

Small Business Guide 2008



City of Chandler
Economic Development Division
215 E. Buffalo St.
Chandler, AZ 85225
(480) 782-3030
www.chandleraz.gov





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Introduction

CHANDLER, ARIZONA – ONE IDEAL LOCATION

Chandler, Arizona is *One City* that is the ideal location to live, work and play. Located near the heart of the Phoenix Metropolitan Area, Chandler is continuously raising the standards of quality in the market.

Since 1980, Chandler’s population has skyrocketed from less than 30,000 citizens to more than 245,000. Residents are young, well-educated and highly skilled with average household incomes over \$74,000. This caliber of growth has created the demand for quality retail development. Chandler Pavilions, at 1.1 million square feet of retail space, houses Arizona’s first Desert Schools Coyotes Center with two indoor ice rinks. The Historic Downtown is being restored to the area’s original character and is designated on the National Register as a Historic Commercial District. Chandler’s jewel, Westcor’s Chandler Fashion Center, has over 1.3 million square feet and is one of the Valley’s premier regional shopping centers. Major anchors are Nordstrom’s, Dillard’s, Macy’s and Sears, and includes an outdoor entertainment village.

A corporate-friendly environment, diverse and well-educated workforce, and 21st Century infrastructure keeps Chandler on the cutting edge of technology. Industry leaders such as Intel, Freescale, Motorola, Microchip, Orbital Sciences and others are utilizing these attributes to continually expand the high-technology base. A five-mile expanse, known as the “Price Road Corridor”, may be experiencing as much large-scale development as anywhere in the Southwest as many industry leaders are locating operations here.

So, whether you are planning to start a new business or expand an existing business, Chandler is an excellent location for successful business development and the Economic Development staff can provide resources and referrals to help ensure that your business succeeds.

Our Small Business Guide is designed to introduce you to the wealth of resources available to business owners. These resources can help you plan your business, find sources of capital, select a location, and understand the roles of various city departments and federal and state agencies in the regulatory process.

Chandler Quick Facts

April 1, 2008 Population
150,148

175% Population increase since 1990

Nearly 10%
Annual Growth Rate since 2000

Median Age
City of Chandler: 31.1
Maricopa County: 32.9

Some College (+18 years)
69.5%

Technically Skilled Workforce

Average Household Income
\$74,172

Total Buying Power
Over \$4.7 Billion

Source: City of Chandler Long-Term Planning Dept; Sites USA 2007 Estimates





I. City of Chandler Economic Development Division

Office of Economic Development

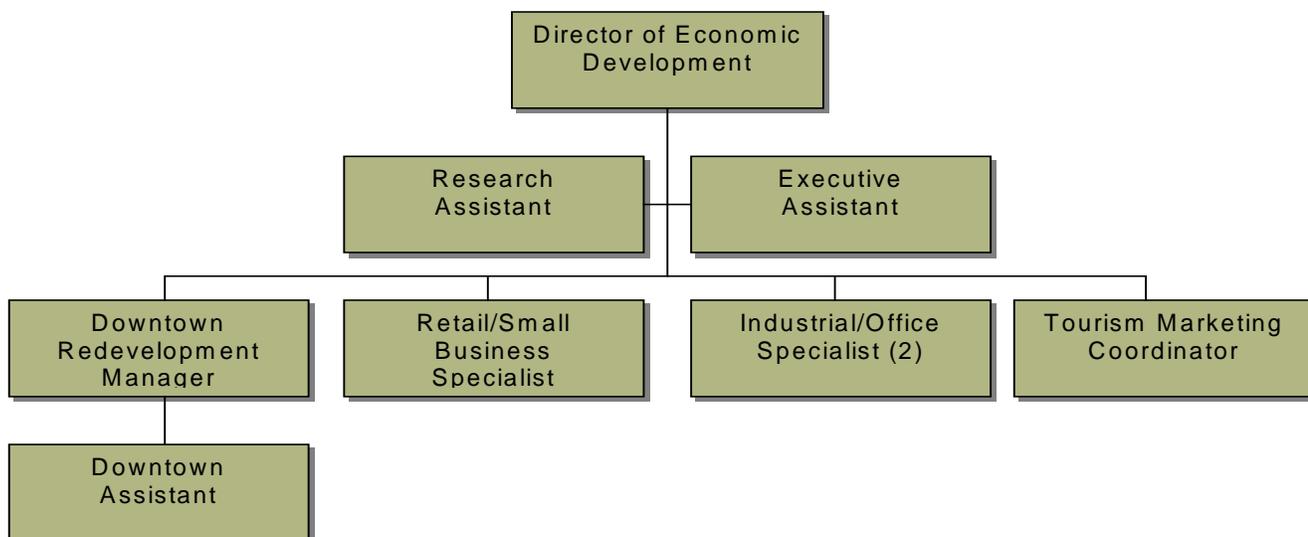
Office Location:	Mailing Address:	Phone: (480) 782-3030
215 E Buffalo Street	Mail Stop 416	Fax: (480) 782-3040
Suite 105	PO Box 4008	Web: www.chandleraz.gov/ed
Chandler, AZ 85225	Chandler, AZ 85244	

The City of Chandler’s Economic Development Division provides downtown redevelopment, retail, industrial, office and tourism programs and supports a variety of community activities. The division’s services include activities such as business recruitment and retention, downtown redevelopment, building and site availability and analysis, demographic and statistical data, and assisting with the planning, zoning and permitting processes. The division also works to market community attractions to visitors and tour operators.

The City’s Economic Development website provides valuable information for businesses that are planning to relocate, expand or are just starting out. Information available on the web site includes among other things: a community profile, demographics including population projections, major employers, industrial and office sites, business assistance programs, traffic counts, and retail highlights. Please contact the department with any questions regarding this information.

The Economic Development Department is divided into four primary functions: Industrial and Office Development, Retail and Small Business Development, Downtown Redevelopment and Tourism.

Organizational Chart





II. Starting Your Business

WRITING A BUSINESS PLAN

One of the most valuable things that any business owner can do when expanding or just starting out is to write a business plan. A business plan can help businesses obtain capital and provide a “road map” for successful business development. Major sections of a business plan include the following:

- Business Concept/Executive Summary
- Marketing Plan
- Management Plan or Operational Plan
- Financial Plan
- Strategic Plan

For more information see the Arizona Department of Commerce, Small Business Services website at www.azcommerce.com/smallbiz. *



BUSINESS LEGAL STRUCTURE

One decision that business owners need to make early in their business planning process is which legal form of business to choose. Before this decision is made a thorough understanding of the advantages and disadvantages of each legal structure is important. Business owners will need to consider the legal and tax-related implications of each form of business, and determine which best fits their needs. Advice from an attorney and/or certified public accountant is recommended before making this decision. Business structures available in the state of Arizona are:

- Sole Proprietorship
- General Partnership
- Limited Partnership
- Limited Liability Partnership
- Corporation
- Foreign Corporation
- S Corporation
- Limited Liability Company
- Tax-Exempt Organizations

For more information see the Arizona Department of Commerce, Small Business Services website at www.azcommerce.com/smallbiz. *





II. Starting Your Business

CHOOSING A NAME AND REGISTERING YOUR BUSINESS

If you were asked to name the first computer chip business that comes to mind, who would it be? Intel perhaps. What about a tire manufacturer? Probably Goodyear Tire Company. Having name recognition or what is commonly referred to as "Top of Mind Awareness" is essential in today's world of intense competition and constant advertising. It all begins with selecting the right business name. There are several factors to consider when choosing a name for your business, such as:

- Is the name already in use?
- Name type - descriptive or non-descriptive.
- Ease of use – easy to spell and pronounce.
- Connotes positive thoughts such as Goodyear for Goodyear Tires.
- How and with whom do I register the name?

