




Report: Default Report

Survey Status	Respondent Statistics	Points Summary:	
Status: Closed	Total Responses: 94	No Points Questions used in this survey.	Convert to PDF Email PDF Export to Excel
Deploy Date: 01/07/2010	Completes: 81		
Closed Date: 01/08/2010	Partials: 13		

View Questions: < 6 to 10 6 >

1. Select the word that best describes your anticipated business outlook in 2010?

	Responses	Percent
Optimistic: 	16	17.02%
Slow and Steady: 	50	53.19%
Concerned: 	28	29.79%
Total Responded to this question:	94	100%
Total who skipped this question:	0	0%
Total:	94	100%

2. What are your business's major challenges in 2010? (Check all that apply.)

	Responses	Percent
Access to Markets:	27	28.72%
Market Prices:	75	79.79%
Customer Relations:	13	13.83%
Timber Sources:	29	30.85%
Timber Quality:	8	8.51%
Rising Costs:	51	54.26%
Employment -- Finding the Right People:	16	17.02%
Employee Relations -- Managing Employees:	13	13.83%
Government Regulations:	35	37.23%
On-Time Delivery:	4	4.26%
Training:	6	6.38%
Theft Deterrence Program:	8	8.51%
Safety:	21	22.34%
Timber Security:	15	15.96%
If other, please specify :	12	12%
Total Responded to this question:	94	100%
Total who skipped this question:	0	0%
Total:	94	100%

2. What are your business's major challenges in 2010? (Check all that apply.)

Response	Comments
1	Lack of logging contractors at the right time.
2	Poor housing starts Deflated land values
3	Employee retention
4	Customer confidence in the economy. Customer's limited cash available for forestry practices and prescriptions. Less markets for timber than in past.
5	Time management. Figuring out how to accomplish all the work which needs to be done in a timely fashion.
6	H2B work labor
7	1. Availability of credit (lack of) has been one of the factors in the death of my business 2. poor cash flow, largely because material is not hauled to market in a timely manner. I use contract truckers. 3. poor financial management.
8	we are a lender that finances logging operations, 09 brought stress to the industry clients are slowly improving profitability as markets improve which should improve credit quality and credit needs
9	Sluggish demand for many softwood species Hardwood logs in short supply causing price competition that I do not believe is supported by lumber prices
10	Sustainability. The ever increasing interest in bio energy will eventually put a strain on timber resources.
11	Need paper and packaging to rebound in this country.
12	Contractor capacity





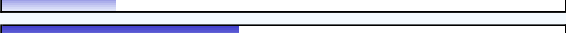

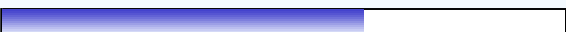





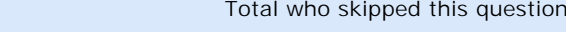
3. In the past year the level of theft and fraud has:

		Responses	Percent
Increased significantly:		6	6.38%
Increased somewhat:		12	12.77%
Stayed the same:		37	39.36%
Decreased somewhat:		3	3.19%
Decreased significant:		3	3.19%
Not Sure:		33	35.11%
Total Responded to this question:		94	100%
Total who skipped this question:		0	0%
Total:		94	100%

4. How effective is your current theft and fraud deterrence program in protecting your assets and employees?

	Responses	Percent
Extremely effective:	4	4.3%
Very effective:	20	21.51%
Effective:	39	41.94%
Somewhat effective:	19	20.43%
Needs Improvement:	11	11.83%
Total Responded to this question:	93	98.94%
Total who skipped this question:	1	1.06%
Total:	94	100%

5. What programs and equipment are included in your current theft and fraud deterrence program? (Check all that apply)

	Responses	Percent
Written Company Policy: 	62	70.45%
Regular Communications Concerning the Policy: 	32	36.36%
Segregation of Duties: 	52	59.09%
Surveillance Cameras: 	44	50%
Theft & Fraud Hotline: 	18	20.45%
Surprise Audits: 	37	42.05%
Load Sheets: 	63	71.59%
Internal Audits: 	56	63.64%
Risk Assessments: 	31	35.23%
External Audits: 	33	37.5%
Employee Training: 	44	50%
Load ID program: 	54	61.36%
If other, please specify : 	8	9%
Total Responded to this question:	88	93.62%
Total who skipped this question:	6	6.38%
Total:	94	100%

5. What programs and equipment are included in your current theft and fraud deterrence program? (Check all that apply)

Response	Comments
1	Automated scaling systems
2	quarterly log count inventories annual pile number changes
3	Surveillance cameras can be employed as needed
4	We are a small consulting forestry firm
5	lock the gate
6	Common centralized payment system for most sites with appropriate segregation of duties and exception reporting.
7	Scale ticket data mining and analysis
8	Do not have a formal theft and fraud deterrence program.

