



2012 Impact Report

Helping businesses compete since 1965

Over the last five years, PennTAP has provided more than 2,095 cases of technical assistance across the Commonwealth of Pennsylvania.

PennTAP + Performance = Economic Impact

In 2012, PennTAP provided high-impact services to businesses and organizations in the Commonwealth, such as:

- energy efficiency and pollution prevention assessments
- new product development for emerging energy products
- measurement and verification of renewable energy projects
- IT assistance, such as website assessments
- broadband access solutions
- combined heat and power
- Economy, Energy, and Environment (E3) pilot in Pennsylvania
- Superior Energy Performance (SEP)/ISO50001 pilot in Pennsylvania

This year, PennTAP returned to its 1965 engineering extension roots, focusing on providing high-value services while connecting to Penn State assets to help clients. For example, in partnership with PennTAP, Penn State students provided more than 4,100 hours of assistance to businesses to improve operations and implement innovative processes.

My first year at PennTAP has been rewarding. The client-reported impact of PennTAP services is impressive, as shown in this report. Our nine-member team of PennTAP technical specialists looks forward to another successful year of helping businesses and organizations succeed in 2013. Good luck and keep in touch.

Yours,

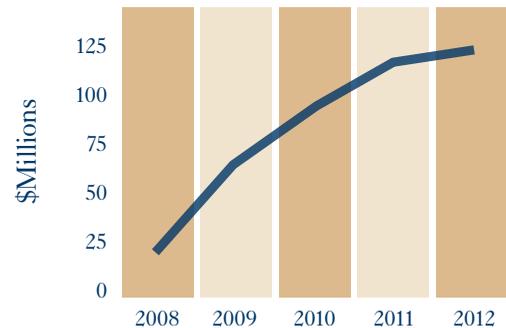
Heather Fennessey, PE
Director, PennTAP

PENNSSTATE



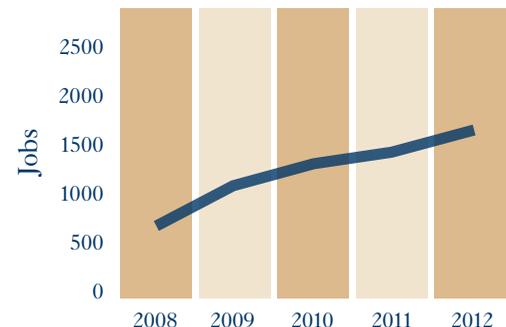
2012 Metrics

- 272 cases of technical assistance
- \$9,671,000 in economic impact
- 156 jobs created or retained
- 100% customer satisfaction rating



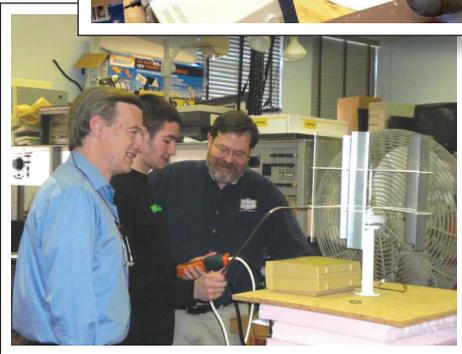
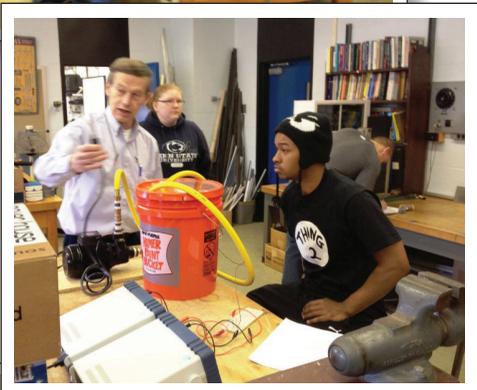
Economic Benefits

Over the last five years, clients have reported more than \$123,971,598 in economic benefits as a result of PennTAP assistance.



Jobs Created or Retained

Over the last five years, clients have reported 1,634 jobs created or retained as a result of PennTAP assistance.



“Our technical specialist and his interns were professional, thorough, and timely in all areas of help and service. We appreciate it!”

—Bedner’s Farm and Greenhouse,
McDonald, Pennsylvania

“These services are extremely helpful, and it’s so important to be able to get an opinion from a new pair of eyes, a detached perspective on how the site is working. Our technical specialist and her interns have been so helpful, so kind, and so forthcoming, with a willingness to help. We really appreciate it!”

—Home Health Science, Inc.,
Stroudsburg, Pennsylvania

“Our technical specialist was extremely helpful; she has a great wealth of knowledge to draw from, and the more I spoke with her, the more wonderful ideas she offered me! She is a fantastic resource!”

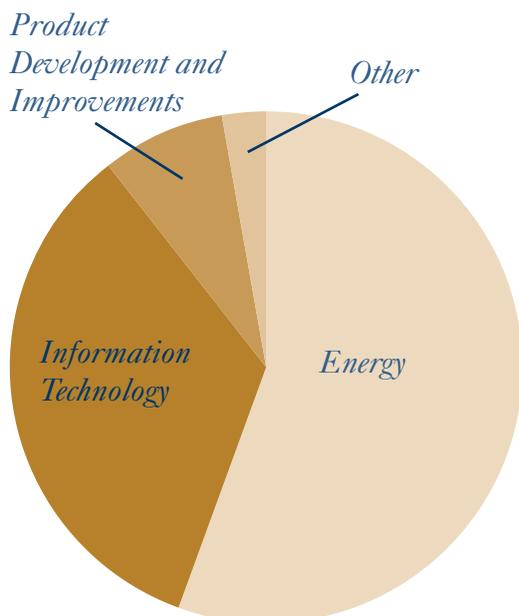
Applied Genius Ltd.,
Lake Winola, Pennsylvania

2012 Action Council Members

The 2012 PennTAP Action Council is composed of leaders in business and industry, government, higher education, and workforce development. The council operates as a group and in small teams to support PennTAP in key strategic areas. We appreciate the efforts of our 2012 Action Council members and thank them for giving their time and expertise in guiding PennTAP into the future.

For a list of the 2012 Action Council members, visit:
www.PennTAP.psu.edu.

Types of Assistance



This publication is available in alternative media on request.

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