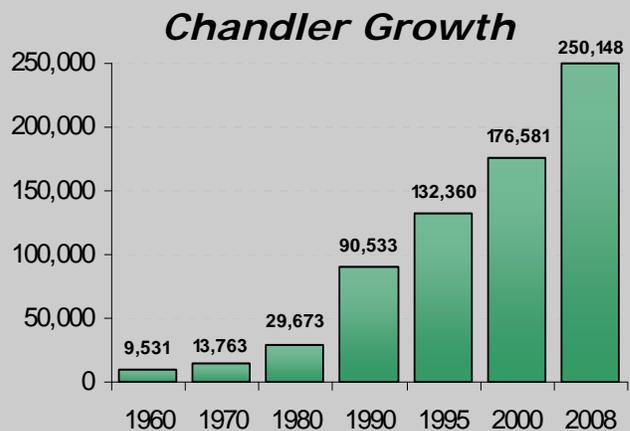
For more information see the Arizona Department of Commerce, Small Business Services website at www.azcommerce.com/smallbiz. *

* For more information, visit www.commerce.state.az.us and click on "Business Assistance" to find "AZ Entrepreneur's Edge".

Chandler Population	
April 1, 2008	250,148
Projected Population (2012)	282,964
Forecasted Population (2017)	342,017
Projected 10 Year Growth	36.7%

Population Growth 1960 to 2008

Year	Chandler*	Maricopa County**	State of Arizona**
2008	250,148	3,907,142	6,500,194
2000	176,581	3,072,149	5,130,632
1995	132,360	2,551,765	4,228,900
1990	90,533	2,122,101	3,665,228
1980	29,673	1,509,262	2,718,425
1970	13,763	971,228	1,775,399
1960	9,531	663,510	1,301,161



* Chandler population estimate provided by City of Chandler, Planning & Development Department.
 ** 2007 DES population estimates





III. Doing Business in Chandler

CHANDLER CHAMBER OF COMMERCE

25 South Arizona Place
Suite 201
Chandler, Arizona 85225

Phone: (480) 963-4571
Fax: (480) 963-0188
Web: www.chandlerchamber.com



The Chandler Chamber of Commerce is a private, non-profit business organization that has been in business since 1912. Over these nearly 100 years of service to the business community, the Chandler Chamber of Commerce has become the principle advocate for the business community and the catalyst that links Chandler businesses to citizens and the government.

The Chamber offers valuable information to small business owners in association with the Service Corps of Retired Executives (SCORE). Counseling sessions are held by appointment. Contact the Chandler Chamber of Commerce for more information.

One of the primary benefits that member businesses enjoy is the various marketing and networking opportunities provided by the Chamber. In addition, members are encouraged to get involved by serving on Chamber Committees such as the Chamber Ambassadors, Member Outreach, Public Policy and others.

CITY OF CHANDLER DIVERSITY OFFICE

55 N. Arizona Place
Suite 301
Chandler, AZ 85225

Phone: (480) 782-2214
Fax: (480) 782-2209

The City's Diversity Office works closely with the Chandler Human Relations Commission to develop diversity programs and events that support the mission of promoting mutual respect and inclusion in Chandler. Together, we work toward the elimination of prejudice and discrimination; and to promote amicable relations among all racial, cultural, religious, age, gender, disabled, socio-economic and national groups within the community.

The Office maintains relationships with numerous individuals and organizations that seek to promote the success of minority-owned small businesses, and staff can provide referral assistance to interested parties.





CITY OF CHANDLER PLANNING AND DEVELOPMENT SMALL BUSINESS CUSTOMER LIAISON

215 E. Buffalo Street
Chandler, AZ 85225

Phone: (480) 782-3004

The purpose of the Small Business Customer Liaison program is to provide plan review and development services assistance for small business customers that are new to the City and the building permit process.

This program is focused on the delivery of services to customers that are seeking to undertake the following projects:

- Redevelopment of existing commercial buildings;
- Redevelopment of historic buildings;
- Conversions of residential to office use;
- Conversions of commercial buildings to church uses; and
- Revitalizations of strip malls.

The Project Development Coordinator can meet with you to discuss the full scope of your construction project and explain the requirements involved in obtaining building permits and a Certificate of Occupancy.

CHANDLER PUBLIC LIBRARY

Chandler’s Public Library System consists of four branches spread throughout the city to ensure the availability of information resources. The libraries are equipped with current computer systems that provide direct access to business sites via the Internet, as well as subscription database titles. Anyone who has a Chandler Library card and a PIN can access these databases from their home or office as well. The four branches are located as follows:

Downtown Library	22 South Delaware Street	Phone: (480) 782-2803
Hamilton Library	3700 South Arizona Avenue	Phone: (480) 782-2828
Sunset Library	4930 West Ray Road	Phone: (480) 782-2842
Basha Library	5990 South Val Vista Drive	Phone: (480) 782-2850

Electronic resources include:

- The **Business and Company Resource Center**, a comprehensive research collection offering accurate, updated company and industry intelligence on thousands of global companies;





III. Doing Business in Chandler

- **Reference USA**, a directory and market research tool containing detailed information on millions of businesses and U.S. residents; and
- **GrantSelect**, a searchable list of funding opportunities from thousands of organizations throughout the country.



All four libraries have books and audios about small business start-up, entrepreneurship, finance, marketing, law, sales, personnel, and other relevant topics. Downloadable materials are also available free through the Greater Phoenix Digital Library (see www.chandlerlibrary.org).

Library staff can help with locating materials and conducting database searches. Call the Reference Desk (for assistance or to make an appointment for individual tutoring) or log onto the web site — www.chandlerlibrary.org - click on "Ask a Question" and receive an answer to your query via email.

CHANDLER TAX AND LICENSING SERVICES

License, Sales Tax & Utility Services

55 N. Arizona Place
Suite 201
Chandler, AZ 85225

Phone: (480) 782-2280
Web: www.chandleraz.gov, click on "Online Tax and License"

City of Chandler specialty licenses are required for a number of uses. Please refer to the License, Sales Tax & Utility Services Division for more information. Fingerprints and photographs may be required.

Transaction Privilege (Sales) Tax

The City of Chandler imposes a tax rate of 1.5%, 1.8%, 2.75%, and 2.9% privilege tax on the gross business income of certain types of business activity (less allowable deductions). This tax is more commonly known as the sales tax paid by customers when purchasing products and services. Businesses are required to collect this tax and periodically distribute proceeds to the City.

The following business activities are subject to privilege (sales) tax: advertising, amusements, construction contracting, job printing, mining, timbering and other extraction, publishing and other periodical distribution, rental, leasing and licensing for use of real property, rental or leasing to transients, rentals, leasing and licensing for use of tangible personal property, restaurants and bars, retail sales, telecommunication services, transporting for hire, and utility services.





III. Doing Business in Chandler

Tax returns are generally due monthly on the 20th of the month following a reporting period. Quarterly or annual reporting options may be allowed based on the provisions in the tax code. All requests for a change of reporting frequency must be submitted in writing.