6. What subjects would you like to see included in newsletters in 2010? (Check all that apply)

	Responses	Percent
Security Cameras:	42	49.41%
Red Flags:	51	60%
Auditing Procedures:	34	40%
Case Studies:	55	64.71%
Managing Employee Issues:	11	12.94%
Setting up Security Processes:	27	31.76%
Employee Training:	15	17.65%
Current Trends in Security Equipment and Practices:	44	51.76%
Current Trends in Security Breaches:	38	44.71%
Conducting Security Investigations:	24	28.24%
Representing Your Company in Court:	10	11.76%
Prosecuting Theft and Fraud Cases:	16	18.82%
Security Planning:	24	28.24%
Security and Community Image:	4	4.71%
Security Issues at the Logging Site:	42	49.41%
Security Issues with Truck Drivers:	42	49.41%
Handling Trespass Issues:	31	36.47%
Security Issues at Scale Houses:	33	38.82%
Selecting and Managing Contractors:	19	22.35%
Selecting and Managing Employees:	6	7.06%
Segregation of Duties:	24	28.24%
Image Management during a Crisis:	10	11.76%
If other, please specify :	2	2%
Total Responded to this question:	85	90.43%
Total who skipped this question:	9	9.57%
Total:	94	100%



6. What subjects would you like to see included in newsletters in 2010? (Check all that apply)

Response	Comments
1	Security with sawlog merchandising sales
2	Description of a process that best addresses the issue of a cost effective theft deterrence program. Also one that minimizes the amount of time and personnel required to implement such a program.

7. Are you now or have you been a Dendro Resource Management client?

YES -- Please answer a few more questions to give me feedback on how I'm doing.


NO -- Thank you for participating in this survey. You will be sent directly to the last page and asked for your name and phone number so you can be notified if you are selected to win the \$50 coupon to Bass Pro Shops.

	Responses	Percent
Yes: 	24	27.91%
No: 	62	72.09%
Total Responded to this question:	86	91.49%
Total who skipped this question:	8	8.51%
Total:	94	100%

8. How satisfied are you with the following services from Dendro Resource Management:

	Extremely satisfied	Satisfied	Neutral	Dissatisfied	Extremely dissatisfied	Not Applicable	Total
Customer Relationships:	13(56.52%)	10(43.48%)	0(0%)	0(0%)	0(0%)	0(0%)	23
Response Time to Inquiries:	11(50%)	8(36.36%)	3(13.64%)	0(0%)	0(0%)	0(0%)	22
Ease of Doing Business:	12(54.55%)	9(40.91%)	1(4.55%)	0(0%)	0(0%)	0(0%)	22
Technical Support:	8(36.36%)	9(40.91%)	0(0%)	0(0%)	0(0%)	5(22.73%)	22
Training:	4(17.39%)	6(26.09%)	5(21.74%)	0(0%)	0(0%)	8(34.78%)	23
Consulting Services:	5(22.73%)	8(36.36%)	5(22.73%)	0(0%)	0(0%)	4(18.18%)	22
Auditing:	8(36.36%)	6(27.27%)	4(18.18%)	1(4.55%)	0(0%)	3(13.64%)	22
Representing you in Court Case:	1(4.55%)	1(4.55%)	6(27.27%)	0(0%)	0(0%)	14(63.64%)	22
Theft Investigation:	2(9.09%)	3(13.64%)	5(22.73%)	0(0%)	0(0%)	12(54.55%)	22
Billing Process:	5(22.73%)	7(31.82%)	7(31.82%)	0(0%)	0(0%)	3(13.64%)	22
Pricing Compared to Other Service Providers:	5(22.73%)	5(22.73%)	8(36.36%)	1(4.55%)	0(0%)	3(13.64%)	22
Overall Satisfactor:	8(36.36%)	13(59.09%)	1(4.55%)	0(0%)	0(0%)	0(0%)	22
Total Responded to this question:						23	24.47%
Total who skipped this question:						71	75.53%
Total:						94	100%

