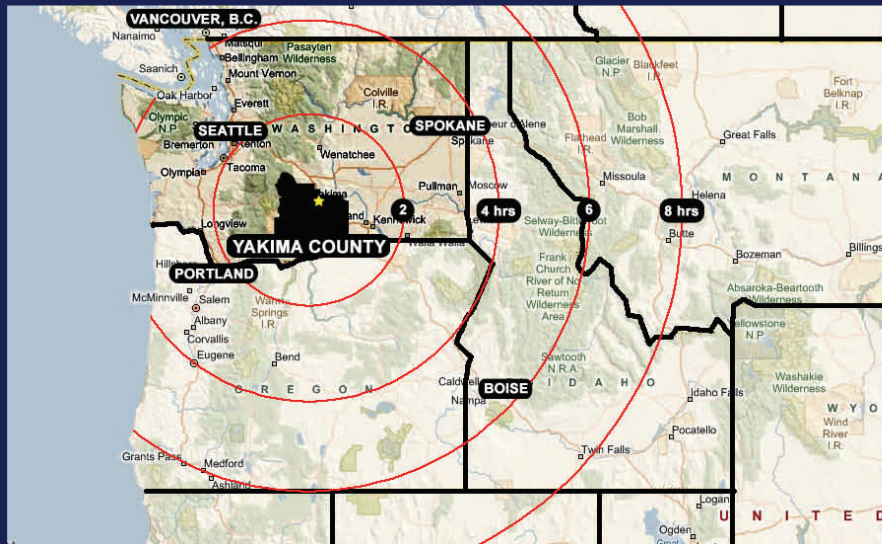


Yakima County, Washington: The West Coast's Outstanding Location for BackOffice Operations!

- ⇒ Loyal, motivated and available workforce
- ⇒ Responsive, pro-business communities
- ⇒ Excellent telecommunication infrastructure
- ⇒ Sunny, affordable lifestyle
- ⇒ Extensive building and site options



Mileage Chart From Yakima To:

Seattle, WA	145
Vancouver, WA	177
Portland, OR	185
Spokane, WA	196
Vancouver, B.C.	262
Boise, ID	360
San Francisco, CA	710
Los Angeles, CA	1100

Yakima County is located in South Central Washington State. The City of Yakima is the 10th largest community in the state. With a countywide population of over 235,900, the Yakima region is an untapped resource for the customer service center industry. Higher education and customized training programs, significant underemployment, and a range of facility or site options make the Yakima region an ideal site for growing back-office firms.

EXISTING CALL CENTER OPERATIONS

Name	Employees	Wages/hr.	Type
Adaptis	60	\$10.00-\$13.00	Back-office medical claims processing (inbound)
Maytag	225	\$9.50-\$12.50	Customer Service (inbound)
Costco	75	\$11.00	Customer Service (inbound)



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WORKFORCE RESOURCES

A Sizeable Labor Market

Yakima County's total resident civilian labor force was 117,000 in 2007. Yakima County employs 23% of the Washington State agricultural labor force and, due to seasonal agricultural activity, it ranges in size from 112,500 in January to 130,200 in June. The average unemployment rate was 6.9%.

Positive Employment Trends

Yakima County's employment outlook has been one of continued growth. Non-agricultural employment across Yakima County grew by 640 jobs between 2002 and 2003, with great gains made in retail employment & sales.

Competitive Wage Rates

Low prevailing wage rates are the norm for a vast majority of occupations when compared to other parts of the state or nation. In 2007 covered wages increased 2.2% and the average covered wage was \$28,389.

An Available Labor Force

With increased economic activity taking place in the Yakima County area, growth is also being seen in the size of the labor force, with 6,218 people entering in 2005 and 2006. A strong concentration of both males and females in the 25 to 29 year old age group account for a good portion of that growth.