Use Tax

Use tax is a tax on purchases or rentals for storage or use within the city, on which an equivalent excise tax has not been paid. The tax is not on inventory held for resale, but if goods were purchased for resale and later removed from inventory for use by that business, use tax would apply. If goods are purchased in a city where the local tax rate is higher than 1.5% (i.e. Tucson 2%), then no use tax is due.



Transient Occupancy Tax

Hotel and motel owners and operators are required to pay this tax, which is currently 2.9%, in addition to the 1.5% tax on real property rentals. The transient rate applies to the first thirty days a person occupies lodging space.

Restaurant and Bar Tax

The tax rate for restaurants and bars is 1.8%. The tax is applicable to preparing and serving food or beverages for on or off-premise consumption, including cover charges. Caterers are taxed according to their location, not the catering site. Delivery, set-up and clean-up fees separately charged and maintained are exempt from catering income. Sales to nonprofit hospitals are exempt.

Telecommunication Services Tax

The tax rate is 2.75% and is charged on subscriptions to, or access fees for one-way or two-way voice, sound, or video transmissions, facsimile transmissions, relay or repeater service, computer interface over a communications channel, computer time-sharing, and security or alarm system monitoring. Telecommunications for resale and interstate transmissions are exempt.

Utility Services Tax

The tax rate is 2.75% and is charged to city rate-payers on water, electricity, and natural gas. Excluded are resales and sales to nonprofit hospitals.





III. Doing Business in Chandler

Business Licenses

Every business that operates in the City of Chandler is required to have a City Business License and applicable state and federal licenses. Before a license can be issued, any business proposed to be located within the city limits — except real property rentals — must have obtained location approval from Development Services. Commercial locations are required to have a Certificate of Occupancy. Home-based locations are required to have Zoning Clearance.



Liquor Licenses

Liquor licenses are regulated by the Arizona Department of Liquor Licenses and Control at 800 W. Washington St., Suite 500, Phoenix, Arizona 85007; (602) 542-5141. Applications filed with the state are forwarded to the city for approval. City processing fees include a non-refundable \$200 application fee, a \$200 issuance fee, and annual license fees ranging from \$300 to \$1,000, depending on the type of license.

The process for approval includes a placing a public notice in the newspaper and posting a notice at the proposed business location for a period of 30 days. The application is then presented to the City Council for consideration. The City of Chandler has 60 days after the filing date with the Department of Liquor to recommend approval or denial of the application. The State Liquor Board receives the City's decision and either approves or denies the application.

NOTE: This information is meant to be a guideline only. For complete details, refer to the City of Chandler Tax Code and related regulations. In case of inconsistency or omission in this publication, the language of the tax code will prevail. For more information contact the City of Chandler Licensing, Tax & Utility Services at (480) 782-2280.





III. Doing Business in Chandler

STATE TAX AND LICENSING SERVICES

The Phoenix Metropolitan Area is consistently chosen as one of the top places in the country to start and grow a business. The State of Arizona encourages the development of successful businesses by maintaining a favorable tax system. The state agency that administers the tax system is the Arizona Department of Revenue.

In order to make the determination of which state taxes your business will be required to pay as easy as possible, the state has developed a single form application. This application is called the *Arizona Joint Tax Application* published by the Department of Revenue. After completing this application the Arizona Departments of Revenue and Economic Security determine which taxes and licenses apply to your business type and legal structure. This application will cover the following license and registration requirements:

- Transaction Privilege (Sales) Tax
- Use Tax
- Withholding and Unemployment Taxes
- Wholesale Tobacco Dealer’s License
- Liquor Wholesalers, Microbreweries, Farm Wineries and Cider Products
- Corporate Income Tax
- Property Taxes
- Unemployment Insurance

Each of these taxes and licenses are described in detail at www.azcommerce.com/smallbiz, hosted by the Arizona Department of Commerce. Contact information for the Arizona Department of Revenue is listed below:

Arizona Department of Revenue
Main Office
 1600 W. Monroe Street
 1st Floor
 Phoenix, AZ 85007
 Web: www.azdor.gov

New Businesses and Licensing: (602) 255-2060
 Problems and Resolutions: (602) 716-6025
 To Order Forms: (602) 542-4260

East Valley Office
 3191 N. Washington

Phone: (480) 545-3500





III. Doing Business in Chandler

ARIZONA DEPARTMENT OF COMMERCE

The Arizona Department of Commerce provides a variety of resources to assist entrepreneurs. www.azcommerce.com

Small Business Services (SBS) – provides information and statewide resources for starting, operating and growing a business in Arizona. The SBS online program at www.azcommerce.com/smallbiz provides you with a customized **step-by-step checklist** for what you need to know, whom you need to contact and where you need to go for business licensing, registration, tax requirements, funding, hiring, certification, procurement opportunities, and business resources.

To be certified as a **Minority-, Woman-owned, Small and Disadvantaged Business Enterprise**, a company must meet all qualifying standards and be at least 51 percent owned, operated, and controlled by a qualifying person or persons. Organizations providing certification and registration programs for minority-, woman-owned, small and disadvantage businesses are listed at www.azcommerce.com/smallbiz.

The **Arizona Small Business Advocate** is the Executive Director of the Governor's Council on Small Business (GCSB). The Advocate is responsible for keeping an open line of communication between the Governor, the Director of the Arizona Department of Commerce, the GCSB, and the Arizona small business community. The Advocate and GCSB work with chambers of commerce and other groups to develop recommendations for policies and programs addressing fundamental issues related to small business in Arizona. www.azcommerce.com/smallbiz.

FEDERAL TAXES, INTERNAL REVENUE SERVICE

The Internal Revenue Service (IRS) provides assistance to business owners with questions regarding tax rules and regulations. Specific questions should be directed to the IRS at 210 E. Earll Drive, Phoenix, AZ 85012. The toll-free telephone number is (800) 829-4933.





IV. Sources of Capital and Financing Your Business

One common misconception about starting a business is that grants are available for startup ventures. Grants to start a business are virtually non-existent. However, there are several organizations that can assist business owners in obtaining financing. Many of these organizations not only assist business owners in preparing business plans and loan documents, but also have lending programs.

Lending programs range from just a few hundred dollars to several million dollars, depending on the business owner's ability to secure and repay the debt.

One of the first tasks that business owners need to complete before seeking financing is writing a business plan. A good business plan will professionally communicate your business opportunity to lenders by providing them with detailed information such as:

- Description of the business and definition of the market opportunity;
- A marketing plan that incorporates a detailed sales plan for capturing a portion of the market;
- A financial plan, including a cash flow analysis, that illustrates the ability of the business to pay back the loan;
- A brief management and operational plan.

Organizations that provide financing, loan guarantees/packages, low-cost training courses, management counseling, and other services are listed below:

Arizona Minority Business Enterprise Center

255 E. Osborn Road	Phone:	(602) 248-0007
Suite 202	Toll free:	(800) 428-7299
Phoenix, AZ 85304	Fax:	(602) 279-8900
	Web:	www.azmbdc.org

Business Development Finance Corporation

3300 N. Central Avenue	Phone:	(602) 381-6292
Suite 600	Toll Free:	(800) 264-3377
Phoenix, AZ 85012	Fax:	(602) 381-8012
	Web:	www.bdfc.com

CDC Small Business Finance

2910 E. Camelback Road	Toll Free:	(800) 817-4505
Suite 185	Fax:	(602) 393-2682
Phoenix, AZ 85016	Web:	www.cdcloans.com





IV. Sources of Capital and Financing Your Business

Maricopa Community Colleges

Small Business Development Centers (SBDC)

State Office Phone: (480) 731-8722
2411 W. 14th Street Fax: (480) 731-8729
Suite 114 Web: www.asbdc-us.org *
Tempe, AZ 85248

* Click on "Lead Centers" at the top of the page, and then on the State of Arizona on the map.