9. Comments about our products and services?


	Responses	Percent
Responses: 	6	100%
Total Responded to this question:	6	6.38%
Total who skipped this question:	88	93.62%
Total:	94	100%

9. Comments about our products and services?

Response Response Text

- 1 Our security efforts are strengthened because of the results of the audits conducted by DRM.
- 2 Dendro Resource Management has been great for us, but that Aaron guy is a little on the "aesthetically challenged" side. Just kidding Aaron!
- 3 Good, informative newsletter regarding security issues.
- 4 Overall fairly happy. Only issue I have had is I don't feel like DRM has the ability to quickly respond in surveillance work due to not having local contractors or personnel in the area.
- 5 I am not involved or know about how several of the things listed are handled.
- 6 I know I can count on you to do your job.


10. What operational support do you anticipate needing in 2010?

	Responses	Percent
Responses: 	10	100%
Total Responded to this question:	10	10.64%
Total who skipped this question:	84	89.36%
Total:	94	100%

10. What operational support do you anticipate needing in 2010?

Response	Response Text
1	Camera audits and destination checks.
2	None do to budget constraints Consulting cost out ways percieved gains
3	Specific issue consulting
4	Hard to tell looking forward; always a possibility of a need for help in a certain situation.
5	none
6	N/A
7	In-woods security survelience and associated delivery/payment verification audit.
8	Harvest auditing
9	Surveillance
10	Region wide sit-down and field workshop covering field and document security.

11. What are other products and/or services you would like to see offered by Dendro Resource Management?

	Responses	Percent
Responses: 	6	100%
Total Responded to this question:	6	6.38%
Total who skipped this question:	88	93.62%
Total:	94	100%

11. What are other products and/or services you would like to see offered by Dendro Resource Management?

Response	Response Text
1	Totally satisfied with DRM's efforts.
2	None We have always appreciated the service Dendro Resource Mgnt. has provided Thanks Bob
3	N/A
4	Note: I cannot comment on your billing since I do not see your invoices.
5	Not sure.
6	What do you offer???

12. Please provide your name and contact information so you will be included in the drawing for the \$50 Gift Certificate to Bass Pro Shops. Your survey responses will remain confidential.

	Responses	Percent
First Name: <input type="text"/>	74	100%
Last Name: <input type="text"/>	73	98.65%
Company: <input type="text"/>	72	97.3%
Work Phone: <input type="text"/>	73	98.65%
Email Address: <input type="text"/>	72	97.3%
Total Responded to this question:		74 78.72%
Total who skipped this question:		20 21.28%
Total:		94 100%

12. Please provide your name and contact information so you will be included in the drawing for the \$50 Gift Certificate to Bass Pro Shops. Your survey responses will remain confidential.

Response First Name

- 1 Mark
- 2 Eddie
- 3 David
- 4 Marc
- 5 Allan
- 6 Colin
- 7 Michael
- 8 Robert
- 9 J.
- 10 Bob
- 11 Scott
- 12 Thomas
- 13 gerald
- 14 John
- 15 Tony
- 16 Jeff
- 17 Rex
- 18 Jim
- 19 Andrew
- 20 James
- 21 Michael
- 22 Erick
- 23 martin
- 24 robin
- 25 Ed
- 26 Dan
- 27 glenn
- 28 Roger
- 29 Mark
- 30 David
- 31 mike
- 32 Bill
- 33 Roy
- 34 Terry
- 35 Joel
- 36 Mitch
- 37 mark
- 38 Barry
- 39 Michael
- 40 Roger

41 Cumberton
42 steve
43 Jacques
44 Ron
45 Leland
46 Sean
47 James
48 Jay
49 Howard
50 Scott
51 Mike
52 Glenn
53 Allen
54 RONALD
55 Bob
56 Craig
57 Glenn
58 Jerry
59 Steve
60 Terry
61 kevin
62 Roger
63 Ryan
64 terry peters
65 Jeffrey
66 Larry
67 Bob
68 don
69 DJ
70 Ron
71 Tim
72 Roy
73 Elikia
74 Ross

