next five years, stimulated by 301	Warrant to also and the constitution both
		0		Small school system gives us control	"need to change the narrative – high
					graduation rate, dual completion [rate] [mean] we are keeping up"
S				Manageable size [community as a	trate) finearij we are keeping up
3				whole]	
		0		Better communications among	
				business owners	
		0		Health care & wellness (digital, new	
				[businesses])	
S				Diversity of talent	
		0		More marketing – [create] educated	
				and organized marketing teams [of	
				business leaders]	
		0		International business links [already exist]	
		0		Minimum wage?	
		0		Advocacy	
S				Environmental education	
				WEAKNESSES	
	W	0		No rail [not quite true, actually, and	
				the reason we still have rail is we	
				have at least one business in need of	
				the service]	
	W			Affordable housing is limited	
	W		Т	Real estate taxes (Kirwan	Real estate taxes in Kent Co are
				Commission for statewide education	already locally considered high (and
				spending requirements, currently	regressive) – a weakness; Kirwan is a
				under discussion in the current	threat (outside our control)
				legislative session, are likely to	
				require greater spending by	
				counties, which would have to raise	
				taxes to cover that spending)	

S	W	0	Т	Item	Notes
(pre	limina	ry ana	lysis)	(as stated by participants)	
S	W			Where is Washington College – do	Redundant
				we have a proactive partnerships?	
			Т	Delaware competes for jobs,	
				businesses	
	W			Workforce limits: small size	[Meeting 2 confirmed that both size AND training are issues]
	W			Workforce limits: training	Training situation is difficult – distance, access, American Jobs Center; businesses are doing training themselves
	W			Distance to the community college	
	W			(Limited) transportation available to county residents (also identified by United Way as a community concern)	
S	W	0	Т	Hospital (like all rural hospitals, threatened by changing economics; but MD is looking at special rural hospital legislation)	Threat only if MD fails to act on proposal during current legislative session
	W			Employment opportunities for trailing spouses	
	W			Shopping/amenities for newcomers (non-rural, unaccustomed to limits)	
	W		T	Tax environment for business growth – the Tax Foundation ranks MD at 43 <sup>rd</sup> ; specific concern mentioned about penalizing Priority Funding Areas (generally, municipalities and their immediate surroundings where growth is desired) with 'double taxation' (where both county and municipality tax for same services)	
	W	0		Aging population of trades providers  Small population – lack of critical mass to provide demand for services and amenities	
	W		Т	Infrastructure limits	(This was unclear)
S	W			Planning & zoning presents obstacles to change (same speaker praised growth management goals)	
	W			Appeal to younger consumers	
	W			No county grant writer, limited resources invested in supporting efforts to get grants	

S	W	0	Т	Item	Notes
(pre	limina	ry ana	lysis)	(as stated by participants)	
	W	0		Fiber is not yet widely available	
	W			Location – distance, limit of the Bay	
				Bridge, "not on the way"	
	W			[Lacking in close-by] conveniences,	
				amenities	
	W			Student body at Washington College	
				is decreasing	
	W			Few employment opportunities for	
				WC grads	
	W			Out-migration [of youth]	
				Untrained workforce	Redundant
				Small workforce	Redundant
	W			Health care	(Losing doctors, practices are
					limited, no urgent care outside
					emergency room)
	W			Racial issues/diversity	
	W			Low-wage environment yet high cost	
				of living	
	W			County-town relations (caused in	
				part by the tax differential issue)	
	W			Intra-county [governmental]	(participant was not specific)
				communications	
	W			Percentage of ag land – limited	
				zoning flexibility, decreased tax	
	\A/			revenue from farmland	Canadially was wind about advantion
	W			Community 'negativity'	Especially worried about: education,
	W		Т	Chestertown is landlocked and has	employment, ability to compete
	VV		'		
	W			much tax-exempt property  Chestertown Downtown community	
	VV			doesn't work with all Kent	
				businesses	
				THREATS	
	W			Conflicting ideas of what "success"	
	VV			looks like – "how do we grow	
				reasonably, in a smart way?"	
			Т	New Bay Bridge crossing to Kent	
			'	County	
				Kirwan (as explained above)	Redundant
			Т	Proximity to Delaware	
			<del>                                     </del>	Tax structure	Redundant
			Т	Climate change – weather	
			T	State of Chesapeake Bay – hurts	
				boating as well as fishing	
			Т	Flooding, erosion	
	l	L	_ '_	1.10041116/ 61001011	1

S	W	0	T	Item	Notes
(preliminary analysis)			lysis)	(as stated by participants)	
			Т	Bay Bridge condition	
			Т	Loss of civility	
				Other Topics	
		0	Т	Role of Maryland's state-level	T because one speaker mentioned
				economic development	that the state could be steering
					possibilities away from Kent (despite
					its Tier One status)
	W			Gap between KC businesses and KC	
				schools (although the school system	
				is organized around ten topics that	
				enlist businesses, fear is that	
				participation from businesses is low)	
				Granting process is a challenge and	Redundant
				needs more attention, investment	
				(other counties, municipalities	
				employ grant writers)	

Proximity to Delaware	
Tax structure	
Climate change – weather	
State of Chesapeake Bay – hurts boating as well as fishing	
Flooding, erosion	
Bay Bridge condition	
Loss of civility	