The National Center for American Indian Enterprise Development

National Headquarters Phone: (480) 545-1298
953 E. Juanita Avenue Fax: (480) 545-4208
Mesa, AZ 85204 Web: www.ncaied.org

The Neighborhood Economic Development Corporation (NEDCO)

567 W. 10th Street Phone: (480) 969-1093
Mesa, AZ 85201 Fax: (480) 985-6422
Web: www.nedco-mesa.org

Prestamos

A Division of Chicanos Por La Causa, Inc.

1122 East Buckeye Road Phone: (602) 257-6777
Suite B-4 Fax: (602) 307-0336
Phoenix, AZ 85034 Web: www.prestamosloanfund.org

SELF-Employment Loan Fund

1601 North 7th Street Phone: (602) 340-8834
Suite 340 Fax: (602) 340-8953
Phoenix, AZ 85006 Web: www.selfloanfund.org

Service Corps of Retired Executives (SCORE)

East Valley Chapter #42

1201 S. Alma School Road Phone: (480) 833-9020
RM# 4800 Fax: (480) 833-6009
Mesa, AZ 85210 Web: www.scoreaz.org





IV. Sources of Capital and Financing Your Business

Small Business Administration (SBA)

2828 N. Central Avenue Phone: (602) 745-7200
Suite #800 Fax: (602) 745-7210
Phoenix, AZ 85004 Web: www.sba.gov/az/

A summary of the type of financing and assistance these organizations provide can be found on Page 14.

A summary of the specific Small Business Association (SBA) financing programs is provided on Pages 15-16.





IV. Sources of Capital and Financing Your Business

Financing Checklist

	Financing/ Loan Guarantees	Loan Range \$100- \$25K	Loan Range \$2K- \$35K	Loan Range \$10K- \$5M	Loan Guarantee \$0 -\$1M	Loan Package Assistance	Low Cost Training Courses	Online Training	Technical & Mgmt. Assistance
AZ Minority Business Development Center						\$			\$
Business Development Finance Corporation	\$			\$		\$			
CDC Small Business Finance	\$			\$	\$	\$			
Maricopa CC Small Business Development Centers						\$	\$		\$
National Center for American Indian Enterprise Development									\$
NEDCO		\$	\$			\$			\$
Prestamos	\$		\$			\$			\$
S.E.L.F	\$	\$				\$	\$		\$
SCORE							\$		\$
SBA*	\$				\$			\$	

* SBA provides loan guarantees through SBA-qualified lenders.





IV. Sources of Capital and Financing Your Business

SBA FINANCING PROGRAMS

MINORITY BUSINESS CERTIFICATION PROGRAMS

8(a) Program

Federal agencies set aside funds for minority-owned and socially and economically disadvantaged firms (8(a) and SDB certified firms). The 8(a) certification program allows such companies to compete for set aside funds for up to nine years. At least 51 percent of the firm must be owned by a socially and economically disadvantaged person(s). An individual's personal net worth cannot exceed \$250,000, excluding ownership interest in the applicant firm and equity in a personal residence, to be considered economically disadvantaged. Benefits of the program include technical and management assistance by SBA and its resource partners and access to federal procurements.

Small Disadvantaged Business ("SDB") Certification Program

This program pertains to benefits in Federal procurement. SDBs are eligible for price evaluation adjustments of up to 10 percent when bidding on federal contracts. SDBs must be 51 percent owned by a socially and economically disadvantaged person(s). An individual's net worth cannot exceed \$750,000, excluding ownership interest in the applicant firm and equity interest in a personal residence.

SBA LOAN PROGRAMS

SBA's Microloan Program:

SBA extends funding to nonprofit intermediaries who make loans from \$100.00 to \$35,000.00 to small businesses. Technical assistance is also available to small businesses from the intermediaries.

7(a) Guarantee Loan Program

The 7(a) program is a flexible program designed for small businesses just starting out or those looking to expand. SBA offers loan guarantees to participating lenders to increase access to capital for small businesses.

- SBA offers loan guarantees of 85 percent on loans of \$150,000 and less.
- Loans \$150,001 to \$2,000,000 receive a 75% guarantee.
- \$2,000,000 is the maximum gross 7(a) loan amount.
- SBA's maximum guaranteed portion is \$1,500,000.
- A business must be operated *for profit* and may not exceed SBA's size standards.





IV. Sources of Capital and Financing Your Business

Interest rates are negotiated between the borrower and the lender and are subject to SBA maximums. For loans that are more than \$50,000, interest rates must not exceed Prime plus two and one-quarter percent (2.25%) if the maturity is less than seven (7) years, and must not exceed Prime plus two and three-quarters percent (2.75%) if the maturity is seven (7) years or more. For loans between \$25,000 and \$50,000 maximum rates must not exceed Prime plus three and one-quarter percent (3.25%) and three and three-quarters percent (3.75%), respectively. And, for loans of less than \$25,000, the maximum interest rate must not exceed Prime plus four and one-quarter percent (4.25%) and four and three-quarters percent (4.75%), respectively.

The general terms are 5 to 10 years for machinery, equipment and working capital, and up to 25 years for the purchase and/or construction of real estate including major renovation. A weighted average term will be calculated for multi-purpose use loans.

Loan fees for a loan of \$150,000 or less, are one percent (1.00%) of the 85% SBA-guaranteed portion. For a loan of \$150,000 to \$700,000, the guarantee fee is two and one-half percent (2.50%) of the 75% guaranteed portion. For a loan of more than \$700,000, the guarantee fee is three and one-half percent (3.50%) of the 75% guaranteed portion.

7(a) based loan programs include: SBAExpress; Community Express; Export Working Capital; International Trade

SBA 504 Loan Program

This program is for growing businesses to finance *major fixed assets* such as new machinery and equipment or real estate — including existing buildings and/or new construction. A typical 504 project requires only 10% injection from the borrower. The program is designed to enable small businesses to create and retain jobs.





V. Establishing Your Location

You've probably heard before that the three most important factors in starting your business are: **Location, Location, Location**. The City of Chandler's Economic Development Division is poised and ready to help you with making that most important decision. The choice of location may have a significant impact on the success of your business. Therefore, this phase of your business development process must be given the time and consideration it deserves. Some other factors to consider when selecting a site for your business are:

- Do you plan to buy or lease?
- Client base
- Traffic counts/traffic patterns
- Demographics
- Type and history of the site
- Nearby services (competition, retailers, employee services, etc.)
- Parking
- Condition of the building
- Total cost and terms of the lease

CHANDLER WORKFORCE

<u>Industry</u>	<u>% of Employment</u>
Education, Health Care, Social Services	17.3%
Manufacturing	13.1%
Professional and Management	11.9%
Finance, Insurance, Real Estate	11.8%
Retail Trade	11.4%
Arts, Recreation, and Food Service	7.6%
Construction	7.0%
Wholesale Trade	4.7%
Transportation and Utilities	4.5%
Public Administration	3.6%
Other Services	3.4%
Information	3.3%
Agriculture, Forestry, Fisheries, Mining	0.4%

Source: U.S. Census Bureau, 2005 American Community Survey

It may be in your best interest to retain a qualified broker to guide you through the site selection process. Normally, the broker will represent you while the owner of the property you select pays their fee. The broker will guide you through the selection and negotiation process. The City of Chandler's Economic Development staff has a listing of qualified brokers who frequently do business in Chandler and are familiar with our specific market.

