



Klamath Falls Kampground, Inc.

[www.koa.com](http://www.koa.com)

February 27, 2019

Senator James Manning, Jr. Co-Chair

Representative David Gomberg, Co-Chair

Joint Committee on Ways & Means Subcommittee on Transportation & Economic Development

Re: Small Business Development Center Impact

Dear Honorable Co-Chairs Manning and Gomberg, and Members of the Committee,

We are the owners of the Klamath Falls KOA (Klamath Falls Kampground, Inc) in Klamath Falls. We want to take a moment to share a little about our business and how our community's Small Business Development Center helped our business succeed. We aren't your typical SBDC success story; we weren't a start-up or even a newish business when we first looked for some help with our struggles. The Klamath Falls KOA had been in the Klamath community since the late 60's and we bought the business in 2004 from family, who had themselves bought it in the mid 80's; it's been in the same family for over 30 years and a devoted business in the Klamath Basin for over 40 years!

Through the availability and guidance of our local SBDC we were able to turn Our Story around from one of constant struggle and anxiety to one of hope and a future. As with many small businesses we were not prepared for the economic downturn of the mid 2000's and our lack of preparation led to some pretty uneducated decisions about how to manage our day to day operations.

While we had an idea of where we wanted to be, we didn't know the best route to get there. We did have a budget, of sorts, but we didn't have the tools necessary to get there. Our local SBDC not only gave us the tools, they also showed us how to use them, and how to best use them in our particular scenario. We whole-heartedly give a credit to our local SBDC and our advisor for giving us the road map to the good fortune we are enjoying today.

We have been able to put into practice many of the things we have learned throughout our four year journey from exasperation to exhalation; we feel we are finally in a place where we can exhale after so many years of holding our breath in anxious anticipation of what the next day was going to bring. From an inside look into the inner workings of the ever-changing social media landscape to the financial understandings of Profit Mastery the SBDC and Klamath Community College have guided us and have held us accountable by bringing in experts in all different aspects of running a successful business; they followed up with us; they met with us; they celebrated our growth with us!

As more and more small businesses in rural communities are being forced to close their doors, losing these types of resources will not enable those contemplating their "what next" the opportunity to help themselves keep those doors open. Keeping these tools available will help the small businesses continue to be the foundation of great communities.

The SBDC isn't just an abbreviation, it's a community.

Sincerely,

Tammy McCoskey & Lisa DeFord

Klamath Falls KOA

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