WAGE & SALARY RATES FOR SELECTED BACK OFFICE & CALL CENTER OCCUPATIONS - MAY 2007

Occupation	Median Hourly	Mean Hourly	Annual Average
Telemarketer	\$9.03	\$9.63	\$20,030
Customer Service Representative	\$14.03	\$14.60	\$30,370
Computer Support Specialist	\$18.28	\$18.27	\$37,990
First Line Supervisors - Non-Retail	\$30.10	\$33.79	\$70,280

EDUCATION & TRAINING RESOURCES

Higher Education

Over 22,000 people are enrolled in higher education in Yakima County's colleges, universities, and vocational-technical schools.

Recent Enrollment Figures: 2007-2008

Colleges & Universities

Central Washington University	9,658
Heritage University (Toppenish)	1,295
Yakima Valley Community College	10,800
WSU Extended Learning Center	200
Pacific Northwest University of Health Sciences	75

Vocational/Technical Institutes

JM Perry Technical Institute	490
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Workforce Skills Training

Yakima County offers an extensive array of workforce training resources operated by the county, local non-profit organizations and private companies. All these resources can assist in screening, training or placing qualified employees for your business. Many entities are experienced and can invest financial resources to develop customized training programs for specific business operations.

Yakima Valley Community College

YVCC offers several degrees and technical certificates in food technology, agribusiness and production management. The college also provides a variety of customized training programs tailored to meet the needs of expanding companies or key industries.

Pacific Northwest University of Health Sciences

The Pacific Northwest University of Health Sciences (PNWU) will train 75 new primary care physicians per year beginning in 2008. PNWU is staffed by academic instructors and practicing physicians from both the osteopathic and allopathic professions with a student body soon to be near 280.

Perry Technical Institute

Perry is a private vocational school that actively supports local industry by offering degrees in instrumentation, HVAC systems, electrical technology and other technology.

Higher Education Center

Washington State and Central Washington Universities offer baccalaureate and advanced degrees from their branch campus at YVCC.

Heritage University

Heritage University is a private four year university. Major fields include teacher education, business administration, and social science.

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EDUCATION LEVELS OF POPULATION

Persons 25 years of age and older (2000 Census)

Education Completed	Percentage of Workforce
Less than 9th Grade	14.3%
4 or more years of High School	59.1%
4 or more years of College	26.6%

TELECOMMUNICATIONS INFRASTRUCTURE

Advanced telecommunication services are available in Yakima County from Qwest Communications, Avista Communications or Sprint. Competition between these local providers has helped improve the telecommunications infrastructure dramatically over the past few years. Extensive fiber optic cables are in place in most of the major communities in the region, including Yakima. These fiber-based delivery systems are supported by four different state-of-the-art digital switches. These multi-million dollar investments allow businesses to tap into broadband services that are increasingly required in today's digital economy. AT&T, MCI, Sprint and numerous wireless companies offer competitive long distance services.

Yakima also enjoys the ability to act as a comprehensive resource base for telecom-based companies. Perry Technical Institute, a nationally recognized institute of higher learning, trains students for the telecommunications field. Its programs, headed by a team of highly skilled educators, trains network analysts, service providers, and other future telecom professionals for work in an ever-widening and changing field.

TAXES

Taxation of real and personal property: The City of Yakima's property tax assessment is \$11.46 per %1,000 of assessed value.

Taxation of telecommunication services: A State Business and Occupation tax of 1.5% is levied on gross revenues from the Washington State facility. In addition, the City of Yakima levies a utility tax of 6.0% for phone services - the City's tax is capped at \$4,000 per account per year.

Taxation of 1/800 lines or WATS lines: A sales tax of 7.9% is levied on phone charges.

General sales and use tax of tangible personal property: A sales and use tax of 7.9% applies to the purchase price or value of equipment used at the facility.

Corporate income tax rates or franchise taxes: A franchise tax of 2% is levied on natural gas bills. A franchise tax of 5% is levied on cable television bills.

Other taxes: The City of Yakima levies a 5% utility tax on cable television. The City levies taxes of 14% on water/sewer bills and 10% on refuse bills.