PERMITS AND APPROVALS

The following information tells you all you wanted to know about permits and approvals, but were afraid to ask!

Department of Planning and Development

215 East Buffalo Street
Suite 104
Chandler, AZ 85225

Phone: (480) 782-3000
Fax: (480) 782-3075





V. Establishing Your Location

The Planning & Development Department is charged with overseeing the orderly layout and quality growth of the City. The Department is broken down into three divisions: Planning Services, Development Services and Housing & Redevelopment.

Planning Services Division:

This division consists of Long Range Planning, Current Planning and Site Development.

Long Range Planning: Maintains all elements of the Chandler General Plan as required by state law.

Current Planning: The most frequently used service provided by this department. The professional planning staff works with clients on a variety of matters that include:

- Zoning
- Preliminary Development Plans
- Use permit
- Variance
- Signage
- Annexation
- Zoning code amendments/development policies

Planning staff makes professional recommendations to the Planning & Zoning Commission, the Board of Adjustments and the City Council on all applications submitted by the development community or the public.

Site Development: Plan review and on-site inspections to ensure compliance with zoning code requirements and development plan stipulations.

Development Services Division:

This division consists of Civil Engineering Plan Review, Building and Safety Plan Review, Construction Permitting and Building Inspections.

Civil Engineering Plan Review: Staff is responsible for the review and approval of civil plans associated with site development including:





V. Establishing Your Location

- Grading
- Retention
- Water, sewer and fire lines
- Off-site public infrastructure improvements
- Curb, gutter and sidewalks
- Pavement and striping
- Streetlights
- Medians

Building and Safety Plan Review: Staff is charged with reviewing and approving the plans for the construction of buildings. Their focus is on the buildings:

- Structural system
- Mechanical, plumbing, electrical system
- Fire suppression system

Construction Permitting: Staff is responsible for all fee collection and permit issuance associated with project development.

Building Inspections: Staff inspects all new development and redevelopment projects constructed in the City for conformance to the approved building plans and current building codes.

PLANNING & ZONING

The Planning & Zoning Commission and Chandler's City Council are responsible for zoning all property located within the city limits in accordance with the City's Zoning Ordinance.

Zoning is dependent upon the type of business proposed and may require the owner to process a Request for Zoning application through the Planning & Development Department, public hearings, Planning & Zoning Commission and City Council. These Zoning actions may subject the property to specific standards including as architectural design standards, parking requirements, on-site water retention, screening of the site with landscaping or walls, overall landscaping of the site and setback of the structure. These actions will be outlined in your specific Preliminary Development Plan or "PDP". A complete list of requirements for specific projects can be obtained through the Planning & Development Department. Planning & Development employees can answer general planning and zoning questions. For specific guidelines, please call **480-782-3000** to make an appointment to speak to one of the City Planners.





V. Establishing Your Location

If you are constructing a new facility in Chandler, your project will be assigned to one of the City Planners as well as a Development Project Administrator (DPA). The Planner will make sure that all prevailing zoning stipulations are covered in your Planned Area Development "PAD" zoning application and that the site chosen meets the City's intent for land use in accordance with the City's General Plan. The DPA will make sure your application is processed through the City and will offer one-on-one service to make sure all your questions are answered. The DPA will be your point of contact throughout the development process, eliminating the need to move from City department to City department.

PERMIT COUNTER

The Permit Counter is located in the same as the Planning & Development Department. The City of Chandler provides complete and thorough assistance to business owners, developers, contractors and the general public throughout the building development and construction process. Staff provides assistance with the zoning process, permit applications, occupancy related issues, sign requirements, utility clearance, off-site and on-site improvements, fee schedules and any other building related issues. With all of the services available at the City's Permit Counter, Chandler really is "One Stop Shopping".

Construction permits are issued for all new construction, building modification, demolition, tenant improvements, remodeling, installation or modification of electrical, plumbing, fire sprinklers and mechanical systems.

The Permit Counter is also the main point of contact if you are locating your business into an **existing building**. Zoning will also need to be researched for an existing building to make sure that the new use is compatible with parking, on-site retention, screening, intended use and other areas. Economic Development can assist in this process. With a building address, Economic Development will research the existing zoning of a site and work with the Planning & Development Department to assure the business owner that the use fits the site without requiring additional zoning regulations.





V. Establishing Your Location

Tenant improvement permits are filed with the Permit Counter to modify the interior of the existing building. Construction of the interior will begin after review and approval of the building plans and issuance of the building permit.

INSPECTIONS

One of the City's qualified inspectors will review each phase of the construction process. Each phase must be approved in order to move on to the next segment. The Inspector will review all projects to make sure that they are constructed for conformance to the approved plans and current building codes. Inspections must be called in to the Building Department not later than 4:00PM the day before an inspection is required.

Building Inspections

215 East Buffalo Street
Chandler, AZ 85225

Phone: (480) 782-3101
Fax: (480) 782-3009

CERTIFICATE OF OCCUPANCY

When the building is completed and it has received inspection approval on all phases, including final inspection approval, landscaping has been completed, utility clearance has been met, all fees have been paid and any additional stipulations incurred have been met, the Building Department will issue a Certificate of Occupancy (C of O) on the project. The building may not be occupied until the C of O is issued.

FIRE & POLICE SAFETY

The Fire and Police Departments are responsible for ensuring compliance with local fire and police codes.

Compliance with fire code is achieved through review of construction and development plans to ensure that the site is accessible to fire trucks, has sufficient fire hydrant capacity, proper chemical storage and that employees are safe in the building.





V. Establishing Your Location

The Fire Department also performs ongoing inspections of existing space to ensure safety and compliance, including on-site hazardous materials storage (quantity and type). The inspections also include reviews of identified escape routes and potential employee safety hazards.

The Police Department verifies addressing and building layout to guarantee access to the building in a timely manner in the event of an emergency. In addition, all businesses with alarms must have an alarm permit, which can be obtained from the Chandler Police Department. Permits and all information on fees and schedules can be obtained at the Chandler Police Department website.



Fire Department:
221 East Boston Street
(480) 782-2120
www.chandlerfire.org

Police Department:
250 East Chicago Street
(480) 782-4520
www.chandlerpd.com





V. Establishing Your Location

UTILITIES

The Permit Counter staff is the main contact for all types of utility improvements, including temporary power service required during construction. Staff coordinates new utility installation orders and utility service relocations. Listed below are the direct contacts for each utility service.

◇ **Water/Sewer and Trash/Recycling**

The City of Chandler provides its residents and businesses with water/sewer and trash/recycling collection. Further information on services/fees can be found at www.chandleraz.gov or:

Water/Sewer:	975 Armstrong Way	(480) 782-3700
Trash/Recycling:	955 East Queen Creek Road	(480) 782-3510

◇ **Electric**

Salt River Project	Phone:	(602) 236-8833
	Toll Free:	(800) 258-4SRP (4777)
	Web:	www.srpnet.com

Arizona Public Service: (Downtown area only)	Phone:	(602) 371-6767
	Toll Free:	(800) 253-9407
	Web:	www.aps.com

◇ **Natural Gas**

Southwest Gas Corporation:	Phone:	(602) 861-1999
	Toll Free:	(800) 873-2440
	Web:	www.swgas.com

◇ **Telecommunications (Internet and Phones)**

Qwest Small Business Phone/Internet Service:	Phone:	(800) 603-6000
	Web:	www.qwest.com

Cox Communications Internet & Phone Service:	Toll Free:	(800) 260-7028
	Web:	www.cox.com/arizona





VI. Environmental Issues

Whether constructing a new building or occupying an existing one, an environmental assessment of the property may need to be completed prior to construction of the project. Planning & Development staff will be able to assist you to ensure that the correct assessments are completed.