Response	Last Name
1	Fear
2	Jordan
3	Cothren
4	Pinette
5	Ryder
6	Myerson
7	Newman
8	Luk
9	King
10	Williams
11	Simon
12	McInvale
13	durrence
14	Shea
15	Lyons
16	Carr
17	Woodson
18	Vadas
19	Brown
20	Betzer

21 Wetzel
22 Lariviere
23 Melville
24 jolley
25 Hopkins
26 Cox
27 knight
28 Pluedeman
29 Hafernick
30 Pritchard
31 charnick
32 Heartsfield
33 McGrew
34 Marc
35 Hall
36 Sellers
37 monroe
38 Parrish
39 Besonen
40 Weaver
41 Kent
42 galliher
43 Vaillancourt
44 Heierman
45 Gauron
46 Bennett
47 McKnight
48 Watrous
49 Arch
50 Simon
51 Gaus
52 Osteen
53 Morgan
54 DANIELSON
55 Fleet
56 Kaderavek
57 Knight
58 Poulin
59 Owen
60 Godwin
61 shay
62 Taylor
63 McAvoy
64 Jenkins
65 Hardwick
66 Moore
67 whitehead
68 Aderman
69 Blackwelder
70 Beaulieu
71 McGrew
72 Amani
73 Pritchett

Response Company
1 Weyerhaeuser

2 Jordan Logging Inc.
3 International Paper Co.
4 LP
5 Timber Resource Group Inc
6 Superior Pine Products Co.
7 Foley Timber and Land Co.
8 Forestar Real Estate Group
9 The Campbell Group LLC
10 SSSC
11 Verso Paper
12 Keadle Lumber Enterprises, Inc
13 ORM
14 NewPage
15 GP
16 Weyerhaeuser Company
17 ClearWater Forestry Services LLC
18 Wagner Forest Management LDT.
19 CBRE
20 Richardson, Bell, McLeod & Wetzel
21 Wagner Forest Mgt
22 Melville Forestry Services
23 AFM
24 CLAW Forestry Services, LLC
25 Smurfit Stone Container
26 knight forest products
27 Pluedeman Logging
28 Campbell Tbl'd Mgmt
29 American Forest Management
30 northwoods management
31 Foley Timber and Land Co.
32 Smurfit Stone Container Corp
33 Agstar Financial Services
34 Anderson Tully Lumber Company
35 Sellers Investigative group, LLC
36 anderson-tully company
37 Smurfit-Stone Container Corp.
38 Glatfelter
39 Glatfelter
40 Bowater
41 Weyerhaeuser
42 AbitibiBowater Inc.
43 Sycamore Hill Forestry
44 KapStone Charleston Kraft LLC
45 Forest Investment Associates
46 Louisiana Timber Procurement (Boise, Inc)
47 Temple- Inland
48 Boise
49 Verso Paper
50 Glatfelter
51 Campbell Group
52 Hunter-Wasson, Inc
53 International Paper
54 Grant Forest Products Inc.
55 The Forestland Group
56 Knight Forest Products

- 57 Wagner Forest Management
- 58 AbitibiBowater
- 59 GFER Forestry Consultants
- 60 Temple Inland
- 61 The Campbell Group
- 62 Sappi Fine Paper
- 63 P.H.Glatfelter
- 64 The Campbell Group
- 65 BMB Forestry
- 66 TCG
- 67 Futurewood Corp
- 68 WoodFuel.com LP
- 69 Prentiss and Carlisle
- 70 Smurfit Stone Container Corp
- 71 World Forest Institute
- 72 Timberland Investment Resources, LLC

Response Work Phone

- 1 252 633-7502
- 2 4094293782
- 3 903-796-1690
- 4 207-694-8797
- 5 2077788502
- 6 912 637-5261
- 7 850-371-1295
- 8 706-346-8268
- 9 256-506-3213
- 10 9042775842
- 11 901 356 6197
- 12 706-647-8982
- 13 360-394-0562
- 14 207-369-2615
- 15 404-652-2870
- 16 501-624-8447
- 17 804-785-3333
- 18 207-944-5628
- 19 2062926116
- 20 803-648-4142
- 21 207-299-8914
- 22 814-280-3526
- 23 704-527-6780
- 24 601-917-9221
- 25 843-667-6252
- 26 352-427-3037
- 27 715-891-1901
- 28 936-829-6362
- 29 803-773-5461
- 30 207-668-4199
- 31 (850) 838-2203
- 32 318-245-4730
- 33 715-307-1231
- 34 601-629-6712
- 35 904-206-0209
- 36 601-629-6718
- 37 912-222-9533
- 38 740-772-3681