MILITARY BASES

The Yakima Training Center is one of the County's largest employers. Located just off I-82 - northeast of the city of Yakima and near the community of Selah - the Training Center serves as a hub for a wide variety of both domestic and international military exercises and training operations. YTC owns approximately 165,787 acres in Yakima County and employs approximately 415 personnel.

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INCENTIVES FOR NEW & EXPANDING BUSINESSES

B&O Tax Credit

Businesses that conduct information technology help desk services from rural counties are allowed a business and occupation tax credit equal to the amount of business and occupation tax due from the activities performed at the location in the rural county. The services must be performed using electronic or telephonic communication in the following areas:

- ⇒ Software and hardware maintenance;
- ⇒ Software and hardware diagnostics;
- ⇒ Software and hardware installation;
- ⇒ Software and hardware repair;
- ⇒ Software and hardware information & training;
- ⇒ Software and hardware upgrade.

Employment Training

Two state programs provide matching grants for customized job training that matches a company's requirements. These programs require a 50 percent matching investment from the company, but this match can include in-kind contributions (ex. use of facilities or equipment).

The South Central Washington Workforce Development Council can also subsidize on-the-job or customized training for new companies. The council works closely with local vocational schools and community colleges to design and fund training that meets an expanding employer's needs.

Discretionary incentives:

Washington State's Governor has a deal making fund that can be tapped for significant projects that bring jobs in private investment to the state. The State may be able to dedicate some of these funds to support this project based on learning more about the company's timelines and economic impacts.

Renewal Community Incentives

The City of Yakima offers significant federal tax incentives to expanding businesses that locate in the renewal community area (East Yakima and the downtown area):

- ⇒ \$1,500 per employee tax credit;
- ⇒ Accelerated depreciation (new or renovated bldgs);
- ⇒ Zero percent capital gains rates.

Site Development Assistance

Expanding companies can defray development costs for access roads, sewer and water line extensions, or other public works needed for their facilities. Typically local cities in Yakima County can reduce these costs by 50 percent as a result of the region's infrastructure bank that is targeted to support growing businesses.

Fast Track Permitting

Yakima County and its municipalities are committed to reduce roadblocks and paperwork that stand in the way of private investment projects.

The City of Yakima and Yakima County's "Permit Guarantee" initiative ensures that businesses get excellent customer service and quick reviews on their projects.

INDUSTRIAL SITES & BUILDINGS

Typical land and building costs

Industrial land prices range from \$1.00 to \$4.00 a foot, with higher prices concentrated in the Yakima urban area. Construction costs on owner-occupied industrial buildings are typically \$40 to \$50 a foot. Site prep and required building features will also affect final costs.

Lease rates for existing industrial buildings typically range from \$.30 to \$.45 per square foot per month (triple net lease). Lease rates for new build-to-suit industrial buildings typically come in at \$0.35 to \$0.50 per square foot per month.

Industrial Areas Primed for Development

Terrace Heights/Keys Road, Yakima County

- ⇒ Industries: food processing, and warehousing
- ⇒ Available: 180 acres, with sites up to 70 acres

Sunnyside – Midvale Road & E. Edison Park

- ⇒ Jurisdiction: Port of Sunnyside
- ⇒ Industries: food processing, plastics, distribution
- ⇒ Available: 280 acres, with sites up to 160 acres

Grandview Industrial Areas

- ⇒ Jurisdiction: City and Port of Grandview
- ⇒ Industries: food processing, warehousing, distribution
- ⇒ Available: 250 acres, with sites up to 100 acres

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TRANSPORTATION & LOGISTICS

Highways

Interstate 82 runs through the heart of Yakima County. The modern freeway links with Interstate 90 at Ellensburg, just 35 miles north of Yakima and Interstate 84 to the south. I-90 connects Seattle with New York City. This close proximity to I-90 gives Yakima County excellent accessibility to the Puget Sound ports of Seattle and Tacoma, the gateway to burgeoning trade with the Asia-Pacific and Pacific Rim Countries.