Environmental Protection Agency

U.S. EPA, Region 9	Phone:	(415) 947-8000
75 Hawthorne Street	Toll Free:	(866) EPA-WEST
San Francisco, CA 94105	Web:	www.epa.gov/region09

Arizona Department of Environmental Quality

Phoenix Main Office	Phone:	(602) 771-2300
1110 West Washington Street	Toll Free:	(800) 234-5677
Phoenix, AZ 85007	Fax:	(602) 771-4436
	Web:	www.adeq.state.az.us

The Compliance Assistance Program is designed to help small businesses comply with the environmental regulations that govern the State of Arizona. This special program will coordinate many facets of environmental compliance and is separate from the inspection and enforcement divisions.

Maricopa County Air Quality Department Business Resource Center (BRC)

1001 North Central Avenue	Phone:	(602) 506-5102
Suite #400	Fax:	(602) 372-0997
Phoenix, AZ 85004	Web:	www.maricopa.gov/aq/divisions/business-resources

This program is directed by the Maricopa County Environmental Services Department and assists small businesses that are or will be subject to the requirements of the 1990 Federal Clean Air Act Amendment. This free program uses education and technical assistance to help small businesses comply with environmental regulations while promoting health, safety and environmental benefits. In addition, the program assists small businesses through the environmental permit process, pollution prevention strategies and solutions and site evaluations.

Maricopa County Environmental Services Department

1001 North Central Avenue	Phone:	(602) 506-6623
Suite #200	Fax:	(602) 506-5141
Phoenix, AZ 85004	Web:	www.maricopa.gov/envsvc





VI. Environmental Issues

The Environmental Services Department is responsible for the health and safety of the community by preventing and removing environmental risks. The Department’s Environmental Health Specialists help to improve air quality, ensure that food in eating establishments is free of contamination and ensure that water supplies throughout the county are safe to drink.

Maricopa County Environmental Health Division

1001 North Central Avenue	Phone:	(602) 506-6980
Suite #300	Fax:	(602) 506-6862
Phoenix, AZ 85004	Web:	www.maricopa.gov/envsvc/envhealth

Any establishment, which serves food or drinks, is required to obtain an Eating and Drinking Permit from the Environmental Health Division. The establishment must also be in compliance with Maricopa County Environmental Health Division for all food service facilities and food handlers.

City of Chandler Municipal Utilities Department-Environmental Resources

975 East Armstrong Way	Phone:	(480) 782-3582
Building L	Fax:	(480) 782-3805
Chandler, AZ 85248	Web:	www.chandleraz.gov

City of Chandler staff is available to offer guidance and compliance support to businesses locating in Chandler. Education programs are also available through this department.

City of Chandler Fire Department

221 East Boston Street	Phone:	(480) 782-2120
Chandler, AZ 85225	Fax:	(480) 782-2125
	Web:	www.chandlerfire.org

The Chandler Fire Department helps ensure the compliance of businesses and the safety of their employees by conducting routine fire inspections of commercial businesses and by reviewing building improvements, and the construction plans of new or existing facilities. The Hazardous Materials Team is responsible for the hazardous materials program and inspections.





VII. Labor Regulations

INDUSTRIAL COMMISSION OF ARIZONA DEPARTMENT OF LABOR

Arizona is a "Right To Work" state, which means that employees cannot be forced to join a labor union as a condition of obtaining or continuing employment. The Arizona Department of Labor is responsible for administering the state's laws relating to labor. These statutes include the payment of wages, employment practices, child labor and the licensing of some agencies.

Arizona Department of Labor

800 West Washington Street
Phoenix, AZ 85007

Phone: (602) 542-4515
Web: www.ica.state.az.us/divisions/labor

POSTING REQUIREMENTS

Companies must comply with Federal and Arizona laws requiring that mandatory notices be posted in a conspicuous place that is frequented by employees and/or applicants. Copies of these posting notices can be obtained for a fee from the Arizona Employers' Council (See below). Notices are also available on their Web site at www.azeci.com. The following is a list of required postings:

FEDERAL NOTICES

Department of Labor

- Age Discrimination in Employment Act
- Americans with Disabilities Act
- Civil Rights Act of 1964 (Title VII)
- Employee Polygraph Protection Act
- Equal Pay Act of 1963
- Equal Opportunity Employment
- Fair Labor Standards Act
- Family and Medical Leave Act of 1993
- Uniformed Services Employment & Reemployment Rights Act
- Federal Minimum Wage
- Government Contractors
- Federally Financed Construction
- Migrant and Seasonal Agricultural Protection

Chandler Household Income	
\$150,000 or more	10.2%
\$100,000 to \$149,999	18.1%
\$75,000 to \$99,999	19.0%
\$50,000 to \$74,999	22.7%
\$25,000 to \$49,999	19.4%
\$15,000 to \$24,999	5.6%
\$14,999 or below	5.0%
Median Household Income	\$72,037

Source: Sites USA 2007 Estimates





VII. Labor Regulations

OSHA – Occupational Safety and Health Administration

- OSHA – Federal
- OSHA Summary (Form 200)
- Occupational Noise

ARIZONA NOTICES

Equal Opportunity Employment Commission

- Arizona Minimum Wage
- Constructive Discharge
- Employment Discrimination
- Unemployment Insurance
- Workers Compensation

ADOSH - Arizona Occupational Safety and Health Administration

- ADOSH - State
- Workplace Exposure to Bodily Fluids
- Hazmat (hazardous materials) Information and Emergency Data

FAIR LABOR STANDARDS ACT

The Fair Labor Standards Act (FLSA) is administered by the Wage and Hour Division of the U.S. Department of Labor. The law establishes minimum wage, overtime, and child labor standards for employers. The Arizona Labor department has jurisdiction over all businesses in the state, which are not covered by the FLSA. To determine if your business is subject to the FLSA please contact:

U.S. Department of Labor

Employment Standards Administration - Wage and Hour Division

230 N. First Avenue
Suite 402
Phoenix, AZ 85003

Phone: (866) 4-US-WAGE
Web: www.dol.gov/esa

WAGE PAYMENT LAWS

Every employer in the state must have at least two regular paydays each month not more than 16 days apart. Arizona law permits five working days between the end of a pay period and the payment of wages earned during that pay period.

An employee who is discharged must receive all wages due within three working days. If an employee quits, the employee must be paid all wages no later than the regular pay day.





VII. Labor Regulations

MINIMUM WAGE AND OVERTIME

Arizona's minimum wage as of 1/1/08 is \$6.90.

LEGISLATION

RIGHT TO WORK LEGISLATION

Arizona is a right to work state, which means no person shall be required to join a labor union as a condition of obtaining or retaining employment.