39 740-772-0865
40 423-336-7992
41 870-286-4367
42 514-394-3252
43 850-510-4154
44 843-745-3125
45 912-312-0117
46 337 462 4079
47 936-829-1366
48 218-285-5768
49 9013566197
50 (740) 772-3477
51 352-498-3380
52 8702466300
53 513-248-6610
54 705 563 3206
55 276-623-2477
56 352-427-3037
57 207 990-0050
58 423-507-7997
59 757 556 5271
60 512-434-5653
61 (870)367-5311
62 207-238-3063
63 715-274-2692
64 740-772-3121
65 205-362-0710
66 850-380-7939
67 662-234-8254
68 715-558-1633
69 (281)484-0052
70 207-732-3354
71 318-245-4730
72 503-488-2133
73 770-354-4374

Response Email Address

1 mark.fear@weyerhaeuser.com
2 paulepp@swbell.net
3 David.Cothren@ipaper.com
4 marc.pinette@lpcorp.com
5 ryder@timber-resource.com
6 cmyerson@superiorpine.com
7 mnewman_ftlc@gtcom.net
8 robertluk@forestargroup.com
9 jking@campbellgroup.com
10 bwilliam@smurfit.com
11 scott.simon@versopaper.com
12 tmcinvale@keadlelumber.com
13 jshea@orminc.com
14 ajl@newpagecorp.com
15 jacarr@gapac.com
16 rex.woodson@weyerhaeuser.com
17 jim@clearwaterforestry.com
18 abrown@wagnerforest.com
19 james.betzer@cbre.com

20 rbmnc4142@bellsouth.net
21 elariviere@wagnerforest.com
22 martin@melforserv.com
23 robin.jolley@amforem.biz
24 ed@claw-forestry.com
25 dmcox@smurfit.com
26 kfp52000@yahoo.com
27 rpluedeman@gmail.com
28 mhafernick@campbellgroup.com
29 david.pritchard@amforem.biz
30 charnick1@myfairpoint.net
31 bheartsf_ftlc@fairpoint.net
32 rmcgrew@smurfit.com
33 terry.marc@agstar.com
34 joelh@andersontully.com
35 sellersinvgrp@gmail.com
36 markm@andersontully.com
37 bparrish@smurfit.com
38 mbesonen@glatfelter.com
39 Roger.Weaver@glatfelter.com
40 kent.cumberton@abitibowater.com
41 steve.galliher@weyerhaeuser.com
42 jacques.vaillancourt@abitibowater.com
43 rheierman@gmail.com
44 leland.gauron@kapstonepaper.com
45 sbennett@forestinvest.com
46 JimMcKnight@BoisePaper.com
47 jaywatrous@templeinland.com
48 HowardArch@BoisePaper.com
49 scott.simon@versopaper.com
50 mgaus@glatfelter.com
51 gosteen@campbellgroup.com
52 allenm@hunter-wasson.com
53 ronald.danielson@ipaper.com
54 bfleet@gfp-inc.com
55 craig@forestlandgroup.com
56 kfp52000@yahoo.com
57 jerry@wagnerforest.com
58 owensb@bowater.com
59 tgodwin@gferforestry.com
60 kevinshay@templeinland.com
61 rtaylor@campbellgroup.com
62 ryan.mcavoy@sappi.com
63 jeffrey.jenkins@glatfelter.com
64 lhardwick@campbellgroup.com
65 bmcmoore@bellsouth.net
66 dwhitehead@campbellgroup.com
67 djaderman@johnsontimber.com
68 rblackwelder@woodfuel.com
69 tjbeaulieu@prentissandcarlisle.com
70 rmcgrew@smurfit.com
71 eamani@worldforestry.org
72 pritchett@tirllc.com