All Yakima County communities are within 45 minutes driving time from Yakima by a system of well-maintained federal, state and county highways, including U.S. highway 12 and 97, and state highways 410, 241, 22 and 24.

Motor Freight Carriers

Within Yakima County there are 74 trucking firms registered for motor freight trucking. Sixteen companies offer heavy hauling service, and 3 firms provide local cartage support. Due to the heavy volume of fresh fruit and produce shipped from the Yakima Valley, numerous independent truckers also serve the area on a regular basis.

Railroads

Rail shipment to and from Yakima County is available via Columbia Basin Railroad and Burlington Northern Santa Fe railroad. There are over 200 active spurs throughout the country.

Air Service

Regular air service is provided by Horizon Air with six flights daily to/from Seattle. Airfreight is provided by Horizon in addition to Airborne Express, Federal Express and UPS.

Yakima County has additional access to air service through the Tri-Cities, 74 miles east of Yakima, and Sea-Tac International airport is only 2 ½ hours driving time from Yakima.

Water Transportation

Containerized goods may be shipped through the nearby Port of Pasco. Shipments go by barge on the Columbia River to the Port of Portland to be forwarded overseas. Yakima County also has excellent freeway access to the Puget Sound ports of Seattle and Tacoma, only 2 ½ hours away.

UTILITIES

Electricity

Hydroelectric dams on the Columbia and Snake Rivers provide Washington State with the lowest rates in the nation. Yakima County is served by two electric utilities, Pacific Power & Light Company, an investor-owned utility, and the Benton County Rural Electric Association.

Natural Gas

Cascade Natural Gas Corporation distributes natural gas throughout Yakima County with service available for all types of installations. An ample supply of natural gas from U.S. and Canadian sources is expected to meet all anticipated future demand.

Solid Waste Disposal

Collection service is available from cities or private companies. There are two solid waste landfills and a number of recycling centers for paper, metals, plastics and other items.

Wastewater

Each city operates its own wastewater collection system. Several communities in the Yakima Valley have the treatment capacity to handle food processors or other water intensive industries. The largest treatment plant is operated by the City of Yakima. They have a designated industrial pretreatment program in place. The Port of Sunnyside also operates a treatment plant that is built specifically to support the food processing industry.

Telecommunications

Digital telecommunications service is available to Yakima County customers through QUEST Communications and Embarq (Sprint) Communications. New fiber optic cables were first installed in 1998, and extensive line upgrades are being made throughout the region. Other providers include AT&T, US Cellular, Clearwire Wireless, Charter, MCI, Sprint, T-Mobile, Verizon and Lucent Technologies.

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DEMOGRAPHICS

Yakima County has experienced slow but steady population growth during the past three decades. Population increased 2,000+ between 2006 and 2007. Yakima County is the 7th largest county in size. In addition to the permanent resident base, the county has a large seasonal population related to the agricultural industry. This temporary population has been estimated up to 50,000 during peak activity.

Population		
Town or City	2007	2008
County	234,200	235,900
Unincorporated	85,456	87,664
Incorporated	148,744	248,236
Grandview	9,150	9,335
Granger	2,955	3,050
Harrah	631	630
Mabton	2,080	2,085
Moxee	2,065	2,415
Naches	805	756
Selah	6,935	7,100
Sunnyside	15,130	15,210
Tieton	1,200	1,195
Toppenish	9,105	9,140
Union Gap	5,700	5,745
Wapato	4,590	4,555
White Swan	2,798	*
Yakima	82,940	84,300
Zillah	2,660	2,720

Ethnicity

Classification	2006
White	158,095
Black	2,848
Native American	10,602
Asian/Pacific Island	3,411
Hispanic	95,379
Total	270,335

Total County Population By Age

Age	2000 Census	2006
0-19	77758	76482
20-24	14873	17122
25-54	87852	87812
55-64	17177	23541
65+	24921	26843
Total	222581	231800

The median age overall is 32.39. For men the median age is 31.15 and for women, 33.7.