SAFETY REGULATIONS

The Industrial Commission of Arizona, under the Occupational Safety and Health Act of 1970, is the state agency charged with regulating industrial facilities for fire, health and safety requirements. For information contact:

Industrial Commission of Arizona, Division of Occupational Safety and Health

800 West Washington Street Phone: (602) 542-5795
Phoenix, AZ 85007

DISCRIMINATION IN EMPLOYMENT

Title VII of the Civil Rights Act of 1964 is the federal law, which prohibits employment discrimination based on race, color, religion, sex or national origin. For additional information please contact:

U.S. Equal Employment Opportunity Commission

3300 North Central Avenue Phone: (800) 669-4000
Suite 690 Fax: (602) 640-5071
Phoenix, AZ 85012 Web: www.eeoc.gov/phoenix

IMMIGRATION AND NATIONALITY ACT

The Immigration and Nationality Act (INA) prohibits employers from knowingly hiring undocumented workers. It also requires employers to verify their employee's identity and work eligibility specified on the I-9 form. For additional information please contact:

Office of Special Council for Immigration-Related Unfair Employment Practices

Phone: (800) 255-8155





VII. Labor Regulations

ARIZONA WORKERS' COMPENSATION INSURANCE

Public and private employers must carry workers' compensation insurance if they employ "regularly employed workers". Regularly employed includes all employment whether continuous throughout the year or for only a portion of the year. The purpose of workers' compensation insurance is to provide medical benefits and/or compensation to a covered employee who is injured by an accident arising out of and in the course of their employment. The insurance must be covered at the employer's expense.

Companies may choose to insure their employees in one of three ways:

1. **State Compensation Fund**

3030 North 3 rd Street	Phone:	(602) 631-2050
Phoenix, AZ 85012	Toll Free:	(800) 327-9726
	Fax:	(602) 631-2065
	Web:	www.statefund.com

2. Insuring with an authorized carrier

3. Qualifying as a self-insurer under the rules and regulations of the Industrial Commission

Arizona Industrial Commission

800 West Washington St.	Phone:	(602) 542-3294
Phoenix, AZ 85007	Fax:	(602) 542-3104
	Web:	www.ica.state.az.us/divisions/special_fund

DEFINING EMPLOYEE / INDEPENDENT CONTRACTOR STATUS

An employer is responsible for withholding and remitting state and federal income taxes, Social Security and Medicare taxes, paying unemployment and workers' compensation insurance and the employer's matching Social Security and Medicare tax.

In the case of an independent contractor, a company does not withhold or pay the above items from payments for work performed. According to the IRS, "The general rule is that an individual is an independent contractor if you, the employer; have the right to control or direct only the result of the work and not the means and methods of accomplishing the result."





VII. Labor Regulations

For additional assistance, please contact the Internal Revenue Service, Arizona Department of Economic Security, an attorney or accountant. For information on any of these topics listed above, please contact:

Arizona Employers' Council Inc.

2701 East Osborn Road
Suite #100
Phoenix, AZ 85016

Phone: (602) 955-7558
Toll Free: (800) 437-9262
Fax: (602) 955-4545
Web: www.azeci.com





VIII. Resources/Financing

SMALL BUSINESS ORGANIZATIONS

U.S. Small Business Administration (SBA)

2828 North Central Ave	Phone:	(602) 745-7200
Suite 800	Fax:	(602) 745-7210
Phoenix, AZ 85004	Web:	www.sba.gov

Arizona Small Business Association

4130 East Van Buren Street	Phone:	(602) 265-4563
Suite 150	Fax:	(602) 265-3681
Phoenix, AZ 85008	Web:	www.asba.com

The Arizona Small Business Association (ASBA) is an organization that provides networking opportunities to small businesses to showcase their products and services. The association also holds educational workshops to inform small businesses of legislation that could affect their business and to support and cultivate new and existing small business development.

Arizona Small Business Development Center (SBDC) Network/ Maricopa Community College District

2411 West 14 th Street	Phone:	(480) 731-8720
Tempe, AZ 85281	Fax:	(480) 731-8729
	Web:	www.maricopa.edu/sbdc/centers.htm

The SBDC is a leading contributor to business partnership development. The SBDC offers professional consultants who provide low-cost seminars and no-cost counseling in all areas of business development. They also assist companies with workforce recruitment and employee training.

SCORE East Valley (Service Corps of Retired Executives)

1201 South Alma School Road	Phone:	(480) 833-9020
Suite 4800	Fax:	(480) 833-6009
Mesa, AZ 85210	Web:	www.scoreaz.org

SCORE is a national network of retired executives who provide expertise and consultation in planning and managing small businesses.





VIII. Resources/Financing

FEDERAL RESOURCES

Internal Revenue Service

Taxpayer Education & Communications

210 E. Earll Dr.
Phoenix, AZ 85012

Phone: (602) 207-8031
Web: www.irs.gov/businesses/small

Click on "Tax Info for Business" for answers to frequently asked questions and information about tax forms and employee taxes. Upon request, the IRS will supply a Small Business Resource Guide that will provide the information you need to understand federal tax requirements as well as other topics.

STATE/OTHER RESOURCES

Arizona Department of Commerce Business Assistance Center

Small Business Services

1700 West. Washington Street
Suite 600
Phoenix, AZ 85007

Phone: (602) 771-1196
Web: www.azcommerce.com/busasst/smallbiz

The Arizona Business Connection is your one-stop resource for information and referrals at every step of the small business development process: startup, expansion or relocation. The office also provides minority and women business owners with information on relevant business programs and services.

Arizona Department of Revenue

Community Outreach and Education

1600 West Monroe Street
Phoenix, AZ 85007

Phone: (602) 716-7810
Toll Free: (877) 863-0655
Web: www.azdor.gov

Better Business Bureau of Central/Northern Arizona

4428 North 12th Street
Phoenix, AZ 85014

Phone: (602) 264-1721
Toll Free: (877) 291-6222
Fax: (602) 263-0997
Web: www.phxbbb.com





VIII. Resources/Financing

CHAMBERS OF COMMERCE

Chandler Chamber of Commerce

25 South Arizona Place
Suite 201
Chandler, AZ 85225

Phone: (480) 963-4571
Toll Free: (800) 963-4571
Fax: (480) 963-0188
Web: www.chandlerchamber.com



Arizona Hispanic Chamber of Commerce and The Greater Phoenix Minority Business Development Center

255 East Osborn Street
Suite 201
Phoenix, AZ 85012

Phone: (602) 279-1800
Fax: (602) 279-8900
Web: www.azhcc.com

Asian Chamber of Commerce

7217 North 6th Way
Phoenix, AZ 85020

Phone: (602) 222-2009
Fax: (602) 870-7562
Web: www.asianchamber.org

Chinese Chamber of Commerce of Arizona

P.O. Box 32865
Phoenix, AZ 85064

Web: www.cccarizona.org

Greater Phoenix Black Chamber of Commerce

201 E. Washington Street
Suite 350
Phoenix, AZ 85004

Phone: (602) 307-5200
Fax: (602) 307-5204
Web: www.phoenixblackchamber.com

Greater Phoenix Chamber of Commerce

201 North Central Avenue
27th Floor
Phoenix, AZ 85004

Phone: (602) 495-2195
Fax: (602) 495-8913
Web: www.phoenixchamber.com





VIII. Resources/Financing

Greater Phoenix Economic Council (GPEC)

2 North Central Avenue
Suite 2500
Phoenix, AZ 85004

Phone: (602) 256-7700
Toll Free: (800) 421-4732
Fax: (602) 256-7744
Web: www.gpec.org

National Center for American Indian Enterprise Development

953 East Juanita Avenue
Mesa, AZ 85204

Phone: (480) 545-1298
Fax: (480) 545-4208
Web: www.ncaied.org

U.S. Women's Chamber of Commerce

Web: www.uswcc.org

Arizona Department of Commerce Small Business Services Minority and Women-Owned Business Enterprises

1700 W. Washington Street
Suite 600
Phoenix, AZ 85007

Phone: (602) 771-1196
Web: www.azcommerce.com/busasst

The Office of Minority/Woman Owned Business Services acts as a resource and advocate for minority and women business owners. The business must be at least 51% minority or woman owned to qualify for assistance.

Arizona Minority Business Development Center

255 East Osborn Road
Suite 202
Phoenix, AZ 85012

Phone: (602) 248-0007
Toll Free: (800) 428-7299
Fax: (602) 279-8900
Web: www.azmbec.org

Provides minority business owners with consulting services and technical assistance to manage and grow their businesses. AMBDC works to increase revenue and financing opportunities for Arizona minority businesses by providing assistance in management, business strategy, market research, financial analysis, loan package preparation, vendor registration, minority certification, business plan development, professional referrals and workshops.





VIII. Resources/Financing

EDUCATIONAL RESOURCES / WORKFORCE

Arizona Department of Commerce

Workforce Recruitment & Job Training Program

1700 W. Washington Street
Suite 600
Phoenix, AZ 85007

Phone: (602) 771-1181
Web: www.azcommerce.com/workforce/jobtraining

The Arizona Work Force Recruitment and Job Training program, through the Arizona Department of Commerce, provides short-term customized grants for the training of net new employees. The program is administered in coordination with training providers such as the community colleges, private post-secondary institutions, trade schools or with the applicant itself. The program funds up to 75% of the total eligible costs while the company contributes the other 25%. Recent awards range from \$300 to \$1,000 per employee.



The City of Chandler works closely with the Maricopa Community College District to assist companies with all facets of work force needs. This includes developing customized training programs, recruitment and pre-screening, and assisting with the application process for the Arizona Work Force and Job Training Grant.

Maricopa Workforce Connections

Goodwill Industries of Central Arizona
930 N. Alma School Road
Chandler, AZ 85224
Phone: (480) 792-6924

Provides various services related to the recruitment and training of employees.

Arizona State University

Web: www.asu.edu

The Spirit of Enterprise Center

WP Carey School of Business Phone: (480) 965-3962
BA 101 Fax: (480) 727-6185
Tempe, AZ 85287 Web: www.wpcarey.asu.edu/Spirit

The Spirit of Enterprise Center brings students and businesses together to accelerate entrepreneurship within the communities they serve.





VIII. Resources/Financing

Center for Advancement of Small Business

Phone: (480) 965-3962

ASU Office of Economic Affairs

300 East University Drive

Suite 310

Tempe, AZ 85287

Phone: (480) 965-1225

Fax: (480) 965-6166

Web: www.economicaffairs.asu.edu



Oversees several various programs that could provide useful resources including: ASU Technopolis and the ASU/Scottsdale Center for Innovation and Technology.

ASU L. William Seidman Research Institute

W.P. College of Business

P.O. Box 874011

Tempe, AZ 85287

Phone: (480) 965-5362

Web: www.wpcarey.asu.edu/seld

ASU Career Services Office

1151 South Forest Avenue

Tempe, AZ 85287

Phone: (480) 965-2350

Web: www.asu.edu/studentaffairs/career

Provides a vast array of services including resume referrals, job listings, on-campus recruitment, pre-recruiting information, job fairs and information sessions.

ASU Technopolis

1475 North Scottsdale Road

2nd Floor

Scottsdale AZ 85257

Phone: (480) 884-1804

Fax: (480) 884-1888

Web: www.asutechnopolis.org

Offers rigorous programs that educate, coach and connect innovators and entrepreneurs.

ASU Advanced Technology Innovation Center

ISTBIII, Room 183

7417 East Unity Ave.

Mesa, AZ 85212

Phone: (480) 727-1647

Fax: (480) 727-1248

Email: <http://atic.asu.edu>

Created to assist entrepreneurs and startups build their product ideas, taking innovation from paper to an actual prototype.





VIII. Resources/Financing

Arizona Technology Enterprises

SkySong	Phone:	(480) 884-1996
1475 North Scottsdale Road	Fax:	(480) 884-1984
Scottsdale, AZ 85257	Web:	www.azte.com

The office is responsible for transferring intellectual property from the University to the commercial market, and assist companies in all facets of tech transfer business establishment.

Additional ASU data and research can be obtained from:

- **ASU Realty Studies:** (480) 727-1300
- **JP Morgan Economic Outlook Center:** (480) 965-5362
- **ASU Center for Competitiveness**
- **& Prosperity Research:** (480) 965-3961
- **ASU Center for Services Leadership:** (480) 965-6201

Chandler-Gilbert Community College

Pecos Campus	Phone:	(480) 732-7000
2626 East Pecos Road	Fax:	(480) 732-7090
Chandler, AZ 85225	Web:	www.cgc.maricopa.edu

Chandler-Gilbert has three East Valley campuses and is part of the Maricopa County Community College system. Customized training and various services for small businesses are offered at the Pecos Campus.

TRADE

Grand Canyon Minority Supplier Development Council (GCMSDC)

340 East Palm Lane	Phone:	(602) 495-9950
Suite A-100	Fax:	(602) 495- 9943
Phoenix, AZ 85004	Web:	www.gcmsdc.org

The GCMSDC is a non-profit organization of corporations and minority business enterprises (MBE) dedicated to providing increased procurement and business opportunities for minority businesses of all sizes. The Council creates business forms; sponsors trade shows, networking roundtable discussions and training seminars; and publishes "The Reporter" newsletter and a membership directory.





VIII. Resources/Financing

Bid Source (Maricopa County)

201 North Central Avenue
Suite 2700
Phoenix, AZ 85072

Phone: (602) 495-6467
Fax: (602) 495-8913
Web: www.bidsource.com

Bid Source offers resource materials on bid (procurement) notifications, consulting services and many other benefits for small businesses.

ON-LINE ASSISTANCE

ABC's of Small Business and Entrepreneur Success

Web: www.liraz.com

Contains tips on new and useful ways to run a small business.

Create a Business Website

Web: www.bigstep.com

Bigstep.com may be used to create and manage a Web site, market your business on line, secure products with e-commerce, promote events, display a portfolio, send e-mail newsletters and more. Most of the site's services are free.

Retirement Business Startup Guidance

Web: www.bizstarters.com

This online training system guides you step-by-step from the entrepreneurial urge to successfully running your own business. Features include an online learning center and a place to chat with others who share your questions, concerns and passion for becoming entrepreneurs.

Kauffman Foundation e-Venturing Entrepreneur's Resource Center

Web: www.eventuring.org

This site contains numerous resources for entrepreneurs and tips for starting and growing a business. Topics include finance and accounting, human resources, sales & marketing, products & services, operations and entrepreneurship.

Small Business Help Center

Web: www.helpbizowners.com

Provides a free, one-stop information and assistance center for those interested in running a small business.





VIII. Resources/Financing

House Small Business Committee

Web: www.house.gov/smbiz

The U.S. Chamber of Commerce Small Business Center

Web: www.uschamber.com/sb

This site has small business toolkits on a variety of topics.

Small Business Taxes and Management

Web: www.smbiz.com

This site provides tax and management guidance to small and medium sized businesses.

The Wall Street Journal Center for Entrepreneurs

Web: <http://startup.wsj.com>

This site is provided by the Wall Street Journal and includes features such as a listing of business ventures and businesses for sale, franchise opportunities, venture capital firms, business plan outline and startup questions and answers.