Income

Median household income in 2006 for Yakima County was \$41,862. In 2007 the average covered wage was \$28,389.

QUALITY OF LIFE

CLIMATE

Sunshine is the norm (an average of 300 days a year) in Yakima County. The normal precipitation is only 8 inches a year, almost half of which occurs mostly as snowfall in the months of November, December and January.

TERRAIN

Lush irrigated farmland, rolling sagebrush hills, and forested Cascade Mountains typify Yakima County's diverse natural beauty. Mt. Rainier (14,410) and Mt. Adams (12,307) dominate the region's visual scenery to the west. Clear, blue waters of 71 lakes, 14 rivers and numerous streams also accent the landscape of the area.

RECREATION, SPORTS AND ENTERTAINMENT

Due to its favorable climate and terrain, Yakima County offers an almost limitless variety of recreational opportunities. Excellent downhill and cross-country skiing are within an hour's drive. Stream and lake fishing, upland bird and big game hunting, backpacking, hiking, bicycling, boating, swimming, windsurfing and water skiing are all available in season. Golf, tennis and softball are avidly pursued sports. Parks and recreation departments offer varied year round programs for children and adults.

PROFESSIONAL SPORTS

The Yakima Valley is home to several professional sports teams: the Yakama Sun Kings (CBA) - basketball, the Yakima Bears (single A Diamondbacks affiliation) - baseball; and the Yakima Reds - soccer.

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QUALITY OF LIFE, cont'd

Art & Culture

The Best of Broadway touring professional and local performing arts are regularly presented at the beautifully restored Capital Theater in Yakima. The Yakima Symphony recently marked its 25th anniversary. The Season's Performance Hall offers a variety of concerts and performances. An active community theater group performs at The Warehouse Theater. The Allied Arts Council coordinates, encourages and promotes the arts throughout Yakima County. Art galleries, libraries, the Yakima Valley Museum, Yakama Indian Nation Cultural Center, Fort Simcoe State Park and other historical sites enrich the cultural setting in Yakima County.

Numerous festivals, weekly farmer's market, sporting events, winery related events and much more take place year round.

Health Care

A key ingredient in the quality of life enjoyed in Yakima County is the high quality of health care. Recognized for its excellent medical facilities and services, Yakima County is the major medical center for a large area of the state. Modern, state-of-the-art equipment and facilities at the county's five hospitals provide a full range of treatment including cardiac care and open heart surgery, specialized cancer therapy and dialysis treatment for a seven county area. A higher-than-average percentage of board certified physicians represent virtually every medical specialty.

The Pacific Northwest University of Health Sciences broke ground in May 2007 and will eventually serve over 400 students.

HOUSING

Yakima County Housing Market

Housing Market Snapshot - June 2008	
Residential Sales	155
Median Price	\$162,266
Single Family Units	1,067
Condos Available	46

Current Housing Availability - June 2008			
Description	Listings	Avg. Price	
5 Bedroom	84	\$420,665	
4 Bedroom	252	\$302,553	
3 Bedroom	563	\$216,909	
1-2 Bedroom	168	\$121,665	
All Homes	1067	\$150,628	
Manufactured w/Land	130	\$158,768	

2007 Average Sale Price by Category	
Residential	\$159,900
Multi-Family	\$152,850
Commercial	\$370,778
Agriculture	\$231,322
Orchard	\$239,854

Rental Information - 2007	
Description	Average Cost
Homes	
1 Bedroom	\$450 - \$600
2 Bedroom	\$550 - \$850
3 Bedroom	\$750 - \$1200
Duplexes	
1 Bedroom	\$525
2 Bedroom	\$625
3 Bedroom	\$950
Apartments	
Studio	\$350 - \$450
1 Bedroom	\$385 - \$445
2 Bedroom	\$475 - \$545

Local Real Estate Web Links
www.almoncommercial.com
www.heritagemoultray.com
www.lakemontyakima.com
www.yakimarealestate.com

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